Canterbury Education Group Pty Ltd

In association with:

University of Southern Queensland – Sydney Education Centre (Provider Code: 02225M)

Canterbury Business College, Sydney (Provider Code: 01899K)
Canterbury Technical Institute, Brisbane (Provider Code: 02938M)
Canterbury Language Academy, Sydney (Provider Code: 02534J)

AGENT MANUAL
Contents

WELCOME ...........................................................................................................................................5
CONTACTS FOR CANTERBURY EDUCATION GROUP .................................................................5
INITIAL CONTACTS .........................................................................................................................5
USQ SYDNEY EDUCATION CENTRE (USQ SEC) ......................................................................5
CANTERBURY BUSINESS COLLEGE (CBC) ..............................................................................5
CANTERBURY TECHNICAL INSTITUTE (CTI) ...........................................................................5
MARKETING ENQUIRIES ...............................................................................................................6
UNIVERSITY OF SOUTHERN QUEENSLAND – .........................................................................8
SYDNEY EDUCATION CENTRE ..................................................................................................8
INTAKE DATES 2016 ......................................................................................................................8
ORIENTATION ...............................................................................................................................8
CANTERBURY BUSINESS COLLEGE – SYDNEY ....................................................................10
INTAKE DATES 2016 ......................................................................................................................10
ORIENTATION ...............................................................................................................................10
CANTERBURY TECHNICAL INSTITUTE – BRISBANE ..............................................................11
INTAKE DATES 2016 ......................................................................................................................11
CANTERBURY LANGUAGE ACADEMY – SYDNEY .................................................................12
INTAKE DATES ...............................................................................................................................12
ORIENTATION ...............................................................................................................................12
STUDENTS UNDER AGE 18 ..........................................................................................................12
GENERAL PROCEDURES FOR CEG INSTITUTIONS .................................................................13
ENTRY REQUIREMENTS ...............................................................................................................14
ENGLISH LANGUAGE REQUIREMENTS .....................................................................................14
COURSE SPECIFICATIONS ..........................................................................................................15
ARTICULATION/CREDIT/RPL INFORMATION ...........................................................................15
PAYMENT PROCEDURES ............................................................................................................15
HTTP://WWW.USQSYDNEY.NSW.EDU.AU/USQ-SEC-REPRESENTATIVES/ ..............................16
ACCOMMODATION ......................................................................................................................16
STUDENT SERVICES ....................................................................................................................16
ATTENDANCE & ACADEMIC REQUIREMENTS ..........................................................................16
REFUND POLICY ........................................................................................................................16
POSTAL ADDRESSES IN AUSTRALIA: ........................................................................................19
OFFSHORE ADMISSIONS & RECRUITMENT OFFICES (ALL INSTITUTES): ............................20
THE AGENCY CONTRACT .............................................................................................................21
GLOSSARY: ..................................................................................................................................22
STAGE 1: RECRUITMENT – NEW AGENTS ...............................................................................23
STAGE 2: RECRUITMENT – EXISTING AGENTS ........................................................................24
AGENCY CONTRACT TERMINATION: ........................................................................................25
STREAMLINED STUDENT VISA PROCESSING ...........................................................................25
CANTERBURY EDUCATION GROUP

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 (CRICOS Provider Code 02225M)

USQ SEC operates in association with Canterbury Institute of Technology (CIT) and is located in office buildings in Sydney’s CBD. USQ SEC works in partnership with the University of Southern Queensland and offers a range of undergraduate and post graduate 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 Business College (CRICOS Provider Code 01899K)

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 Business and Information Technology 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)

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. CBC 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 a minute 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 to 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 Induction Manual to provide you with the most important information regarding:
- courses offered,
- tuition fees,
- intake dates,
- orientation,
- admission procedures,
- student services, and
- the refund policy for each of the providers.

Contact details of relevant staff are noted for your reference.

