

INTERNATIONAL Education Agent's Handbook



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Introduction

International Education Agents play an important role in supporting the marketing and recruitment activities of Sheldon College.

Sheldon College values the work of its agents and is committed to providing training, support and assistance to ensure successful outcomes for all. International Education Agents are often the first point of contact for prospective international students and their parents, providing valuable information and advice. By representing the College with integrity and accuracy, agents ensure that prospective students and their parents are well informed about our College and studying in Australia. The purpose of this Handbook is to provide Agents with information and guidance to assist them in carrying out the obligations detailed in the International Education Agent Agreement. It also provides important information about the College, student admissions, enrolment and support services. The Handbook is to be read in conjunction with the signed International Education Agent Agreement.



Love Laughter Learning

OUR MOTTO

.....





1

Administration

2

Wonderland Early Learning Centre

3

Kindergarten

4

Preparatory

5

Outside of Hours College Care (Our Place)

6

Junior College

7

Junior College Learning Centre: Modern library and resource centre for Junior students

8

Middle College

9

Senior College

10

Senior College Learning Centre: Modern library and resource centre for Senior students

11

Learning and Innovation for a New Queensland (LINQ) Precinct: 140 seat Theatre, Enterprise Centre (focussing on business entrepreneurialism), dedicated STEAM inspired space including Virtual Reality workspace, CAD and Engineering Lab, Prototyping and Robotics Labs, and industry-standard Media Production facilities

12

ArtScapes: Mixed Reality, Digital and Visual Art Facility

13

Science Laboratories

14

Percussion Rehearsal Studio

15 Performing Arts and Music facilities including Sound Room and Theatre

16 Pavilion and Cafe 97: quality on-site catering

17 Sheldon Retail: Full-service uniform and stationery shop, alterations, embroidery and dry cleaning services

18 Calgym Fitness Centre and Indoor Sports Centre

19 Aquatic Centre: 25m heated 8 lane swimming pool

20 Athletic Track: IAAF certified 8 lane tartan athletics track

21 Lakeside Function Area

22 Cross Country Course (2km)

23 Soccer Fields

24 Cricket Nets: 4 first-class synthetic turf cricket nets

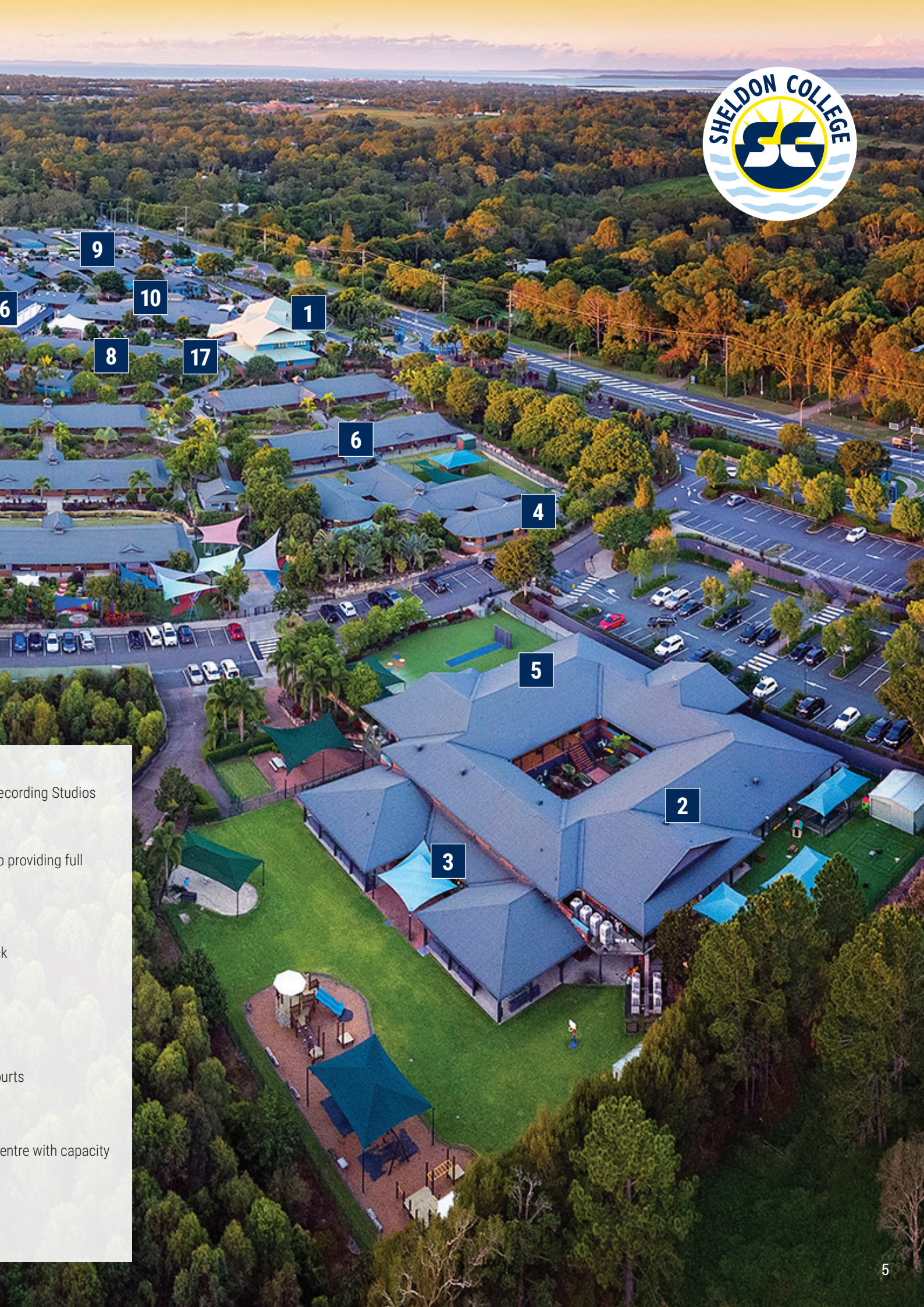
25 Tennis Courts: 6 world-class LED floodlit hard tennis courts

26 Basketball/Netball Courts

27 Learn to Swim Centre: 15m x 16m heated indoor pool

28 Sheldon Event Centre: \$18 Million multipurpose event centre for 2,000 people

29 The Kiosk



Recording Studios

o providing full

k

courts

entre with capacity



Key Marketing Messages for Parents

Sheldon College International Education Program is a boutique Educational Program that provides an opportunity for visiting international students to be welcomed into the Sheldon College family and engage with a world class educational institution.

