



# Education AGENT MANUAL

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## 1. Education Agents in Australian international Education Industry

Education agents are an important part of the Australian international education industry. They are valued and respected by Australian education institutions and the students they assist to enrol and study in Australia. Education agents can assist students to complete the Australian educational Institution's application forms and can convert the letter of offer to a confirmation of enrolment. The Education Agents counsel and provide advice and placement assistance to students who wish to study in Australia. These agents get paid by the educational institutions for the services they provide in recruiting a student in the educational institution.

These Education Agents are engaged by the Education Provider to recruit prospective students, and as such, agents have a contractual relationship with their associated Education Provider. They also have a responsibility to faithfully represent prospective students' interests in offering them a course of study. This set of connections among Education Provider, agents and students is intended to benefit all three parties. Education providers expect their agents to actively promote their institution with accuracy and integrity and for prospective students to be well informed about their course. They also expect agents to recruit large numbers of suitable students.

ANIT Australia Pty Ltd T/A Albright Institute of Business and Language and Albright Institute of English has a big network of Education Agents across the globe.

### 1.1 How will this Manual help?

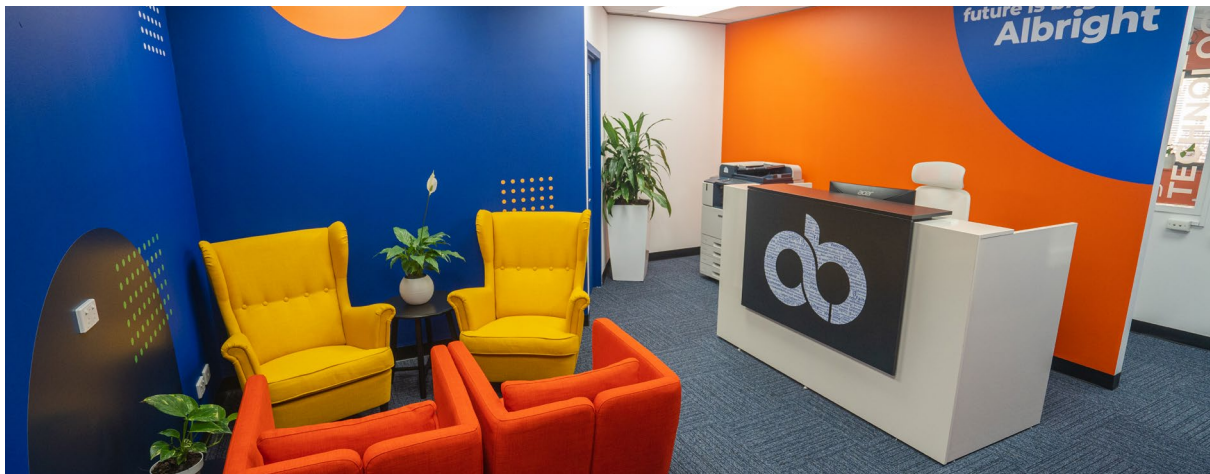
- The content of this manual is based on common issues and scenarios related to Australia's international education program. The manual content has been structured to provide practical advice and examples to enhance your understanding of the way in which Australian education provider's work.
- The key philosophy and advice offered throughout the manual is that your advice to students will vary according to the Albright Institute's policies and procedures.
- An agent who represents many education providers may falsely assume that correct advice for one education provider will also be correct advice for another education provider.
- The Agent's Checklist in Clause 8 in this manual is designed for you to use to ensure that you have all the information you need to accurately advise your students.
- Each clause provides a rationale to explain why the clause's content is important.
- Often the scenarios discussed in the clause becomes important after your student has enrolled. An enhanced understanding of this issue may enable you to address it in your conversations with your students before they arrive in Australia to minimise preventable problems after their arrival in Australia.
- The scenarios quoted as examples were handpicked to highlight the often-significant differences in policies and procedures between education providers and across educational sectors.

## 1.2 How to find current and accurate marketing information

Agents should refer to the advice in Clause 2: Responsibilities and Clause 3: Scope and the courses offered by Albright Institute and maintain strong relationship with Albright Institute.

As a respected representative of Albright Education, you will be receiving regular updates from Albright Institute, when the courses are modified, newly registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) or discontinued and the dates for implementation of such changes.

For up-to-date information from the Australian Government on changes to policy and regulations check the AEI website at: <https://internationaleducation.gov.au/Pages/default.aspx> and the Study in Australia website at: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)



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## 2. Responsibilities of Albright Institute's Education Agent

Education agents have a critical role in the recruitment of Albright Institute students. They must interpret the needs of both students and Albright Institute they represent – all the while operating in ways that comply with a multitude of laws and regulations.

This manual is aimed at providing advice on what works well and can enhance the engagement of all stakeholders. It is also aimed at ensuring that agents are aware of known pitfalls and what constitutes ethical practice in the face of commercial and regulatory imperatives. Agents at all levels of knowledge and experience can benefit from the tips and exercises that this manual offers.

### 2.1 Expectation of the Australian Government

The Australian government expects the Education Agents representing Albright Institute to always uphold the reputation of Australian International Education Sector and recruit suitable students.

For some agents, compliance with regulatory frameworks can appear to work against recruitment targets. Where conflict exists between compliance with the ESOS/ National Code and an agent or Albright Institute's recruitment strategies and targets, the ESOS/ National Code compliance must take precedence. Agents who ignore this basic principle will risk having their business reduced or at worst eliminated.

The below quotations from ESOS/National Code illustrate this point:

- “The recruitment of students follows general marketing and is the first step in establishing a formal relationship between the student and registered provider. It is important that the recruitment is ethical and upholds the integrity of Australian education and training”
- One of the ‘Objects’ of the ESOS Act is to “protect and enhance Australia’s reputation for quality education and training services”.

### 2.2 Expectation of Albright Institute

Albright Institute expects their agents to actively promote their institution with accuracy and integrity and for prospective students to be well informed about their courses. Albright Institute also expects agents to recruit large numbers of genuine and suitable students. Albright Institute expects the agent to ensure that the students are aware of the conditions of their student visas and ensure that the students comply with these conditions. The agent does not engage in dishonest practices and not provide immigration advice where not qualified to do so.

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Every agent has agent documents containing information to comply with The Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Standards 1, 2 and 4, 9 (The National Code). The National Code is a legislative instrument made under the ESOS Act and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

### 2.3 Expectation of Albright Institute's Training and Assessment Team

The training and assessment team typically expect that students will generally trust their directions and follow them without hesitation.

