



Citipointe  
Christian College

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INTERNATIONAL

# OVERSEAS STUDENTS AGENT HANDBOOK



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Christian College

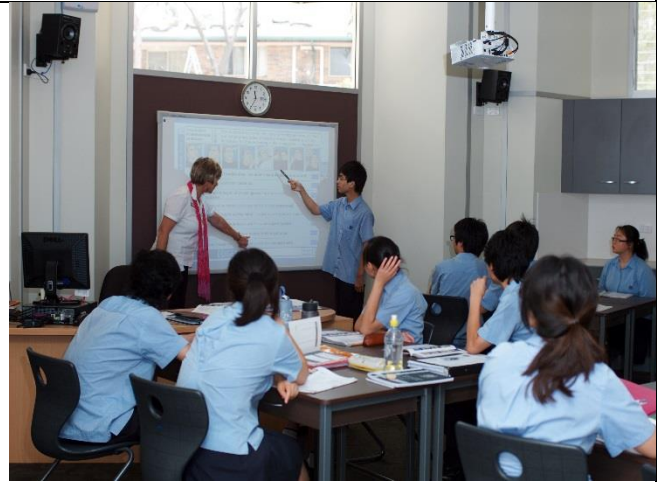


Citipointe  
Christian College  
INTERNATIONAL

322 Wecker Road  
Carindale QLD 4152 Australia  
[citipointe.qld.edu.au](http://citipointe.qld.edu.au)

CRICOS Provider Code: 00996F

*Christian Outreach Centre trading as Citipointe Christian College and Citipointe Christian College International*



## AGENT HANDBOOK

### Key College Contacts

Dr Lillian Myers  
Head of International  
[lmyers@citipointe.qld.edu.au](mailto:lmyers@citipointe.qld.edu.au)  
+61 7 3555 2700  
Mobile: +61 418 811 399

Mrs Susanna du Plessis  
Registrar  
[susannad@citipointe.qld.edu.au](mailto:susannad@citipointe.qld.edu.au)  
+61 7 3555 2700

Mrs Hayley Jakins  
Homestay Coordinator  
[homestay@citipointe.qld.edu.au](mailto:homestay@citipointe.qld.edu.au)  
+61 7 3555 2700  
Mobile: +61 412 304 375

## COLLEGE QUICK FACTS

<b>Year established</b>	Our mainstream school, Citipointe Christian College, was established in 1978. The International College commenced in 2002 to offer intensive English courses for overseas students.
<b>School type</b>	<ul style="list-style-type: none"> <li>• Private</li> <li>• Co-educational</li> <li>• Primary / Secondary / International</li> </ul>
<b>CRICOS registered courses</b>	<ul style="list-style-type: none"> <li>• Secondary School Preparation Program (SSPP)</li> <li>• Year Levels P-6 (Primary)</li> <li>• Year Levels 7-10 (Junior Secondary)</li> <li>• Year Levels 11-12 (Senior Secondary)</li> </ul>
<b>Minimum and maximum ages of students accepted</b>	<ul style="list-style-type: none"> <li>• Youngest age of students are Preparatory age (age 5 years) students</li> <li>• The minimum age of students to be accepted into welfare and accommodation arrangements approved by the College is 12 (Homestay).</li> <li>• Oldest age of students accepted is 18 years old</li> </ul>
<b>Accommodation options approved by the College</b>	<ul style="list-style-type: none"> <li>• Homestay</li> <li>• Parents or relatives</li> <li>• Family friend</li> </ul> <p>All accommodation must be approved by the College.</p>
<b>Approximate size of school</b>	<ul style="list-style-type: none"> <li>• 1700 in mainstream</li> <li>• 45 in SSPP</li> </ul>
<b>Location description</b>	Brisbane
<b>Specialist offerings</b>	English language preparation course on campus (SSPP)
<b>Approximate number of overseas students enrolled</b>	60
<b>Source countries</b>	Hong Kong, Japan, Korea, Mongolia, PRC, Taiwan, Vietnam
<b>International enrolments for which commission is payable (<i>details in Agent Agreement</i>)</b>	All
<b>Access / distance from nearest international airport and airport transfers</b>	20 minutes' drive from Brisbane international airport Complimentary airport pick-up for new students
<b>Key Dates for College Year</b>	There are 4 terms per year, starting January, April, July and October. Term dates can be found on the College website.
<b>Overseas Student Health Cover (OSHC) information</b>	<p>Students applying for a student visa need to arrange OSHC for the duration of their visa.</p> <p>OSHC should be arranged by the agent or the student's parents.</p> <p>Please see Australian Government <a href="#">OSHC factsheet</a>.</p>

## KEY MARKETING MESSAGES FOR PARENTS

- Academic rigour – students are expected to work hard, achieve highly and progress quickly.
- Caring environment – Citipointe is famous for its pastoral care of students.
- Excellent homestay program with Christian families in our church and school community.
- High standards of behaviour, discipline and uniform.
- Daily interaction and friendship with local students while studying English.

