

International Agent

Training Manual



Queensland
Government
Australia

Contents

PART A About TAFE Queensland

<u>Welcome</u>	3
<u>Australia: Fast Facts</u>	5
<u>10 Reasons to Study at TAFE Queensland</u>	6
<u>Our Locations - Brisbane</u>	8
<u>Our Locations - Gold Coast</u>	10
<u>Our Locations - Cairns, Townsville & Whitsundays</u>	11
<u>Our Locations - Sunshine Coast & Wide Bay Burnett</u>	12
<u>Our Locations - Toowoomba</u>	13
<u>English Language Courses</u>	14
<u>English Partners</u>	15
<u>University Pathways</u>	16
<u>International Student Support Services</u>	17

PART B Policies, Procedures and Forms

<u>The ESOS Act and National Code of Practice</u>	19
<u>Entry Requirements and Statement of Purpose Proforma and Guidelines</u>	20
<u>Using our Website / Price List and Course Guide</u>	21
<u>Application Portal Studylink</u>	22
<u>TAFE Queensland Application Process</u>	23
<u>Student Policies</u>	25
<u>Students Under 18</u>	26
<u>Offer Acceptance Payment Structure</u>	27
<u>TAFE Queensland International Key Dates</u>	28
<u>Payment options</u>	29
<u>Overseas Student Health Cover</u>	30
<u>International Student Accommodation</u>	31
<u>Commission Information</u>	32
<u>Onshore Invoice</u>	33
<u>Offshore Invoice</u>	34
<u>Marketing resources and digital assets for Agents</u>	35
<u>TAFE Queensland Contact List and Useful Links</u>	38



Welcome from Russell McKay

General Manager
International Education

Dear valued partners,

Our partnership is instrumental in making a significant contribution to the International Education sector, and we firmly believe that together, we MAKE GREAT HAPPEN.

Your dedication, expertise, and deep understanding of the education industry have been a crucial part of promoting our TAFE Queensland brand globally.

We trust that this Agent Training Manual will serve as an invaluable asset, equipping you with the necessary knowledge and insights to engage prospective students and their families with confidence. This comprehensive resource reflects our institution, highlighting our unique strengths, outstanding courses, and world-class facilities.

Our TAFE Queensland International Education team is fully committed to supporting you every step of the way. Our dedicated teams are well-versed in the intricacies of the admission process, application procedures, and other aspects involved in facilitating international

student enrolments. We are readily available to provide guidance, address any concerns, and ensure a seamless experience for both you and the aspiring students we aim to serve.

Your expertise and loyalty, coupled with our institution's academic excellence and renowned reputation, create an unparalleled synergy that sets us apart in the competitive global education landscape.

Together, let us continue to shape the future of education, transforming the lives of countless students worldwide.

Let's MAKE GREAT HAPPEN!

Warm regards,

Russell McKay

General Manager
TAFE Queensland International Education

PART A

About TAFE Queensland



Australia fast facts

- 1** Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent
- 2** Australia is a stable, democratic and culturally diverse nation with spectacular landscapes and a rich, ancient culture
- 3** Australia ranked 12 in the World Happiness Report (2023)
- 4** In the 2021 Global Health Security Index, Australia ranked 2nd out of 195 countries
- 5** International education is Australia's 4th largest export - worth over \$29 billion annually
- 6** Australia has a population of over 25.5 million people with most people living along the south and east coast of Australia
- 7** Australia is known globally as being one of the world's most diverse and welcoming countries
- 8** Almost half (47%) of all Australians were either born overseas or have one parent born overseas.
- 9** More than 260 languages are spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek
- 10** There are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves





10 reasons to study at TAFE Queensland

- 1** Over **140 years' experience** delivering vocational education and training
- 2** Queensland **government owned** and operated
- 3** **Largest provider of vocational education and training (VET)** in Queensland and one of the largest in Australia
- 4** We are the **2019 International Training Provider of The Year** - Australian Training Awards 2019
- 5** Our training is delivered to over **125,000 students** each year across all our campus locations in Queensland
- 6** Our teachers are **industry experienced**, and are eager to share their knowledge with you
- 7** Choose from our popular study destinations in **metropolitan, coastal and regional** locations
- 8** We offer more than **400 practical, industry-relevant courses** from entry-level certificates to bachelor degrees.
- 9** We're in partnership with some of Australia's top universities with over **550 university pathways available**
- 10** We offer **practical, hands-on training** in purpose-built training facilities

Campus locations



TRAVEL TIMES

BRISBANE CAIRNS
 🚗 19 Hours | ✈️ 2 Hours

BRISBANE TOOWOOMBA
 🚗 1 Hour 30 Mins | ✈️ 40 Mins

BRISBANE SUNSHINE COAST
 🚗 1 Hour 20 Mins | 🚆 3 Hours | ✈️ 30 Mins

BRISBANE GOLD COAST
 🚗 1 Hour | 🚆 90 Mins

BRISBANE

Acacia Ridge
 Bracken Ridge
 Caboolture
 Eagle Farm
 Grovely
 Loganlea
 Mt Gravatt
 South Bank

GOLD COAST

Ashmore
 Coomera
 Robina
 Southport
 Southport
 Hospitality

BUNDABERG

Bundaberg

CAIRNS

Cairns

SUNSHINE COAST

Mooloolaba
 Nambour
 Sunshine Coast
 Health Institute

HERVEY BAY

Hervey Bay

TOOWOOMBA

Toowoomba

TOWNSVILLE

Bohle
 Pimlico

WHITSUNDAYS

Whitsundays



Campus Addresses

TAFE Queensland has six regions across Queensland that stretch from the far north to the south-east corner of the state with study locations in coastal, regional and metropolitan areas. Scan QR code above for full addresses.

BRISBANE

Brisbane is the capital city of Queensland, with a metropolitan population CLOSE TO 2.5 million, making it the third-largest city in Australia.

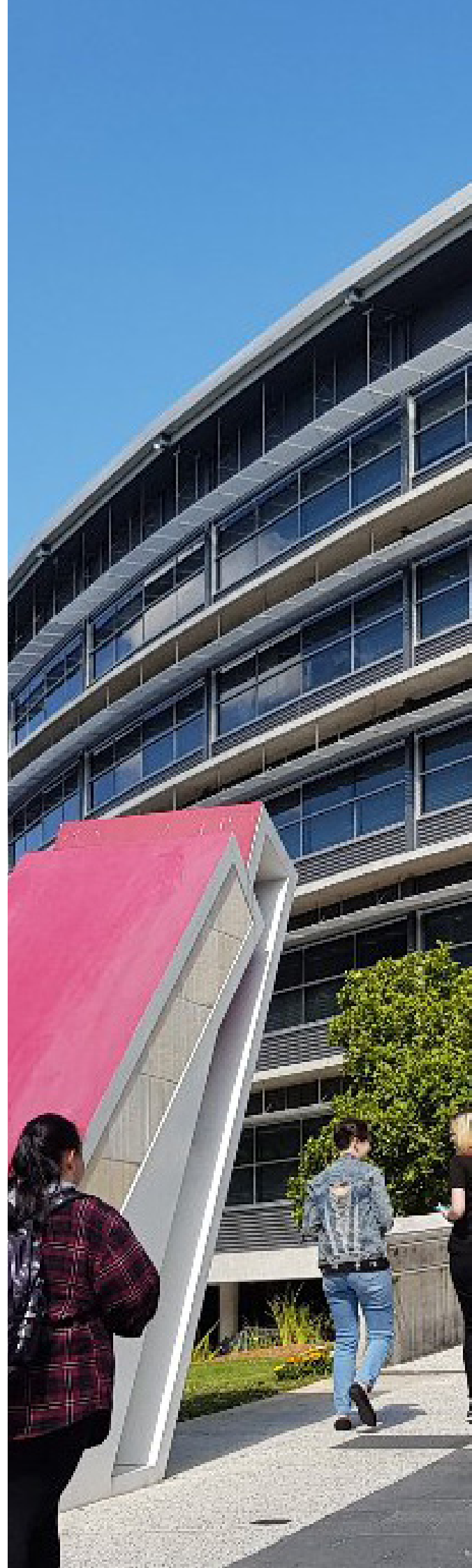
The city is an inclusive thriving multicultural hub, with the largest population growth rate of any capital city in Australia.

The Brisbane international airport is only 25 minutes from the city.

ACTIVITIES

Your students will have no trouble finding activities to do with their time off over the holidays, as Brisbane has many exciting options for them to explore and keep them busy.

- ▶ Soak up the culture at the South Bank arts and cultural precinct, home to the Queensland Museum, Queensland Art Gallery, Gallery of Modern Art, Queensland Performing Arts Centre, State Library, and the Brisbane Exhibition and Convention Centre.
- ▶ Stroll through the beautiful gardens at South Bank Parklands and cool off at Streets Beach, Brisbane's own inner-city, man-made beach and lagoon.
- ▶ 'Shop till you drop' in Queen Street Mall or Chermiside Westfield, the largest shopping centre in Queensland.
- ▶ Take in the view of the city skyline and for the adventurous, try rock-climbing at Kangaroo Point Cliffs.
- ▶ Enjoy Brisbane's pleasant climate and eat alfresco in one of the city's nightlife precincts, offering everything from food trucks to five-star dining.





ACCOMMODATION

With an open and bustling lifestyle, the accommodation options in the city are affordable and located in close proximity to education facilities, to suit your student's lifestyle and budget. Accommodation options include:

- ▶ Student accommodation located close to campuses, including Iglu, Atira, Urbanest, Student One, UniLodge, Uniresort, Scape South Bank
- ▶ Homestay options (Australian Homestay Network)
- ▶ Affordable rental options
- ▶ Share accommodation.

For links to specific accommodation providers, please refer to "Accommodation" on our website by clicking [here](#).

