Agent Information Pack

Centre for English Teaching
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1.1 A message from CET

Dear valued partners,

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

Our staff are professional, customer focused, 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.

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

Katherine Olston
Director
1.2 Your responsibilities as a CET Agent


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 University of Sydney can enrol students into degree programs. Agents appointed by CET can enrol students into English Language Programs. Agents appointed by both the University of Sydney and CET can complete a package, Degree and English.

Enquiries about an English course

Course enquiry

Admissions
cet.enrolments@sydney.edu.au

Online enrolment

Student enrolled

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

Enquiries about a University course

University Enquiries
All enquiries for international students about degree courses

Website: http://sydney.edu.au/contact-us.html
1.5 Enrolling a student


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

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Student starts course at CET and payment has been received in full</td>
<td></td>
</tr>
<tr>
<td>2. Student starts course at CET and payment has been received in full</td>
<td></td>
</tr>
<tr>
<td>3. Agent issues commission invoice by email – <a href="mailto:cet.finance@sydney.edu.au">cet.finance@sydney.edu.au</a></td>
<td>(see sample invoice on following page – invoice must include CRICOS Code)</td>
</tr>
<tr>
<td>4. Commission paid</td>
<td>(commission fees are based on tuition only)</td>
</tr>
</tbody>
</table>
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: _______________________________________________________

CRICOS Code: _________________________________________________________

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/about-us.html

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
### Useful websites

**University of Sydney**

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

**Centre for English Teaching (CET), University of Sydney**


**Australian Government Department of Immigration and Border Protection**


**English Language Tests**

  - [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)
- Transport Information Line: [https://transportnsw.info](https://transportnsw.info)

**NSW & Australia**

1.11 Frequency asked questions (FAQ)

An updated list of FAQ’s are available on our [website](mailto:cet.international@sydney.edu.au).

1.12 Updated agents details

Please update your details through our online Agent Portal using your personal login details. This is to ensure we have your latest address and contact details for our records and for potential students.