## QUICK FIND LINKS FOR COLLEGE WEB PAGES

<ul style="list-style-type: none"> <li>• Enrolment Application:               <ul style="list-style-type: none"> <li>○ Secondary School Preparation Program (SSPP)</li> </ul> </li> </ul>	<a href="https://citipointe.qld.edu.au/international-college/sspp-secondary-student-preparation-program">https://citipointe.qld.edu.au/international-college/sspp-secondary-student-preparation-program</a>
<ul style="list-style-type: none"> <li>• Enrolment Application:               <ul style="list-style-type: none"> <li>○ Year Levels P-6 (Primary)</li> <li>○ Year Levels 7-10 (Junior Secondary)</li> <li>○ Year Levels 11-12 (Senior Secondary)</li> </ul> </li> </ul>	<a href="https://citipointe.qld.edu.au/enrol/overseas-visa-students">https://citipointe.qld.edu.au/enrol/overseas-visa-students</a>
<ul style="list-style-type: none"> <li>• Fees Overview</li> </ul>	<a href="https://citipointe.qld.edu.au/enrol/overseas-visa-students">https://citipointe.qld.edu.au/enrol/overseas-visa-students</a>  <a href="https://citipointe.qld.edu.au/international-college/sspp-secondary-student-preparation-program">https://citipointe.qld.edu.au/international-college/sspp-secondary-student-preparation-program</a>
<ul style="list-style-type: none"> <li>• Overseas Student Policies</li> </ul>	<a href="https://citipointe.qld.edu.au/international-college/overseas-students-policies">https://citipointe.qld.edu.au/international-college/overseas-students-policies</a>
<ul style="list-style-type: none"> <li>• Homestay Handbook</li> </ul>	<a href="https://citipointe.qld.edu.au/international-college/homestay">https://citipointe.qld.edu.au/international-college/homestay</a>
<ul style="list-style-type: none"> <li>• College Calendar</li> </ul>	<a href="https://citipointe.qld.edu.au/enrol/getting-started-at-citipointe/overview#term-dates">https://citipointe.qld.edu.au/enrol/getting-started-at-citipointe/overview#term-dates</a>

## ENROLMENT APPLICATION PROCESS

### PROCEDURE FOR ENROLMENT (subject to change without notice)

- Make an application to the College on the SSPP Application Form and pay the Application Fee.
- When the application has been accepted, the student should complete the Duolingo English Test. They should go to: [englishtest.duolingo.com/applicants](https://englishtest.duolingo.com/applicants) where students can learn more about the test, register, and take a free practice test. To take the Duolingo English Test, you'll need to sign up for an account at <https://englishtest.duolingo.com/register>. Once signed up, click the BUY NOW button to purchase the test. The student will be able to take the test any time within 21 days of purchasing it. Go to [englishtest.duolingo.com/sharing](https://englishtest.duolingo.com/sharing) for instructions on how to share your results with Citipointe Christian College.
- When the College approves the Duolingo English Test results, a Teams enrolment interview will be arranged.  
Upon receipt of a Letter of Offer, sign the Written Agreement and return it to the College.
- Pay one semester's tuition fees and all other fees as outlined in the Letter of Offer.
- An electronic confirmation of enrolment (COE) will then be issued by the College.
- Arrange Overseas Student Health Cover for the duration of the Visa as required. Refer to <https://oshcaustralia.com.au/en> or your agent.
- Apply for a student visa by taking the COE form, evidence of your Overseas Student Health cover and any other requirements to the appropriate immigration office.
- Advise the College of the student's expected date of arrival.
- Prior to or on arrival in Australia, provide a copy of the student's passport, student visa, overseas student health cover, evidence of date of arrival and contact details in Brisbane.
- After commencement, 8 tuition weeks' notice is to be given of a student's withdrawal. Otherwise, 8 tuition weeks fees will be charged (please refer to the Written Agreement and Refund Policy).

### Criteria for Enrolment

- Above average academic results sufficient to successfully meet the entry and curriculum demands of the intended course.
- For enrolment in SSPP students must be at least 12 years old and have completed Primary school.
- For direct entry to mainstream, students need an AEAS report showing:
  - Score of 80+ for entrance to Years 10-12
  - Score of 71+ for entrance to Years 7-9
  - Score of 46+ for entrance to Years 4-6
- There is no English requirement for entry to Prep-Year 3.