The relationship between trainers /teachers and students can vary hugely across education sectors because of the age and maturity of students. But there can also be significant differences within education sectors because of the culture of individual education providers and individual trainers and teachers. It is expected that the genuine students need to be able to study effectively by 'tuning in' to these expectations and directions.

### 2.4 Expectations of Students

Students expect that everybody with an education recruitment role will support and assist them to select and maintain their course. The relationship of students to agents and Albright Institute typically shifts from more dependent to less dependent as the education decisions progress.

All parties need to strongly guard against exploiting the ignorance and comparative dependence of students. The Australian Government has many safeguards aimed at protecting students, and the intentions, obligations and entitlements all of parties need to be clearly recognised.

### 2.5 Day-to-day responsibilities of the Education Agent

The formal expectations of agents will be spelled out in the Agency Agreements with the Albright Institute's they represent, and these agreements comply with the ESOS/ National Code requirements.

As an agent you will generally be expected to:

- Actively promote Australia as a study destination;
- Actively promote the courses of Albright Institute and find suitable prospective students to undertake these courses;
- Assist prospective students by providing all necessary information about available courses that meet their personal and education goals;
- Assist prospective students with their application and admission to their chosen course;
- Provide prospective students with details about the course, tuition fees, facilities, services and resources offered by Albright Institute.
- Assist prospective students to ensure all Terms and Conditions in Albright Institute Letter of Offer (LOO) and Confirmation of Enrolment (COE) are understood, when signing the agreement.
- Assist representing students in actively encouraging both their course progression and ongoing tuition payment at Albright Institute.

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### 3.Scope and courses offered by Albright Institute

Established in 2017, Albright Institute of Business and Language and Albright Institute of English is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA).

Our English Language Intensive Courses for Overseas Students (ELICOS) courses are accredited by NEAS which is the Global Leader in Quality Assurance for the English Language Teaching Community. Albright Institute of English delivers English Language courses in ELICOS – General English, IELTS, PTE and EAP.

Albright Institute of Business and Language delivers Vocational qualifications at Certificate levels, Diplomas, Advanced Diplomas and Graduate Diploma in Business, Marketing, Leadership and Marketing, Information and Technology, Hospitality and Management, Civil Construction and Design.

You can access Albright Institute scope on CRICOS website: <https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03553J>

And on Training.gov.au website:

<https://training.gov.au/Organisation/Details/45041>

To access the most up-to-date information of Albright Institutes courses and entry requirements please access Albright Institutes website: <https://albrightinstitute.edu.au/>



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### 3.1 Mandatory Admissions requirements

- Completed application form signed and dated by the prospective student with verified and stamped (by the education agent) evidence of qualifications, work experience (if relevant), age, and English Language Test results (as applicable).
- Students who have enrolled or have COE's from another provider must not be enrolled until they have completed the first six months of their principal course and have a release from the provider of the principal course.
- Duly signed and dated Student Acceptance agreement by the student is required to process the Confirmation of Enrolment (COE).
- ELICOS Placement Test: Each student enrolling for an English Language course will be advised to take an ELICOS Placement Test which will assess the English Language proficiency and the student will be then placed in the appropriate level of ELICOS course
- Language, Literacy and Numeracy (LLN) requirement for VET courses: LLN test is a MANDATORY requirement at Albright Institute for all the students who are enrolling for VET courses.
- Refer to the Entry requirement Policy and Procedure and Admissions and Enrolment Policy on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>

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### 3.2 Entry requirements for ELICOS Courses

COURSE	ENTRY REQUIREMENT -General	ENGLISH LANGUAGE REQUIREMENTS
<b>General English</b> <b>CRICOS Code: 096826G</b>	1. Applicants must be minimum 18 years of age at the time of commencement. 2. The student will be required to undertake AIBL ELICOS Placement Test to ensure they enrol in the correct level.	English Placement test or equivalent: <ul style="list-style-type: none"> <li>• Beginner</li> <li>• Elementary</li> <li>• Pre-Intermediate</li> <li>• Intermediate</li> <li>• Upper-Intermediate</li> <li>• Advanced</li> </ul>
<b>English for Academic Purposes (EAP)</b> <b>CRICOS Code: 096828F</b>	1. Applicants must be minimum 18 years of age at the time of commencement. 2. The student will be required to undertake AIBL ELICOS Placement Test to ensure they enrol in the correct level.	<ul style="list-style-type: none"> <li>• IELTS overall score of 5.0 or equivalent</li> <li>• or Completed General English Intermediate</li> <li>• Suitable level of English Proficiency on a pre-entry test (CEFR B2 – Upper-Intermediate).</li> </ul>
<b>Pearson Test of English (PTE) Academic</b> <b>CRICOS Code: 096829E</b>	1. Applicants must be minimum 18 years of age at the time of commencement. 2. Suitable level of English Proficiency on a pre-entry test (CEFR B2 – Upper-Intermediate) IELTS overall score of 5.0 or equivalent Completed General English Intermediate. 3. If the course has been completed with a different provider, the student will be required to undertake AIBL ELICOS Placement Test to ensure they enrol in the correct level.	<ul style="list-style-type: none"> <li>• IELTS overall score of 5.0 or equivalent</li> <li>• or Completed General English Intermediate</li> <li>• Suitable level of English Proficiency on a pre-entry test (CEFR B2 – Upper-Intermediate).</li> </ul>
<b>IELTS (Foundation, Advanced)</b> <b>CRICOS Code: 096827G</b>	1. Applicants must be minimum 18 years of age at the time of commencement. 2. The student will be required to undertake AIBL ELICOS Placement Test to ensure they enrol in the correct level.	IELTS Foundation Course: <ul style="list-style-type: none"> <li>• IELTS overall score of 5.0 or equivalent</li> <li>• or Completed General English Intermediate</li> </ul> IELTS Advanced Course: <ul style="list-style-type: none"> <li>• IELTS overall score of 5.5 or equivalent</li> <li>• or Completed General English Upper-Intermediate</li> </ul>

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### 3.3 Entry requirements for VET Courses

	<b>COURSE CODE</b>	<b>COURSE DETAILS</b>	<b>ENGLISH REQUIREMENTS - -General</b>	<b>ENTRY REQUIREMENTS – Course Specific</b>
1.	106174H	BSB20120 Certificate II in Workplace Skills	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 10 qualification;</li> <li>3. Have a valid IELTS score of minimum 4.5 or PTE 23 (scored within the last 2 calendar years) Or, Completed General English Pre-Intermediate in Australia;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
2.	106173J	BSB30120 Certificate III in Business	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 11 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
3.	106169E	BSB50120 Diploma of Business	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.