TRANSPORT

The city of Brisbane has a well serviced public transport system that offers three main types of transport in the region; bus, train and river ferry (boat). International students studying full time are eligible for public transport discounts (conditions apply).



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CAMPUS LOCATIONS AND VIRTUAL TOURS

No matter whether your students prefer living by the bay, amongst the hustle and bustle of the city, or on peaceful acreage to the west, our Brisbane locations will suit your student's needs while they study in Australia.

GROVELY CAMPUS

Our Grovely campus provides up-to-date courses and training to anyone looking to make change happen. Our dedicated horticulture classrooms and training areas are surrounded by lawns, gardens, nurseries and reclaimed forest areas. The campus sits near the impressive Brisbane State Forest Park.

LOGANLEA CAMPUS

Our Loganlea campus offers a huge range of study options and up-to-date specialist facilities. Located on Brisbane's south side only 40 minutes from the city, the campus has a huge range of study options set amidst lush green surrounds.

MT GRAVATT CAMPUS

Our Mt Gravatt campus is the perfect choice for anyone looking to make great happen. Located only 20 minutes from Brisbane city, Mt Gravatt campus is the perfect choice for students looking for easy access to the city and all it has to offer, whilst still being surrounded by calm natural surrounds.

SOUTH BANK CAMPUS ([campus tour](#))

Our South Bank campus has been designed to meet the needs of a wide variety of potential study and career paths. Located in the heart of Brisbane's arts and cultural precinct the campus has easy access to the city, the lush South Bank Parklands (including the man-made beach and lagoon) as well as a multitude of cafes, restaurants, and art galleries.

ACACIA RIDGE CAMPUS ([campus tour](#))

Acacia Ridge campus is home to some of our newest facilities with the recent completion of a \$200 million capital works program. New state-of-the-art facilities include an engineering and automotive precinct and electrical training facility as well as new administration hub and student resource centre. The campus is based on the southside of Brisbane approximately 15 kilometres from the Brisbane CBD.

BRACKEN RIDGE CAMPUS

Bracken Ridge campus provides safe, modern, world class facilities for trade training in automotive, building and construction, electro technology, manufacturing and engineering, sustainable technologies and water. Located approximately 18 kilometres from Brisbane CBD, our Bracken Ridge campus has strong links to the local businesses community due to its close proximity to the commercial and industrial areas of Brisbane's northern suburbs.

EAGLE FARM CAMPUS

TAFE Queensland has a reputation for delivering the highest quality training with industry-standard equipment in safe, modern, world-class facilities. Our Eagle Farm campus boasts recently completed facilities for renewable technologies, process instrumentation and telecommunications training. The Eagle Farm campus is located on the north side of the city approximately 9 kilometres from the Brisbane CBD.

GOLD COAST

The Gold Coast is the second largest city in Queensland and is one of the most desirable places to live, work, study and play. The Gold Coast is located in close proximity to popular beaches, theme parks, lush natural hinterland, and only a one hour drive to Brisbane city.

ACTIVITIES

Discover everything the Gold Coast has to offer, with a range of exciting activities and events. With something for everyone, students will have no trouble filling up their holiday breaks.

- ▶ Explore world heritage listed rainforests, beaches and natural attractions (including: Mount Tamborine and Lamington National Park).
- ▶ Experience a diverse range of international and national events; festivals, entertainment, music, arts, sport and recreation.
- ▶ Visit the Health and Knowledge Precinct, the location for education, research, knowledge creation and the commercialisation of newly developed technologies.
- ▶ Unique and varied shopping centres and markets to suit all tastes.
- ▶ Visit local theme parks, zoos and wildlife parks.

The Gold Coast has many affordable accommodation options to suit all budgets, located close to transport facilities, local attractions and city hubs. For more information, click [here](#) to visit our website.

TRANSPORT

The Gold Coast has a well serviced public transport system that offers three main types of transport in the region; bus, train and trams. International students studying full time are eligible for public transport discounts (conditions apply). Cycling is also a great way to explore the Gold Coast, with more than 800 kilometres of bikeways linking the Gold Coast's shopping district, coastal environment, national parks and major transit hubs.



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CAMPUS LOCATIONS AND VIRTUAL TOURS

TAFE Queensland Gold Coast's campus locations offer a variety of courses and on-site facilities.



Southport, Gold Coast



Ashmore, Gold Coast

COOMERA CAMPUS ([campus tour](#))

Our **Coomera campus** is the quintessential home for the creators, innovators, entertainers and movie makers. This \$26 million state-of-the-art facility offers the best possible creative learning experience in the region. Nestled amongst natural bushland for the ultimate creative backdrop, our campus provides specialist delivery supported by state-of-the-art technologies such as computer labs including MAC and PC, drawing rooms, sound recording and music rehearsal studios, digital video and editing suites and 3D motion capture and production control facilities. There is also a Black Box theatre, auditorium and Independent Learning Centre

ASHMORE CAMPUS

This is the location where master craftsmanship is born and raised. Our newly renovated-for-purpose specialised facility is the new trades training hub of the Gold Coast. With industry standard learning technologies, students will perfect their craft nestled amongst the parkland setting and spacious grounds offered at this location.

SOUTHPORT CAMPUS ([campus tour](#))

This location is where greatness is realised. Our Southport campus has recently had a \$7 million refurbishment and offers vibrant spaces and advanced learning technologies including a refreshed customer service centre with touch screens for enquiries, contemporary new study zones, a refreshed and connected library, and Wi-Fi throughout the campus.

ROBINA CAMPUS ([campus tour](#))

The new TAFE Queensland Gold Coast Robina campus opened its doors to students in 2022. Leading the way as a sustainable vocational institution in Australia, our Robina campus ensures that sustainability is embedded into every aspect of campus operations including campus design, course curriculum and student life.



CAIRNS, TOWNSVILLE & WHITSUNDAYS

The North region stretches from Townsville in North Queensland to Cairns in far North Queensland. The region includes many of Australia's most iconic tourist destinations including the Great Barrier Reef, Daintree World Heritage rainforests and the Whitsunday Islands.

ACTIVITIES

North Queensland has something for everyone. With beautiful natural attractions and world-heritage listed sites to explore students will never run out of things to see and do.

- ▶ Snorkel or dive among coral gardens and marine life in the Great Barrier Reef.
- ▶ Explore the crystal clear waters and secluded beaches of the Whitsunday Islands.
- ▶ See unique animal and plant life hiking through the Daintree Rainforest.
- ▶ Experience Indigenous Australian culture at the Tjapukai Aboriginal Cultural Park.
- ▶ Take a stroll down the esplanade and relax in the man-made lagoon in Cairns.

ACCOMMODATION

North Queensland offers a range of safe and affordable accommodation options, located close to transport facilities, local attractions and the city centre. Purpose built student accommodation is located minutes from TAFE Cairns including Cairns Sharehouse, MiHaven, Kangarooms and Cairns Student Lodge. For links to specific accommodation providers, please refer to "Accommodation" on our website by clicking [here](#).

TRANSPORT

Public transport in Cairns and Townsville is operated by Sunbus with Whitsunday Transit servicing the Whitsunday region. International students studying full time are eligible for public transport discounts (conditions apply).

CAMPUS LOCATIONS AND VIRTUAL TOURS

Our campuses in North Queensland stretch from the Whitsundays in the south to Cairns in the north and incorporate the regional centre of Townsville. Students looking for a warm, welcoming tropical lifestyle with easy access to TAFE, home and work – these campuses are ideal.

CAIRNS CAMPUS ([campus tour](#))

The Cairns campus is situated in the heart of Cairns, located 5-10 minutes from the city centre, major shopping precincts, and tourist attractions. Regular public transport services are available to and from the campus. Currently undergoing a \$15 million dollar refurbishment, the campus features student-run training facilities including a hair and beauty salon, coffee shop and restaurant and also offers a range of support services to help your students achieve their personal, educational and employment goals.

TOWNSVILLE CAMPUS ([campus tour](#))

The **Townsville campus** is located in the suburb of Pimlico, just a short 10 minute drive from the city centre. The campus boasts specialised training facilities where students can put their skills into practice including a hair and beauty salon and fully operational restaurant. Student support services on-campus include adult literacy and numeracy support, counselling, and disability services.

WHITSUNDAYS CAMPUS

The **Whitsundays campus** is located in Cannonvale, the business precinct of The Whitsundays. Located just 3km from Airlie Beach, one can follow the boardwalk around the waterfront from Cannonvale right into the heart of the popular tourist destination. Specialising in hospitality with a full service training restaurant on campus that is operated and staffed by hospitality and cookery students.



SUNSHINE COAST & WIDE BAY BURNETT

With a combined population of 300,000 the Sunshine Coast region offers all the facilities of an urban city with a relaxed, laid-back lifestyle and an affordable cost of living. If your students love the beach and the great outdoors then the Wide Bay and Sunshine Coast region is the right choice.

ACTIVITIES

With lush rainforest hinterland, endless stretches of white sandy beaches, and a climate that's perfect for year round swimming, it's easy to see why the region is such a popular place to visit and live.

- ▶ Meet Australia's unique wildlife at Australia Zoo, home of the Crocodile Hunter.
- ▶ Take a scenic drive or go hiking or rock climbing in the Glasshouse Mountains.
- ▶ Explore the natural beauty of the largest sand island in the world, Fraser Island.
- ▶ Visit Hervey Bay, one of the best places in the world to see humpback whales.
- ▶ Enjoy the sun and the sand or learn to surf at one of the region's many beaches.

ACCOMMODATION

The Wide Bay and Sunshine Coast region has a range of safe and affordable accommodation options, located close to transport facilities, local attractions and city hubs. For links to specific accommodation providers, please refer to "Accommodation" on our website by clicking [here](#).

