

Student Engagement Policy

POLICY NAME	Student Engagement Policy
POLICY MANAGER	Academic Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
RELEASE DATE	1 st July 2025
VERSION REFERENCE	Version 2.0

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1. Introduction

1.1. Purpose

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

This policy ensures that potential students are able to make informed decisions about their enrolment and that all communication aligns with the Standards for RTOs 2025.

1.2. Scope

This policy is an overarching Group policy and applies to:

- i) All employees of Greenwich involved in managing enrolments and payments by Greenwich College Pty Ltd, and to any students impacted by enrolment and payment processes.
- ii) All courses delivered by Greenwich College including those delivered on their behalf by education providers with whom there is a licensing arrangement. This policy also extends to strategies for ensuring third parties engaged by Greenwich College Pty Ltd maintain adequate levels of appropriately skilled and qualified staff.

If there are any discrepancies between an affiliate's policy and these, the Greenwich College policy will apply.

2. Policy

2.1. Information Provided to Potential Students

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, and Standards for RTOs 2025. This ensures 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, literacy, numeracy and digital literacy 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.

2.2. Transparency of Changes to Services

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

3. Reference and Supporting Information

3.1. Supporting Documentation

Document name	Document type	Location
ASQA Standards for RTO's 2025	Regulatory Standards	External
The Education Services for Overseas Students (ESOS) Act 2000	Legislation	External
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	Regulatory Standards	External
National Vocational Education and Training Regulator Act 2011	Legislation	External

3.2. Change History

Version	Approval date	Department Approved by	Change
v1.0	23 March 2016	Executive General Manager - Group Quality, Accreditation & Compliance General Manager Academic Manager	Student Engagement Policy created
v1.1	1 April 2017		Annual review
v1.2	1 January 2018		
v1.3	5 April 2023		
v1.4	10 October 2023		
V2.0	1 July 2025	Group Quality, Accreditation & Compliance General Manager National Academic Manager	Update Group Logo, Greenwich headers and footers, and align to Standards RTO 2025.