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4.	106168F	BSB40820 Certificate IV in Marketing and Communication	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
5.	106170A	BSB50620 Diploma of Marketing and Communication	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>Entry to this qualification is limited to those who:</p> <p>Have completed BSB42415 Certificate IV in Marketing and Communication</p> <p><b>OR</b></p> <p>Have completed the following units (or equivalent competencies): BSBCMM411 Make presentations; BSBCRT412 Articulate, present and debate ideas; BSBMKG433 Undertake marketing activities; BSBMKG435 Analyse consumer behaviour; BSBMKG439 Develop and apply knowledge of communications industry; and BSBWRT411 Write complex documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.</p> <p><b>OR</b></p> <p>Have two years equivalent full-time relevant work experience.</p>

6.	111403B	BSB60520 Advanced Diploma of Marketing and Communication	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>Entry to this qualification is limited to those who: Have completed BSB42415 Certificate IV in Marketing and Communication <b>OR</b> Have completed the following units (or equivalent competencies): BSBCMM411 Make presentations; BSBCRT412 Articulate, present and debate ideas; BSBMKG433 Undertake marketing activities; BSBMKG435 Analyse consumer behaviour; BSBMKG439 Develop and apply knowledge of communications industry; and BSBWRT411 Write complex documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent. <b>OR</b> Have two years equivalent full-time relevant work experience.</p>
7.	111404A	RII60520 Advanced Diploma of civil Construction Design	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>There are no qualification specific entry requirements.</p>
8.	111406K	SIT30821 Certificate III in Commercial Cookery	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<ol style="list-style-type: none"> <li>1. There are no qualification specific entry requirements.</li> <li>2. Learners must be physically fit to carry up/lift to a maximum load of 5kgs as this may be required during the practical training.</li> <li>3. Learners must be able to handle and cook dairy products and non-vegetarian food items including but not limited to beef and pork.</li> <li>4. Due to the physical requirements of this course, students must have a basic level of fitness allowing them to work on their feet during work placement shifts.</li> </ol>

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9.	111408H	SIT40521 Certificate IV in Kitchen Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<ol style="list-style-type: none"> <li>1. There are no qualification specific entry requirements.</li> <li>2. Learners must be physically fit to carry up/lift to a maximum load of 5kgs as this may be required during the practical training.</li> <li>3. Learners must be able to handle and cook dairy products and non-vegetarian food items including but not limited to beef and pork.</li> <li>4. Due to the physical requirements of this course, students must have a basic level of fitness allowing them to work on their feet during work placement shifts.</li> </ol>
10.	111407J	SIT50422 Diploma of Hospitality Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<ol style="list-style-type: none"> <li>1. There are no qualification specific entry requirements.</li> <li>2. Learners must be physically fit to carry up/lift to a maximum load of 5kgs as this may be required during the practical training.</li> <li>3. Learners must be able to handle and cook dairy products and non-vegetarian food items including but not limited to beef and pork.</li> <li>4. Due to the physical requirements of this course, students must have a basic level of fitness allowing them to work on their feet during work placement shifts.</li> </ol>
11.	111405M	ICT50220 Diploma of Information Technology	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>There are no formal entry requirements for this qualification.</p>

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12.	106175C	ICT60220 Advanced Diploma of Information Technology	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
13.	104306F	BSB50420 Diploma of Leadership and Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
14.	106171M	BSB60420 Advanced Diploma of Leadership and Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	Entry to this qualification is limited to those who: Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) <b>OR</b> Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

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15.	104077C	BSB50820 Diploma of Project Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	There are no formal entry requirements for this qualification.
16.	104459M	BSB60720 Advanced Diploma of Program Management	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>Entry to this qualification is limited to those who: Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).</p> <p><b>OR</b> Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.</p>
17.	106172K	BSB80120 Graduate Diploma of Management (Learning)	<ol style="list-style-type: none"> <li>1. Be 18 years of age at the time of commencement of the course;</li> <li>2. Have successful completion of Australian Equivalent Year 12 qualification;</li> <li>3. Have a valid IELTS score of 5.5 or PTE score of 42 or its equivalent (Completed a minimum 12-Week General English Course of Upper-Intermediate Level)- Within the last 2 Calendar Years OR Completed Australian Qualification minimum AQF Level 4 (Certificate 4) or Australian Senior Secondary Certificate of Education- Within the last 2 Calendar Years;</li> <li>4. Complete the Albright Language, Literacy &amp; Numeracy (LLN) test;</li> <li>5. Have a valid Student Visa status which allows them to study in Australia in Vocational levels for international student;</li> <li>6. Have basic computer and MS Office skills (Word, Excel and Power Point);</li> <li>7. Satisfy Pre-Training Review (PTR) Assessment requirement.</li> </ol>	<p>Effective from 01 August 2023</p> <p>Any Australian Diploma or Advanced Diploma from the Nationally Recognised Training Packages (current or superseded equivalent versions).</p> <p><b>OR</b> Any International Diploma or Advanced Diploma.</p> <p><b>OR</b> Australian/ International bachelor's degree level of qualification in related fields of study.</p> <p><b>OR</b> Have 1.5 years equivalent full-time relevant workplace experience in an operational / leadership or management role in an enterprise.</p>

**Note:**Please refer to Albright Institute's website for latest information <https://albrightinstitute.edu.au/>

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### 3.4 Key Points

From time to time, Albright Institute will also provide the recent updates in the form of Newsletter/s, emails and conduct Agent's information sessions. It is important for you to check all course information, relevant application fees, tuition fees and non-tuition fees and that all required information is included in the application before you lodge the student's application.

The admissions process in an international office is often slowed down by:

- Applications requesting incorrect course intake dates;
- Courses not available to international students;
- Courses not offered at the campus requested;
- Student ineligibility for the course applied for;
- Incorrect attachments forwarded with application; and
- Non-payment of any application fees which stops assessment of the lodged application



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## 4.Relevant Policies and Procedures

Policies and procedures are the rules that Albright Institute uses to conduct our business. In addition to rules established by state, territory and national legislation, all actions applying to students must be according to the Albright Institute's policies.

They represent three basic functions regarding students:

- Must do,
- May do, and
- May not do.

It is very much in your students' interests to know what these rules are. In practice, this is often more about the skill of knowing how to find the rules, understand and apply them, than any specific rule knowledge. Only a limited set of rules will be important to know from the outset, and these are the ones flagged by this section.

All other rules will need to be found by the student. In some instances a rule may not be published or published in full. Instead it will be embedded in communications with Albright Institute, such as an application form, a letter of offer and Student Course Acceptance.

