



Axis Institute

Agent Manual

www.axisinstitute.edu.au

RTO: 41228 CRICOS: 03640K

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About Axis Institute

Axis Institute is a Registered Training Organisation (RTO 41228) and a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider No: 03640K) provider. We focus on providing quality education and training in fully accredited courses. We have campuses in Brisbane City, Queensland, and Parramatta, New South Wales, Australia. From these locations, we cater to both local and international students, offering nationally recognised qualifications in various fields of study.

Our areas of specialisation include Cookery & Hospitality, Early Childhood Education & Care, Leadership & Management, Information Technology and Accounting. Axis Institute is registered under the Commonwealth Register of Institutions and Courses for Overseas Students. This authorisation enables us to offer, accept, and educate overseas students who hold a student visa while in Australia.

All our vocational education courses have been designed and developed to meet the needs and requirements of diverse industries. This ensures that our students acquire the necessary skills and competencies to make immediate contributions to their chosen fields.

At Axis Institute, we provide comprehensive academic support to our students through state-of-the-art campus facilities, highly qualified staff, and trainers. We also promote the use of modern technology and innovative teaching techniques to deliver our courses. Our ultimate goal is to deliver an exceptional learning experience, enabling our students to compete globally and achieve their professional or entrepreneurial aspirations.

Campus Location and Contact Information

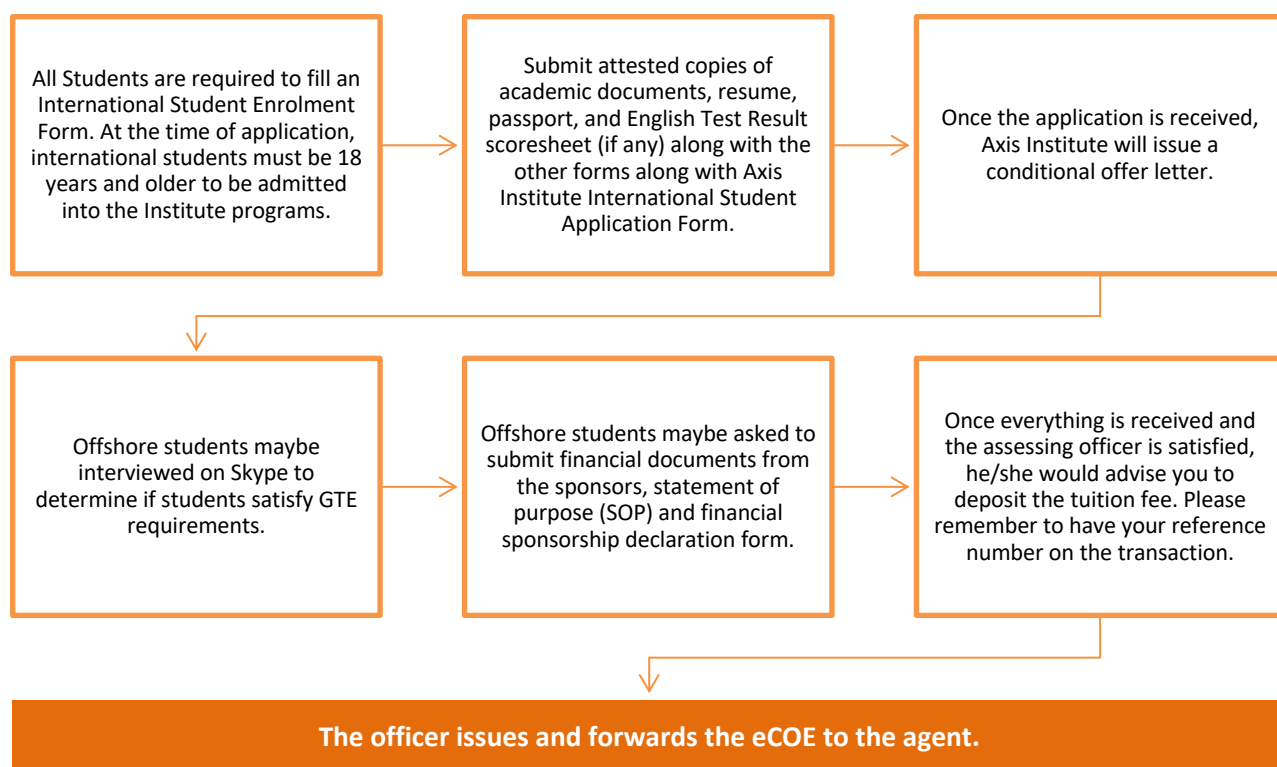
Brisbane campus (Head Office)
Level 6, 359 Queen Street
Brisbane, Queensland, 4000
P: 07 2102 3553
E: info@axisinstitute.edu.au

