

International Education Agent Handbook



National CRICOS Provider Code 00231G



endeavour.edu.au

Contents

AGENT RESPONSIBILITIES.....	5
Applying To Be an Agent for the College	5
<i>Responsibilities of the Agent:</i>	5
<i>In Performing The Services, The Agent Must:</i>	6
<i>Agents Must Supply Students With The Following Information:</i>	7
<i>Agents must tell prospective students that:</i>	7
<i>Agents must not:</i>	8
IMPORTANT DEFINITIONS.....	9
Study Periods.....	9
International Students – College Definition	9
Domestic student – College Definition	9
Student Classifications.....	10
CRICOS registration	10
Educational sectors.....	10
ESOS/National Code 2007	10
The College.....	11
The role of education agents in Australian education	11
Expectations	11
<i>The Education Agent</i>	11
<i>The College</i>	11
<i>Students</i>	11
<i>The Australian Government</i>	12
Agent Responsibilities.....	12
How can Agents improve their ability to meet these responsibilities?	12
Why are these recommendations important?.....	13
COLLEGE INFORMATION	14
Campus Information.....	14
CAMPUSES	15
Brisbane.....	15
Gold Coast.....	16
Melbourne.....	17
Perth	18
Sydney.....	19
COURSES.....	20
Professional Associations	21

POLICIES AND PROCEDURES.....	23
Agent Management.....	23
<i>Agent Management Policy – International</i>	<i>23</i>
Attendance.....	23
Complaints and Appeals	24
Course Duration and Progress.....	24
Course progress within duration shown on CoE	25
<i>Study Options</i>	<i>26</i>
Deferring, Suspending or Cancelling Enrolment	27
<i>Deferral.....</i>	<i>27</i>
<i>Suspension.....</i>	<i>27</i>
<i>Cancellation.....</i>	<i>28</i>
TIPS FOR AGENTS	29
ENTRY REQUIREMENTS.....	29
Higher Education Courses	29
VET Courses.....	29
OFFERS AND COE'S FOR ENROLMENT	31
Compiling and Submitting an Application.....	31
Applications Submitted	32
<i>The possible outcomes of the application are:.....</i>	<i>32</i>
Offer and offer acceptance letters.....	33
Types of Offer letters	33
The next step	33
RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFERS.....	34
<i>All International Students - Awarding RPL/CT and your Fees.....</i>	<i>34</i>
<i>For Students Who Are Studying On an Australian Student Visa:</i>	<i>34</i>
FEES AND REFUNDS	35
Refund Amounts	35
Provider Default (applies to students studying on a student visa only)	36
Marketing	36
<i>How to find current and accurate marketing information.....</i>	<i>36</i>
STUDENT SERVICES	37
Student Assistance Program (SAP)	37
<i>The College's SAP Provider</i>	<i>38</i>
<i>Accessing the SAP.....</i>	<i>38</i>
Orientation	38

Transfer	39
OTHER RELEVANT POLICIES AND PROCEDURES	40
Course and Subject Viability	40
Credit Transfer	40
NON STUDENT VISAS	41
GENERAL POLICY TIPS FOR EDUCATION AGENTS	41
Visa requirements and conditions	42
RESOURCES AND LINKS	43
<i>Education Services for Overseas Student (ESOS) Legislation Framework</i>	<i>43</i>
<i>National Code 2007</i>	<i>43</i>
<i>Professional International Education Resources (PIER)</i>	<i>43</i>
<i>Australian Council for Private Education and Training</i>	<i>43</i>
<i>Australian Qualifications Framework</i>	<i>44</i>
<i>Australian Education International (AEI)</i>	<i>44</i>
<i>Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS)</i>	<i>44</i>
<i>Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)</i>	<i>44</i>
<i>Department of Immigration and Border Protection (DIBP)</i>	<i>44</i>
<i>English Australia</i>	<i>44</i>
<i>International Education Association of Australia</i>	<i>44</i>
<i>ISANA: International Education Association</i>	<i>45</i>
APPENDIX A: THE AUSTRALIAN QUALIFICATIONS FRAMEWORK	46
APPENDIX B: AGENT MANAGEMENT POLICY – INTERNATIONAL	47

Agent Responsibilities

Education agents have a critical role in the recruitment of students to Australia's international education industry. They must interpret the needs of both students and College while operating in ways that comply with a multitude of laws and regulations.

This manual is aimed at providing beneficial advice and tips on how to effectively promote the College to students while remaining compliant with the College's policies and procedures and relevant legislation.

The following responsibilities are the benchmark the College uses in:

- Processing applications for new International Education Agent Agreements
- Reviewing International Education Agent Agreements
- Annual Audits of advertised International Education Agent
- Renewing International Education Agent Agreements

Applying To Be an Agent for the College

Prospective agents must submit an application form to InternationalTeam@endeavour.edu.au

The application form is available online at:

www.endeavour.edu.au/docs/internationalstudents/International_Education_Agent_Application_Form.pdf.

Responsibilities of the Agent:

- Promote courses in the Territory
- Apply in writing to the College in order to recruit from additional countries and cities other than the Territory
- Recruit suitable prospective students to undertake courses
- In accordance with the College's procedures and requirements recruit and assist in the recruitment of students
- Assist people to become students and for that purpose provide all necessary information about Programs and assistance in completing forms or applications and submitting these to the College
- Assist people to become students of the College and for that purpose provide all necessary assistance in completing forms or applications for obtaining a student visa. The College representatives must not however, provide students with 'immigration advice' as defined in the Migration Act 1958 (Cth), unless they are separately registered to do so under that Act
- Arrange for the English language assessment testing of prospective students to be carried out by qualified persons in accordance with English Language entry requirements
- Ensure students meet or will meet all entry requirements for courses in which students apply to enrol

- Perform other services, including provision of reports and information requested by the College and/or in accordance with this Agreement. This includes giving information on the College's Refund Policy at the time of offer and other pre-departure advice and
- Comply with the requirements of the National Code 2007 which can be accessed through [Australian Education International](#)

In Performing The Services, The Agent Must:

- Promote the College's courses with integrity, accuracy and recruit students in an honest, ethical and responsible manner; promotional activities will be at the agents expense unless otherwise agreed beforehand in writing by the Director, Admissions & Marketing in advance
- Inform prospective students accurately about the requirements of Programs. This can only be done by reference to the material provided by the College
- Uphold the high reputation of the College and of the Australian international education sector
- Ensure that relevant fees as per the Offer Letter and Offer Acceptance Letter are deposited directly into the College's International Account to be held as per the Tuition Protection Scheme, when the Offer Acceptance Letter is signed by the student.
- Advise the student that they are required to provide to the College with contact address's (other than the College representative's address)
 - Permanent address in Home Country
 - Home address in Australia
 - If a student does not yet have an Australian address at time of application:
 - The College will hold physical mail for OSHC only, until the arrival of the student.
 - Students required to hold 'Working With Children's Checks' (WWC) can only apply for WWC with an 'Australian Home Address'.
- If a student's visa application is refused, advise the student that the College will refund the student's tuition fees upon presentation of official documentation from the Department of Immigration and Border Protection (DIBP) in accordance with the College's refund policy
- Make sure that all necessary evidence and documents accompany a student's application or acceptance of offer are correctly completed, certified (as necessary) and dispatched
- Provide any offer and acceptance documents received from the College to the student within 3 working days of receiving these documents
- Provide and assist the College to carry out market intelligence and market surveys about the recruitment of students in the Territory
- Apply in writing to recruit from any additional countries and cities other than the Territory
- Only undertake promotional and marketing activities connected to or making reference to the College that are expressly authorised by the College

- Receive prior written permission from the College before using any registered or unregistered logo of the College.
- At all times comply with the requirements of Standard 4.3 of the National Code
- Remain aware of all legislation relating to students under the Australian Government's Department of Immigration and Border Protection (DIBP). This information must be passed onto prospective students
- Ensure that all student applications sent to the College contain all of the required documentation to qualify for the Programs according to the entrance requirements of the College – as listed in course brochures.

