

# YOUR GUIDE TO ONLINE ENROLMENT



THE  
**BEDFORD**  
COLLEGE  
GROUP



# OUR ENROLMENT PROCESS

**Our enrolment process is designed to make sure that you are enrolled on to the right course at the right level for you.**

We have written this guide to give you answers to a few questions that you might have about enrolling so that you know what to bring and what to expect.

If you have any other questions please don't hesitate to contact our Customer Contact Centre via Live Chat or email [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk)



## WHEN CAN I ENROL ON MY COURSE?

Online enrolment takes place week commencing Monday 3 August 2020. You can find exact details of how to enrol on the letter included within this leaflet.

## WHAT DO I NEED TO BRING?

### Photo or Scan of Proof of ID

This should be one of the following:

- UK/EU passport or ID card
- A full birth certificate
- Driver's licence
- Non-EU passport
- National Insurance Card/Letter
- Debit/Credit card

### Picture of your choice following the criteria below (this picture will become your ID card)

- Passport photo size, jpg format and 5mb maximum
- On a plain background
- You are facing forward and looking straight at the camera
- Your eyes open, visible, and free from reflection or glare from glasses (no sunglasses)
- In colour
- A true likeness
- A recent photo
- Does not contain other objects or people
- No hats or caps (unless it is for religious or medical reasons)
- No sticking out tongue and/or pulling faces

### Use self declaration to tick the Tuition Fee Remission Declaration that applies to you

*(This fee remission will mean you will have no tuition fee to pay for your course)*

- I don't have a Full Level 2 qualification

- I don't have a Full Level 3 qualification (19-23)
- I am in receipt of one of the following benefits: JSA, ESA, WRAG or Universal Credit
- I am unemployed and in receipt of one of the following benefits: JSA, ESA, WRAG or Universal Credit
- I have a Low Income under £17,004

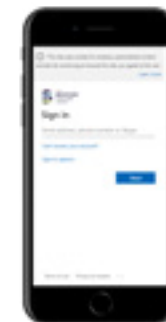
## WHERE DO I GO TO ENROL?

### To view your Enrolment link:

- ① Log into your portal here or go to the website and click 'Applied? Log in'



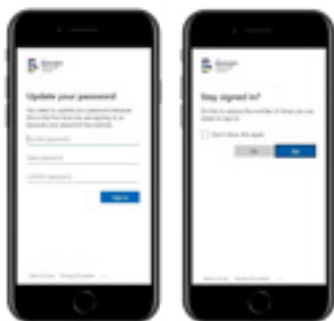
- ② Go into the Application tab
- ③ Open your Enrolment Letter
- ④ Click on the Respond button on the top right hand corner
- ⑤ Complete the pre-enrolment form answering any incomplete questions as you go through the form. You can amend any of your details as you go through the form
- ⑥ Go to <https://gateway.bedford.ac.uk> and log into your Bedford College Group student account.



## 7 Sign in

Log in using the college email address we have given you in the letter you received to sign in. For your password, enter your date of birth in the format DDMMYYYY. Once entered, you can change your password but it must meet the following conditions: contain at least one uppercase character, at least one lower case character, a number or special character e.g !, and it must not contain any part of your email address.

These will then be your college log in details (so please keep a note of them).



If you choose 'Yes' on the above screen, you will not be asked to login again on the device you are using. You must remember the password you have chosen as you will use this to access the computers at College.

## 8 Sign into ProPortal

- You will then be taken to the ProPortal homepage

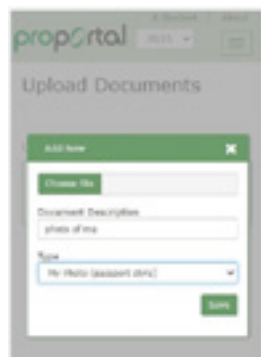


- Select 'Learner ILP' and 'Upload Documents'



To upload your photo and documents, choose 'Upload Documents' from the Learner ILP option on the menu

Upload a document by selecting 'Add New' and pick the relevant document you need to upload from the list below.



'Choose File' on most mobile or tablet devices will then give you the option of taking a photo and uploading. Alternatively choose an existing file from your device or computer. Give the document an appropriate name, and ensure you select the document 'Type' from the dropdown. When you have chosen the 'Save' option, repeat for other evidence documents as required.

## 9 Final Step

From the Learner ILP option again on the menu choose 'Confirm your 2020 Enrolment'. Select 'I agree and save' and you have now completed this step.



## HOW LONG DOES IT TAKE?

Please allow up to an hour.