PARRAMATTA CAMPUS
Level 5,9 Wentworth Street
Parramatta, New South Wales, 2150
P: 02 8358 7277
E: nsw@axisinstitute.edu.au

Programs Offered at Axis Institute

Courses	CRICOS Course Code	Duration
Certificate III in Early Childhood Education and Care (CHC30121)*	111870H	52 Weeks
Diploma of Early Childhood Education and Care (CHC50121)*	111868B	52 Weeks
Diploma of Leadership and Management (BSB50420)	104345K	52 Weeks
Advanced Diploma of Leadership and Management (BSB60420)	111873E	52 Weeks
Graduate Diploma of Management (Learning) (BSB80120)	111867C	104 Weeks
Certificate IV in Kitchen Management (SIT40521)^+	111871G	78 Weeks
Diploma of Hospitality Management (SIT50422)*	111872F	26 Weeks^^
Diploma of Information Technology (ICT50220)	113204D	78 Weeks
Advanced Diploma of Information Technology (ICT60220)	113247D	52 Weeks
Certificate IV in Accounting and Bookkeeping (FNS40222)	113248C	52 Weeks
Diploma of Accounting (FNS50222)	113249B	52 Weeks

Student Enrolment Process



SSVF – Student Assessment Guidelines for Agents

The following assessment guidelines have been prepared to assist Axis Institute’s authorised agents, to undertake certain checks on students to ensure they meet the academic, English, GTE, and financial requirements to study in Australia.

STAGE 1: ASSESSMENT OF STUDENTS CREDENTIALS

- Verify students name, address and Date of Birth (DOB) against information recorded on Passport.
- Where student is intending to bring family members to Australia verify family members’ documents as above.

STAGE 2: CHECK ANY PREREQUISITE REQUIREMENTS FOR SELECTED COURSE

- Information available on the courses and requirements can be obtained from Axis Institute.
- Determine if a student has appropriate qualifications or work experience for entry into the chosen program.
- Students intending to study Vocational Education courses at Axis Institute are required to have completed Australian year 12 equivalent with at least 60% aggregate or higher to be considered under Streamlined Visa Processing arrangements.
- Verify students Certificates and Transcripts for any signs of fraud.

STAGE 3: ASSESSING ENGLISH LANGUAGE AND ACADEMIC REQUIREMENTS

International students must meet the minimum English and Academic entry requirements of the course they are applying for, as detailed below and also available on the Axis Institute website. Students must be aged 18 years and older to enrol into any courses offered by Axis Institute.