Students are most affected by Albright Institute's policies on:

- Admission and enrolment;
- Orientation, census date and commencement;
- Tuition fee, Non-tuition fee and refunds;
- Academic Progression;
- Transfer of courses;
- Change in enrolment status during the student journey.

### 4.1 Admissions and Enrolment

Many students are more or less ignorant about how their study plans may be limited or even made impossible under Albright Institute's policies. If the students face unexpected barriers to their study plans, they often seek to blame those who advised them, and that will include their agent.

As an agent, you need to minimize the risk of student-initiated actions against you in these situations by being thorough, clear, ethical and comprehensive in providing your advice.

#### Key points:

**A.** Be clear about what the student wishes to achieve and what are his/her study goals;

**B.** Know how to reference these wishes against the Albright Institute's policy entitlements and obligations;

**C.** Be ethical in the advice that you give, including the limitations of your own knowledge of the courses offered by Albright Institute or about Albright Institute;

- D.** Make explicit reference to obstacles that you know will affect the student's study plans;
- E.** Make explicit reference to risks or costs that you know will affect the student's study plans and may be overlooked by the student, e.g. OSHC.
- F.** While forwarding the student documents please use your company Certified Original Stamp or list the supporting documents in an email and certify them in the email.
- G.** If any of the student documents are NOT in English Language Albright Institute requires a translated document by a certified translator.

Do not postpone a planned action believing that it can be better solved onshore. There are many choices that students can or must make that agents sometimes recommend should be made after arriving in Australia or after having commenced. In fact, they are best made at the point of application or acceptance, or at the very least, before commencement e.g. Academic credit is a prime example of a matter that is often poorly referred by agents to the post-arrival or post enrolment stages.

Agents should wherever possible advise students of the serious visa implications of cancelling their course without a release where the student has not completed the first six months of his or her principal course (the highest qualification in a package of courses, usually the last course).

Refer to the Entry requirement Policy and Procedure and Admissions and Enrolment Policy on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>

## 4.2 Orientation, census date and course commencements

For every student at Albright Institute, attending the Orientation and Commencing the course on the COE commencement date is considered as of utmost importance. You will notice that the Orientation details are mentioned on the Letter Offer as well as in the Student Course Acceptance Agreement.

### Key Points:

- A.** Every student is required to attend the Orientation program which consists of a welcome presentation, campus tour, enrolment and details and information that would assist the student to settle into the new study environment.
- B.** All new students are informed about the training, assessment and support service, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at Albright Institute.
- C.** An email/SMS/mail is sent to the students in advance inviting the students for Orientation and Induction. The orientation is usually scheduled a week prior to the start intake date of the course on Monday.
- D.** The students who are enrolling for ELICOS Courses will be given AIBL Placement Test link to complete the test. This test will assess the English Language proficiency of a student and he/she will be placed in appropriate level of ELICOS Course.
- E.** Language, Literacy and Numeracy Test (LLN): All VET students seeking enrolment must also complete a Language, Literacy and Numeracy (LLN) test at the time of enrolment to identify their competence in literacy and numeracy levels which will highlight course suitability and or whether additional student support services are required. If the student is identified with gaps in any of the LLN skills he/she then will be provided LLN support during their course at Albright Institute.

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F.The students enrolling for VET courses at Albright Institute MUST commence their course NOT LATER THAN THE CENSUS DATE which is (15 days after the course commencement date).

G.The Census Date is NOT applicable in ELICOS student's enrolment as the course progression is monitored on Attendance of the student as per the regulatory requirement.

#### Probable scenarios for a better understanding:

A.The student DOES NOT respond to our communication/s and DOES NOT attend the Orientation and DOES NOT complete the enrolment procedure to commence the course as per the COE start date.

-We mark our Orientation email communications the respective agent as well as to our Business Development Managers.

-This is because when the student does not respond to or attend the orientation the entire enrolment procedure falls behind as the student would be provided LMS access and Timetable ONLY AFTER the Orientation and commencement of the course.

-Albright Institute's expectation from our agents is to contact the student and ensure course commencement within the census date period.

B.If the student is facing any other issues like delayed arrival in Australia; student visa yet to be granted or any reasons which need an assessment from Albright Institute for compassionate ground.

-Please contact the [admissions@albrightinstitute.edu.au](mailto:admissions@albrightinstitute.edu.au) with the completed and duly signed Change of Enrolment Form by the student at the earliest.

-Please provide evidence for the request for a change in enrolment details to enable our team to take prompt action.

-Failing to do this within the census date period (15 days from the actual course commencement date of COE) the student will be reported on PRISMS for "Non-commencement of the course". This action from Albright Institute may affect the student visa.

Refer to the Admissions and enrolment Policy and Procedure and Orientation Policy on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>

### 4.3 Tuition Fee, Non-tuition Fee and Refunds

Albright Institute is required to provide an itemised list of course money payable and information in relation to refunds of course money on the student's letter of offer. Albright Institute has a refund policy that outlines the criteria for the refunds of course money in the case of either student or Albright Institute default. Applications for both full and partial refunds of fees are quite common, and Albright Institute is used to calculating entitlements as advised by the ESOS Act/ National Code of Practice.

#### Key Points:

A.Assessment of refund applications is generally based on the timeframes and circumstances specified in the refund policy – students are not always aware of the strict timeframes involved and are often penalised for applying too late.

B.Refund policies are a consumer protection mechanism for the student – however, this mechanism fails if the student is unaware of their rights under this policy. Both students and Albright Institute have responsibilities to provide and access these policies.

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**C.**Albright Institute can cancel the enrolment of a student for non-payment of course fees, even if the student is progressing satisfactorily through the course – students often think that, despite receiving advice that they are at risk of this happening, Albright Institute won't follow through with this action as they are passing their course. Sometimes the students think that if they are paying their fees, they will not fail their course.

**D.**Under Standard 3 of the National Code, Albright Institute publishes on the website and includes detailed relevant fee information in the Student's Letter of Offer and Student Acceptance Agreement. Among other things, the agreement identifies the course or courses in which the student is to be enrolled; an itemised list of course money; information in relation to refunds of course money; and processes for claiming a refund.

**E.**It will be the agent's responsibility to ensure that a proper written agreement is in place at the time that any course money is accepted from a student. If an agent enrolls a student and accepts course money from that student without having a written agreement in place between the student and the provider, the agent may be found to have engaged in dishonest practices and the provider may be obliged to terminate its agreement with the agent under Standard 4 of the National Code.

