# **UTS** International

# Counsellor's Manual for UTS Student Recruitment Agents

Edition 6: May 2018







Dear Colleagues,

On behalf of the University, I would like to extend my thanks for your ongoing commitment to preparing international students for study at the University of Technology Sydney (UTS).

It is an important decision to choose to study overseas. However, there is so much information available and it can be difficult to choose where to study and navigate the constantly changing information. To assist you in your role of counselling students, we produced this UTS Counsellor's Manual for you and your team of counsellors. It is an easy reference document to assist you. It covers UTS recruitment policies and procedures, and contains key information regarding all aspects of working with UTS.

Australia has very strong consumer protection legislation in place for international students. The Counsellor's Manual brings your attention to our obligations as education providers and yours as Representatives to comply with the Australian Education Services for Overseas Students (ESOS) 2000 Act requirements. In particular, it highlights how we promote international education and advise international students.

Our office also endeavours to be in contact with your counsellors to regularly update them on changes within UTS through visits to your office; web conferences, emails, broadcasts or regular face-to-face briefings.

As part of our continuous improvement process, I encourage you to provide feedback on your interactions with UTS International and welcome you to provide this feedback directly to myself at <u>Leo-Mian.Liu@uts.edu.au</u>.

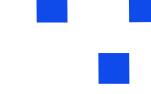
I look forward to a continuing productive and strong relationship with you and your company.

Leo Mian Liu Director, UTS International

May 2018



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Please note that the information contained in this manual is correct as at the publication date. Any changes will be notified to agents by broadcast email.

# Section 1: Working with UTS

# 1.1 UTS International

UTS International is the executive unit of the University overseeing international matters. The office is within the division of the Deputy Vice-Chancellor, International.

The primary function of UTS International is to support and implement the UTS International Strategy and its broader mission of internationalisation; to achieve UTS targets for recruitment of international students; promote student mobility, facilitate international relationship building and provide services to the University as a whole.

UTS International is structured around three groups:

- International Recruitment
- International Partnerships
- International Policy and Communications

Finance and administrative support services are provided by the Finance and Administration team within the Unit.

The **International Recruitment** group is your first point of contact for information relating to courses, fees and study at UTS. There are five teams within the International Recruitment group. Four Regional Managers heads teams to liaise with Student Recruitment Agents in a region or number of countries. Each also leads a team to work with one or more UTS study areas. The fifth team focuses specifically on applications from students sponsored by government bodies.

The International Recruitment group can offer assistance in counselling and preparing students to come to Sydney and study at UTS.

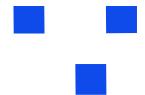
Applications can be sent by your office on behalf of prospective students using our online application system and will be assessed by the International Recruitment group.

Once an application has been lodged, all enquiries regarding the application should be directed to the UTS Student Recruitment Agent dedicated email account - reps@uts.edu.au.

Direct contact with academic staff is not encouraged. This adds another step to the process and usually increases application processing time. Research applicants requiring specific information should contact the Graduate Research School - international.research@uts.edu.au\_

#### The International Partnerships group has four main functions supported by various teams:

- The **Key Technology Partnership and Pathway teams** promote and support strategic university partnership and academic pathway developments;
- The **International Mobility** team focuses on student exchange and study abroad programs including promotion, application assessment and student enrolment;
- The **Student Services** team provides student support and advice services to international students once they are enrolled and have commenced study at UTS.
- The Leadership and Community Connections team manages the UTS BUILD (Beyond UTS International Leadership Development) program. The BUILD program is open to all UTS students and provides opportunities in leadership development through a range of local and international activities. Members of BUILD actively participate in activities involving international students such as the welcoming launch during international orientation. The Community Connections program provides a number of activities specifically to enable



international students to engage with the UTS and Sydney communities, enhancing the study and social experience international students have at UTS.

The International Policy and Communications group has three main functions:

- The International Relations and Policy team oversees all administrative matters relating to student recruitment agents and university partnerships. It works with the International Recruitment group and the Partnership group to organise support and training activities for partners and agents; and provides updates to UTS International on university policy. The team also undertake the management and administration of university partnerships such as MOU, Student Exchange and Study Abroad agreements.
- The **International Communications** team is responsible for UTS international promotional materials, website and promotional campaigns/activities, and develop communications for our students and student recruitment agents. The team also provides data, statistics and market analysis for international and mobility programs.
- The **Compliance and Quality** group oversees all matters relating to monitoring and assessing the impact of UTS policies and procedures and Australian government regulations on UTS International functions, including student recruitment and support activities. The team advises staff across the University about impacts of compliance and quality assurance policies and regulations within their functional areas and on University operations as a whole, and conducts briefings for faculties and administrative units.

The **Finance and Administrative Services** group is responsible for financial and support arrangements for UTS International activities, including commission payments.

# 1.2 Key Contacts – UTS International

A list of the key contacts within UTS International and the management team of UTS International can be found in Appendix A.

# 1.3 Key Contacts - Insearch

A list of the key contacts within Insearch can be found in Appendix A.

# 1.4 Training for Student Recruitment Agents

#### 1.4.1 Training

The Education Agent Training Course (EATC) is a free online, 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. The course is offered by International Education Services in partnership with AEI and Department of Home Affairs. Education agents can become Qualified Education Agent Counsellors (QEACs) and be listed on the QEAC database. (There is a fee for the exam). More information is available on the website <a href="http://eatc.com/">http://eatc.com/</a>

Agents have unlimited free access to the Course at any time. All UTS registered Student Recruitment Agents should make full use of these materials and should encourage all their counsellors to undertake a Formal Assessment to become a Qualified Education Agent (at a cost)<sup>1</sup>.