Sheldon College warmly welcomes international students to visit and engage in a suite of Educational Programs and unique program offerings. Our warm welcome, personalised service and respectful relationships between international students, educators, and parents is our point of difference in creating a safe, nurturing environment built on the philosophy of Love, Laughter and Learning.

Sheldon College is a non-denominational, co-educational, independent school with strong values, principles and ethics which are an integral part of our College ethos. Studying at our College can provide access to exceptional educational opportunities within a supportive environment.

Our College campus is located on 56 acres in a semi-rural setting in Sheldon. The College was established in 1997 and is committed to providing a quality education for all students in a safe, secure, learning environment which is characterised by high standards for both staff and students in the areas of dress and appearance, behaviour and individual scholarship and work habits.

The College is organised into 4 sub-colleges:

- Early Learning (Kindergarten and Preparatory - Ages 3 to 5)
- Junior College (Years 1 to 4)
- Middle College (Years 5 to 8)
- Senior College (Years 9 to 12)



College Quick Facts

Year Established	1997
School Type	Co-educational Combined P-12 Non-denominational
CRICOS Provider Code	02177C
CRICOS Registered Courses	Primary Year Levels P-6 : CRICOS Course Code 087900M Secondary Junior Year Levels 7-10 : CRICOS Course Code 087901K Secondary Senior Year Levels 11-12: CRICOS Course Code 038368K
Min. and max. ages of students accepted	Youngest age of students accepted is: 5 years (in Preparatory) Oldest age of students accepted: less than 20 before commencing Year 12
Accommodation Options approved by Sheldon College	Homestay Live with Parent Live with Relative approved by Department of Home Affairs
Size of School	1477
Location Description	Our College campus is located on 56 acres in a semi-rural setting on the outskirts of Brisbane, Queensland
Specialist Offerings	<ul style="list-style-type: none"> • Gifted and Talented Program • Australian School of The Arts (ASTA) • Tennis Academy • Swimming Academy
CRICOS Registered International student capacity	50
Information re ELICOS (if required by student)	Sheldon College has a Memorandum of Understanding (MOU) with Browns English Language School and Union Institute of Language for students entering Sheldon College who require ELICOS
Information re ESL Support (if required by student)	International students are offered academic support in the form of ESL and subject specific tutorials held before or after school. All ESL lessons are taught by qualified and experienced ESL teachers
International Programs / Enrolments for which Commission is payable (details in Agency Agreement)	Long Term Full Fee-Paying Students (500 visa for schools sector) Study Tours (Commission not included, but can be added to school quote for program)
Access / distance from nearest international airport and airport transfers	Airport transfers can be arranged on request. Brisbane International airport is 31km (30 minutes by car) from the College campus
Links with / Programs in partnership with Universities	<ul style="list-style-type: none"> • QUT Creative Industries – Fashion • QUT Start • Griffith GUESTS • UQ Enhanced Studies Program • TAFE Queensland • Local businesses through traineeships
Partnerships with other Providers	ELICOS through Union Institute of Language, Browns English Language School for a full high school preparation program
OSHC Information	Students applying for a student visa will need to arrange OSHC for the duration of their visa. Please see more information at: https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Enrolment Application

General Information

Sheldon College conducts its enrolment of international students in an ethical and responsible manner, consistent with the requirements of The National Code. Enrolment applications may be lodged at any time and for any year level but placement will be subject to availability. However, the best time for lodgement is 6 to 12 months prior to the intended commencement date.

NB: It is our preference that international students complete Year 10 on campus before commencing Years 11 and 12. There are some exceptions to this if a student is transferring from another Australian high school.

Enquiries for Enrolment

Mrs Denita Bird - International Education Program Manager - Email: international@sheldoncollege.com, Phone: (07) 3206 5528.

Please enquire first via phone call or email to ask if an enrolment application can be considered for a potential student; including the information required during each step in the process (see below). At this point, if not already provided, further information may be sought regarding year level, entry year, accommodation arrangements and English proficiency level. Each year an updated School Prospectus, pre-enrolment collateral and the International Schedule of Fees is sent to all Sheldon College International Education Agents.

Enrolment Process

Step 1:

The following is submitted to the school by the student and their parent(s)/legal guardian(s):

- Completed International Application Form.
- Copies of the student's academic record for the past two (2) years (in English).
- Copy of the student's passport.
- Acceptable evidence of English language proficiency (e.g. AEAS, IELTS).
- Non-refundable Registration Fee.

An application for enrolment can only be processed when all of the above documents have been submitted to the school. Applications from International students are processed according to established policy and procedures and are dealt with on their merits.

Step 2:

Where logistically possible, the student is interviewed face-to-face by the International Education Program Manager; otherwise this could be done via Zoom. The purpose of this interview is to converse with the student in English to further assess their proficiency level and suitability for study at Sheldon College. If they are onshore a College tour will also be arranged.

NB: Agents must ensure that any preparation for the interview takes place prior to the interview date. The agent cannot coach the student during the interview as this will not give the interviewer an accurate assessment of the student's English level and general capability.

Step 3:

If the interview is successful, the school will notify the student if they can be accepted for Direct Entry or will be required to undertake an ELICOS Course or a High School Preparation Program (HSPP) prior to beginning mainstream studies. If an ELICOS Course or HSPP is required, evidence of enrolment must be provided to the school.

Step 4:

Once an application has been accepted the student will be issued:

- A letter of offer outlining fees payable upfront, accommodation, entry requirements and course details.
- An Acceptance of Enrolment/Written Agreement to be signed by the student and parent/s.
- International Student Handbook outlining relevant policies around refund, welfare and accommodation, course attendance and progress, visa requirements for enrolment as an international student and privacy.
- BYOD program information.
- Acceptable computer usage agreement.

Step 5:

The parent(s) / legal guardian(s) and the student sign and return the Written Agreement with confirmation of fees quoted in the letter of offer.