## WHAT DO I DO IF I AM HAVING AN ISSUE WITH THE ENROLMENT STEPS?

If you are struggling with any of the steps involved please contact our Customer Contact Centre via Live Chat on our website or email [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk) and we will help you through your enrolment.

## WHAT IF I DON'T GET THE QUALIFICATIONS I NEED OR I ACHIEVE BETTER THAN EXPECTED?

Don't worry if you don't get the results you had hoped for, or you achieve better grades than you expected. Our Customer Contact Centre and Our Course Teams will be happy to give you information and advice about what you can do next.

## WHAT IF I WANT TO STUDY A DIFFERENT COURSE OR CHANGE MY APPLICATION?

Not a problem at all! Just contact our Customer Contact Centre via Live Chat on our website or email [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk) and we will do the rest.

For any questions please contact our Customer Contact Centre via Live Chat, web form or email [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk)

# WHAT HAPPENS AFTER YOU HAVE PRE-ENROLLED?

## STAGE 1: GCSE RESULTS DAY

If you are waiting to receive your results then Good Luck.

## STAGE 2: YOU WILL SOON BE A STUDENT

- The College will be busy preparing your enrolment, grouping your class and printing your ID card (with the photo you uploaded) and posting out your parking permit if applicable (please be sure to let us know on your application portal that you would like a permit).

## STAGE 3: GET READY TO START

Your countdown starts now.

- The College will send you your instructions on when your programme of study will start w/c 7 September
- We will include all of our safety measures
- We will include your meeting point and the time you need to arrive
- We will include who you need to speak to if you have any question

## STAGE 4: TERM STARTS

### Start Dates

Monday 14 September 2020



# FAQS

We understand that it can be daunting joining a new College so here are some other points that you may have questions about.

## I AM PAYING MYSELF - HOW WILL THE COLLEGE COLLECT MY FEE?

Our Specialist Registry and Recoveries team will contact you to arrange payment or alternatively, email [paymyfees@bedford.ac.uk](mailto:paymyfees@bedford.ac.uk)

We can set-up a payment plan if you prefer to pay in instalments. All instalments must be paid before the course finishes.

## MY EMPLOYER IS PAYING MY COURSE FEES - WHAT DO I NEED TO BRING?

We will need you to upload a letter onto Proportal on company headed paper agreeing to pay for your course and stating the amount to be paid and the address to be invoiced and/or a purchase order number.

## ARE THERE ANY EXTRA COSTS ASSOCIATED WITH MY COURSE?

Details about any costs for equipment, uniforms, trips/visits etc can be found at [www.bedford.ac.uk/downloads](http://www.bedford.ac.uk/downloads) choose "course costs checker."

## HOW DO I APPLY FOR FINANCIAL SUPPORT?

The Bedford College Group offers a range of financial support schemes for students aged 19 or over on a study programme on 31 August 2020. Students aged 19 on the second year of a two year study programme need to apply to the 16-19 bursaries.

Our adult support fund is for course-related costs and is dependent on household income of £30,000 or less.

We have four bursary schemes:

- Travel Bursary
- Discretionary Hardship Bursary
- Tuition, Exams and Professional Fees
- Course Cost Bursary

For further information and how to apply contact [studentservices@bedford.ac.uk](mailto:studentservices@bedford.ac.uk) or Live Chat via our website.

## WHO CAN I CONTACT IF I STILL HAVE QUESTIONS ABOUT MY ENROLMENT OR APPLICATION?

Just have a chat with us via Live Chat on our website or email [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk) and we will be happy to help answer any queries you have.

## **BEDFORD COLLEGE**

Email: [info@bedford.ac.uk](mailto:info@bedford.ac.uk) Tel: 01234 291000 [www.bedford.ac.uk](http://www.bedford.ac.uk)

 BedfordCollege  @bedfordcollege  @bedfordcollege

## **SHUTTLEWORTH COLLEGE**

Email: [enquiries@bedford.ac.uk](mailto:enquiries@bedford.ac.uk) Tel: 01767 626222 [www.shuttleworth.ac.uk](http://www.shuttleworth.ac.uk)

 ShuttleworthColl  @ShuttleworthCol  @shuttleworthcollege

## **TRESHAM COLLEGE**

Email: [info@tresham.ac.uk](mailto:info@tresham.ac.uk) Tel: 01536 413123 [www.tresham.ac.uk](http://www.tresham.ac.uk)

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THE  
**BEDFORD**  
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Quality standard for information  
systems and customer services  
approved by the **matrix** Accreditation Body



UK Quality Assured