



# Agent Manual

**Queensford College International**

**[www.queensford.edu.au](http://www.queensford.edu.au)**

RTO 31736 CRICOS Provider No. 03010G

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## About Queensford College

Our campuses located strategically in the respective CBDs, Queensford College offers courses for both domestic and International students. Queensford College provides a learning environment with individualised focus to enhance student's skills with the sole mission of *"Creating possibilities to instil the importance of learning as a foundation for a better future."*

Since its inception in 2008, Queensford College has not once looked back. In the time since, many students have been trained in an array of different streams all of which made them employable for their selected workforce. Queensford College graduates who wanted to continue their studies were accepted into reputable Universities around the globe.

## Location and Contact Information

### Brisbane campus (head office)

Level 2, 359 Queen Street  
Brisbane, Queensland 4000, Australia  
P: 1300 236 364  
P: +61 7 3221 1626  
E: info@queensford.edu.au

### Parramatta campuses

#### Fitzwilliam Street Campus, Parramatta

Level 3, 1 Fitzwilliam Street  
Parramatta, New South Wales 2150, Australia

#### Wentworth Street Campus, Parramatta

Level 5, 9 Wentworth Street  
Parramatta, New South Wales 2150, Australia  
P: +61 2 8660 0040  
E: syd@queensford.edu.au

### Adelaide campus

Level 11, 90 King William Street  
Adelaide, South Australia 5000, Australia  
P: +61 8 8410 4605  
E: sa@queensford.edu.au

### HOBART campus

Unit 1, 86 Collins St,  
Hobart, Tasmania 7000, Australia  
P: +61 3 6169 9595  
E: tas@queensford.edu.au

TRAINING

INNOVATION

## Why Choose Queensford College

- Nationally recognised qualifications
- Vocational placement within hospitality, aged care and child care facilities
- Centralised campus locations at the heart of central business districts (CBD)
- Diverse mix of students nationalities from over 40 different countries
- Specialised training facilities for hospitality, nursing, aged care and child care
- Fully furnished classrooms with projectors in air conditioned environments
- State-of-the-art computer labs
- Free WiFi on campus for Queensford College students
- Student lounge for students to unwind, recharge electronic devices
- Student kitchen to store and heat food and beverages

## Programs Offered at Queensford College

CRICOS Code	Course Code	Course Name	Duration	Campus
		Cookery & Hospitality Management Packaged Courses		
092402J	SIT40516	Certificate IV in Commercial Cookery <sup>^</sup>	72 Weeks	BNE, PAR, ADL
091045M	SIT50416	Diploma of Hospitality Management <sup>^</sup>	26 Weeks	BNE, PAR, ADL
091120E	SIT60316	Advanced Diploma of Hospitality Management	47 Weeks	BNE, PAR, ADL
		Nursing		
096029D	HLT54115	Diploma of Nursing <sup>**</sup>	105 Weeks	BNE, PAR
		Child Care		
107130A	CHC30121	Certificate III in Early Childhood Education and Care	52 Weeks	BNE, PAR, ADL, TAS
107131M	CHC50121	Diploma of Early Childhood Education and Care	52 Weeks	BNE, PAR, ADL, TAS
		Aged Care		
089225C	CHC43015	Certificate IV in Ageing Support	52 Weeks	BNE, PAR, ADL, TAS
		Leadership and Management Packaged Courses		
104201D	BSB50420	Diploma of Leadership and Management	52 Weeks	BNE, PAR, ADL, TAS
106287K	BSB60420	Advanced Diploma of Leadership and Management	52 Weeks	BNE, PAR, ADL, TAS
108553C	BSB80120	Graduate Diploma of Management (Learning)	104 Weeks	BNE, PAR
		Accounting Packaged Courses		
097331A	FNS40217	Certificate IV in Accounting and Bookkeeping	52 Weeks	BNE, PAR
097330B	FNS50217	Diploma of Accounting	52 Weeks	BNE, PAR
		Information Technology Packaged Courses		
106288J	ICT50220	Diploma of Information Technology	78 Weeks	BNE, PAR
106289H	ICT60220	Advanced Diploma of Information Technology	52 Weeks	BNE, PAR

