

CHARLTON BROWN Agent Manual

2017

CHARLTON BROWN[®]

CHARLTON BROWN Pty Ltd T/A CHARLTON BROWN[®]

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About CHARLTON BROWN

Since our establishment more than 30 years ago, CHARLTON BROWN has built a global reputation as a leader in community services education. Our graduates can now be found in dozens of countries around the world, providing high-quality care to the vulnerable people in their communities. We've trained over 17,000 students world-wide and placed many in employment both nationally and internationally.

In 2015, we were named the International Training Provider of the Year at the Australian Training Awards, as recognition for our dedication to teaching the skills and knowledge that allow international students to become the world's best carers.

CHARLTON BROWN specialises in accredited and contextualised skill set training in aged care, disability care, early childhood education and care, youth work and community services studies. We're registered with the Australian Skills Quality Authority (ASQA) as well as the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) allowing international students to come from across the globe to study at our campus in the heart of Brisbane, Australia.

About Brisbane

Brisbane is a thriving multicultural hub with a population of 2.2 million, making it the third-largest city in Australia. With an inner-city population density less than that of Sydney and Melbourne, accommodation remains affordable around the Brisbane's major education precincts. With 283 days of sunshine, Brisbane is the perfect place to call home for students studying abroad. Brisbane has plenty of open space and gardens for students to enjoy. The multicultural and linguistically diverse population means students can meet and make friends with students not just from Australia, but from all over the world.

Section 1 - Why CHARLTON BROWN?

We Create the World's Best Carers

Without well-educated and quality carers, the most vulnerable people in our society are put at risk. When people are cared for with dignity and given the respect they deserve, we help to build caring communities and better societies overall.

It's our mission here at CHARLTON BROWN to develop exceptional care professionals who enrich the lives and communities of those they support. To develop the exceptional carers our communities need, we ask one simple question - "Would I like this person caring for my loved one?"

Qualifications at CHARLTON BROWN provide the ideal balance between the latest theory and essential practical skills to ensure our graduates are well prepared for their new career in the service of their communities.

We are an Award-Winning Provider of International Education and Training

As the winner of the International Training Provider of the Year award at the Australian Training Awards in 2015, CHARLTON BROWN has built a proud reputation for providing high quality education and qualifications for international students. We're also the winner of the 2016 Queensland Small Training Provider of the Year award and we were proud to host the peak aged care industry event Global Welfare Summit in 2016.

We are the Ideal College for International Students

With international students from 27 countries currently enrolled at CHARLTON BROWN, our programs have been designed with international students' unique needs in mind. With dedicated teaching staff from 11 countries, and the ability to fluently communicate with students in English, Hindi, Italian, Japanese, Portuguese, Spanish, Tagalog, Telugu and Vietnamese, international students are well supported to succeed in their courses at CHARLTON BROWN.

Our Teachers are the Industry Experts

Our teaching staff have a wealth of experience from across the entire healthcare and social assistance industry, including in early childhood education, aged and disability care, community services and business management. With extensive time spent working in their field, both prior to becoming teachers and concurrently, our faculty proudly participate in several leading professional associations ensuring CHARLTON BROWN has strong networks with industry and employer groups in Australia and globally.

We Care About our Students

We keep student numbers in each class small so that every student has the opportunity to share their ideas, ask questions and receive individual support from the trainer.

Our Student Welfare team is dedicated to supporting students to successfully complete their chosen study programs and to achieve their academic and career goals. Students are provided guidance, appropriate resources and support strategies to ensure a worthwhile learning experience.

The Student Welfare Officer, together with the International Student Management Team provide assistance in meeting student's needs including accommodation, making career decisions, identifying personal career goals, developing employability skills, searching for employment and preparing employment applications. Special events, student support networks, mentoring programs and social activities are organised to help students integrate successfully into their new environment.

CHARLTON BROWN Fast Facts

- Industry experienced and highly qualified trainers and assessors
- Small class sizes in our modern Brisbane based campus
- Pathways with English providers prior to commencement
- Articulation to university opportunities upon graduation
- Safety Program unique to CHARLTON BROWN. Offered to all students to create confident skilled carers and educators
- Students from 25 countries on campus
- Global alumni of 17,000 graduates
- Intakes available every four weeks

Employment Opportunities

The CHARLTON BROWN Nanny Agency can help students and graduates to find paid, industry-relevant work. Casual or part-time jobs are available with our industry partners and families requiring care in their own home.

