

# AGENT REPRESENTATIVE MANUAL



UNIVERSITY OF  
NEWCASTLE  
AUSTRALIA

[newcastle.edu.au/study/international](http://newcastle.edu.au/study/international)

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# Section 1: Key Contacts

## 1 Student Admissions / Agent / Partner Management

<b>International Admissions UG and PG:</b>	<a href="mailto:ia@newcastle.edu.au">ia@newcastle.edu.au</a> +61 (2) 4921 6236
<b>International Admissions HDR Programs:</b>	<a href="mailto:graduate-research@newcastle.edu.au">graduate-research@newcastle.edu.au</a>
<b>Business Development Team:</b> Agent training and enquiries, amendments to recruitment territories	Contact your Relationship Manager via the contacts below.
<b>Operations:</b> Legal documents, Education Agent Agreement matters	<a href="mailto:Agent-Operations@newcastle.edu.au">Agent-Operations@newcastle.edu.au</a>
<b>Financial Operations:</b> - commission / agent fees - refunds for students - payment of invoices (non commission related)	<a href="mailto:int-finance@newcastle.edu.au">int-finance@newcastle.edu.au</a> <a href="mailto:int-refunds@newcastle.edu.au">int-refunds@newcastle.edu.au</a> <a href="mailto:finance-ops@newcastle.edu.au">finance-ops@newcastle.edu.au</a>
<b>Ascent One:</b> Execution of Education Agent Agreements, business information and contact details	Update your agent business information and contact details <a href="#">here</a> , or email <a href="mailto:support@ascentone.com">support@ascentone.com</a> for help.

## 2 Management Team

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TBC Regional Manager Europe	

## 3 Regional Representatives

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## Section 2: Promoting the University of Newcastle

<b>Rankings and Awards</b>	<p>The University of Newcastle continues to build its global reputation for being one of the world's most prestigious universities. Click <a href="#">here</a> for our current ranking information.</p>	
<b>Campuses and Locations</b>	<p>For detailed information on our campuses and virtual campus tours click <a href="#">here</a>.</p>	
<b>Study periods</b>	Semester	<a href="#">Dates</a>
	Trimester	<a href="#">Dates</a>
<b>Global Graduate Networks - Alumni</b>	<p>Our 161,000 strong global alumni network is creating positive change across the world. Our networks support recent graduates, offer events and networking opportunities, and facilitate world-class global connections. To connect with our Global Graduate Network, click <a href="#">here</a>.</p>	
<b>Colleges</b>	<p> <a href="#">College of Engineering, Science and Environment</a>  <a href="#">College of Health, Medicine and Wellbeing</a>  <a href="#">College of Human and Social Futures</a> </p>	
<b>Accreditations</b>	<p>Our Schools and Institutes have numerous awards and accreditations – please check each site for specific details.</p>	
<b>Range of programs</b>	<p>The University has hundreds of postgraduate and undergraduate coursework programs and Research Master and PhD programs – <a href="#">click here to view them all</a>.</p>	

## Section 3: University of Newcastle Campuses

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### 1 Callaghan Campus – Newcastle

The University of Newcastle's flagship campus at Callaghan is only 12km from the vibrant heart of Newcastle. The Callaghan campus is a wonderful mix of award-winning, architecturally designed buildings and world-class infrastructure scattered over 140 hectares of natural bushland, and only 2 hours from Sydney.

### 2 Newcastle City Precinct

NUspace is a \$95 million landmark facility in the heart of Newcastle's CBD, offering the latest in teaching and learning technology to deliver a world-class student experience. The most recent addition to the precinct is the Q Building at Honeysuckle. Q Building provides state-of-the-art facilities for Creative Industries students and hosts the Integrated Innovation Network (I2N) Hub.

### 3 Sydney Campus

The University of Newcastle's Sydney campus is situated in modern, purpose-built premises in the CBD. This easily accessible location, in the heart of Australia's biggest and most culturally diverse city, is host to a range of programs in Business, Information Technology and Finance.

### 4 Ourimbah Campus – Central Coast

The University of Newcastle Central Coast is proud to celebrate over 25 years of world-class teaching, learning and research in our region. During this time, a strong community of career-ready students has flourished, with the campus shaping graduates into key members of our local area – and the world.

