Policy Statement

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

Scope:

This policy applies to:

- Prospective students of Duke College
- Duke College 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, Duke College staff will provide the relevant information (listed below) by the means of student handbook and by directing student to Duke College 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
- Duke College refund policy
- Complaints and Appeals Policy
- Transfer between providers

All students are encouraged to contact Duke College 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

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<tr>
<th>Version</th>
<th>Date</th>
<th>Revision Description</th>
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<tr>
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