

Student Engagement Policy

Purpose

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

Scope

This policy applies to any staff involved in managing enrolments and payments by Greenwich College Pty Ltd, and to any students impacted by enrolment and payment processes.

Policy

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

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

Version Control Number	Date	Next Review Date
v1.0	23 rd March 2016	23 rd March 2017
v1.1	1 st April 2017	1 st April 2018
v1.2	1 st January 2018	1 st January 2019
v1.3	5 th April 2023	5 th April 2024
v1.4	10 th October 2023	10 th October 2024