

AGENT MANUAL

Canterbury Education Group Pty Ltd



**CANTERBURY
EDUCATION GROUP**

University of Southern Queensland – Sydney Education Centre in association with Canterbury
Institute of Technology (CRICOS: 02225M)

Canterbury Business College, Sydney (CRICOS: 01899K, RTO: 6554)

Canterbury Technical Institute, Brisbane (CRICOS: 02938M, RTO: 31645)

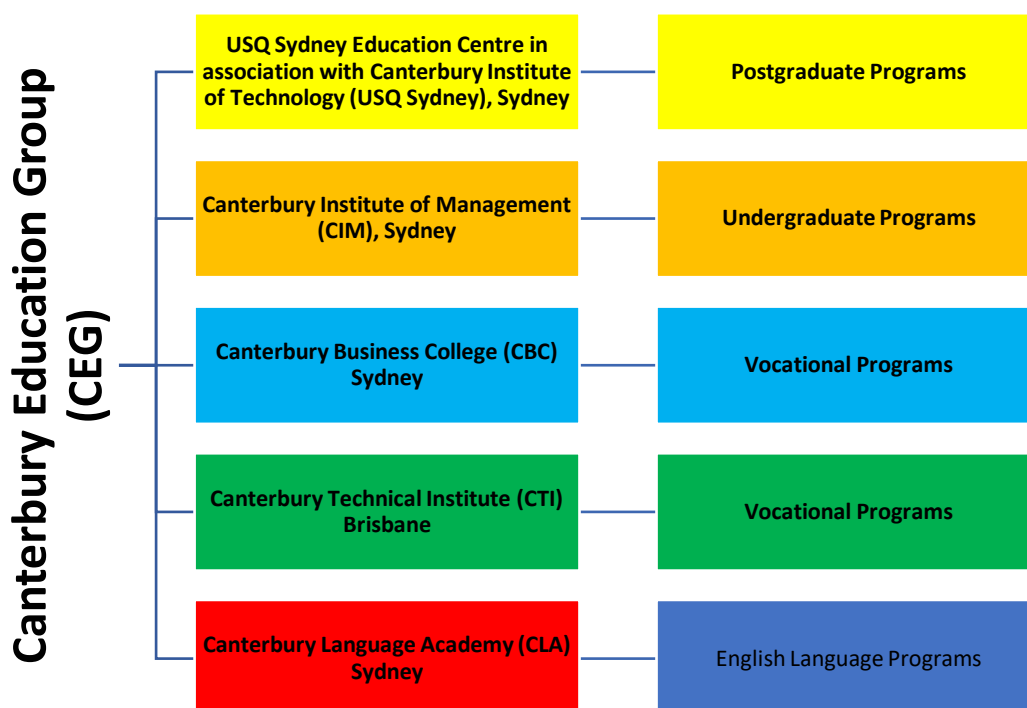
Canterbury Institute of Management, Sydney (CRICOS: 03809A, TEQSA: PRV14258)

Canterbury Language Academy, Sydney (Provider Code: 02534J)

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Established in 1999 Canterbury Education Group offers years of experience in delivering Vocational, English Language and University programs in the international & domestic arena. Canterbury Education Group (CEG) has four established institutes: two vocational institutes located in Sydney and Brisbane, an English Language (ELICOS) school and a campus to deliver university programs.

USQ Sydney Education Centre in association with Canterbury Institute of Technology (USQ Sydney) (CRICOS Provider Code: 02225M)

USQ SEC operates in association with Canterbury Institute of Technology (CIT) and is located in office building in Surry Hills, close to Sydney’s CBD. USQ SEC works in partnership with the University of Southern Queensland and offers a range postgraduate programs which are in high demand in the domestic and international education and employment markets. The academic staff at USQ SEC have years of professional and academic experience and all academic appointments are approved by the University of Southern Queensland’s head office in Toowoomba QLD.

Canterbury Institute of Management (CIM), Sydney (CRICOS Provider Code: 03809A, TEQSA Provider ID: PRV14258)

Canterbury Institute of Management (CIM) has two campuses located in North Sydney, New South Wales, and Darwin in Northern Territory. CIM’s campus is within walking distance to public transport, education, sports, government, and tourist facilities. CIM offers Bachelor of Business program with majors in Accounting, Hospitality Management, Information Systems and Management. The Bachelor of Business program and its majors are in high demand in domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories. CIM academic staff have relevant appropriate qualifications and experience in teaching and in their professional fields. The academic staff appointments and their academic delivery methods are always aimed at practical approach to learning. CIM prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs.

Canterbury Business College (CRICOS Provider Code: 01899K, RTO Code: 6554)

Canterbury Business College (CBC) is located in an office building close to Sydney's CBD. CBC is one of the leading vocational colleges in Sydney and its Diploma and Advanced Diploma programs are nationally recognised. The delivered courses have been specifically created to cater for the needs of international students. CBC has highly qualified academic and administration staff with appropriate industry experience. Classrooms and laboratories are fitted with up-to-date equipment to support the learning process.

Canterbury Technical Institute (CRICOS Provider Code: 02938M, RTO Code: 31645)

Canterbury Technical Institute (CTI) is located in the centre of Brisbane's CBD and is within walking distance of the city's main transport, education, sports, government, and tourist facilities. CTI's programs have gained national recognition and have been specifically created to cater for the needs of international students. CTI has highly qualified academic and administration staff who constantly update their industry experience to provide students with the latest industry standards. Classrooms and laboratories are fitted with the latest equipment to facilitate the learning process.

Canterbury Language Academy (CRICOS Provider Code 02534J)

Canterbury Language Academy (CLA) is an English language (ELICOS) school offering Academic English (EAP), IELTS and General English (GE) programs. The campus is located in Surry Hills, just 5 minutes' walk from Sydney's Central Train Station. CLA pays special attention to the formal learning environment and student's English proficiency is assessed so they are placed into classes in accordance with their learning ability and educational needs. The teaching staff at CLA are employed according to the Australian government's requirements and all teachers exceed the minimum requirements based on their experience and qualifications. Teaching materials at CLA are regularly reviewed and updated, the director of studies with the teachers continuously monitor student progress to ensure that students receive and achieve the best out of their learning experience.

Welcome

Canterbury Education Group has developed this Agent Manual to provide you with the most important information regarding:

- programs offered
- general tuition fees
- intake dates
- orientation
- admission procedures
- student services and
- links to information located on our respective websites.

