
Student Engagement Procedure

PROCEDURE

Admissions

Prior to accepting a student, or a potential student, for enrolment in a course, Greenwich English College Pty Ltd provides, in print or through referral to an electronic copy, current and accurate information regarding the following:

- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
- c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
- d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- g. a description of the ESOS framework made available electronically by DEST, and
- h. relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options, and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Marketing

As per the Policy and Procedures on Advertising and Marketing, all marketing materials published by Greenwich English College Pty Ltd will accurately and honestly provide all relevant information to students prior to enrolment allowing students to make an informed decision about studying a course provided by Greenwich English College Pty Ltd.

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

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



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Education Agents

As per the Policy and Procedures - Education Agents, formal engagement of any Education Agent will include the provisions that they provide prospective students with marketing materials with sufficient, accurate and truthful information so they can make an informed decision about studying with the College.

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

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