<sup>1</sup> Cost may vary and will be stated at the time of booking. Agents will need to bear the cost of this training as it is not covered by UTS.



Another education resource is the ISANA Standard 4 (National Code) online tutorial available at <a href="http://www.isana.org.au/national-code-online-tutorial/">http://www.isana.org.au/national-code-online-tutorial/</a>

# 1.4.2 UTS and Course Training

UTS International provides regular briefings and training to Student Recruitment Agents to provide updates about UTS and UTS courses. The briefing/training sessions may be held in Sydney or in your country/city or office. It may include workshops, faculty and facilities tours or information sharing via online arrangements. Student Recruitment Agents will be notified of these training activities by email. Agencies usually receive at least one counsellor briefing per year.

# 1.5 Student Recruitment Agent Visit to UTS

We also welcome onsite visits from Student Recruitment Agents to UTS. Please advise our Agent Management Officer at least four weeks in advance of your visit so that a suitable itinerary can be organised to maximise the time you and/or your staff spend with us. Advance notice or flexibility of your proposed date and time enables us to arrange appointments with the relevant Faculty members and recruitment staff and prepare updates on developments at UTS for you. (Refer to Appendix A for UTS contacts to arrange visits.)

# 1.6 UTS Visits to Student Recruitment Agents

When UTS International staff are marketing or conducting other UTS business in your city, we would like the opportunity to visit your office, conduct student interviews, brief your counsellors on UTS courses and/or answer any questions you may have regarding representing UTS. We will contact your office in advance if there is such an opportunity.

# 1.7 Promotional Activities/Exhibitions

We will contact you in advance when there is an opportunity to work together at an exhibition, interview program or other promotional event. There may also be opportunities for you to represent UTS on our behalf. If you would like to arrange promotional activities on behalf of UTS, it is essential to discuss this with a member of the International Recruitment Team prior to the event.

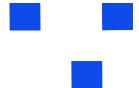
# 1.8 Advertising

At times you may need to advertise at exhibitions or special events to further promote UTS. Please note the following requirements when advertising UTS:

- Requests for any promotional activities involving the use of the UTS name, logo and information should be submitted via internationalpromo@uts.edu.au for review.
- The cost and design of all advertisements must be approved by the Associate Director (Policy and Communications), prior to placement. UTS International will only pay advertising costs if this is discussed and approved in writing prior to placement. A copy of the approved advertisement must also be attached to the invoice to UTS for payment.
- A minimum of 4 weeks' notice should be given if UTS input to the design and content of the promotional materials is required, with detailed information about the design specifications.

# 1.9 UTS Information and Publications

UTS International produces a range of materials for prospective students and resources for your



staff. Your office receives a supply of new and updated UTS publications each year. In order to counsel students effectively, your office will need the following:

- International Undergraduate Course Guide
- International Postgraduate Course Guide
- UTS Key Facts Flyer (Various languages available)
- Study Abroad and Exchange Guide
- Undergraduate Application Form (included in course guide and available for download online)
- Postgraduate Application Form (included in course guide and available for download online)
- Non degree Application Form
- Arriving at UTS Guide
- UTS Handbook (www.handbook.uts.edu.au)

The Graduate Research School also produce the following:

- Research Guide
- Research Application Form

You can order additional promotional materials online, using the UTS promotional material order form online: <u>https://www.uts.edu.au/future-students/international/uts-agents/promotional-materials</u>

It is important to use UTS provided current brochures or promotional materials. This ensures that students receive correct up to date information and the materials adhere to compliance regulations. Please check the date of issue printed on each brochure. Course Guides or promotional materials that are superseded must be destroyed. Course Guides or promotional materials that are more than 12 months old are out-of-date and should be destroyed.

Alternatively, refer to the UTS International website for international students: <u>www.international.uts.edu.au</u>.

# 1.10 Changes to your Contact Details

It is important that UTS International maintains an accurate record of your company's details. When changes to your contact details occur, please inform our Agent Management Officer by emailing IR.Admin@uts.edu.au. This will ensure that your PRISMS data is accurate and that we can have effective communication with your office. (Refer to Appendix A for UTS Contacts.)

# 1.11 Opening a Branch Office

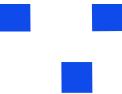
Each Agency Agreement specifies the territories in which a Student Recruitment Agent is authorised to represent and promote UTS. If you open a branch office in a new market/territory and would like to represent UTS in that new market, you will need to apply for representation in that region/territory. Approval is not automatic for Student Recruitment Agents to represent UTS in all countries or cities. Each application is assessed taking into account UTS strategic considerations. This ensures that each UTS Student Recruitment Agent retains a privileged place to represent UTS in their approved territory.

Application to add a new territory in your Agency Agreement with UTS can be submitted by the Manager or Director of your agency to IR.Admin@uts.edu.au.

On receipt of your enquiry for additional territory to be added, an initial assessment will be made by UTS International and where appropriate, you will be required to complete an application form.

If the application is approved, UTS International will issue a Letter of Variation to the Agency Agreement to confirm inclusion of the new territory. A Certificate for display at the office in the

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new territory will also be provided.

It is the responsibility of your Head Office to ensure that approved branch offices have upto-date materials and are aware of changes to UTS courses and fees. The Head Office is also responsible for ensuring that approved branch offices are giving accurate and professional counselling to prospective UTS students. This includes training staff and ensuring that correct application procedures are followed.

