

Version	3.0
Last Amended	16 January 2017
Approved By	CEO
Date Approved	16 January 2017
Reference	Pre-Enrolment Engagement Policy and Procedures v3.0

Pre-Enrolment Engagement Policy and Procedures

1 Policy Statement

1. Windsor endeavours to provide relevant information to all students prior to enrolment enabling them to make an informed decision to study at Windsor.
2. Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
3. Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the College and at a minimum includes the following content:
 - a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
 - b) the training and assessment, and related educational and support services the College will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the College's behalf (if applicable) and
 - v) any work placement arrangements.
 - c) the College's obligations to the learner, including that the College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
 - d) the learner's rights, including:
 - i) details of the College's complaints and appeals process required by Standard 6; and
 - ii) if the College, or a third party delivering training and assessment on its behalf (if applicable), closes or ceases to deliver any part of the training product that the learner is enrolled in;
 - e) the learner's obligations:
 - i) any requirements the College requires the learner to meet to enter and successfully complete their chosen training product; and
 - ii) any materials and equipment that the learner must provide; and
 - f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).

This document is uncontrolled when printed

Windsor College Pty Ltd trading as Windsor College - RTO Provider Code 41090 - CRICOS Code: 03560K – ABN 93 602 498 055

Version	Last Amended	Approved By	Date Approved	Reference
3.0	16 January 2017	CEO	16 January 2017	Pre-Enrolment Engagement Policy and Procedures v3.0

4. Where the College collects fees from the individual learner, either directly or through a third party, the College provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - a) all relevant fee information including:
 - i) fees that must be paid to the College; and
 - ii) payment terms and conditions including deposits and refunds;
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
 - c) the learner's right to obtain a refund for services not provided by the College in the event the:
 - i) arrangement is terminated early; or
 - ii) the College fails to provide the agreed services.
5. Where there are any changes to agreed services, the College advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
6. For International Students:
Prior to accepting a student, or an intending student, for enrolment in a course, the College must provide, 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 the Department of Education
 - 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.

2 Scope

This policy applies to:

- Prospective students of Windsor
- Windsor Marketing, Admissions, Academic, Student Services, Finance and Administration staff.

This document is uncontrolled when printed

Windsor College Pty Ltd trading as Windsor College - RTO Provider Code 41090 - CRICOS Code: 03560K – ABN 93 602 498 055

Version	Last Amended	Approved By	Date Approved	Reference
3.0	16 January 2017	CEO	16 January 2017	Pre-Enrolment Engagement Policy and Procedures v3.0

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Student Prospectus, the College's website, Student Handbook, and during the enrolment and orientation processes.

3 Procedure

Upon student initiated contact, Windsor Enrollment Officer will provide the relevant information (listed below) by the means of student prospectus and by directing student to Windsor's website through course brochures and through education consultants. The information provided is not just limited to the following:

- Course entry requirements including the minimum level of English language proficiency, educational qualifications or work experience required
- Information on course credits including credit transfer and recognition of prior learning
- Course content and duration, qualification offered if applicable
- Modes of study and assessment methods
- A general description of facilities, equipment, and learning and library resources available to students
- Indicative course-related fees including advice on the potential for fees to change during the student's course
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (for international students)
- Description of the ESOS framework (for international students)
- Relevant information on living in Australia (for international students)
- Windsor's refund policy
- Complaints and Appeals Policy
- Transfer between providers (for international students)
- The College's obligations
- Students' rights and obligations
- Policies and procedures

All students are encouraged to contact Windsor Enrolment Officer at any time to clarify any doubts and seek more information.

This document is uncontrolled when printed

Windsor College Pty Ltd trading as Windsor College - RTO Provider Code 41090 - CRICOS Code: 03560K – ABN 93 602 498 055

Version	Last Amended	Approved By	Date Approved	Reference
3.0	16 January 2017	CEO	16 January 2017	Pre-Enrolment Engagement Policy and Procedures v3.0

4 Related Standard

This policy/procedure supports 'Standard 2.1' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' and 'Standard 1.2' and 'Standard 5' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

5 Related Documents/Forms

1. Application Form
2. Offer of Enrolment and Enrolment Acceptance Agreement
3. Course Brochures/ Flyers
4. Student Prospectus

This document is uncontrolled when printed

Windsor College Pty Ltd trading as Windsor College - RTO Provider Code 41090 - CRICOS Code: 03560K – ABN 93 602 498 055

Version	Last Amended	Approved By	Date Approved	Reference
3.0	16 January 2017	CEO	16 January 2017	Pre-Enrolment Engagement Policy and Procedures v3.0