### 5 Gosford Central Campus – Gosford, Central Coast

Located in the heart of the Gosford CBD, the University of Newcastle's Gosford Central Campus offers students the opportunity to study in a vibrant, city-based learning environment on the Central Coast. Just a short walk from Gosford train station, the new campus is a state-of-the-art facility offering modern learning spaces designed to support collaborative, hands-on education, and provides strong links to local industry, health, and community partners.

### 6 Central Coast Clinical School – Gosford, Central Coast

The University of Newcastle Central Coast Clinical School delivers high quality education and research in a range of Health disciplines. Located on the grounds of the Gosford Hospital, the Clinical School has a deep and long-standing relationship with the Central Coast Local Health District. Our Gosford Hospital Campus is a nation-leading health, medicine and wellbeing teaching and education facility.

### 7 University of Newcastle – Singapore

Our technologically advanced education, research and innovation hubs place the University of Newcastle Singapore as the ideal location for the delivery of our degrees in the Southeast Asian region. Our close partnerships with some of the best local educational institutions ensures we constantly deliver quality degrees that help you get the most out of your education. Check the website for full details of all degrees offered through the [Singapore campus](#).

Discover our full list of campuses and locations [here](#).

## Section 4: Pathways to the University of Newcastle

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### 1 The University of Newcastle College of International Education

The University of Newcastle College of International Education (UNCIE) offers a fully accredited pathway to university degrees for students who do not meet the academic and / or English language requirements for direct entry or would prefer to study the first year of their undergraduate degree in an environment specifically designed for international students. From 2026, The English Language Bridging Program (ELBP) is delivered through UNCIE.

More information on pathways can be found [here](#).

### 2 English Language Pathways

All applicants must demonstrate that they meet the University's English proficiency requirement for admission. The [English Language Proficiency Policy](#) and [English Language Proficiency Procedure](#) are live in the Policy Library. Students may meet the English language proficiency requirements through an English language proficiency test, prior study or accumulation of English. Students must be able to meet the University's English language proficiency requirements in addition to the Department of Home Affairs requirements.

For international students who do not meet either the language or academic requirements for entry into a program, a range of English language [pathway courses](#) are available.

Successful completion of our [English Language Bridging Program \(ELBP\)](#) allows students who have met the academic requirements of their degree to transition to their award program with the University of Newcastle and the College of International Education (UNCIE).

Details of the ELBP Program can be found [here](#).

### 3 Recognition of Prior Learning (RPL)

The University of Newcastle grants credit for relevant previous studies.

Students can apply for RPL based on previous studies and work experience. To have credit assessed, please tick 'yes' to: *Are you applying for Credit for Prior Learning (credit transfer)?* on the application form. The University has existing RPL, credit transfer and articulation agreements with many institutions across the world; [the online database may be accessed here](#). Please note applications for credit may take several weeks to assess so early applications are strongly encouraged.

## Section 5: Student Accommodation

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### 1 Travelling and Arriving in Australia

Sydney International Airport (SYD) and Newcastle Airport (NTL) have designated International Student Welcome Desks to support international students when they first arrive in Australia.

Newcastle Airport (NTL) at Williamstown is a 30-minute drive from our Callaghan campus and Newcastle city precinct.

Students may choose to arrive in Sydney and collect a transfer to Newcastle or fly via another international transport hub such as Melbourne or Brisbane, and transfer to a Newcastle flight to arrive at our local airport.

Newcastle Airport is currently undergoing a \$250 million transformation to become a fully operational international airport - offering direct international routes to destinations such as Singapore, positioning Newcastle as global education hub.

For more information on preparing to travel to Australia, including organising transport, find out more [here](#).

### 2 On-Campus Accommodation

[Student Living](#) is the University of Newcastle's on-campus accommodation precinct at our Callaghan and Ourimbah campuses, with a range of facilities and living environments to suit undergraduates, postgraduates, couples and students with special needs. Find out more [here](#).

### 3 Off-Campus Accommodation

If students want to live off campus there are many rooms, apartments and houses available for rent in the suburbs around the University. Find out more [here](#).

### 4 Homestay

[Homestay](#) is a popular accommodation option for new international students. The University of Newcastle has partnered with Australian Homestay Network (AHN) as our preferred provider.