ACADEMIC AND ENGLISH LANGUAGE REQUIREMENTS OR ANY CERTIFICATE II OR CERTIFICATE III QUALIFICATION:	
Academic Requirements	English Language Requirements
<ul style="list-style-type: none"> Depending on the nationality of the student, completion of Australian equivalent year 10 may be sufficient for Certificate II level qualification and completion of Australian equivalent year 11 may be sufficient for Certificate III level qualification. * OR Mature Age Students who do not have any qualification – they must pass the Axis Institute’s Internal LLN/ English Placement test* 	<ul style="list-style-type: none"> Student must provide evidence of attaining an overall IELTS score of 4.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate II Qualification and an overall IELTS score of 5.0 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate III Qualification. OR Student must have attained at least pre-intermediate Level of English and must provide evidence of the same before commencing a Certificate II Qualification or have attained at least Intermediate Level of English and must provide evidence of the same before commencing a Certificate III Qualification. OR Student must have completed Certificate II in Spoken and Written English and must provide evidence of the same before commencing a Certificate II Qualification. OR Student must have completed Certificate III in Spoken and Written English and must provide evidence of the same before commencing a Certificate III Qualification. OR Student must pass AXIS Institute’s relevant Internal English Placement Test.
ACADEMIC AND ENGLISH LANGUAGE REQUIREMENTS FOR ANY CERTIFICATE IV QUALIFICATION OR HIGHER:	
Academic Requirements	English Language Requirements
<ul style="list-style-type: none"> Depending on the nationality of the student, completion of Students must have completed at least an Australian year 12 equivalent. OR Depending on the nationality of the student, completion of Australian equivalent year 11 may be sufficient. * OR Mature Age Students who do not have any qualification – they must pass the Axis Institute’s Internal LLN/ English Placement test* 	<ul style="list-style-type: none"> Student must provide evidence of attaining an overall IELTS score of 5.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc). OR Student must have attained at least Upper Intermediate Level of English and must provide evidence of the same before commencing the course. OR Student must pass Axis Institute’s relevant Internal English Placement Test
ENGLISH LANGUAGE REQUIREMENTS EXEMPTED IF	
<ul style="list-style-type: none"> The student is enrolled in full-time school studies as a principal course including in a secondary exchange programme, a postgraduate research course, a standalone English Language Intensive Course for Overseas Students (ELICOS), and Foreign Affairs or Defence sponsored students. OR If the student has completed at least five years’ study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland. OR If the student is a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland 	
*Applicable for students who fall under the SSVF Matrix (Based on the risk rating of Axis Institute and Student Nationality).	

STAGE 4: FINANCIAL REQUIREMENTS

EXPENSES	PER PERSON	ESTIMATED AMOUNT REQUIRED IN AUD
Travel	Student	AUD \$2500 per person (Estimated Return Airfare)
	Family Members	
Tuition	Student (Primary applicant)	Course fees for 1 year
	Children aged between 5-18yrs	AUD \$8000 per year, per child
Living	Students	AUD \$24,505 per year
	Partner & Child	AUD \$8,574 per year
		AUD \$3,670 per year, per child

*Information in above table is correct as of **Sep 2023**. It could be updated from time to time by the DIBP, students are advised to check the DIBP website for up-to-date information. Cost of Living Calculator is also a useful tool to help estimate your cost of living in Australia: <https://costofliving.studyaustralia.gov.au/>

- The Australian Government Department of Home Affairs recommend the following as a minimum annual requirement for students studying in Australia:
- All international students applying to study at Axis Institute must provide evidence that they have sufficient funds to cover themselves and any accompanying family members for the first 12 months of their stay in Australia for the abovementioned Travel, Tuition and Living.
- And students are also required to provide evidence that they have access to sufficient income to cover the same costs for the remainder of their stay.
- Evidence of funds could be and not limited to the below:
 - Students and their accompanying family members must have genuine access to funds, whether it is provided by the student themselves or another eligible person. The funds shown in the visa application must be available for use to financially support the student and any accompanying family members during their stay in Australia.
 - When considering whether the funds shown will be genuinely available, we will take into account factors including:
 - The nature of the relationship between the student and the person who is providing the funds, where applicable
 - Income, assets and employment of the student or the other person who is providing the funds
 - Previous visa history of both the student and the person providing the funds.
 - Money deposit with a financial institution held by student, or a close relative*, for at least more than one month immediately before the date of your request for an eCOE.
 - Loan from:
 - An acceptable financial institution (in your name or any sponsors name.)
 - Please refer to the respective Australian Mission's website in your country for a list of acceptable financial institutions.
 - The government of your home country.
 - Scholarship from your Australian education provider.
- Acceptable Sources of Income: Students must provide at least one income stream from them or their sponsors.
 - Income Tax Return statement(s) for the last two years. (filed in two different financial years.)
 - Income statement for the last two years.
 - Loan documents.