Contacts for Canterbury Education Group

Initial Contacts

<table>
<thead>
<tr>
<th>USQ Sydney Education Centre (USQ SEC)</th>
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<tbody>
<tr>
<td><strong>Admissions - onshore applications</strong></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Admissions - offshore applications</strong></td>
</tr>
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<td></td>
</tr>
</tbody>
</table>

| **Cancellation of enrolment (eCOE)** | Nick Kumar | nick@usqsydney.nsw.edu.au |
| **Fees Inquiry**                    | Gina Craparotta | gina@usqsydney.nsw.edu.au |

Canterbury Business College (CBC)

| **Admissions - onshore applications** | Zara/CC Navneet Mago | reception@canterburybc.com.au |
|                                        |                      | nmago@canterburybc.com.au |
| **Admissions - offshore applications** | Manisha             | registrar@canterburybc.com.au |
| **Confirmation of enrollment (eCoE)** | Navneet Mago        | nmago@canterburybc.com.au |
| **Fees Inquiry**                      | Navneet Mago        | nmago@canterburybc.com.au |
| **VET FEE HELP/Inter**                | Manisha/Zara        | registrar@canterburybc.com.au |
| **VET FEE HELP/Dom**                  |                      | reception@canterburybc.com.au |

Canterbury Technical Institute (CTI)

| **Admissions - onshore applications** | Andrea/Rahul | Andrea@canterburyti.com.au |
|                                        |              | rahul@canterburyti.com.au |
| **Admissions - offshore applications** | Parul Gupta | parul@canterburyeducation.com |
Confirmation of enrollment (eCoE)
Rahul Fernandes/Andrea
rahul@canterburyti.com.au
Andrea@canterburyti.com.au

Fees Inquiry/Student Services
Rahul Fernandes
rahul@canterburyti.com.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 Sydney
Admissions - onshore applications
Catherine Li
info@cla-sydney.com

Admissions - offshore applications
Parul Gupta
parul@canterburyeducation.com

Confirmation of enrollment (eCoE)
English enrollments only (for packaged courses please refer to above institutes for CoE)

Onshore CoEs & OSHC Inquiry
Catherine Li
info@cla-sydney.com

Offshore CoEs
Parul Gupta
parul@canterburyeducation.com

Fees
Catherine
info@cla-sydney.com

English Language Inquiries & English Testing
David Alonso
dos@cla-sydney.com
dos@canterburyla.com.au

Marketing Enquiries

General Agent contract, general Commission Enquiries
Gajinder Paul
gpaul@usqsydney.nsw.edu.au

Market Specific

Vietnam
Minh
cegvietnam@canterburyeducation.com

South America
Fabiano
Fabiano@canterburyti.com.au

South Pacific
Nick Kumar
nick@usqsydney.nsw.edu.au

Thailand
Sirinun Lueprakorn
cegthailand@canterburyeducation.com

North Asia (Japan & Korea)
Gina Song
cegkorea@canterburyeducation.com

Subcontinent,
Ankit chibber
ankit@usqsydney.nsw.edu.au
<table>
<thead>
<tr>
<th>Region</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle East &amp; South Asia</td>
<td>Gajinder Paul</td>
<td><a href="mailto:gpaul@usqsydney.nsw.edu.au">gpaul@usqsydney.nsw.edu.au</a></td>
</tr>
<tr>
<td>Indonesia &amp; the Philippines</td>
<td>Gajinder Paul</td>
<td><a href="mailto:gpaul@usqsydney.nsw.edu.au">gpaul@usqsydney.nsw.edu.au</a></td>
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</tbody>
</table>
Intake Dates 2016

The intakes at USQ Sydney Education Centre for 2016 are as follows:

**Semester 1’ 2016: Autumn Semester**
Orientation: 25th & 26th of February 2016
Classes commence: Monday, 29th of February 2016

**Semester 2’ 2016: Spring Semester**
Orientation: 7th of July 2016
Classes commence: Monday, 11th of July 2016

**Semester 3’ 2016: Summer Semester**
Orientation: 10th of Nov 2016
Classes commence: Monday, 14th of November 2016

**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 2-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 that students attend both days of the orientation as it will provide them with all the valuable information required to successfully study while they are international alumni in USQ Sydney.

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. Please also note that orientation may only be held over one day if there is a smaller intake – e.g. November’s Summer Semester.
Intake Dates 2016

The intakes at Canterbury Business College for 2016 are as follows:

- **Term 1, 2016:** Monday, 11\(^{th}\) of January, 2016
- **Term 2, 2016:** Monday, 11\(^{th}\) of April, 2016
- **Term 3, 2016:** Monday, 11\(^{th}\) of July, 2016
- **Term 4, 2016:** Monday, 10\(^{th}\) of October, 2016

**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 – Brisbane  

Intake Dates 2016
Intake dates for Canterbury Technical Institute for 2016 are available on the link below:


** 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 etc arrangements.

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 – Sydney
www.cla-sydney.com

Intake Dates
Intakes at Canterbury Language Academy are run consecutive on every Monday.