### Campus Locations

Brisbane Campus (BNE)  
Level 2, 359 Queen Street  
Brisbane QLD 4000

Fitzwilliam Street Campus, Parramatta (PAR)  
Level 3, 1 Fitzwilliam Street  
Parramatta NSW 2150

Hobart Campus (TAS)  
Unit 1, 86 Collins St,  
Hobart TAS 7000

Adelaide Campus (ADL)  
Level 11, 90 King William Street  
Adelaide SA 5000

Wentworth Street Campus, Parramatta (PAR)  
Level 5, 9 Wentworth Street  
Parramatta NSW 2150

<sup>\*</sup> Limited intake dates at this campus, please check with the International Admissions Team for more information

<sup>\*\*</sup> Nursing intake dates are limited, please check with the International Admissions Team for more information.

<sup>^</sup> The duration of these courses may be shorter depending on your previous study on same fields or if courses are packaged together.

Queensford College is the trading name of Malekhu Investments Pty Ltd ABN 17129064437 | RTO 31736 | CRICOS 03010G

[www.queensford.edu.au](http://www.queensford.edu.au)

## Student Enrolment Process

All Students are required to fill an International Student Enrolment Form

Submit attested copies of academic documents, passport, and English Test Result scoresheet if any along with the other forms along with Queensford College International Student Application Form

Once the application is received, Queensford College will issue a conditional offer letter

Offshore students maybe interviewed on Skype to determine if students satisfy GTE requirements

Offshore students maybe asked to submit financial documents from the sponsors, statement of purpose (SOP) / GTE statement

Once everything is received and the assessing officer is satisfied, he/she would advise you to deposit the tuition fee (students are advised not to transfer the tuition fee before the GTE requirements are met). Please remember to have your reference number on the transaction

The transfer receipt of the tuition fee deposit along with signed acceptance letter has to be submitted while requesting for an eCOE

The officer issues and forwards the eCOE to the student

Student applies for an Australian Student Visa at their nearest Australian Mission overseas

# SSVF – Student Assessment Guidelines for Agents

THE FOLLOWING ASSESSMENT GUIDELINES HAVE BEEN PREPARED TO ASSIST QUEENSFORD COLLEGE’S AUTHORISED AGENTS, TO UNDERTAKE CERTAIN CHECKS ON STUDENTS TO ENSURE THEY MEET THE ACADEMIC, ENGLISH, GTE AND FINANCIAL REQUIREMENTS.

## STAGE 1: ASSESSMENT OF STUDENTS CREDENTIALS

- Verify students name, address and Date of Birth (DOB) against information recorded on Passport.
- Where student is intending to bring family members to Australia verify family members’ documents as above.

## STAGE 2: CHECK ANY PREREQUISITE REQUIREMENTS FOR SELECTED COURSE

- Information available on the courses and requirements can be obtained from Queensford College.
- Determine if a student has appropriate qualifications for entry into the chosen program.
- Students intending to study Vocational Education courses at Queensford College are required to have completed Australian year 12 equivalent with at least 60% aggregate or higher to be considered under Streamlined Visa Processing arrangements.
- Verify students Certificates and Transcripts for any signs of fraud.

## STAGE 3: ASSESSING ENGLISH LANGUAGE AND ACADEMIC REQUIREMENTS

Entry Requirements have been set in place to ensure that all individuals who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Some courses may have higher entry requirements, please check specific course brochures for more information. Please note that there are specific Entry Requirements for the HLT54115 (CRICOS Course Code: 096029D) Diploma of Nursing, for more information, please view the prerequisites here: <https://queensford.edu.au/study/nursing/hlt54115-diploma-of-nursing/>

The following outlines entry requirements for international students intending to undertake study at Queensford College. Students must be 18 years or over at the time of course commencement.