Agents Must Supply Students With The Following Information:

- The College, its campus locations, facilities, equipment, library and learning resources
- Courses, including their content, duration, qualifications, modes of study and assessment methods and accreditation offered if applicable
- Tuition fees, other fees, potential for fee changes and refund conditions
- Living in Australia and the local environment of the relevant campus, including information about campus location and costs of living and accommodation options
- The minimum level of English language ability to enrol in a course
- The Academic requirements to enrol in a course such as educational qualifications, and work experience if required for acceptance into a course,
- Whether course credits via Educational Pathways for RPL-CT may be applicable
- Student Visa requirements which must be satisfied by the student including English language proficiency levels
- When a student's enrolment may be deferred, suspended or cancelled –as per the [Deferring Suspending or Cancelling Enrolment Policy International](#)

Agents must tell prospective students that:

- Students who come to Australia on a student visa must have a primary purpose of studying, must study on a full time basis and must complete their studies within the expected duration of study.
- Any school age dependents (5-15 years of age) who accompany them to Australia are required to go to school and to pay full fees if they enrol in either government or non-government schools.

Agents must not:

- Receive, hold or bank *any* fees and charges payable to the College by a prospective student *or* deduct any amount from such fees and charges
- Recruit students from any other countries and cities other than their Territory
- Engage in any dishonest practices, including suggesting to prospective students that they can come to Australia on a student visa with a primary purpose other than study
- Facilitate applications for students who do not comply with visa requirements
- Discount fees to students in any way – this will result in automatic termination of this agreement
- Make any representations or offer any guarantees to students about whether they will be granted a student visa or not
- Engage in false or misleading recruitment practices
- Make any false or misleading comparisons with any other education provider or their Programs
- Make any inaccurate claims of association with the College or any other education provider
- Give inaccurate information to a prospective student about acceptance into a course for which they have applied or into any other course
- Undertake any advertising or promotional activity about a course or the College without written permission from the Director, Marketing
- Engage in false or misleading advertising, including use of non authorised College material, logos or branding.
- Give inaccurate information to a prospective student about the fees and charges payable to the College
- Charge any additional fees to a prospective student other than those fees stated in the offer and acceptance letters
- Give false or misleading information or advice in relation to the employment outcomes associated with a course
- Engage in dishonest practices including deliberately attempting to recruit a student who has been studying their principal course at another provider for less than six months. This will result in automatic termination of this agreement
- Commit the College to accept any prospective student into a Program
- Use or access PRISMS on the College's behalf
- Use any registered or unregistered Mark or trade mark of the College without the prior written consent of the College.

Important Definitions

Study Periods

The College defines study periods for face to face subjects within:

Higher Education

- HE - courses (Bachelor degrees) as '**Semester(s)**'

Vocational Education and Training

- VET qualifications (Certificate and Diploma courses) as a '**Trimester(s)**' and '**Study Period(s)**'.

Online Only

- Subjects which start on a monthly basis and the time taken to complete an online subject is defined as an '**Online Study Period**'.

International Students – College Definition

The College defines an International Student as someone who is not an Australian citizen or permanent resident, a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

Temporary visa holders are often treated as synonymously with 'overseas students' within legislation. It is important to note that ESOS and National Code requirements only apply to international students studying on a student visa.

International students at the College can be broken into three main categories:

- A) *International Student Visa, CoE supplied by the College
- B) An existing - Temporary Visa or Business Class Visa (457) (On campus or fully online)
- C) No Visa – Studying fully online (Overseas)

*International Education Agents deal with A)

Domestic Students – College Definition

The College defines domestic students as students who are either permanent residents, permanent visa holders or citizens of Australia.

It is important that Agents understand the way the College defines international students and domestic students. Please see the table below for a guide to the way the College defines and manages international students.

Student Classifications

Student Type	Business Classification	Policy Classification
Student studying in purely online mode offshore	International student	International student policies apply
Permanent visa holder (humanitarian, residency)	Domestic student	Domestic Student policies apply
Student studying on a temporary visa (including student visa)	International student	International student policies apply (when information applies to student visa holders only this is specified)
Permanent resident or Australian citizen	Domestic student	Domestic Student policies apply

CRICOS registration

The College is currently holds a “National CRICOS Provider Registration Number #00231G” which is the CRICOS code that allows the College to deliver a range of Vocational Education and Training (VET) and Higher Education qualifications in Brisbane, Gold Coast, Melbourne, Perth and Sydney.

Educational sectors

The Australian education system is divided into four education sectors:

- Schools
- **Vocational Education and Training (VET)**
- **Higher Education (HE)**
- ELICOS (English Language)

ESOS/National Code 2007

The ESOS Act governs the provision of Education Services to Overseas Students – The National Code is an associated part of this Act that most clearly spells out what each participant, may do, must do and may not do in relation to engaging with Australia’s education services. See the Australian Education International (AEI) website online at <https://aei.gov.au/Pages/default.aspx> for more information on ESOS Legislation

The College

The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnation. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names.

Currently **only Endeavour College of Natural Health** has courses available via CRICOS for delivery to international students studying on a student visa.

The role of education agents in Australian education

The student/agent relationship can be very influential in the choices a student makes. Agents have a responsibility to faithfully represent prospective students' interests in offering them a course of study. The connections between the College, Agents and students should be of benefit all three parties.

Expectations

So what can each of the participants expect of others?

The Education Agent

Typically, Agents can expect that the College will:

- Provide them with up to date marketing materials and information regarding the College and its courses.
- Treat its students with regard, respect and fairness.

The trust that students place in Agents must be well founded as the costs to students, the College, your business, and Australia's international education reputation in general can be great if a strong and clear ethical position is not rigorously maintained.

The College

The College expects its agents to:

- Actively promote the College to genuine students seeking educational outcomes.
- Be well informed about the College and courses
- Communicate information accurately and with integrity.
- recruit students in line with set targets
- Ensure that students are well informed about their course and the College.

Students

Students expect that everybody with an education recruitment role will support and assist them to select and maintain their course and make the transition to life and study in Australia as easy as possible. All parties must ensure that the comparative dependence and lack of knowledge about study and life in Australia exhibited by many international students is not exploited. The Australian Government has many safeguards aimed at protecting students, and the intentions, obligations and entitlements all of parties need to be clearly recognised.

The Australian Government

The government expects the College to be compliant with all legislation and to recruit genuine students who wish to obtain educational outcomes (as opposed to migration outcomes). Where conflict exists between compliance with the ESOS/National Code and an Agent or the College's recruitment strategies and targets, the ESOS/National Code compliance must take precedence; agents who ignore this basic principle, risk having their business reduced or at worst contract/agreement terminated.

The seriousness of this message cannot be overstated.

The following 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”.

Agent Responsibilities

The formal expectations of agents are detailed in the Colleges formal Agent Agreement – International. This agreement complies with ESOS/National Code requirements.

As an agent you will generally be expected to:

- Actively promote Australia as a study destination
- Actively promote the College's courses and find suitable prospective students to undertake these courses through to successful completion in the advertised course structure and time frames of the advertised course
- 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 the College.

How can Agents improve their ability to meet these responsibilities?

- Regularly referring to the International Education Agent Handbook, using it as a reference tool and training tool

- Reviewing their Agent Agreements and preparing for regular Audits prior to Agreement/contract renewals
- Pro-actively seek assistance or clarification from the College when unsure
- Undertake professional training and development through courses such as the [Education Agent Training Course \(EATC\)](#)
- Have extensive knowledge and understanding of the Australian Education System and Australian Qualifications Framework to be able to provide reliable advice
- Have an appropriate understanding of the Australian Acts of Parliament and associated regulations that govern Australia's international education industry and acknowledge their importance in safeguarding Australia's reputation as a provider of high quality education and training
- Provide course advice that meets the best educational interests of prospective students – ethical and appropriate education counseling can prevent many of the problems that students may encounter upon their arrival in Australia
- Maintain professional standards in interactions with prospective students; the College and other education agents.