### 5 Under 18s

The Department of Home Affairs requires international students under 18 years of age to obtain approval for accommodation and welfare arrangements from their education provider, unless they are under the care of a parent or nominated relative who resides in Australia.

Students under 18 years of age must be accompanied by a parent or legal guardian, residing with a nominated relative approved by Department of Home Affairs, or have accommodation under welfare arrangements approved by the University. [Read more here](#).

### 6 Newcastle Lifestyle

Studying at the University of Newcastle is an opportunity to attend a globally renowned institution only moments from some of the most beautiful beaches and natural attractions in the world.

Smaller than Sydney, Newcastle is a favourite for those in search of a city that is not overwhelming. A creative hub, it is also known for its thriving restaurant and bar scene, dining and arts culture, museums and three saltwater swimming baths. [Read more here](#).

### 7 Student Life

Our campuses are a bustling hive of activity where there is always something happening. University life means so much more than just attending classes, and there is a range of other facilities and services available. See the [University website](#) for more information. There are over 100 clubs and societies to choose from at the University, ranging from sports, academia, social, cultural and faith-based groups. New members are always welcome [click here for details](#).

# Section 6: Application and Enrolment Procedures

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## 1 Application Submission

- (a) The education agent should register for the online Agent Portal upon signing an agency agreement with the University. Agents can access the [Agent Portal HERE](#).
- (b) The applicant should submit all relevant supporting documents to their education agent. Relevant documents may include passport, birth certificate, Genuine Student (GS) Stage 1 Checklist, academic transcripts, marksheets, certificates, testamurs, resumes/CVs, English language test results, reference letters, course syllabus, previous visa records, and additional identification documentation. An official English translation must be provided for documents provided that are not in English.
- (c) The education agent must sight the original documents and ensure that all supporting documents provided are genuine, legible, and appropriately certified.
- (d) Once the education agent is satisfied with all documents provided, they should submit the application and supporting documents through the Agent Portal.
- (e) The agent should enter the applicant's details into the Agent Portal in the same format as the student's passport. Contact details for the application **must** be the applicant's and **not** the education agent's details.
- (f) If the International Admissions (IA) team require further information or documentation, a request will be sent to the education agent and applicant via an Action Item in the Agent Portal. The education agent must communicate with the applicant to receive the additional information or documentation and upload it against the Action Item as soon as possible.

*Note: incomplete applications will cause delays in application processing times. We strongly recommend education agents and applicants provide a complete application from the outset.*

## 2 Application Follow-up

IA aim to process all applications in a timely manner however turnaround times for assessments can increase during peak periods. Please be aware that some applications require assessment by the College for admission or credit eligibility to be determined and these applications may take longer to process. For status updates please check on Agent Portal or email the IA team at [ia@newcastle.edu.au](mailto:ia@newcastle.edu.au).

When contacting the University, education agents and applicants should include the applicant's full name, as written on their passport, their date of birth in DD/MM/YY format, the application number, and any other relevant information.

## 3 Genuine Student (GS) Requirement

Education agents submitting applications on behalf of students will be required to complete a [Genuine Student \(GS\) Stage 1 Checklist Form](#). As part of the streamlined student visa processing arrangements and the University's assessment criteria, the form is used to determine whether an applicant is a genuine student in accordance with [Ministerial Direction 106](#). Depending on the student's citizenship and circumstances, students may be required to complete a Stage 2 [Genuine Student \(GS\) Requirements Assessment Form](#). The form will also help applicants to prepare for their visa application process. These forms are available in the Agent Portal.

## 4 Course Packaging

Students can package two or more programs on one student visa where there is progression from one program to another. The gap between completing one program and commencing the second must be less than two months.

## 5 Application Outcome – Successful

### Unconditional offer:

When applicant has met all the entry requirements of the chosen program of study and the Genuine Student GS requirement, the Unconditional Offer will be issued and sent to both applicant and the nominated agent. It will also be available on the Agent Portal under a new Action Item. The agent's role is to assist the applicant in understanding and accepting the offer.