Academic Requirements	
Certificate III Level:	Certificate IV, Diploma and Advanced Diploma Level:
<ul style="list-style-type: none"> <li>• Depending on the nationality of the student, completion of Australian equivalent year 10 may be sufficient for Certificate II level qualification and completion of Australian equivalent year 11 may be sufficient for Certificate III level qualification* <b>OR</b></li> <li>• Mature Age Students who do not have any qualification – they must pass the Queensford College’s Internal LLN/ English Placement test*</li> </ul>	<ul style="list-style-type: none"> <li>• Depending on the nationality of the student, completion of Students must have completed at least an Australian year 12 equivalent. <b>OR</b></li> <li>• Depending on the nationality of the student, completion of Australian equivalent year 11 may be sufficient* <b>OR</b></li> <li>• Mature Age Students who do not have any qualification – they must pass the Queensford College’s Internal LLN/ English Placement test*</li> </ul>
*Applicable for students who fall under the SSVF Matrix (Based on the risk rating of Queensford College and Student Nationality).	

## English Language Proficiency Level

### Certificate III Level:

- Student must provide evidence of attaining an overall IELTS score of 4.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate II Qualification and an overall IELTS score of 5.0 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate III Qualification. **OR**
- Student must have attained at least pre-intermediate Level of English and must provide evidence of the same before commencing a Certificate II Qualification or have attained at least Intermediate Level of English and must provide evidence of the same before commencing a Certificate III Qualification. **OR**
- Student must have completed Certificate II in Spoken and Written English and must provide evidence of the same before commencing a Certificate II Qualification. **OR**
- Student must have completed Certificate III in Spoken and Written English and must provide evidence of the same before commencing a Certificate III Qualification. **OR**
- Student must pass Queensford College 's relevant Internal English Placement Test.

### Certificate IV, Diploma and Advanced Diploma Level:

- Student must provide evidence of attaining an overall IELTS score of 5.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc). **OR**
- Student must have attained at least Upper Intermediate Level of English and must provide evidence of the same before commencing the course. **OR**
- Student must pass Queensford College 's relevant Internal English Placement Test

## English Language Requirements Exempted if

- The student is enrolled in full-time school studies as a principal course including in a secondary exchange programme, a postgraduate research course, a standalone English Language Intensive Course for Overseas Students (ELICOS), and Foreign Affairs or Defence sponsored students **OR**
- If the student has completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland **OR**
- If the student is a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland

For more information on entry requirements, please visit: [queensford.edu.au/international-admissions](http://queensford.edu.au/international-admissions)

## STAGE 4: FINANCIAL REQUIREMENTS

- The Australian Government Department of Home Affairs recommend the following as a minimum annual requirement for students studying in Australia:

EXPENSES	PER PERSON	AMOUNT REQUIRED IN AUD
Travel	Student (primary applicant)	Return Air Fare to Australia
	Family members	One Return Air Fare to Australia per person AUD \$2,000
Tuition	Student (primary applicant)	Course Fees
	Children aged between 5-18yrs	AUD \$8,000 per year
Living	Student (primary applicant)	AUD \$21,041 per year
	Partner	AUD \$7,362 per year
	Dependent child	AUD \$3,152 per year
	Annual school costs	AUD \$8,296 per year
	Personal annual income if there is no secondary applicant	AUD \$62,222 per year
	Personal annual income where there is a secondary applicant	AUD \$72,592 per year