Why are these recommendations important?

- International students studying on a student visa differ from domestic students in that they are subject to the ESOS Act and the Migration Act and face different needs for consumer protection
- Students depend on an Agent's advice because they have little means of evaluating the quality of a course or the College before purchasing education services
- Students and their parents or guardians spend a lot of time and money to make the best educational choices they can. Trust is of paramount importance. Many prospective students have not travelled overseas before; know little about Australia; may not speak English well; have limited information about the educational institution; and have only a general understanding of what living in Australia involves.

College Information

Campus Information

Endeavour College of Natural Health is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver courses to international students studying on a student visa.



Endeavour College of Natural Health, formerly the Australian College of Natural Medicine, was established in 1975. From our humble beginnings with just 16 students, today it is the largest Natural Health College in the Southern Hemisphere with six vibrant campuses in Brisbane, Gold Coast, Melbourne, Perth, Sydney and Adelaide (note: Adelaide campus does not deliver courses to international students).



The College is committed to the growth and prominence of natural health and beauty both in Australia and internationally.

Campuses

Brisbane

The fully-refurbished Brisbane campus located at 269 Wickham Street, Fortitude Valley; close to Fortitude Valley train station, with easy access to more public transport and amenities.



The purpose-built campus offers multi-functional learning space, including well-equipped classrooms, meeting rooms, and dedicated student spaces.

The fully outfitted Teaching Clinics are a modern and professional clinical space with students providing a range of natural medicine treatments to a diverse patient group under professional supervision. The state of the art Learning Centre (library) is located on level 3 along with the student laboratory and teaching rooms. The campus brings together the College's academic and student services into one spacious, well-designed floor on level 2 of the campus, making it easy for students to get the support they need with their studies.

It is also close to a great range of public amenities including a post office, ATM facilities, the Valley Baths (swimming pool), as well as cafes and restaurants.



Campus Contact Details

Level 2, 269 Wickham Street, Fortitude Valley, Brisbane, QLD 4006

Phone: +61 7 3257 1883 **Fax:** +61 7 3257 1889

Email international.students@endeavour.edu.au

Brisbane International Student Adviser: Joanna Frazer

Gold Coast

The Gold Coast campus is located in the heart of Southport and on the 'sunny' Gold Coast. The campus is close to public transport as well the popular surf beaches and also near several famous shopping and restaurant districts.



The Gold Coast campus is a smaller, satellite campus to the larger Brisbane campus. The facilities include modern air-conditioned classrooms, student clinic and dispensary, library with internet access and photocopying.



Campus Contact Details

105 Scarborough Street, Southport, QLD 4215

Phone: +617 5503 0977 **Fax:** +617 5503 0988

Email international.students@endeavour.edu.au

Gold Coast International Student Adviser: **Anja Vaisanen**

Melbourne

The Melbourne campus is located in the heart of the city, close Melbourne's famous Victoria Markets, shopping and restaurant districts. The campus is located on the corner of Elizabeth St and La Trobe St, across from Central Station. With many university or college campuses located nearby, it is a popular area with students and is easily accessible by train, bus or tram.



The campus facilities include modern, air-conditioned lecture rooms, a library equipped with an extensive range of natural medicine texts and periodicals, internet access, models, charts and videos, as well as a College-based natural medicine clinic and dispensary.



Campus Contact Details

Level 1, 368 Elizabeth Street, Melbourne, VIC 3000

Phone: +613 9662 9911 **Fax:** +613 9662 9414

Email international.students@endeavour.edu.au

Melbourne International Student Adviser: **Indira Edirisinghe**

Perth

Perth is well-known for its relaxed outdoor lifestyle and often, perfect sunny weather. The Perth Campus is located just one kilometre from the city centre and is readily accessible by bus or train. It is close to Wellington Square Park, a great place to relax between classes in the beautiful sunshine, with many cafes on nearby Royal Street.



Like all of our campuses, Perth is fitted out with wireless internet access for all students and staff, and provides a friendly environment for all students. Academic staff are experts in their chosen area and successful practicing clinicians and bring cutting edge, industry experience to the classroom.



Campus Contact Details

Level 1, 170 Wellington Street, East Perth, WA 6004

Phone: +618 9225 2900

Fax: +618 9225 2999

Email international.students@endeavour.edu.au

Perth International Student Adviser: **Kate Robson**

Sydney

Endeavour College's Sydney campus is our most recent addition and is located in the heart of the business and international district. The state-of-the-art campus is easily reached by bus and train, with transport stops just steps from the front door.



The bright open learning spaces and excellent central location make Endeavour's Sydney campus a popular place to study.



Campus Contact Details

Level 2, 815 – 825 George Street, Sydney, NSW 2000

Phone: +612 8204 7700

Fax: +612 8204 7799

Email international.students@endeavour.edu.au

Sydney International Student Adviser: **Ting Feng**

Courses

It is important to double-check course information at the time of application. The College generally uses its website to communicate any course changes. Brochures for international courses are available online at www.endeavour.edu.au/international-students/courses-and-fees.

As the College has a total of 6 campuses, special care needs to be taken when providing course advice to potential students. Not all courses are offered at all campuses and some courses are offered exclusively to domestic students. Please note that the College's Adelaide campus is not currently registered on CRICOS and therefore international students studying on a student visa are currently unable to enrol in courses delivered at the Adelaide campus.

It is important that you ensure that potential students know which location, city and State their preferred course is offered in at the time of application and acceptance to eliminate unnecessary confusion and disappointment.

Course Level	Name	CRICOS Course Code	Pillar	Can a Student Visa apply?
<i>Bachelor of</i>	Complementary Medicine	Not Registered	Endeavour	No
<i>Bachelor of Health Science</i>	Acupuncture	027955D	Endeavour	Can apply
	Musculoskeletal Therapy	073200K	Endeavour	No (old course – teach-out only)
	Myotherapy	089453B	Endeavour	Can apply
	Naturopathy	028648G	Endeavour	Can apply
	Nutritional Medicine	073201J	Endeavour	No (old course – teach-out only)
	Nutritional and Dietetic Medicine	089452C	Endeavour	Can apply
	Western Herbal Medicine	073202G	Endeavour	No
<i>Advanced Diploma of</i>	Homoeopathy	081176E	Endeavour	No (old training package – teach-out only)
<i>Diploma of</i>	Beauty Therapy	076571C	College of Natural Beauty	No (old training package - teach-out only)
	Beauty Therapy	089067A	College of Natural Beauty	No
	Remedial Massage	081174G	Endeavour	No
<i>Certificate IV</i>	Massage Therapy Practice	080007G	Endeavour	No

Contacting the College

Please contact Kevin Watkins – Manager, International Student Education via email: kevin.watkins@endeavour.edu.au for any:

- Course enquiries for your clients/potential students or
- Agency Agreement queries, Audits, Agreement Renewals, Agency Certificates
- Marketing materials.

Kevin Watkins can also be contacted by telephone on +618 7201 4107.

For information regarding current students you may have studying with the College, please contact the local campus International Student Adviser as listed above.

Professional Associations

The College makes every effort to ensure that its courses are accredited or approved by all relevant major Professional Associations and encourages its students and graduates to make an informed decision about membership benefits before applying for Professional Association membership.

Many Australian professional bodies offer recognition to international students under an international or affiliate membership. Gaining professional body recognition in the student's country of origin is the responsibility of the student and is not guaranteed by the College.

The College provides an equal opportunity for all Professional Associations which accredit or approve its courses to provide information about their Association to College students and graduates. This information is made available to students and graduates by way of the campus libraries, trade shows, and other College-authorized events.

