Congratulations on your successful appointment as an education agent for Flinders University. The business relationship you have with us is highly valued, and through mutual cooperation regarding practices, regulations, and obligations, together we will ensure a professional and well regarded service to our stakeholders – the future students at Flinders University.

The information provided on these pages is to be used as a reference guide by your agency and staff for all aspects when dealing with Flinders. We understand that the recruitment of students is a complex and time-consuming task, so information contained within this manual will assist you as the University’s education agent in promoting Flinders University as a destination of choice.

We look forward to a continuing and successful partnership.

Virginia Pattingale
Head, International Office
NEW AGENT MANUAL 2010

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SECTION 1. WORKING WITH FLINDERS UNIVERSITY

CONTACTING THE INTERNATIONAL OFFICE

The Flinders International Office is organised into three regions. –

Region 1 – Africa, AusAID, Cambodia, India, Indonesia, Laos, Pacific Islands, and the Philippines, Sub Continent and Vietnam, Russia, Kazakhstan, South America.
Region 2 – Brunei, China, Japan, Korea, Hong Kong, Malaysia, Middle East, Singapore, Taiwan and Thailand.
Region 3 – Canada, Europe, North America, Scandinavia, Study Abroad and Student Exchange.

International Office staff responsible for your region are listed below.

<table>
<thead>
<tr>
<th>INTERNATIONAL OFFICE PHONE LIST</th>
<th>Management Team</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Virginia Pattingale Head, International Office</td>
<td>8201 2775</td>
<td><a href="mailto:virginia.pattingale@flinders.edu.au">virginia.pattingale@flinders.edu.au</a></td>
</tr>
<tr>
<td>Steve Brooks Deputy Head, Development &amp; Partnerships</td>
<td>8201 2750</td>
<td><a href="mailto:steve.brooks@flinders.edu.au">steve.brooks@flinders.edu.au</a></td>
</tr>
<tr>
<td>Greg Wright Deputy Head, Admissions &amp; Operations</td>
<td>8201 2768</td>
<td><a href="mailto:gregory.wright@flinders.edu.au">gregory.wright@flinders.edu.au</a></td>
</tr>
</tbody>
</table>

| Region 1 – Marketing & Recruitment                                    |                               |            |
|======================================================================|-------------------------------|------------|
| Darren Turner Regional Recruitment Manager                           | 8201 5951                     | darren.turner@flinders.edu.au    |
| Tanya Clarke Marketing & Recruitment Officer                        | 8201 7954                     | tanya.clarke@flinders.edu.au    |
| Ian Sebastian Marketing & Recruitment Officer                       | 8201 5952                     | ian.sebastian@flinders.edu.au   |

| Region 2 – Marketing & Recruitment                                    |                               |            |
|======================================================================|-------------------------------|------------|
| Matt Schultz Regional Recruitment Manager                            | 8201 5950                     | matt.schultz@flinders.edu.au    |
| Ashleigh Rees Marketing & Recruitment Officer                       | 8201 3506                     | ashleigh.rees@flinders.edu.au   |
| Ben Mattsson Marketing & Recruitment Officer                        | 8201 5579                     | ben.mattsson@flinders.edu.au    |

| Region 3 Domestic, Europe/Scandinavia, North America, Study Abroad and Student Exchange |                               |            |
|==================================================================|-------------------------------|------------|
| Daniel Mather Marketing & Recruitment Officer (Mobility)           | 8201 3758                     | daniel.mather@flinders.edu.au   |
INTERNATIONAL OFFICE CONTACT DETAILS

Telephone: + 618 8201 2727
Fax: + 618 8201 3177
Emails:
  For general inquiries: international@flinders.edu.au
  For all applications–related inquiries: internationalapply@flinders.edu.au

Web: www.flinders.edu.au/international

Applications sent by your office are received and processed by the Admissions team. The admissions process is detailed within the manual in Section 4. You should become familiar with the process and timelines associated with each step of the admissions cycle.

All correspondence relating to student applications should be directed to the internationalapply@flinders.edu.au email address as stated above.

COMMUNICATING WITH FLINDERS INTERNATIONAL OFFICE

Updates on new degrees, organisation changes at Flinders, changes to existing programs, English competency requirements for degrees, professional organisation entry requirements, and other admissions information are regularly communicated to our agents via network email broadcasts.

An important part of our agency relationship is feedback from you regarding:
  • performance of our admissions process
  • level of communication with International Office staff
  • resolution of student issues when receiving offers into our degrees
  • any other recruitment matters.

To facilitate good communication an annual Agent Survey will be sent to you in September each year. This is part of the annual reporting obligation forming part of your agreement with Flinders University. Completing the survey by the due date (30 September) and commenting on any of the above operational aspects provides a crucial input to ensuring our performance meets all stakeholders’ expectations.
YOUR OBLIGATIONS AS AN AGENT OF FLINDERS UNIVERSITY

A detailed list of obligations and responsibilities is contained within the formal Agreement between you and Flinders University. A summary of the main points is outlined below.