TRANSPORT

There are a number of different public transport providers that service the region. Translink operates bus and train services throughout the Sunshine Coast region. Wide Bay Transit operates bus services in Hervey Bay with Duffy's City Buses and Stewart and Sons Coaches providing services in Bundaberg. International students studying full time are eligible for public transport discounts (conditions apply).

CAMPUS LOCATIONS AND VIRTUAL TOURS

Our campus locations throughout the Wide Bay Burnett and [Sunshine Coast region](#) allow students to study in an easy, relaxed coastal setting.

BUNDABERG CAMPUS

Centrally located in Bundaberg the campus offers courses across a range of study areas including automotive, engineering and nursing. The campus features specialist training facilities in the areas of mechanical and engineering workshops and nursing ward.

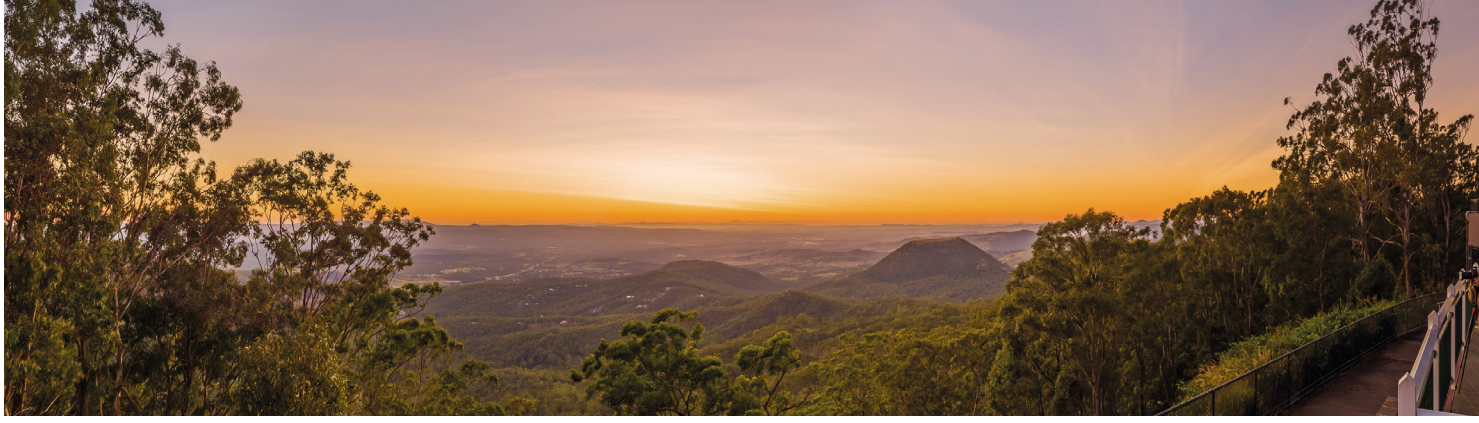
SUNSHINE COAST ([campus tour](#))

Our Sunshine Coast campuses in **Mooloolaba, and Nambour** are all within a 20 minute drive of each other.

Mooloolaba campus students can study a wide range of study areas including events management, fitness, cookery, hairdressing, fashion, hospitality management, information technology, tourism, digital media and childcare services.

Nambour campus is the largest of our Sunshine Coast campuses and offers courses in conservation and land management, graphic design, interior design and building design. Our Sunshine Coast campuses feature specialised training facilities including a hairdressing salon, gym as well as a training restaurant, bistro and bar.





TOOWOOMBA

Toowoomba is Australia's second largest inland city and its location just 90 minutes from Brisbane gives it the perfect balance between country and city living. As a thriving regional centre, Toowoomba also has plenty of modern facilities including the Empire Theatre, museums, art galleries, restaurants, department stores and sporting facilities.

ACTIVITIES

Known as the 'Garden City' and bordered by the Great Dividing Range, Toowoomba boasts wide open spaces, tree-lined streets and historical attractions. Toowoomba is also the gateway to western Queensland with daytrips to nearby wineries and national parks all on its doorstep.

- ▶ Explore mountain peaks, waterfalls and lookouts in nearby National Parks.
- ▶ Relax in one of over 150 parks including Rose, Japanese, and Botanic Gardens.
- ▶ Don't miss the Australian Carnival of Flowers and Toowoomba Regional Show.
- ▶ Visit one of the region's many art galleries, museums, and historical attractions.
- ▶ Enjoy fresh produce from local farmers markets, cheese factories and wineries.

ACCOMMODATION

The South West region has a range of safe and affordable accommodation options, located close to transport facilities, local attractions and city hubs. For links to specific accommodation providers, please refer to "Accommodation" on our website by clicking [here](#).

TRANSPORT

Bus Queensland operates bus services in Toowoomba. International students studying full time are eligible for public transport discounts (conditions apply). Toowoomba also has a number of recreational cycling and walking tracks available.

LOCATIONS AND VIRTUAL TOUR

Located in a regional area of Queensland just a short drive from Brisbane and both the Gold and Sunshine Coasts, Toowoomba is the 6th largest city in the state. There are also a vast number of activities and events held in the region throughout the year, making this city a top place to study.

TOOWOOMBA CAMPUS ([campus tour](#))

The Toowoomba campus features modern learning amenities and training facilities that simulate real workplaces. Study options include graphic design, early childhood, agriculture, individual support, rural operations, horticulture, beauty therapy, massage, cookery and hospitality. The Futures Training Restaurant is a fully licensed open to the public restaurant that gives hospitality and cookery students the opportunity to work in a commercial kitchen and gain practical experience. Salon on Bridge is our beauty classroom and allows students to train and work in a real salon with real customers. The campus also features additional facilities including a library, canteen and free parking for students.



English language courses

If your students don't meet our English language requirements, they may be able to enrol in one of our intensive English language courses.

All levels equate with the Common European Framework of Reference (CEFR) to ensure results are internationally viable as well as providing direct access pathways into TAFE Queensland courses.



TAFE Queensland offers English language courses at the following campuses:

- ▶ Southbank, Brisbane
- ▶ Southport, Gold Coast

GENERAL ENGLISH (CRICOS: 0101409)

This course runs from beginner to advanced. Students develop the English language and communicative skills needed for social and work situations and daily life activities. Learn basic comprehension, reading and writing skills through to more complex elements such as syntax and grammar. Students typically enroll in 12, 24 or 36 week blocks.

ENGLISH FOR ACADEMIC PURPOSES (EAP) (CRICOS: 0101406)

Applicants with IELTS 5.0 can enrol in this advanced English course that teaches the terminology and language skills needed to be successful at further academic study. Successful completion of this course will give your students direct entry into any TAFE Queensland certificate or diploma with English entry requirement equivalent to academic IELTS 5.5. Applicants with academic IELTS 5.5 can also enrol in EAP2 and exit with an entry requirement equivalent to 6.0.

IELTS PREPARATION (CRICOS: 0101408)

Students can enhance their English language skills before taking the International English Language Testing System (IELTS) examination. Successful completion of this course guarantees students a placement at the specialised TAFE Queensland Gold Coast IELTS Testing Centre, Southport.

CAMBRIDGE PREPARATION FCE AND CAE (CRICOS: 0101407)

The approximate exit level equivalency for this course is IELTS 5.5 for FCE and IELTS 6.0 for CAE. This course will also give students direct entry to any TAFE Queensland certificate or diploma with equivalent English language entry requirements.

ENGLISH LANGUAGE COURSE SCHEDULE:

[Download Timetable Here](#)



English partners

We have partnerships with a range of English language partners who can help enhance your student's English language skills before they commence their formal COURSE at TAFE Queensland.

[Contact our friendly team](#) for details on specific pathway options.



CRICOS NO. 01272A
www.aicol.com.au



CRICOS NO. 02663M
www.brownsenglish.edu.au



CRICOS NO. 02644C
www.elsis.edu.au



CRICOS NO. 03812F
www.ecenglish.com



CRICOS NO. 02137M
www.ilsc.com



CRICOS NO. 02995B
www.impactenglish.edu.au



CRICOS NO. 02894G
www.inforum.com.au



CRICOS NO. 02885G
www.ihbristbane.com.au



CRICOS NO. 02369F
www.kaplaninternational.com/australia



CRICOS NO. 03570G
www.langports.com



CRICOS NO. 02499G
www.lexisenglish.com



CRICOS NO. 02746G
www.qat.qld.edu.au/international



CRICOS NO. 00607B
www.sri.edu.au



CRICOS NO. 01542F
www.shafston.edu



CRICOS NO. 03600G
www.spcgroup.me/



CRICOS NO. 03349B
www.scic.nsw.edu.au



CRICOS NO. 03759G
www.thelanguageacademy.com.au



CRICOS NO. 03378G
www.tiesnq.com.au



CRICOS NO. 02529F
www.uil.edu.au



CRICOS NO. 00080F
www.youstudy.edu.au

University pathways



TAFE QUEENSLAND DEGREES

We have hundreds of further education pathways available to international students through our partnerships with some of Australia's top universities.

Dual award diploma/degree courses combine TAFE and university study - the best of both worlds.

Some of our higher education TAFE Queensland courses are run in partnership with universities and some are TAFE Queensland qualifications.

TAFE Queensland diploma students may get up to a year of credit towards their degree. They skip a year of study and begin their degree in second year. This credit arrangement is sometimes called 'advanced standing'.

UNIVERSITY PARTNERS

TAFE Queensland graduates may be eligible for a credit transfer which can reduce the time it takes to complete their university degree. Many TAFE Queensland diplomas give up to a full year credit. Under this arrangement, your students can start their studies with TAFE Queensland in a diploma level course and move straight into a second year of a bachelor degree at university.

Another added benefit to your students of studying this way is that they can start working straight away using diploma skills while finishing off their degree.