Facilities

The college campus is located just outside the central business district of Brisbane and is well supported with public transport (buses and trains) and shopping facilities nearby, including supermarket and cafes. The campus features spacious modern classrooms with smart technology, student computer lab, wireless network and a student lounge area complete with a kitchen.

Section 2 – Study Information

CHARLTON BROWN Course Information

For the most up to date international tuition fees, course duration and course offerings please visit the [CHARLTON BROWN website](#).

A detailed breakdown of the disciplines we cover as well as the courses currently offered to international students is outlined below.

Should you receive feedback from prospective students on other community services and care courses that they are interested in studying please provide feedback to CHARLTON BROWN.

Early Childhood Education and Care - We Care for Children

There are an estimated 671 million children under the age of five in the world today (Overseas Development Institute UK, 2016). With more women in every country now returning to work and global labour force participation rates of around 60%, the vast majority of these children will need some sort of non-parental care during the day.

The first five years of a child's life are vital to their physical, social and cognitive development. These early stages build the foundations that will mould them into the person they'll become. Early childhood education and care is a rewarding and fulfilling career that gives graduates the opportunity to teach and care for the next generation of young people.

To ensure graduates are able to confidently start their career as an early childhood professional, students will receive an ideal balance of both theory and practical learning; gaining hands-on practical experience by undertaking vocational placement in an early childhood education and care setting.

Aged Care - We Care for the Elderly

It's been estimated by the United Nations that approximately 35% of the world's population will be above 60 years of age by the year 2022. Older people deserve to live fulfilling and dignified lives. It is vital that they are empowered to enjoy each day with the support and unique care they need. The fast-growing number of older people means major workforce changes will be required to meet their needs. To meet this growing need, an estimated 86 million Aged Care professionals will be needed by 2030 (UN Sustainable Development Goals, 2015).

Covering the key knowledge areas carers need to provide support and meet the unique care needs of older people, these qualifications teach the essential skills that will allow graduates to empower elderly people to live fulfilling lives. Through units that cover everything from health, supporting independence and wellbeing, dementia and palliative care through to diversity, communication and ethics, graduates will be equipped to provide high-quality care and assistance.

To ensure graduates are able to confidently start their career in this growing industry, CHARLTON BROWN teaches its qualifications with an industry approved mix of both theory and practical learning, allowing you to gain practical experience through a vocational placement in an aged care setting.

Disability - We Care for People Living with Disability

About 15% of the world's population lives with some form of disability, of whom 2-4% experience significant difficulties in functioning (World Health Organisation, 2011). People living with a disability live their best life when they're empowered to achieve greater levels of independence, self-confidence, community participation and wellbeing.

This is an ideal qualification for students who want to embark on a fulfilling career where their work is all about empowering people to achieve their best life, regardless of their ability. By looking into the essential knowledge and skills required to provide person-centred support to those with a disability, these qualifications will also enable graduates to assist those living with disability to communicate and achieve their goals.

To ensure graduates are able to confidently start their career in supporting people living with disability, our qualifications focus on both theory and practical learning, allowing students to gain practical experience through a vocational placement in a disability support setting.

Community Services – We Care for the Community

If prospective students are looking for a rewarding career, and a career that makes a real difference in the world, community services could be the ideal industry for them.

Our range of community services courses will provide students with the skills and knowledge required for developing, managing or delivering programs that cater to the needs of vulnerable people in our communities. Covering the broad knowledge required to design and deliver person-centred services to individuals and groups, these qualifications will enable graduates to provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

Graduates can confidently start their new career supporting clients in the community, as CHARLTON BROWN's community services qualifications are taught with the perfect balance of both theory and practical learning, allowing them to undertake vocational placement in a range of community services settings, and gain hands-on practical experience.

Youth Work – We Care for Vulnerable Youth

In our community, there are young people who need a helping hand and someone to care. Youth Workers can make a positive difference in young people's lives through the development of caring relationships with young people, their families and communities.