All Flinders Agents will:

• Promote degrees offered by the University in an accurate, ethical and responsible way
• Develop effective marketing plans for identifying prospective applicants in conjunction with Flinders procedures
• Ensure all student applications are completed accurately and thoroughly, all required documents are attached, and forwarded to the International Office quickly and efficiently
• Maintain an effective process for collection of all fees and related charges for applications, and forwarding fees to Flinders by the deadlines stated in the Agents Agreement
• Act as an effective communication link between prospective students and Flinders University
• Ensure recruitment operations adhere to the requirements established under Australian law, including Clause 4.3 of the National Code 2007, as set out in the Agent Agreement.

FLINDERS STAFF VISITS TO YOUR COUNTRY

Each year representatives from the International Office will make regular visits to your country to conduct recruitment activities and meet with agency staff. During these meetings you should take the opportunity to introduce any new staff, provide updates on marketing intelligence within your country and region, provide time for information sessions on new developments and programs at Flinders, and organise meetings with prospective students. These visits are another important part in ensuring Flinders and your agency establish a strong working relationship.

International Office staff will contact you before the date of each visit. Your cooperation in quickly confirming dates and times will assist in conducting a successful meeting.
VISITING FLINDERS UNIVERSITY

To develop good communications, we invite you to visit the campus in order to become familiar with the educational facilities we offer, and to see the beautiful environment at our university. To maximise the benefits of your visit, you should:

1. Contact the regional Marketing and Recruitment Officer regarding your proposed visit. Be sure to include proposed dates of the visit, as well as areas of interest (degrees, accommodations etc).
2. Give the International Office at least three weeks notice of your proposed visit dates.
3. Follow up with a telephone call to the International Office to confirm dates and times as well as any other special requests.

What the International Office can provide for your planned visit:

- Meetings with to discuss marketing and applications processing
- Sessions with your students who are currently studying at the University
- Campus tours, visits to the Intensive English Language Institute (IELI)
- Meetings with academic staff in your areas of interest
- Tours of Adelaide and surrounding areas.

UNIVERSITY POLICIES

The Flinders web-based policy manual contains official University policies as well as procedures and guidelines to ensure the efficient management of the University’s operations, legal and other regulatory compliance. Policies and procedures specifically related to international students can be found at: www.flinders.edu.au/ppmanual/student/secG.html
SECTION 2. MARKETING AND RECRUITMENT

Marketing of Flinders University and its degrees is a fundamental part of our relationship with agents. It is important that both parties recognise the mutual responsibilities contained within the Agent Agreement. As noted in Section 1, agents must represent Flinders in an accurate, ethical and responsible way. In a similar manner, Flinders ensures that agents receive up to date information and marketing materials for promotion of our programs to prospective students.

This section will advise on specific policies relating to advertising, marketing and publications, correct use of the University crest and other recruitment issues. As noted previously, your feedback to the International Office at Flinders is a key factor to making sure that our marketing materials, recruitment strategies, visits from University staff and other aspects meet your needs to accurately and effectively promote our institution.

Flinders Position

Flinders is a reputable and highly ranked member of the Australian university sector. Australian Education International (AEI) has used three key perceptions to position our country in the global education market, being Freedom, Challenge and Status. Freedom is associated with choice of degree, and the quality of lifestyle enjoyed in Australia. Challenge relates both to the quality and innovative nature of our education system, and Status is derived from the world class ranking and reputation of Australian institutions.


There are number of groupings within the Australian university sector. Flinders is a founding member of the Innovative Research Universities Australia (IRUA) group, seven world class institutions sharing common aims, standards and values, and all with a strong commitment to innovative education programs and an inter-disciplinary focus on teaching and research.

According to the Academic Rankings of World Universities (ARWU) for 2008 by the Institute of Higher Education, Shanghai Jiaotong University, Flinders is in the:

- Top 14 in Australia
- Top 64 in Asia-Pacific
- Top 400 in the world
Branding and marketing issues

Flinders University uses the slogan *Inspiring Achievement* in its promotional material and publications.

Flinders University Vision Statement:

> We are a leading international university distinguished by our boldness, vigour and imagination. We are environmentally astute, engaged with the communities we serve and dynamically connected to the wider world. (*Inspiring Flinders Future – Flinders Strategic Plan 2010 – 2014*)

Flinders Values:

At all levels of the University, we commit to the following values:

- rigorous intellectual enquiry;
- fairness, integrity and respect for others;
- equity and diversity;
- collaboration and teamwork;
- environmental sustainability; and
- respect for and recognition of Indigenous perspectives.

(*Inspiring Flinders Future – Flinders Strategic Plan 2010 – 2014*)

**EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT (2000)**

Flinders University is a government registered higher education provider that offers education services to overseas students. To provide education and training services to international students the University and all other agencies working to recruit international students must comply with the rules and regulations required by Federal and State authorities.