Please download our University Pathway Guide [here](#).



AUSTRALIAN CATHOLIC UNIVERSITY (ACU)
CRICOS NO. 00004G



CQ UNIVERSITY (CQU)
CRICOS NO. 00219C



GRIFFITH UNIVERSITY
CRICOS NO. 00233E



JAMES COOK UNIVERSITY (JCU)
CRICOS NO. 00117J



QUEENSLAND UNIVERSITY OF TECHNOLOGY (QUT)
CRICOS NO. 00213J



SOUTHERN CROSS UNIVERSITY (SCU)
CRICOS NO. 01241G



UNIVERSITY OF CANBERRA (UC)
CRICOS NO. 00212K



UNIVERSITY OF SOUTHERN QUEENSLAND (USQ)
CRICOS NO. 00244B

Note: TAFE Queensland does not "package" diploma with degree courses. Separate applications are required and your agency must be an official representative for both institutions.

International student support services

The International Student Support Advisors can assist students to settle into life and study in Australia at TAFE Queensland by:

- ▶ finding accommodation
- ▶ setting up a bank account in Australia
- ▶ how to use public transport in Queensland
- ▶ dealing with homesickness or culture shock
- ▶ Overseas Student Health Cover or local health services
- ▶ student visa conditions including attendance, academic performance, and employment restrictions.



STUDENT ASSISTANCE LINE

1800 644 044 (after hours and public holidays)

BRISBANE

Location: South Bank, Student Service Centre, C Block
Phone: 07 3244 5633
Email: intss.brisbane@tafeqld.edu.au

SKILLSTECH

Location: Acacia Ridge, Student Service Centre, E Block
Phone: 07 3244 0227
Mobile: 0417 190 713
Email: intss.skillstech@tafeqld.edu.au

SUNSHINE COAST

Location: Mooloolaba, A Block, Room A1.46
Phone: 07 4120 6336
Mobile: 0409 068 027
Email: intss.eastcoast@tafeqld.edu.au

GOLD COAST

Location: Southport, Customer Service
Phone: 07 5581 8897
Email: internationalssupport.goldcoast@tafeqld.edu.au

TOOWOOMBA

Location: Toowoomba, A Block, Library
Phone: 07 4694 1693
Mobile: 0428 188 140
Email: intss.southwest@tafeqld.edu.au

CAIRNS

Location: Cairns, H Block
Phone: 07 4042 2724
Email: intss.north@tafeqld.edu.au



STUDENT HUBS

Students Hubs are a free, welcoming support service for international students in Queensland, providing access to free Wi-Fi, information, support, events and contacts to enhance their study experience.

STATEWIDE: 1800 QSTUDY (1800 778 839)

GOLD COAST: <https://www.goldcoaststudenthub.com>

CAIRNS: <https://www.cairnsstudenthub.com.au>



PART B

Policies, procedures and forms

The ESOS act and national code of practice

The Education Services for Overseas Students (ESOS) Act:

- ▶ is an Australian Government Act that controls the delivery of international education in Australia
- ▶ provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to international students.

These standards govern the protection of international students and the delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The National Code 2018 commenced on 1 January 2018. TAFE Queensland must comply with the National Code to maintain our registration to provide education services to international students.

HOW DOES THIS AFFECT EDUCATION AGENTS?

TAFE Queensland must take all reasonable measures to ensure our education agents have an appropriate knowledge and understanding of the Australian international education industry. Education agents are an important part of the international education sector in Australia. Registered providers must ensure that their education agents act ethically, honestly and in the best interest of international students and uphold the reputation of Australia's international education sector.

Standard 4 of the National Code requires TAFE Queensland to:

- ▶ have a written agreement with each education agent they engage with;
- ▶ enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS);
- ▶ ensure education agents have appropriate knowledge and understanding of the [Australian International Education and Training Agent Code of Ethics](#);
- ▶ ensure education agents act honestly and in good faith;

- ▶ take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and
- ▶ not accept international students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.

The TAFE Queensland Agent Agreement provides specific information on the responsibilities of the education agent and TAFE Queensland to ensure compliance with the requirements in the National Code.

For a summary of new changes to the National Code, please check here

[General Factsheet](#)

For more detailed descriptions of each new Standard, please check here

NATIONAL CODE 2018 FACTSHEETS

[*Standard 1: Marketing information and practices*](#)

[*Standard 2: Recruitment of an overseas student*](#)

[*Standard 3: Formalisation of enrolment and written agreements*](#)

[*Standard 4: Education Agents*](#)

[*Standard 5: Younger overseas students*](#)

[*Standard 6: Overseas student support services*](#)

[*Standard 7: Overseas student transfers*](#)

[*Standard 8: Overseas student visa requirements*](#)

[*Standard 9: Deferring, suspending or cancelling the overseas student's enrolment*](#)

[*Standard 10: Complaints and appeals*](#)

[*Standard 11: Additional requirements*](#)

The National Code 2018 factsheets will continue to be updated to reflect questions from the sector.

The National Code fact sheets are designed to give practical guidance in day to day operations. Please note that compliance will be measured against the requirements of the National Code and the fact sheets.

Entry requirements and Genuine Student Criteria proforma and guidelines

To ensure your students have the best academic success at TAFE Queensland, there is a minimum level of academic and English language proficiency we require before we can accept them in our courses.

In addition to these requirements, there are also a number of conditions that must be met in order for our admissions team to proceed to an Offer and Confirmation of Enrolment (CoE). Many of these are also required to be able to apply for a Student Visa.

As these requirements are subject to changes in Immigration policy and Faculty discretion, we encourage you to talk with our Global Business Partners about your specific market.

A number of factors are taken into account by our admissions team when assessing applications. These mainly focus on Department of Home Affairs country risk assessment levels and genuine temporary entrant (GTE) requirements.

The genuine temporary entrant (GTE) requirement is an integrity measure to ensure that the student visa program is used as intended and not as a way for international students to maintain ongoing residency in Australia.

Our admissions team continually reviews our entry requirements and will take into consideration such factors as:

EDUCATIONAL LEVEL

For example, if an applicant already has a higher qualification (Undergraduate or Postgraduate) they must provide a strong case for wanting to do a lower level qualification such as a Diploma.

CHANGE OF STUDY AREA

For example, if an applicant has completed a 3-4 year Information Technology course and is applying for a Nursing diploma, then they must provide a strong case for this course change.

LATE CHANGE OF CAREER

An applicant's study and work history can be a factor for mature-age applicants who seek to undertake certificate and diploma courses after spending many years in another occupation in their home country. They will need to make a strong case for how their training program will enhance their employment and salary prospects.

RETURN ON INVESTMENT

We know that the cost of international education is a significant investment so admissions staff will consider the likely salary expectations on their return for the applicant versus the cost of coming to Australia for 1-2 years of study. The applicant needs to justify this in their Statement of Purpose (SOP) and should describe their employment prospects and potential earning potential.

STUDY AND EMPLOYMENT GAPS

Depending on nationality, the maximum number of years since an applicant has been out of secondary or tertiary education and/or employment should be no more than 1-2 years. This is called a 'gap' which needs to be explained. Without a reasonable and documented explanation the application will likely not be accepted. A detailed resume (CV) can be used to support this explanation.

GENUINE STUDENT CRITERIA

Guidelines for writing the Genuine Student letter

TAFE Queensland requires applicants to prepare Genuine Student letter and attach with their application.

As a crucial part of your application to TAFE Queensland, the Genuine Student letter plays a significant role. This document will be assessed against the Genuine Student Criteria.

The Genuine Student Criteria encompass the following:

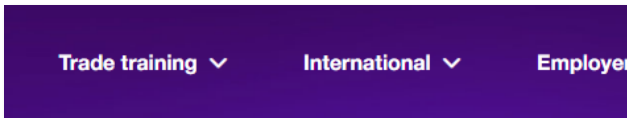
1. Details of your current circumstances, including ties to family, community, employment, and economic circumstances.
2. The reasons to choose your course and why Australia as your study destination.
3. How you will benefit from studying your chosen course.
4. Specifics of your study history in Australia (if any)
5. If you are currently in Australia, holding a visa other than a student visa, you will need to provide reasons for applying for a student visa.
6. Any other relevant information that you would like to provide to assist with your application.

Applicants should treat this task as they would if applying for a job. The Genuine Student letter should be neatly written. This is in part a test of their English writing skills – and should reflect their IELTS results. It should be clear and concise (no more than 300 words). It should show they have done their homework and research. But just as importantly it should be genuine and make their case to be accepted into TAFE Queensland.

