

STANDARD OPERATING PROCEDURE (SOP)

Student Admission & Onboarding (All Programmes)

MAHSA International College, Penang (MICP)

1. PURPOSE

To standardise and streamline the admission, offer issuance, registration, and onboarding process across all programmes, ensuring clear interdepartmental coordination, accountability, and timely execution.

2. SCOPE

Applicable to all programmes including:

- DDS (Doctor of Dental Surgery)
 - Diploma (Business, Nursing)
 - Foundation (FIS/FIA)
 - Short Courses (>1 week)
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3. KEY PRINCIPLES

- **Registry is the sole authority** for issuance of all Letters of Offer (LO/CLO).
 - **SQS approval is mandatory ONLY for DDS programme.**
 - **Single ownership at each stage** (no overlap).
 - **All handovers must be documented.**
 - **Defined turnaround time must be adhered to.**
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4. PROCESS FLOW & RESPONSIBILITIES

Step 1: Application (Marketing)

- Collect and submit complete application via system.
 - Ensure all required documents are uploaded.
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Step 2: Document Vetting (Admissions / CRPO)

- Verify completeness and authenticity.
 - Assess eligibility based on programme criteria.
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Step 3: Academic Clearance

DDS Programme:

- Prepare SQS.
- Obtain approvals: Deputy Dean → Dean → CEO.

Non-DDS Programmes:

- Obtain approval from Programme Director followed by final verification from the CEO.
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Step 4: Offer Issuance (Registry – Mandatory Control Point)

- Issue LO/CLO based on:
 - Approved SQS (DDS), or
 - Programme clearance (Non-DDS).
 - Update student record in system.
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Step 5: Acceptance & Payment (Registry)

- Receive signed acceptance documents.
 - Confirm fee payment / financial clearance.
 - Payment follow up should be done by Marketing.
 - Payment confirmation by Finance.
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Step 6: Pre-Registration (Registry + Marketing)

- Issue pre-arrival instructions.
 - Generate student ID and system record.
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Step 7: Registration (Day 1)

- Conduct final document verification (originals).
 - Complete registration and onboarding.
 - Create student file (physical & digital) – Registry- SA.
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Step 8: Orientation & Handover

- Day 1: Institutional orientation (Registry + Marketing).
 - Day 2–5: Academic orientation (Faculty).
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Step 9: Student Lifecycle Activation (Registry → Faculty)

- Registry (Student Affairs) activates student file.
 - Faculty assumes academic responsibility.
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5. COMMUNICATION & HANDOVER PROTOCOL

- Every stage must include:
 - Status update in system.
 - Clear next action.
 - Assigned responsible officer.

Standard Handover Format:

Student Name | Programme | Status | Next Step | Owner | Deadline

- **One student = one point of contact at a time**
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6. SERVICE LEVEL AGREEMENT (SLA)

Activity	Timeline
Application Vetting	24 – 48 hours
Academic Clearance (Non-DDS)	24 hours
DDS Approval Process	3 – 5 days
Offer Issuance (Registry)	24 – 48 hours
Response to Student Queries	< 12 hours

7. ESCALATION MATRIX

- Admissions delay → Admissions Lead.
 - Academic approval delay → Program Directors.
 - Offer issuance delay → Registry Head.
 - High-risk / conversion cases → Principal.
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8. CONTROL & MONITORING

- All applications tracked via **CRM system**.
 - Daily coordination during intake period (Marketing + Admissions + Registry).
 - Pre-orientation reconciliation 48 hours before reporting.
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9. COMPLIANCE

- No verbal approvals permitted.
- No parallel communication with students across departments.
- All records must be documented for audit (MQA / internal



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Version	Authorized by	Approval Date	Effective Date	Sections modified
1.0	CEO, MICP	APRIL 2026	APRIL 2026	- - -