The legislative framework has been designed to establish and maintain national standards for the provision of education and training services to international students. The legislation aims to protect international students and guarantee quality education. It also enables the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Immigration and Citizenship (DIAC) to take actions against providers who are found in breach of their obligations. Under the legislation, Flinders is responsible for the accuracy of information provided about the University and its degrees.
NEW AGENT MANUAL 2010

The ESOS regulations relate only to students who are enrolled in an onshore program and remain in Australia on a student visa. This legislation may not apply to students undertaking transnational/offshore programs or living in Australia on a temporary visa other than a student visa. However, if information is being provided to transnational students in regard to onshore (in Australia) degrees, agents must comply with the ESOS Act requirements.

The University is responsible for the accuracy of information provided about the institution and its programs, and similarly for any actions undertaken by a person or organisation representing the University. The University must take action and notify DEEWR if an agent or a representative is identified as having breached the Act.

As an agent of the University your specific obligations with regards to marketing and recruitment are clearly outlined in the Agent Agreement.

ADVERTISING POLICY

All Flinders-related advertising must be undertaken in consultation with your Regional Recruitment Manager. Marketing and recruitment practices undertaken by our agent network must adhere to ESOS requirements, and reflect the current Flinders branding guidelines.

Correct usage of the University crest is strictly regulated by Flinders, and is detailed in the Agent Agreement. The University’s CRICOS code should be included in all publications. Any queries regarding use of the crest should be directed to your Regional Recruitment Manager.

FLINDERS PUBLICATIONS

A variety of Flinders publications are available for your agency office(s) to promote our degrees and programs, including:

- Flinders Undergraduate International Prospectus
- Flinders Postgraduate International Prospectus
- Flinders University Research Degrees
- Study Abroad and Student Exchange Guide

Another excellent source of information for Flinders is provided by our state-of-the-art series of e-brochures. These can be accessed at: www.i-studentadvisor.com/flinders

Visit our website at www.flinders.edu.au/courses for the most up to date course information, as details may change.
ORDERING UNIVERSITY PUBLICATIONS ONLINE

The Flinders Undergraduate International Prospectus and Postgraduate International Prospectus booklets can be ordered online through our distribution agent. To obtain login authorisation to order materials directly please contact your regional Marketing and Recruitment Officer.
SECTION 3. COUNSELLING PROSPECTIVE STUDENTS

LIVING IN ADELAIDE AND SOUTH AUSTRALIA

Adelaide is located on a coastal plain between the Mt Lofty ranges and a 25 kilometre stretch of beautiful sandy beaches. Adelaide combines affordability with a high standard of living, in a safe and well-serviced city environment. The below web links provide excellent information on the city and surrounding regions.

- StudyAdelaide
- Lonely Planet Guide to Adelaide
- South Australia

Cost of Living

Adelaide ranks as one of the most affordable cities in Australia, and one of the least expensive developed cities in the world, according to a 2007 survey conducted by Mercer Consulting Group. Accommodation costs can be 30% – 50% less than in Sydney, Melbourne or Brisbane. Up to date costs of everyday items are listed on our e-brochures at www.i-studentadvisor.com/flinders

FLINDERS GRADUATES

Flinders has over 52,000 alumni, with 8.5% of graduates living outside Australia. Some prominent alumni include South Australia’s top arts administrator, an Australian Football League (AFL) coach, a NASA astronaut, an Oscar nominated Director, a Fields Medallist, and an international humanitarian aid worker, just to name a few.

Flinders University has adopted seven Graduate Qualities. Flinders University aims to produce graduates of bachelor degrees who:

- are knowledgeable;
- can apply their knowledge;
- communicate effectively;
- can work independently;
- are collaborative;
- value ethical behaviour; and
- connect across boundaries.
FLINDERS UNIVERSITY ENVIRONMENT

Flinders is located only 20 minutes south of the city centre, and 10 minutes from the beach. The scenic campus is set on the foothills of the Adelaide Hills, among natural bushland and pine forests, and has commanding views of the city, suburbs and nearby coastline. A lake and surrounding gardens provides a focus for the main campus buildings and precinct. A map of the campus is provided in the appendix at the end of this manual.

STUDY PROGRAMS AND OPTIONS

Flinders is a comprehensive higher education institution, offering a wide range of degrees across most discipline areas. The Undergraduate International Prospectus and Postgraduate International Prospectus list all currently offered degrees, and your agency staff should take time to become familiar with the programs available to students. Visit our website at www.flinders.edu.au/courses for the most up to date program information, as details may change.

TUITION FEES

Our current tuition fees are listed at: www.flinders.edu.au/international-students/study-at-flinders/fees-and-costs.cfm

Although tuition fees may be increased annually by the University, an important policy you should advise prospective students on is that their fees will be fixed for the duration of studies at Flinders.

PATHWAY PROGRAMS

Pathway programs provide flexible entry for students without the equivalent of an Australian Year 12 program. The below diagram illustrates how various pathways options can lead into university degrees. For example, a TAFE Certificate IV may allow students entry into the first year of a Flinders undergraduate degree; and similarly students can undertake a Foundation Studies program to gain a place into a degree.

