



RTO 31736 | CRICOS 03010G

Agent Manual

BRISBANE

ADELAIDE

PARRAMATTA

HOBART

Head Office

Level 2, 359 Queen Street, Brisbane QLD 4000 Australia

+61 7 3221 1626 | info@queensford.edu.au

Queensford College is the trading name of Malekhu Investments Pty Ltd

www.queensford.edu.au

ABN 17129064437 | RTO 31736 | CRICOS 03010G V2.9 | 160524



About Queensford College

Our campuses are strategically located in the respective CBDs. Queensford College offers courses for both domestic and international students. Queensford College provides a learning environment with individualized focus to enhance students' skills, with the sole mission of *“Creating possibilities to instill the importance of learning as a foundation for a better future.”*

Since its inception in 2008, Queensford College has never looked back. In that time, many students have been trained in an array of different streams, all of which made them employable in their selected workforce. Queensford College graduates who wanted to continue their studies were accepted into reputable universities around the globe.

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

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

Parramatta campuses

Wentworth Street Campus, Parramatta
Level 4, 16 - 18 Wentworth Street
Parramatta, New South Wales 2150,
Australia

Fitzwilliam Street Campus, Parramatta
Level 3, 1 Fitzwilliam Street
Parramatta, New South Wales 2150,
Australia
P: +61 2 8660 0040
E: syd@queensford.edu.au

Why choose Queensford College

- Nationally recognised qualifications
- Vocational placement within hospitality, aged care, and childcare 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 childcare
- 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

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Programs Offered at Queensford College

CRICOS Course Code	Course Code	Course Name	Duration	Campus
COOKERY & HOSPITALITY MANAGEMENT PACKAGED COURSES				
109682H	SIT40521	Certificate IV in Kitchen Management	78 Weeks	QLD, SA, NSW
110556D	SIT50422	Diploma of Hospitality Management [^]	26 Weeks	QLD, SA, NSW
110559A	SIT60322	Advanced Diploma of Hospitality Management [^]	46 Weeks	QLD, SA, NSW
NURSING				
114217B	HLT54121	Diploma of Nursing ^{**}	78 Weeks	BNE, NSW
CHILD CARE				
107130A	CHC30121	Certificate III in Early Childhood Education and Care	52 Weeks	QLD, SA, TAS, NSW
107131M	CHC50121	Diploma of Early Childhood Education and Care	52 Weeks	QLD, SA, TAS, NSW
AGED CARE				
089225C	CHC43015	Certificate IV in Ageing Support	52 Weeks	BNE, NSW, SA
LEADERSHIP AND MANAGEMENT PACKAGED COURSES				
104201D	BSB50420	Diploma of Leadership and Management	52 Weeks	BNE, NSW, SA
106287K	BSB60420	Advanced Diploma of Leadership and Management	52 Weeks	BNE, NSW, SA
108553C	BSB80120	Graduate Diploma of Management (Learning)	104 Weeks	BNE, NSW
ACCOUNTING PACKAGED COURSES				
109978C	FNS40222	Certificate IV in Accounting and Bookkeeping	52 Weeks	BNE, NSW
110560H	FNS50222	Diploma of Accounting	52 Weeks	BNE, NSW
INFORMATION TECHNOLOGY PACKAGED COURSES				
106288J	ICT50220	Diploma of Information Technology	78 Weeks	BNE, NSW
106289H	ICT60220	Advanced Diploma of Information Technology	52 Weeks	BNE, NSW

^{**} Nursing intake dates are limited, please check with the International Admissions Team for more information.

[^] The duration of these courses may be shorter depending on your previous study on same fields or if courses are packaged together.

⁺ Total fee may/may not include enrolment and material fees, all fees are in Australian Dollars, and fees are correct at time of printing and subject to change without notice

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Student Enrolment Process

Complete the Enrolment Form

Submit all the Documents

(Academic documents, Copy of your Passport & English Test Result Scoresheet)

Once the application is received, Queensford College will issue a Conditional Offer Letter

Offshore students may be interviewed on Skype to determine if students satisfy GS requirements

Offshore students will be asked to submit their Statement of Purpose (SOP)/GS Statement
(and in some cases, may be asked to submit financial documents).

