



Agent Manual

Vibe College is the trading name of Adore Education Pty Ltd

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About Vibe College

Our campus is located strategically in Brisbane CBDs to offer courses for both domestic and international students. Vibe College provides a learning environment with individualized focus to enhance student's skills with the sole vision of **"Study today for a better tomorrow."**

Location and Contact Information

Level 3, 288 Edward Street

Brisbane Queensland 4000

Phone: +61 7 3088 6644

Email: info@vibecollege.edu.au

Website: www.vibecollege.edu.au

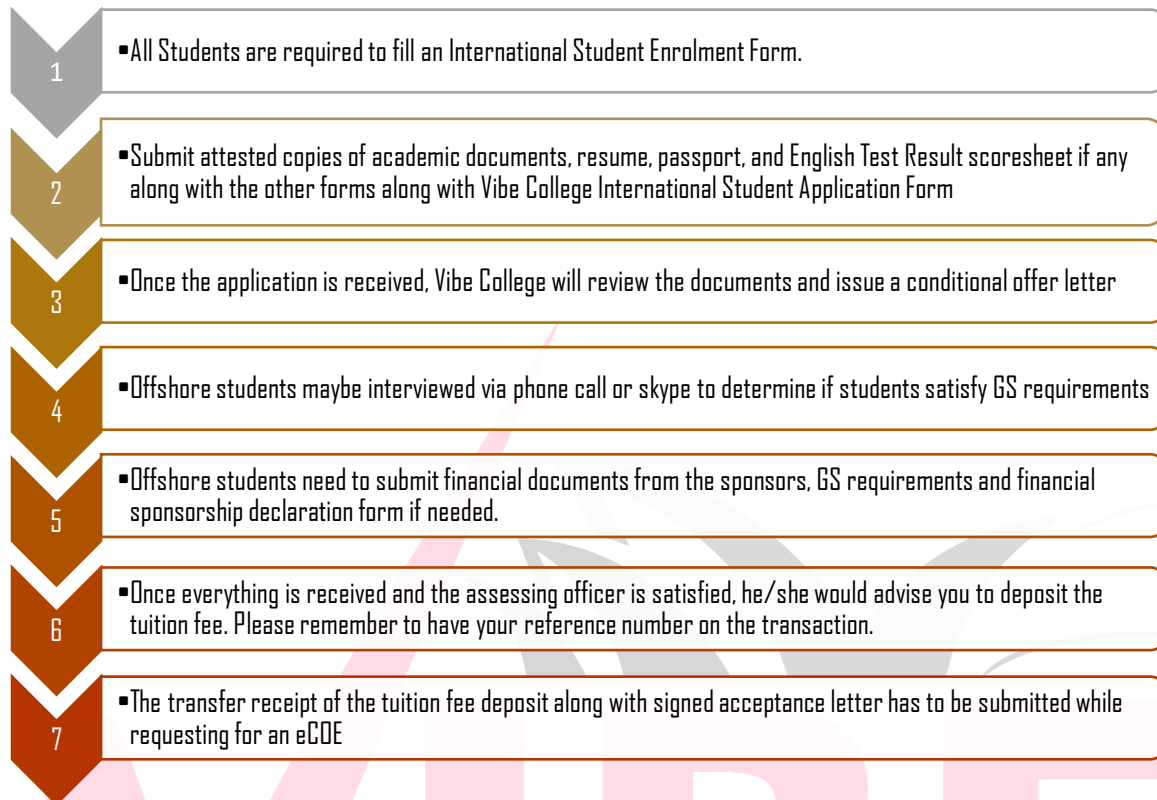
Why Choose Vibe College

- Nationally recognized qualifications
- Vocational placement within hospitality facilities
- Centralized campus location at the central business districts (CBD)
- Diverse mix of student's nationalities from over 15 different countries
- Fully furnished classrooms with projectors in air-conditioned environments
- Free Wi-Fi on campus for Vibe College students
- Student kitchen to store and heat food and beverages

Programs Offered at Vibe College

Course	CRICOS	Course Code	Duration
Certificate IV in Accounting	109996A	FNS40222	52 Weeks
Diploma of Accounting	112491M	FNS50222	52 Weeks
Advanced Diploma of Accounting	112492K	FNS60222	52 Weeks
Certificate III in Barbering	093270G	SHB30516	52 Weeks
Certificate III in Hairdressing	093269A	SHB30416	75 Weeks
Diploma of Salon Management	096243J	SHB50216	52 Weeks
Certificate III in Hospitality	111409G	SIT30622	52 Weeks
Certificate IV in Hospitality	111410C	SIT40422	52 Weeks
Certificate IV in Kitchen Management	109504D	SIT40521	78 Weeks
Diploma of Hospitality Management	111411B	SIT50422	104 Weeks
Advanced Diploma of Hospitality Management	111412A	SIT60322	104 Weeks
Diploma of Information Technology	107169H	ICT50220	78 Weeks
Advanced Diploma of Information Technology	107024C	ICT60220	104 Weeks
Diploma of Leadership and Management	104289B	BSB50420	52 Weeks
Advanced Diploma of Leadership and Management	105492B	BSB60420	52 Weeks
Graduate Diploma of Management	105380K	BSB80120	104 Weeks

Student Enrolment Process



The officer issues and forwards the eCOE to the agent.
Lodge your Visa Application, complete biometrics, health examination and wait for the visa

SSVF – Student Assessment Guidelines for Agents

THE FOLLOWING ASSESSMENT GUIDELINES HAVE BEEN PREPARED TO ASSIST VIBE COLLEGE'S AUTHORISED AGENTS, TO UNDERTAKE CERTAIN CHECKS ON STUDENTS TO ENSURE THEY MEET THE ACADEMIC, ENGLISH, GS AND FINANCIAL REQUIREMENTS.