Flinders has formal arrangements with a number of pathway providers, and these programs are detailed below.
ACADEMIC PATHWAYS

Eynesbury Foundation Studies Program

Applicants who have not completed the equivalent of an Australian Year 12 program and wish to gain direct entry into the University may apply to enrol in a Foundation Studies Program at Eynesbury International. Eynesbury International is a specialist pre-university institution, where students work towards university entrance. Eynesbury has unique credentials in preparing international students for university life and study. The normal program takes 9 to 11 months to complete. Students can elect to commence Foundation Studies in January, April, or October.

Foundation students are given provisional admission into the degree of their choice subject to performance in the Foundation Studies Program. The University also accepts satisfactory completion of other selected Foundation Studies Programs for admission.
**Degree Transfer Program**

The Degree Transfer Program (DTP) is jointly delivered by Eynesbury and Flinders University. The DTP is for students who have completed ‘A’ levels, Year 12, Senior Middle 3 or equivalent awards, but do not meet the University’s academic entry requirements.

The DTP has two stages:

Stage 1 - an Express Foundation delivered at Eynesbury, starting in October;
Stage 2 - Semester 1, Year 1 of respective undergraduate programs delivered on campus at Flinders and starting in February.

Students successfully completing the DTP are given entry into Semester 2 of Year 1 at Flinders starting in July.

**ENGLISH LANGUAGE PATHWAYS**

Applicants who do not meet the University’s English language entry requirements and need to improve their English language proficiency can do so through the University’s approved English Language providers. This means that students can undertake the required English language tuition and meet the University’s English language requirements without an IELTS or TOEFL test.

Flinders University’s currently approved English pathway providers are:

- Intensive English Language Institute (IELI)
- Eynesbury International
- South Australian College of English (SACE)
- Australian Centre for Language (ACL)
- English College of Adelaide
Intensive English Language Institute (IELI)

Located on Flinders University campus, IELI offers 6 levels of English from beginner to advanced level (university proficiency). The first 4 levels at IELI build students’ ability to read, write, understand and communicate in English in a variety of situations. At the advanced levels students can continue to study General English or choose to focus on Business or Academic English. Successful completion of level 6 (Academic English) fulfils the University’s minimum English Language requirements.

Contact details:
Intensive English Language Institute
Flinders University, GPO Box 2100, Adelaide, S.A. 5001
Telephone: +61 8 8201 5084
Facsimile: +61 8 8201 5086
Email: ieli@flinders.edu.au
Website: www.flinders.edu.au/intloffice/info/iele/index.html
CRICOS Provider Number: 02916F

South Australian College of English (SACE)

Located in the Adelaide city centre SACE offers a wide range of courses designed to develop speaking, listening, reading and writing skills. Courses are carefully structured to improve fluency and accuracy in accordance to the student’s needs.

Successful completion of the SACE Academic English program fulfils Flinders the University’s minimum English Language requirements.

Contact details:
South Australian College of English
Level 1, 47 Waymouth St
Adelaide SA 5000
Telephone: +61 8 8410 5222
Facsimile: +61 8 8410 5661
Email: registrar@sacecoll.sa.edu.au
Website: www.sacecoll.sa.edu.au/
CRICOS Provider Number: 00094M
Eynesbury International

Eynesbury International offers preliminary English language programs. Successful completion of level 6 fulfils the university's minimum English language requirements for admission.

Contact details:
Eynesbury International
15-19 Franklin Street
Adelaide SA 5000
Telephone: +61 8 8410 5266
Facsimile +61 8 8410 5254
Email eynesbury@navitasworld.com
Website: www.eynesbury.sa.edu.au
CRICOS Provider Number: 00561M

Australian Centre for Language (ACL)

Based in Sydney and Darwin as well as offshore centres in China, ACL delivers English language training for both domestic and international students. A large proportion of these students complete specialised ACL courses in English for Academic Purposes, in preparation for further studies in Australian universities. Other students combine more general-purpose English language study with tourism or working holidays in Australia.

Successful completion of their EAP Diploma at a overall level of 60% or better satisfies the University's minimum English language requirement.

Contact Details:
Australian Centre for Language
Level 4, 11 York Street
Sydney NSW 2000 Australia
Telephone: + 61 2 9252 3788
Facsimile: +61 2 9252 3799
Email: enquiry@acl.edu.au
Website: www.acl.edu.au/
CRICOS code: (Sydney), 00031D (Darwin) 02783C
English College of Adelaide

The English College of Adelaide (ECA) is a NEAS accredited ELICOS college located in Adelaide, South Australia. Established in 1991, ECA is a college which caters for students determined to acquire the English skills needed to succeed in social, business and academic life. The college strives to provide high quality, personal attention to all students in a warm, friendly environment.

Successful completion of their program satisfies the University's minimum English language requirement.