Once the documents have been approved, the student will be asked to pay the tuition fee deposit and sign the offer letter

*(Students are advised not to transfer the tuition fee before the GS requirements are met).
Please remember to have your reference number on the transaction.*

The officer issues and forwards the eCOE to the student

Lodge your visa application, complete your biometrics, health examination and wait for the visa outcome



SSVF – Student Assessment Guidelines for Agents Queensford College

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, GS, 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 REQUIREMENTS

- All students must undertake Queensford College’s Language, Literacy, Numeracy and Digital (LLND) skills assessment via online LLN Robot System.
- Student must provide evidence of attaining an overall IELTS score of 6 bands or equivalent scores on a similar test (such as PTE etc) to commence a Certificate III Qualification or higher. **OR**
- Student must have attained at least Advanced Level of English and must provide evidence of the same before commencing a Certificate III Qualification or higher. **OR**
- Student must pass Queensford College ’s relevant Internal English Placement Test.

STAGE 4: FINANCIAL REQUIREMENTS

- The Australian Department of Home Affairs (DoHA) recommend the following as a minimum annual requirement for students studying in Australia:
- Knowing the average living costs in Australia is an important part of your preparation for living and studying in Australia. There are financial requirements you must meet to receive a student visa for Australia, and you may need to provide evidence of your ability to cover living costs. The costs below are an approximate guide only, and you should be aware that these costs may vary depending on your study location in Australia.

EXPENSES	PER PERSON	ESTIMATED AMOUNT REQUIRED IN AUD
Travel	Student	AUD \$2500 per person (Estimated Return Airfare)
	Family Members	
Tuition	Student (Primary applicant)	Course fees for 1 year
	Children aged between 5-18yrs	AUD \$8000 per year, per child
Living	Students	AUD \$29,710 per year
	Partner & Child	AUD \$10,394 per year
		AUD \$4,449 per year, per child

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*Information in above table is correct as of **May 2024**. It could be updated from time to time by the DoHA, students are advised to check the DoHA website for up-to-date information. Cost of Living Calculator is also a useful tool to help estimate your cost of living in Australia: <https://costofliving.studyaustralia.gov.au/>

- All international students applying to study at Queensford College must provide evidence that they have sufficient funds to cover themselves and any accompanying family members for the first 12 months of their stay in Australia for the above-mentioned Travel, Tuition and Living.
- And students are also required to provide evidence that they have access to sufficient income to cover the same costs for the remainder of their stay.
- Evidence of funds could be and not limited to the below:
 - 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.
 - 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.
 - 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.
 - Loan from:
 - An acceptable financial institution (in your name or any sponsor's 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.
 - Scholarship from your Australian education provider.
- Acceptable Sources of Income: Students must provide at least one income stream from them or their sponsors.
 - Income Tax Return statement(s) for the last two years. (Filed in two different financial years.)
 - Income statement for the last two years.
 - Loan documents.
 - Financial guarantee letter.
 - Bank account statement(s).
 - If a close relative is sponsoring the student, the above documents should be furnished for the sponsor as well.
 - 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.
- Students may be asked to provide relationship certificate in such cases to substantiate the relationship.

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STAGE 5: GENUINE STUDENT (GS) ASSESSMENT & INTERVIEW

- To be granted a visa, students must be assessed as a Genuine Student (GS). Assessment of genuineness is undertaken by the Australian Department of Home Affairs (DoHA) 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 GS requirements:
 - Students' personal circumstances in your home country
 - Students' potential circumstances in Australia
 - The value of the course to students' future
 - Students' immigration history
 - Any other matter that is relevant to student's intention to remain in Australia temporarily.
 - 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.
- *(Further information on the GS is available on the DoHA website at: www.border.gov.au).

STAGE 6: ACCEPTANCE OF OFFER

- Prior to sending acceptance letter to Queensford College, agents are required to:
 - Ask the student and family/sponsor to read the Acceptance of Offer including the refund policy.
 - 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.
 - 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.

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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](#)
- [Education Services for Overseas Students Amendment Act 2014](#)
- [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 \(ESOS Act\)](#)
- [The Australian Government Department of Home Affairs](#)
- Australian Skills Quality Authority: <https://www.asqa.gov.au/>
- Please refer to CRICOS information: <https://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

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 its approved agents in an ongoing way by numerous methods, which may include not restricting to the below:

- Student feedback
- In-House analysis of agent performance
- Ongoing and Consistent contact with agents via telephone and email
- Regular training of agency staff of regulatory requirements including ESOS and National Code requirements, and product knowledge updates.
- Regular provision of Queensford College promotional material
- Student study outcomes (e.g. course completion rates, visa compliance);
- Department of Home Affairs data, in relation to visa grant / refusal rates

The monitoring procedure is designed to ensure that Queensford College is using reputable agents. The outcome of any monitoring will form part of the input to the agent agreement renewal. All information related to monitoring will be recorded under the agents record.