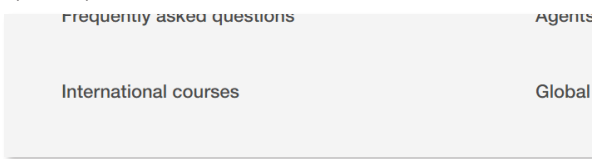
To download your copy of the **Genuine Student letter questions**, please click [here](#) to visit our website. *Note: Onshore applicants must address additional criteria detailing their recent or current studies and must include relevant COEs, visas and academic transcripts.*

Using our website

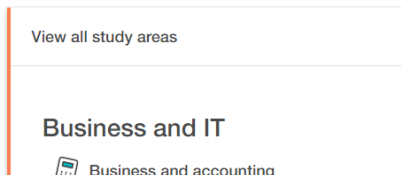
Go to the TAFE Queensland website <https://tafeqld.edu.au>. Make sure to click on the **International tab**:



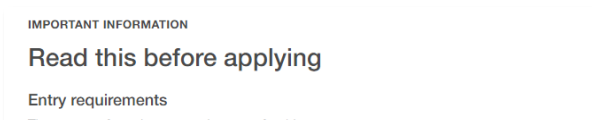
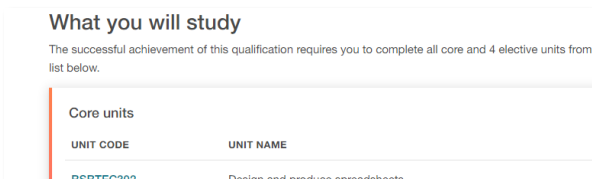
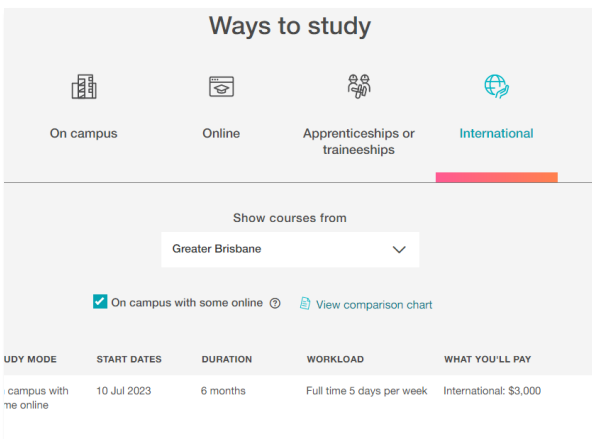
Click on **International Courses** once the dropdown menu opens up:



Select relevant study area:



Once the course page is open, you will be able to Review available campus locations and start dates. Or Investigate course details by subject/units. Or find out more on resources and placements under Important Information:



Price list and course guide

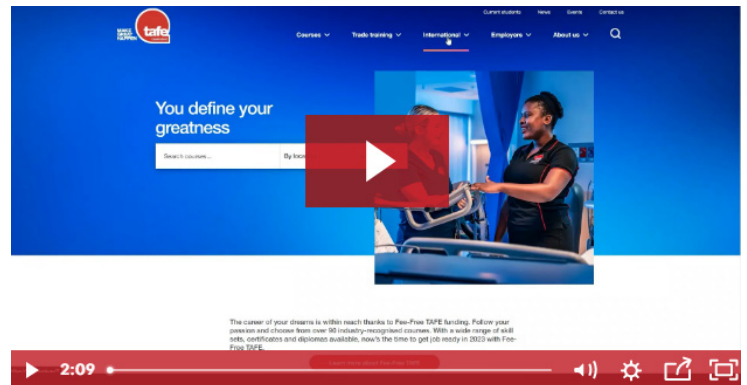
PRICE LIST

Course prices are subject to change without notice, please check the [Price List](#) for the current price.

COURSE GUIDE

Periodically TAFE Queensland will update its international course information. This is available for downloading off our website. Simply click [here](#).

Video demonstration



OUR COURSE PAGE

Click on thumbnail above and watch our short video on how to navigate from home to a course page - and where to find all the important information and downloads.

Application portal Studylink

USING STUDYLINK

Student Applications to TAFE Queensland are submitted through the StudyLink PARTNER PORTAL.

As a current Recruitment Agent for TAFE Queensland you are required to process all applications through the StudyLink portal [here](#). If you already have access to the StudyLink portal, you can use your current login to access TAFE Queensland International from the list of institutions available to you.

STREAMLINING THE APPLICATION PROCESS

StudyLink has so many amazing features that can provide you with a more seamless and efficient process for your TAFE Queensland student applications.

- ▶ Did you know, when you upload a document on StudyLink, the TAFE Queensland Admissions team receive an immediate notification? This is great as it will save you time writing all those emails with attachments and the added bonus – it will also declutter your inbox!
- ▶ Once all required documents are uploaded directly onto the student's file on StudyLink, this will reduce the turnaround time for processing Application/s or CoEs.
- ▶ This streamlines the application process and provides you with a date stamp of your communication. This way, you don't have to spend time searching through all your sent items!
- ▶ The progress of all your student's applications is at your fingertips, all you need to remember is your student's application ID number.

To ensure cyber security and safety, we kindly ask that you avoid emailing student documents directly to our Admissions team. Documents should only be uploaded to StudyLink.

STUDYLINK TRAINING TIPS

To view StudyLink training videos, please click here:

1. <https://www.youtube.com/watch?v=RiZ7MychSvI>
2. <https://www.youtube.com/watch?v=Blr6F-M3aO0&t=5s>
3. <https://www.youtube.com/watch?v=Q6CDKAv4HmQ&t=10s>
4. <https://www.youtube.com/watch?v=yVXNUqW5hzk&t=1s>
5. <https://www.youtube.com/watch?v=bY7BxLjWZJ8>

STUDYLINK SUPPORT

- ▶ [Welcome and dashboard](#)
- ▶ [Start an application](#)
- ▶ [Complete an application](#)
- ▶ [Re-submit a returned application](#)
- ▶ [Sending and receiving messages](#)

For further assistance please email: support@studylink.com



TAFE Queensland application process

DOCUMENT CHECKLIST TOOL

The Department of Home Affairs' Document Checklist Tool is extremely useful. It can be found [here](#).

This tool provides an indication of the evidence that will be required for an application to be submitted.

When you lodge your client's application in ImmiAccount, you will also be provided with a list of documents you should attach. If evidence of English capacity and financial capacity are included on the list at this stage, they must be attached before you lodge your client's application.

If your client intend to do a package of courses, you must select the education provider offering the principal (final) course. Use the drop downs to add your student's nationality and preferred TAFE Queensland campus.

We recommend you lodge your client's student visa applications as early as possible to ensure they can commence their studies on time.

You may refer to the current student visa processing times on the [Australian Department of Home Affairs website](#).

TURNAROUND TIME

To ensure your students receive the best possible service from us, there are some important things that you can do to assist our Admissions team.

- ▶ Provide good quality scanned documents
- ▶ Provide clear, colour copies
- ▶ Make sure to verify the documents. As a TAFE Queensland approved agent you can verify that you have sighted the original document - just write on the copy "This is a true copy of the original documents sighted by me". As certifier you must certify every page of the documentation. Each page should include:
 - ▶ Your signature and name
 - ▶ Provide an address and contact telephone number
 - ▶ Write the date certified
 - ▶ Stamp the copy with your agent stamp or seal (if you have one).

You can also refer to our [Application Checklist](#) to ensure your application sails through quickly and easily.



VIDEO - the perfect application

We have prepared a series of 6 videos as a quick guide on How to Apply?

TAFE Queensland application process

SUPPLY ENGLISH TRANSLATIONS OF DOCUMENTS

Official certified English translations are also required for documents in another language. All pages of submitted supporting documents must be certified. For more information [please click here](#).

ENROLMENT PROCESS

To begin the enrolment process please log on to the online application system [here](#).

Complete the online Application Form on StudyLink, along with the following attachments:

- ▶ Verified Copy of Passport
- ▶ Verified copy of the Academic Transcripts (mark sheets) and/or Award Certificate
- ▶ Verified copy of student's English language qualification or provide details of their English proficiency (if applicable)
- ▶ A brief [Statement of Purpose \(SOP\)](#), is required with every application
- ▶ Financial Supporting Documentation (may be required for some applications)
- ▶ Resume or CV may be required to support application

Please ensure all documents submitted with application are verified, clear and legible.

DID YOU KNOW?

Registered TAFE Queensland recruitment agents can verify international students' documents.

ACADEMIC ENTRY REQUIREMENTS

The entry requirement for most courses with TAFE Queensland is successful completion of either year 10 or 12 with pass marks in English, math and all main academic subjects. Applicants are required to provide certified transcripts. In most cases, subjects such as local language, physical education and elective subjects are not counted towards the overall average by our admissions team.

Entry to Certificate IV, Diploma and Advanced Diploma courses requires a Year 12 qualification or equivalent. The International Baccalaureate® (IB) Diploma Programme (DP) is accepted from all countries.

The following international education achievement levels are equivalent to Year 10 and 12 in Queensland, Australia: international.tafeqld.edu.au/how-to-apply/academic-entry-requirements

ENGLISH LANGUAGE REQUIREMENTS

There is a minimum level of [English language skills that are required](#) to study at TAFE Queensland:

- ▶ Certificate III, Certificate IV, Diploma* and Advanced Diploma: IELTS Academic Overall 5.5 (no individual band less than 5.0)
- ▶ Civil Engineering, Dental & Anesthetic Technology: IELTS 6.0 (no individual band less than 5.5). The Writing band should be no less than 6.0 for Civil Engineering.
- ▶ Nursing: Academic IELTS 7.0 (no individual band less than 7.0) or OET min score B or PTE Academic min score 65 or TOEFL iBT min score 94

*** Please note: Some courses and some passport nationalities may require higher IELTS (Academic) than the minimum of IELTS 5.5 and/or include specific sub-score requirements.**

Please check individual course requirements via the Course page.

TAFE Queensland will also consider applicants whose primary mode of instruction and/ or where previous work and study was conducted in English, providing the application is accompanied by certified documentation with an official letter.

For more information visit our website [here](#).

Student policies



TAFE Queensland is committed to providing the highest quality of service to its students. To help with this, you can find information on [our student policies HERE](#).

THE KEY POLICIES ARE SUMMARIZED BELOW.

CLASS ATTENDANCE

International ELICOS students must maintain a minimum of 80% attendance throughout their studies.

ACADEMIC PROGRESSION

TAFE Queensland monitors the course progress of international students. They must complete all class activities and assignments and pass all requirements of their course. International students identified as being 'at risk' of not successfully completing their course will be supported by an intervention strategy. TAFE Queensland is required to report international students who have breached attendance/course progress requirements as required under the National Code Standard 8.

DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

Deferrals, suspensions, and cancellation of TAFE course enrolment can only occur in very specific circumstances and these are explained in the [International Student Deferral, Suspension and Cancellation of Enrolment Procedure](#).

