

## Pre-Enrolment Engagement Policy

### 1. Policy

This policy/procedure supports 'Standard 2.1' of the 'National Code of Practice 2007' and SNR 16.3 which require education providers to provide relevant information to a prospective student to maximize the outcome for its clients.

#### 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.

### 2. 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 anytime to clarify any doubts and seek more information.

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