**F.**The Student Acceptance Agreements itemise the course fees for to be paid in advance for the issuance of the COE and lists the Payment Plan for the balance of the fees (tuition and non-tuition fees) applicable for the course enrolment.

**G.**Albright Institute follows the provisions of our refund policy in a strict manner, particularly in relation to the specified timeframes. Variations to the policy entitlements in the student's favour are not common and are generally only made under "exceptional circumstances". Students must not assume that their circumstances are exceptional. The general rule is that the more the circumstances are beyond the control of the student, or beyond reasonable expectation, the more likely it is that they may be seen as exceptional.

#### **Probable scenarios for better understanding:**

**A.**If a student contacts you to advise that they no longer want to proceed with the course approved on their COE, your first step is to check the student's situation in relation to the tuition fee refund entitlements and visa status.

**B.**If the course commencement date is imminent or already passed, it may be a better financial solution for the student to proceed with their course as originally planned and investigate other options during that first six months of the original course.

**C.**If the student wishes to change course and the COE issued for the initial course has not yet been submitted for a visa, the student may hold off on applying for the visa until a new offer is accepted and the COE for the subsequent course has been issued.

**D.**The timeframes specified in a course fee refund policy are generally determined by the 'Course Commencement' date on the student's COE and the census date of the first study period of the course. Only by clearly knowing the points at which refund entitlements change can you advise students how to maximise their refund entitlements.

**E.**If a student contacts you to transfer courses before commencing with the course approved on their COE, you need to check both the Albright Institute's tuition fee refund and course transfer policies. It is a common scenario that Albright Institute will release the student to study at another education provider but, because the student has applied for their refund late, they only receive half of their fees already paid. This can often mean that the student cannot afford to pay the full tuition fees for the issue of their COE at their next provider, and in some cases seeks to reverse their decision.

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F. If a student contacts you to advise that they could have their enrolment cancelled because they haven't paid their tuition fees after their first study period, you should advise them to contact the person listed on the enrolment correspondence they received. Students are often embarrassed by this situation and choose not to contact the college to ask for an extension of payment or investigate if there are options available to change the current instalment plan. If the student does not respond to the college's correspondence, then the college is left with no choice but to cancel the student's enrolment and advise DHA accordingly.

Refer to the Refund of International Students Policy and Procedure on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>

#### 4.4 Academic Progression

Academic progression and attendance requirements appear in both the ESOS Act (National Code) as study requirements and the Migration Act as visa conditions. All student visa holders are subject to both legislations. Under the National Code, student visa holders must maintain satisfactory attendance and make satisfactory academic (or course) progress for each study period. Many students arrive in Australia largely unaware of these requirements and the visa implications of not meeting these requirements.

'Satisfactory' academic progression and attendance requirements are determined by Albright Institute and apply to international students. As per the requirement of ESOS legislation Albright Institute includes this information in our academic progression and attendance policies at orientation. The students often think that their Provider/ College may not enforce this policy and don't take this information seriously.

Under the National Code, international students must have access to both internal and external complaints and appeals processes. These may need to be accessed in the case that they are at risk of breaching visa conditions – however, they are often unaware of their rights to these processes and apply too late once they do become aware of them.

#### Key Points:

**A.** Albright Institute has systematic way of monitoring academic progression and attendance requirements through policy with certain minimum requirements stipulated under Standards 10 and 11 of the National Code.

**B.** RTOs are required, through government legislation, to systematically monitor students' academic progress and attendance and are required to report students who have breached their academic progress or attendance requirements to Department of Home Affairs (DHA). It is as per DHA's assessment and discretion when to cancel a student's visa.

**C.** Albright Institute's obligation is limited to reporting the breach on the COE as a Student Course Variation.

**D.** Academic progression and attendance requirements are different for ELICOS sector and VET sector.

**E.** When a student is enrolled for a packaged program at Albright Institute with ELICOS and VET then for ELICOS course progression the student will be monitored on attendance basis and course progression. Whereas for VET enrolment the student will be monitored on course progress and class participation.

**F.**As required in the ESOS National Code, Albright Institute enables students to have access appropriate internal complaints and appeals.

**G.**In most cases, complaints and appeals are regarded as similar but they differ in that a complaint can be lodged about any aspect of a student's experience and be handled at a very wide range of levels.

**H.**An appeal is a very specific process that a student may decide to do in response to specific kinds of issue, such as an exclusion or grade awarded.

#### **Probable scenarios for better understanding:**

**A.**If a student contacts you distressed that they have received advice that their enrolment has been terminated by Albright Institute, it is highly likely that this isn't the first warning the student has received regarding either their attendance or course progress.

**B.**Albright Institute is required through legislation to actively monitor students' attendance and course progress and contact the student as early as possible if they are at risk of not meeting attendance or academic progression standards.

**C.**Students often report that they have received advice that their student visa is being cancelled when, in fact, they have received a letter advising them that their enrolment may be 'at risk' if their grades don't improve next study period.

**D.**Albright Institute have a dedicated contact person or team to handle matters relating to attendance and academic progression. Ask the student to forward all of the advice that they have received on this topic, and where the student needs specialised assistance, refer the student to the author of the advice who is the person or team that issued the notice.

**E.**If the language is difficult or confusing, you may assist them with interpreting the written advice that they have received, but it is usually best for the students to follow the directions exactly as mentioned in the email correspondence.

Refer to the ELICOS Attendance Policy and Procedure and VET Course Progress Policy and Procedure on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>

#### **4.5 Transfer of courses**

Changing course can take place:

- 1.** Internally - between courses within Albright Institute; or
- 2.** Externally - between courses offered by different RTOs/ Colleges, including across different education sectors.

The term 'course transfer' is sometimes used to describe the first of these options because it is internal within Albright Institute, and sometimes used as an equivalent to changing courses in general.

The change between different RTOs/ Colleges is more complicated and is the focus of this clause. The situation where a student will seek to change their course is a relatively common scenario, either internally or externally. The planning undertaken by the student and the point at which that processes is initiated can affect the advice that an agent or Albright Institute might provide.

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Under the National Code Standard 7, Albright Institute has a documented transfer policy that outlines their criteria for both approving and refusing requested transfers to other RTOs/Colleges/Institutes. This Policy is published on the Albright Institute's website, referred in the Letter of Offer and Student Course Acceptance Agreement, in the student's Handbook and is discussed in the Student Orientation Program.

Some unscrupulous agents attempt to divert a student to their RTO/College/Institute just before the student is about to commence at their original RTO/College/Institute. This is both the cause of great frustration in the industry and simply unethical and unacceptable. Agents who do this risk the integrity of the RTO/College/Institute they represent and contribute to a decline in the reputation of Australia's international education program overall.