### Conditional offer:

Conditional offer requires the applicant to meet specific conditions before an unconditional offer can be issued. Conditions may include, but not limited to, provision of a certified copy of supporting documents, successful completion of current studies, evidence of English language proficiency, or relevant work experience, or meeting Genuine Student (GS) requirement. The relevant condition/s will be stated on the conditional offer. The education agent's role is to advise and assist the applicant on how to meet the stated conditions in order to progress to an unconditional offer. Documentation provided to meet the offer conditions must be uploaded against the relevant Action Item in the Agent Portal, and the conditional offer must be marked as "Accepted" for assessment by International Admissions.

## 6 Accepting the Offer

- (a) The applicant and education agent should ensure that they read and understand all sections of the offer of admission, including all terms and conditions – this written agreement becomes a legal document once accepted (signed by the student and deposit paid).
- (b) If the conditional offer provided, the applicant must meet the conditions outlined before proceeding the acceptance.
- (c) If the unconditional offer issued, the applicant must complete all sections of the offer acceptance and declaration and submit to their nominated agent.
- (d) The education agent should check that the offer acceptance has been completed correctly prior to uploading it to the Agent Portal. Please ensure to click on "Accept" then "Save and Submit" to finalise the submission.
- (e) The applicants can proceed with payment via the online payment portal. Payments must be made directly to the University, not via the agent. Please refer to sections in Letter of Offer Sections Fees and Refunds.
- (f) Once the University has received a correctly completed Offer Acceptance, required payment, Overseas Student Health Cover (OSHC) arrangement, approved welfare arrangements for students under 18 (where applicable), and any other required documentation, an electronic Confirmation of Enrolment (eCoE) will be issued, and the applicant will be activated into their first program.
- (g) The applicant will receive the eCoE/s and instruction via email on how to activate the student account.
- (h) Student Central at the University of Newcastle will provide further information on orientation and enrolment sessions prior to program commencement.

*Note: Education agents should encourage students to keep a copy of the written agreement and payment in their records.*

## 7 Enrolment and Orientation

At the University of Newcastle, we expect commencing international students to arrive on time and attend Orientation. Orientation sessions are generally held in the week prior to the commencement of classes and include program and enrolment information to ensure the student is correctly enrolled and ready to start classes. Orientation helps prepare students for university life. Information sessions will include practical information about living and studying at the University, as well as a range of social activities and off campus outings to help students get to know the area and make new friends with other international students as well as domestic students.

International students will receive information on attending the general University orientation activities for all new students. Students must be onshore and enrolled by Friday of the second week of term. Some programs require students to arrive earlier, and communications will be sent to the student advising the specific commencement. **Failure to commence on time may result in deferral of study or cancellation of the CoE.** Deferral requests must be made in writing to International Admissions at [IA@newcastle.edu.au](mailto:IA@newcastle.edu.au). Deferrals post visa grant will only be approved under compassionate and compelling circumstances.

*Note: requests for deferral are not automatically approved. We recommend that agents and students ensure that they arrive with enough time to settle in and commence their study.*

## 8 University Support Services

The University has a range of support services for students click [here](#) to find out more.

[International Student Support \(ISS\)](#)

[AskUON](#)

[Enrolments](#)

## 9 Application Outcome – Unsuccessful

If an applicant fails to meet the entry requirements for their chosen program at the University of Newcastle or does not meet the Genuine Student (GS) assessment required by Department of Home Affairs, the International Admissions team will notify the applicant and the nominated education agent. The outcome will be recorded in the Agent Portal. Education Agent may assist the applicant by providing information about alternative study options or pathway programs to the University through other relevant partners.

# Section 7: English Language Requirements

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## 1 University of Newcastle – English Requirements

The University has an [English Language Proficiency Policy](#) and [English Language Proficiency Procedure](#) that outline the English requirements for entry for domestic and international applicants to programs (except for enabling programs) at the University. Applicants must demonstrate that they meet the University's English language proficiency requirements **prior to admission** in accordance with the English Language Proficiency Policy and Procedure.

## 2 Department of Home Affairs – English Requirements

English language requirements generally apply to applicants wanting to study or work in Australia. Applicants must check the [eligibility](#) page for the visa subclass they wish to apply for, to determine what level of English is needed and what evidence must be provided. For the visa subclass you wish to apply for, to see what level of English you need and what evidence you must provide. Meeting the University of Newcastle's English language proficiency requirements for admission does not guarantee that an applicant will meet the Department of Home Affairs' English language requirements for visa purposes. Applicants are responsible for ensuring they satisfy all visa criteria at the time of application.