*Please note – students who are enrolled in a main course(s) at USQ Sydney Education Centre, Canterbury Business College 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 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
Orientation is held by the Academic Manager David Alonso upon enrolment into Canterbury Language Academy. Students are briefed on their requirements as international students while studying at Canterbury Language Academy. All students are then given a placement test to ascertain the English proficiency and then placed into their class; introducing them to their teacher and fellow classmates.

Students under age 18
Canterbury Language Academy is not currently accepting students under the age of 18 years until further notice.
General Procedures for CEG Institutions

Applications to CEG institutions

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

- The student’s personal Australian and overseas address(es)
- The student’s personal telephone number; and
- The student’s personal email address
- The student’s signatures. **Note: Only the applicant can sign the ‘Application Form’ and the ‘Acceptance of Offer’ letter.**
- 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.

Please also be advised that **agents cannot provide their own details in the place of the student’s personal information.** These details will be fully checked by all CEG institutions and applications with the agent’s details in place of the students’ personal information **will not be processed.**

Please refer to admissions staff for further information.

Commission Payments

Due to the 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 agents once the student(s) **have paid** their fees to the institution **and have commenced** their program.

Any concerns or enquires relating to the information above can be directed to Mr. Nick Kumar at nick@usqsydney.nsw.edu.au.
Tuition Protection Service (TPS)

The following changes have been implemented across all CEG institutions in order to be compliant with the TPS policies and procedures.

- Students must pay gross fees direct to the institution (please see note under ‘commission payments’)
- Students must provide their personal contact details to their institution and must update the institution on their current living arrangements every 6 months while studying.
- 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)


Entry Requirements

Please refer to the respective brochures and websites for entry requirements for all courses offered at USQ Sydney Education Centre, Canterbury Business College – Sydney, Canterbury Technical Institute – Brisbane and Canterbury Language Academy.

Please be advised that students studying at USQ Sydney Education Centre, Canterbury Business College and Canterbury Technical Institute must be over the age of 18.

English Language Requirements

USQ Sydney Education Centre:

English language requirements for USQ Sydney Education Centre can be located in the brochure and on the website.

Canterbury Technical Institute, Brisbane & Canterbury Business College, Sydney:

English language requirements are IELTS Academic 5.5 overall or equivalent. Details are mentioned on the websites and on their respective brochures. 
Canterbury Language Academy, Sydney:

There is no minimum requirement to enrol into General English at Canterbury Language Academy. For students enrolling in package courses, please refer to the English Language Requirements of the student’s main course. (i.e. the intended program they will graduate with to confirm the main course’s entry requirements).

Course Specifications

All course specifications information relating to the courses offered at our institutes are on their respective websites and brochures.

Articulation/Credit/RPL information

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

http://cla-sydney.com/programs-cla/

Canterbury Language Academy:

Please note that other vocational colleges and higher educational institutes accept students who have completed English courses at Canterbury Language Academy. It is therefore required for students to check with their main provider before applying to study at Canterbury Language Academy.

Payment Procedures

Information regarding payment procedures and account details of the institutes are found on their respective ‘Acceptance of Offer’ forms which students must sign and return prior to receiving an Electronic Confirmation of Enrolment (eCoE). Please note for USQ Sydney Education Centre, students must also complete the USQ financial check list document and GTE checks and then submit relevant
documents in addition to the ‘Acceptance of Offer’ form. Please refer to the Streamline Visa Processing 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 students with CEG various Homestay / Accommodation affiliates. The orientation session will provide students with information in relation to where and who they can contact for accommodation. Please also refer to the brochure and website for a summary of approximate living costs and other expenses while studying in Australia.

http://cla-sydney.com/about/accommodation-for-students/

Student Services

For information on student services, please refer to the brochures for USQ Sydney Education Centre, Canterbury Business College, Canterbury Language Academy and Canterbury Technical Institute.