College administrative and academic staff do not promote or recommend any relevant professional Association over another, to students or graduates through administration or in the classroom or clinic.

Acupuncture

Graduates of the Bachelor of Health Science (Acupuncture) may apply for membership with the following associations:

- Australian Acupuncture and Chinese Medicine Association Ltd (AACMA)
- Australian Natural Therapists Association (ANTA)
- Australian Traditional-Medicine Society (ATMS)
- Federation of Chinese Medicine and Acupuncture Societies of Australia Ltd (FCMA)

Graduates must also apply for registration with (CMBA) Chinese Medicine Board of Australia if they wish to practise in Australia.

Myotherapy

Graduates of the Bachelor of Health Science (Myotherapy) may apply for membership with the following associations:

- Australian Natural Therapists Association (ANTA)
- Australian Traditional-Medicine Society (ATMS)
- Australian Association of Massage Therapists (AAMT)
- Institute of Registered Myotherapists of Australia (IRMA)

Naturopathy

Graduates of the Bachelor of Health Science (Naturopathy) may apply for membership with the following associations:

- Australian Natural Therapists Association (ANTA)
- Australian Traditional Medicine Society (ATMS)
- Australian Naturopathic Practitioners Association (ANPA)
- Australian Register of Naturopaths and Herbalists (ARONAH)

Nutritional and Dietetic Medicine

Graduates of the Bachelor of Health Science (Nutrition) may apply for membership with the following associations:

- Australian Natural Therapists Association (ANTA)
- Australian Traditional-Medicine Society (ATMS)
- Australian Naturopathic Practitioners Association (ANPA)
- The Nutrition Society of Australia (NSA)

Please note that the Bachelor of Health Science (Nutritional and Dietetic Medicine) does not meet the professional accreditation requirements of the Dietitians Association of Australia (DAA) for graduates to practice as a Dietician.

Policies and Procedures

The College uses a full suite of policies specific to international students to conduct its business. In addition to rules established by state, territory and national legislation, all actions applying to either students or the College must also be implemented according to the College's policies. There is also a suite of additional policies which apply to both domestic and international students.

It is essential that Agents have a thorough understanding of the College's policies and procedures and can communicate this information accurately to students.

A summary of the key points from important international policies and procedures is provided below:

Agent Management

The Agent Management Policy – International outlines the way in which international education agents are managed with reference to National Code 2007 Standard four (4) and the College's obligations under the Education Services for overseas Students Act 2000 (ESOS Act 2000).

Agent Management Policy – International

[Appendix B](#)

Attendance

Academic 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.

Information applicable to all International students

The College encourages 100% attendance for all classes. Attendance rolls for international VET students studying on a student visa are kept on record and made available for inspection by regulatory bodies. Any subject-specific attendance requirements are clearly stated in the Subject Outlines (SO). Higher Education students cannot be reported to DIBP for unsatisfactory attendance.

There are two Attendance Policies relating to international students; the [Attendance Policy – International – Higher Education](#) is intended for use by students enrolled in Bachelor degrees only.

The [Attendance Policy – International - VET](#) is for use by students enrolled in teach-out VET courses only and is divided into 2 clearly differentiated sections:

- Part A outlines the information regarding attendance that applies to all international students in VET courses.
- Part B outlines information relevant only to international students enrolled in VET courses and studying on a student visa.

Information applicable to students studying on a Student Visa and enrolled in VET courses only

If at any time it becomes impossible for a VET student studying on an Australian student visa to achieve an attendance rate of 80% for the entire course, they will be issued an intention to report letter which sets out that the College intends to report the student's unsatisfactory attendance to the Department of Immigration and Border Protection (DIBP) through PRISMS. This is a requirement of the National Code 2007 for VET students and a condition of the student visa for VET students.

The student has 20 working days to appeal against the College's intent to report for unsatisfactory attendance. Consistent with the Complaints and Appeals Policy – International. Students can appeal the College's decision to report for unsatisfactory attendance if there is evidence to support that the student has attended at least 80% of all scheduled course contact hours.

For further information regarding VET attendance requirements please refer directly to the [Attendance Policy – International - VET.](#)

Complaints and Appeals

The Complaints and Appeals Policy – International sets out how international students can make a complaint or appeal a decision. The College is committed to providing high quality courses and excellent graduates who will practice as leaders in their field. The College recognises that effective communication is essential to resolving any concerns and this policy is fundamental in the resolution of complaints/grievances and in the reconciliation of claimants with the College.

The College considers it important to be made aware of all student complaints and appeals. The College aims to respond to complaints and appeals in a fair and equitable manner and to resolve the complaint to the satisfaction of all parties.

For further information regarding the College's complaints and appeals processes please refer directly to the [Complaints and Appeals Policy – International.](#)

Course Duration and Progress

For further information regarding complaint and appeal processes please refer directly to the [Course Duration and Progress Policy – International.](#)

Academic progression 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 semester/trimester.

It is imperative that agents advise and prepare students before they arrive in Australia to ensure they are aware of these requirements and the visa implications of not meeting these requirements.

The College has a dedicated international student support person at each campus that manages matters relating to attendance and academic progression. It is advisable for each International student to get to know their International Student Adviser (ISA) on campus as a key go to person.

The College recognises that there may be times when a student is at risk of academic failure through circumstances which may be beyond their control. Students can be at risk of academic failure for a variety of reasons.

Unsatisfactory Course Progress

An international student is deemed to have made unsatisfactory course progress if:

- The student does fails more than 50% of subjects undertaken in any two semesters/trimesters
- The student fails a single subject or its equivalent twice.

As per the Student Charter and Code of Conduct, students can expect to receive ready access to support services and intervention strategies for ensuring academic, professional and personal success.

Information below from Part B of the [Course Duration and Progress Policy – International](#) and is applicable to International students studying on a Student Visa only:

International students studying in Australia on a student visa must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). This policy sets out the requirements for satisfactory course progress and the circumstances in which the College may extend the duration of a student's enrolment as set out in Standards 9 and 10 of the National Code 2007.

Course progress within duration shown on CoE

International students studying in Australia on a student visa must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). The requirements for satisfactory course progress and the circumstances in which the College may extend the duration of a student's enrolment are set out below as required by Standards 9 and 10 of the National Code 2007.

If a student is studying on a **student visa**, it is a condition of that visa that satisfactory course progress is maintained.

Students who intentionally undertake activities to extend their course duration in an unethical manner or in a way that is deemed to be actively trying to procure a visa extension may risk being reported directly to DIBP and will risk their visa entirely.

Study Options

Students studying on a student visa are unable to undertake more than 25% of a total course in the online mode of study and are not enrolled exclusively in the online mode of study in any one semester.

Consequences for Failing to Achieve Satisfactory Course Progress

Students studying on a student visa who are assessed as failing to achieve satisfactory course progress as set out on page 2 of this policy will be issued an Intention to Report letter which sets out that the College intends to report the student's unsatisfactory progress to the Department of Immigration and Border Protection (DIBP). This is a requirement of the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

The student has 20 working days (approximately 28 days) to appeal against the College's intent to report, consistent with the Complaints and Appeals Policy – International.

The College must notify DIBP through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known if the student:

- Does not access the College's complaints and appeals process within 28 days;
- Withdraws from the process after the initial 28 days have passed; or completes the complaints and appeals process but the process supports the decision of the College.

If the student is reported through PRISMS for unsatisfactory course progress the College will issue the student with a letter to inform the student that they have been reported to DIBP for unsatisfactory course progress. DIBP will then attempt to contact the student using the last address provided to the College registered on PRISMS.

If DIBP is unable to contact the student it may result in automatic cancellation of the student's visa. For this reason it is vital that students provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within 2 working days of notification of the change.

Intervention Strategies: additional requirements for student visa holders

The College's Intervention Strategy is designed to include various options that may be employed to assist students to progress through a course consistent with the timeframe set out in their CoE and will be based on the original course structure.