Contact details:
**English College of Adelaide**
Level 5, 118 King William Street
Adelaide, SA, 5000
info@eca-jca.edu.au
Telephone: +61 8 8410 3666
Fax: +61 8 8410 3766
CRICOS Provider Code: 00989E
Web: www.eca-jca.edu.au
OTHER PATHWAYS

STUDY ABROAD

Study abroad allows students to enrol at Flinders as full-time, non-degree students for one semester (half a year) or two semesters (a full academic year) and earn credit towards a degree in their home country.

Students experience the same levels of academic excellence in teaching as other Australian and international students and are assessed in the same way and to the same standard. As part of the program, they also are offered the chance to be involved with a number of cultural activities highlighting Australian life. Students intending to study abroad for a full year are encouraged to start at the beginning of the Flinders academic year (February) to allow for the greatest scope of subject choice.

The program is open to students currently enrolled or eligible to enrol at a university outside of Australia. Application details are available at: www.flinders.edu.au/international-students/study-at-flinders/study-abroad-exchange/study-abroad.cfm

SCHOLARSHIPS

A number of scholarships are available for international students at Flinders. Information on how to apply, funding available and eligibility can be obtained at the following web site:

www.flinders.edu.au/international-students/study-at-flinders/scholarships.cfm
SECTION 4. THE APPLICATION PROCESS

SELECTING A PROGRAM

A range of resources can be accessed to assist you in counselling students on the comprehensive range of degrees available at Flinders, as detailed in Section 2.

APPLYING TO FLINDERS

Agents should ensure the correct application form is used for the relevant Flinders University degree from the following versions:

- Undergraduate International Student Application Form
- Postgraduate International Student Application Form
- Research Higher Degree Application form - available online at: www.flinders.edu.au/courses/rhd/rhd_home.cfm

The Master of Psychology (Clinical) also requires an additional form to be completed, available at: www.socsci.flinders.edu.au/psyc/courses/masters/

All applications to research higher degree programs must complete an Expression of Interest (EOI) Form at: http://www.flinders.edu.au/courses/rhd/interest.cfm
EOI forms must include a concise outline of the proposed research and where possible nominate a supervisor for the proposed research thesis.

APPLICATION DEADLINES

Agents can submit applications at any time during the year, however the final deadline for each semester is:

- Semester 1 - 30 November of the year proceeding admission
- Semester 2 - 31 March of that year

Applications lodged after these deadlines will still be considered, however if the applicant is from a DIAC defined level 3 or 4 country, there may be insufficient time to process their visa. In some cases applications received too close to the commencement date will be considered for the next available semester.
DEADLINES/QUOTAS FOR SPECIFIC COURSES

<table>
<thead>
<tr>
<th>Undergraduate</th>
<th>Postgraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Health Sciences (Paramedic) – quota applies</td>
<td>Master of Audiology</td>
</tr>
<tr>
<td></td>
<td>Applications are open from 1 April - 30 June*</td>
</tr>
<tr>
<td>Bachelor of Medicine/Bachelor of Surgery – Applications close early June</td>
<td>Master of Nutrition and Dietetics</td>
</tr>
<tr>
<td></td>
<td>Applications are open from 1 July - 30 September.</td>
</tr>
<tr>
<td>Bachelor of Nursing (graduate entry) and (post-registration) – quota applies</td>
<td>Master of Psychology (Clinical)</td>
</tr>
<tr>
<td></td>
<td>Applications close 31 October</td>
</tr>
<tr>
<td>Bachelor of Nutrition and Dietetics – quota applies</td>
<td>Master of Speech Pathology – Applications are open from 1 April - 30 June*</td>
</tr>
</tbody>
</table>

* Late applications may be accepted subject to the availability of places.

COMPLETING APPLICATION FORMS

Agents should make sure all details are completed on the application forms. In particular attention should be paid to:

- Agent’s name and address or stamp must be entered into the “Educational Agents” box on the top right hand side of the form. If this is not correctly entered commission fee payments for students enrolling at Flinders will not be approved.

- Students’ home address and email contact must be correct. DO NOT USE YOUR AGENCY ADDRESS OR EMAIL ADDRESS FOR STUDENTS’ CONTACT DETAILS ON THE FORM.

- All required documents are emailed or sent with the application including –
  - English Language Test results
  - Academic Transcripts (Certified True Copies)
  - Translations of Academic Qualifications (Certified True Copies)
  - Copy of applicant’s passport is available
  - Copy of subject descriptions if credit is required, translated if necessary.
  - Application Fee (currently $A60)

- The applicant must sign the form.
Use the checklist on the last page of the application form as a guide. Insufficient documentation relating to previous studies and failure to supply translations of documentation in a language other than English will delay the assessment of the application. Application forms should be sent to the contact addresses noted in Section 1.

RECEIPT OF APPLICATIONS

Upon receiving an application form, the International Admissions team establishes a student file, and assigns a unique Student Identification Number to each applicant. An emailed receipt of the application will be sent within 48 hours, containing the Student ID number, name of the assigned Admissions Case Officer and their contact email address.