## STUDENT SUPPORT PROCESSES

### EMERGENCY CONTACT

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

IN SCHOOL HOURS	OUTSIDE SCHOOL HOURS*
Dr Lillian Myers	Dr Lillian Myers
Head of International	Head of International
Phone: +61 7 3555 2724	Phone: +61 7 3555 2724
Mobile: +61 418 811 399	Mobile: +61 418 811 399
In Australia: 0418 811 399	In Australia: 0418 811 399
lmyers@citipointe.qld.edu.au	lmyers@citipointe.qld.edu.au

*\*Contact outside school hours should be in case of emergency **only**.*

### EMERGENCY HOMESTAY CONTACT

IN SCHOOL HOURS	OUTSIDE SCHOOL HOURS*
Mrs Hayley Jakins	Mrs Hayley Jakins
Homestay Coordinator	Homestay Coordinator
Phone: +61 7 3555 7240	Phone: +61 7 3555 7240
Mobile: +61 412 304 375	Mobile: +61 412 304 375
In Australia: 0412 304 375	In Australia: 0412 304 375
homestay@citipointe.qld.edu.au	homestay@citipointe.qld.edu.au

*\*Contact outside school hours should be in case of emergency **only**.*

## **PROGRESS REPORTS AND COMMUNICATIONS WITH PARENTS**

The College expects all students to work hard at their studies, to take part in school activities, and for parents to have an active interest in the progress made by their son or daughter.

For this reason, the College will regularly communicate with parents via progress reports.

- Progress Reports are emailed to parents at the end of each term (10 weeks) in the International College and at the end of each semester (20 weeks) in the mainstream.
- A copy will be provided to the agent for discussion with parents.

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

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

Please note, every 6 months schools are required to confirm with students and parents that their contact details are up to date.

## **COUNSELLING SERVICES**

The College provides the following assistance to students. Please encourage students to ask their teacher if they are not sure where to go to for information about these services if there is a need at any time:

- Academic counselling
  - any problems with studies, including understanding subject content or assessment requirements, time management, classroom practices
  - subject selection
  - Counsellors may also work with other members of staff to enhance individual student's learning and academic achievement.
- Personal counselling
  - any personal problems, including difficulties in adjusting to a new environment
  - physical or mental health issues
  - problem solving and decision-making
  - communications strategies
- Careers Counselling
  - All students are offered advice and information about careers planning, further studies or study pathways during their studies in Years 9-12.

## **PRE-ENROLMENT INFORMATION AND STUDENT COUNSELLING**

The following information is required prior to enrolment of the student. The College provides this information in the Secondary School Preparation Program Handbook which should be given to parents prior to enrolment.

Please use this as a checklist when counselling students

- Requirements for acceptance into a course, including minimum level of academic achievement, Duolingo English Test results, satisfactory enrolment interview
- Course details – content, duration and qualification
- Campus details – location, facilities, resources
- Course related fees and refund policy
- Grounds on which enrolment may be deferred, suspended or cancelled
- [ESOS Student Fact Sheet](#)
- Cost of living
- Accommodation options



## **STUDENT PICK UP AND ORIENTATION ON ARRIVAL**

- The College will arrange complimentary airport pick up for the student if necessary. If an agent, relative or family friend wants to pick the student up from the airport, they should make prior arrangement with the College.

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

- Support services available to the student
  - Legal services if needed
  - Emergency and health services
  - College facilities and resources
  - Complaints and appeals processes
  - Visa conditions relating to course progress and attendance (requirements under the National Code)
  - Overseas Student Health Cover
  - Key members of staff
  - Extra-curricular activities
  - College timetable and routines
  - Transport services
  - Local community
  - Information about accommodation and the requirement to stay in College approved accommodation arrangements
- The College will assist the student to do the following after the student's arrival:
    - Contact parents to confirm safe arrival
    - Open a bank account
    - Connect to a mobile phone service
    - Purchase a pre-paid wireless internet package
    - Understand how to use public transport
    - Shop for any personal items

## **SUPPORT AND INTERVENTION PROCESSES**

- The College will arrange additional assistance for students to help them successfully complete their studies if this is necessary. This may take the form of:
  - Homework classes or tutorials after school
  - Creating a time management and study plan
  - One-to-one teacher interviews to discuss assessment requirements
- Where necessary, the College will work with students to prepare individual strategies to improve attendance or course progress.
- If the College needs to implement strategies for monitoring attendance and/or improving course progress, parents will be kept informed. If a student's attendance or course progress does not improve to the required levels after intervention, the College is required to report the student to the Department of Home Affairs for failure to meet visa conditions.
- Copies of the College attendance and course progress requirements are available at:  
<https://citipointe.qld.edu.au/international-college/overseas-students-policies>