Intervention Strategies are developed when a student is at risk of not meeting academic requirements or course progression or if a special circumstances has been approved. The academic team identifies the areas requiring assistance and makes recommendations for assistance, this is then reviewed by the Directors of education and Student Services for approval.

The student will be required to meet with an academic and an international Student Adviser to review the Intervention Strategy and agree to undertake the strategies outlined. There are consequences for making false Special Circumstances applications and not adhering to an Intervention Strategy.

The College may undertake a 'Student Course Progress Check' (SCPC) if either the College or the student recognises the need for assistance, the SCPC may be used to assist in the development of the intervention strategy.

The College may also use a 'Student at Risk' (SaR) form which may also be used to assist in the development of the Intervention Strategy.

The College will not extend the duration of a student's CoE as part of a documented intervention strategy.

The College will revise a study plan within the intervention strategy to allow the student time to repeat necessary subjects or to vary the student's enrolment load; the preparation of the study plans will include a full academic review and planning of subject/units structure accounting for workload, online vs face to face and clinic requirements as well as pre requisites throughout the course.

Any such changes must be recorded in PRISMS for the DIBP and documented on the student's file.

If a student fails a clinic assessment, they will be withdrawn prior to census date from any other subjects for which that subject is a prerequisite and an intervention strategy will be implemented to ensure the student's enrolment remains compliant with National Code 2007 requirements.

Deferring, Suspending or Cancelling Enrolment

Deferral

Deferral can only occur at the beginning of a course.

At the time of applying to enrol or when a new enrolment has been granted, the deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply defer their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to defer commencement of a course using the Deferral Suspension or Cancellation Form – International citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. Commencement of a course may not be deferred in excess of 6 months and acceptance of the deferral request is at the discretion of the College.

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.

Suspension

A suspension is an interruption to the student's course and can be initiated by either the College or the student. A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to suspend a course using the Variation of Enrolment Form and citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. A course may not be suspended in excess of 6

months and acceptance of the student's suspension request is at the discretion of the College. Any claim of extenuating circumstances must be supported by appropriate evidence.

The College may initiate the suspension of a student's enrolment if the student significantly breaches the Student Charter and Code of Conduct or as a consequence of other significant student misbehaviour as set out in the Student Misconduct Policy; this may include failure to pay fees.

If the suspension is initiated by the College, the College will inform the student in writing of its intention to suspend a student's enrolment and notify the student that he or she has 20 working days (approximately 28 days) to access the College's Complaints and Appeals processes. If the appeals process is activated the suspension of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Cancellation

A student may initiate a cancellation of their enrolment at any time for any reason. Students who initiate a cancellation should consider the financial penalties they may incur when submitting an application (refer to the Refund Policy – International). If cancellation occurs after the nominated Census Date, students must also consider any academic penalties that may be incurred as set out in this policy.

The College may initiate the cancellation of a student's enrolment if the student significantly breaches the Student Charter and Code of Conduct or as a consequence of other significant student misbehaviour; this may include failure to pay fees. The College may also cancel a student's enrolment if it deems that the student is or will be unable to meet the entry requirements for a course by the course start date.

If the cancellation is initiated by the College, the College will inform the student in writing of its intention to cancel a student's enrolment and notify the student in writing that he or she has 20 working days (approximately 28 days) to access the College's Complaints and Appeals processes. If the appeals process is activated the cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances must be supported by appropriate evidence.

Tips for Agents

If a student contacts an Agent to advise that they could have their enrolment cancelled because they haven't paid their tuition fees 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. If payment is not received by the due date the College is left with no choice but to cancel the student's enrolment and advise DIBP accordingly.

If a student contacts an Agent distressed that they have received advice that their enrolment has been terminated by the College, it is worth checking the wording of the letter sent to the student. 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 or attendance is poor.

Agents may assist students to interpret the written advice that they have received, but it is usually best for the students to follow the directions exactly as explained in the advice and make an appointment with the contact person listed on any advice to discuss all options available to them, including complaints and appeals options if necessary.

For further information regarding deferring, suspending or cancelling student enrolment please refer directly to the [Deferring Suspending or Cancelling Enrolment Policy – International](#).

Entry Requirements

For further information regarding English language entry requirements please refer directly to [English Proficiency Policy – Higher Education](#) or the [English Proficiency Policy – VET](#), depending on the level of course which the student is seeking to undertake.

The following entry requirements apply to all courses at the College. A comprehensive list of entry requirements are listed on course brochures and may include prerequisites or conditions additional to those listed below.

Higher Education Courses

Prospective higher education students must have Completed Year 12, high school or an equivalent qualification including study of a science related subject in the final two years of high school.

Mature age students who have not completed Year 12 or an equivalent qualification and have relevant work or life experience that indicates they would be able to manage the course work required will be considered for admission on a case by case basis.

Bachelor of Health Science (Nutritional and Dietetic Medicine) and Bachelor of Complementary Medicine:

- IELTS 6.5 (overall score)
- Cambridge English: Advanced (CAE 176-184)
- Pearson (PTE) Academic Score of 58 (overall score)
- Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 550
- Internet based (iBT) TOEFL score of 87.

All other Bachelor degrees:

- IELTS 7.0 (overall score)
- Cambridge English: Advanced (CAE 185-190)
- Pearson (PTE) Academic Score of 66 (overall score)
- Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 587
- Internet based (iBT) TOEFL score of 95.

VET Courses

Prospective VET students must have Completed Year 12, high school or an equivalent qualification.

Mature age students who have not completed Year 12 or an equivalent qualification and have relevant work or life experience that indicates they would be able to manage the course work required will be considered for admission on a case by case basis.

Certificate IV, Diploma & Advanced Diploma qualifications:

- IELTS 6.0 (overall score)
- Cambridge English: First (FCE 169-175)
- Pearson (PTE) Academic Score of 52 (overall score)
- Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 537
- Internet based (iBT) TOEFL score of 79.

Offers and CoE's for Enrolment

Prospective international students planning to study at the College in Australia on a student visa must follow all necessary steps to formalise their enrolment.

Compiling and Submitting an Application

- Ensure all requests for Scans (as requested throughout) are attached with the 'application' when submitting with the Enrolment Form to the College.
- An Incomplete 'application' with missing evidence or an incomplete 'Enrolment Form' will not be processed and will be returned for resubmission.
- All forms or policies referenced throughout the application can be located on the International website <http://international.endeavour.edu.au/>

Required Document Preparation Checklist

NOTE: All required evidence must be supplied to be able to submit your application.	
International Application and Enrolment Form	Applicants and Agents need to use the current form and therefore it should be downloaded from the College website at time of the application and submitted electronically or the online web form can be used which is based on the current application form
Certified copy of passport and relevant pages for visa or entry stamps	This must be a certified copy of the original document, where certified translations are required these must be supplied in addition to the original.
Certified copies of academic qualifications that satisfy course entry requirements	<p>This must be a certified copy of the original document, where certified translations are required these must be supplied in addition to the original.</p> <p>Certified copies of an academic history to date, including:</p> <ul style="list-style-type: none">• High school results/certificates• Studies undertaken after high school (often called post-secondary studies). <p>If applicants have undertaken any post-secondary studies they will need to provide their academic transcripts of subjects studied and any Completion or Graduation Certificates with their application.</p>
Certified copies of evidence of English language proficiency that satisfy course entry requirements	<p>This must be a certified copy of the original document, where certified translations are required these must be supplied in addition to the original.</p> <p>Certified copies of English language proficiency include:</p> <p>IELTS, Cambridge English Scale scores, TOEFL or Equivalent</p> <p>Some applicants may have access via an English training providers: please contact the college for current information, and note that these are informal arrangements; The College does NOT hold any formal arrangements with other training providers.</p>