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 Vibe College.
- Determine if a student has appropriate qualifications or work experience for entry into the chosen program.
- Students intending to study Vocational Education courses at Vibe College are required to have completed Australian year 12 equivalent with at least 60% aggregate or higher to be considered under Streamlined Visa Processing arrangements. Please refer to the individual course flyer for specific requirements of each course.
- Verify students Certificates and Transcripts for any signs of fraud.

STAGE 3: ASSESSING ENGLISH LANGUAGE AND ACADEMIC REQUIREMENTS*

- All students must undertake Vibe College Language, Literacy and Numeracy (LLN) test.
- Student must provide evidence of attaining an overall IELTS score of 6 bands or equivalent scores on a similar test (such as PTE etc) to commence Certificate III Qualification or higher **OR**
- Student must have attained at least Advanced Level of English and must provide evidence of the same before commencing a Certificate III Qualification or higher **OR**
- Student must pass Vibe College's relevant Internal English Placement Test.

STAGE 4: FINANCIAL REQUIREMENTS

- The Australian Government Department of Home Affairs recommend the following as a minimum annual requirement for students studying in Australia:

EXPENSES	PER PERSON	AMOUNT REQUIRED IN AUD
Travel	Student Family Members	Return Air Fare to Australia Budget of anywhere from AUD\$1000 to \$3,000 based on destination of travel
Tuition	Student Children aged between 5- 18 yrs.	Course Fees for 1 Year AUD 8,000 per year, per child
Living	Students Partner coming with you Child coming with you	AUD 29,710 per year AUD 10,394 per year AUD 4,449 per year

**Information in above table is correct as of July 2024. It could be updated from time to time by the Department of Home Affairs, students are advised to check the Department of Home Affairs website for up-to-date information while calculating the expenses at <http://www.homeaffairs.gov.au>. Cost of Living Calculator is also a useful tool to help estimate your cost of living in Australia: <https://costofliving.studyaustralia.gov.au>*

- All international students applying to study at Vibe College 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 above-mentioned 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 sponsor’s name.)
 - The government of your home country (Please refer to the respective Australian High Commission’s website in your country for a list of acceptable financial institutions).
- 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 a relationship certificate in such cases to substantiate the relationship.

STAGE 5: GENUINE STUDENT (GS) REQUIREMENT & INTERVIEW

- To be granted a visa, students must be assessed as (Genuine Student (GS)). Assessment of genuineness is undertaken by the Australian Government Department of Home Affairs at the time of visa application & by Vibe College 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 GS requirements:
 - Students’ personal circumstances in your home country
 - Students’ potential circumstances in Australia
 - The value of the course to student’s 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 Vibe College 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.

**Further information on 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 Vibe College, 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.
 - Organize the tuition fee and other fees to be paid to Vibe College.

STAGE 7: VISA LODGEMENT

- Vibe College 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 3 business days.

International Student Handbook, Forms and Policies

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

Agent Application Process, Monitoring and Review

Before completing an application to represent Vibe College, agents should 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.

It is recommended that agents complete an Education Agent Training course.

International Education agents willing to represent Vibe College are required to submit an Agent Application available on our website along with profile of their company, copy of registration of company or business. All Agents are required to nominate and include details of two referees.

Once the application and all documents are received, the officer in charge will check references and if successful, will generate an Agent Agreement for the Agent Company and forward it to the agent for signature.

In case of a newly established Agent who are unable to provide references; Vibe College's Head of International will review the application and upon successful appointment, the college will provide training and monitor their activities closely.

Checklist:

- Completed agent application
- Company profile
- Business registration certificate
- Any Educational Counsellor qualifications
- Other related documents

The commission details will be included on the Agent Agreement. Once the agent signs and forwards Vibe College a copy of signed agreement, a Certificate of Appointment will be issued. Agent Agreements by default are issued for a given period of time. Upon expiry of the Agent Agreements, the agents can apply for renewal of the same.

Vibe College monitors the performance of the agents on an ongoing basis using one or more of the following:

- Quality of applications received, and documentation submitted
- Face to face meeting with agents
- Teleconference
- Feedback from students.

Agent Reviews are done periodically based on:

- The number of student applications received
- The conversion rates
- The quality of applications Student completion rate etc.
- Feedback form for agents.

