

Version	4.1
Last Amended	10 January 2020
Approved By	CEO
Date Approved	10 January 2020
Reference	Pre-Enrolment Engagement Policy and Procedures v4.1

Pre-Enrolment Engagement Policy and Procedures

1 Purpose

The purpose of this policy is to indicate relevant information to be provided to all students prior to enrolment to enable them to make an informed decision to study at Windsor.

2 Policy Statements

- 1.1. Windsor endeavours to provide relevant information to all students prior to enrolment enabling them to make an informed decision to study at Windsor.
- 1.2. 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.
- 1.3. 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

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- 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).
- 1.4. 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.
- 1.5. 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.
- 1.6. For International Students:
Prior to accepting an overseas student or intending overseas student for enrolment in a course, the College must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:
- a) the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - b) the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - c) course duration and holiday breaks
 - d) the course qualification, award or other outcomes
 - e) campus locations and facilities, equipment and learning resources available to students
 - f) the details of any arrangements with another provider, person or business who will provide the course or part of the course if applicable
 - g) indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the College's cancellation and refund policies
 - h) the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
 - i) the ESOS framework, including official Australian Government material or links to this material online

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- j) accommodation options and indicative costs of living in Australia.

3 Scope

This policy applies to:

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

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.

4 Procedure

Upon student initiated contact, Windsor Enrolment 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
- The CRICOS course code (for international students)
- Course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- Information on course credits including credit transfer and recognition of prior learning
- The course qualification, award or other outcomes
- Course duration and holiday breaks
- A general description of facilities, equipment, and learning and library resources available to students
- The details of any arrangements with another provider, person or business who will provide the course or part of the course if applicable
- Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the College's cancellation and refund policies
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (for international students)
- The ESOS framework, including official Australian Government material or links to this material online (for international students)
- Accommodation options and indicative costs of 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

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- Policies and procedures

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

5 Related Standard

This policy and procedure supports 'Standard 2.1' of the ESOS National Code 2018 and 'Standard 1.2' and 'Standard 5' of the Standards for Registered Training Organisations (RTOs) 2015.

6 Related Documents/Forms

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

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