Certified copy of current visa (if you indicated you have a current visa)	<p>This must be a certified copy of the original document, where certified translations are required these must be supplied in addition to the original.</p> <p>A certified copy of the prospective student's passport and evidence of any Australian visa (if currently in Australia).</p>
Statement of Intention	This should be used when an applicant does not have a residential address in Australia at time of application
Evidence of your OSHC (if you indicated you do not want the College to arrange this for you)	A CoE cannot be created without this detail
Notifiable Diseases Form (If applicable - as per medical conditions section)	This will not exclude applicants, and is included in the application form
Certified Medical Certificate (If applicable - as per medical conditions section)	<p>This will not exclude applicants, and is included in the application form, Note if the certificate is required from the applicant's usual doctor in the home country and they do not prepare this prior to leaving the country they may incur time delays, costs and risk having an application denied or not processed.</p>
Working With Children's Check (WWC)	<p>All students requiring a Working with Children Check (WWC) or equivalent (The names vary between states) are required to supply it prior to undertaking any client-based clinical/practicum components of their qualification</p> <p>The College requires these prior to:</p> <p>HE - their second semester</p> <p>VET - Week 6 of their first trimester</p>

Applications Submitted

Once a complete application with all required documentation and evidence has been received by the College it will be assessed by an International Student Admissions Adviser to determine if it meets both the academic and English language requirements for the selected course. This will include a phone interview with a member of the Admissions team.

The possible outcomes of the application are:

Denied

- College confirms that the application has not met the entry requirements for the selected course and denies the application.

Accepted

- When the College confirms an application has been accepted a letter of offer will be provided.

Offer and offer acceptance letters

Applicants will be issued with:

- A) A letter of offer which details the course, timeframes, location and price.
- B) An offer acceptance letter which is the agreement that is signed to accept the offer, this is to be signed by the applicant and returned to the College.

Types of Offer letters

- **Letter of Offer** - Applicant is issued to confirm that they are eligible for entry into the selected course.
- **Conditional Letter of Offer** - Applicant is issued to confirm that the applicant is eligible for entry to the selected course;
 - Pending the provision of further information to the admissions office.
 - For example, the applicant may be required to provide a Completion/Graduation Certificate if they are finishing their current studies when they applied for their course or provide evidence of an IELTS or TOEFL test if they are sitting their English test after having applied for the selected course. Once the additional documentation has been provided and meets the stated conditions, the applicant will be issued with a Letter of Offer.

The next step

Is for the applicant to sign and formally accept the offer by returning to the College the signed offer acceptance letter. When the Student Records Officer receives this it is then signed by a College representative and the final confirmations for a CoE are then carried out and these include:

- A) Conditions are met
- B) Payment has been confirmed
 - i. Paying the tuition fees for the initial semester/trimester as outlined in the Letter of Offer – this is generally the amount of one full study period's tuition fees at that education provider.
- C) OSHC has been confirmed
 - i. Paying the Overseas Student Health Cover (OSHC) outlined in the letter of offer – unless the applicant has been studying in Australia and has current OSHC accepted by the new education provider.

Once the applicant's acceptance and payment have been received and confirmed by the education provider:

- A Confirmation of Enrolment (CoE) will be issued, which will then be required for a student visa application.
- The Student ID will be created and the timetables are developed in line with the course structure and study plans for those with RPL/CT granted

- Student Acceptance Notice is sent with logon details for the LMS
- Details for Orientation day and week will follow closer to the start date

Please note that applicants from Assessment Level 3 or 4 countries, cannot accept their Letter of Offer until they have completed a Pre-Visa Assessment (PVA) in their home country. PVAs are a procedure of the Department of Immigration and Border Protection (DIBP) whereby applicants from these countries who are applying for a student visa offshore can have their genuineness as a student assessed on the basis of a letter of offer before obtaining a CoE from their prospective education provider.

Recognition of Prior Learning & Credit Transfers

All International Students - Awarding RPL/CT and your Fees

The awarding of course credits through Advanced Standing (via RPL or CT) can result in shortening of the course duration via an agreed study plan.

The study plan will be produced by the International Student Adviser in conjunction with the academic team for approval by the Director of Education; once accepted by you there may be an alteration to the course outline for some semesters/trimesters within the first year of study. In the event that a study plan is agreed upon, the original fees indicated in this offer remain the same; the fees paid for any subjects or units awarded advanced standing in the study plan will have those fees retained by the College for subsequent study periods, in line with the Fees Policy - International.

For Students Who Are Studying On an Australian Student Visa:

Processing Effects on a CoE and Visa:

- ☐ **Does not extend past** the start date of your course, therefore your:
 - CoE will be issued for the new length of the course as per the study plan.
 - Where a reduced workload is approved, this will be recorded in PRISMS.
 - Your visa will be processed with this CoE.
 - No visa alterations are required.
- ☐ **Extends past** the start date of your course, therefore your:
 - 1st CoE will be issued for the actual length of the course.
 - When your study plan is agreed on your 1st CoE will require a change to the Proposed Course Start or End dates.
 - The 1st CoE will be cancelled in PRISMS within 14 days, with a 'Student Course Variation' for 'Change to Student Enrolment'.
 - A 2nd replacement CoE will be issued:
 - If your student visa has been granted – You will be required to contact DIAC to update your visa.

- If your student visa has not been granted – you will be required to contact DIAC to update your visa application.

Fees and Refunds

Refund Amounts

Students requesting a refund are advised to refer to the Refund Policy – International to ensure their refund request is valid. International students must formally apply for a refund using the Refund Request Form – International.

The enrolment fee of AUD\$250 is only refundable if the College defaults in the delivery of a course before it starts. If an Australian **student visa** is refused, the College will retain 5% of the total course fees paid up to a maximum amount of \$500. Other refund amounts are set out in the table below.

A fee charged for withdrawing from a subject is referred to as a *Cancellation Fee*.

If a student chooses to withdraw from a subject or course, the appropriate cancellation fee according to the schedule below, is charged. In limited circumstances the Director, Student Services may waive cancellation fees other charges as set out in the Special Circumstances Policy.

Reason for or timing of Cancellation	Refund Provided
Cancellation more than 1 month prior to course commencement date	Full refund of tuition fees provided
Cancellation less than 1 month prior to commencement date	Full refund of tuition fees less \$200 AUD per subject cancellation fee (retained by the College)
Cancellation after start of semester/trimester, up to Friday of week 4	Full refund of tuition fees less \$300 AUD per subject cancellation fee (retained by the College)
Cancellation after Friday of week 4 of a semester/trimester	No refund of tuition fees provided
Cancellation of student's enrolment due to misbehaviour including failure to pay fees or breach of visa conditions	No refund of tuition fees provided
In the event of provider default*	Full refund of all unused tuition fees

'Tuition fees' refers to the cost of tuition only and does not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance.

*Provider default can include the College being unable to provide the course, the course not being provided in full to the student, or any sanctions being imposed upon the College relating to provision of the course.

Provider Default (applies to students studying on a student visa only)

After a student has accepted an offer of enrolment at the College, in the unlikely event that the College is unable to deliver the course as offered, any tuition fees paid by the student for current and future semesters/trimesters will be refunded in full within 14 days of the agreed starting day of the course or the day on which the course ceases to be provided.

Alternatively, a student may be made an offer by the College to enrol in an alternative course for a cost no greater than the cost of the originally offered course of study. In this case the student will be given a choice between a refund and an alternative course. The following steps must be followed by the College in the event of provider default:

- Tuition fees can only be received one semester/trimester in advance and must be paid in full at least 2 weeks before the semester/ trimester start date.
- 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. The [Refund Policy – International](#) provides advice on how and when refunds will be paid.
- 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 the first six months of the original course.

For further information about fees please refer directly to [Fees Policy – International](#).

For further information about refunds please refer directly to [Refund Policy – International](#).

Marketing

Agents must receive prior written permission from the College before using any registered or unregistered logo or identifiable brand of the College for any purpose at any time.