Key Contacts for Canterbury Education Group

USQ Sydney Education Centre (USQ SYDNEY), Sydney		
Admissions - onshore applications	Kavita Sood	info@usqsydney.nsw.edu.au admissions@usqsydney.nsw.edu.au
Admissions - offshore applications	Parul Gupta	parul@usqsydney.nsw.edu.au info@usqsydney.nsw.edu.au
Cancellation of enrolment (eCOE)	Nick Kumar	nick@usqsydney.nsw.edu.au
Fees Enquiries	Gina Craparotta	gina@usqsydney.nsw.edu.au
OSHC Support (onshore)	Gabrielle Kalanja	gabrielle@usqsydney.nsw.edu.au
Canterbury Business College (CBC), Sydney		
Admissions - onshore applications	Danielle CC Navneet Mago	reception@canterburybc.com.au nmago@canterburybc.com.au
Admissions - offshore applications	Parul Gupta	parul@usqsydney.nsw.edu.au info@usqsydney.nsw.edu.au
Confirmation of enrolment (eCoE)	Navneet Mago	nmago@canterburybc.com.au
Fees Enquiries	Navneet Mago	nmago@canterburybc.com.au
Canterbury Technical Institute (CTI), Brisbane		
Admissions - onshore applications	Andrea/Rahul	enrolments@cti.qld.edu.au
Admissions - offshore applications	Parul Gupta	parul@canterburyeducation.com
Confirmation of enrolment (eCoE)	Rahul Fernandes/Andrea	rahul@cti.qld.edu.au andrea@cti.qld.edu.au
Fees Enquiries/Student Services	Rahul Fernandes	rahul@cti.qld.edu.au
Marketing Enquiries	Fabiano Mendes	fabiano@cti.qld.edu.au
(In absence of Rahul)	Navneet Mago	nmago@canterburybc.com.au
(In absence of Rahul)	Gina Craparotta	gina@usqsydney.nsw.edu.au

Canterbury Language Academy (CLA), Sydney

Admissions - onshore applications		reception@canterburyla.com.au
Admissions - offshore applications	Parul Gupta	parul@canterburyeducation.com
Confirmation of enrolment (eCoE)	<i>English enrolments only (for packaged courses please refer to above institutes for CoE)</i>	
Onshore CoEs & OSHC Enquiries		reception@canterburyla.com.au
OSHC Support	Gabrielle Kalanja	gabrielle@usqsydney.nsw.edu.au
Offshore CoEs	Parul Gupta	parul@canterburyeducation.com
Fees	Gabrielle Kalanja	reception@canterburyla.com.au
Enquiries In absence of Gabrielle	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
English Testing and student academic matters	Afonso Caxala	dos@canterburyla.com.au

Emergency Contacts Bellevue Street Campus, Surry Hills

Navneet (Manu) Mago	Operations Manager/Security	+61 413 656 896
Nick Kumar	CEO/Director	+61 411752227
Gajinder Paul	CEG/Director	+61 414780573

Canterbury Institute of Management (CIM), Sydney		
Admissions - onshore applications	Fionna Priscillia	admissions@ciom.edu.au
Admissions - offshore applications	Parul Gupta	parul@canterburyeducation.com
Confirmation of enrolment (eCoE)	<i>English enrolments only (for packaged courses please refer to above institutes for CoE)</i>	
Onshore CoEs & OSHC Enquiries	Fionna Priscillia	admissions@ciom.edu.au
Offshore CoEs	Parul Gupta	parul@canterburyeducation.com
OSHC Support	Aruna Rai	academic@ciom.edu.au
Fees/Student Support	Grace Park	sso@ciom.edu.au
Marketing Inquiries	Gajinder Paul Nisha Kansal Francesca Glasmacher Vivian Huang	gpaul@usqsydney.nsw.edu.au mktofficer@ciom.edu.au mktofficersea@ciom.edu.au mktofficerch@ciom.edu.au
Librarian/Learning Support Manager	Simon Kaddissi	library@ciom.edu.au
Academic Manager	Aruna Rai	academic@ciom.edu.au
Academic Coordinator (Darwin Campus)	Paurakh Shrestha	AC.NT@ciom.edu.au / NTadmin@ciom.edu.au
Emergency Contacts at CIM, North Sydney		
Aruna Rai	Academic Manager	+61 414 214 628
Gajinder Paul	CEO	+61 414 780 573
Asif Iqbal	Dean/Campus Director	+61 437 480 023

Marketing Enquiries

General Agent Enquiries		
Agent contract enquiries	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
	Gabrielle Kalanja	gabrielle@usqsydney.nsw.edu.au
General commission enquiries	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
Commission payment enquiries	Gina Craparotta	gina@usqsydney.nsw.edu.au
	Jaswinder Kaur	jaswinder@usqsydney.nsw.edu.au
Market Specific Enquiries		
Vietnam/Cambodia	Minh	cegvietnam@canterburyeducation.com
Latin & South America	Fabiano Mendes	fabiano@cti.qld.edu.au
South Pacific	Nick Kumar	nick@usqsydney.nsw.edu.au
Asia Pacific – Indonesia, Malaysia, Singapore, Philippines	Francesca Glasmacher	mktofficersea@ciom.edu.au
	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
North Asia – China, Hong Kong, Taiwan, Macau, Japan, Korea (onshore)	Vivian Huang	mktofficersea@ciom.edu.au
Thailand/Laos/Myanmar	Gajinder Paul	cegthailand@canterburyeducation.com
Korea (offshore)	Gina Song	cegekorea@canterburyeducation.com
South Asia – India, Pakistan, Sri Lanka, Bangladesh	Prateek Behl	prateek@canterburyeducation.com
South Asia – Nepal	Kiran Khanal	cegnepal@canterburyeducation.com
Middle East and African Continent	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
Onshore Marketing	Nisha Kansal	mktofficer@ciom.edu.au
All other countries not mentioned above	Gajinder Paul	gpaul@usqsydney.nsw.edu.au
	Gabrielle Kalanja	gabrielle@usqsydney.nsw.edu.au

Important Notice regarding Coronavirus (COVID-19)

As you are aware, due to the current COVID-19 situation affecting all of us around the world, CEG institutions have temporarily changed its operation for the coming months. In response to the new requirements all CEG providers are adopting their plans and informing students accordingly.

For further information on what each institution has in place – please contact the relevant managers:

USQ Sydney Education Centre (USQ Sydney)	Nick Kumar	Director	nick@usqsydney.nsw.edu.au
Canterbury Business College (CBC)	Nav Mago	Operations Manager	nmago@canterburybc.com.au
Canterbury Technical Institute (CTI)	Rahul Fernandes	Principal Executive Officer	rahul@cti.qld.edu.au
Canterbury Institute of Management (CIM)	Gajinder Paul	Director	gpaul@usqsydney.nsw.edu.au
Canterbury Language Academy (CLA)	Afonso Caxala	Director of studies	dos@canterburyla.com.au

What is COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in Wuhan City in China.