Please note that students must meet both the University of Newcastle's English Language Proficiency requirements and Department of Home Affairs' English requirements.

## Section 8: Student Fees and Refunds

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### 1 New Students – Deposit Payment

To make a deposit use the details found in the “How to Pay the Deposit” box found in Letter of Offer. The student will need to enter their details, including their student ID and preferred payment method.

This payment option is for all international students, including **study abroad** and **exchange students**.

### 2 Continuing Students – Tuition Fees

Continuing students should refer to their tax invoice for payment options. An invoice is produced each term based on the enrolment of the student.

### 3 Sponsorship or Scholarship Students

If the student is in receipt of a scholarship, they should provide a certified copy of the financial guarantee or sponsor letter describing the details of the funding or sponsorship they will receive to support their study. The financial guarantee or sponsor letter must include the total amount of funds the student will receive and the duration of the scholarship. The letter must also clearly outline the amounts granted for tuition fees, living expenses, overseas health cover and any other expenses that may be incurred.

Students may also be eligible to apply for a range of other [scholarships](#) administered by the University.

### 4 Refunds

For those international students who have withdrawn after having paid their deposit or fees, the [University's Refund Procedure](#) sets out the amount of money which may be refunded, and how to obtain a refund. Students who are enrolled in a program at our Callaghan, Newcastle City, Gosford or Ourimbah campuses are expected to attend those campuses. Applicants who chose to live in Sydney will **not** be considered eligible for a refund simply based on difficulties in travelling to campus.

## Section 9: Work Rights for Students

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### 1 Post-study Work Rights

Further information about post-study work rights for international students can be found [here](#).

### 2 Work Integrated Learning

Work Integrated Learning (WIL) at the University is the term used to describe educational activities that integrate theoretical learning with its application in a workplace, profession, career or future employment. The WIL experience can be on or off campus, real or simulated, depending on the discipline area, and involves clearly stated outcomes and assessment.

### 3 Working and Studying

Students are permitted to work up to 48 hours per fortnight while their program is in session. Students should check their visa to ensure that they are abiding by their visa conditions.

The University has a dedicated free Careers Service for students and graduates with a range of employability programs including help with resume writing, job application and interview preparation. Find more information [here](#).

### 4 Modern Slavery Statement 2025

Modern slavery describes some of the most serious violations of an individual's dignity and human rights, including human trafficking, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruiting for labour or services and the worst forms of child labour.

Modern Slavery is a global issue affecting many industries and sectors, including higher education. In Australia, universities have been found to have supply chains that include goods and services from countries where slavery and exploitation are prevalent. This means that they may be at risk of supporting or benefiting from modern slavery practices.

Specific risks that Australian universities may face in relation to modern slavery include labour exploitation, procurement of goods, and student exploitation.

The University's Modern Slavery Statement (Statement) is made in accordance with the Australian Modern Slavery Act 2018 (Cth). It applies to and describes the steps taken by the University of Newcastle to mitigate modern slavery within the University supply chains and other operations.

The Statement reflects the commitment of the University and its controlled entities to protect and respect human rights and reminds us of our capacity to reduce the impact of modern slavery within our sphere of influence.

#### 4.1 Support for International Students

International students are a group at elevated risk of being exploited in a workplace. International Student Support (ISS) provide critical information to students through the Orientation and Onboarding program. ISS partner with the Careers Service and other external agencies to ensure international students are supported throughout the student journey while in Australia.

International students are also provided with the University's Before You Leave information page covering worker's rights. This information reaffirms to students that the Australian system is governed by Awards and where to go to get help.

## Section 10: Agent Fees

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Details of all applicable fees and commission rates can be found in your Education Agent Agreement.

### 1 Onshore Commission Ban

As a result of recent amendments to the Education Services for Overseas Students Act 2000 and the National Code of Practice 2018, the University is no longer permitted to pay education agents a commission for the recruitment of an overseas student who is transferring from another provider. There are limited exceptions to this ban, including where the relevant overseas student has been accepted for enrolment by the University on or before 31 March 2026.