# Section 2: Study Information

# 2.1 UTS Course Information

In accordance with the *Education Services for Overseas Students* (ESOS) *Act* 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) (Appendix B), UTS and its Student Recruitment Agents must provide accurate and up to date information about UTS and its courses. This information is available in the following publications:

- International Undergraduate Course Guide
- International Postgraduate Course Guide
- UTS Key Facts Flyer
- Study Abroad and Exchange Course Guide
- Undergraduate Application Form (included in course guide and available for download online)
- Postgraduate Application Form (included in course guide and available for download online)
- Non-degree Application Form
- •
- Arriving at UTS Guide
- UTS Handbook (<u>www.handbook.uts.edu.au/</u>)

Form the Graduate Research School:

- Research Guide
- Research Application Form

UTS International also provides regular training to Student Recruitment Agents (see Section 1.4 above). There are also regular email broadcasts to Student Recruitment Agents about any course and university updates.

# 2.2 Scholarships and Sponsorship

UTS International manages scholarships for a range of sponsoring bodies, providing support services to maximise students' study success. For details of sponsored student management and further information, visit our website <a href="http://www.uts.edu.au/future-students/scholarships">http://www.uts.edu.au/future-students/scholarships</a> or contact sponsored.student@uts.edu.au.

# Section 3: UTS Application Procedures

# 3.1 Submitting Applications

#### UTS Online Application Portal for Agents

Agents can use the UTS Online International Application Portal for Agents (register with UTS for



access), for application submission and administration. A separate *Online Application Agent Portal Training Manual* is provided to each Agent upon registration. Agents may also view the training videos or register for an online training session with StudyLink.

Agents must attach either a copy of the application form signed by the student or attach an Authority to Submit and Online Application form.

Research, Study Abroad, approved Pathway arrangement and Sponsored applicants will receive a 100% fee waiver and all other applicants receive a 50% waiver on the application fee for using the UTS Online Application Portal.

Further enquires can be made to reps@uts.edu.au.

All applicants will receive an application number. Please keep this number in the applicant's file and quote it when making enquiries regarding the application.

#### • Sponsored Students

Applications for sponsored students, i.e. sponsored by the home government, must be submitted to sponsored.student@uts.edu.au.

#### • Study Abroad and Exchange Students

Applications for Study Abroad (fee-paying non-award) students must be submitted to studyabroad.exchange@uts.edu.au. Applications for Exchange Program studies are usually submitted via our student exchange institutional partners and not agents. As no fee is involved for Exchange Students, there will be no commission fees payable to agents for Exchange applications.

# 3.2 Assessing Applications

The UTS International Recruitment Team will:

- Make a preliminary assessment of the application.
- Check that all documents are included and certified correctly.
- If the application passes the preliminary assessment, it may be sent to the Faculty for final approval and comment as required.
- If the applicant's first preference is unsuccessful, the second choice will be considered.

This process usually takes a minimum of four weeks, depending on peak periods. You are encouraged to send applications including all relevant documents well before application deadlines to avoid unnecessary delays.

# 3.3 Changing Course or Session Preference

If applicants wish to change their course or session (intake) preference please forward a written request to UTS International (reps@uts.edu.au) stating the application number and details of the new course/session.

For course preference changes, it is important to include both the full title of the new course and the course code to avoid any confusion. <u>Applicants are not required to complete a new application form</u>. Please note that changing the course preference may delay the application processing time.

# 3.4 Changing Representation

UTS deals with UTS registered Student Recruitment Agents only. It is UTS's policy to pay commission to the original or "first" Student Recruitment Agent lodging the application, i.e. the first Agent lodging the application with the consent and on behalf of the applicant.

It is important that the Agent:

- Note its responsibility to ensure that the consent has been given by the applicant to lodge the Application for the applicant; and
- Note whether it is the first agent lodging the Application to UTS, and whether it is eligible for the receipt of the commission from UTS on successful application.

#### Change in representation is possible under the following circumstances

If an applicant does not commence study in the teaching session nominated on the application form, he/she may elect to change agent representation. <u>Applicants are not required to complete a new application form</u>.

In this instance, the new Student Recruitment Agent will be acknowledged as the contact for the applicant and will be eligible to receive commission, should the applicant commence study at UTS. For example, an applicant may submit an application for the Master of Engineering with Student Recruitment Agent A for Feb/March 2019. If the student does not commence, he/she may use another recognised UTS Student Recruitment Agent B for the same course for Feb/March 2020. If the student commences study in Feb/March 2020 only Student Recruitment Agent B will receive commission for that student.

Where a Student Recruitment Agent has more than one office, (for example, an office in Sydney and an in country office), the applicant may choose to change representation of offices at any time in the application process. In this instance, formal notification by the applicant must be sent to UTS International.

#### No change in representation can occur for the following circumstances

Where an applicant has lodged an application through a UTS Student Recruitment Agent, that Student Recruitment Agent will be the contact point for all admissions correspondence for that teaching session. If applicants are not satisfied with the services of their current Student Recruitment Agent, they may choose to have all correspondence issued to their private address, but not to a different UTS Student Recruitment Agent. Please note that where two applications are lodged through different Student Recruitment Agents at the same time, UTS International will acknowledge the first application to reach this office (whether it is by fax, email or mail), and will correspond with that Student Recruitment Agent only.