COURSE COMPLETION

International students must complete their course within the time specified in their Confirmation of Enrolment (CoE). TAFE Queensland will only extend the study duration of courses for international students through the issuing of a new CoE in limited circumstances.

APPLICATION FOR RELEASE

Under the National Code 2018 TAFE Queensland will not enroll a student wishing to transfer from another registered provider before the student has completed six months of their principal course of study, except in special circumstances. Students wishing to apply for release from TAFE Queensland before they have completed six months of their principal course must read the [International Student Transfer between Registered Providers Procedure](#). [The Department of Home Affairs](#) also provides important information about changing courses.

STUDENT APPEALS AND REVIEWS

International students can appeal decisions they think are unfavorable and/or unreasonable; or where TAFE Queensland has advised intention to cancel the international students' enrolment.

STUDENT TERMS AND CONDITIONS OF ENROLMENT

Every international student signs a TAFE Queensland Acceptance of Offer outlining the terms and conditions of enrolments which includes the international student refund policy.

Students under 18

International students who are under 18 years of age and are applying for a student visa are required by the Australian [Department of Home Affairs](#) to have adequate welfare arrangements in place.



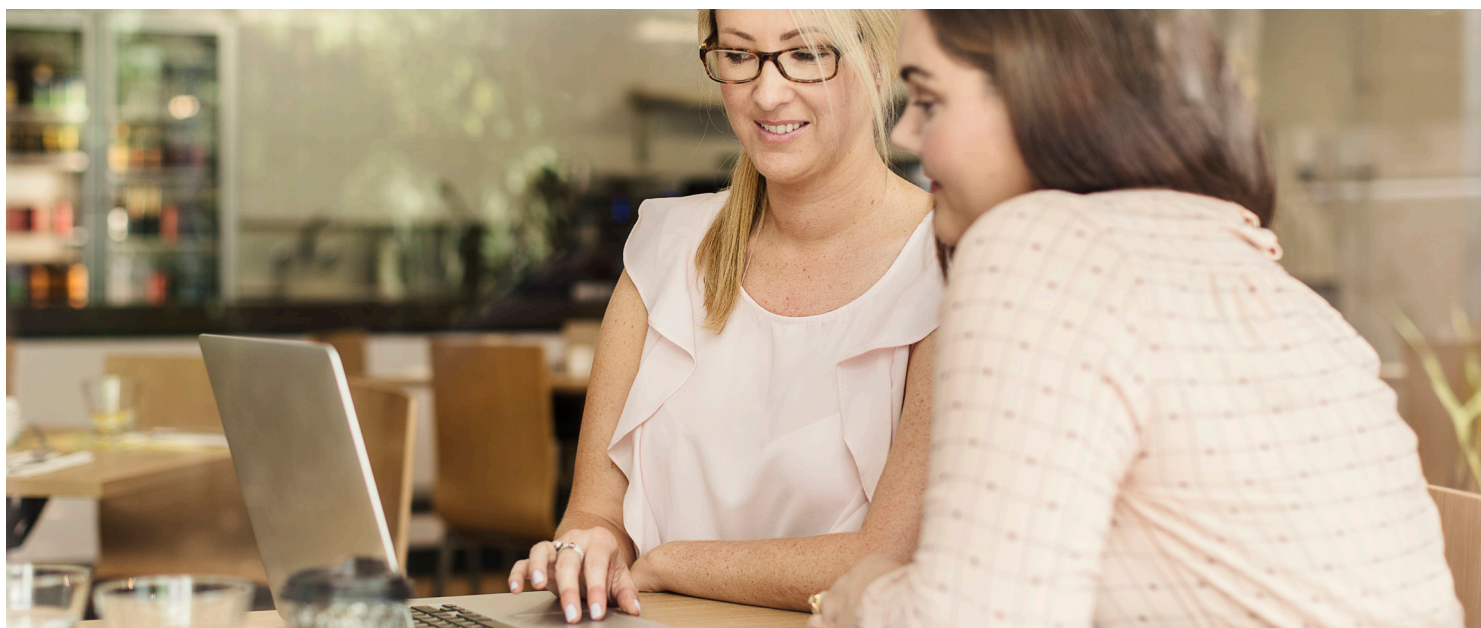
Offer acceptance payment structure

Full Overseas Student Health Cover payment is required at offer acceptance. Balance of fees will be required as specified in the Letter of Offer (listed under future fees and due dates).

STUDY OPTIONS	DEPOSIT ON ACCEPTANCE	ACCEPTANCE FEES EXPLAINED	NEXT FEES DUE
ELICOS Only (General English, IELTS Preparation, EAP or Cambridge)	\$3,000 plus Material Fees	12 weeks Tuition plus Material Fees*	Next Fee due dates are specified in the Letter of Offer (listed under future fees and due dates)
ELICOS (General English, IELTS Preparation, EAP or Cambridge) package with Vocational Education Training (VET) or Higher Education Course (HE)	\$4,000 plus Material Fees	12 weeks Tuition plus Material Fees* + \$1000 VET/HE Deposit (\$1000 from the 1st Semester)	Next Fee due dates are specified in the Letter of Offer (listed under future fees and due dates)
Vocational Education Training (VET) or Higher Education Course (HE)	\$3,000	\$3000 VET/HE Deposit (\$3000 from the 1st Semester)	Next Fee due dates are specified in the Letter of Offer (listed under future fees and due dates)

*1 block of Material Fees: 12 week duration per ELICOS course. Enrolling in more than 1 ELICOS course within 12 weeks duration will require additional material fees.

Enrolment fee may apply for students who apply for ELICOS courses only, please refer to [Student Fee Schedule](#).



TAFE Queensland international key dates

SEMESTER 1 INTAKE JANUARY

STUDENT TYPE	COURSE TYPE	APPLICATION CLOSE DATE
ONSHORE STUDENTS	All courses	All course applications close one week prior to the start of classes
OFFSHORE STUDENTS	VET courses including courses packaged with TAFE Queensland English Language course	1 st week of December, the year prior
	TAFE Queensland English Language course	Application received a minimum 12 weeks prior to start of study to allow time for enrolment and visa processing

You should plan to submit your student's complete international student application well in advance of the application close date.

The Letter of Offer will have an acceptance expiry date stated on it. This is the last date they can return your signed acceptance of offer, make payment, and meet any other conditions as stated on their Letter of Offer.

Applications received after the application close date may be offered a deferral to the next available intake.

There are two different types of international students:

- ▶ An **onshore** student is currently living in Australia with a current visa
- ▶ An **offshore** student is currently living outside of Australia and does not hold a visa.

Whether your student is an onshore or an offshore student affects their application close dates.

SEMESTER 2 INTAKE JULY

STUDENT TYPE	COURSE TYPE	APPLICATION CLOSE DATE
ONSHORE STUDENTS	All courses	All course applications close one week prior to the start of classes
OFFSHORE STUDENTS	VET course including courses packaged with TAFE Queensland English Language course	30 May
	TAFE Queensland English Language course	Application received a minimum 12 weeks prior to start of study to allow time for enrolment and visa processing

*Note: actual close dates may vary slightly each year. Use as a guide only. For up to date semester intake key dates, visit our website [here](#).

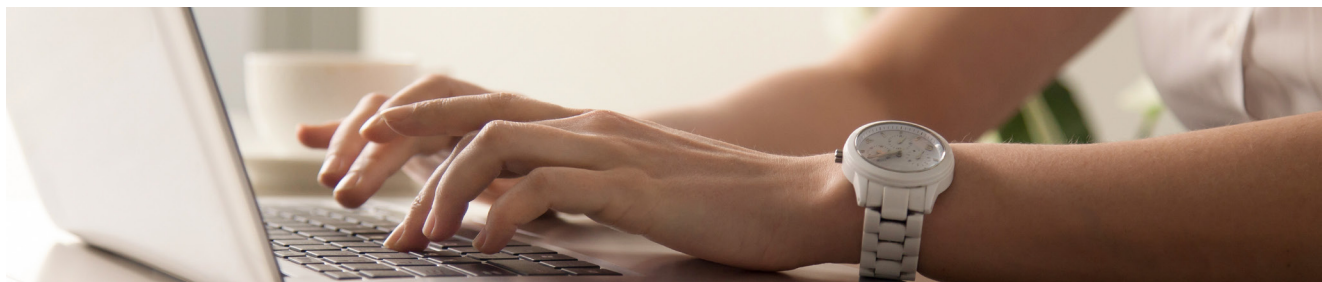


Payment options

NEW STUDENTS - ACCEPTING YOUR LETTER OF OFFER

Before your client's Letter of Offer expires, they will need to pay the tuition fees and Overseas Student Health Cover (OSHC) as stated in their Letter of Offer. Alternatively they can make their own OSHC arrangements for the duration of their visa.

The available payment methods for new international students can be chosen from following TAFE Queensland payment options:



HOW TO PAY VIA **CONVERA**

1. Go to the [Convera website](#).
2. Enter your student information.
3. Enter the Australian dollar amount as listed on your Letter of Offer.
4. Select your preferred payment method — telegraphic transfer or credit card.
5. Convera will transfer your payment in full to TAFE Queensland in Australian dollars.

TELEGRAPHIC TRANSFER

1. Select payment country and currency (due to banking regulations, not all currencies are available — if your home currency isn't offered, you can pay in another currency such as the United States dollar).
2. Enter payer details and print payment instructions.
3. Complete your payment by transferring funds to Convera at your bank or using online banking.

CREDIT CARD

1. Enter card details (Convera accepts MasterCard and Visa credit cards).
2. Select currency.
3. Make a payment.

TAFE Queensland utilizes Convera payment services to process your tuition and associated fees. Please note that Convera does not process payments to, from or involving resident of Iran, North Korea, Cuba and the Crimea, Luhansk and Donetsk provinces of Ukraine. More information about sanctions and potential restrictions payments that can be processed is available through the [Convera Website](#).