NB: The agent cannot sign documents nor make fee payments on behalf of the student or their parent(s)/ legal guardian(s).

Step 6:

Sheldon College will issue a Confirmation of Enrolment (CoE) on receipt of a signed Written Agreement and fees payable. Please advise the school of payment transaction details / how / when payment of fees is being made.

Step 7:

Student applies for the student visa and notifies the school when it is granted.

Step 8:

If applicable, student submits a Homestay Application Form and is matched with an appropriate family.

Step 9:

If the student is undertaking an ELICOS course or a HSPP prior to commencing at Sheldon College then an integration day will be organised so that the student is able to attend some classes with their assigned buddy; organise school resources such as uniforms, text books; and discuss any subject selection queries.

Step 10:

Student arrives to commence study at Sheldon College. Orientation and commencement of classes.



Student Arrival and Orientation

Arrival

If travelling unaccompanied, or arriving in Australia for the first time, students should be aware of Australian immigration processes as outlined at:

- <https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border>
- <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>
- <https://www.abf.gov.au/entering-and-leaving-australia/smartgates/overview>

Sheldon College will arrange airport pick up for the student. After clearing customs, the student should meet their driver arranged by Sheldon College.

Orientation

Sheldon College will provide an orientation for students on arrival. This includes information about:

- Emergency contact numbers
- Key members of staff
- Co-curricular activities
- School timetable and routines
- Transport services
- Local community
- Support services available to the student
- School facilities and resources
- Information about how to report / seek assistance for actual or alleged sexual, physical or other abuse, or an incident that significantly impacts on the student's wellbeing
- Information on personal safety and security
- Legal services if needed
- Emergency and health services
- Complaints and Appeals processes
- Visa conditions relating to course progress, attendance and duration
- Overseas Student Health Cover
- Information about accommodation and the requirement to stay in school approved accommodation arrangements

The homestay family approved by Sheldon College will arrange for or assist the student to do the following after the arrival, as necessary:

- Contact parents to confirm safe arrival
- Open a bank account
- Connect to a mobile phone service
- Understand how to use public transport (depending on age)
- Shop for any personal items

Student Services and Support

Emergency Contacts for Parents and Agents

If you, or a parent, needs to contact Sheldon College urgently with regard to a student, please contact:

During School Hours

8am – 4pm Monday-Friday (AEST)

Denita Bird - International Education Program Manager

Rebecca Anthony - International Education Program Coordinator

Email: international@sheldoncollege.com

Phone: (07) 3206 5528

Outside School Hours * (*emergencies only)

Denita Bird - International Education Program Manager

Email: d.bird@sheldoncollege.com

Phone: +61 407 177 814

CONTACT DETAILS, PROGRESS REPORTS AND COMMUNICATIONS WITH PARENTS

Contact Details

Sheldon College is required to maintain current contact details of all students and parents. This includes current residential address, mobile number (if any) and email address (if any).

This includes details of who to contact in emergency situations.

Students must advise Sheldon College of any changes to these details within seven days while in Australia and enrolled at Sheldon College.

Every six months, Sheldon College is required to confirm with students and parents that their contact details are up to date.

Progress Reports

Sheldon College expects all students to work hard at their studies, to take part in school activities, including co-curricular activities, and for parents to have an active interest in the progress made by their child.

For this reason, Sheldon College will regularly communicate with parents via School reports.

School Progress Reports are emailed to parents.

A copy will be provided to you for discussion with parents.

After receiving copies of student reports, please confirm by email / fax that parents have been contacted with regard to reports, and that the school has been informed of any feedback or concerns.

Communications with Parents

Sheldon College will also wish to communicate with parents on other matters from time to time. In some cases, communications will be directly with parents in other cases, copies of school communications to parents will be cc'd to you, particularly if follow up of some kind is required.

Examples of communications with parents might include:

- Emergency situations
- School newsletters and updates
- Student progress and welfare reports
- Contact to confirm travel arrangements
- Contact if Sheldon College has concerns about the student's health, welfare, attendance, academic progress or conduct
- Contact to confirm permission for the student to engage in school or outside school activities

Your assistance in keeping communications flowing smoothly between Sheldon College and parents will be greatly appreciated.

Student Services

Sheldon College provides the following assistance to students. Please encourage students to ask the International Education Program Manager if they are not sure where to go to for information about these services if there is a need at any time:

COUNSELLING SERVICES

Academic Counselling

- Any problems with studies, including understanding subject content or assessment requirements, time management, classroom practices.
- Subject selection.

Personal Counselling

- Any personal problems, including difficulties in adjusting to a new environment.
- Physical or mental health issues.
- Communications strategies.

Careers Counselling

All students are offered advice and information about careers planning, further studies or study pathways during their studies in Years 10-12.

Accommodation and Welfare

Sheldon College's Accommodation Policy allows the following options:

- Homestay.
- Living with a parent.
- Living with a relative (approved by Immigration).

Sheldon College will issue a CAAW or Welfare Letter for students living with a homestay family.

Sheldon College will not issue a CAAW or Welfare Letter for students living with a parent or relative.

Any concerns or questions about the student's accommodation or welfare should be made in school hours and addressed to:

Denita Bird



Email: international@sheldoncollege.com

International Education Program Manager

Phone: (07) 3206 5528

Arrangements to visit a student living in accommodation approved by Sheldon College should always be made in advance by contacting:

Denita Bird



Email: international@sheldoncollege.com

International Education Program Manager

Phone: (07) 3206 5528

Support and Intervention Processes

Sheldon College will arrange additional assistance for students to help them successfully complete their studies if this is necessary. This may take the form of:

- Homework classes or tutorials after school.
- Changing timetabling or subjects to allow for greater ESL or subject related support.
- Creating a time management and study plan.
- 1:1 teacher interviews to discuss assessment requirements, etc.