- Financial guarantee letter.
- Bank account statement(s).
- If a close relative is sponsoring the student, the above documents should be furnished for the sponsor as well.
- A close relative includes:
 - The applicant's partner
 - The applicant's parents
 - The applicant's grandparents
 - The applicant's brothers or sisters
 - An uncle or aunt of the applicant who is: an Australian citizen, an Australian permanent resident or an eligible New Zealand citizen and usually resident in Australia.
- Students may be asked to provide relationship certificate in such cases to substantiate the relationship.

STAGE 5: GENUINE TEMPORARY ENTRANT (GTE), GENUINE STUDENT (GS) ASSESSMENT & INTERVIEW

- In order to be granted a visa, students must be assessed as both a Genuine Temporary Entrant (GTE) and a Genuine Student (GS). Assessment of genuineness is undertaken by the Australian Government Department of Home Affairs at the time of visa application & by Axis Institute at the time of application.
- Students individual circumstances must demonstrate that they genuinely intend to stay in Australia temporarily and the following factors are considered during assessment GTE requirements:
 - Students personal circumstances in your home country
 - Students potential circumstances in Australia
 - The value of the course to students' future
 - Students immigration history
 - Any other matter that is relevant to student's intention to remain in Australia temporarily.
 - Upon receipt of all the required forms and documents of the student from the agent as per the checklist Axis Institute may interview the student and shall inform the agent of the mode, time and date of interview and if student is successful, the offer letter shall be sent out to the agent.
- What can students include in the GTE statements:
 - A brief introduction about them and their family
 - Their educational, employment history and information about any English test taken
 - Their reasons for not choosing their home country to undertake further studies
 - Their reasons for choosing Australia as a study destination (students must specifically write reasons about not choosing other countries such as USA, Canada, UK, New Zealand etc)
 - Reasons for choosing a particular city in Australia
 - Information about why they intend to study a particular stream.
 - Their reasons for choosing Axis Institute (students must specifically write reasons about not choosing other Institute's including the names of the Institute's that they have considered in the process)
 - Knowledge about the course/s they are going to study

- What their future plans are after completing these course/s (we expect students completing diploma and advanced diploma to go further and study bachelors degree – students must mention specifically the respective bachelors degree and the university they intend to further study)
- What is the job title they are seeking to gain in their home country after completing the studies in Australia
- Demonstrate knowledge about the visa regulations and ties to their home country

Note: Genuine Temporary Entrant (GTE) statement is to be at least 3 - 4 pages in length covering the above aspects

Following are recommendations on how students can strengthen their GTE statement:

- A strong GTE statement is vital for a student to demonstrate that he/she is a genuine student and the student must be very aware of what he/she is mentioning on the GTE statement. Generic statements don't substantiate the facts. Students are required to work hard on preparing and expressing their Genuineness on the statements for which they must put ample time and effort into researching and putting things together.
- To further strengthen the GTE statements the following are highly recommended and our team at Axis Institute will be highly vigilant of all the GTE statements and all eCOE will be released only after we are convinced the GTE statements comply with our requirements and following are few of the aspects that need to be included as a part of satisfying the GTE criteria.
- A strong GTE statement will support statements with concrete evidence. For example, statements concerning expectations of significantly improved circumstances and remuneration should demonstrate how this will be achieved against the background of prevailing economic circumstances in the applicant's home country. Evidence from reputable publications / organisations (including web links) concerning labour market prospects (and remuneration) helps us establish the veracity of those statements – it adds weight to the applicant's reasons for studying in Australia and helps to demonstrate that study is their primary purpose.
- In general, the GTE claims can be strengthened by applicants by providing more relevant and independent research on:
 - alternative course options in home country and region (including course content, associated education providers; course duration, costs and evidence that links successful completion to relevant employment outcomes)
 - alternative course options in Australia (including course content, associated education providers; course duration, costs and how the chosen course of studies/education provider will add value to the applicant's future compared to other education providers/ courses)
 - remuneration the applicant could expect to receive in the home or a third country, using the qualifications from the proposed course.