Agents may continue to receive commission for offshore student recruitment, where students are located outside Australia at the time of application and recruitment activity, in accordance with existing agreements and eligibility criteria.

Please refer to the Department of Education fact [sheet](#).

### 2 Agent Fee for ELICOS/English Language Bridging Program (ELBP):

The University's English Language Centre (ELC) is now formally part of the University of Newcastle College of International Education (UNCIE). As outlined in the agreement between the University and the education agent, the University does not pay agent fees in relation to students recruited or enrolled in any preparatory or pathway program delivered by UNCIE. **Effective from 5 January 2026, ELICOS/ELBP commission will not be payable by the University.** Any ELICOS/ELBP commission payable for students recruited or enrolled after this date is subject to you entering into a direct agreement with UNCIE.

### 3 Agent Fee for Award and Non-Award Study

Details in relation to payment of agent fees are set out in the agreement between the University and the education agent. Award study refers to courses studied that are part of a program leading to the award of an undergraduate, postgraduate or doctoral qualification by the University. Non-award study refers to courses studied that are not part of a program leading to an award by the University. If commission paid in respect of that student.

A packaged offer refers to a Graduate Certificate or Graduate Diploma program which acts as credit for entry to the Masters' program. The Agent Fee on packaged offers is calculated and paid on the Masters' indicative annual program Fee. In this regard, a **packaged offer is considered a single course for the purpose of commission.**

Agent Fees for pathway students who progress to Award programs is paid to eligible agents by the Pathway provider. The University of Newcastle College of International Education (UNCIE) contact details are [here](#).

### 4 Payment of Invoices

All invoices are paid as per The University of Newcastle [Purchase Order Terms & Conditions](#).

The Future Students (International) Finance team manages payment of Agent fees / commission to education agents using Ascent One. Details of the invoicing and payments process are set out in the agreement between the University and the education agent.

The University of Newcastle provides agents with detailed information regarding commission amounts and corresponding Purchase Order (PO) numbers via Ascent One. Agents are required to upload their invoices into Ascent One, ensuring that the relevant PO number is clearly referenced.

Any queries with respect to payment of commission invoices should be directed to the Future Students (International) Finance team [here](#).

# Section 11: Legal Requirements

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## 1 The ESOS Legislative Framework

The Department of Education regulates the education and training sector's involvement with international students studying in Australia on student visas. It does this through the ESOS Legislative Framework.

The Framework protects both Australia's reputation for delivering quality education services and the interests of international students by setting minimum standards and providing tuition and financial assurance.

The University of Newcastle complies with the requirements of the ESOS Legislative Framework and has policies and procedures to protect both the University's interests and those of its international students. Its academic admission and fees policies and procedures, its student support services, its complaints and academic appeals policies are just a few of the formal policies and procedures the University offers its student body. For a simple explanation of the framework click [here](#).

## 2 TEQSA and ASQA

The [Australian Skills Quality Authority \(ASQA\)](#) and the [Tertiary Education Quality and Standards Agency \(TEQSA\)](#) are referred to as 'ESOS agencies'. As such, ASQA and TEQSA have direct powers to regulate vocational education and higher education and training providers respectively under the ESOS Act. TEQSA is Australia's independent national quality assurance and regulatory agency for higher education.

## 3 PRISMS Reporting

Reporting by education providers is actioned through the Provider Registration and International Students Management System (PRISMS). Through PRISMS, providers can issue each international student coming to Australia with an electronic Confirmation of Enrolment (eCoE) and report changes to a student's enrolment as required for visa issue by Department of Home Affairs.

## 4 The National Code

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 is a set of 11 nationally consistent Standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The Standards describe the minimum requirements in relation to marketing and recruitment, agent management, admissions, underage students, complaints and appeals, misconduct procedures, student visa requirements, managing progressions, suspensions and the cancellation of enrolments.

Only CRICOS-registered programs can be offered to international students studying in Australia on a student visa. The National Code 2018 is available [here](#).

## 5 Education Agents

Under the *ESOS Act*, providers are required to publish on their website a list of all education agents (whether within or outside Australia) who represent them or act on their behalf in dealing with international students or prospective international students. This list is available [here](#).