A change of Student Recruitment Agent cannot occur if the applicant nominates a different course of study commencing in the teaching session originally applied for. For example, an applicant cannot apply to study the MBA with Student Recruitment Agent A in Autumn 2019 and then change their course preference to the Master of Design OR lodge a second application for the Master of Design through Student Recruitment Agent B if that application is also for Autumn 2019.

# 3.5 Enquiries Regarding Submitted Applications

If you would like to query the status of an application, please email the relevant email address in 3.1. Your query will be responded to within 1 - 5 working days in non-peak periods and 5 - 10 working days in peak periods. A complete application should be processed within four weeks of receipt. If you have not received an outcome by the end of the fourth week, please contact the relevant email account.

# 3.6 Receiving a "Request for Information" Letter

If an application does not have all the necessary documentation, you will be sent an email asking for more information. This information must be sent to UTS International so that the application can be assessed.

# 3.7 Receiving a "Conditional Letter of Offer"

If an applicant is eligible for a conditional letter of offer, they will receive the letter via email. A conditional letter of offer applies to applicants who have not yet met the requirements for entry into the course applied for (e.g. English language requirements, certification of documents, final results still pending, etc.).

The applicant must satisfy the conditions on their letter and provide the requested documentation before the application can be processed any further. The relevant documentation must be correctly certified and sent to UTS International.

A full offer can only be issued after all entry requirements are met and necessary documentation has been received.

# 3.8 Receiving a "Conditional Letter of Offer" for a Packaged Course with Insearch

A conditional letter of offer will be issued to applicants by Insearch if the condition of offer is for the applicant to complete a "Packaged" course prior to being admitted into UTS. Package courses include:

- the UTS Foundation Course; or
- the Insearch Diploma; or
- the Insearch Academic English Program at Level 5;

(Also see Packaged Courses in Section 5)

# 3.9 Receiving "Application Unsuccessful Advice"

Applicants who do not meet the UTS entry requirements due to insufficient qualifications, insufficient work experience or other specified requirements (e.g. GTE/GS checks), will receive an "unsuccessful" letter via email notifying them that their application was unsuccessful.

Where applicable, UTS will recommend suitable pathway (Diploma, Foundation) courses offered by UTS pathway providers (Insearch, TAFE) which lead to UTS degrees. For more information see Section 5 - Packaging Courses.

#### Appeal against the decision

To appeal the outcome of an unsuccessful application, the applicant must lodge a letter of appeal to UTS International indicating why he/she should be admitted into the course. On receipt of the letter, the application along with the appeal letter will be sent to the relevant Faculty/Department for further consideration.

# 3.10 Receiving a "Letter of Offer"

Applicants who have satisfied all UTS entry requirements will be sent a formal letter of offer and relevant attachments via email. This letter confirms the course they have been accepted into, the cost and duration of the course. It also sets out the terms and conditions of the offer and provides other important information such as details of the Overseas Student Health Cover. The offer is valid for 12 months from the date of issue. The letter of offer will include an Agent Checklist (Government Sponsored Students exempt).

It is essential that you assist applicants to read all sections of the letter of offer, in particular the terms and conditions for acceptance.

# 3.11 Accepting an Offer



Applicants who wish to accept their offer must sign the Acceptance Form, which includes the declaration about being a Genuine Student and a Genuine Temporary Entrant, and return it to UTS International. The Acceptance Form must be accompanied by payment of the required deposit and any other fees specified and the completed Agent Checklist (Appendix C). The declaration of acceptance for the first session of study must be sent in by the specified date in the letter of offer and must be accompanied by the completed Agent Checklist and SOP, if required with each box ticked.

Students can pay their fees using the following methods:

- Electronic Funds Transfer (EFT) via third party <u>Flywire</u> (opens an external site) is our preferred method of payment. Students who use this service will need to accept Flywire's terms and conditions. More about is available on <u>Flywire's</u> website on how to use <u>Flywire</u> (opens an external site) to make a payment.
- Bank draft/bank cheque A bank draft or bank cheque should be drawn on a bank in Australia and be made payable to the 'University of Technology Sydney'.
- Credit Card Only available to students who were previously enrolled at UTS.

A completed UTS Agent Checklist will not be required if the Agent has already provided a similar completed checklist when the Agent forwarded the applicant's acceptance to Insearch for a Packaged Course offer.

Please:

- Remind applicants that their personal email address and contact details must be included.
- Ensure that applicants have read and understood the letter of offer and the terms and conditions (including the Protocol on Fees and Refunds for International Students and Release Protocol) before signing their acceptance.
- Note that the Acceptance Form MUST be signed by the applicant and cannot be signed by you, the representative. Only the original Acceptance Form that was issued with the letter of offer will be accepted. You cannot modify this form or design your own.
- The agent MUST tick all the boxes in the "Agent Checklist" and SOP, if required and sign prior to sending UTS the acceptance form and payment.
- The Agent MUST provide a copy of the passport (biometric page and signature).

As an authorised UTS Student Recruitment Agent you may email a scanned copy of the signed form and a copy of the bank draft to reps@uts.edu.au.

The original Acceptance Form and bank draft or proof of payment must be sent by courier or registered post to UTS International as soon as possible after it is emailed.

# NOTE: if students are <u>under 18 years of age</u>, special conditions apply to accepting their offer.

Acceptance forms and documents and payments should be sent to:

Manager, International Recruitment UTS International PO Box 123 Broadway NSW 2007 Australia



Scanned copies can be emailed to reps@uts.edu.au.