Course options could be summarised in a table with following headings:

Education Provider/s Considered	Course	Website	Location	Cost/Duration	Comments on Advantages and Disadvantages of each Provider and Course with Reasons for Choosing or Not Choosing the Provider)

- We expect student/s to include the above table in their GTE statements to demonstrate what other providers have the student/s considered and what made them choose Axis Institute.
- Demonstrating a realistic knowledge of their intended course of study and associated education provider (by comparison to others) feeds into the assessment of the applicant's circumstances and whether the Student visa is being used to maintain ongoing residence in Australia.
- A strong application will include a GTE statement addressing each of the factors and then include concrete evidence to back up statements.

**Further information on the GTE and GS is available on the Government Australian Department of Home Affairs website at: <https://www.homeaffairs.gov.au/>*

STAGE 6: ACCEPTANCE OF OFFER

- Prior to sending acceptance letter to Axis Institute, agents are required to:
 - Ask the student and family/sponsor to read the Acceptance of Offer including the refund policy.
 - Explain to the student and family/sponsor any of the details requested and collect all the required documents such as the signed Acceptance Letter and any other information to make the offer unconditional.
 - Organise the tuition fee and other fee to be paid to Axis Institute.

STAGE 7: VISA LODGEMENT

- Axis Institute will process acceptance and forward the eCOE to agent while agent assists the student with student visa application.

Requesting for Variation

If for some reason, student is requesting for changes to the original enrolment, student needs to submit an Enrolment Variation Form along with supporting documentation and reason (Such as visa delay or medical reason) for the admin officer to process the request. An Enrolment Variation Form is available on our website. Fee may apply, variation process takes up to 10 business days.

International Student Handbook, Forms, and Policies

Please visit our website at: <http://axisinstitute.edu.au/downloads> for up-to-date versions of the International Student Application Form, International Student Handbook, policies and other fees information.