## 2018 NATIONAL CODE OF PRACTICE REQUIREMENTS

### 1. 2018 NATIONAL CODE OF PRACTICE

Registered Providers are required to use where possible Education Agents who have an understanding of the Australian international education industry. The College expects that Agents entering a written agreement with the College will have an understanding of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

A copy of the 2018 National Code of Practice is available at

<https://www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>

It is a requirement for registered providers in Australia to list agents with written agreements on institutional websites.

### 2. RESOURCES FOR UNDERSTANDING COMPLIANCE

Resources to assist Education Agents understand the requirements of the Australian regulatory framework for overseas students include:

- Education Agents Training Course (EATC):  
<https://www.icef.com/academy/courses/education-agent-training-course-eatc/>
- ISANA National Code Online Tutorial: <http://www.isana.org.au/national-code-online-tutorial/>

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

Dr Lillian Myers	lmyers@citipointe.qld.edu.au
Head of International	Phone: + 61 418 811 399

**3. 2018 NATIONAL CODE OF PRACTICE STANDARD 4: EDUCATION AGENTS**

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

	<p>4.5 Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.</p> <p>4.6 The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:</p> <p>4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act</p> <p>4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)</p> <p>4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa</p> <p>4.6.4 using PRISMS to create CoEs for other than bona fide students.</p>
<p><b>4.</b></p>	<p><b>MONITORING PROCESSES</b></p> <ul style="list-style-type: none"> <li>• Under Standard 4 the College is required to have in place processes for monitoring the activities of agents engaged. Details are outlined in the agency agreement.</li> <li>• As well as having regular communications with the College about recruitment of students and on-going support of students enrolled, you are asked to provide a half yearly record of applications lodged and enquiries followed up. Please see page 13 of this Handbook for a copy of this form.</li> <li>• Please note under Standard 4 the College is required to take certain actions if improper conduct on behalf of the Agent or an Agency staff member is suspected. Details of such actions are outlined in the agency agreement.</li> </ul>

## HALF YEARLY AGENCY RETURN

### HALF YEARLY RETURN OF AGENCY ENQUIRY OUTCOMES FOR CITIPOINTE CHRISTIAN COLLEGE

Please email this information to [lmyers@citipointe.qld.edu.au](mailto:lmyers@citipointe.qld.edu.au) at the end of June and the end of November each year.

#### 1) Applications lodged

Enquiry Date	Name of Student	DOB	Year Level requested	Application Accepted		Date Outcome advised	Reason if not accepted	Commission	
				Yes	No			Date requested	Received

#### 2) No application lodged

Enquiry Date	Gender	Year Level requested	Follow up undertaken	Reason for withdrawal of interest

Return lodged by: \_\_\_\_\_ Date: \_\_\_\_\_

#### 3) Request for more College materials:

Number of Brochures : \_\_\_\_\_ Number of Enrolment Packages: \_\_\_\_\_ Other: \_\_\_\_\_

## WEBSITES FOR FURTHER INFORMATION

- Australian Government Department of Education Information for Overseas Students:  
[ESOS Student Fact Sheet](#)  
[Tuition Protection Service - Overview for International Students](#)  
[OSHC factsheet](#)
- Department of Home Affairs – Studying in Australia: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- Information for students living in Queensland: <https://www.studyqueensland.qld.gov.au/live-in-queensland>
- Life in Australia Guide: <https://www.studyaustralia.gov.au/en/life-in-australia>
- Queensland Curriculum and Assessment Authority (QCAA) [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au)
- Queensland Events & Cultural Activities: <http://www.queensland.com/en-AU/Events>
- Queensland Weather Forecasts: <http://www.bom.gov.au/qld/>
- Public Transport in South East Queensland: <http://translink.com.au/>
- List of Embassies and Diplomatic Missions in Australia: <https://www.dfat.gov.au/about-us/foreign-embassies/pages/foreign-embassies-and-consulates-in-australia>
- Currency Converter: <https://www.xe.com/currencyconverter/>
- Duolingo English Test: [englishtest.duolingo.com/applicants](https://englishtest.duolingo.com/applicants) to register and take a free practice test.  
<https://englishtest.duolingo.com/register> to sign up for an account and purchase the test.