Once UTS International has received this documentation and any final GTE/GS processes are completed, a Confirmation of Enrolment (CoE) will be issued. UTS reserves the right to withdraw an offer of admission or Confirmation of Enrolment in cases where an applicant for admission to a course has not provided true and complete information or where UTS is not satisfied that the student meets the Genuine Temporary Entrant and/or Genuine Student requirements set by the Department of Home Affairs.

# Section 4: UTS Acceptance Package

Upon receipt of the applicant's letter of acceptance and payment for the deposit and any other relevant fees, a Confirmation of Enrolment (CoE) will be issued.

The CoE will be sent electronically to your office, accompanied by an electronic information package. This information will also be sent to the applicant's email address. It is crucial that you advise the applicant to read this email and to follow enrolment instructions. Failure to do so will result in delayed enrolment for the student.

To have the student visa processed, the applicant will need to provide his/her copy of the CoE when lodging their visa application online.

# Section 5: Packaging Courses

UTS have two registered Educational Business Partner (Pathway Providers) arrangements for Packaged Courses – Insearch and TAFE NSW.

#### 5.1 Insearch English Language Courses

This type of Packaged Offer applies to applicants who come to Australia and undertake an English language course prior to commencing their study at UTS. This allows applicants to apply for a visa for both their English language course and the UTS degree.

Students wishing to apply for a packaged offer must complete and return the Application for a Packaged Offer form, which will be sent to eligible applicants along with their UTS conditional letter of offer.

To apply a visa for a packaged offer, applicants must also have a Confirmation of Enrolment (CoE) from the approved pathway provider of the English course.

# 5.2 Insearch and TAFE NSW Packaged Pathway Programs

This type of Packaged Offer applies to applicants who wish to undertake a pathway program at Insearch (Insearch Diploma/UTS Foundation Studies) or TAFE NSW (Diploma of Nursing or Certificate IV in Nursing) prior to commencing at UTS.

Applicants wishing to apply for a packaged offer must complete and return the Packaged Offer Application form sent to them with their Insearch or TAFE, NSW offer letter.

To apply for a packaged offer, applicants must also have a Confirmation of Enrolment (CoE) from the approved pathway provider.

# 5.3 Application Fee for Packaged Offer

This is a non-refundable administration fee that is not part of the tuition fees. The fee is payable by credit card or bank draft drawn at an Australian bank made payable to 'University of



Technology Sydney'. For details please see: <u>http://www.uts.edu.au/current-students/managing-your-course/fees-and-payment/other-fees-and-charges</u>

#### **TAFE NSW Diploma of Nursing**

UTS will only accept packaged applications from approved agents contracted to recruit international students for **BOTH** UTS and TAFE NSW. The Packaged arrangement is only for the TAFE (Diploma of Nursing) course to package with the UTS Bachelor of Nursing (C10122). All Packaged applications are to be submitted to TAFE NSW and will be submitted via TAFE NSW to UTS.

# Section 6: Obtaining a Visa

Australian visa applications are lodged online. Further information can be obtained from the Australian Diplomatic Post in your country or the department's website: <u>https://www.homeaffairs.gov.au/trav/stud</u>

# Section 7: Under-18 Students

UTS does not usually encourage the enrolment of under-18 students in undergraduate courses. Applicants under 18 years of age, at the time of commencement of their UTS course, must have adequate arrangements for their accommodation, support and general welfare. They must comply with their visa conditions as follows:

"If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

- your parent or legal custodian or
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character **or**
- accommodation, support and general welfare arrangements that have been approved by your education provider.

**Note:** You must **not** change these arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence."

For further information please visit: http://www.homeaffairs.gov.au/

# Section 8: Deferment of Offer

If an applicant wishes to defer the offer to study at UTS, please inform us in writing, stating the applicant's full name and application number. Applicants can defer for a maximum of two teaching sessions before a new application must be submitted.

The new offer will be subject to the entry requirements and fees applicable to the new intake.

# Section 9: Pre-Departure and Arrival Advice

Agents are expected to provide pre-departure and arrival briefings to successful applicants prior

to their departure for Sydney.

# 9.1 Pre-Departure Advice

UTS will provide pre-departure advice to applicants via email before the commencement of the session. This will include details of:

- How to register for orientation, which is compulsory in accordance with the ESOS requirements.
- How to register for an enrolment session.

UTS International will despatch pre-departure and orientation details to all commencing students. For any queries please email: internationalstudent@uts.edu.au.

Further guidance on pre-departure is available on the UTS website:

http://www.uts.edu.au/future-students/international/commencing-students/accepting-your-offer

# 9.2 Arriving at UTS

The "International Student Guide" is available online at

https://www.uts.edu.au/sites/default/files/2018-02/21184%20International%20Arrival%20Guide-WEB.pdf

The Guide provides useful advice to students to prepare them for arrival in Sydney and at UTS. It is important that Counsellors familiarise themselves with this advice and brief students before they depart for Sydney. Students receive a hard copy of the Guide at orientation in Sydney.

# 9.3 Welcome

http://www.uts.edu.au/future-students/international/commencing-students/arriving-and-settling

Upon arrival in Sydney, international students can visit the International Student Airport Welcome Desk located directly opposite Arrivals Hall A in Terminal 1 at Sydney International Airport.

The welcome desk offers guides and maps together with information on iPads and LCD screens and is staffed by dedicated student volunteers on Fridays, Saturdays and Sundays from 7am-12pm during off-peak periods and 7 days a week from 7am-12pm and 6am-10pm during peak periods.