Our youth work qualifications have been designed to prepare you for a variety of rewarding roles ranging from Residential Care Worker through to a Coordinator of Youth and Family Services. To ensure graduates are able to confidently start their career supporting their clients, our qualifications focus on both theory and practical learning. Students gain valuable practical experience through a vocational placement in youth and community services settings.

Business and Leadership - We Care about Great Leadership

No matter where you are in the world or which industry you find yourself in, every business and organisation needs great managers and leaders. Having the knowledge and skills required to become an effective manager is the first vital step in building a career as a leader who drives successful outcomes for their organisation.

CHARLTON BROWN's comprehensive business and leadership qualifications are designed to put graduates one step ahead in their business and leadership career. Our Diploma and Advanced Diploma courses will teach students the fundamental skills and knowledge they will need to manage everything from employee performance, human resources planning, business finances and managing risks to a business environment.

International Student Qualifications

Early Childhood Education and Care

- [CHC30113 Certificate III in Early Childhood Education and Care – 081936C](#)
- [CHC50113 Diploma of Early Childhood Education and Care – 081937B](#)

Aged Care

- [CHC33015 Certificate III in Individual Support \(Ageing\) – 089251A](#)
- [CHC43015 Certificate IV Ageing Support – 089252M](#)
- [CHC33015 Certificate III in Individual Support \(Home and Community\) – 089251A](#)

Disability

- [CHC33015 Certificate III in Individual Support \(Disability\) – 089251A](#)
- [CHC43115 Certificate IV in Disability – 089253K](#)

Community Services

- [CHC42015 Certificate IV in Community Services – 089249F](#)
- [CHC52015 Diploma of Community Services – 089250B](#)

Youth Work

- [CHC40413 Certificate IV in Youth Work – 081177D](#)
- [CHC50413 Diploma of Youth Work – 081179B](#)

Business

- [BSB50215 Diploma of Business – 087177M](#)

- [BSB51915 Diploma of Leadership and Management – 088214C](#)
- [BSB61015 Advanced Diploma of Leadership and Management – 087622F](#)

Course Packaging

Students can apply to undertake two or more courses on their Student (subclass 500) visa where there is clear progression from one course to another. This is known as course packaging.

Our course packaging has been designed to combine and enhance students' skills and knowledge and reinforce their professional development in the Health and Social Services sector.

Course packaging is available across each discipline of study, to meet a range of career goals and based on skills and skill shortages recognised by industry.

Course packaging pricing takes into consideration credit for units common (credit transfers) between qualifications.

Courses for Working Holiday Makers

Australia's Working Holiday Maker Program, which includes the Working Holiday visa and the Work Holiday visa, allows visitors to travel and work in Australia for a total of 12 months and study in Australia for up to 4 months. For information about the Working Holiday Maker Program and how it works please visit the Australian Government's [Department of Immigration and Border Protection](#) website.

CHARLTON BROWN provides the following courses which visitors can complete within the four-month timeframe allowed for study under the Working Holiday Maker Program.

[CHC33015 Certificate III in Individual Support – 089251A](#)
16 weeks

Older people deserve to live fulfilling and dignified lives. It is vital that they are empowered to enjoy each day with the support and unique care they need.

Covering the key knowledge areas needed to provide support and meet the unique care needs of older people, this qualification also teaches the essential skills that will allow you to empower elderly people to live fulfilling lives. Students complete units that cover: health, supporting independence and wellbeing, dementia and palliative care, diversity, communication and ethics.

[Au Pair Excellence Program](#)
12 weeks

CHARLTON BROWN was established in 1985 by Clare Charlton and Meryn Brown under the banner of Charlton Brown Australia Nanny College. In the 30 years since our establishment, CHARLTON BROWN has built a global reputation as a leader in community care through training, recruitment and industry advocacy.

Our exclusive Au Pair Excellence Program has built on our foundation of training and placing quality and qualified child care educators in home-care environment.

Students will learn crucial components of working within a home environment, building and nurturing positive relationships with children, and caring for children, babies and toddlers. The CHARLTON BROWN Nanny Agency will place Au Pair Program participants with a host family. This course prepares Au Pairs with a competitive edge and skills with the opportunity to work globally.

