



Student Enrolment Policy & Procedure

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1. Document Control

Document Title	Feedback, Complaints, and Appeals Policy & Procedures
Policy Owner	CEO
Approved By	CEO
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Related RTO Outcome Standard 2025: 2.2

Legislation:

- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) – Outcome 2, Division 1, Standard 2.2*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) – Standards 2 & 3*

2. Purpose

To ensure Brighton Institute of Technology undertakes a robust pre-enrolment review of each prospective student’s skills, experience, and readiness before enrolment. This ensures:

- Students are provided with accurate, individualised information to make an informed choice.
- Course entry requirements are met prior to enrolment.
- The chosen training product is suited to the student’s learning needs, career goals, and capabilities.
- Student interests are protected, and successful outcomes are supported.

3. Scope

Applies to:

- All prospective VET and CRICOS students.
- Brighton Institute of Technology (BIT) Enrolment/Student Support Officers.
- Trainers and Assessors involved in pre-enrolment reviews.

- d. Approved third parties acting on behalf of BIT in recruitment, enrolment, or student support.

4. Policy Statement

BIT assesses each applicant's suitability before enrolment, including:

- a. Language, Literacy, Numeracy, and Digital (LLND) skills.
- b. English language proficiency (for CRICOS students).
- c. Relevant prior qualifications, vocational experience, and work readiness.
- d. Any disclosed learning, health, or physical needs.

BIT uses these results to:

- a. Confirm the student meets all course entry requirements.
- b. Identify additional support needs.
- c. Recommend alternative pathways where the chosen course is unsuitable.

All information is provided in plain English and kept accurate, current, and consistent with ASQA and National Code requirements.

5. Procedures

The following procedure will be undertaken to ensure that BIT identifies the physical requirements, entry requirements or other prerequisites required to participate in a training product as well as checking that prospective students have the necessary skills and competencies, including language, literacy and numeracy proficiency and digital literacy capabilities, to undertake their intended training product.

I. Pre-Enrolment Skills & Suitability Review

Pre – Training review is conducted by Enrolment/Student Services Officer to confirm:

- a. English proficiency
- b. LLND skills against ACSF levels required for the qualification.
- c. Course entry requirements (including prerequisites and licensing).
- d. Relevance of prior qualifications/experience.
- e. Any learning, wellbeing, or physical support needs.

Trainers/Assessors may conduct verbal or written interviews to assess contextual readiness.

II. LLND Skills Review

- a. Paper based or Online Language, Literacy, Numeracy (LLND) assessment completed prior to enrolment.



- b. Results are mapped against ACSF levels relevant to the course.
- c. Any gaps are identified, and support or alternative pathways are recommended.

III. Suitability Decision & Offer

Following the review, Brighton Institute of Technology will:

- a. Proceed with the enrolment if requirements are met and suitability is established.
- b. Provide an Alternative Pathway Statement if the course is unsuitable, including recommendations for foundation skills, bridging, or alternative training products.

IV. Application & Documentation

1. Applicants complete the **Application Form** with details of:
 - a. Education history and qualifications.
 - b. Employment history.
 - c. Training goals.
2. Supporting documents may include:
 - o Passport (ID page).
 - o Certified copies of qualifications and transcripts (original language and English where required).
 - o Other course-specific entry evidence (portfolio, resume, licences).
3. **Certification** – Must be by Brighton Institute of Technology staff, authorised education agents, Notary Public, or other recognised authorities.
4. **Translations** – Only NAATI-accredited translators are accepted for non-English documents or authorised personnel from student’s country.

V. English Language Proficiency (CRICOS Students)

- a. Must meet DHA-recognised English test score (within last 2 years) or approved equivalent.

Acceptable Form of evidence for English Language Proficiency at BIT	Acceptable Score for Direct Entry Level for Certificate/ Diploma/ Advanced Diploma Courses
International English Language Testing System (IELTS) - Academic	6.0
Test of English as Foreign Language (TOEFL) - internet-based test	64
Pearson Test of English Academic (PTA Academic)	50

b. Exemptions apply to:

- Citizens/passport holders from UK, USA, Canada, NZ, Republic of Ireland.
- Applicants who have already enrolled into a standalone English Language Intensive Course for Overseas Students (ELICOS),
- Applicants who have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland,
- Applicants who have completed Senior Secondary Certificate of Education in Australia in English in the last 2 years,
- Applicants who have studied and completed a substantial component of a course in English, leading to an AQF level IV or higher qualification in the last 2 years in Australia while.

c. Where applicants are unable to provide verifiable test results, the BIT may:

- Conduct an internal English test, or
- Refer the applicant to English preparation (ELICOS or equivalent) before enrolment.

VI. Enrolment & Written Agreement

Before accepting fees, BIT provides:

- a. Course code, title, duration, delivery mode, and location.
- b. Entry requirements (academic and English).
- c. Tuition and non-tuition fees, deposit amount, payment terms.
- d. Refund policy, complaint/appeal process.
- e. Privacy statement and data sharing arrangements.
- f. Student obligations, including contact details and emergency contact requirements.

Enrolment is confirmed when the **signed Written Agreement** and **initial payment** are received. Documentation is retained for two years.

VII. Confirmation of Enrolment (CoE) – CRICOS Only

Issued after receipt of:

- a. Signed Written Agreement.
- b. OSHC evidence (if onshore).
- c. Initial fee deposit.

CoE is entered into PRISMS and includes course dates, fees, and study details. Students must maintain a valid CoE throughout their enrolment.

VIII. Student Preparation (CRICOS)

Students outside Australia must:

- a. Apply for a student visa.
- b. Prepare documentation (passport, CoE, transcripts, reference letters).
- c. Arrange travel, accommodation, and notify the RTO of visa approval, arrival details, and contact information.

IX. Acknowledgement & Orientation

BIT ensures students:

- a. Understand their rights and responsibilities.
- b. Have access to accurate, current course information before enrolment.
- c. Access to information about important policies and procedures.
- d. Access to information about Melbourne and facilities for overseas students.
- e. Receive orientation covering academic expectations, support services, and wellbeing resources.

X. Recordkeeping

- a. All assessment outcomes, LLND results, supporting evidence, and suitability communications are stored in the Student Management System or drive.
- b. Records are kept for at least two years post-enrolment.

6. Responsibilities

- a. **CEO** – Oversight and approval of policy and suitability processes. Implementation, compliance monitoring.
- b. **Student Services Officer** – Implementation, compliance monitoring.
- c. **Student Services Officer** – Skills review, documentation, LLND testing.
- d. **Trainers/Assessors** – Suitability interviews, course-specific advice.
- e. **Compliance Officer** – Ongoing compliance checks, improvement tracking.
- f. **Third Parties** – Must follow approved pre-training review processes.

7. Supporting Documents

- a. Application Form
- b. Pre-Enrolment Review Form
- c. LLND Assessment Tool
- d. Letter of Offer
- e. Student Handbook



f. Student Orientation

5. Revision

This policy will be reviewed and revised if required annually based on any legislative changes or internal changes.

Record of Revisions:

Revision Date	Version Number	Summary of Changes	Approved By
2025-05	1.0	Aligns with SRTO2025 Supersedes and combine P1 Admissions Policy and Procedure (International Student) & P23 Entry Requirement Policy (International Students)	CEO
2026-03	3.1	Updated location address	CEO

ENROLMENT FLOW CHART