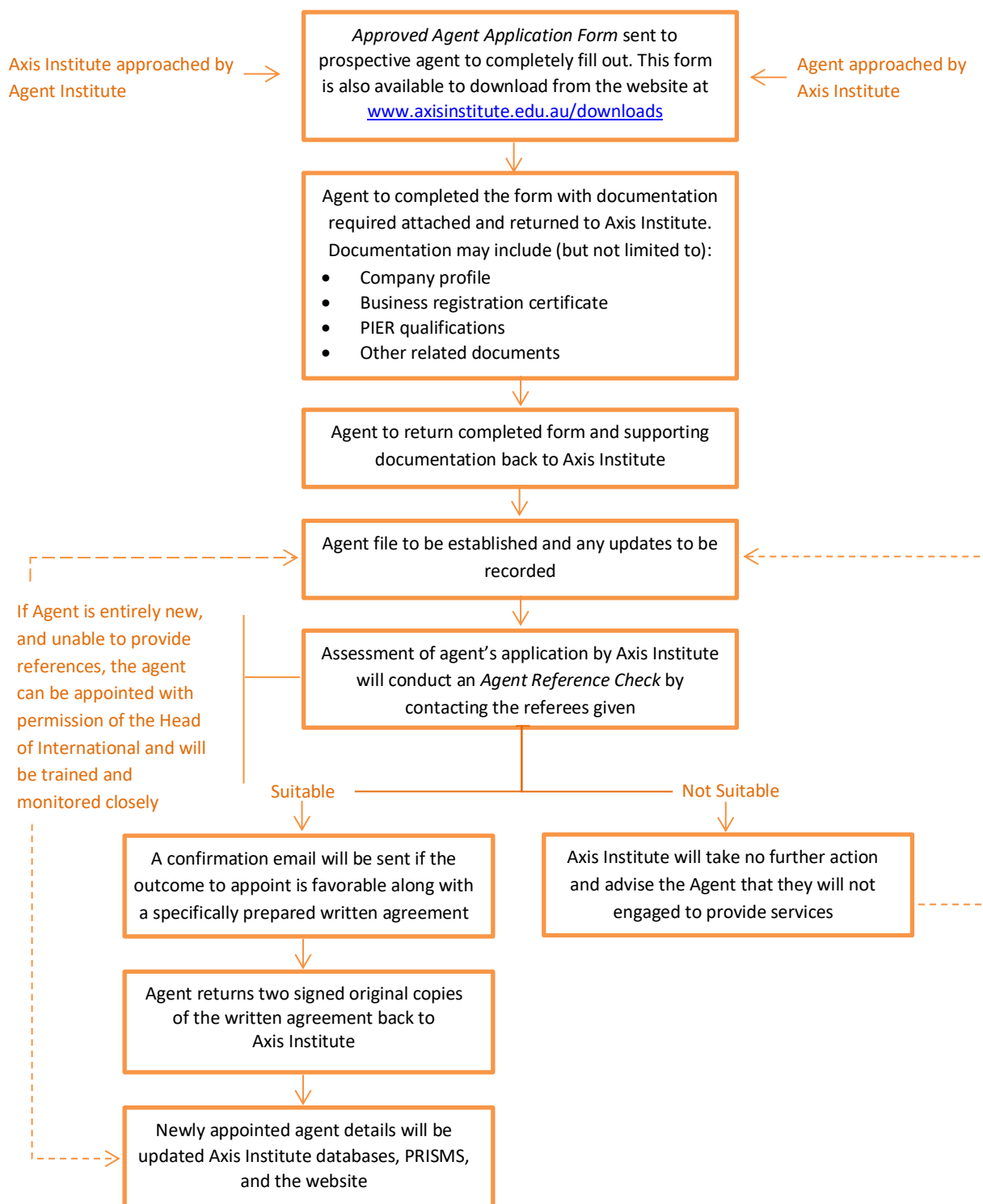
Appointment of Approved Agents

Axis Institute will ensure to take all measure to ensure that any approved and appointed agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector, as per Standard 4 of the National Code 2018 and the ESOS Act 2000.

Axis Institute will ensure that:

- A written agreement (International Education Agent Agreement) is created and signed by both parties
- Agents details are entered and maintained in Provider Registration and International Student Management System (PRISMS)
- Agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics. Be familiar with the following:
 - Education Services for Overseas Students Act 2000: <http://www.comlaw.gov.au/Series/C2004A00757>
 - Education Services for Overseas Students Amendment Act 2014: <http://www.comlaw.gov.au/Details/C2014A00002>
 - The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Providers of Education and Education Services for Overseas Students Act 2000 (ESOS Act): <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
 - The Australian Government Department of Home Affairs: <https://www.homeaffairs.gov.au/>
 - Agents Gateway: <https://www.homeaffairs.gov.au/busi/Migr/Agen>
 - Australian Skills Quality Authority: <http://www.asqa.gov.au/> please refer to CRICOS information.
- Agents act honestly and in good faith
- Will take immediate corrective action, or terminate a relationship (written agreement) if an agent (or an employee or sub-contractor/agent) is not complying with the National code
- Will not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes
- A list of approved agents is available on Axis Institute website, www.axisinstitute.edu.au.

AGENT APPOINTMENT APPLICATION PROCESS



Agent Monitoring and Review

Axis Institute will actively monitor all approved Agents' performance and implement methods/procedures to ensure professional behavior and positive outcomes. Ongoing and open communication with Agents is regarded by Axis Institute as a critical part of the successful operation of the Institute.