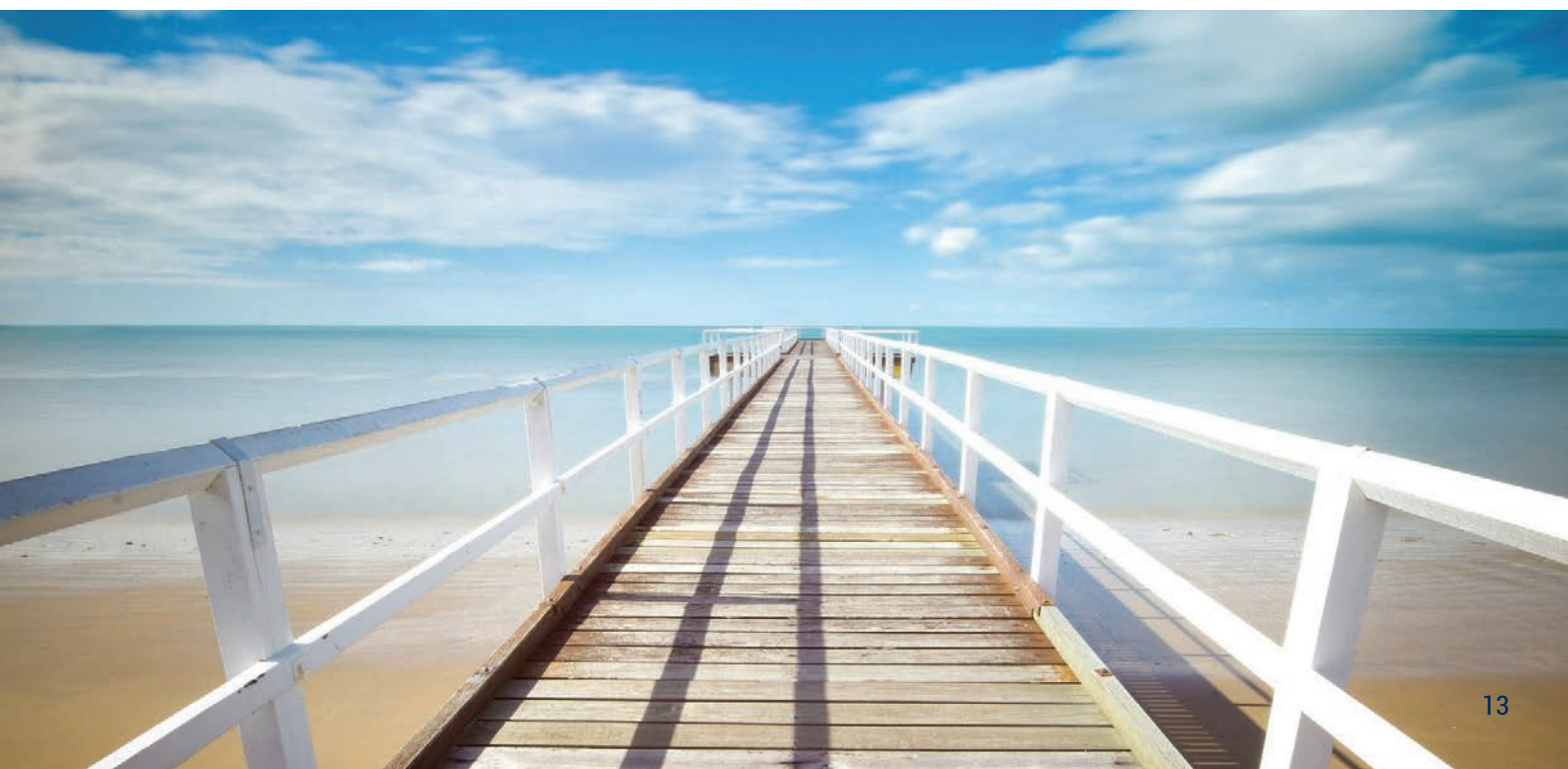
Under Standard 8 of the 2018 National Code of Practice, Sheldon College may need to counsel students and prepare individual strategies to improve attendance or course progress.

If Sheldon College needs to implement strategies for monitoring attendance and / or improving course progress under this Standard, parents will be contacted and kept informed.

If a student's attendance or course progress does not improve to the required levels after intervention, Sheldon College is required to report the student to Immigration (Department of Home Affairs) for failure to meet Visa conditions.

Sheldon College's attendance and course progress requirements are available at:

<http://sheldoncollege.com/International-Student-Handbook>



Compliance with ESOS and 2018 National Code of Practice

2018 National Code of Practice

[The National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) came into effect on 1 January 2018.

As an agent engaged by Sheldon College, you (and your staff or any sub-agents connected to your agency) are expected to be familiar with all requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and to understand the implications of these requirements in your interactions with intending and current students and their parents.

Standard 4 of the 2018 National Code specifically relates to Education Agents.

The requirements of Standard 4 are:

- 4.1 The registered provider must enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.
- 4.2 The written agreement must outline:
 - 4.2.1 The responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
 - 4.2.2 The registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
 - 4.2.3 The registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
 - 4.2.4 The corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
 - 4.2.5 The registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
 - 4.2.6 The circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.
- 4.3 A registered provider must require its education agent to:
 - 4.3.1 Declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider.
 - 4.3.2 Observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students.
 - 4.3.3 Act honestly and in good faith, and in the best interests of the student.
 - 4.3.4 Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
- 4.4 Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.
- 4.5 Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- 4.6 The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:
 - 4.6.1 Providing migration advice, unless that education agent is authorised to do so under the Migration Act.

- 4.6.2 Engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
- 4.6.3 Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
- 4.6.4 Using PRISMS to create CoEs for other than bona fide students.

Sheldon College's agency agreement has been updated to reflect the new requirements of the 2018 National Code. A copy of this agreement is on page 18.

PRISMS

Under Standard 4.1, Sheldon College is required to enter and maintain your details in the Australian Government's Provider Registration and International Student Management System (PRISMS). Please see the following for more details:

INTERNATIONAL EDUCATION AGENTS DATA PROJECT

Fields for agent details in PRISMS are:

- o MARA/Overseas Education Agent ID
- o Business Name (mandatory)
- o Given Name 1
- o Given Name 2
- o Family Name (mandatory)
- o Date of Birth
- o Email Address
- o Business Phone/Residential Phone/Mobile (At least one is mandatory)
- o Address (mandatory when agent record is first created)

Please ensure you advise Sheldon College if any of these contact details change.



Marketing Information and Monitoring Process

Under Standard 4.2.3 Sheldon College is required to have in place processes for monitoring the activities of agents engaged and ensuring the agent is giving students up-to-date information on Sheldon College's services.