Students often make rash decisions to change providers that are not in their best educational interests, generally under the influence of agents and friends. While the advice of friends cannot be controlled, the agent has a formal requirement to always provide ethical and appropriate course advice.

In making these rash course change decisions, students are often unaware that their new course requires a change of visa (including a new sub-class if it is a change of educational level) and all the relevant assessment processes and charges.

In accordance with Standard 4.6 of the National Code 2018, Albright Institute will not accept student from, or enter into an agreement with an education agreement, where it knows or suspects that the education agent has attempted to recruit a student where this conflicts with the obligations under Standard 7 of the National Code of Practice.

### Key points:

**A.** Each RTO/College/Institute determine their own transfer/release criteria – formally referred to as their “Transfer between RTOs Policy and Procedures”. These policies can vary significantly between providers; but all must include the circumstances in which a transfer will be granted; the circumstances the provider considers as providing reasonable grounds for refusing a student request; and a reasonable timeframe for assessing and replying to the student's transfer request.

**B.** RTOs/Colleges/Institutes are required to ensure that they don't knowingly enrol a student wishing to transfer from another provider prior to the student completing six months of study at their original College. The principal course is the highest qualification in a package of courses that appear on the student's visa, usually the last course in a package.

**C.** The acceptable timeframe to transfer after six months is often misunderstood. This means completion of six calendar months of the principal course of study from the commencement date of the principal course on the student's COE – not one full-time standard semester as often thought.

**D.** Albright Institute follows the provisions of their transfer/release policy in a strict manner. Variations to the policy entitlements in the student's favour are not common and are generally only made under “exceptional circumstances”.

**E.** Students must not assume that their circumstances are exceptional. The general rule is that the more the circumstances are beyond the control of the student, or beyond reasonable expectation, the more likely it is that they may be seen as exceptional.

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**Probable scenarios for better understanding:**

**A.** If a student contacts you to advise that they no longer want to proceed with the course approved on their COE and change to a course at another RTO/College/Institute, your first step is to check the student's entitlements under the original Albright Institute's transfer/ release policy; tuition fee refund policy and visa status.

**B.** Most courses have study periods ('terms', 'semesters', 'sessions' etc.) that are less than six months long. Changing courses across RTOs/ Colleges/Institutes can be very difficult or even impossible in the first study period.

**C.** Students can sometimes face awkward consequences by having their application to transfer declined or approved but leaving an unacceptable gap in study between academic calendars.

**D.** Encouraging a student to delay changing the provider/college until the following study period can often solve this problem quite simply.

**E.** Students are not able to hold two active COE's. If a student has been approved to change providers before six calendar months of study has been completed, the new provider is not able to issue a COE until the original provider has issued a letter of release and cancelled the original COE. The correct sequence of obtaining release before resigning from or abandoning or changing course must be followed.

**F.** As transfer/release policies vary significantly across RTOs/Colleges/Institutes, it is very unwise to advise students that they will easily be able to transfer once onshore. Students often arrive in Australia with an established plan to change RTOs/Colleges/Institutes but find these plans thwarted by RTO/College's/Institutes policy. Choosing the right course before applying for a visa is always the best approach.

**G.** If a student contacts you to transfer courses before commencing with the course approved on their COE, you need to check both the original RTO/ College's/Institute tuition fee refund and course transfer/release policies.

**H.** It is a common scenario that the RTO/College/Institute will release the student to study at another education provider but, because the student has applied for their refund later than they should, they only receive a refund of half of the fees they've paid. This is often surprising and disappointing for the student - especially when they have not even commenced their initial course. It may also mean that they cannot afford to pay the full tuition fees for their next course. In some cases, students seek to reverse their decision to change RTOs/Colleges, and regrettably, it may be too late.

**I.** If a student approaches you wanting to change providers, you should advise them of the rules around transferring providers prior to completing the first six months of the principal course (Standard 7 of the National Code). Where relevant you should also inform students who have not completed the first six months of the principal course that they must have a letter of release to transfer elsewhere – students cannot legally change providers simply by cancelling their COE. Indeed, cancelling the COE may have serious visa implications, as students that cancel will not be enrolled in any course yet will not be able to legally transfer into an alternative provider. A student in this situation may have his or her visa revoked.

Refer to the Transfer between Registered Providers Policy and Procedure on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>



## 4.6 Change in enrolment status during the student journey

Under the Standard 9 of The National Code allows students to defer commencement of studies, take a leave of studies, or temporarily suspend their studies during their program where compassionate or compelling circumstances exist. It covers student access to complaints and appeals mechanisms if a provider initiates a suspension or cancellation of enrolment against a student's wishes. Standard 9 states that registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

**Non-commencement of course/s:** Each student enrolling in Albright Institute for a course must be commenced on PRISMS, Student Management System (RTOM) and Learning Management System (LMS) on the COE course commencement date. The commencement has been completed within the Census date period. Census date is the date which is after fifteen (15 days/fortnight) days after the actual course commencement date of the COE. This is applicable ONLY for VET enrolments. The ELICOS enrolments DO NOT have the census date. The student is required to commence maximum by COB Wednesday of the commencement week else must defer to the following week or commencement day.

*Albright Institute expects the students to attend orientation and to commence the course as per the commencement date of the COE. The mandatory requirement must be completed prior to the commencement of the course – for ELICOS courses enrolments Placement Test is required and for VET courses enrolments LLND test is required to be taken. Failing to commence the course as per the commencement date of the COE may lead to reporting non-commencement on PRISMS and cancellation of the entire enrolment at Albright Institute. The student will be levied AUD\$550.00-administration fee to process this non-commencement on PRISMS and cancellation of enrolment at Albright Institute.*

**Deferment:** Postponement of a course of study. MUST occur prior to start of a new academic term or a study period. The student could request deferment of the course start date due to compassionate.

*Ensure to provide the change of enrolment request with supporting documents. Once the deferred Letter of Offer is provided for ESOS requirements we need duly signed Student Acceptance Agreement to change the COE. Most of the time the deferment request is made due to delay in student visa grant and the timeframe to revise the offer and COE is critical. We need the agent's support to expedite the deferment process for the student. After the first deferment of intake, any subsequent deferment request will attract an administration fee of AUD\$200.00/-*

**Suspension of Studies:** Temporary postponement of an undertaken course of study. May occur at any time during an academic term or a study period.