Serious About Safety Program

CHARLTON BROWN is committed to creating safer environments.

Our Serious About Safety program has been created with leading industry experts and focuses on seven potential risk areas;

- Personal Safety
- Fire Safety
- Car Safety
- Cyber Safety
- Water Safety and Rescue
- First Aid and CPR
- Asthma and Anaphylaxis.

This program is exclusive to CHARLTON BROWN and ensures our graduates stand out from other graduates.

Development of Customised Programs

After many years of working closely with our industry partners, we've developed an innate understanding of the challenges faced within the care industry. CHARLTON BROWN Customised Solutions' core focus is on providing quality training programs and professional consulting services for our clients within the care environment. We can deliver customised workplace-training programs for early childhood centres, aged care facilities, hospitals etc. that have been strategically selected and developed to achieve an organisation's desired outcomes.

Education is most useful when it can be applied immediately to workplaces so our methodology is designed to empower employees to immediately apply new skills and knowledge in the workplace.

Our e-learning portal also gives students the flexibility to study online if they're unable to participate in classroom or on-site training programs and we also offer a blended delivery mode that incorporates the best of both in-class and online learning modes.

For more information please contact international@charltonbrown.com.au

Transnational Education

CHARLTON BROWN offers a number of certificate III level programs in early childhood education, aged care and disability through offshore partners in a number of countries including;

- China
- Bangladesh
- Philippines
- South Korea
- Sri Lanka

Transnational Students undertake the theoretical components of the program in their country. Dependent on a successful visa application, they have the opportunity to complete their practical placement for their studies, including training in Manual Handling and First Aid with CHARLTON BROWN in Australia.

This program also provides a pathway opportunity for students to complete certificate IV and diploma level qualifications at CHARLTON BROWN.

Please contact international@charltonbrown.com.au for further information.

Study Tours

CHARLTON BROWN study tours are developed according to clients' needs. We have extensive experience in developing study tours in early childhood education and aged care over many years. These study tours cover a variety of areas such as: industry training, corporate development, au pair programs and skill gap training as well as providing overviews of the Australian community services and care sector.

Please contact international@charltonbrown.com.au for further information.

University Pathway Programs

CHARLTON BROWN Diplomas and Advanced Diplomas can provide up to one year academic credit towards a university bachelor degree. CHARLTON BROWN has formal articulation arrangements with the following universities:

- Australian Catholic University
- Bond University
- Griffith University

- Torrens University
- University of Southern Queensland

Our current articulation agreements can be found [online](#).

Graduates who complete CHARLTON BROWN diploma courses are eligible for academic credit towards a bachelor degree or direct entry based on their rank score. A rank score is used to assess their eligibility for university entry. A CHARLTON BROWN Diploma will provide a minimum rank of 82.

Graduates are also able to apply directly to other Australian Universities for advanced standing (academic credit) for their diploma qualification.

Counselling Students Seeking to Enrol at CHARLTON BROWN

Please contact international@charltonbrown.com.au for assistance with counselling and advising students through virtual or phone interviews.

Section 3 - Working with CHARLTON BROWN

Key Contacts

Charlton Brown International

International enquiries

+61 7 3216 0288

international@charltonbrown.com.au

General Enquiries

+61 7 3216 0288

info@charltonbrown.com.au

Skype

Charltonbrown

Maintaining your Contact Details

As an approved Education Agent for CHARLTON BROWN, your agent contact details are included on our website and PRISMS. Any changes to your contact details must be emailed to international@charltonbrown.com.au to ensure records remain current.

Training for Your Student Recruitment Agents

CHARLTON BROWN International Business Development Officers will provide training for representative agents upon signing of a new agreement. This will be done through face-to-face (depending on location and availability) and or by Skype.

Agents will be updated on any changes to courses, training delivery, procedures and/or relevant legislation regarding international students. Training updates may be scheduled upon request. After training it is expected agents will be able to:

- Understand and counsel prospective students on the CHARLTON BROWN difference, including, proven record and experience, community services specialists, student support
- Understand and counsel prospective students on CHARLTON BROWN training services and qualification offerings
- Provide students with information and support throughout the CHARLTON BROWN application process.