- Evidence of funds could be and not limited to the below:
  - o Students and their accompanying family members must have genuine access to funds, whether it is provided by the student themselves or another eligible person. The funds shown in the visa application must be available for use to financially support the student and any accompanying family members during their stay in Australia.
  - o When considering whether the funds shown will be genuinely available, we will take into account factors including:
    - The nature of the relationship between the student and the person who is providing the funds, where applicable
    - Income, assets and employment of the student or the other person who is providing the funds
    - Previous visa history of both the student and the person providing the funds.
  - o Money deposit with a financial institution held by student, or a close relative\*, for at least more than one month immediately before the date of your request for an eCOE.
  - o Loan from:
    - An acceptable financial institution (in your name or any sponsors name.)
      - Please refer to the respective Australian Mission's website in your country for a list of acceptable financial institutions.
      - The government of your home country.
  - o Scholarship from your Australian education provider.
- Acceptable Sources of Income: Students must provide at least one income stream from them or their sponsors.
  - o Income Tax Return statement(s) for the last two years. (filed in two different financial years.)
  - o Income statement for the last two years.
  - o Loan documents.
  - o Financial guarantee letter.
  - o Bank account statement(s).
  - o If a close relative is sponsoring the student, the above documents should be furnished for the sponsor as well.
  - o A close relative includes:
    - The applicant's partner
    - The applicant's parents
    - The applicant's grandparents
    - The applicant's brothers or sisters
    - An uncle or aunt of the applicant who is: an Australian citizen, an Australian permanent resident or an eligible New Zealand citizen and usually resident in Australia.
  - o Students may be asked to provide relationship certificate in such cases to substantiate the relationship.

#### **STAGE 5: GENUINE TEMPORARY ENTRANT (GTE), GENUINE STUDENT (GS) ASSESSMENT & INTERVIEW**

- In order to be granted a visa, students must be assessed as both a Genuine Temporary Entrant (GTE) and a Genuine Student (GS). Assessment of genuineness is undertaken by the Australian Government Department of Home Affairs at the time of visa application & by Queensford College at the time of application.
- Students individual circumstances must demonstrate that they genuinely intend to stay in Australia temporarily and the following factors are considered during assessment GTE requirements:
  - o Students personal circumstances in your home country
  - o Students potential circumstances in Australia
  - o The value of the course to students future
  - o Students immigration history
  - o Any other matter that is relevant to student's intention to remain in Australia temporarily.
  - o Upon receipt of all the required forms and documents of the student from the agent as per the checklist Queensford College may interview the student and shall inform the agent of the mode, time and date of interview and if student is successful, the offer letter shall be sent out to the agent.



- What can students include in the GTE statements:
  - o A brief introduction about them and their family
  - o Their educational, employment history and information about any English test taken
  - o Their reasons for not choosing their home country to undertake further studies
  - o Their reasons for choosing Australia as a study destination (students must specifically write reasons about not choosing other countries such as USA, Canada, UK, New Zealand etc)
  - o Reasons for choosing a particular city in Australia
  - o Information about why they intend to study a particular stream.
  - o Their reasons for choosing Queensford College (students must specifically write reasons about not choosing other colleges including the names of the colleges that they have considered in the process)
  - o Knowledge about the course/s they are going to study
  - o What their future plans are after completing these course/s (we expect students completing diploma and advanced diploma to go further and study bachelors degree – students must mention specifically the respective bachelors degree and the university they intend to further study)
  - o What is the job title they are seeking to gain in their home country after completing the studies in Australia
  - o Demonstrate knowledge about the visa regulations and ties to their home country

*Note: Genuine Temporary Entrant (GTE) statement is to be at least 3 - 4 pages in length covering the above aspects*

**Following are recommendations on how students can strengthen their GTE statement:**

- A strong GTE statement is vital for a student to demonstrate that he/she is a genuine student and the student must be very aware of what he/she is mentioning on the GTE statement. Generic statements don't substantiate the facts. Students are required to work hard on preparing and expressing their Genuineness on the statements for which they must put ample time and effort into researching and putting things together.
- To further strengthen the GTE statements the following are highly recommended and our team at Queensford College will be highly vigilant of all the GTE statements and all eCOE will be released only after we are convinced the GTE statements comply with our requirements and following are few of the aspects that need to be included as a part of satisfying the GTE criteria.
- A strong GTE statement will support statements with concrete evidence. For example, statements concerning expectations of significantly improved circumstances and remuneration should demonstrate how this will be achieved against the background of prevailing economic circumstances in the applicant's home country. Evidence from reputable publications / organisations (including web links) concerning labour market prospects (and remuneration) helps us establish the veracity of those statements – it adds weight to the applicant's reasons for studying in Australia and helps to demonstrate that study is their primary purpose.
- In general, the GTE claims can be strengthened by applicants by providing more relevant and independent research on:
  - o alternative course options in home country and region (including course content, associated education providers; course duration, costs and evidence that links successful completion to relevant employment outcomes)
  - o alternative course options in Australia (including course content, associated education providers; course duration, costs and how the chosen course of studies/education provider will add value to the applicant's future compared to other education providers/ courses)
  - o remuneration the applicant could expect to receive in the home or a third country, using the qualifications from the proposed course.