Please see the links below:
http://cla-sydney.com/about/student-services/

Attendance & Academic Requirements

USQ Sydney Education Centre:

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 below:
http://www.usqsydney.nsw.edu.au/future-students/

Canterbury Technical Institute:
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 details in regards to attendance and academic requirements will be detailed to all students during the orientation session. All information can also be found in the brochure and website.

**Canterbury Business College**

Canterbury Business College follows an 80% Attendance Policy and 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. Currently students must maintain attendance above the minimum of 80% to be in compliance with their study requirements and to be allowed to sit their final exams. The following class/course sessions are offered at Canterbury Business College:

**Batch 1:**
- Monday & Tuesday 9am – 6.30pm
- Wednesday 9am – 1.30pm

**Batch 2:**
- Wednesday 2pm – 6.30pm
- Thursday & Friday 9am – 6.30pm

**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.**

**Canterbury Language Academy – Sydney**

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 USQ Sydney Education Centre, Canterbury Business College or Canterbury Technical Institute 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 as higher degree courses may require higher grades.
The minimum attendance students must maintain is 80% and must attend 4 days per week (Monday to Thursday). Canterbury Language Academy has the following class sessions:

- **Batch 1 – Morning Session:**
  - Monday – Thursday 9am – 3pm (3 lessons)
  - Each daily session has two breaks.
  - Morning break 10:30 – 10:45am - 15mins
  - Lunch break 12:15 – 1:00pm - 45mins.

- **Batch 2 – Evening Session (TBA)**

**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.**

**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 refer to the links provided below for USQ Sydney Education Centre:

- [http://www.usqsydney.nsw.edu.au/?s=refund](http://www.usqsydney.nsw.edu.au/?s=refund)
Postal Addresses in Australia:

**USQ Sydney Education Centre**

Att: Admissions Office

Level 3 / 29-37 Bellevue Street
SURRY HILLS NSW 2010
AUSTRALIA

Phone: +61 2 92803733

**Canterbury Business College**

Att: Admissions Office

Level 6 / 29-37 Bellevue Street
SURRY HILLS NSW 2010
AUSTRALIA

Phone: +61 2 92803733

**Canterbury Language Academy**

Att: Admissions Office

Level 2 / 128 Chalmers Street
SYDNEY NSW 2010
AUSTRALIA

Phone: +61 2 9699 4588

**Canterbury Technical Institute**

Att: Admissions Office

Level 8 / 333 Adelaide Street
BRISBANE QLD 4000
AUSTRALIA

Phone: +61 7 31234055
Offshore Admissions & Recruitment Offices (all institutes):

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Person</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canterbury Education Group – CEG Delhi Admissions Office</td>
<td>Admissions Office</td>
<td>+91 11 47657000</td>
<td><a href="mailto:cegdelhi@canterburyeducation.com">cegdelhi@canterburyeducation.com</a></td>
</tr>
<tr>
<td>757 Mathura Road, Bhogal (Opposite Rajdot Hotel)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>JANGPURA 110014 NEW DELHI</td>
<td></td>
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<tr>
<td>INDIA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canterbury Education Group – CEG Thailand Recruitment Office</td>
<td>Sirinun Lueprakorn</td>
<td>+66 8 41420083</td>
<td><a href="mailto:cegthailand@canterburyeducation.com">cegthailand@canterburyeducation.com</a></td>
</tr>
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<tr>
<td>Canterbury Education Group – CEG Korea Recruitment Office</td>
<td>Gina Song</td>
<td>+82-10-4416-5427</td>
<td><a href="mailto:cegkorea@canterburyeducation.com">cegkorea@canterburyeducation.com</a></td>
</tr>
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</tr>
<tr>
<td>Canterbury Education Group – CEG Vietnam Recruitment Office</td>
<td>Nguyen Tuyet Minh</td>
<td>+84 986232648</td>
<td><a href="mailto:cegvietnam@canterburyeducation.com">cegvietnam@canterburyeducation.com</a></td>
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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 two (2) contracts – one covering USQ Sydney Education Centre and a second contract covering Canterbury Business College, Canterbury Technical Institute and Canterbury Language Academy (referred to as “the providers”).

(Some agents are contracted ONLY for CEG covering CBC/CTI and CLA). 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.