HOW TO MAKE A PAYMENT VIA **FLYWIRE**

1. Payments can be made quick, easy and securely via tafeqld.flywire.com
2. Enter the country of origin to initiate your payment booking and click "Next".
3. Follow the instructions provided to send funds to Flywire. For debit/credit card payments, enter your card details online to complete your payment in your home currency. Note: Additional local payment options may be available depending on the country you are paying from.
4. Receive SMS/text and email notifications each step of the way, including a confirmation when your payment has been delivered to TAFE Queensland. You can also create a Flywire account to track your payment online 24x7.

* Click [here](#) to watch a video on how to make your international payment, or [Pay Now with Flywire](#).

Flywire Customer Support

www.flywire.com/support
support@flywire.com
+61 (2) 800 69 729

No matter your time zone, you will have a dedicated multilingual customer support team available to you via live chat, email and phone to answer any of your questions.

Overseas student health cover

Australia has a system of health care cover for international students called Overseas Student Health Cover (OSHC). International students studying in Australia must have health and medical insurance for the length of their Student Visa purchased from an Australian approved provider (Australia has reciprocal health cover arrangements in place with some countries. For detailed information please visit humanservices.gov.au/individuals/services/medicare/reciprocal-health-care-agreements/visitors-australia/medical-care-visitors-australia#a1

Your students can choose to purchase OSHC through any approved providers or TAFE Queensland can organise their OSHC with our preferred partner Bupa. Further information is available on the Bupa [website](#).

Students who purchase Bupa OSHC through TAFE Queensland also get the following benefits:

- ▶ 24/7 Bupa Student Advice Line: general advice and assistance in 150 languages, for a range of situations including medical, home, property inquiries and more.
- ▶ Life Rewards: Retail, Entertainment, Travel and Dining offers as well as Fitness and Wellness offers.
- ▶ myBupa.com.au is Bupa's member self service area, where students can easily manage and understand their Health Insurance online.

Your students must indicate what type of cover they need on the TAFE Queensland application. If they don't, the application will be incomplete and will delay the process.

This insurance covers your students for general medical treatment in Australia. A number of services, including dental, physiotherapy, optometry, podiatry, chiropractic and private hospital services require extra cover from the OSHC provider.

WHAT IS OVERSEAS STUDENT HEALTH COVER?

Overseas Student Health Cover (OSHC) is health insurance that provides cover to contribute towards the costs of:

- ▶ Out of hospital medical treatment
- ▶ In hospital medical treatment
- ▶ Prescription Medicines
- ▶ Emergency ambulance assistance.

WHY DO OVERSEAS STUDENTS NEED OSHC?

The Australian Government through the Department of Home Affairs requires all holders of a Student Visa to maintain OSHC during their stay in Australia.

CONDITION 8501

Maintaining OSHC is a mandatory condition of a Student Visa. Overseas students who do not maintain their OSHC are at risk of having their visas cancelled.

HOW LONG DO STUDENTS NEED OSHC COVER FOR?

It is a visa requirement that from 1 July 2010, students must obtain OSHC for the proposed duration of their student visa. If an overseas student extends the length of their student visa, they must renew their OSHC policy.

HOW DO STUDENTS GET A MEMBERSHIP CARD?

You will be sent your policy information and documents in 24 - 48 hours after processing your Confirmation of Enrolment. Information about your Bupa OSHC cover is available through myBupa.

To view your policy details, you will need to login. If you haven't used myBupa before, please first register to login.

1. You will need to have your Bupa membership number on hand
2. Register for myBupa at my.bupa.com.au/login or download the myBupa app on your phone from the App Store or Google Play.
3. Under the 'I'd like to' section of the home page select 'update my personal details'
4. Select 'Membership Address'
5. Add or update your address and click "Submit" Make sure you have your membership number available before you start. You will need your membership number, your individual email address registered to your policy and date of birth to create your Login Id and Password.

If you need further help, please call Bupa on 134 135.

EARLY ARRIVAL AND OSHC:

Students arriving in Australia more than one month prior to their start of study may not be sufficiently covered for Overseas Student Health Cover (OSHC). In the case of early arrival, students will be required to organise additional OSHC. This will incur an additional cost. If you plan to arrive in Australia earlier, contact [Bupa](#) to adjust your cover.

HOW MUCH DOES OSHC COST?

Price is calculated by the number of months your student will be studying. The cost required for OSHC will be outlined on the student's Letter of Offer.

International student accommodation

TAFE Queensland has arrangements with a number of approved high quality student accommodation service providers to meet different budgets. This includes Homestay, shared accommodation and student apartments. All are within close proximity to our main international campuses.

Students will need to make contact directly with the provider as TAFE Queensland does not organize accommodation.

The accommodation type you choose for your clients will depend on their budget, what type of living arrangement they prefer, and what facilities they want or need.



GREATER BRISBANE

- ▶ [Atira Student Living](#)
- ▶ [Scape](#)
- ▶ [Uniresort](#)
- ▶ [Iglu](#)
- ▶ [Student One](#)
- ▶ [Urbanest](#)
- ▶ [UniLodge](#)
- ▶ [Westella](#)



SUNSHINE COAST

- ▶ [The Village](#)
- ▶ [Uni Central](#)
- ▶ [Varsity Apartments](#)



GOLD COAST

- ▶ [Griffith University Village](#)
- ▶ [University Square](#)
- ▶ [Metro on Central](#)
- ▶ [University Village](#)



FAR NORTH QUEENSLAND

- ▶ [Cairns Sharehouse](#)
- ▶ [Mi Haven Student Living](#)
- ▶ [Cairns Student Lodge](#)
- ▶ [Cairns Kangarooms Student Living](#)



DARLING DOWNS AND SOUTH WEST

- ▶ [Student Village](#)
- ▶ [Uni Villas](#)

Commission information

Specific information pertaining to the payment of Agent Fees and instructions making a claim can be found in your International Agent Agreement. The following information is provided as a general guide only.

To ensure your commission claims are processed in a timely manner, your invoice must:

- (i) be in Australian dollars;
- (ii) include your agency's bank details;
- (iii) include your agency's ABN (if relevant);
- (iv) be a valid "Tax Invoice" as determined by Australia GST law, if registered for Australian GST;
- (v) be presented on your agency's letterhead, containing current address, telephone, or fax, and email details;
- (vi) include the date of the invoice and a reference number;
- (viii) include the details of each student recruited for which an Agent Fee is payable (up to a maximum of 10 students per invoice), including:
 - (A) the student's family name and given names;
 - (B) the student's date of birth;
 - (C) the student's identification number (including the Unique Student Identifier number);
 - (D) Course of study and duration;
 - (E) commencement date of the student's Course;
 - (F) the full-time course fee; and
 - (G) the calculation of Agent Fee, with any applicable GST; and
- (ix) include any other information required by TAFE Queensland and notified to the Agent from time to time.

AUSTRALIAN BUSINESS NUMBER (ABN)

All Australian companies need to quote an Australian Business Number (ABN) on each invoice submitted for payment.

If you do not provide an ABN, the payer, in this case TAFE Queensland may need to withhold an amount from the payment for that supply – this is referred to as 'no ABN withholding'

Certain suppliers/customers are not required to quote an ABN to a payer. In these cases, the Agent can use the form Statement by a supplier to justify the payer not withholding from the payment to the customer (agent). The form is available on the ATO web site.

GST

If your company is based in Australia you must provide a:

- ▶ "Tax Invoice" if you are registered for GST, as this service would attract GST
- ▶ If the company is not registered for GST then the company must submit "Invoice" and cannot charge GST.

If your company is based off shore then you only need to supply an "Invoice" and cannot charge GST.

- ▶ Include your student's name, course details, semester start date, and semester-payable amount (you will find all of this information on the "Offer of place letter")
- ▶ Please indicate method of payment – this is the way your company wishes to receive payment. (for all agents from India SWIFT code and IFSC Code is required). (IBAN code is mandatory for: Europe, some areas in the Middle East, North Africa and the Caribbean)

Where Agent fees are not payable:

- ▶ If student has outstanding balance
- ▶ If student has not commenced the relevant study period
- ▶ For the extension of the course (in respect of any Course fees which relate to repeated modules)
- ▶ Sponsored students (at TAFE Queensland's discretion).
- ▶ No fee will be payable in advance.