Symptoms

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- symptoms such as coughing, a sore throat and fatigue
- shortness of breath

If you are concerned you may have COVID-19: seek medical attention

If you do not have any symptoms, you should still protect yourself and others.

How it spreads

The virus can spread from person to person through:

- close contact with an infectious person (including in the 24 hours before they had symptoms)
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

Who is most at risk?

In Australia, the people most at risk of getting the virus are:

- travellers who have recently been overseas
- those who have been in close contact with someone who has been diagnosed with COVID-19
- people in group residential settings

People who are, or are more likely to be, at higher risk of serious illness if they get the virus are:

- people 65 years and older with chronic medical conditions
- people 70 years and older
- people with compromised immune systems

There is limited evidence at this time regarding the risk in pregnant women.

Protect yourself and others

Everyone must do the following things to slow the spread of COVID-19 and protect those who are

- most at risk.
- practice good hygiene
- follow social distancing rules and regulations
- self-isolation if instructed to by a doctor or if you are unwell

What is social distancing?

Social distancing means reducing close contact between yourself and others.

Some of the measure you can take are:

- to stay at home and away from others if you are unwell
- if you feel a cough or sneeze coming on, move away from others
- stay at least 1.5m away from other people as much as you can (e.g. in classrooms and common areas)
- large gatherings should be rescheduled, staggered, or cancelled
- do not greet people with a handshake, hug, or kiss
- hold meetings via video conferencing or phone call

The more space between you and others, the harder it is for the virus to spread.

In public

Social distancing in public means people:

- stay at home and only go out if it is absolutely essential
- keep 1.5 metres away from others
- avoid physical greetings such as handshaking, hugs, and kisses
- use tap and go instead of cash
- travel at quiet times and avoid crowds
- avoid public gatherings and at-risk groups like older people
- practise good hygiene

In schools

To reduce the spread of viruses or germs in schools:

- wash hands with soap and water or use hand sanitiser when entering school, have a regular handwashing schedule
- avoid queuing

Public resources and further information

Health

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Education

<https://www.studyinaustralia.gov.au/English/student-support>

<https://education.govcms.gov.au/coronavirus-covid-19>

Travel and visa

<https://www.smartraveller.gov.au/news-and-updates/novel-coronavirus-outbreak>

University of Southern Queensland, Sydney Education Centre in
association with Canterbury Institute of Technology
(CRICOS Provider Code: 02225M)

www.usqsydney.edu.au

Intake Dates 2021

Year	Semester	Orientation	Classes commence
2021	Semester 1	Thursday 18 February	Monday 22 February
2021	Semester 2	Thursday 8 July	Monday 12 July
2021	Semester 3	Thursday 11 November	Monday 15 November

** Please note that students should arrive in Australia at least one (1) week prior to their commencement date to finalise arrangements and to attend the university orientation.

Orientation

USQ Sydney Education Centre organises orientation sessions for all semester intakes. The one-day sessions are held to:

- assist students to learn about their requirements while studying at USQ,
- to meet staff and the people they will be dealing with during their studies,
- to see the campus and
- to be given information that will assist them while they are staying in Australia.

For example: where and how to open bank accounts, claim OSHC, accommodation etc.

Please note that it is important for students to attend the orientation, as it will provide them with valuable information required to successfully study as an international student in USQ Sydney Education Centre.

Orientation dates are written on the students' Letter of Offer' and USQ Sydney will inform students prior to commencement as to the location, time and date of the sessions.

Canterbury Institute of Management (CIM), Sydney
(CRICOS Provider Code: 03809A, TEQSA Provider ID: PRV14258)

www.ciom.edu.au

Intake Dates 2021

Year	Semester	Orientation	Classes commence
2021	Semester 1	Thursday 28 Jan Friday 29 Jan	Monday 1 February
2021	Semester 2	Thursday 20 May Friday 21 May	Monday 24 May
2021	Semester 3	Thursday 23 Sept Friday 24 Sept	Monday 27 Sept

** Please note that students should arrive in Australia at least one (1) week prior to their commencement date to finalise arrangements and to attend the university orientation.

Orientation

Canterbury Institute of Management (CIM) organises orientation sessions for all semester intakes. The one-day sessions are held to:

- assist students to learn about their requirements while studying at CIM,
- to meet staff and the people they will be dealing with during their studies,
- to see the campus and
- to be given information that will assist them while they are staying in Australia.

For example: where and how to open bank accounts, claim OSHC, accommodation etc.

Please note that it is important for students to attend the orientation, as it will provide them with valuable information required to successfully study as an international student at CIM.

Orientation dates are written on the students' Letter of Offer' and CIM will inform students prior to commencement as to the location, time and date of the sessions.

Canterbury Business College (CBC), Sydney
(CRICOS Provider Code: 01899K ,RTO Code: 6554)

www.canterburybc.com.au

Intake Dates 2021

CRICOS	Course	Intakes 2021
087162G	BSB50215 Diploma of Business	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
087464D	BSB60215 Advanced Diploma of Business	11/01, 12/04, 12/07, 11/10
098694K	BSB51918 Diploma of Leadership and Management	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
091806G	BSB61015 Advanced Diploma of Leadership and Management	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
099848M	ICT40518 Certificate IV in Programming	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
099766B	ICT50718 Diploma of Software Development	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
095009E	SIT40516 Certificate IV in Commercial Cookery	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11
095010A	SIT50416 Diploma of Hospitality Management	11/01, 15/02, 12/04, 17/05, 12/07, 16/08, 11/10, 15/11

**** Please note that students should arrive in Australia at least one (1) week prior to the commencement of the above dates to finalise living, personal arrangements, etc.**

Orientation

Please be advised that Canterbury Business College conducts orientation on the first day of the term, therefore students are required to arrive in Australia at least one (1) week prior to commencement of their course. Please note, it is highly recommended that students attend the orientation as the session will provide students with valuable information in relation to both their course requirements and information such as: where to find accommodation, where to search to work, opening bank accounts in Australia, travelling and most importantly the Australian Culture.