CHARLTON BROWN respects your knowledge of local and target markets. We welcome feedback on market intelligence and student experience and/or expectations.

Qualified Education Agent Counsellor

All CHARLTON BROWN International Education Agents must have completed the Education Agent Training Course (EATC), <https://eatc.onlinetrainingnow.com/courses/education-agent-training-course>, have the Qualified Education Agent Counsellor (QEAC) qualification and be listed in the QEAC database.

The Education Agent Training Course (EATC) has been developed with the support of Australian Education International (AEI) and the Department of Immigration and Border Protection (DIBP) and is a free, online, self-paced, industry-recommended course that provides education agents with information about the Australian education system and Australia as a study destination. The course material is also a resource to help agents remain aware of changes and developments in international education.

Becoming Qualified Education Agent Counsellors (QEAC) helps demonstrate your professionalism to prospective students, their parents and educational institutions. To become a QEAC and be listed on the QEAC database, an agent needs to successfully complete the Certification Exam of the Education Agent Training Course. The current exam fee is AUD\$400. The QEAC Certification Exam fee may change without notice.

Compliance

As a registered CRICOS provider, CHARLTON BROWN requires all our representative International Education Agents to comply with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code. Any non-compliance to the ESOS Act and the National Code will result in the immediate termination of the Agreement.

Education Services for Overseas Students Act 2000

The [Education Services for Overseas Students Act 2000](#) (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

The ESOS Act governs:

- the registration process and obligations of international education providers
- the [Tuition Protection Service](#)
- enforcement and compliance arrangements.

The National Code of Practice for Providers of Education and Training to Overseas Students

The [National Code of Practice for Providers of Education and Training to Overseas Students](#) (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses. The standards set out requirements and procedures to ensure providers of education and training courses to international students can clearly understand and comply with their obligations under the National Code.

Group Training, Visits and Events

CHARLTON BROWN organises regular agent training and social activities, and a calendar of upcoming events will be provided to agents. Agents are welcome to visit the CHARLTON BROWN campus for familiarisation and training, to arrange a visit to CHARLTON BROWN please email international@charltonbrown.com.au

CHARLTON BROWN representatives attend national and international events, giving you additional opportunities to speak directly with our team. Our International Business Development team will update agents when we will be in your region.

CHARLTON BROWN holds Open Days and specific International Student Information Day at our campus in Brisbane. To find out when the next International Student Info day is scheduled please email international@charltonbrown.com.au Both agents and students are welcome to attend.

CHARLTON BROWN Information and Publications

Our International team will maintain regular communication with all representative agents to ensure you are kept well informed of our policies and procedures and other pertinent information relating to the college.

Upon confirmation of the signed International Education Agent Agreement CHARLTON BROWN representative agents will be added to the communication list to receive an electronic version of our quarterly newsletter, Caring Matters. This newsletter contains updates on CHARLTON BROWN's activities as well as student and staff profiles, useful website links and other pertinent information.

CHARLTON BROWN has a variety of marketing material available for use when promoting our college and courses to prospective students. These include the International Prospectus and course specific brochures, which are available in soft and hard copy. Your office receives a supply of new and updated CHARLTON BROWN marketing material each year.

Our website will always have the most up to date information available.

To ensure students receive correct information, please check the date of issue printed on the back as brochures that are more than 12 months old are out-of-date and must be destroyed.

CHARLTON BROWN marketing material will only be dispatched to appointed student recruitment agents and their approved offices.

Email international@charltonbrown.com.au if you require hard copies to be sent to you for marketing and recruitment purposes indicating:

- Number of brochures required
- Reason for request – e.g. event title
- Delivery address
- Deadline for delivery. (Note: Please allow up to three weeks for a delivery.)

All materials with CHARLTON BROWN branding provided to Agents must remain branded CHARLTON BROWN. If you have a request for the development of specific marketing material, please contact international@charltonbrown.com.au to discuss and for approval. No marketing materials are to be developed without the prior approval of CHARLTON BROWN.

Social Media

CHARLTON BROWN operates a number of social media channels where we share messages and advice for students, industry and the broader. Agents are encouraged to follow CHARLTON BROWN, via the linked icons below.



Below are some other useful websites for agents to be aware of when speaking to prospective students about studying with CHARLTON BROWN.