Onshore invoice

**Company
LOGO**

Your Company Name AND
Address

Phone:
Email:
ABN:

Web:

Invoice Number	
Invoice Date	
Due Date	
Invoice Currency	AUD
Originating Office	

BILL TO:
TAFE Queensland International
66 Ernest St, South Brisbane
QLD 4001
Australia

Tax Invoice (On shore agents)

Email: Finance.TOI@tafeqld.edu.au

Description	Amount
Student Name: Date of Birth: 10/02/1990 Provider's Student ID Number: xxxxxxxx Study period start date: 23-JAN-23 Course Name: Diploma of Excellence Semester Tuition Fee: 8000.00 Commission Rate: 15% Tuition Currency: AUD	\$ 1,200.00

*Please note: When no GST applies please write "Not Applicable" in the GST row

Amount Total	\$ 1,200.00
GST	\$ 120.00
Invoice Total	AUD \$ 1,320.00

<p>Billing enquiries:</p> <p>EFT Payments [Electronic Funds Transfer]</p>	<p>Agent Accounts Receivable Phone:</p> <p>Agent Email:</p> <p>Remittance should be sent to</p> <p>PAYMENT DETAILS: Account Name: Branch Number (BSB): Account Number: Bank Name: Bank Address:</p>
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Offshore invoice

**Company
LOGO**

Your Company Name AND
Address

Phone:

Email:

ABN:

Web:

Invoice Number	
Invoice Date	
Due Date	
Invoice Currency	AUD
Originating Office	

BILL TO:
TAFE Queensland International
66 Ernest St, South Brisbane
QLD 4001
Australia

Tax Invoice (Offshore agents)

Email: Finance.TOI@tafeqld.edu.au

Description	Amount
Student Name: Seong Kim Date of Birth: 10/02/1990 Provider's Student ID Number: xxxxxxxx Study period start date: 23-JAN-23 Course Name: Diploma of Excellence Semester Tuition Fee: 8000.00 Commission Rate: 15% Tuition Currency: AUD	\$ 1,200.00
Invoice Total	AUD \$ 1,200.00

PAYEE ACCOUNT DETAILS - incorrect information submitted to the Bank will incur a fee		INTERMEDIARY BANK DETAILS - IF REQUIRED	
Account Name		Bank Name	
Account Number		Bank Branch	
Bank Name		City	
Bank Branch		County	
Bank Address		International Bank Code	
International Bank Code	SWIFT:		
(India only)	IFSC:		
(Europe)	IBAN:		

Billing enquiries:
Agent Accounts Receivable Phone:
Agent Email:
Remittance should be sent to

Marketing resources for agents

We have comprehensive marketing and promotional materials such as our brand guideline, logo, Price List, social media assets, ELICOS promotion flyer, and many others for your promotional purposes. You can request for these materials using our [Agent Assets page](#).

Please note that all materials that carry TAFE Queensland logo, images and branding will need to be approved by your TAFE Queensland International Global Business Partner prior to publishing them. Any materials that were published prior to obtaining TAFE Queensland's approval will be asked to be removed with immediate effect.

As part of our brand guidelines, we need to ensure all our images and logos are used along with our CRICOS code.

Some examples of correct usage of our marketing materials as below:

LOGO WITH RTO (REGISTERED TRAINING ORGANISATION), CRICOS (COMMONWEALTH REGISTER OF INSTITUTIONS AND COURSES FOR OVERSEAS STUDENTS) AND IHE PRV (INSTITUTE OF HIGHER EDUCATION) CODES



IMAGES TO BE USED WITH LOGO AND RTO/CRICOS/IHE PRV CODE



Digital contents for promotions

We have prepared these digital contents for you to connect with us from anywhere you are. You can hear the inspiring stories of our international students. Hear from our teachers and industry partners, as well as take a virtual tour of our campuses.



WE ALSO ALLOW DUAL-BRANDING ON OUR MARKETING MATERIALS

TAFE QUEENSLAND

STUDY IN AUSTRALIA'S SUNSHINE STATE



-  **15 study areas** and over 100 internationally recognised courses
-  **Government owned** and operated
-  **100+ pathways** to some of Australia's top universities
-  **Practical training** Industry-relevant
-  **Sunshine 300+** days of the year

+61 7 3244 5100
tafeqld.edu.au/international
TAFE Queensland RTO 0276 | CRICOS 03020E | TEQSA PRV13003




MAKE GREAT HAPPEN



TAFE QUEENSLAND

EXPLORE YOUR PASSION WHILE YOU EXPLORE AUSTRALIA




-  **JOB-FOCUSED TRAINING**
-  **INTERNATIONALLY RECOGNISED**
-  **INDUSTRY ENDORSED**

+61 7 3244 5100
tafeqld.edu.au/international
TAFE Queensland RTO 0276 | CRICOS 03020E | TEQSA PRV13003




MAKE GREAT HAPPEN



In a case of a dual branding material, RTO/CRICOS/IHE PRV codes must be placed under TAFE Queensland contact details, as indicated in our Style Guide mentioned above.

If you require any assistance or to request for dual branding materials, please contact us at international.enquiry@tafeqld.edu.au

TAFE Queensland international contact list

Questions	Answers/Responsible TAFE Queensland Teams
Agency contract renewals Update contact details Changes to ABN and business details Queries relating to contract Replacement certificates	Contract Administration team agents.tqi@tafeqld.edu.au
Discuss study options for potential students Enquiries for certain course entry requirement Pathways to University/New course enquiries/Quota courses updates Requesting for marketing materials Checking special offers (i.e ELICOS promotions), invitation to attend local/offshore exhibitions, requests for agent training sessions, requests to visit TAFE Queensland Region and information sessions	Global Business team international.enquiry@tafeqld.edu.au Ph: +61 7 3244 5100 (option 1)
Admissions related (new applications) Application and Admission procedure (this including **Credit Transfer/RPL Requests/Folio Submission) Letter of offer PRISMS COE - Confirmation of Enrolment Course Changes or Course Deferrals (pre-commenced students only) Termination of Studies/Requests for Refund (pre-commenced students only)	International Admissions team admissions.tqi@tafeqld.edu.au Ph: +61 7 3244 5100 (option 2) ** International Team has no authority to assess RPL/ Credit Transfer applications or folio submissions. However International Admissions staff can contact relevant faculty academic staff and forward such requests to the right people for further assessment.
Commission Payment Sending invoices to claim commissions	International Finance team finance.tqi@tafeqld.edu.au

Current students inquiries
 Course change
 Start of studies deferral and suspension
 Course location change
 Payment and fee related information
 Letters request (completion, attendance, confirmation of studies)
 Update student address and/or contact details
 Withdrawals
 Appeals/Reviews
 Extension to Study
 Visa Changes

International Engagement and Support Team

For all regions
 Phone: +61 7 3244 5100 (option 3)
TQIAssist@tafeqld.edu.au

Current students welfare / pastoral care
 Finding accommodation
 Setting up a bank account in Australia
 How to use public transport in Queensland
 Cultural adjustment
 Overseas Student Health Cover or local health services
 Student visa conditions including attendance, academic performance, and employment restrictions.

International Student Support Advisor

South Bank, Loganlea, Mt Gravatt, Grovely
 Phone: 07 3244 5633
intss.brisbane@tafeqld.edu.au

Mooloolaba, Nambour, Sunshine Coast Health
 institute and Bundaberg
 Phone: 07 4120 6336
 Mobile: 0409 068 027
intss.eastcoast@tafeqld.edu.au

Acacia Ridge, Eagle Farm
 Phone: 07 3244 0227
 Mobile: 0417 190 713
intss.skillstech@tafeqld.edu.au

Ashmore, Coomera, Coomera Marina, Robina
 and Southport
 Phone: 07 5581 8625
 Mobile: +61 466 561 127
internationalsupport.goldcoast@tafeqld.edu.au

Cairns, Townsville, Whitsundays
 Phone: 07 4042 2724
intss.north@tafeqld.edu.au

Toowoomba, Ipswich and Springfield
 Phone: 07 4694 1693
 Mobile: 0428 188 140
intss.southwest@tafeqld.edu.au



Useful links

TAFE Queensland International website:
tafeqld.edu.au/international

homeaffairs.gov.au

This is the official website for the Department of Home Affairs (formerly Department of Immigration and Border Protection / DIBP) with information for students who are considering studying in Australia

studyinaustralia.gov.au

This is the official Australian Government website for international students. Read about studying and living in Australia, watch stories from other students, and learn about Australian education.

studyqueensland.qld.gov.au

This is the Official Queensland Government website for international students. It features sections on studying, working and living in Queensland. It includes student testimonials, videos and Blogs.

eatc.onlinetrainingnow.com/courses/education-agent-training-course

The Education Agent Training Course (EATC) is a free, online, self-paced, industry-recommended course that provides education agents with information about the Australian education system and Australia as a study destination.

The course material is also a resource to help agents remain aware of changes and developments in international education. Australian Education International (AEI) and the Department of Home Affairs provided support in the development of the EATC.

BRISBANE

Acacia Ridge

247 Bradman Street
Acacia Ridge QLD 4110

Eagle Farm

776 Kingsford Smith Drive
Eagle Farm QLD 4009

Grovely

Fitzsimmons Street
Keperra QLD 4054

Ipswich

Corner Mary and Byrne Streets
Bundamba QLD 4054

Loganlea

50-68 Armstrong Road
Meadowbrook QLD 4131

Mt Gravatt

1030 Cavendish Road
Mt Gravatt QLD 4122

South Bank

66 Ernest Street
South Brisbane QLD 4101

Springfield

Education City Drive,
Springfield QLD 4300

DARLING DOWNS & SOUTH WEST

Toowoomba

100 Bridge Street
Toowoomba QLD 4350

FAR NORTH QUEENSLAND

Cairns

Gatton, Newton, Eureka & Wilkinson Streets
Manunda Cairns QLD 4870

GOLD COAST

Ashmore Trade Training Centre

Cnr Heeb Street & Benowa Road
Ashmore QLD 4214

Coomera

198 Foxwell Road
Coomera QLD 4209

Coomera Marine

198 Foxwell Road
Coomera QLD 4209

Robina

94 Laver Dr
Robina Qld 4226

Southport

91–99 Scarborough St
Southport QLD 4215

NORTH

Pimlico

Cnr of Hugh Street & Fulham Road
Pimlico Townsville QLD 4812

Whitsundays

Shute Harbour Road
Cannonvale QLD 4802

WIDE BAY BURNETT

Bundaberg

118 Walker Street
Bundaberg QLD 4670

Hervey Bay

47-95 Urraween Road
Pialba QLD 4655

SUNSHINE COAST

Mooloolaba

34 Lady Musgrave Drive
Mountain Creek QLD 4557

Nambour

91 Windsor Road
Nambour QLD 4560

Sunshine Coast Health Institute

6 Doherty Street
Birtinya QLD 4575

+61 7 3244 5100

international.enquiry@tafeqld.edu.au

tafeqld.edu.au/international

TAFE Queensland RTO 0275 | CRICOS 03020E | IHE PRV13003

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