MARKETING INFORMATION

Sheldon College provides the following information for recruitment of overseas students:

- International webpages: www.sheldoncollege.com/international
- International Education Program Prospectus
- International Student Handbook
- College Brochure / Prospectus
- Co-Curricular Brochure
- Fees Schedule (An updated Fees Schedule will be provided each year in December)
- Celebration of Excellence Report from the previous year

New copies of marketing materials will be provided when updates are made. It is important to only use the latest versions of school marketing materials, either in hard copy or electronically.

To request extra copies or updated versions of marketing materials please contact: international@sheldoncollege.com.

PROMOTIONAL IMAGES AND TESTIMONIALS

All text and images used by Agents in their promotional material must be approved by Sheldon College prior to its use.



MONITORING PROCESSES

As well as having regular communications with Sheldon College about recruitment of students and on-going support of students enrolled, you are asked to provide a half yearly record of applications lodged and enquiries followed up.

Please note under Standard 4, Sheldon College is required to take certain actions if improper conduct on behalf of the Agent or an Agency staff member is suspected. Details of such actions are outlined in the agency agreement.

Compliance Resources

Resources to assist you understand the requirements of the Australian Education Services for Overseas Students (ESOS) regulatory framework include:

- Australian Government Department of Education and Training [ESOS framework web page](#). This page includes links to:
 - [The ESOS legislative framework](#)
 - [National Code 2018 Implementation](#)
 - [National Code 2018 Fact Sheets](#)
 - [International Education Agents Data Project](#)
 - [International Student Fact Sheet](#)
- [Australian International Education and Training Agent Code of Ethics](#)
- [Department of Home Affairs \(including the former Department of Immigration and Border Protection\) Studying in Australia web page](#)
- [Education Agents' Training Course \(EATC\)](#)

In addition, if you have any questions about compliance requirements with regard to recruitment or enrolment of students for Sheldon College, please contact:

Sheldon College International, international@sheldoncollege.com, (07) 3206 5528





AGENT DETAILS

Agent Name	
Company Name	
Year	

BACKGROUND

The purpose of this document is to formalise the agreement for the Agent to represent Sheldon College for the purpose of the recruitment of suitable students to study at Sheldon College.

Under the Education Services for Overseas Students Act 2000 (ESOS Act) providers of education to overseas students are required to meet certain standards as are any education agents with whom the provider has entered into an agency agreement.

The term of this agreement is one year from the date of the agreement.

For the purpose of this agreement, where a student or prospective student is under 18 years of age, the term 'student' is understood to include the parent(s)/legal guardians of the student or prospective student.

RESPONSIBILITIES OF THE AGENT

Under this Agreement the Agent must:

- Promote Sheldon College and its courses
- Recruit and assist in the recruitment of prospective students to undertake courses at Sheldon College in accordance with the policies of Sheldon College
- Provide prospective students with any necessary information required under the ESOS Act including information about the courses, facilities and services of Sheldon College
- Assist in completing and submitting application forms to Sheldon College
- Provide the school with up to date agency details required under ESOS legislation for publishing on the College website and entering into PRISMS:
 - Agency Name
 - Name of principal agent
 - Legal entity
 - Street address(es)
 - Website address (if applicable)
 - Name(s), email addresses and phone numbers of key agency contact(s)

In performing these services, the Agent must:

- Promote Sheldon College with integrity and accuracy and recruit prospective students in an honest and ethical manner
- Observe appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students
- Act honestly and in good faith, and in the best interests of the student
- Inform prospective students accurately about the requirements of Sheldon College using only up to date material provided or approved by the school
- Take reasonable steps to confirm the accuracy of information provided by prospective students in the application
- Ensure that only signed and completed applications are submitted to Sheldon College
- Ensure that supporting documentation accompanies each application and acceptance of offer documents
- Provide any offer documents received from Sheldon College to the prospective student within 24 hours of receiving the offer documents
- Only undertake promotional and marketing activities involving Sheldon College that have been approved by Sheldon College

As per the requirements of the ESOS Act, the Agent must not engage in dishonest practices, including:

- Recruiting or attempting to recruit a student currently studying with another Australian education provider
- Suggesting that a student come to Australia on a student visa for any reason other than for full time study
- Facilitate the enrolment of students who the Agent believes will not comply with the conditions of their student visa
- Provide prospective students with immigration advice unless the agent is a separately registered migration agent (Migration Act 1958)

In addition to the above, the Agent must not:

- Engage in false or misleading advertising or recruitment practices including misleading comparisons with any other education provider or their courses or inaccurate claims regarding any association between Sheldon College and any other education provider
- Facilitate applications by students who do not meet the visa criteria or make any guarantees about the likelihood of obtaining a student visa
- Give false or misleading information relating to course fees payable or acceptance into a course
- Receive or bank course fees payable to Sheldon College by a prospective student or deduct any fees from the amount payable by the student to Sheldon College
- Commit Sheldon College to accept any prospective student into a course
- Use or access PRISMS without the prior written consent of Sheldon College
- Recruit or attempt to recruit a prospective student who the agent knows to have engaged the services of another representative of Sheldon College
- Sign or encourage others to sign official documents, such as the application form, on behalf of the prospective student unless the student is under 18 years of age and that person is the prospective student's parent(s)/ legal guardian
- Submit an application to Sheldon College on behalf of a student if the Agent is aware the prospective student has applied to other education providers, without also advising Sheldon College of this circumstance
- Submit an application to Sheldon College on behalf of a student if the Agent is aware the prospective student has been rejected by an education provider for a similar course, without also advising Sheldon College of this circumstance

The Agent must ensure that all staff of the Agent and any sub-contractors of the Agent have appropriate knowledge and understanding of the international education system in Australia, including the [Australian International Education Agent Code of Ethics \(ACE\)](#).

Unless Sheldon College agrees otherwise in writing, the cost of advertising and promotional activities undertaken by the Agent will be borne by the Agent.

RESPONSIBILITIES OF SHELDON COLLEGE

Sheldon College is responsible at all times for compliance with the ESOS Act and the National Code 2018.