Canterbury Technical Institute (CTI), Brisbane
(CRICOS Provider Code: 02938M , RTO Code: 31645)

www.cti.qld.edu.au

Intake Dates 2020/2021

CRICOS	Course	Intakes 2021
087215K	BSB50215 Diploma of Business	11/01, 22/02, 22/03, 03/05, 31/05, 02/08, 11/10, 08/11
087494J	BSB60215 Advanced Diploma of Business	01/02, 22/03, 31/05, 02/08, 13/09, 8/11
0100374	BSB51918 Diploma of Leadership and Management	25/01, 22/02, 15/03, 26/04, 24/05, 14/06, 26/07, 23/08, 20/09, 25/10, 22/11, 13/12
091952J	BSB61015 Advanced Diploma of Leadership and Management	18/01, 22/02, 29/03, 10/05, 21/06, 16/08, 13/09, 08/11, 13/12
095416A	BSB41515 Certificate IV in Project Management Practice	6 & 21/01, 15/02, 8 & 29/03, 19/04, 10 & 31/05, 21/06, 12/07, 2 & 23/08, 13/09, 4 & 25/10, 15/11, 6/12
093917G	BSB51415 Diploma of Project Management	01/02, 01/03, 29/03, 26/04, 24/05, 28/06, 26/07, 23/08, 20/09, 25/10, 22/11
100727	BSB61218 Advanced Diploma of Program Management	08/02, 22/02, 22/03, 19/04, 17/05, 14/06, 12/07, 2/08, 30/08, 27/09, 25/10, 22/11
0100329	ICT50718 Diploma of Software Development	18/01, 15/02, 1/03, 26/04, 10/05, 24/05, 19/07, 2 & 16/08, 25/10, 8 & 22/11, 6/12
096769A	ICT60115 Advanced Diploma of Information Technology	25/01, 15/02, 0/03, 19/04, 31/05, 12/07, 26/07, 16/08, 6 & 27/09, 8/11, 22/11
088040J	ICT50215 Diploma of Digital & Interactive Games	18/01, 15/02, 1/03, 26/04, 10/05, 24/05, 19/07, 2 & 16/08, 25/10, 8 & 22/11, 6/12
091442J	SIT30616 Certificate III in Hospitality	15/02, 15/03, 5/04, 24/05, 5/07, 16/18, 6/09, 4/10, 1/11, 22/11, 13/12
090969G	SIT140416 Certificate IV in Hospitality	11/01, 25/01, 8/02, 1/03, 22/03, 12/04, 3/05, 14/06, 5/07, 2/08, 16/08, 6/09, 20/09, 4/10, 22/11
092739F	SIT50416 Diploma of Hospitality Management	25/01, 15/02, 22/02, 22/03, 3/05, 17/05, 31/05, 7/06, 21/06, 28/06, 12/07, 9/08, 30/08, 27/09, 18/10, 1/11, 15/11, 13/12
097969G	SIT60316 Advanced Diploma of Hospitality Management	11/01, 1/02, 22/02, 15/03, 12/04, 3/05, 24/05, 14/06, 26/07, 23/08, 13/09, 4/10, 25/10, 8/11, 29/11
093920A	SIT40516 Certificate IV in Commercial Cookery	11/01, 15/03, 26/07, 20/09

**** Please note that students should arrive in Australia at least one (1) week prior to the commencement of the above dates to finalise living, personal arrangements, etc.**

Orientation

Please be advised that Canterbury Technical Institute conducts orientation on the first day of the term, therefore students are required to arrive in Australia at least one (1) week prior to commencement of their course. Please note, it is highly recommended that students attend the orientation as the session will provide students with valuable information in relation to both their course requirements and information such as: where to find accommodation, where to search to work, opening bank accounts in Australia, travelling and most importantly the Australian Culture.

Canterbury Language Academy (CLA), Sydney (CRICOS Provider Code: 02534J)

www.canterburyla.com.au

Intake Dates

Intakes at Canterbury Language Academy are run consecutive on every Monday. For further information on intakes, please visit the [CLA website](#).

Canterbury Language Academy has two timetables:

- Morning Session: 9am to 3pm, Monday – Thursday
- Evening Session: 4.30pm to 8.45pm, Monday – Friday (**currently suspended until further notice**)

Please note – students who are enrolled in a main course(s) at USQ Sydney Education Centre, Canterbury Business College, Canterbury Institute of Management and / or Canterbury Technical Institute will have a set intake date as they will receive TWO ‘Letters of Offer’, one for their English (ELICOS) course and one for main course at USQ SEC, CBC, CIM and or CTI.

***** Please note that students should arrive in Australia at least one (1) week prior to the commencement of the above dates to finalise living, personal arrangements and settling in time, etc.***

Orientation

For the first day:

Please arrive to our campus on the start date of the course between 9 AM and 10 AM to complete your registration and placement test.

Documents required for both sessions:

- Original Passport
- Current Visa

Please be advised that on the date of commencement you will have a photo taken for making your student ID card.

- You will be asked on the registration form for your current address in Australia
- and mobile number.
- You will sit a placement test and meet with the Director of Studies for briefing about CLA.
- Campus tour will be done on the start date of the course.

General Procedures for CEG Institutions

Applications to CEG institutions

It is **mandatory** to include the following student details when filling out applications to study **at any of our institutions**:

- The student's **own personal** Australian and/or overseas address(es)
- The student's **own personal** telephone number including mobile number and
- The student's **own personal** email address
- **ALL forms MUST have the student's own signature – i.e. only the applicant can sign the 'Application Form' and the 'Acceptance of Offer'**
- The agent must stamp the application form

Applications that do not include the above requirements **will not be processed** and will be returned to the applicant to be properly completed.

Also, **agents cannot provide their own details in the place of the student's personal information**. These details will be fully checked by CEG admissions staff. Applications found with the agent's details in place of the students' personal information **will not be processed**.

For further information, please contact the relevant admissions staff.

Commission Payments

Canterbury Language Academy (CLA), Canterbury Business College (CBC) and Canterbury Technical Institute (CTI)

CLA, CBC and CTI can accept either GROSS payments where the student pays direct to the institution or NET payments where the student pays to the agent, who then forwards the fees to the institution minus their commission.

If paying GROSS –

1. Student must pay their fees directly to the institution. Either by CASH, EFTPOS, or CREDIT at their designated school where administration staff will provide them with a receipt. They can also pay directly to the student via INTERNET TRANSFER – in which they must provide:
 - a) Their name, DOB, and student number in the narrative to the bank
 - b) Email a copy of their deposit slip to Gina on gina@usqsydney.nsw.edu.au or to Manu on nmago@canterburybc.com.au advising their full name and student number.
2. Upon the student enrolling at the institution and commencing their program, the agent can email a tax invoice to Gina on gina@usqsydney.nsw.edu.au who will initiate the accounts team to process commission to the agent.
3. The tax invoice must:
 - Be on their company letterhead with all details including ABN number if registered in Australia
 - Include institution who they are claiming from
 - Include the student's full name, their date of birth, their course and student number

- Include correct commission charged (which they must refer to their agency agreement)

If paying NET –

Agent must send the following to get a CoE/CoEs:

- Acceptance of offer filled and signed by the student of the course/s they are enrolling
- Proof of payment receipt by agent
- A tax invoice on their company letterhead including:
 - o Their details with ABN number if registered in Australia
 - o The institution who they are claiming from
 - o The student's full name, date of birth, their course and student number
 - o Include the correct commission charged (which they must refer to their agency agreement)

Payments which do not include a tax invoice or have been incorrectly charged by the agent will result in the student not receiving their CoE until any errors have been rectified.