The performance of agents is monitored on an ongoing basis to ensure agents provide accurate, up-to-date, and clear information to potential students. This is through using one or more of the following:

- Quality of applications received and supporting documentation submitted
- Gathering feedback from students on the Agents performance during orientation and as needed
- Evaluate the activities of agents through one or more of the following:
 - Regular face to face meeting with agents Onshore or Offshore
 - Telephone/teleconference meetings
 - Surveys of students recruited by a particular agent
 - Agent return forms/surveys.

Agent Reviews are done periodically at a time set to coincide with the end date for an Agents written agreement. The review is based on the analysis of the agents file and student survey results that will include (but not limited to):

- Number of students provided by the agent
- The conversion rate of applications to CoEs and the conversion of CoEs to enrolments
- Comment on student satisfaction regarding the agent
- Comment of responsiveness of Agents to communications with the Institute
- Areas of improvement required by the agent

Axis Institute will include agent information in student satisfaction surveys and use this data to identify any issues related to the agent's conduct or performance.

If any agents have been identified as underperforming or have gaps in knowledge on Axis Institute services, then Axis Institute will assist to provide agents with additional training, as required.

On the basis of this performance review the Institute will extend the Agent's agreement, take corrective action prior to extending agreement or terminate the agreement. As part of extending the contract Axis Institute will ensure that the agent details on file are accurate and up to date.

For full details, please refer to Axis Institute Agent Appointment Policy and Procedure that can be accessed on the website, www.axisinstitute.edu.au.

Working with Subagents

Axis Institute recommends all agents to inform Axis Institute of all their subagents who will be promoting Axis Institute and it's the primary agent's responsibility to ensure that the sub-agents are not involved in any deceptive or misleading advertisements about Axis Institute or its courses.

Details pertaining to termination of Agent Agreement can be referred to on the Agent Agreement.

Claiming Commission

Any Agent registered with Axis Institute and had successfully enrolled a student to Axis Institute will be able to claim commission. All commissions are payable once the student commences the course the agent is claiming commission for. In order to claim commission, the agent is required to raise an invoice on their company letter head and include details including and not limited to:

- **Student Full Name**
- **Student DOB**
- **Course/s enrolled for**
- **Course Start Date**
- **Tuition Fee paid** by the student towards that particular course, **commission rate, commission in amount and GST if applicable.**

Agent is also required to include their bank account details into which they want Axis Institute to process the commission into. All invoices must be sent to info@axisinstitute.edu.au

All commission invoices are usually processed with 14 days of invoice being received provided all documentation is in place.

*Commission is paid when the student starts the course.

Marketing and Advertising

Only registered/approved agents of Axis Institute are able to market and advertise course/s offered by Axis Institute. Any advertisements relating to Axis Institute needs to be approved prior to placement to ensure adherence with Axis Institute Policies. All advertisements must contain the Axis Institute's RTO number and CRICOS code.

The Agent must not engage in any unethical, misleading or deceptive advertisement on behalf of Axis Institute, and must also ensure that any subagent adheres to ethical advertising practices, as per Axis Institute's International Marketing Information and Practices (provided to all Agents).

A Marketing Request Form is to be completed by approved representative agents of Axis Institute wishing to promote Axis Institute and its courses, who are planning to use the Axis Institute logo, website link or course descriptions. All relevant sections of the form must be completed and sent to Axis Institute for approval.

For full details, please refer to Axis Institute Marketing Policy and Procedure and International Marketing Information and Practices that can be accessed on the website, www.axisinstitute.edu.au.

FOR MORE INFORMATION VISIT

www.axisinstitute.edu.au

Alternatively, you can call on **+61 7 2102 3553** or
email **info@axisinstitute.edu.au**

Axis Institute is the trading name of Manigram Pty Ltd.

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All information in this document was correct at the time of publication but is subject to change.

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