Working with Subagents

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

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

Claiming Commission

Any Agent registered with Vibe College and has successfully enrolled a student to Vibe College 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 Vibe College to process the commission into. All invoices must be sent to accounts@vibecollege.edu.au

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

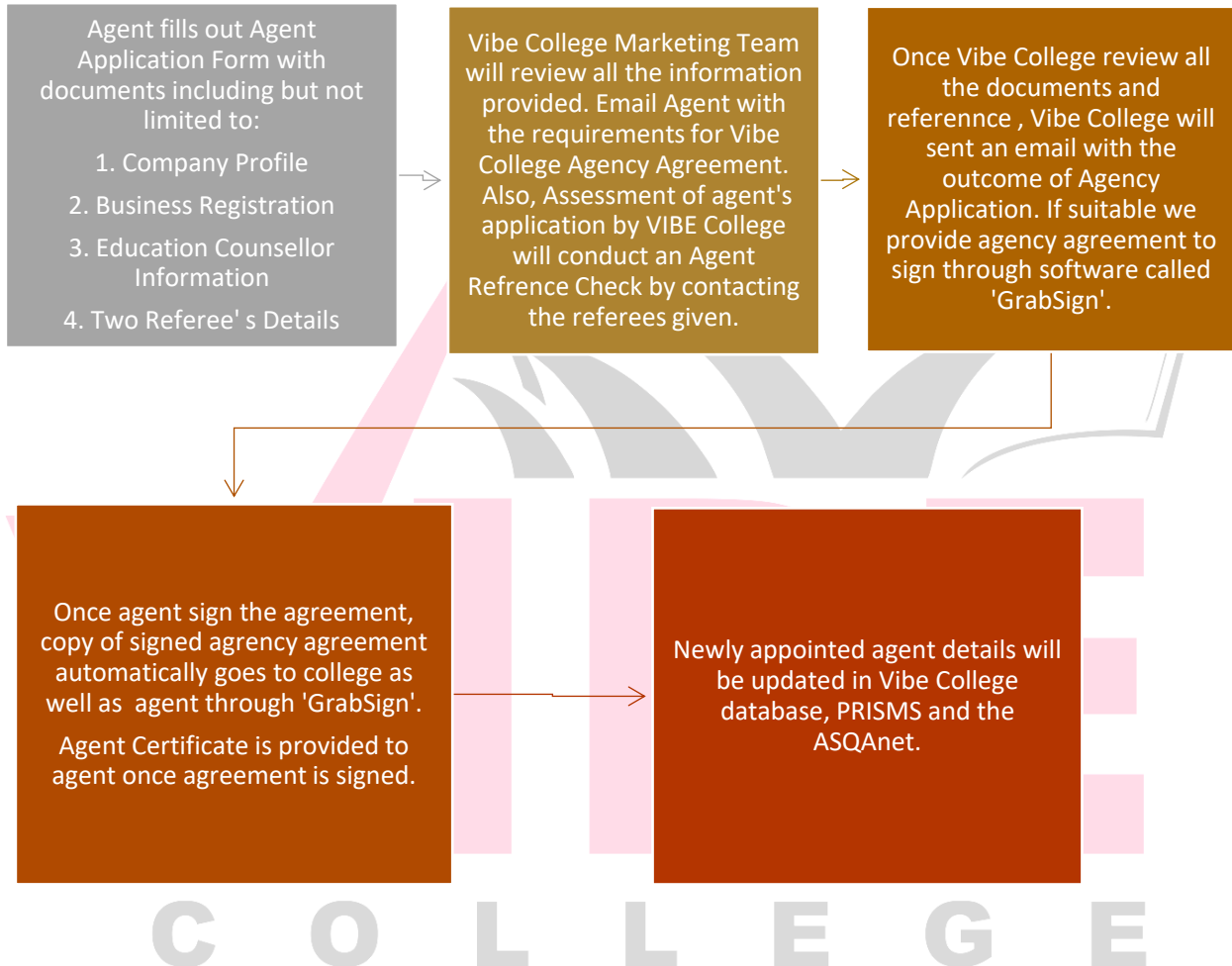
Commission is paid when the student starts the course for first course and remaining at 6 months interval.

Marketing and Advertising

Only registered agents of Vibe College can market and advertise courses offered at Vibe College. Any advertisements relating to Vibe College need to be approved prior to placement and is in accordance with Vibe College Policies. All advertisements should contain the CRICOS Code, RTO Number of Vibe College. The Agent must not indulge in any unethical/ misleading/ deceptive advertisement on behalf of Vibe College and should also ensure that neither of their subagents is involved in any such thing. Please refer to our International Marketing Information and Practices for more information.

The Marketing Request Form is to be completed by approved representative agents of Vibe College wishing to promote Vibe College & its courses and planning to use the Vibe College logo, website link or course descriptions. All relevant sections of the form must be completed and sent back to Vibe College for approval and use.

Vibe College Agent Application Process



FOR MORE INFORMATION VISIT: www.vibecollege.edu.au

Alternatively, you can call +61 7 3088 6644 or email info@vibecollege.edu.au/marketing@vibecollege.edu.au