Enquiries or concerns related to this can be directed to Mr. Gajinder Paul at gpaul@usqsydney.nsw.edu.au

USQ Sydney Education Centre (USQ Sydney) and Canterbury Institute of Management (CIM)

Due to regulations set by the ESOS Act (2000) and the structuring in tuition fees, please be advised that students must pay their tuition fees **directly to the institution where they are to commence their studies**. Commissions will be processed to the agents once the student(s) **have paid** their fees for the **specific semester in full** to the institution, **commenced their program** and the **enrolment consensus date (last date to drop units)** has passed.

Enquiries or concerns related to this can be directed to Mr. Nick Kumar at nick@usqsydney.nsw.edu.au .

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is designed to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider OR
- receive a refund for their unspent tuition fees.

CEG students are required to:

- fully comply with the requirements on their student visa including maintaining academic standing, attendance, and on-time payment of their tuition fees.
- provide their personal contact details to their institution and must update the institution on their current living arrangements within seven (7) days of their details changing.
- as per the law, students have five (5) days to arrive & commence their program before they are reported for non-commencement to the Department of Immigration and Border Protection (DIBP)

For further information please refer to the [TPS website](#).

Program Entry Requirements

Please refer to the respective brochures and websites for entry requirements for all programs offered at:

- USQ Sydney Education Centre – www.usqsydney.nsw.edu.au
- Canterbury Business College, Sydney – www.canterburybc.com.au
- Canterbury Technical Institute, Brisbane – www.cti.qld.edu.au
- Canterbury Language Academy, Sydney – www.canterburyla.com.au
- Canterbury Institute of Management, Sydney – www.ciom.edu.au

Please be advised that students studying at Canterbury Education Group institutions must be over the age of 18 years.

English Language Entry Requirements

USQ Sydney Education Centre (USQ Sydney) – Postgraduate Programs

To be admitted to academic programs, international applicants must demonstrate their proficiency in the use of English language. Applicants should note that these are minimum requirements and that additional requirements may apply. For information relating to USQ minimum English language requirements please refer to the USQ website <https://policy.usq.edu.au/documents/14707PL>.

Below is also a snapshot of the various approved English tests from USQ:

Approved Test	Category 2	Category 3
USQ Sydney Programs	Master of Information Systems (MISP) Master of Cyber Security (MCYS) Master of IT Innovation (MATI)	Graduate Certificate of Business (GCBU)
IELTS (Academic)	6.0 (or better) no component lower than 5.5	6.5 (or better) no component lower than 6.0
TOFEL (Electronic)	213 (or better) with essay rating of at least 4.5	230 (or better) with essay rating of at least 5
TOFEL (Internet based)	80 (or better) with 19 minimum in all bands	90 (or better) with 20 minimum in all bands
Pearson (PTE Academic)	50 (or better) with no communicative score lower than 50	58 (or better) with no communicative score lower than 58

If students are studying with **Canterbury Language Academy (CLA)**, they require the following certificate to meet the entry requirements for USQ Sydney Education Centre:

- MISP/MCYS/MATI – Completion of Advanced English for Academic Study (EAP) level 2 (EAP-2) with no less than 66% overall grades.
- GCBU – Completion of Advanced English for Academic Study (EAP) level 3 (EAP-3) with no less than 66% overall grades.

Canterbury Institute of Management (CIM) , Sydney – Undergraduate Programs

If English is not the applicant's principal language, or they have not completed a secondary or tertiary education qualification in English, the applicant must satisfy either of the following requirements.

- An International English Language Testing System (IELTS) overall academic score of 6.0, or higher with no band lower than 5.5; or
- Successful completion of an approved English for Academic Purposes (EAP) course.

Further information can be obtained through our brochure, website or contact with admissions staff.

Canterbury Business College (CBC), Sydney & Canterbury Technical Institute (CTI), Brisbane – Vocational Programs

English language requirements are IELTS Academic 5.5 overall or equivalent. Details are mentioned on their respective websites and brochures. Further information can also be obtained by contacting relevant admissions staff.

Canterbury Language Academy (CLA), Sydney – English Language Programs

General English – there is no minimum requirement to enrol into General English (CRICOS course code: 073622K). For student's enrolling in package programs, please refer to the English Language Requirements of the student's **main program i.e. the intended program they will graduate with to confirm the main program's entry requirements.**

Package programs with Canterbury Business College (CBC), Sydney – the minimum requirement is to complete Advanced English for Academic Study (EAP) (CRICOS course code: 052248A) especially if they are to continue to business or leadership and management programs where a significant area of the course involves academic writing. Please refer to the institutions' respective websites for further details.

Package programs with Canterbury Institute of Management (CIM) or USQ Sydney Education Centre (USQ Sydney), Sydney – The minimum requirement is to complete Advanced English for Academic Study (EAP) (CRICOS course code: 052248A) Please refer to the institutions' respective websites for further details.

Please note: other vocational colleges and higher educational institutions accept students who have completed English programs at Canterbury Language Academy. However, some institutions may not accept programs completed from Canterbury Language Academy depending on their own admissions policies and procedures. It is therefore required for students and agents to check with their main provider **BEFORE** applying to study at Canterbury Language Academy.

Articulation/Credit/RPL Information

Information relating to Recognition of Prior Learning (RPL) and Articulation policies are in the brochures. Further information is also located on our websites with links to student books, policies, and procedures.

Payment Procedures

Information regarding payment procedures and account details of the institutes are found on their respective 'Acceptance of Offer' located within the students' letter of offer which students must sign and return prior to receiving an Electronic Confirmation of Enrolment (eCoE).

Please note for USQ Sydney Education Centre (USQ Sydney) and Canterbury Institute of Management (CIM), students may also be asked to complete a financial declaration and submit relevant documents in addition to the 'Acceptance of Offer'. Please refer to the Simplified Student Visa Framework (SSVF) section in this manual for further information.

Accommodation

Please be advised that on campus accommodation is not offered at any of our institutes. However, the institutes can assist with various homestay/accommodation affiliates. The orientation sessions will provide students with information in relation to where and who they can contact for accommodation. Please also refer to the brochures and respective websites for a summary of approximate living costs and other expenses while studying in Australia.