Course options could be summarised in a table with following headings:

Education Provider/s Considered	Course	Website	Location	Cost/Duration	Comments on Advantages and Disadvantages of each Provider and Course with Reasons for Choosing or Not Choosing the Provider)

- We expect student/s to include the above table in their GTE statements to demonstrate what other providers have the student/s considered and what made them choose Queensford College.
- Demonstrating a realistic knowledge of their intended course of study and associated education provider (by comparison to others) feeds into the assessment of the applicant’s circumstances and whether the Student visa is being used to maintain ongoing residence in Australia.
- A strong application will include a GTE statement addressing each of the factors and then include concrete evidence to back up statements.

*\*Further information on the GTE and GS is available on the Government Australian Department of Home Affairs website at: <https://www.homeaffairs.gov.au/>*

#### STAGE 6: ACCEPTANCE OF OFFER

- Prior to sending acceptance letter to Queensford College, agents are required to:
  - o Ask the student and family/sponsor to read the Acceptance of Offer including the refund policy.
  - o Explain to the student and family/sponsor any of the details requested and collect all the required documents such as the signed Acceptance Letter and any other information to make the offer unconditional.
  - o Organise the tuition fee and other fee to be paid to Queensford College.

#### STAGE 7: VISA LODGEMENT

- Queensford College will process acceptance and forward the eCOE to agent while agent assists the student with student visa application.

## Requesting for Variation

If for some reason, student is requesting for changes to the original enrolment, student needs to submit an Enrolment Variation Form along with supporting documentation and reason (Such as visa delay or medical reason) for the admin officer to process the request. An Enrolment Variation Form is available on our website. Fee may apply, variation process takes up to 3 business days.

## International Student Handbook, Forms, and Policies

Please visit our website at: <http://queensford.edu.au/downloads/> for up-to-date versions of the International Student Application Form, International Student Handbook, policies and other fees.

## Agent Application Process, Monitoring and Review

Before completing an application to represent Queensford College, agents should be familiar with the following:

- Education Services for Overseas Students Act 2000: <http://www.comlaw.gov.au/Series/C2004A00757>
- Education Services for Overseas Students Amendment Act 2014: <http://www.comlaw.gov.au/Details/C2014A00002>
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Providers of Education and Education Services for Overseas Students Act 2000 (ESOS Act): <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
- The Australian Government Department of Home Affairs: <https://www.homeaffairs.gov.au/>
- Agents Gateway: <https://www.homeaffairs.gov.au/busi/Migr/Agen>
- Australian Skills Quality Authority: <http://www.asqa.gov.au/> please refer to CRICOS information.

It is recommended that agents complete an Education Agent Training course.

International Education agents willing to represent Queensford College are required to submit an Agent Application available on our website along with profile of their company, copy of registration of company or business. All Agents are required to nominate and include details of two referees.

Once the application and all documents are received, the officer in charge will check references and if successful, will generate an Agent Agreement for the Agent Company and forward it to the agent for signature.

In case of a newly established Agent who are unable to provide references; Queensford College's Head of International will review the application and upon successful appointment, the college will provide training and monitor their activities closely.

### Checklist:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Completed agent application | <input type="checkbox"/> Company profile         | <input type="checkbox"/> Business registration certificate |
| <input type="checkbox"/> PIER qualifications         | <input type="checkbox"/> Other related documents |  |

The commission details will be included on the Agent Agreement. Once the agent signs and forwards Queensford College a copy of signed agreement, a Certificate of Appointment will be issued. Agent Agreements by default are issued for a given period of time. Upon expiry of the Agent Agreements, the agents can apply for renewal of the same.