*While recruiting the student for Albright Institute expects the agent to make them understand the fact that the student can request for suspension of studies ONLY on "Compassionate or compelling circumstances" which are generally those beyond the control of the student and which have an impact upon the student's course progress and wellbeing. The student's suspension of studies will NOT be considered or approved for travel for pleasure, wedding or wedding in the family etc. Albright Institute would assess the student request and then only approve the suspension of studies ensuring that this does not affect the student course progress and study goals. administration fee of AUD\$300.00/-.*

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Student withdrawal/cancellation of enrolment from a course of study: The cancellation of enrolment due to student withdrawal will incur a non-refundable administration fee of AUD\$550.00.

Albright Institute expects the agent to recruit genuine students who always satisfy the GTE criteria. In accordance with Standard 4.6 of the National Code 2018, Albright Institute will not accept student from, or enter into an agreement with an education agreement, where it knows or suspects that the education agent has attempted to recruit a student where this conflicts with the obligations under Standard 7 of the National Code of Practice.

Refer to the Deferral, Suspension, Cancellation and Non-commencement of Student Enrolment Policy and Procedure on our website for detailed information <https://albrightinstitute.edu.au/forms-and-policies/>



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## 5. Invoicing and Agent Commission

Albright Institute has explained the details of the invoicing and the calculation of commission in the Education Agent Agreement.

The agent is entitled to commission for the course/s for which the agent referred the student to Albright Institute. Albright Institute agrees to pay the agent a commission payment for each student who is recruited and enrolled in a course and who has paid the respective course tuition fee to Albright Institute. Commission amounts and payment terms are detailed in the Albright Institute Agent Agreement terms and conditions.

Agent MUST send the commission related queries/matters and commission invoices to [commissioninvoice@albrightinstitute.edu.au](mailto:commissioninvoice@albrightinstitute.edu.au) This will enable AIBL to provide prompt services to your queries and commissions.

### 5.1 Sample Agent Commission Invoice – Australian Based Agent

Agent Commission Tax Invoice				
Invoice No:		Invoiced To:		
Invoice Date:		Invoice Due:		
Invoice Details				
Description	Tuition Fees	Commission rate (%)	Commission	Total Commission
Student ID:	\$	%	\$	\$
Student Name:				
Student D.O.B				
Instalment date				
				\$ -
				\$ -
				\$ -
				\$ -
			Subtotal	\$
			GST (if applicable)	\$
			Total Commission	
Bank Detail/Financial Institution details(Onshore)				
<ul style="list-style-type: none"> <li>• Account name: Albright Institute of Business and Language</li> <li>• Bank Name: Commonwealth Bank of Australia</li> <li>• Branch Number (BSB): 063-158</li> <li>• Account Number: 1043 2960</li> </ul>				

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### 5.2 Sample Agent Commission Invoice – Offshore Agent

Agent Commission Tax Invoice				
Invoice No:		Invoiced To:		
Invoice Date:		Invoice Due:		
Invoice Details				
Description	Tuition Fees	Commission rate (%)	Commission	Total Commission
Student ID:	\$	%	\$	\$
Student Name:				
Student D.O.B				
Instalment date				
				\$ -
				\$ -
				\$ -
				\$ -
Subtotal				\$
Total Commission				\$
Bank Detail/Financial Institution details (Offshore)				
<ul style="list-style-type: none"> <li>Account name: Albright Institute of Business and Language</li> <li>Bank Name: Commonwealth Bank of Australia</li> <li>Branch Number (BSB): 063-158</li> <li>Account Number: 1043 2960</li> </ul>				



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## 6.Key contact details

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## 7. Reference: Resources and Links

### 1. Education Services for Overseas Student (ESOS) Act 2000

The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education administers the ESOS Act and its associated instruments. <http://www.comlaw.gov.au/Details/C2013C00173>

### 2. National Code 2018

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

### 3. Professional International Education Resources (PIER)

Professional International Education Resources (PIER) provides people working in international education with an extensive collection of resources relating to international education, including references and research reports. [https://pierapps.com/pier\\_users/login](https://pierapps.com/pier_users/login)

### 4. Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning. <https://www.aqf.edu.au/>

### 5. Australian Education International (AEI)

Government activities; market information; events; offshore support; publications & research; qualifications recognition. <https://internationaleducation.gov.au/Pages/default.aspx>

### 6. Department of Education

Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) Information on Australian education institutions and courses offered to overseas students. <https://www.education.gov.au/international-education>

### 7. Department of Home Affairs (DHA)

Includes information on requirements for studying in Australia; information for education providers; government policy on immigration and multiculturalism; visas; PR; Australian citizenship; and migration. <https://www.homeaffairs.gov.au/>

### 8. English Australia

English Australia (EA) is the national association for accredited public and private English language colleges in Australia. <https://www.englishaustralia.com.au/>

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## 9.NEAS

The NEAS Quality Assurance Framework establishes and upholds high standards, supports centres in demonstrating quality in their programs and services, and provides guidance in continuous improvement processes. <https://neas.org.au/>

## 10.International Education Association of Australia

The International Education Association of Australia (IEAA) was established to serve the needs and interests of the large number of individuals working in international education across all education sectors. <https://www.ieaa.org.au/>

## 11.The Australian International Education and training Agent Code of Ethics

<https://internationaleducation.gov.au/News/Latest-News/Pages/Senator-Birmingham-announces-the-Australian-International-Education-And-Training-Agent-Code-of-Ethics1101-5676.aspx>

## 12.ISANA: International Education Association

ISANA: International Education Association is the representative body for international education professionals in Australia and New Zealand who work in student services, advocacy, teaching, and policy development in Australia and New Zealand. <https://isana.org.au/>

## 13.Overseas Student Health Cover

OSHC is insurance to assist international students meet the costs of medical and hospital care that they may need while in Australia.