ASSESSMENT OF APPLICATIONS

Qualifications and documentation are then forwarded to the assigned Admissions Case Officer who will then personally handle all actions for that application. All correspondence regarding applications must include the student ID number, so we can quickly identify the applicant and advise you on their offer and application status. All email queries should be emailed to the Case Officer.

Timing of assessment and processing will depend upon several factors. Most important is if the International Office has received full documentation for the applicant. Our estimated times taken to assess applications and (if successful) forward a Letter of Offer, including a “Your Agreement with Flinders” form are:

- Undergraduate degrees: within 20 working days
- Postgraduate degrees: within 20 working days
- Research Higher degree: 4 – 6 weeks

If an application is unsuccessful, applicants and agents will be provided with a full explanation. We may refer applicants to consider a Foundation Studies program, as detailed in section 3, or offer an alternative degree if applicable.

Accepting Offers from Flinders University

The Letter of Offer will be either:

- Unconditional – all admission requirements for the degree have been met
Conditional - certain requirements are needed before full admission can be accepted. These are usually English competency levels (IELTS, TOEFL etc) that must be attained, a qualifying program (e.g. year 12 equivalent, Foundation program, TAFE award) that must be completed successfully, or if a pre-visa assessment is yet to be advised. Process diagrams for accepting conditional and unconditional offers are displayed on the following pages.
# Accepting Your Conditional Offer

## Offer Letter

1. **Certified Transcript Required**  
   Provide certified copies of transcripts

2. **English Language Proficiency Requirements**  
   Meet the English Language requirements

3. **Academic Requirements**  
   Meet the academic entry requirements

4. **Packaged Courses (If required)**  
   - Academic - Enrol with Eynebury International Foundation Studies (Separate payment required to Eynebury International)  
   - English - Enrol with an approved English language provider (Separate payment required to provider)

5. **Confirmation of Enrolment**  
   Confirmation of Enrolment from either Eynebury or selected English language provider upon successful completion of program

6. **Pre-Visa Assessment (PVA) Documentation (If applicable)**  
   Provide PVA documentation

7. **Payment of Deposit (If applicable)**  
   Payment of Deposit to Flinders University

8. **Your Agreement with Flinders**  
   Return “Your Agreement with Flinders” form

9. **Confirmation**  
   Confirmation of enrolment (COE) issued

10. **Visa Documentation**  
    Apply for student visa documentation (DIAC)

11. **Organise Accommodation**  
    Apply for accommodation with Flinders Housing

12. **Contact ISSU**  
    Contact the International Students Services Unit (ISSU)

13. **Arrive**  
    Arrive at least two weeks before the start date of your course

14. **Orientation**  
    Orientation Week - one week before start date of course (or as stated on the offer letter)

15. **Classes Start**
## Accepting Your Unconditional Offer

### Offer Letter

1. **Pre-Visa Assessment Documentation** (if applicable)
   
   Provide PVA documentation

2. **Payment Required**
   
   Payment of first semester tuition fees and overseas student health cover (as stated in Offer Letter)

3. **Your Agreement with Flinders**
   
   Return “Your Agreement with Flinders” form

4. **Confirmation**
   
   Confirmation of enrolment (COE) issued

5. **Visa Documentation**
   
   Apply for student visa documentation (Department of Immigration and Citizenship)

6. **Organise Accommodation**
   
   Apply for accommodation with Flinders Housing

7. **Contact ISSU**
   
   Contact the International Student’s Services Unit (ISSU)

8. **Arrive**
   
   Arrive at least two weeks before the start date of your course

9. **Orientation**
   
   Orientation Week – one week before start date of course (or as stated in the offer letter)

10. **Classes Start**
ACCEPTING UNCONDITIONAL OFFERS

1. PRE-VISA ASSESSMENT

Before accept their offer, applicants must provide evidence of their pre-visa assessment (PVA). A PVA is a preliminary assessment of a student visa application, conducted by the Department of Immigration and Citizenship (DIAC) in Australia or consulate offices.

2. PAYMENT OF FEES

The applicant’s offer must be unconditional before they are allowed to make an initial payment to finalise their offer. Exceptions to this are packaged visas with the University’s approved pathway providers described in Section 3.

This initial payment is normally the first semester’s tuition fee, paid in advance, and based on the annual course fee for the commencing year. An important feature of Flinders’ fee policy is that fees remain fixed for the duration of studies at Flinders. International students are required by the Australian Government to take out Overseas Student Health Cover (OSHC) for the duration of their student visa. Payment of OSHC is included in the fees listed in the offer letter.

3. ACCEPTING THE OFFER

The offer letter is emailed as a PDF attachment together with the ‘Your Offer Letter Explained’ booklet (PDF). Agents should counsel applicants regarding the information contained in the booklet so they fully understand all conditions applying to their offer.

To accept the offer the applicant needs to complete the Your Agreement with Flinders form. The signed form is then emailed, mailed or faxed to the International Office addressed stated in Section 1. To accept the offer, applicants need to pay the first semester tuition fee and overseas student health cover as stated in the offer letter.

