Agent Pack
Centre for English Teaching
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1.1 A message from CET

Dear Agent

Warm greetings from the University of Sydney Centre for English Teaching (CET), Sydney Australia

It gives me great pleasure to enclose the following information. This information has been collated so you can give the best advice to your students. The booklet also gives you an overview of how we operate.

Our staff are professional, customer focussed, well trained and available to advise and assist you.

CET takes pride in providing high quality innovative programs. We conduct our business with the best interests of our students in mind. As an agent of CET, we ask that you follow the same high standards and focus on student service.

I am sure you will find this information useful and I look forward to a continuing strong and beneficial working relationship.

Yours

Patrick Pheasant
Director
1.2 Your responsibilities as a CET Agent

CET is required to comply with ESOS Act National Code. For more information please visit the Australian Government Department of Education and Training website.

The Education Services for Overseas Students (ESOS) Act 2000 (current) governs:

- the registration process and obligations of registered providers
- the Tuition Protection Service; and
- enforcement and compliance powers.

This requires that an institution and its agents/representatives do not engage in misleading or deceptive conduct when advising prospective students. Part D Standard 4.5 states that this requires the registered provider must take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

As a representative you need to be familiar with your responsibilities in relation to counselling or advising prospective students, as outlined.

If an agent is in breach of their CET agent agreement and/or ESOS Act, the agent must cease representation immediately whilst the issue is under investigation.
1.3 Terms and conditions of enrolment

Please ensure you read our terms and conditions including refund policy and advise students accordingly.

1.4 Contacts: CET/International Services

Agents appointed by the International Services (IS) can enrol students into degree program. Agents appointed by CET can enrol students into English Language Programs. Agents appointed by both International Services and CET can complete a package, Degree and English.

Enquiries about an English course

- Course enquiry
- Admissions
cet.enrolments@sydney.edu.au
- Online enrolment
http://sydney.edu.au/cet/enrolment/apply_online.shtml
- Student enrolled

User ID and password required
Please contact
cet.international@sydney.edu.au
if you require a login

Enquiries about a Degree course

International Services
All enquiries for international students about degree courses

- Email: www.sydney.edu.au/ask-international
- Website: sydney.edu.au
1.5 Enrolling a student

Counsel student - Utilise our website and Agent Training Module

(Do you need an ID and password? If yes, please contact cet.international@sydney.edu.au)

Upload documents (if applicable) – University of Sydney offer letter, English test results, Scholarship documents, passport copies etc

Offer letter sent from CET

Pay tuition fees or make amendments to offer

CoE issued from CET

Apply for visa
1.6 Tuition payment

Please quote the student’s CET reference number and pay in Australian dollars.

Payment methods:

- Credit card (Visa/Mastercard) See form at: https://sydney.onestopsecure.com/OneStopWeb/aspx/tranform.aspx?tran-type=936
- Bank draft made out to: Centre for English Teaching, or
- Telegraphic transfer to (please use your CET ref. number & name):
  University of Sydney CET Overseas Fees Account
  National Australia Bank University of Sydney, Wentworth Building
  Chippendale, NSW 2006 Australia
  BSB no: 082 372 a/c no: 66 656 4427 Swift code: NATAAU3302S

1.7 Commission

Commission is paid once the student has commenced their course and all fees have been paid.

How to claim commission

Student starts course at CET and payment has been received in full

Student starts course at CET and payment has been received in full

Agent issues commission invoice by email – cet.finance@sydney.edu.au
(see sample invoice on following page)
(commission fees are based on tuition only)

Commission paid
1.8 Commission Invoice – Sample Only

Date:

[Your company name]  Tel: [number]
[Your full company address]  Fax: [number]

Email: [address]

INVOICE NO: _______________________________________________

Invoice to:  Centre for English Teaching
            The University of Sydney Wentworth Bldg (G01)
            Email: cet.finance@sydney.edu.au

Please pay commission for the following student:

Family name: ________________________________________________

Given name: _________________________________________________

CET Student reference number: __________________________________

Course/program: _____________________________________________

Start date: __________________________________________________

Finish date: _________________________________________________

No. of weeks: ________________________________________________

Tuition fee: AUD$

Commission percentage %: __________________________________

Total commission: AUD$

GST: _________________________________________________________

TOTAL PAYABLE: _____________________________________________

Transfer payment to the following account:

Bank name: __________________________________________________

Country: _____________________________________________________

Branch name: ________________________________________________

Branch no: __________________________________________________

Branch address: ______________________________________________

Account name: _______________________________________________

Account no: __________________________________________________

Swift code: __________________________________________________

IBAN no: ____________________________________________________

Yours sincerely

[Name of the person in charge of commission claims]
[Company Title]
1.9 How to get to CET

CET location and contact details
Centre for English Teaching
The University of Sydney
Level 5, Wentworth Building
Cnr Butlin Ave and City Rd
Darlington NSW 2006
Enter from Butlin Avenue - take stairs to level 4 through cafeteria for stairs to level 5.
Phone: +61 2 9036 7900 (8.30am – 4.30pm, Monday – Friday)
Email: Admissions: cet.enrolments@sydney.edu.au
Finance: cet.finance@sydney.edu.au

Where we are - http://sydney.edu.au/cet/contact_us/location.shtml

How to get to CET
By Bus:
1. From Circular Quay/Railway Square (Central): Catch buses 422, 423, 426, 428
2. From Coogee/Leichhardt (both directions): Catch bus 370

By Train:
3. Central Station: leave the station by the Devonshire Street Tunnel and walk through to the Railway Square Bus Terminal. You can then catch any of the following buses: 435, 436, 437, 438, 440, 413, 461, 480 or 483.
4. Redfern Station: 10 minute walk to CET
## 1.10 Useful websites

### The University of Sydney
- The University of Sydney Home Page: [www.sydney.edu.au](http://www.sydney.edu.au)

### Centre for English Teaching (CET), The University of Sydney

### International Services, The University of Sydney

### Australian Government Department of Immigration and Border Protection

### English Language Test
- [www.ielts.org](http://www.ielts.org)
- TOEFL: [http://www.ets.org/toefl](http://www.ets.org/toefl)
- Pearson: [http://www.pearsonpte.com/Pages/Home.aspx](http://www.pearsonpte.com/Pages/Home.aspx)

### Sydney
- Information about Sydney: [http://www.sydney.com](http://www.sydney.com)

### NSW & Australia
1.11 Frequency asked questions (FAQ)

An updated list of FAQ is available on our website for FAQ.

1.12 Updated agents details

Please update your details through Ascent One. Ascent One is our agent management tool to ensure we have your latest address and contact details for our records and for potential students.