Sheldon College must:

- Give the Agent sufficient information to enable the Agent to undertake its services, including information regarding the requirements of the ESOS Act
- Give the agent up-to-date and accurate marketing materials and ensure the agent provides this material to students
- Assess completed applications from prospective students within a reasonable time of receipt
- Pay any fees within the agreed timeframe

Sheldon College is not required to accept any prospective student referred by the Agent.

PRIVACY STATEMENT

You agree to your personal information being:

- Recorded in the Provider Registration and International Student Management System (PRISMS). This may include your name, business email address, phone number and address
- Accessed by the Australian Government Department of Education and Training, Department of Immigration and Border Protection and other Commonwealth agencies that access PRISMS
- Used to administer or monitor compliance with Commonwealth legislation e.g. Education Services for Overseas Students Act 2000, Migration Act 1958
- Disclosed by the Commonwealth Department of Education and Training to other Australian Government entities (including, but not limited to ASQA and TEQSA), education institutions and publicly. The Australian Government Department of Education and Training will share individual agents' performance publicly as aggregated data (but will not identify agent-provider relationships). Agent-provider relationships will only be identified when data is shared with education providers and other Australian Government entities

CONFIDENTIALITY

The Agent must keep confidential:

- All information provided by Sheldon College other than that which is needed to perform the Services in accordance with this agreement
- The terms of this Agreement

AGENT'S FEES

Program Definitions

Study Tour – Short-term group program, 1-8 weeks duration. Student visa not required.

Study Abroad - Short Stay - Immersion program for individual students who are on campus for 2-12 weeks. Student visa not required.

Study Abroad - Long Stay – Immersion program for individual students who are enrolled for 3-12 months. Student visa required.

Long-term Enrolments – Individual students who intend to study at Sheldon College for more than 1 school year. Student visa required.

Agent commission is paid by Sheldon College to an Appointed Agent who is responsible for **first introducing** a student to the College. This extends to long-term enrolments and Study Abroad students. There will be no commission paid for Study Tours. These are costed nett to the Agent, who is expected to add his/her own margin before marketing the product.

Sheldon College agrees to pay the Agent's fee issued on a valid invoice for each student who:

- is recruited by the Agent
- is enrolled in a course
- has paid the course fee to Sheldon College
- has commenced the course

For the purposes of this Agreement, the Agent is regarded as having recruited the student under this agreement if the Agent submits the student's application for enrolment and that application also bears the agent's name. An Agent's fee is not paid where a prospective student applies directly to Sheldon College. No Agent's fee is payable unless the Agent has submitted an invoice in a form approved by Sheldon College.

Sheldon College agrees to pay a commission of 15% of the first year's tuition fees only for long-term enrolments that have satisfied the above conditions. As fees will be charged across 4 terms in the first year, the commission will also be apportioned equally across these 4 terms.

Sheldon College agrees to pay a commission of 10% of the tuition fees only for Study Abroad - Long Stay students. As these fees will be charged per term, the commission will also be apportioned in line with how fees are charged during the enrolment period.

Sheldon College agrees to pay a commission of 10% of the tuition fees only for Study Abroad – Short Stay students. As these fees will be charged upfront, all commission will be paid in one instalment.

Sheldon College agrees to pay the fees payable under this clause within 30 days of receipt of a valid invoice from the Agent.

ASSIGNMENT AND SUB-CONTRACTING

- The Agent must not assign this Agreement or any right under this Agreement without the prior consent of Sheldon College
- Apart from sub-contractors listed in this Agreement, the Agent must not sub-contract to any person the performance of any of its obligations under this Agreement without the prior consent of Sheldon College
- Despite any sub-contract, the Agent remains liable for performing its obligations under this Agreement

MONITORING OF AGENT'S ACTIVITIES

The Agent must participate in a range of activities to review the performance of the Agent. These activities may include but are not limited to:

- A regular review of the Agent's performance, to be undertaken at least every six months at the discretion of Sheldon College including a record of inquiries and outcomes
- Spot checks to be undertaken by representatives of Sheldon College both at the agent's premises and at promotional events
- A yearly survey of parents of students and students recruited by the Agent regarding the accuracy, usefulness and comprehensiveness of the information received from the Agent
- Accessing PRISMS Agent Performance Reports (The Australian Government Department of Education and Training's review and publication of PRISMS data on student outcomes associated with international education agents)

CORRECTIVE ACTION

If at any point during the term of this Agreement, Sheldon College believes or reasonably suspects that the Agent is negligent, careless or incompetent, or is engaged in false misleading or unethical advertising or recruitment practices, the Agreement may be terminated.

Alternatively, Sheldon College may decide at its discretion to engage in corrective action with the Agent. These activities may include but are not limited to:

- On-shore or online training for the Agent
- Requiring the Agent to complete an on-line Agent Training Course.

TERMINATING THIS AGREEMENT

Either party may terminate this Agreement at any time by giving the other party 30 days' notice in writing.

If the Agent breaches any part of this Agreement, Sheldon College may terminate the Agreement at any time and with immediate effect by giving written notice to the agent.

If the Agent breaches any part of this agreement Sheldon College will terminate the Agreement with immediate effect by giving written notice to the agent except where the breach was on the part of an individual employee or sub-contractor of the Agent and the Agent has terminated that relationship.

On termination of this agreement, the Agent must:

- Submit all applications and fees from prospective students received up to the termination date; and
- Immediately cease using any advertising, promotional or other material supplied by Sheldon College and return all materials to Sheldon College within 30 days

The termination of this agreement by either party does not affect any accrued rights or remedies of either party.

DISPUTE RESOLUTION/MEDIATION

In the event of any grievance or disputed decision the Agent is able to access Sheldon College's Complaints and Appeals Policy.

ENTIRE AGREEMENT

This agreement and its schedules constitutes the full agreement between the parties as to its subject matter; and in relation to the subject matter replaces and supersedes any prior arrangement or agreement between the parties.

VARIATION

This agreement may only be varied in writing, signed by both parties.