# Section 12: The Agent Code of Ethics

## 1 Introduction

Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The Agent Code of Ethics (ACE) is a critical component of this framework and provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector.

## 2 Australian International Education and Training

Australia's international education and training provides a holistic approach across the sector to ensure the highest quality outcomes for everyone. Agent quality is one component of a comprehensive and integrated quality system. The Australian education and training sector expects education agents to adhere to seven ethical principles, as outlined in the London Statement. The seven principles are listed below and click [here](#) to read more.



## Section 13: Simplified Student Visa Framework

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The Simplified Student Visa Framework (SSVF) has been designed to make the process of applying for a student visa simpler to navigate for genuine students click [here](#) for detailed information.

### 1 Evidence of enrolment

Students outside Australia must provide a Confirmation of Enrolment (CoE) in a CRICOS registered course of study when they lodge their student visa application.

Higher Degree by Research (HDR) students are required to remain in Australia for marking of their thesis provide a letter from their education provider. Department of Foreign Affairs and Trade (DFAT) and Department of Defence sponsored students must provide a Letter of Support from DFAT or Defence.

### 2 Overseas Student Health Cover

Overseas Student Health Cover (OSHC) provides insurance for medical and hospital expenses. International students must have and maintain [adequate health insurance](#) for the student and any accompanying dependants for the duration of their stay in Australia.

As part of the application, the education agent can elect for the University to arrange OSHC on behalf of the student and a quote will be included in the offer letter. Alternatively, applicants may self-arrange their OSHC and must ensure that they have suitable visa length coverage. To find out the length of coverage, see [Length of stay for Student visas](#). For recognised OSHC providers, please see the [Private Health website](#).

[Applicants should be advised that failure to maintain OSHC may result in a breach of student visa conditions.](#)

### 3 Financial Capacity

The Department of Home Affairs has financial capacity requirement. Student visa applicant must have [sufficient funds available](#) for the duration of their stay in Australia. Refer to the [step by step guide](#) for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

### 4 Course Packaging

Students can [package 2 or more courses](#) on one student visa where there is progression from one course to another. Education providers do not need to formally nominate educational business partners and can package with other education providers with whom they have a commercial arrangement.

### 5 Genuine Student (GS) Requirement

All applicants for a student visa must be a genuine applicant for entry. They must stay as a student and be able to show an understanding that studying in Australia is the primary reason for their student visa. The Genuine Student (GS) requirement is intended to include students who, after studying in Australia, develop skills Australia needs and who then go on to apply for permanent residence. Further information is available [Genuine Student requirement](#).

### 6 The Australian Values Statement

If students are 18 years of age or older, the student and their family members must acknowledge the [Australian Values Statement](#) that confirms they will respect the Australian way of life and obey Australian laws when you apply for the visa.

### 7 Changing Courses

On 1 July 2016, a new condition was introduced requiring all Student visa (subclass 500) holders to maintain enrolment at the same level or a higher Australian Qualification Framework (AQF) level for which they were granted a visa, unless they are undertaking a doctoral degree (AQF10) and transfer to a master's degree (AQF9).

International students must complete six (6) calendar months in their principal course before they are permitted to transfer to another provider. Students requesting to transfer within this restriction window are required to seek a Release, which will be assessed in accordance with the [International Students Release Procedure](#). Releases are approved only under limited circumstances and breaches of the student's obligations may result in the cancellation of the student's COE and visa.

More information is available about [changing courses](#).

## Section 14: Ministerial Direction 106

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Read more about the Ministerial Direction 106 'Assessing The Genuine Entry and Stay Requirements for Student Visa and Student Guardian Visa Applications'.

# Section 15: Agent Responsibilities and Standards

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## 1 Education Agent Responsibilities

Under the [Australian International Education and Training Agent Code of Ethics](#), education agents are required to uphold the highest standards of integrity and professionalism in their dealings with prospective students and educational institutions. Agents must provide accurate and honest information about the courses, programs, and services offered by institutions, ensuring that students make well-informed decisions. They are also responsible for acting in the best interests of students, offering guidance and support throughout the application process while avoiding any form of misrepresentation or unethical behaviour.

