

Student Engagement Policy and Procedure (Standard 5)

This policy is in place to ensure that TACIS provides prospective students with sufficient information prior to enrolment as well as the collection of fees.

TACIS will ensure it provides all relevant information to students prior to enrolment in line with the requirements in National Code Standard 2.1 to ensure students can make an informed decision about studying with the College. This will be done through the marketing materials and includes the following information:

- all 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
- 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.
- details of any arrangements (if any) with another registered provider, person or business to provide the course or part of the course.
- 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 DEST
- relevant information on living in Australia, including:
 - indicative costs of living
 - accommodation options, and
 - where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred.

TACIS will ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Procedure

To ensure TACIS complies with the National Code Standard 2:

- Marketing information is to provide all relevant information (in line with the requirements in National Code Standard 2.1) to students prior to enrolment to ensure students can make an informed decision about studying with the College.

Refer to the Marketing to International Students Policy

Refer to Marketing and Advertising Checklist - International V1

- Formal engagement of any Education Agent will include the provisions that they provide prospective students with marketing materials with sufficient information (in line with the requirements in National Code Standard 2.1) so they can make an informed decision about studying with the College.

Please, refer to Education Agents Policy.

Overview of National Code Standard 2

Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

- 2.1 Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider 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

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- 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 DEST, and**
- 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 dependents of intending students, including that school fees may be incurred.**

2.2 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.