

ELICOS Delivery, Attendance, Progress and Student Support Policy

Provider	The Bright College RTO 45752 CRICOS 03945D
Campus	Level 2, 440 William Street, Perth WA 6000
Policy version	3.1
Regulatory review	15 September 2026
Applies to	ELICOS students and ELICOS staff
Policy owner	CEO / Academic Manager
Next review	15 September 2027

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).
- ELICOS Standards 2018.
- Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth), where student visa or welfare arrangements are relevant.
- Fair Work Act 2009 (Cth), where overseas-student employment rights information or workplace matters are relevant.
- Disability Discrimination Act 1992 (Cth).
- Disability Standards for Education 2005 (current compilation from 1 August 2026).
- Work Health and Safety Act 2020 (WA).
- Work Health and Safety (General) Regulations 2022 (WA) (current consolidation from 1 July 2026).

1. Purpose and scope

To ensure The Bright College's registered ELICOS delivery meets the ELICOS Standards 2018 and the ESOS/National Code requirements for scheduled contact, teaching, class size, attendance, progress and student support.

2. Scheduled course contact and delivery

- Each ELICOS course must provide a minimum of 20 hours of face-to-face scheduled course contact per week.

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- The written agreement must accurately state the scheduled course contact hours and any additional required contact.
- Any online/distance learning must be additional to the approved minimum face-to-face teaching requirement.
- Students will be placed in classes appropriate to their English proficiency and learning needs and moved between levels/classes based on documented academic decisions.

3. Class size and teaching quality

- ELICOS class size must not exceed the ELICOS Standards maximum teacher-to-student ratio of 1:18.
- Teachers must meet ELICOS Standard P6 qualification requirements and qualifications must be verified.
- The College will provide academic leadership, teacher induction and annual professional development.
- Course curricula, resources and teaching will be reviewed for effectiveness and continuous improvement.

4. Attendance

- ELICOS attendance will be recorded against scheduled contact hours.
- Satisfactory attendance is at least 80% of scheduled contact hours unless a higher requirement applies.
- Students absent for more than five consecutive days without approval, or at risk of dropping below 80%, will be contacted and offered intervention before the threshold is breached.
- An intention-to-report and appeal process will be provided before any attendance reporting in PRISMS, in accordance with National Code Standard 8.

5. Course progress and assessment

- Course progress requirements will be explained before commencement and monitored through formative and summative assessment, participation and teacher judgement.
- Students at risk of not meeting progress requirements will receive timely intervention.
- Assessment, moderation, grading, feedback and certification are governed by the ELICOS Assessment, Grading and Reporting Policy and ELICOS Standard P4.

6. Student support and counselling

- Students will have access to orientation, English/study assistance, wellbeing and general support required by National Code Standard 6.
- The College will employ or contract appropriately qualified/experienced counselling personnel able to advise students in an intercultural context on academic/future progress and welfare matters, with services available at suitable times.
- Reasonable disability support and adjustments will be considered in accordance with law without undermining legitimate course outcomes.

7. Records and review

Attendance, progress, intervention, teacher qualifications, class numbers, counselling access and delivery evidence must be retained and reviewed through the ELICOS academic management and continuous-improvement system.

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