Student Services

For information on student services, please refer to the brochures for USQ Sydney Education Centre (USQ Sydney), Canterbury Business College (CBC), Canterbury Language Academy (CLA), Canterbury Technical Institute (CTI) and Canterbury Institute of Management (CIM).

Attendance & Academic Requirements

USQ Sydney Education Centre (USQ Sydney) – Postgraduate Programs

USQ Sydney Education Centre bases compliance on academic performance. Students are required to have a Grade Point Average (GPA) of 3.0 for Undergraduate courses and 3.5 and above for Postgraduate courses to be eligible for enrolment. For further information please check the website link provided as follows: <http://www.usqsydney.nsw.edu.au/current-students/>

Canterbury Institute of Management (CIM) , Sydney – Undergraduate Programs

Canterbury Institute of Management (CIM) bases compliance on both academic performance and student attendance. International students are required to maintain a minimum attendance rate of 80% which is monitored and recorded by teaching and learning staff. Students whose attendance falls below 80% will be contacted by the institute.

All students (Domestic and International) are required to meet minimum academic progression standards. Students do not meet this requirement if they:

- a) fail a particular course more than once; or
- b) fail 50% or more of the courses attempted in a semester

Further information on CIM policies and procedures can be sourced from their website - <https://ciom.edu.au/policies-and-procedure/>.

Canterbury Business College (CBC), Sydney – Vocational Programs

Canterbury Business College follows a 50% Academic Course Progress Policy. This means in order to pass each course unit; students must pass 50% of their assessments and exams in the course. For SIT40516 Certificate IV in Commercial Cookery, there is a practical component which requires students to also maintain a satisfactory level of attendance.

*****Please note - students will be allocated the class session they will need to attend as per the program in which they are enrolled. Days and times are subject to change.***

For further information, please refer to the college's policies and procedures from their website - <http://www.canterburybc.com.au/downloads.php>

Canterbury Technical Institute (CTI), Brisbane – Vocational Programs

Canterbury Technical Institute has an Academic Progress policy in relation to student's academic compliance. For a student to be compliant, they are required to maintain a 50% pass rate in all subjects every term for the duration of their course.

*****Please note - students will be allocated the class session they will need to attend as per the program in which they are enrolled. Days and times are subject to change.***

Further information on the college's policies and procedures, please refer to their website - <https://www.cti.qld.edu.au/student-information/downloads/>

Canterbury Language Academy (CLA), Sydney – English Language Programs

Canterbury Language Academy follows an attendance policy of 80% for compliance. Additionally, if students are enrolled at another provider for their main course or at Canterbury Business College (CBC) or Canterbury Technical Institute (CTI), they must also achieve a final grade of 'C' or above to proceed to study in their main course.

All grade requirements are explained to students upon orientation by the Director of Studies as higher degree courses such as with programs at Canterbury Institute of Management (CIM) or USQ Sydney Education Centre (USQ Sydney) may require higher grades.

The minimum attendance students must maintain is 80% and must attend four (4) days per week (Monday to Thursday). Canterbury Language Academy has the following class sessions:

Morning: 9 AM to 3 PM (Mon-Thurs)

Evening: 4.30 PM to 8.45 PM (Mon-Fri)* **(session currently suspended until further notice)**

***** Please note, students will be allocated which session they attend as per the program in which they are enrolled. Days and times are subject to change.***

****subject to minimum enrolments***

Further information on CLA's policies and procedures can be found on the CLA website - <http://canterburyla.com.au/enrolment/orientation/>

Refund Policy

Refund policies for USQ Sydney Education Centre, Canterbury Business College, Canterbury Language Academy and Canterbury Technical Institute can all be found in their respective brochures, on the websites and on the 'Acceptance of Offer' form which must be signed by the student prior to receiving Electronic Confirmation of Enrolment (eCoE). For more information, please get in touch with admissions/accounts staff.

Postal Addresses in Australia

USQ Sydney Education Centre (USQ Sydney)

Level 1, 29-37 Bellevue Street, Surry Hills NSW 2010
AUSTRALIA

Phone: +61 2 9280 3733

Email: admissions@usqsydney.nsw.edu.au

Web: www.usqsydney.nsw.edu.au

Canterbury Business College (CBC)

Level 6, 29-37 Bellevue Street, Surry Hills NSW 2010
AUSTRALIA

Phone: +61 2 9280 3733

Email: reception@canterburybc.com.au

Web: www.canterburybc.com.au

Canterbury Language Academy (CLA)

Level 4, 29-37 Bellevue Street, Surry Hills NSW 2010
AUSTRALIA

Phone: +61 2 9699 4588

Email: reception@canterburyla.com.au

Web: www.canterburyla.com.au

Canterbury Technical Institute (CTI), Brisbane

Level 1, 333 Adelaide Street, Brisbane QLD 4000
AUSTRALIA

Phone: +61 7 3123 4055

Email: info@cti.qld.edu.au

Web: www.cti.qld.edu.au

Canterbury Institute of Management (CIM)

NTH SYDNEY CAMPUS

41 McLaren Street, North Sydney NSW 2060
AUSTRALIA

Phone: +61 2 8007 5846

Email: info@ciom.edu.au

Web: www.ciom.edu.au

DARWIN CAMPUS

2 Printers Place, Darwin, NT 0800
AUSTRALIA

Phone: +61 8 89867550

Email: info@ciom.edu.au

Web: www.ciom.edu.au

Offshore Admissions & Recruitment Offices (all CEG institutions)