Other information on Transportation is also available at <u>http://www.uts.edu.au/future-students/international/commencing-students/arriving-and-settling</u>

# Section 10: Enrolment

All new international students, excluding incoming study abroad and exchange students, will be sent an email containing important pre-departure information, including information on how to enrol.

New international students can either enrol online from home or register online to attend an enrolment session on-campus.

To access the Enrolment process, students will need to enter their:

- UTS Student ID number (this is in their Pre-departure email from UTS International about enrolment and orientation)
- Date of birth



Use the Start@UTS website to create their UTS access account to enrol or register for an enrolment session.

Note:

- Study abroad and exchange students coming to UTS should visit our *Before you arrive* at UTS page, under 'Study abroad and exchange students' for information on how to enrol online.
- Research Students should go to the Graduate Research School at Level 7, UTS Tower Building, 15 Broadway for enrolment after arrival in Australia. They need to take their passport, offer letter and CoE. The Graduate Research School is open from 9am to 5pm, Monday to Friday.

# Section 11: Support Services and Facilities

# 11.1 Orientation

The orientation program is **compulsory for all international students** at UTS. It is important that you remind the student of the importance of attending.

UTS International coordinates an orientation program for new international students each teaching session. This is held in conjunction with the overall UTS Orientation program. Students will be provided with important information about studying at UTS and living in Sydney through presentations and printed material including the UTS International Arrival Guide.

Orientation at our City Campus is usually a two-week program in Autumn (February/March) and one week in Spring (July/August), in several steps:

- Step 1: Official welcome This includes an outline of the entire Orientation program.
- Step 2: Core sessions These sessions usually take place on the day of the official welcome and provide students with important information about UTS, including:
  - Studying @ UTS: what UTS expects of you;
  - Support Services for Students: services to help you survive at UTS
  - Faculty Welcomes: faculty specific information
- Step 3: Optional Seminars An extensive series of seminars and workshops designed to help students to adjust academically, such as developing academic language skills, library tours and training, lectures on study skills, IT workshops and seminars.
- There are also additional seminars for Study Abroad, Exchange and International Students.
- Step 4: Activities Opportunities for students to have fun, meet other students and get to know the UTS campus and Sydney.

Each faculty also provides specific orientation programs for students.

# 11.2 UTS: HELPS

HELPS, or Higher Education Language and Presentation Support, is dedicated to providing English language and academic literacy support to UTS undergraduate and postgraduate coursework students via free non-credit programs and services:

 Weekly workshops on study skills, writing skills, presentation and speaking skills, and reading skills



- Drop-in consultations at HELPS and in the UTS Library
- Individual assistance to help students with an individual or group assignment
- Writing clinics where students can come and work on their assignments in a conducive environment with an advisor on hand to answer any questions
- Conversations@UTS to practise English conversation skills
- Intensive academic English programs Academic Writing and Grammar, Seminar Presentation, and Pronunciation – during the session break in July
- Self-help learning resources on essential academic skills

Many students, even after having been in Australia for a period, still find these classes useful during their academic study at UTS.

HELPS is located in Tower Building 1, Level 5, Room 25

#### 11.3 Student Services Unit (SSU)

The UTS Student Services Unit (SSU) offers the following services at no cost to UTS students:

- Careers Service
- Chaplaincy
- Counselling
- Financial Assistance
- Health Service
- Housing Service
- Student Counsellors
- Learning Skills Counsellors
- Special Needs Coordinator
- UTS Legal Services

SSU always do their best to respond to students' individual needs. Students are recommended to come and talk with SSU staff about how things are going - in their course or at home. SSU staff are available to help students to better manage their personal problems and to help them understand how the university system operates.

SSU offices are located at:

Level 6, Tower Building Tel: +61 2 9514 1177

The SSU is open on Mondays to Wednesdays from 9am to 6pm, on Thursdays from 9am to 7pm or 8pm, every alternate week and on Fridays from 9am to 5pm. Appointments can be made outside these times on request.

# Section 12: Fees

The UTS Protocol on Fees and Refunds for International Students contains the fee and refund conditions for international students. The Protocol is included in the Letter of Offer to students. (Refer to Appendix D.) All students are required to read and understand the Protocol and to acknowledge their understanding by signing the Acceptance Form with the Letter of Offer.

#### 12.1 Application Fee

There is a non-refundable application fee for all applications for full-award courses, except where otherwise authorised by the Director, UTS International. For details please see:

http://www.uts.edu.au/future-students/international/essential-information/fees-information



There is no application fee for Study Abroad, Sponsored Students and Research applications.

#### Payment of application fee

UTS accepts cheques and bank drafts made payable to the 'University of Technology Sydney'. Applicants can also pay using Visa, MasterCard or Amex card by completing the credit card payment form. Please refer to:

http://www.uts.edu.au/sites/default/files/utsi-credit-card-payment-form-application.pdf

When sending a credit card payment form, please ensure the student has filled out all sections of the form correctly, including signing the form.

This application fee is for assessing the application and is not refundable.

#### 12.2 Course Fees

Full guidelines on payment of course fees can be found in the UTS Protocol on Fees and Refunds for International Students:

http://www.uts.edu.au/future-students/international/essential-information/fees-information

It is important that you familiarise yourself and your applicants with this information.

