

CRICOS Enrolment Policy

Provider	The Bright College RTO 45752 CRICOS 03945D
Campus	Level 2, 440 William Street, Perth WA 6000
Policy version	Draft 3.1
Regulatory review	15 September 2026
Applies to	Overseas students on student visas / CRICOS operations
Policy owner	CEO / RTO Manager
Next review	15 September 2027 or earlier if legislation, registration conditions or operations change

Regulatory framework

- National Vocational Education and Training Regulator Act 2011 (Cth).
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (effective for RTOs from 1 July 2025).
- Education Services for Overseas Students Act 2000 (Cth) (ESOS Act).
- Education Services for Overseas Students Regulations 2019 (current compilation).
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (current compilation F2026C00148, including the 2026 education-agent commission amendment).
- Competition and Consumer Act 2010 (Cth), Schedule 2 – Australian Consumer Law.
- Privacy Act 1988 (Cth), including the Australian Privacy Principles and Notifiable Data Breaches scheme.
- Student Identifiers Act 2014 (Cth) and current Student Identifiers regulations and requirements.
- Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth), where student visa or welfare arrangements are relevant.

1. Purpose

To ensure recruitment, assessment of entry requirements, offer, acceptance and formalisation of enrolment for overseas students complies with the ESOS framework and The Bright College's CRICOS registration. The Bright College's Management and staff are committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

2. Pre-enrolment information

- Before acceptance, students must receive current, comprehensive and plain-English information required by National Code Standard 2, including entry requirements, English requirements, CRICOS code, content, delivery modes, placements, assessment, duration/breaks, outcomes,

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campus/resources, third-party arrangements, fees/refunds, deferment/suspension/cancellation, the ESOS framework and any younger-student welfare arrangements.

- Marketing and admissions information must be accurate, not misleading and consistent with the Australian Consumer Law and National Code Standard 1.

Application Procedure

In receiving an enrolment enquiry or **Application Form** from an overseas student:

- The enrolling staff member shall ensure that all applicants are aware of information contained in **The Bright College Overseas Prospectus**.
- The enrolling staff member shall enquire and assess whether the applicant's qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- The enrolling staff member must review the applicant's educational records against the applicable course entry requirements and only accept a student's enrolment where student's educational records satisfy the applicable course entry requirements.
- The enrolling staff member will also review any initial enquiries or applications for Credit or RPL and apply the following Course Credit/RPL Policy and procedures.
- The enrolling staff member shall alert The Bright College's Management where an applicant's English language proficiency is identified as being below a 'C' Level. Or a IELTS test score is below 5.5. For more details refer to **English Acceptance Evidence and Levels for International Students**.
- The enrolling officer may request that the applicant undertake an additional online English Placement Test. The test results must be returned to the enrolling officer and reviewed by The Bright College's Management for an English Language Proficiency assessment.
- In the case of an applicant being assessed as below English score of 'C' or IELTS 5.5 the student may be referred to an English Training College for further English bridging training or potential ELICOS course enrolment.
- The Enrolling officer shall inform the applicant that in the event of a referral to another College for English Bridging, the applicant must comply with that Institutions enrolment procedures for the English Bridging Course.
- Where an applicant has met the course entry requirements of The Bright College. The enrolling officer may commence the Enrolment procedure.

Course Credit/RPL Procedure

The Enrolments Officer shall:

- On receiving a request for course credit supply the student with a current Recognition of Prior Learning (RPL) Kit for the unit or units of competency /course that the student is seeking course credit, maintaining the integrity of the qualification, and complying with the requirements of the educational framework of the course.
- On receiving a completed RPL application from an enrolling student, pass the application onto the relevant training staff member as soon as possible.
- Where a student has identified that they have completed relevant training products in previous enrolments at other colleges The Bright College's management will assess the student's request for Course Credit.
- All Nationally recognised training certification will be recognised by The Bright College's management following verification.
- The Course Credit assessment will be applicable to formal education where transcripts of formal learning is produced.

Where Course Credit or RPL is awarded, The Bright Colleges management will:

- Register the change in course duration within the confirmation of enrolment (CoE) through PRISMS where course credit is granted for a unit/units of competency or course, prior to the confirmation of enrolment or if course credit is granted after initial enrolment and course commencement, submit a variation via PRISMS.
- Ensure that students who are granted course credit are provided with a **Course Credit Report Form** identifying their successful application for course credit and their acceptance of the report is noted and signed by the student.
- Ensure that the signed **Course Credit Report Form** is filed within the student's records file and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- Ensure that the Overseas Student Contact Officer is advised of the student's new course duration.

Enrolment Procedure

- The enrolling staff member shall provide (by mail or by hand) the applicant with a **Letter of Offer** and **Student Course Acceptance Agreement** for the relevant course being applied for.
- The enrolling staff member shall ensure that the **Letter of offer** contains an
 - a. outline of the course or courses in which the student is to be enrolled, the expected course start date, terms of study and holiday breaks, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training,

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placements, and/or other community-based learning and/or collaborative research training arrangements

- b. outline of any prerequisites necessary to enter the course or courses, including English language requirements
- The **Letter of Offer** and **Student Course Acceptance Agreement** shall also contain and provide a:
 - a. list of any conditions imposed on the student's enrolment
 - b. list of all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
 - c. advice of details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
 - d. set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
 - e. outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
 - f. statement that the student is responsible for keeping a copy of the written agreement as supplied by The Bright College, and receipts of any payments of tuition fees or non-tuition fees
 - g. only use links when they provide supplementary material.
 - h. In the case of an overseas student or intending overseas student that is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.

