



Student Engagement Policy

PURPOSE

Greenwich English College Pty Ltd has established policies that ensures sufficient information is communicated to potential students prior to enrolment and payment of any fees.

POLICY

Greenwich English College Pty Ltd provides all relevant information to students prior to enrolment in line with the requirements in The ESOS Act, The National Code 2018, The RTO Standards 2015 which will ensure that potential students are able to make informed decisions.

Information to students is communicated through various channels at numerous touch points and includes:

- all entry requirements, including:
 - the minimum level of English language proficiency;
 - educational qualifications or work experience required; and
 - whether course credit may be applicable.
- course content and duration, qualification types, modes of study and assessment methods;
- campus location(s) and a general description of facilities, equipment, and learning and library resources available to students;
- course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- a description of the ESOS framework made available electronically by DEST;
- relevant information on living in Australia, including:
 - indicative costs of living;
 - accommodation options; and
 - where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Greenwich English College Pty Ltd will ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Greenwich English College Pty Ltd will advise students of any changes to the agreed provision of services in writing.

Authorising Officer: _____ **Date:** _____ **Review Date:** _____

This policy is to be reviewed twelve (12) months from this date.