Payment of course fees can be made by:

- Electronic Funds Transfer (EFT) via third party Flywire (opens an external site) which is our preferred method of payment. Students who use this service will need to accept Flywire's terms and conditions. Find out more about how to use Flywire (opens an external site) to make payments.
- Bank draft/bank cheque A bank draft or bank cheque should be drawn on a bank in Australia and made payable to the 'University of Technology Sydney'.
- Credit Card Only available to students who were previously enrolled at UTS.

# 12.3 Overseas Student Health Cover Fees

Students are required to organise their own valid Overseas Student Health Cover (OSHC) as per the Department of Home Affairs guidelines, to meet the Australian Student visa requirements.

Medibank is UTS's preferred provider. If students wish to purchase OSHC with Medibank directly, they can do so by visiting the dedicated website <u>www.medibankoshc.com.au/oshc/uts/fullaward</u>. Alternatively, students can purchase OSHC with another authorised provider as per Department of Home Affairs guidelines.

International students are required to purchase OSHC for themselves and any accompanying dependants for the entire time they are in Australia on a student visa. International students will need to submit evidence of their OSHC arrangements when they lodge their visa application with the Department of Home Affairs. OSHC covers students for emergency medical attention through the public health system. It does not include physiotherapy, optical or dental care, or the cost of admission to a private hospital or non-emergency ambulance transport. Extra insurance is available to cover additional expenses.

More information on the appropriate health cover can be found at: <u>www.medibank.com.au</u>.

# 12.4 Study Abroad Fees

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Study Abroad students are charged a Study Abroad Program Fee for each teaching period which covers an enrolment of 18 to 24 credit points for that teaching period.

If a Study Abroad student enrols in more than 24 credit points in one teaching period, the Study Abroad student will be charged tuition fees for each additional subject. Some Journalism and Media Arts subjects may also incur an additional fee. Students must check the fee schedule in the relevant UTS Course Guide.

# 12.5 Other Non-Tuition Fees

Students will need to be prepared to pay additional miscellaneous costs including:

- Student Services and Amenities Fee
- Textbooks, course notes and lecture notes.
- Travel expenses for field trips.
- Any other costs as imposed by Government legislation.

# Section 13: Course Cancellation and Refund Policy

# 13.1 UTS Degree Courses

The terms and conditions for refund are detailed in the Protocol on Fees and Refunds for International Students, extracted below. The full Protocol is available on the website as well as in Appendix D of this Manual. The terms and conditions are also included in the Letter of Offer to students.

All requests for refunds must be made on the Application for Refund of Fees which is available on the UTS website or can be requested from UTS. All applications must be accompanied by official documentary evidence supporting the grounds of the request.

Refunds will be forwarded to the student's address in his/her home country. If the student is transferring to another University, TAFE College or any other CRICOS registered institution, the refund can be forwarded to the institution directly if the application for refund contains the appropriate documentation (e.g. an offer letter to another institution).

# 13.2 Insearch/ TAFE NSW Courses

Registered UTS Insearch Student Recruitment Agents seeking refunds on behalf of students enrolled in Insearch language or Diploma courses should liaise directly with Insearch staff. The same applies regarding Packaged TAFE NSW courses.

# 13.3 Refunds Related to International Students who Obtain Permanent Residency

Students who obtain permanent residency are no longer considered international students and this Protocol on Fees and Refunds for International Students no longer applies to them. Terms and Conditions for fees and refunds for students who obtain permanent residency are covered by the UTS Refunds and Remissions: <u>https://www.uts.edu.au/current-students/managing-your-course/fees-and-payment/refunds-and-remissions</u> and section 4 of the UTS Student and Related Rules: <u>http://www.gsu.uts.edu.au/rules/4-index.html.</u>

Students who are granted permanent residency (PR) in Australia before census date become liable to pay the domestic fee-paying undergraduate or postgraduate tuition fees applicable for their course, rather than international tuition fees.



Students who obtain permanent residency after census date are considered an international student for the rest of that session.

Students will only receive a Commonwealth Supported Place by applying for admission via the Universities Admission Centre (UAC), and if they are eligible. Refunds for non-student-visa holders are processed through the Student Administration Unit (SAU).

# Section 14: Students Transferring from Other Education Provider to UTS

According to Standard (7) of the National Code, UTS must not knowingly enrol a student wishing to transfer from another registered education provider's course prior to the student completing six months of his or her principal course of study except where:

- the original registered education provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered education provider has agreed to the student's release and recorded the fate of effect and reason for release in PRISMS.
- the original registered education provider has had a sanction imposed on its registration by the Australian Government, state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Please note that UTS will not enrol applicants wishing to transfer from another registered education provider's course prior to the student completing six months of his or her principal course of study unless the release is approved and recorded on PRISMS by the registered education provider prior to the student's enrolment, or the student is able to provide evidence to the satisfaction of UTS that the above legitimate condition of transfer is met.