GOVERNING LAW

- This Agreement is governed by and construed in accordance with the law in force in the State of Queensland, Australia
- The parties submit to the non-exclusive jurisdiction of the courts of the State of Queensland, Australia



INTERNATIONAL Agent Agreement

SIGNED FOR SHELDON COLLEGE

SIGNED FOR _____

Kate Mortimer
Principal

Agent's Signature

Date ____ / ____ / ____

Date ____ / ____ / ____

Proforma for Monitoring Interactions

Record of Enquiry Outcomes [Half yearly / Annual return]

ENQUIRY + APPLICATION NOT LODGED

DATE OF ENQUIRY	GENDER & AGE OF STUDENT	YEAR LEVELS	FOLLOW UP	REASON FOR WITHDRAWAL OF INTEREST

APPLICATION LODGED + ACCEPTED

DATE OF ENQUIRY	NAME OF STUDENT	YEAR LEVELS	DATE OF ACCEPTANCE	COMMISSION DETAILS (REQUESTED/PAID)

APPLICATION LODGED + NOT ACCEPTED

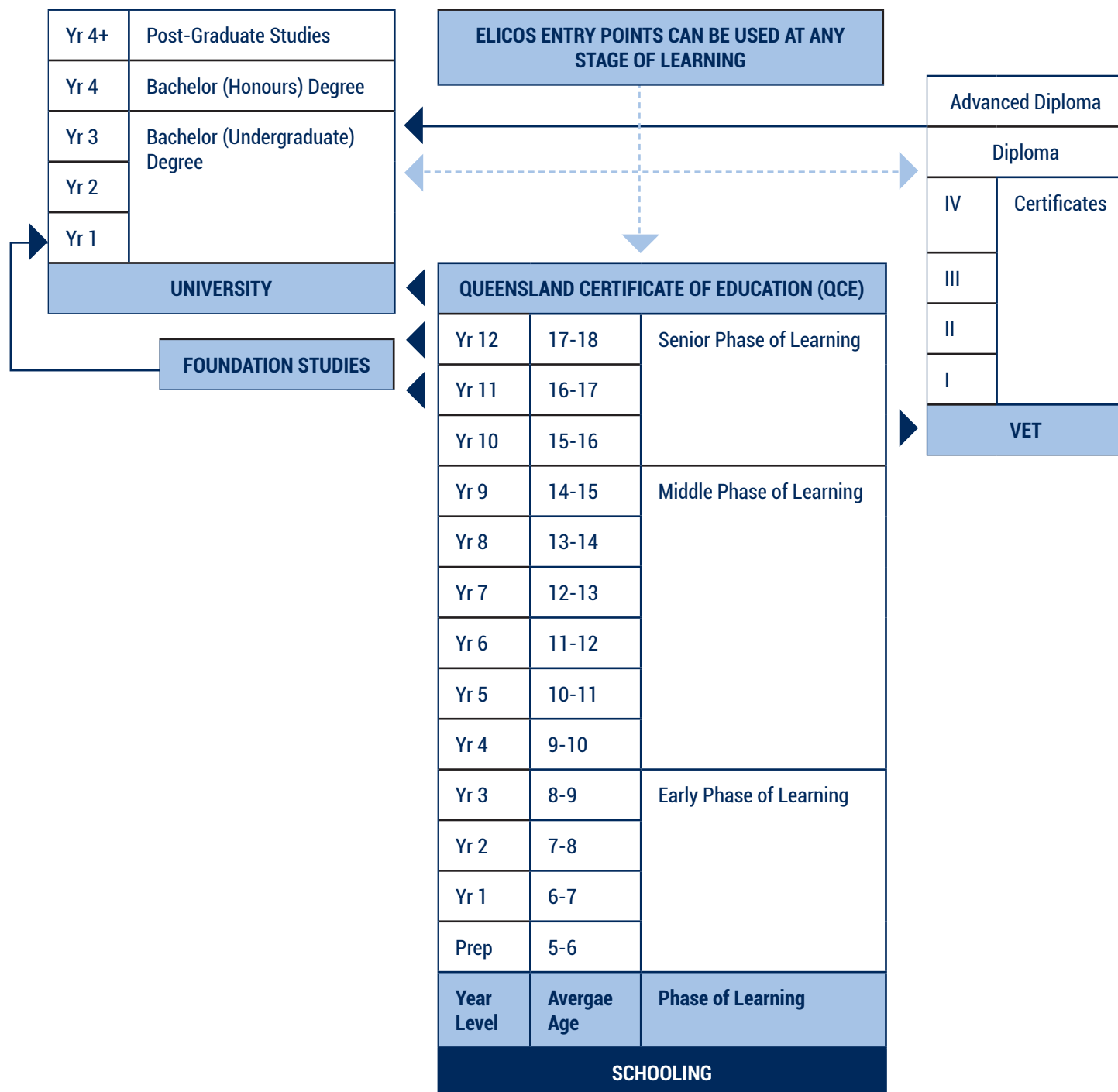
DATE OF ENQUIRY	NAME OF STUDENT	YEAR LEVELS	REASON(S) NOT ACCEPTED

RECORD OF CONTACT FOR TRAINING, UPDATING MARKETING MATERIALS & AGENCY AGREEMENT

DATE	MODE OF CONTACT	PURPOSE	DETAILS/FOLLOW UP

Queenslands Education System

Overview of study pathways in Queensland



Queensland Curriculum & Assessment Authority (QCAA)

The QCAA is a statutory body of the Queensland Government providing Kindergarten to Year 12 syllabuses, guidelines, assessment, reporting, testing and certification services for Queensland schools. The QCAA website has information about the curriculum and assessment delivered by Queensland schools to students enrolled in [Prep – Year 10](#) and [Senior Secondary](#).

The QCE

The Queensland Certificate of Education (QCE) is Queensland's senior secondary schooling qualification. It is internationally recognised and provides evidence of senior schooling achievements.

The QCE is awarded to eligible students usually at the end of Year 12. The QCE offers flexibility in what is learnt, as well as where and when learning occurs. Students have a wide range of learning options.

To receive a QCE, students must achieve the set amount of learning, in the set standard, in a set pattern, while meeting literacy and numeracy requirements.

Senior pathway planning starts in Year 10, when schools work with students and their parents/carers to develop a Senior Education and Training (SET) plan or equivalent. This plan helps students structure their learning around their abilities, interests and ambitions. It details what, where and how students will study in Years 11 and 12. For this reason, it is very important that overseas students wishing to successfully complete studies in Years 11 and 12 in Queensland be enrolled in Year 10 by the beginning of Semester 2 at the latest.

