

Policy Statement

ANC endeavour to provide relevant information to all students prior to enrolment enabling them to make an informed decision of studying at ANC.

Scope:

This policy applies to:

- Prospective students of ANC
- ANC Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Student Handbook, during the enrolment and orientation processes and also throughout the course.

Procedure

Upon student initiated contact, ANC staff will provide the relevant information (listed below) by the means of student handbook and by directing student to ANC'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 transfers 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
- Description of the ESOS framework
- Relevant information on living in Australia
- ANC's refund policy
- Complaints and Appeals Policy
- Transfer between providers

All students are encouraged to contact ANC's staff at any time to clarify any doubts and seek more information.

Reference:

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' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

Documents/Forms:

1. Application Form
2. Course Brochures
3. Student Handbook

Revision History

Version	Date	Revision Description
5.0	12 February 2015	Original