In preparing or reviewing The Bright College's **Letter of Offer** and **Student Course Acceptance Agreement** The Bright College's Management staff shall ensure that the Marketing and Advertising Checklist is referred to as it relates to the Written Agreement.

- On receiving a completed **Letter of Offer** and **Student Course Acceptance Agreement** the enrolling staff member shall ensure that enrolling student has signed The Bright College's **Letter of Offer** and **Student Course Acceptance Agreement** and that they have acknowledged their receipt of the 'ESOS Framework' information, provided in the **Student Handbook**.
- The enrolling staff member shall ensure that they only receive course money from a student or Education agent after or at the same time the signed letter of offer and acceptance has been received.
- The enrolling officer may only accept 100% payment of course tuition fees for the first study period where the course enrolment applies to a course with a study period that is less than *24

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weeks in duration. (Please note the course duration may be longer than the 24-week maximum study period when holidays are included).

- The Enrolling officer may only accept payment of 50% of tuition fees where the course enrolment applies to a course with a study period that exceeds 24 weeks in duration.
- The Enrolling officer may only require the payment of further tuition fees, 2 weeks before the commencement of the second study period (Students may choose to pay remaining tuition fees before the two-week requirement).
- Once the **Application Form**, **Letter of Offer** and **Student Course Acceptance Agreement** has been received the enrolling staff shall initiate an electronic confirmation of enrolment (CoE) through the PRISMS system and return The Bright College signed **Letter of Offer** and relevant CoE to the student.
- The enrolling officer shall enter the enrolled student's contact detail in the **Enrolled Student Contact Form** and will seek to update The Bright College's current information from enrolled students at least every 3 months. (Records management policy)
- The enrolling staff member shall report to The Bright College's Management advice of any student who fails commence his or her course within 10 days of their non-commencement.
- The Bright College's Management shall report any student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

*A study period less than 24 weeks may also consist of two short courses in which case 100% of tuition fees may be required prior to course commencement.

The registered provider must retain records of all Offer and Acceptance as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Transfer Student Enrolment

The enrolling staff member shall not knowingly enrol a student who has not completed six months of their principal course.

Course Enrolment Transfer from another Provider

On receipt of an application for transfer of enrolment the enrolling staff member shall:

- Ensure that the student has completed at least six months of his or her principal course of study unless:
 - a. the original registered provider has ceased to be registered or the course in which the overseas student is enrolled has ceased to be registered.
 - b. the original registered provider has provided a written letter of release and recorded the date of effect and reason for release in PRISMS.

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- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- d. any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.
- e. the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- The Bright College's Management will grant a transfer request where:
 - a. there is evidence of compassionate or compelling circumstances
 - b. the registered provider fails to deliver the course as outlined in the written agreement
 - c. there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - d. there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - e. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Course Enrolment Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider the enrolling staff member shall:

- Provide the student with advice on The Bright College's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider, including that they must provide a valid enrolment offer from another registered provider
- Advise the student that their request may take as long as but will not extend past a 7-day assessment period.
- Refuse a transfer to another course offered by a registered provider except where reasonable circumstances or compassionate grounds can be established, such as:
 - a. undue hardship or sickness in the family that prevents travel to or from the course provider's location of training.
 - b. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

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- c. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- d. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- e. a traumatic experience, which could include:
 - i. involvement in, or witnessing of a serious accident; or
 - ii. witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- f. where The Bright College was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or inability to begin studying on the course commencement date due to delay in receiving a student visa.
- g. the student is at risk of being reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with The Bright College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).

Letter of Release / Letter of Release Refusal

- Provide a Letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- Issue a letter of release at no charge to the student informing the student that they should contact Department of Home Affairs for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student's academic progress.
- Provide a release refusal letter with written reasons outlining the reasons why the students request for transfer has been refused.
- Provide advice of The Bright College's complaints and appeals process should a release refusal letter be issued.
- Should the student choose to appeal the Refusal decision The Bright College's management must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- Ensure that all records associated with all transfer application are filed within The Bright College's student records system and maintained for a minimum 2-year period.

5. Fees and CoE

- Pre-course tuition fee collection must comply with section 27 of the ESOS Act: generally, no more than 50% before commencement unless the payer voluntarily chooses more or the course is 25 weeks or less.
- A CoE may be created only for a bona fide accepted student after required admissions and payment conditions are met.
- Required accepted-student information and later enrolment changes must be recorded in PRISMS within applicable statutory timeframes.

6. Orientation and student support

Accepted students must receive orientation and support information consistent with National Code Standard 6, including support services, emergency/health information, legal and employment-rights information, progress/attendance requirements, complaints/appeals and College contacts.

- Following the confirmation of enrolment, all enrolled Learners will be advised of the scheduled time for the Orientation/Initial Learner Interview with the allocated Trainer and assessor.
- Within the orientation / Initial Learner interview meeting, the Learner will be interviewed to determine suitability for enrolment to their chosen course. At this stage, any areas that may require extra support such as language barriers will be addressed.
- Learner Information provided to the Learner during the Orientation/ Initial Learner Interview shall be in support of the information provided in the **Enrolment Information, Application Form** and should feature topics included in the **Student Induction and Orientation Checklist** (Please refer to the **Student Handbook**)
- Workplace Training and Assessment agreements should be further explained, and scheduled Learner progress established along with the timing for The Bright College's Training and Assessment staff visits.

7. Learner Engagement and Enrolment Review Procedure

- Following each completed enrolment, the enrolling officer shall send (mail or email) an **Enrolment Process Survey** to each enrolled Learners and request completion of the form.
- Where a completed form is received by The Bright College, the form will be reviewed by the Training Coordinator and forwarded to The Bright College's management meeting for review.
- All actions taken to improve client services and enrolment processes will be recorded in The Bright College's management meeting minutes.