## 14.Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. <https://www.asqa.gov.au/>

## 15.Commonwealth Register of Institutions and courses for overseas students (CRICOS)

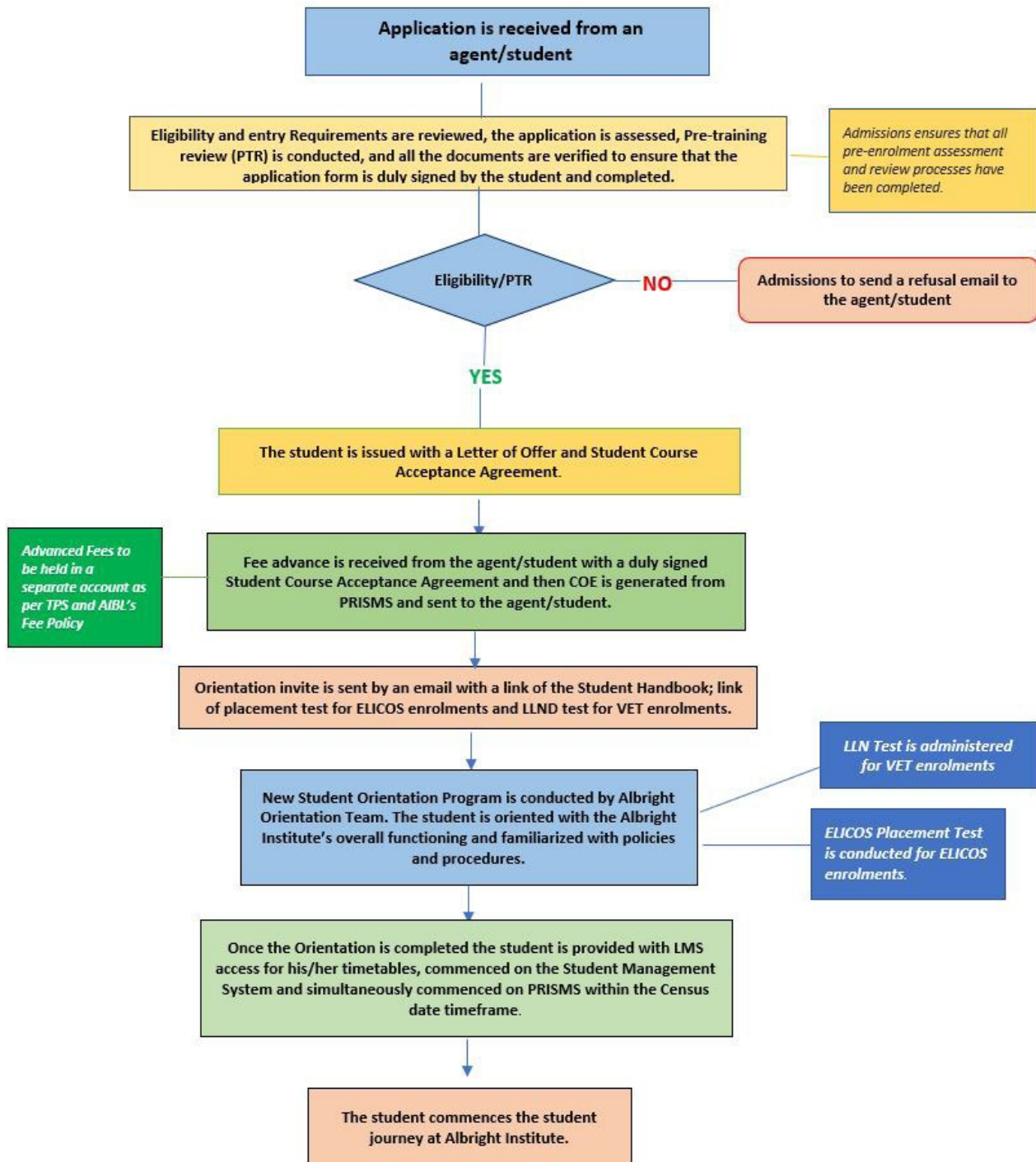
This is the official Australian Government website that lists all Australian education providers and registered courses for overseas students. <https://cricos.education.gov.au/>

## 16.Albright Institute: <https://albrightinstitute.edu.au/>



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## 8. Admissions Procedure flow chart



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## 9. Agent's Checklist for student recruitment

Required information from Albright Institute for recruiting a student			
Course Information	Received - YES/NO	Reference/Source/ Weblink	Remarks
Minimum level of English Language Proficiency required for acceptance into AIBL courses			
Minimum level of education/ specific education qualifications required for the course			
Minimum level of work experience required for acceptance into AIBL courses			
Duration of AIBL courses			
Teaching and assessment methods used in AIBL courses			
Qualification and accreditation gained upon completion of the course			
Campus Information	Received - YES/NO	Reference/Source/ Weblink	Remarks
Campus location/s			
Campus Access to public transport			
Campus facilities, equipment and learning resources			
Fees Information	Received - YES/NO	Reference/Source/ Weblink	Remarks
Tuition fees for AIBL courses			
Insurance premium for Overseas Student Health Cover			
AIBL Refund Policy which includes: - Amounts that may or may not be refunded to the student - Processes for claiming a refund - Advice on what happens in the event of a course not being delivered			
Available Scholarship opportunities			
Policies & procedures Information	Received - YES/NO	Reference/Source/ Weblink	Remarks
AIBL attendance policies and procedures for ELICOS students which includes: - Requirements for achieving satisfactory attendance. - Way the attendance and absence is recorded and calculated. - Process for assessing satisfactory Attendance. - Process for determining the point at which the student has failed to meet satisfactory attendance. - Procedure for notifying student of unsatisfactory attendance.			

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<p>AIBL's student transfer request (Course Transfer) Assessment Policy and Procedure which includes:</p> <ul style="list-style-type: none"> <li>- The circumstances in which a transfer request will be granted.</li> <li>- The circumstances AIBL considers as providing reasonable grounds for refusal.</li> <li>- A reasonable timeframe for assessing and replying to the student transfer request.</li> </ul>			
<p>AIBL's academic progression policies and procedures which include:</p> <ul style="list-style-type: none"> <li>- Requirements for achieving satisfactory course progress.</li> <li>- Process for assessing satisfactory course progress.</li> <li>- Procedure for intervention for students at risk of failing to achieve satisfactory course progress.</li> <li>- Process for determining the point at which the student has failed to meet satisfactory course progress.</li> <li>- Procedure for notifying students that they have failed to meet satisfactory course progress requirements.</li> </ul>			
<p>AIBL's internal and external complaints handling and appeals policies and procedures.</p>			



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# Locations

## ADELAIDE

Level 4, Level 5 (Reception) & 14,  
90 King William Street, Adelaide,  
SA 5000

Kitchen: West Kiosk 2, Adelaide  
Oval, War Memorial Drive, North  
Adelaide SA 5006

## BRISBANE

Level 6, 15 Adelaide St. Brisbane  
City, QLD 4000

## MELBOURNE


Level 2 (Reception), 4 & 8, 341-  
345 Queen Street, Melbourne VIC  
3000 Australia  
Kitchen 1: Ground Floor, 54 – 56  
Latrobe

## SYDNEY

Main Building:  
Ground (Reception), Level 2 &  
Level 3, 10  
Quay St Haymarket NSW 2000  
Building 2: Level 2, 187 Thomas St  
Haymarket NSW 2000

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## Contact us

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