Study Brisbane	Tips for living, studying, entertainment and events in Brisbane
Study Queensland	Tips for living and studying in Queensland, including "Fun Finder" and "Job Finder" searches
Study in Australia	Why choose to study in Australia, tips for living in and applying to study in Australia
Department of Immigration and Border Protection	Information regarding visa eligibility and entitlements
Allianz Overseas Student Health Cover	Overseas Student Health Cover information
Overseas Student Ombudsman	Complaints and appeals for International Students

Section 4 - CHARLTON BROWN Procedures

Course Commencement and Student Orientation Dates

Courses commence monthly with each course starting on a Monday. New students attend a compulsory orientation on the preceding Friday. Course commencement and orientation dates are available on [the website](#).

During orientation vital information regarding assessment, student support, student responsibilities and expectations is provided and students will apply for external checks (including Police and Working with Children Checks) relevant to their training.

Submitting Applications

[All applications for study must be submitted online](#). Students are advised to apply no later than three months prior to their desired course commencement date.

Complete and correct applications will be sent a Letter of Offer within four working days.

Required Documentation:

When submitting the online International Student Application form each of the following documents must be attached:

- Copy of valid passport (compulsory)
- Evidence of previous qualifications (compulsory)
- Proof of IELTS 5.5 or equivalent (compulsory) (Certificate Upper-Intermediate English level, PTE:42, TOEFL:133-210, TOEFL IBT: 46-59, Cambridge 47)
- Passport size headshot of the student (compulsory)
- Proof of any previous enrolment/s with an Australian education and training provider

To avoid delays in processing, use PDF format and attach documents as separate files. Please name the files as per the examples below:

- PASSPORT Student name
- QUALIFICATIONS Student Name
- IELTS Student Name
- HEADSHOT Student Name
- AUST ENROLMENT Student name

International Student Genuine Temporary Entrant Requirements

It's our mission here at CHARLTON BROWN to develop exceptional care professionals who enrich the lives and communities of those they support. To develop the exceptional carers our communities need, we ask one simple question - "Would I like this person caring for my loved one?"

To ensure that students who are accepted for enrolment to the College are genuine students CHARLTON BROWN Applicants must complete an International Student Genuine Temporary Entrant and Statement of Purpose Form.

The form is used to ensure applicants:

- Can demonstrate knowledge of their chosen study program including expected course outcomes
- Can demonstrate knowledge of CHARLTON BROWN
- Intending to undertake a career in care and community services or are seeking specific professional development relevant to their education or employment experience
- Meet the genuine temporary entrant requirements of the student visa program, including financial requirements.

The International Student Genuine Temporary Entrant and Statement of Purpose form will be emailed to both agent and applicant once a complete application form is received by CHARLTON BROWN. Applications will not be assessed without a completed International Student Genuine Temporary Entrant Requirements Form submitted.

For more information on the Genuine Temporary Entrant requirements, please refer to the Department of Immigration and Border Protection website:

<https://www.border.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant>

English Requirements

The English level requirement for our certificate and diploma level courses is IELTS score of 5.5 or equivalent.

CHARLTON BROWN can package courses with ELICOS providers to assist students in meeting the English language requirements for entry into CHARLTON BROWN qualifications. For a list of our current English Language partners please email international@charltonbrown.com.au

Assessing Applications

CHARLTON BROWN assesses applications to check that all entry requirements have been met, including the suitability of their International Student Genuine Temporary Entrant response, and where applicable, course pre-requisites are met. Any credit (RPL or Credit Transfer) requests will also be processed at this time.

Please allow four business days for processing and to receive a response from CHARLTON BROWN from the day a full application is submitted. If an application is incomplete the four days processing time will recommence from the day CHARLTON BROWN receives the amended documentation.

For any enquiries regarding submitted Applications, please contact a CHARLTON BROWN International Business Development Officer or email international@charltonbrown.com.au.

Receiving a Letter of Offer

A Letter of Offer/Written Agreement from CHARLTON BROWN will be forwarded when the application has met our international student admission requirements.

To accept the offer the student must sign the Letter of Offer and make payment of the required deposit. Payments can be made by Electronic Fund Transfer, Credit Card or by Cash at the CHARLTON BROWN Head Office.