The College is required to provide up-to-date, accurate course information to its agents to enable students to make informed decisions about studying in Australia. The College expects that its agents will inform prospective students accurately regarding academic and English language requirements and tuition fees of their courses.

Contact InternationalTeam@endeavour.edu.au for assistance with marketing materials.

How to find current and accurate marketing information

The College relies heavily on online marketing and you should refer students to the College website for further information and printable course brochures.

The Colleges website is accessible online at www.endeavour.edu.au

International course fees and brochures are available online and can be printed directly from the website at www.endeavour.edu.au/international-students/courses-and-fees

The current International Student Handbook is accessible online at [endeavour.edu.au/docs/international-students/International Student Handbook.pdf](http://endeavour.edu.au/docs/international-students/International_Student_Handbook.pdf).

When checking course information online it is important to ensure that potential international students that intend to study on a student visa refer to the international course brochures. The College delivers some courses exclusively to domestic students and, therefore, international students cannot apply for entry into these courses. There have been instances where international students have applied for these courses after navigating to the incorrect section of the College's website, it is important that agents provide the correct advice to international students regarding the options available to them.

The College publishes international fees and course offerings for the website. The College will also keep agents up to date with any changes to its campus course offerings if its courses are modified, discontinued or newly registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as necessary.

For up to date information from the Australian Government on changes to policy and regulations check the AEI website at www.aei.gov.au and the Study in Australia website at www.studyinaustralia.gov.au

It is important that Agents check all course information, relevant application fees, and that all required information is included in the application before you lodge your prospective 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

For further information please refer directly to **Marketing Policy – International**.

Student Services

Student Assistance Program (SAP)

The College recognises its obligations in supporting students, and therefore strives to create a learning environment that promotes best practice, enabling students to excel at and achieve their study goals. The College has pioneered the Student Assistance Program (SAP) which provides current students with support in dealing with life issues which may impact upon their wellbeing and subsequent ability to study, through access to a confidential counselling service available 24hrs / 7 day a week. Included in the Program are up to 3 sessions per year (normally 1 hour in

duration) at no cost to the student, which can be accessed via a special hotline which has been set up exclusively for College Students (both domestic and International).

The SAP provided by Access Australia, advocates an early intervention model through self-referral or referral by a College representative to assist students in resolving a broad range of issues before they cause deterioration in study performance, safety or personal well-being. Confidentiality is assured when accessing the program, so you can be confident your identity and details won't be shared with the College, unless you agree upfront via written consent or in circumstances where counsellors are legally obliged to share details of the session, such as when a student poses a risk to self or others.

The College's SAP Provider

The College has selected Access programs to provide this innovative service to students due to their strong reputation and our appreciation of their decision to operate as a not for profit organisation in support of charities. Access SAP are an independent organization who have been providing confidential counselling services (initially as an Employee Assistance Provider (EAP)) across Australia, New Zealand and Asia pacific since 1989. Access provides services to over 300 organizations in all industry and business sectors.

Accessing the SAP

Students can access the SAP by contacting Access SAP directly using the unique College Hotline number – 1800 33 62 07 which is available 24 hours / 7 days a week. In addition to self-referral, College representatives may choose to refer a student to the program and provide students with relevant details. A College representative will record that they have recommended this service to the student on their student record, it is up to the student to make contact with the program. For non-urgent matters, a counselling appointment will be set up at a mutually convenient time within 2 days of the student contacting the service. Access SAP provides counselling services both over the phone and face to face.

A wallet card which you can keep on you at all times is available from Student Services and is provided to each student during Orientation, in the event you need to access the service. Additionally you can obtain more information about the service from your College representative or general information on the SAP provider, access programs by accessing their website www.accessprograms.com.au. SAP contact number **1800 33 62 07**.

Orientation

All new students are invited to attend an Orientation program before commencing their studies with the College. Generally, Orientation is conducted for a group of students before they start their courses of study. Orientation may be held on an individual basis at other times, if the need arises. All new students are encouraged to attend Orientation sessions prior to commencement of classes to assist with preparation for tertiary level study.

In addition to the general Orientation sessions conducted for all students, International students are provided with an extra session specifically relating to their enrolment at the College.

The Orientation Sessions may include:

- Allowing new students to socialize together
- Introducing the College's Values and Student Charter and Code of Conduct
- Welcoming new students to the campus, including a comprehensive campus tour
- Introducing the relevant policies and procedures
- Acquainting students with their Student Services, Library and Academic Staff
- Providing fire and emergency information and exits
- Explaining access to LMS and ePortal systems and library services offered
- Outlining extra services provided by Student Services
- Support services available to students including:
 - Help transitioning to life in Australia
 - Legal services
 - Emergency and health services
 - Complaints and appeals processes
 - Student visa conditions relating to course progress and attendance

For further information please refer directly to [Student Support Services Policy – International](#).

Transfer

The College will release a student upon presentation of a Letter of Offer from an alternative institution. If the College believes the transfer is not in the student's best interest the College will provide advice in writing to the student outlining this, however, the College will still release the student. Students will be notified of the outcome of their transfer request within 10 days.

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).

Agents must inform students who have begun studying in Australia and have not completed the first six months of their principal course that they must have a letter of release to transfer to the College. 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.

The Transfer between Education Provider Policy – International outlines the way in which transfer requests from international students studying on a student visa are assessed. It also sets out the circumstances in which the College will accept enrolments from international students currently studying in Australia (onshore enrolments).

The Transfer between Education Provider Policy – International covers three types of request for transfer by international students studying on a student visa which occur before the student completes the first six months of their principal course of study:

- Transfer from College
- Transfer between Campuses
- Transfer from another education provider

For further information please refer directly to [Transfer between Education Provider Policy – International](#).

Other relevant Policies and Procedures

Course and Subject Viability

The College will ensure that international students studying on a student visa are provided with two weeks' notice regarding the cancellation of a scheduled intake in any course. If the College cancel's a course this is considered to be 'provider default'. For further information regarding provider default please refer to the [Refund Policy – International](#).

For further information regarding complaint and appeal processes please refer directly to the [Course Viability Policy](#)

The College has multiple intakes of a course throughout a given year

- **2015** Higher Education – *2 semester intake periods*
 - **S1** Semester 1 from 16 February to 19 June
 - **S2** Semester 2 from 27 July to 27 November
- **2015** Vocational Education & Training – *3 trimester intake periods*
 - **T1** Trimester 1 from 27 January to 24 April
 - **T2** Trimester 2 from 18 May to 14 August
 - **T3** Trimester 3 from 7 September to 4 December

In some instances, it may be necessary to cancel an intake for a course for viability reasons prior to the next teaching period, the CEO reserves the right to decide not to deliver a course nationally or at a particular campus for a particular intake. This does not constitute cancellation of the course overall, but rather, cancellation of that intake.

Credit Transfer

In certain circumstances students may apply for course credit for subjects studied previously at other institutions. The process for applying for course credit is set out in the **Credit Transfer Procedure – HE** and **Credit transfer Procedure – VET**.

If a potential student wishes to proceed with an application for Credit Transfer, Recognition of Prior Learning or Informal Articulation, they must first apply for enrolment with the College into their chosen course to ensure they meet the course entry requirements.

For students who are studying on a **student visa**:

- If the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student's CoE; or
- If course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be reported recorded through PRISMS.
- Applicants indicating they would like RPL/CT will be sent an RPL Acceptance Form detailing the time frames for processing and any impacts to their CoE.

Further information regarding applications for credit transfer is available online at www.endeavour.edu.au/future-students/educational-pathways/overview.

Non Student Visas

Information applicable to International students who hold a temporary visa other than a student visa

The Student Services Team is able to provide advice and direction to students in relation to their academic progress. If a student is showing signs of not coping with the requirements of the course (for example absenteeism, continually arriving late or leaving early), then the lecturer may refer them to Student Services who can provide advice and direction about accessing a professional counselling service, including the College's Student Assistance Program (SAP). Student Advisers can meet with a student individually to draft a Student Progression Plan (SPP), however it is a student's responsibility to ensure they are on track with their course progression, completing subjects in the correct sequence and taking the proper steps to alter enrolments if they receive a fail grade.