PACKAGED VISAS

The Australian Government allows the packaging of student visas for students undertaking up to three different courses offered by the same or a partner institution. Examples of Flinders University programs that can be packaged, include:

- Pathway Graduate Certificate leading to Masters;
- Preliminary English training at one of our English pathway providers;
- Foundation Studies Program at Eynesbury International.
4. CONFIRMATION OF ENROLMENT

Once all conditions (unless packaged program) are met and required fees are paid, the International Office will issue the student with a Confirmation of Enrolment (CoE) within five days of receipt of fee payment. The CoE will be emailed to agents together with email links to the Pre-departure Guide and the Worldcare Assist (OSHC) website.

5. VISA DOCUMENTATION

Agents will assist students to apply for their Australian student visa using the CoE and other documentation required by the Department of Immigration and Citizenship (DIAC). Agents should advise students to visit the Department of Immigration and Citizenship website to become familiar with their student visa requirements.

6. PRE-DEPARTURE AND ENROLMENT (ACCOMMODATION, ARRIVAL, AND ORIENTATION)

The International Student Services Unit (ISSU) provides a highly regarded support and assistance service to all international students during their time at Flinders University. These services cover many aspects of international students’ university life to assist with their study experiences. Services include:

- transition arrangements for new students
- airport reception
- accommodation assistance
- induction and orientation program
- enrolment assistance.

An important part of orientation for newly arriving students is the airport reception service offered to all international students. As our agent, you should assist students to notify the ISSU of their arrival details and register for one of the orientation sessions by accessing the pre-departure guide at: www.flinders.edu.au/international-students/study-at-flinders/planning-your-arrival/planning-my-arrival_home.cfm

Contact details for ISSU:

Telephone: +61 08 8201 2717
Facsimile: +61 08 8201 3261
Email: issu@flinders.edu.au
Web: www.flinders.edu.au/international-students/services/international-student-services-unit/international-student-services-unit_home.cfm
HOUSING AND ACCOMMODATION

Flinders is the only South Australian university with on-campus accommodation in the Adelaide metropolitan area. Living on campus gives students easy access to all University academic, counselling, health, library, social, and sporting facilities. A recent survey of international students ranked Flinders as number one regarding satisfaction with accommodation services *(International Student Barometer, 2009)*.

Flinders Housing manages University Hall with 240 beds, the Deirdre Jordan Village with 311 beds made up of 42 two and three-bedroom townhouses and 40 five-bedroom units, as well as an off-campus accommodation service for international students.

A service is provided to newly arrived international students to find private housing including a website listing of available private accommodation in the local area. Overall, Flinders Housing manages a total of approximately 600 student beds.

There is a strong demand for rooms in University Hall and students are advised to apply as soon as they have been accepted into a course. Application forms can be downloaded from:


Flinders Housing Contact Details:
Telephone: +61 08 8291 6000
Email: flinders.housing@flinders.edu.au

OTHER VISA INFORMATION

WORK RIGHTS

The Australian Government allows international students to work for up to 20 hours per week during the semester and full-time during semester breaks. Spouses and dependants of postgraduate students are permitted to work full-time whilst those of undergraduate students can work for up to 20 hours per week. Refer - [www.flinders.edu.au/international-students/services/working-in-australia.cfm](http://www.flinders.edu.au/international-students/services/working-in-australia.cfm)
APPLICANT RESIDENCY STATUS

If the applicant is planning to apply for permanent residency they are considered an international until such time as their residency is approved. If their residency is approved before the start of the semester they will be transferred to Australian student status subject to there being a place available for them within the domestic student quota. If permanent residency is approved during the semester they will remain an international student for the remainder of that semester and transfer to Australian student status subject to there being a place available for them within the student quota at the start of the next semester.
SECTION 5. AGENT PAYMENTS AND COMMISSIONS

FEE REFUNDS

It is the agent’s responsibility to ensure that your clients read and understand the clause related to refunds of the fees policy before signing the Your Agreement with Flinders document, as this is a legal agreement between the student and the University.

PAYMENTS

Commissions are payable according to the Agent Agreement signed with Flinders University. Specifically, a commission is payable if a student is recruited by the agent, is accepted into a course; and has paid the respective course fee to the University. An agent will not be regarded as having recruited a student unless:

(a) the agent submits the student’s application for enrolment and that application also bears the agent’s name or stamp; and
(b) the agent submits an acceptance by the student of any letter of offer from the University of a place in a Course.

If a student recruited by the agent at any time undertakes any course or courses offered by the University other than those specifically identified in the application for enrolment and for which the student was first recruited by the agent, no fee or other amount will be payable by the University to the agent.

No commission will be payable to the agent where the student is recruited through the University's own marketing activities for recruitment of students within Australia.

Commissions claimed by an agent must be sent directly to the International Business Analyst, email rebecca.hadad@flinders.edu.au or fax: + 618 8201 3177.
INVOICING

Agents must submit an individual invoice for each student listing:

- student ID number
- the family name and given names of the student
- course for which student was admitted into
- on the agent's letterhead, displaying current address, telephone, fax and email details of the agent
- an invoice number or reference
- any other information as required.