Electronic Funds Transfer (EFT)

Fees are made payable to:

Account Name:	CHARLTON BROWN
Bank:	St George Bank
BSB:	114-879
Account Number:	477 044 828
SWIFT Code:	SGBLAU2S

Provide your full name and student number as listed on the Letter of Offer as a reference to the payment.

International EFT payments can take up to two weeks to show as cleared funds in the CHARLTON BROWN bank account. Confirmation of Enrolment will only be issued once funds have cleared.

Credit Card

Credit card payments allow for faster turnaround time than other payment methods.

Please phone the CHARLTON BROWN Accounts Team, +61 7 3216 0288, to process credit card payments. You will be asked to provide the following details during the phone call:

- Cardholder's Name
- Card Number & CVC
- Expiry Date
- Amount
- Card Type

Confirmation of Enrolment will only be issued once funds have cleared in the CHARLTON BROWN Bank Account.

Issuance of Electronic Confirmation of Enrolment

Once the Letter of Offer has been signed and returned to CHARLTON BROWN and the deposit has been processed, the student's enrolment is confirmed.

CHARLTON BROWN will proceed to issue an electronic Confirmation of Enrolment (eCoE). This document will assist International applicants to finalise their student visa application.

The agent must advise the College when the visa application is submitted and when it has been approved so that CHARLTON BROWN can prepare for the student's orientation, course commencement and training.

Tuition Fees

Student fees must be paid by their due date, as per their Letter of Offer. If fees are not paid by the due date, a notice to cancel enrolment will be issued, and unless the fees in arrears are paid the students enrolment will be cancelled and reported to the Department of Education via PRISMS. This may impact on their student visa.

If students are experiencing any difficulties regarding fee payments they should speak to the Student Welfare Officer in the first instance.

Course fees are available on the [CHARLTON BROWN website](#). Tuition fees may be amended at any time to time. CHARLTON BROWN will advise of any changes as they occur.

Deposit

A deposit is payable for all courses, as per the Letter of Offer and acceptance of agreement.

See schedule of fees for deposit payable by course for students.

Overseas Student Health Cover Fees

Student visa holders are required to get Overseas Student Health Cover (OSHC) to satisfy visa condition 8501 and must provide proof of OSHC prior to issuance of COE.

CHARLTON BROWN currently partners with Allianz Global Assistance and can provide students with OSHC upon request. OSHC fees are not included in tuition fees and will be listed separately on the Letter of Offer and must be paid with the tuition fee deposit. Fees vary according to the course length and to the type of cover requested by the student. More information available at: <https://www.oshcallianzassistance.com.au/>

Confirmation of Enrolment Amendments

Should amendments to an issued Confirmation of Enrolment (COE) be made by a student, CHARLTON BROWN will charge AUD\$50 for every new or additional COE issued. This fee will be added to the student's first tuition fee payment.

Other Fees

The CHARLTON BROWN Student Handbook outlines any fees other than tuition fees that may be incurred by students including Certificate re-issue, extra uniforms and additional first aid training.

Commission Payments

As per the International Education Agent Agreement, initial commission is payable two weeks after the students' commencement with the college. Commission payment is based upon tuition fees received by CHARLTON BROWN at the time of invoice.

Send your invoice for commission owed to accounts@charltonbrown.com.au with international@charltonbrown.com.au copied into the correspondence. The format of the subject line of your email should be as follows; "Agency Name Invoice, Student Name, Student Number"

Your Commission Claim invoice must include:

- Agency Information (Including address and contact details)
- ABN
- Date the invoice is issued
- Details of commission including; Student name, Student Number, and commission amount
- Goods and Services Tax (If applicable)
- Date

A copy of the student's tuition fee payments is available on the signed Letter of Offer. This agreement shows the dates and AUD\$ values for all tuition fees payments so that you can keep track of when to submit your corresponding commission invoices. We highly recommend that you keep record of the Letter of Offer, including any applicable payment plan, of your students in order to avoid delays in commission payments.

Course Cancellation and Refund Policy

CHARLTON BROWN refund policies can be accessed [online](#).

To submit a request for refund please email International@charltonbrown.com.au