Senior Education Profile for Year 12 Students

All students who finish Year 12 receive a transcript of their learning account in the form of a Senior Statement. If a student has a Senior Statement, they have satisfied the completion requirements for Year 12 in Queensland.

After finishing Year 12, students who are eligible will receive a QCE. For more information, see [Senior Education Profile \(SEP\)](#).

Tertiary Entrance

From 2020, an Australian Tertiary Admission Rank (ATAR) is provided to eligible Year 12 students for tertiary selection and enrolment. The [Queensland ATAR](#) for students in Queensland is administered by the [Queensland Tertiary Admissions Centre \(QTAC\)](#). For more information, see [ATARs and tertiary entrance](#).

An ATAR will be issued to all eligible students. Students will be able to use the ATAR to apply for tertiary entry to any university. However, some universities may also consider applications for direct entry. Sheldon College's Careers Counsellor can give advice in this case.

Queensland School Calendar

A detailed school calendar is available on Sheldon College's website at: www.sheldoncollege.com

The following is a general guide to the Queensland School Year:

The school year begins at the end of January (usually after Australia Day public holiday on or near 26th Jan)

SEMESTER 1, Term 1 - approx. 10 weeks; (Easter Vacation: 2 weeks over Easter)

SEMESTER 1, Term 2 - approx. 10 weeks; (Winter Vacation: 3 weeks end of June to mid-July)

SEMESTER 2, Term 3 - approx. 10 weeks; (Spring Vacation: 2 weeks Sept-Oct)

SEMESTER 2, Term 4 - approx. 10 weeks; (Summer Vacation: December and January)

For public holidays in Queensland, please see: <https://www.qld.gov.au/recreation/travel/holidays/public>.

Websites for further information

Australian Government Department of Education Information for Overseas Students:

- [ESOS Student Fact Sheet](#)
- [Tuition Protection Service - Overview for International Students](#)

[Department of Home Affairs – Studying in Australia](#)

[Information for students living in Queensland](#)

[Austrade Living in Australia Guide](#)

[Queensland Curriculum and Assessment Authority \(QCAA\)](#)

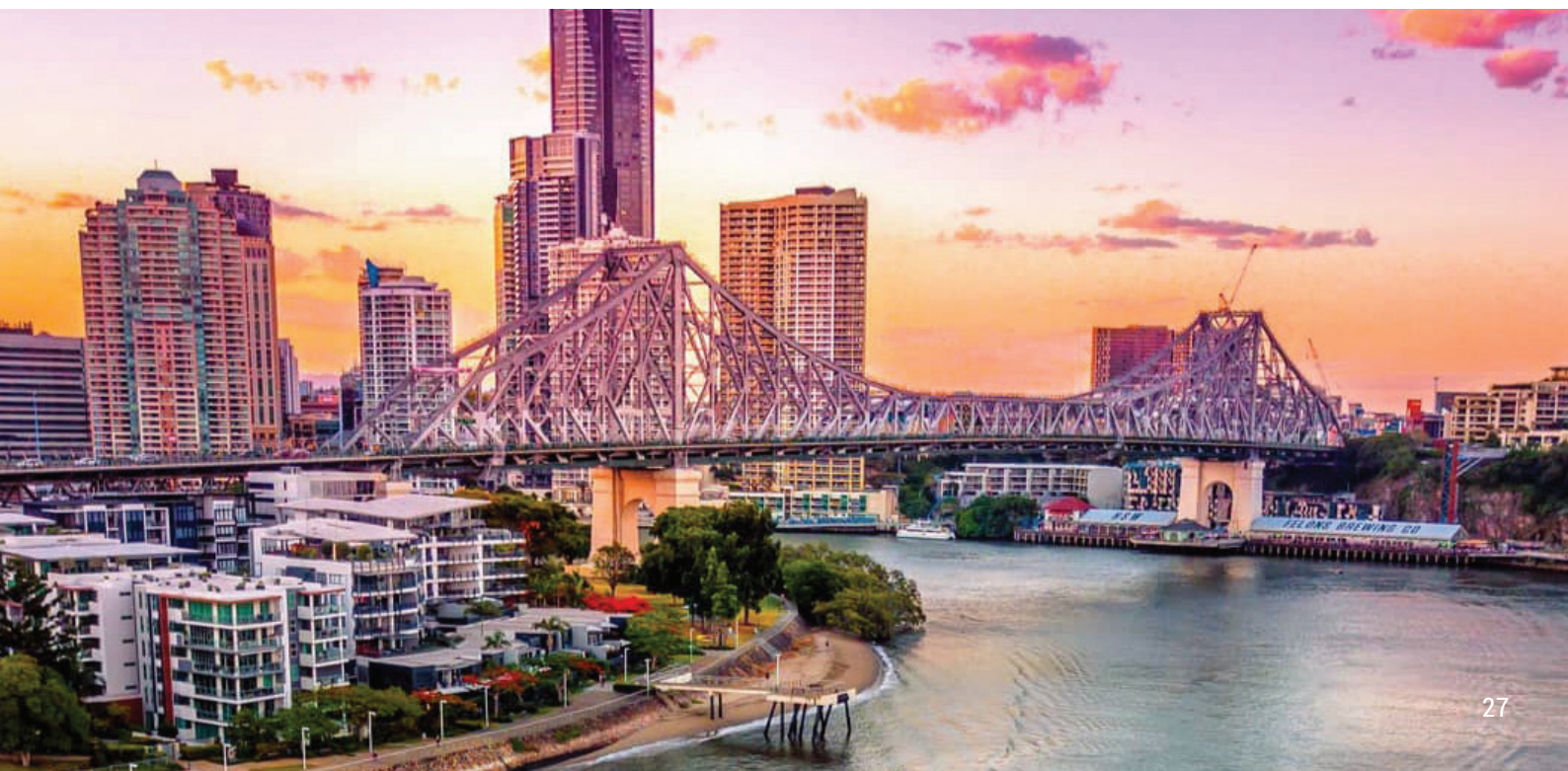
[Queensland Events & Cultural Activities](#)

[Queensland Weather Forecasts](#)

[Public Transport in South East Queensland](#)

[List of Embassies and Diplomatic Missions in Australia](#)

[Currency Converter](#)





CONTACT DETAILS

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