The following section outlines our policy and procedures relating to the issue of the agency contract.
## Glossary:

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent:</td>
<td>An authorised individual or organisation that have been formally engaged by the University to promote its programs and provide services to potential or current students in agreed regions</td>
</tr>
<tr>
<td>Agent Agreement:</td>
<td>The agreement between the CEG and/or USQ-SEC and the agent.</td>
</tr>
<tr>
<td>CRICOS:</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students.</td>
</tr>
<tr>
<td>ESOS Regulations:</td>
<td>Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</td>
</tr>
<tr>
<td>ESOS Act:</td>
<td>Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</td>
</tr>
<tr>
<td>Potential Student:</td>
<td>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.</td>
</tr>
<tr>
<td>Relevant Legislation:</td>
<td>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; and 6. Any other legislation or regulations relevant to governing the provision of education to overseas students in Australia.</td>
</tr>
<tr>
<td>Potential Agent:</td>
<td>An accredited person or organisation who wishes to have the authority to promote the University’s programs and services to students or intending students in nominated regions.</td>
</tr>
<tr>
<td>Student:</td>
<td>A person who holds an Australian Student Visa and is an 'overseas student' as defined by the ESOS Act.</td>
</tr>
</tbody>
</table>
Stage 1: Recruitment – New Agents

Agent requests to become agent for CEG

If by phone – CEG informs agent to email Manisha at registrar@canterburybc.com.au

CEG receives email + business profile from agent

No
Agent informed by email.

CEG looks at profile and if all ok then sends the agency questionnaire

Agent returns filled questionnaire with supporting documentation

Reference check is done by emailing or calling the referees and filling out form

Response from reference – send ALL docs to Gajinder/Nick to approve

USQ SEC & CEG agreements with Agent Manual and copies of National Code and ESOS Act emailed to agent (Agent has 4 weeks to return BOTH signed agreements)

NOT SIGNED
Manisha informed and given file

YES

SIGNED IN 4 WEEK PERIOD

Certificates and Marketing Material to send to Agent by courier/post

Ongoing training and communication via emails, marketing visits (onshore/offshore) occur during 1 or 2 year duration of contract.

Prior to expiry – agent review is carried out by marketing staff. Agent review form is filled

Student survey and complaints are also reviewed

For renewal of agreement please refer to Recruitment Process (Existing Agents)
Stage 2: Recruitment – Existing Agents

Agreement due to expire OR Agent requests new agreement

Check performance of Agent (Eminerva report, Agent review report, data from student survey/complaints)

DENIED

Entire file given to Manisha

Forward necessary review documents to Gajinder/Nick

USQ SEC & CEG agreements emailed to agent. (Agent has 4 weeks to return BOTH signed agreements)

APPROVED

Manisha informed and given file

SIGNED WITHIN 4 WEEKS

Manisha send email copy LAPSED letter to agent & sends original by post

Copy of LAPSED letter kept in agent file and filed in “Lapsed” section of filing cabinet

Updated certificates and marketing material to send to Agent by courier/post

Ongoing training and communication via emails, marketing visits (onshore/offshore) occur during 1 or 2 year duration of contract. **Monitored as per NEW agents**

NOT SIGNED

LAPSED letter is issued and signed by Gajinder/Nick

Manisha sends email copy LAPSED letter to agent & sends original by post

VOID letter written and signed by Nick/Gajinder

Manisha emails VOID letter to agent. Sends original by post

FILED in VOID filing cabinet
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.


Streamlined Student Visa Processing

Under the streamlined student visa processing arrangements, eligible student visa applicants from participating education providers are not assigned an assessment level. If a student is eligible for streamlined visa processing, students will generally have reduced evidentiary requirements, similar to those students that apply under countries that come under ‘Assessment Level 1’ regardless of their country of origin.

Please be advised that all Electronic Confirmations of Enrolment (eCoE) are processed by USQ’s main office in Toowoomba and the timing and release of documents will be dependent on the student meeting all the requirements set out in the procedure below relating to Streamline Visa Processing. Please note that the below procedure is subject to change and any changes will be communicated to all representatives accordingly as the changes occur.

As from 2 July 2012 - Canterbury Business College, Canterbury Language Academy and Canterbury Technical Institute Brisbane are listed as institutional partners on the Streamline Visa Processing scheme. Please refer to the following link for details of the institution listings: For more information please check the website link provided below.