Agents must comply with all relevant regulations and legal requirements, including those related to student visas and privacy. Furthermore, they are expected to continuously enhance their knowledge and skills through professional development and maintain transparent communication with both students and institutions to foster trust and reliability in their services.

Specifically, Agents representing the University of Newcastle are required to:

- Practice responsible business ethics.
- Provide current, accurate and honest information in an ethical manner.
- Develop transparent business relationships with students and providers through use of written agreements.
- Protect the interest of minors.
- Provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.
- Act professionally.
- Work with destination countries and providers to raise ethical standards and best practice.

## 2 Agent Training and Information

The University will maintain ongoing communication with agents through telephone, written updates, virtual meetings, and office visits. This will include providing training, current and accurate information about courses, and marketing materials to support their operations. Specifically, the University will offer guidance on:

- **Course Changes:** Updates regarding modifications to courses
- **Visa Requirements:** Information on changes to legal or regulatory conditions for Australian student visas
- **Enrolment and Admissions:** Details on enrolment dates, admission processes, and application requirements
- **University News and Events:** Relevant updates and information about the University
- **Privacy Requirements:** Changes to privacy obligations in line with applicable legislation
- **Electronic Systems:** Instructions on using online systems for application processing
- **Corrective Actions:** Guidance on addressing any identified issues.

The Business Development Support team and In-Country Representatives will provide training to Agents during visits and via online forums as required. Agents are encouraged to visit the University for training sessions and to familiarise themselves with its facilities. Agents are expected to actively participate in regular training on relevant topics and provide proof of any external training undertaken. As a minimum, Agents must have a sound understanding of the [Australian International Education and Training Agent Code of Ethics](#).

Training material will also be released through Ascent One.

While the University will endeavour to provide information and training in an accurate and timely manner, Agents are expected to be proactive in undertaking their own training and familiarising themselves with changes to courses, policies, admissions, marketing materials, application processes, visa rules, and international education regulations and legislation.

### **3 Agent Performance Monitoring and Review**

The University of Newcastle conducts regular reviews of education agent performance. Regular monitoring of performance is essential for maintaining high standards and ensuring the alignment of agents' practices with the University's goals and values. This review process allows the University to assess the effectiveness of agents in recruiting and supporting international students, identify areas for improvement, and address any discrepancies or challenges.

By evaluating Key Performance Indicators and performance metrics including application quality, conversion outcomes, student satisfaction, and compliance with regulatory requirements, the University can make informed decisions about continuing or adjusting partnerships. Additionally, regular reviews foster transparency and accountability, enhance the quality of student experiences, and ultimately contribute to the University's reputation and success in the global education market.

### **4 Ascent One - Agent Business Information and Contact Details**

The University of Newcastle has adopted the Ascent One platform to enhance our communication with Education Agents, including the seamless delivery of our Education Agent Agreements, commission payments, agent training material, and other communication such as our partner newsletter.

We rely on the accuracy of business information and contact details provided in Ascent One.

Agents are required to ensure their business information and contact details remain up to date in Ascent One. This includes company details for global, country and location heads, as well as a contact person and email address listed for the roles "Manage Commissions" and "Manage Agreements".

Details can be updated in Ascent One by logging in [here](#). For assistance with updating contact information, or how to access and use Ascent One, the Ascent One support team can be contacted at: [support@ascentone.com](mailto:support@ascentone.com).

### **5 Use of Sub-Agents**

The term Sub-Agent refers to a person or an entity to which the Education Agent subcontracts the performance of any of its obligations under the Education Agent Agreement with the University.

In accordance with the Education Agent's obligations in relation to assignment and subcontracting outlined in the Education Agent Agreement, the Education Agent is required to provide the University of Newcastle with written details of any existing Sub-Agents, and may only subcontract the performance of any of its obligations under the Agreement with prior written consent of the University.

It is the responsibility of the Education Agent to ensure that any permitted Sub-Agent performing the Services outlined in this agreement on behalf of the Education Agent adheres to the ESOS Act and the obligations outlined in the Code of Conduct.

## Section 16: Disclaimer

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The International Education sector is dynamic and subject to frequent regulatory changes. The information provided in this document is accurate at the time of writing (24 April 2026). However as new developments occur, content will be regularly reviewed and updated to reflect the latest information. Please ensure that you refer to the most current version.