



CRICOS-POL-001 — Overseas Student Enrolment Policy

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1. Purpose

This policy establishes how RTO 45156 markets its courses, recruits overseas students, and formalises enrolment in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code 2018, and the Standards for RTOs 2025.

2. Scope

This policy applies to all prospective and enrolling overseas students, all education agents acting on our behalf, and all staff involved in marketing, recruitment, and enrolment of overseas students.

3. Definitions

Overseas student: A person who holds or intends to hold a student visa (subclass 500) to study in Australia with RTO 45156.

Confirmation of Enrolment (CoE): A certificate issued through PRISMS confirming an overseas student's enrolment with RTO 45156 for the purpose of obtaining or maintaining a student visa.

PRISMS: Provider Registration and International Student Management System — the Australian Government's system for managing CRICOS providers and student enrolments.

Written agreement: A signed document between RTO 45156 and the overseas student (and parent/guardian if under 18) outlining the terms of enrolment, fees, refund conditions, and provider obligations.

4. Marketing and advertising (National Code Standard 1)

RTO 45156 markets its courses and services honestly and accurately. All marketing materials:

- Accurately represent the courses, qualifications, facilities, services, and outcomes we offer
- State our CRICOS provider number and the CRICOS course code for each advertised course
- Do not make false or misleading claims about the quality, duration, cost, or outcomes of our courses
- Do not imply recognition or standing that has not been formally granted
- Are reviewed annually and updated immediately when scope or course details change
- Comply with the Australian Consumer Law and the ESOS Act

Marketing approval: all new or significantly revised marketing materials must be approved by the CRICOS Manager before publication. A Marketing Materials Approval Register is maintained (FORM-TPA-004).

5. Recruitment of overseas students (National Code Standard 2)

5.1 Direct recruitment

Where RTO 45156 directly recruits overseas students (including through our own website, social media, or events), we:

- Provide accurate pre-enrolment information in plain English
- Conduct a genuine assessment of each student's eligibility, English language proficiency, and suitability for the course
- Do not use high-pressure sales tactics, misleading incentives, or false representations
- Confirm that the student meets genuine entry requirements before issuing a CoE

5.2 Recruitment through education agents

Where we engage education agents, we ensure they are:

- Listed on our Agent Register (CRICOS-REG-004)
- Bound by a signed written agreement specifying their obligations
- Providing accurate information consistent with our marketing materials
- Not making representations we have not authorised



Agent management obligations are detailed in CRICOS-POL-004.

5.3 Genuine entry requirements

RTO 45156 assesses every overseas student application against genuine minimum entry requirements including:

- Age requirements (minimum age for the course and visa)
- English language proficiency (minimum scores for IELTS, TOEFL, PTE, or equivalent)
- Academic prerequisites for the course
- Capacity to meet financial requirements for the duration of study
- Visa eligibility (we do not enrol students who are clearly ineligible for a student visa)

We do not enrol overseas students solely to generate enrolment volume. Each application is genuinely assessed.

6. Formalisation of enrolment (National Code Standard 3)

6.1 Written agreement

Before a CoE is issued, RTO 45156 provides each overseas student with a written agreement that includes:

- Our legal name, trading name, and CRICOS provider number
- The student's name, date of birth, and contact details
- The course title, CRICOS course code, and course duration
- The total tuition and non-tuition fees for the course
- Payment schedule and instalment amounts
- Refund policy (including the ESOS Act refund provisions)
- Our obligations as a provider under the ESOS Act and National Code 2018
- The student's obligations including attendance, academic progress, and visa conditions
- Complaints and appeals process
- Information about the Overseas Student Ombudsman (OSO)
- For students under 18: welfare and accommodation arrangements

The written agreement must be signed by the student (and parent/guardian if under 18) before the CoE is issued.

6.2 Pre-enrolment information

Before signing the written agreement, the student receives:

- Current course information including content, duration, delivery mode, and timetable
- Fee schedule (tuition, material, application, and any other fees)
- Refund policy
- Information about our complaints and appeals process
- Information about support services available to overseas students
- A copy of CRICOS-POL-002 (Overseas Student Welfare Policy)
- Information about the Overseas Student Ombudsman: oso.gov.au

6.3 Confirmation of Enrolment (CoE)

A CoE is issued in PRISMS only after:

- The written agreement is signed by all required parties
- The required tuition deposit (as specified in the written agreement) has been received
- Genuine entry requirements are confirmed
- Overseas Student Health Cover (OSHC) is confirmed for the duration of the CoE

CoE details must accurately reflect the student's enrolment. Any changes to enrolment (course, duration, campus) must be updated in PRISMS within the required timeframe.

6.4 Unique Student Identifier (USI)

All overseas students enrolled in nationally recognised training must have a verified USI before AQF qualifications or statements of attainment can be issued. Administration verifies the USI before finalising enrolment records.



7. Refund policy for overseas students (ESOS Act obligations)

Our refund obligations for overseas students are governed by the ESOS Act in addition to our general Refund Policy (FIN-POL-002). The ESOS Act refund provisions apply in all cases where they are more favourable to the student.

Under the ESOS Act:

- If the provider defaults (is unable to deliver the course), the student is entitled to a full refund of unspent tuition fees
- If the student defaults (withdraws after the agreed date), refund entitlements are as specified in the written agreement — which must comply with the minimum ESOS Act requirements
- A written agreement cannot reduce refund entitlements below the ESOS Act minimum

The ESOS Act Tuition Protection Service (TPS) protects students' tuition fees. RTO 45156 is a registered TPS participant. Students are advised of the TPS at enrolment.

8. Overseas Student Health Cover (OSHC)

All overseas students on a student visa must hold approved OSHC for the duration of their course. RTO 45156:

- Confirms OSHC currency at enrolment and monitors it throughout the student's CoE
- Provides information about approved OSHC providers at pre-enrolment
- Does not issue a CoE where OSHC has not been arranged (unless the student is exempt under the visa conditions)

9. Related documents

- CRICOS-POL-002 Overseas Student Welfare Policy
- CRICOS-POL-003 Deferral, Suspension & Cancellation Policy
- CRICOS-POL-004 Education Agent Management Policy
- CRICOS-POL-005 Younger Overseas Students (Under 18) Policy
- CRICOS-REG-001 PRISMS Data Management Register
- CRICOS-REG-004 Agent Register
- FIN-POL-002 Refund Policy
- LSP-POL-001 Enrolment Policy (domestic)
- GOV-POL-003 Complaints & Appeals Policy

10. Legislative references

- Education Services for Overseas Students Act 2000 (Cth)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1, 2, 3
- Migration Act 1958 (Cth) — student visa conditions
- Australian Consumer Law
- Standards for Registered Training Organisations 2025