General Policy Tips for Education Agents

Many students do not think about how their study plans may be limited under the College's policies. If 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 minimise the risk of student initiated actions against you in these situations by being thorough, clear, ethical and comprehensive in providing your advice.

In particular, you need to:

- Be clear about what the student wishes to achieve
- Know how to reference these wishes against the College's policy entitlements and obligations
- Be ethical in the advice that you give, including the limitations of your own knowledge of the course or the College
- Make explicit reference to obstacles that you know will affect the student's study plans
- 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.

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. Wherever possible, support the student to do everything that can be done prior to departure.

Students are not able to hold two active CoEs. If a student has been approved to change providers the new provider is not able to issue a CoE until the College has issued a letter of release and cancelled the original CoE. The correct sequence of obtaining release before cancelling a course must be followed.

As transfer/release policies vary significantly between education providers it is unwise to advise students that they will easily be able to transfer courses and education providers once onshore. Choosing the right course before applying for a visa is always the best approach.

If a student contacts you to transfer courses before commencing with the course approved on their CoE, you need to check both the original education provider's tuition fee refund and course transfer/release policies.

It is a common scenario that the education provider will release the student to study at another education provider but, because the student has applied for their refund later than they should, they do not receive a full refund for fees they've paid.

Visa requirements and conditions

Education agents can give standard student visa application advice as authorised under the Migration Act 1958. For the most current and accurate information, education agents should ensure they are familiar with the Department of Immigration and Border Protection (DIBP) website and specifically, regular checking of the What's new section of the DIBP website will alert agents to any changes which may affect student visa conditions.

<http://www.immi.gov.au/Pages/Welcome.aspx>

For correct visa application advice agents can insert the country of origin and sector of study into the DIBP student visa search facility and obtain all of the correct visa application advice required

for a student. Education agents who are also registered migration agents can access other information by logging on to the Agents Gateway area which provides information for migration agents on visa applications, legislation, registration as well as useful links and resources.

Resources and Links

Education Services for Overseas Student (ESOS) Legislation Framework

<http://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

The ESOS Act 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 Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) administers the ESOS Act and its associated instruments.

National Code 2007

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

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 courses registered on CRICOS can be offered to international students studying in Australia on a student visa.

Professional International Education Resources (PIER)

www.pieronline.org

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.

Australian Council for Private Education and Training

www.acpet.edu.au

The Australian Council for Private Education and Training (ACPET) is the national industry association for independent providers of post-compulsory education and training, for Australian and international students.

Australian Qualifications Framework

<http://www.aqf.edu.au/AbouttheAQF/TheAQF/tabid/108/Default.aspx>

The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning.

Australian Education International (AEI)

www.aei.gov.au/Pages/default.aspx

Government activities; market information; events; offshore support; publications & research; qualifications recognition.

Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS)

www.cricos.deewr.gov.au

Information on Australian education institutions and courses offered to overseas students.

Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)

<http://www.innovation.gov.au/Pages/default.aspx>

The Commonwealth Government Department that houses TEQSA, the regulatory body responsible for managing the College's CRICOS registration.

Department of Immigration and Border Protection (DIBP)

Formerly the 'Department of Immigration and Citizenship' (DIAC).

www.immi.gov.au

Includes information on requirements for studying in Australia; information for education providers; government policy on immigration and multiculturalism; visas; PR; Australian citizenship and, migration.

English Australia

www.englishaustralia.com.au

English Australia (EA) is the national association for accredited public and private English language colleges in Australia.

International Education Association of Australia

www.ieaa.org.au

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.

ISANA: International Education Association

www.isana.org.au

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.

Appendix A:

The Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning. AQF qualifications allow both domestic and international students to start at the level that suits them best and allows them to progress to higher awards according to their interests and abilities.

The AQF is important as it:

- Provides a clear structure for the level of each qualification
- Allows students to build their qualifications from lower to higher levels
- Allows one education institution to clearly understand the level of a qualification awarded by another and provide appropriate credit
- Corresponds to the student visa subclass that a student receives when they study in Australia
- Is endorsed by all Australian governments and is therefore recognised around Australia and by other countries.

Australian qualifications are grouped according to the educational sector in which they are most commonly issued, as listed in the table below. A qualification normally offered in one sector may sometimes be provided by an institution in a different sector e.g. Schools may offer a Certificate III course within their senior school program; some Universities may offer a Diploma; and some Vocational Colleges may offer Bachelor Degrees.

Some courses do not award a formal qualification, as listed on the AQF table, even though they offer excellent education and outcomes. For example:

- Many English language courses (ELICOS)
- Some foundation studies courses
- Non-award course

Appendix B: Agent Management Policy – International

Policy Code: INT-014 **Version:** 5.0 **Effective Date:** 13 January 2014

Purpose:

This policy outlines the way in which international education agents are managed with reference to National Code 2007 Standard four (4) and the College's obligations under the Education Services for overseas Students Act 2000 (ESOS Act 2000).

Definition of "College" – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names.*

Definition of "International students" – *The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

Scope:

- All campuses
- All international students
- Student Services Staff
- Marketing and Enrolment Staff

Policy Statement:

As agents are often the first point of contact between international students and the College and it is vital that agent activities are monitored and evaluated. The relationships students have with agents directly impact the reputation of the College and the Australian Education industry as a whole. Under the *National Code 2007*, Standard 4 the College is required to ensure that its education agents act with honesty and integrity. This Policy

Australian College of Natural Medicine Pty Ltd (ACNM) trading as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty, Wellnation
Agent Management Policy - International – INT-014 Effective Date: 13 January 14
Authorised by: College Council Version: 5.0 Page 1

sets out the way in which the College manages its international education agents.

Agent Register

A list of the College's current registered agents must be published on the College website.

Agent Engagement and Termination

The Manager, International Student Education, is responsible for the recruitment and selection and management of agents.

The College must enter into a written agreement with each education agent it engages to formally represent the agreement specifies the responsibilities of the education agent and the College and the need to comply with the requirements in the National Code. The agreement must include:

- Processes for monitoring the activities of the education agent, including where corrective action may be required; and
- Termination conditions, including providing for termination in the circumstances outlined below.

The College must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:

- Engaged in, or to have previously engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer Between Registered Providers);
- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of their student visa;
- Providing immigration or migration advice where not authorised to do so under the Migration Act 1958.

Where the College has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement of that education agent, or an employee or sub-contractor of that agent, of conduct outlined above, the College must terminate the agreement with the education agent. This does not apply where an individual employee or sub-contractor of the education agent was

responsible for the conduct outlined above and the agent has terminated the relationship with the individual employee or sub-contractor.

The College must take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of the Australian education and training industry. Further detail regarding the way in which unacceptable agent behaviour is identified and addressed is outlined within the Agent Management Procedure – International.

Agent Relationship Management

The College will maintain agent relationships as set out in the [Agent Management Plan FY2014](#) and the [Agent Agreement](#). The College will contact agents in the event that a student recruited by the agent is issued an Intention to Report Letter for unsatisfactory Course Progress or Unsatisfactory Attendance.

Student Responsibility to Notify College of Change to Education Agent

International students who have arrangements with education agents must inform the College of any change to these arrangements using the Agent Change Notification Form.

Provision of Current Marketing Material

The College ensures agents are provided with up-to-date information and current marketing materials when changes are made. If agents wish to order marketing materials they must complete an Agent Order Form for Promotional Materials.

Definitions:	CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.
	DIAC: Department of Immigration and Citizenship
	ESOS: Education Services for Overseas Students . A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students
	ESOS Act: Education Services for Overseas Students Act 2000.

Agent Agreement: The agreement between the College and the Agent including the Schedules.