INDIA CEG ADMISSIONS OFFICE – NEW DELHI

Contact person: Ms. Parul Gupta

ADDRESS

757 Mathura Road, Bhogal,
Jangpura, New Delhi, India

PHONE NUMBER

+91 11 4765 7000

EMAIL ADDRESS

india@canterburyeducation.com

NEPAL CEG OFFICE

Contact person: Mr. Kiran Khanal

PHONE NUMBER

+977 98446393 80

EMAIL ADDRESS

cegnepal@canterburyeducation.com

VIETNAM CEG RECRUITMENT OFFICE – HO CHI MINH CITY

Contact person: Ms. Nguyen Tuyet Minh

PHONE NUMBER

+84 986232648

EMAIL ADDRESS

cegvietnam@canterburyeducation.com

KOREA CEG RECRUITMENT OFFICE – SEOUL

Contact person: Ms. Gina Song

PHONE NUMBER

+82 10-4416-5427

EMAIL ADDRESS

cegkorea@canterburyeducation.com

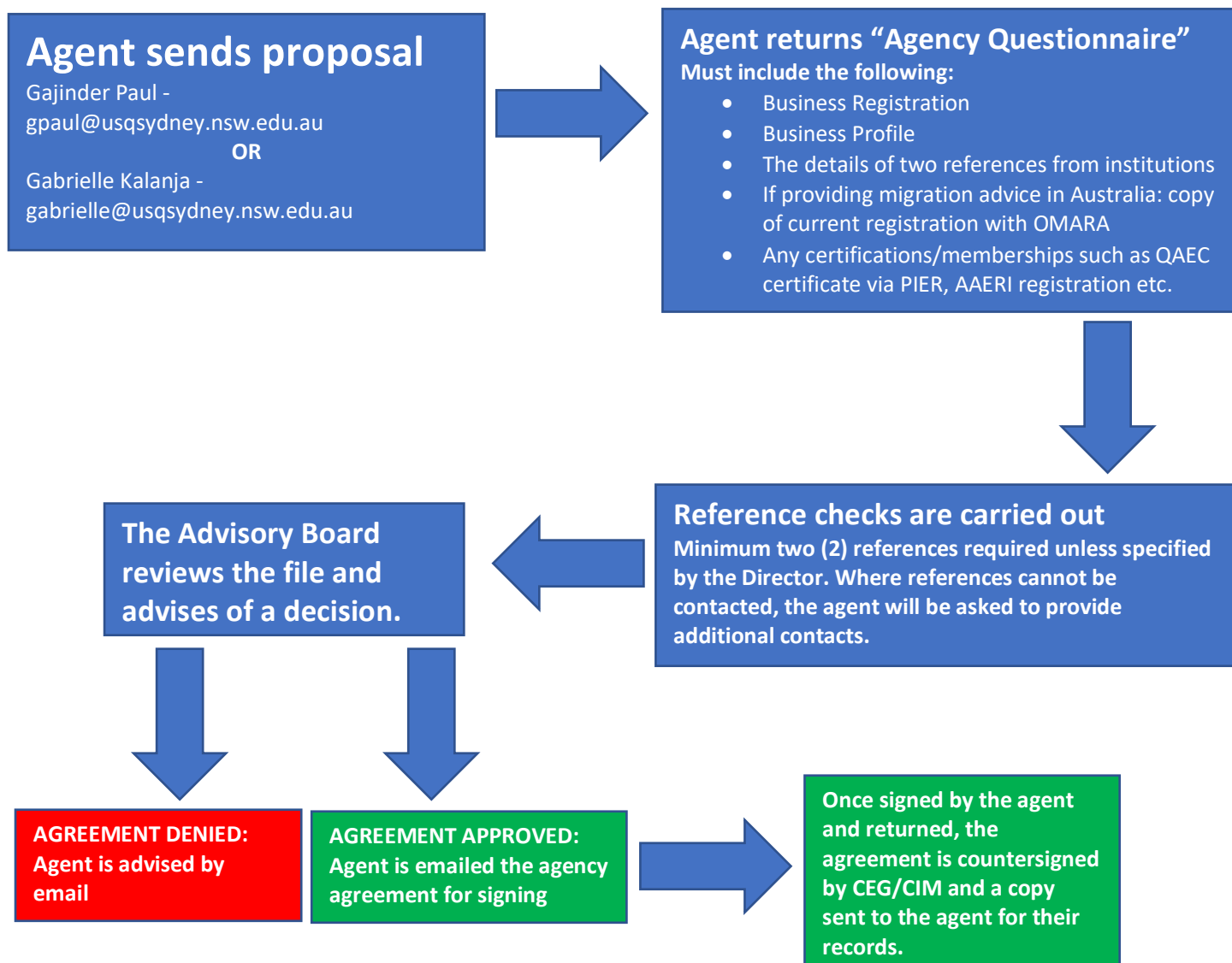
The Agency Contract

The agent contract is issued as a written document between you (the agent) and CEG (the institutes). The contract allows you to recruit on CEG's behalf in your respective countries / territories and to receive commission for students who commence their studies at any of our institutes. Canterbury Education Group issues up to three (3) contracts – one covering USQ Sydney Education Centre (USQ Sydney), a second contract covering Canterbury Business College, Canterbury Technical Institute and Canterbury Language Academy (referred to as “the providers”) and a contract covering higher education programs at Canterbury Institute of Management (CIM).

Please note that not all agents will receive three (3) agency agreements covering all institutions. Which institutions are allocated to work with is on discretion of the Directors of CEG and the advisory board which consists of senior members of the management team. Decisions of the board in the issuing of agency contracts are also based on advice sourced by the board from CEG marketing teams.

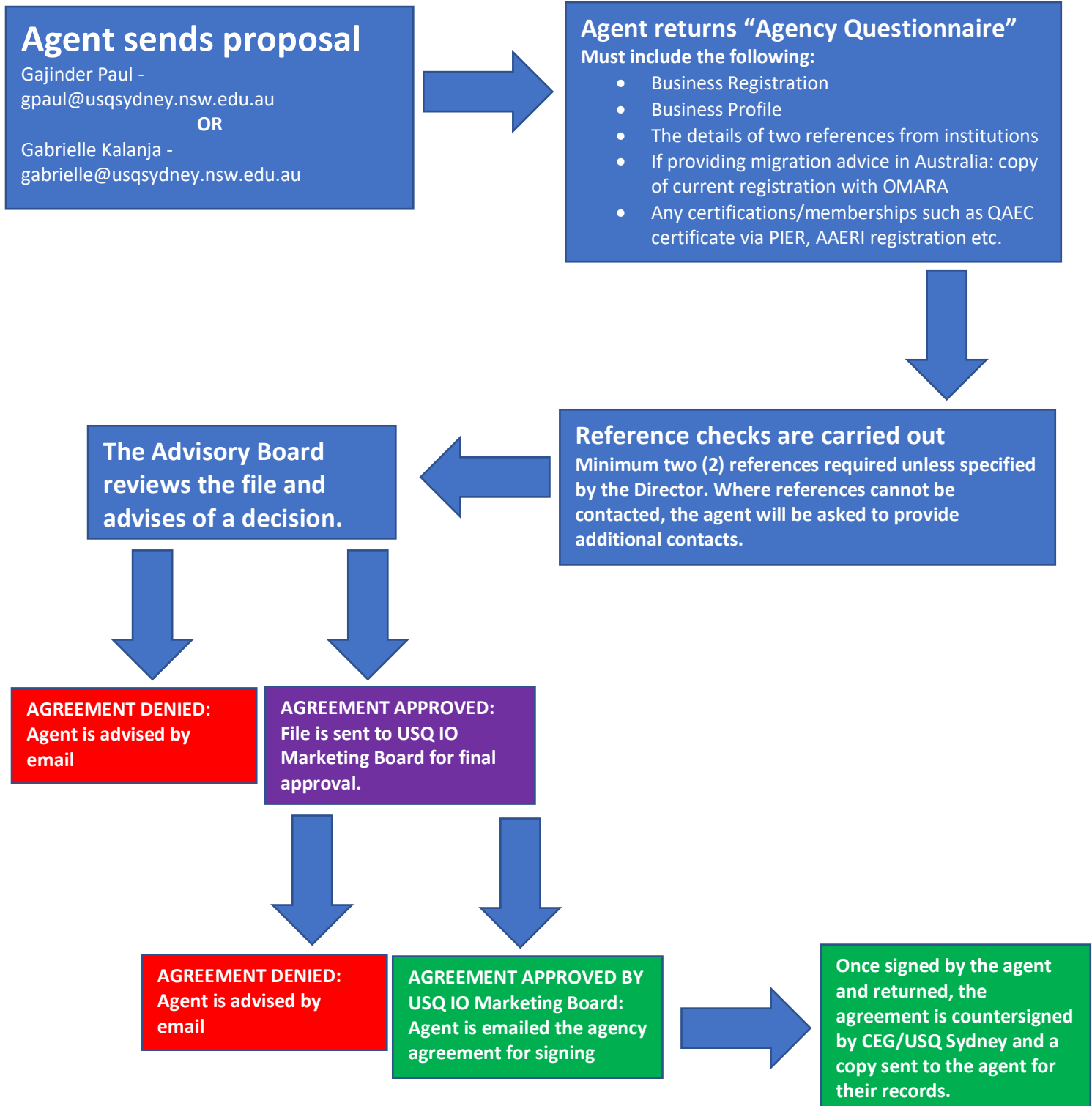
The contract outlines the responsibilities of both the institutes and the agent, and both parties must comply with the terms set out in the contract.