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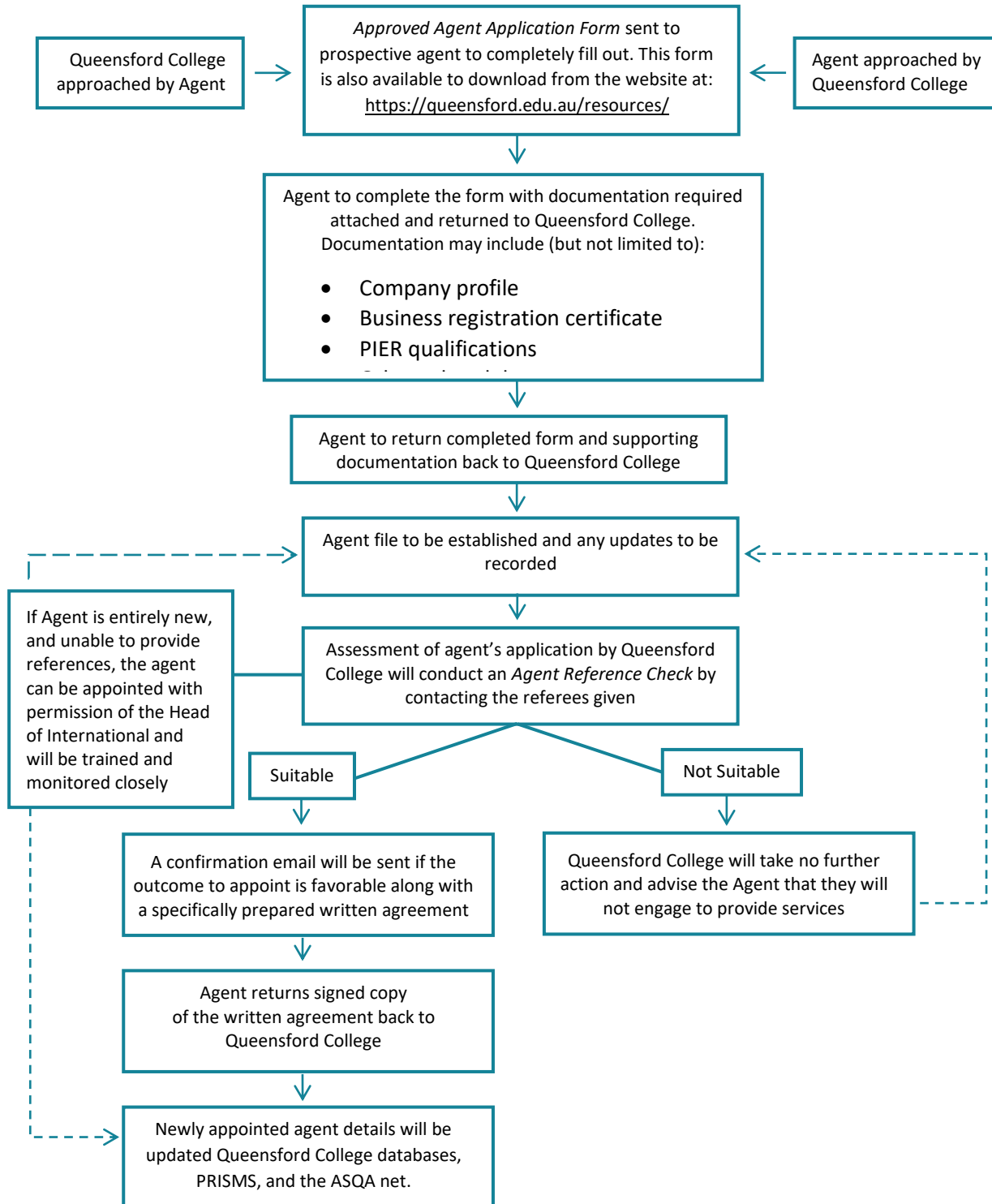
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Agent Appointment Application Process





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

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](#)

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