Queensford College monitors the performance of the agents on an ongoing basis using one or more of the following:

- Quality of applications received and documentation submitted
- Face to face meeting with agents
- Teleconference
- Feedback from students.

Agent Reviews are done periodically based on:

- The number of student applications received
- The conversion rate
- The quality of applications Student completion rate etc.
- Feedback form for agents.

Queensford College approached by Agent

Approved Agent Application Form sent to prospective agent to completely fill out. This form is also available to download from the website at <https://queensford.edu.au/resources>

Agent approached by Queensford College

Agent to completed the form with documentation required attached and returned to Queensford College. Documentation may include (but not limited to):

- Company profile
- Business registration certificate
- PIER qualifications
- Other related documents

Agent to return completed form and supporting documentation back to Queensford College

Agent file to be established and any updates to be recorded

Assessment of agent's application by Queensford College will conduct an Agent Reference Check by contacting the referees given

*If Agent is entirely new, and unable to provide references, the agent can be appointed with permission of the Head of International and will be trained and monitored closely*

**SUITABLE**

**NOT SUITABLE**

A confirmation email will be sent if the outcome to appoint is favorable along with a specifically prepared written agreement

Agent returns signed copy of the written agreement back to Queensford College

Newly appointed agent details will be updated Queensford College databases, PRISMS, and the ASQA net

Queensford College will take no further action and advise the Agent that they will not engaged to provide services

## Working with Subagents

Queensford College recommends all agents to inform Queensford College of all their subagents who will be promoting Queensford College and it's the primary agent's responsibility to ensure that the sub-agents are not involved in any deceptive or misleading advertisements about Queensford College or its courses.

Details pertaining to termination of Agent Agreement can be referred to on the Agent Agreement.

## Claiming Commission

Any Agent registered with Queensford College and had successfully enrolled a student to Queensford College will be able to claim commission. All commissions are payable once the student commences the course the agent is claiming commission for. In order to claim commission, the agent is required to raise an invoice on their company letter head and include details including and not limited to:

- **Student Full Name**
- **Student DOB**
- **Course/s enrolled for**
- **Course Start Date**
- **Tuition Fee paid** by the student towards that particular course, **commission rate, commission in amount and GST if applicable.**

Agent is also required to include their bank account details into which they want Queensford to process the commission into. All invoices must be sent to [accounts@queensford.edu.au](mailto:accounts@queensford.edu.au)

All commission invoices are usually processed with 14 days of invoice being received provided all documentation is in place.

Commission is paid when the student starts the course.

## Marketing and Advertising

Only registered agents of Queensford College can market and advertise about course/s offered at Queensford College. Any advertisements relating to Queensford College needs to be approved prior to placement and is in accordance with Queensford College Policies. All advertisements should contain the CRICOS Code, RTO Number of Queensford College. The Agent must not indulge in any unethical/ misleading/ deceptive advertisement on behalf of Queensford College and should also ensure that neither of their subagents is involved in any such thing. Please refer to our Intertional Marketing Information and Practices for more information.

Marketing Request Form is to be completed by approved representative agents of Queensford College wishing to promote Queensford College & its courses and planning to use the Queensford College logo, website link or course descriptions. All relevant sections of the form must be completed and sent to back to Queensford College approval and use.

Click on the following links for access to the documents:

[Queensford College International Marketing Information and Practices](#)  
[Queensford College Marketing Request Form - Agent](#)

# FOR MORE INFORMATION CONTACT US

## CONNECT WITH US ON SOCIAL MEDIA



**Facebook**

/queensfordcollege



**Instagram**

@queensfordcollege



**LinkedIn**

/queensford-college



**TikTok**

/queensford



[www.queensford.edu.au](http://www.queensford.edu.au)

Queensford College is the trading name of Malekhu Investments Pty Ltd

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All information in this document was correct at the time of publication but is subject to change.

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