# **UTS** International

Type of Enquiry	Contact Details
General Correspondence	UTS International PO Box 123 Broadway NSW 2007 AUSTRALIA
Street Address	UTS International Level 3A, Tower Building University of Technology, Sydney 15 Broadway Ultimo NSW 2007 AUSTRALIA
<b>Recruitment and Admissions</b> Initial point of contact for all agent enquiries, recruitment, exhibitions, student applications, offers, acceptances, fee payment and COEs	International Recruitment Email: reps@uts.edu.au
Agency Agreements Change of Company name, update on contact details in the agreements, request to add new territories, renewal and termination of agreements	International Policy and Communications Email: ir.admin@uts.edu.au
<b>Training and Support</b> Student recruitment agent visits to UTS, familiarisation and training arrangements	International Policy and Communications Email: ir.admin@uts.edu.au
Advertising and Communications	International Communications Email: International.promo@uts.edu.au
Sponsorship/Scholarship applications and student matters Sponsorships: Australia Awards, IPRS, IRS and other UTS scholarships for international students This includes home government sponsored students	International Recruitment Email: Sponsored.student@uts.edu.au Tel: +61 2 9514 1767



Study Abroad Study abroad applications and enquiries	International Mobility Email: Studyabroad.exchange@uts.edu.au Tel: +61 2 9514 1540
Student Support	International Student Services Email: international.student@uts.edu.au Tel: +61 2 9514 1534
<b>Commission Payments</b> Student recruitment agent commissions invoicing and payments	Finance and Administration Team Email: commission.enquiries@uts.edu.au
Insearch courses, student recruitment and admissions Insearch courses, student recruitment and applications, offers, fee payments, CoE, etc.	The Registrar Email: registrar@insearch.edu.au Tel: +61 3 8676 7001
<b>UTS Insearch marketing</b> Training, interviews, advertising, information on incentive schemes	Head of Global Recruitment Contact Person: Eva Choi Email: Eva.Choi@insearch.edu.au Tel: +61 2 9218 8733





# Appendix B - National Code 2018

The Australian National Code of Practice for Providers of Education and Training to Overseas Students (2018) can be found at the following link.

https://www.legislation.gov.au/Details/F2017L01182









Appendix C – Agent Checklist – To Be Completed and Returned with the Applicant's (Acceptance Form)



# Appendix C – Agent Checklist – to be completed and returned with the Applicant's (Acceptance Form)

# **UTS AGENT CHECKLIST**

To be completed and submitted with every UTS Acceptance

Name of Applicant:

Application Number:

Name of Course:

Commencement Intake:

# **UTS AGENT DECLARATION**

I declare that:

		COMMENTS
1	I have explained the details in the letter of offer to this applicant.	
2	I have ensured that this applicant has read and understood the declaration in the acceptance form prior to signing it.	
3	I have accessed sufficient information about the UTS program structure (e.g. duration, content) and course requirements (e.g. academic and English) and have explained it to this applicant.	
4	I have provided sufficient information related to cost of study at UTS (e.g. tuition fees, health cover, living costs), for themselves and any dependent, for the entire duration of the course.	
5	I have assessed this applicant's financial ability to cover their expenses, using the requirements set by the Department of Home Affairs for a non-SSVF application for a Higher Education (HE) course from the same country as a guideline.	
6	Having undertaken the assessment as per (5) I confirm that this applicant has access to sufficient funds to cover all expenses incurred during the duration of their UTS course and for all person(s) to be included in the visa application including tuition fees, related study costs, health cover, and living expenses. I further confirm that I have sighted and have copies of documentary evidence relating to this assessment that will be included with the applicant's visa application.	
7	I have provided this applicant's most recent home address, email address, home and mobile phone numbers to UTS.	

8	I have explained the conditions of a student visa to this applicant (e.g. work rights, academic progress, provider transfer).	
9	I confirm that this applicant appears to have every intention of abiding by the conditions of their student visa and completing their UTS program in the standard duration.	
10	I confirm neither the applicant, nor any person(s) to be included in the visa application have previously had a visa application rejected from any country, in the past 12 months.	
11	I confirm neither the applicant, nor any person(s) to be included in the visa application have previously had a visa cancelled, applied for a protection visa or have overstayed their visit in Australia; or any other country.	

Note: You must <u>**not**</u> sign this form unless you are able to tick all of the boxes in the checklist.

Agent's Signature:

Date:

\_\_\_\_\_

Agent's Name:

Agency Name:



Appendix D – Statement of Protocol on Fees and Refunds for International Students Studying in Australia

The UTS Protocol on fees and Refunds for International Students can be found at the following link: <u>http://www.uts.edu.au/current-students/managing-your-course/fees-and-payment/international-student-tuition-fees/tuition</u>





# Table of Approval

Linton	Drotocolo opproved (first addition)		
Dates	Protocols approved (first edition)	Date: August 2009	
	Protocols approved (second edition)	Date: Oct 2010	
	Protocols amended (third edition)	Date: August 2011	
	Protocols amended (fourth edition)	Date: October 2012	
	Protocols amended (fifth edition)	Date: October 2016	
	Protocols amended (sixth edition)	Date: March 2018	
	Protocols signed	Date: May 2018	
Approved by	Director, UTS International		
	Signature:		
Implementation Officer	Associate Director, Policy and Communications		
Relevant to	All UTS International staff involved in student recruitment agent activities: international recruitment, student recruitment agent management, training, support, communication and commission processing.		
Legislation and Compliance	Education Services for Overseas Students Act 2000 (ESOS Act) Education Services for Overseas Students (ESOS) Regulations 2001		
Compliance			
	ESOS (Registration Changes) Act 1997		
	The National Code of Practice for Providers Overseas Students 2018 (The National Cod		
	Requirements of the Department of Home Affairs, including the Migration Act 1958		
	Australian Consumer Law	noumer low/logislation/	
	http://consumerlaw.gov.au/the-australian-co	IIsumer-law/legislation/	
	http://consumerlaw.gov.au/the-australian-co Agent Code of Ethics https://internationaleducation.gov.au/News/L News/Documents/Australian%20Internationa ng%20-%20Agent%20Code%20of%20Ethic	<u>_atest-</u> al%20Education%20and%20Train	