All institutions NOT INCLUDING USQ Sydney Education Centre



Agreements for USQ Sydney Education Centre

All agent appointments for USQ Sydney Education Centre (USQ Sydney) must additionally be approved by the University of Southern Queensland International Office (USQIO) Marketing Board before a formal agreement is made.



Agency Contract Termination

CEG and/or USQ Sydney agent contracts can be terminated by CEG management if the agent is suspected of engaging in any unprofessional conduct by providing false information of the potential students while trying to recruit them. The agreement can also be terminated by CEG management if the agent is found to be in breach of the terms agreed upon in the contract.

We advise the agents to go through the following links and stay up to date with the ongoing changes' in the laws and regulations monitoring the education industry in Australia. Important updates can also be found on our websites. Also, monitor any new information which comes from our marketing team.

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 - <https://www.legislation.gov.au/Details/F2017L01182>
- Department of Home Affairs - <https://immi.homeaffairs.gov.au/>
- National ELICOS Standards 2018 - <https://www.legislation.gov.au/Details/F2017L01349>
(additional legislation which relates to programs at CLA)
- Standards for Registered Training Organisations (RTOs) 2015 - <https://www.legislation.gov.au/Details/F2019C00503>
(additional legislation relates to programs at CTI and CBC)

Simplified Student Visa Framework (SSVF)

The simplified student visa framework (SSVF) is intended to commence on 1 July 2016.

Key changes under the SSVF are:

- a reduction in the number of student visa subclasses from eight to two; and
- the introduction of a simplified single immigration risk framework for all international students.

The SSVF is designed to make the process of applying for a Student visa simpler to navigate for genuine students, deliver a more targeted approach to immigration integrity and reduce red tape for business.

This factsheet summarises the key changes for education providers under the SSVF compared to the current Student visa process.

Implications of the SSVF for education providers

Under the SSVF, all education providers registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) have been allocated an immigration risk rating between one (lowest risk) and three (highest risk), based on the immigration risk outcomes of their international students over the previous 12-month period. The same approach has also been used to allocate an immigration risk rating to each country.

The combined immigration risk outcomes of the student's education provider and country of citizenship will be used to guide the level of financial capacity and English language proficiency related documentation that the student needs to provide with their student visa application.

Through this model, all education providers across all education sectors will have access to the benefits associated with 'streamlined evidentiary requirements' for at least some countries.

Meaning of streamlined evidentiary requirements

Where streamlined evidentiary requirements apply, the student visa applicant will generally be able to satisfy the Department of their financial capacity and English language proficiency by declaration. This is similar to existing streamlined visa processing and Assessment Level (AL) 1 arrangements.

The Department will however retain the discretion to seek additional information about the student's financial capacity and English language proficiency where appropriate.

All students, regardless of the financial capacity and English language proficiency documentation that may be required, will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Eligible students for streamlined evidentiary requirements under SSVF

The following table provides an overview of the students that will notionally have streamlined evidentiary requirements under the SSVF.

Eligibility for streamlined evidentiary requirements is determined on the combined immigration risk rating of the student's country and citizenship and intended education provider. Where the student intends to package courses to combine their preliminary course of study with their main course of study, the education provider immigration risk rating applied to the Student visa application would correspond to the student's main course of study.

In the table S refers to streamlined evidentiary requirements while R refers to regular evidentiary requirements. Where regular evidentiary requirements apply the student will generally be required to provide evidence of their financial and English language capacity with their visa application.

		Country Immigration Risk		
		One	Two	Three
Education Provider Immigration Risk	One	S	S	S
	Two	S	S	R
	Three	S	R	R

Detailed information as how to assess institution risk and student country risk please refer to link - <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

For more information please visit - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Glossary of Terms

Terms	Definition
Agent:	An authorised individual or organisation that have been formally engaged by the Universities and/or “the Providers” to promote its programs and provide services to potential or current students in agreed regions
Agent Agreement:	The agreement between the CEG, CIM and/or USQ-SEC and the agent.
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
ESOS ACT-Regulations:	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia and Regulations
SSVF	Simplified Student Visa Framework.
Potential Student:	A person who intends to become, or who has taken any steps towards becoming, a student, an 'overseas student' or 'intending overseas student' as defined by the ESOS Act.
National Code:	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
AMT	Agent Management Team of USQSEC/CEG
Relevant Legislation:	<ol style="list-style-type: none"> 1. The ESOS Act 2000 (Cth); 2. The ESOS Regulations 2001 (Cth); 3. The Migration Act 1958 (Cth); 4. The Migration Regulations 1994 (Cth); 5. The National Code 2018; and 6. Any other legislation or regulations relevant to governing the provision of education to overseas students in Australia.

Terms	Definition
Potential Agent:	An accredited person or organisation who wishes to have the authority to promote the University's and/or "the provider's" programs and services to students or intending students in nominated regions.
Student:	A person who holds an Australian Student Visa and is an 'overseas student' as defined by the ESOS Act.