The University will pay the required commission fees after the 31 March for semester one intake, or 31 August for semester two intake.
# Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>Academic Staff</strong></td>
<td>All teaching and research staff, including Professors (the most senior), Associate Professors or Readers, Senior Lecturers, Lecturers and Associate Lecturers.</td>
</tr>
<tr>
<td><strong>Academic Year</strong></td>
<td>Begins in late February or early March and ends in November.</td>
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<tr>
<td><strong>Award</strong></td>
<td>A degree, diploma, associate diploma or certificate of the University granted at the completion of a course of study.</td>
</tr>
<tr>
<td><strong>Bachelor Degree</strong></td>
<td>Normally the basic (first) undergraduate degree.</td>
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<tr>
<td><strong>Core Topics</strong></td>
<td>Compulsory subjects which form the basis of a study program.</td>
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<tr>
<td><strong>Corequisite</strong></td>
<td>A topic that must be taken at the same time as the topic being described.</td>
</tr>
<tr>
<td><strong>Course</strong></td>
<td>A program of study leading to a degree or diploma.</td>
</tr>
<tr>
<td><strong>Course Coordinator/Program Director</strong></td>
<td>The staff member responsible for a particular course. The Course Coordinator is your main contact person at the University. The Course Coordinator will advise you on such matters as enrolment, topic selection, study program, and problems with study. The Course Coordinator consults with Enrolment Services in authorising your enrolment in topics, amendment of enrolment and withdrawal from topics for your course. See also Topic Coordinator.</td>
</tr>
<tr>
<td><strong>Credit</strong></td>
<td>Credit is sometimes given for relevant topics or units previously studied, for which a student is given an exemption.</td>
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<tr>
<td><strong>Diploma</strong></td>
<td>A formal qualification usually requiring the equivalent of two years of full-time study.</td>
</tr>
<tr>
<td><strong>Elective Topics</strong></td>
<td>Topics which can be chosen to support core topics - often called optional topics in Science degrees.</td>
</tr>
<tr>
<td><strong>External Student</strong></td>
<td>A person undertaking all of their study by correspondence on either a full-time or a part-time basis, and who is enrolled as an external student. Most distance education courses are offered through the Faculty of Education, Humanities, Law and Theology, or through the Faculty of Health Sciences. International students are not allowed to travel on a student visa to Australia to study a program that is only offered by distance or externally.</td>
</tr>
<tr>
<td><strong>Faculties</strong></td>
<td>The administrative structure of the University is based on faculties, which are: Faculty of Education, Humanities, Law and Theology; Faculty of Health Sciences; Faculty of Science and Engineering; Faculty of Social Sciences.</td>
</tr>
<tr>
<td><strong>Graduate</strong></td>
<td>A person who has received his or her degree.</td>
</tr>
<tr>
<td><strong>Graduation</strong></td>
<td>A ceremony at which degrees are conferred and diplomas awarded. Usually held in April and December.</td>
</tr>
<tr>
<td><strong>Honours Degree</strong></td>
<td>Awarded to students who choose to complete an additional year of study or, in some cases, perform particularly well during their degree course.</td>
</tr>
<tr>
<td><strong>Major Sequence</strong></td>
<td>A sequence of topics which must be taken in all three years of a degree. Also known as “Streams”, “Cognates” or “Specialisations”.</td>
</tr>
<tr>
<td><strong>Minor Sequence</strong></td>
<td>A small number of topics in one area of study.</td>
</tr>
<tr>
<td><strong>Postgraduate Degree/Diploma</strong></td>
<td>Students must normally have an undergraduate degree to begin studying any postgraduate course. This is also known as Graduate Studies.</td>
</tr>
<tr>
<td><strong>Prerequisite</strong></td>
<td>A topic which must be completed before a higher level topic can be studied. It is the student’s responsibility to ensure that topic prerequisites have been met.</td>
</tr>
<tr>
<td><strong>Semester</strong></td>
<td>The academic year is divided into two semesters – S1: late February to mid June and S2: late July to November.</td>
</tr>
<tr>
<td><strong>Topic Codes</strong></td>
<td>Topic codes consist of a four character alpha code followed by a four digit code. These eight characters form the total topic code, for example: EDSP4003 - Gifted Children. These should be quoted whenever you are making enquiries about a specific topic.</td>
</tr>
<tr>
<td><strong>Topic Coordinator</strong></td>
<td>The academic staff member responsible for a topic.</td>
</tr>
<tr>
<td><strong>Undergraduate Degree/Diploma</strong></td>
<td>A first degree or diploma.</td>
</tr>
<tr>
<td><strong>Unit</strong></td>
<td>The measure of weighting given to a topic as specified in the syllabus for that topic. Each topic is given a weighting in units, roughly proportional to its length. Most full-time students complete 36 units a year to gain the 108 units needed for a three year degree.</td>
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