

# REPRESENTATIVE TRAINING MANUAL (2024)



1. INTRODUCTION .....	1
2. PROVIDER.....	1
3. INTERNATIONAL COLLEGE OF MANAGEMENT, SYDNEY.....	2
4. ASPIRE INSTITUTE .....	6
5. ASPIRE ENGLISH.....	8
6. INTERNATIONAL SPORT COLLEGE OF AUSTRALIA .....	9
7. CAMPUSES.....	11
8. STUDENT SERVICES AND CAMPUS FACILITIES.....	12
9. SCHOLARSHIPS .....	22
10. APPLICATION AND ADMISSION REQUIREMENTS .....	23
11. STUDENT VISA REQUIREMENTS .....	34
12. ESOS ACT AND THE NATIONAL CODE OF PRACTICE .....	37
13. REPRESENTATIVE RESPONSIBILITIES.....	38
14. MARKETING AND RECRUITMENT .....	39
15. KEY CONTACTS.....	42

## 1. INTRODUCTION

### 1.1 The Representative Training Manual

This manual provides information, guidance and resources for Representatives (Education Agents) to deliver up-to-date and accurate information about the International College of Management, Sydney (ICMS), Aspire Institute (Aspire), Aspire English and the International Sport College of Australia (ISCA) courses and services to prospective students. It also explains important recruitment and admissions related guidelines and procedures.

## 2. PROVIDER

International College of Management, Sydney Pty Ltd ACN 003 144 045 ATF The ICTHM Trust ABN 54 174 259 919, trading as International College of Management, Sydney, Aspire Institute, Aspire English, International Sport College of Australia CRICOS Provider Code: 01484M, RTO Code: 90851, TEQSA ID: PRV12025, Provider Category: Institute of Higher Education also referred to as “the provider”.

### 3. INTERNATIONAL COLLEGE OF MANAGEMENT, SYDNEY



The International College of Management, Sydney (ICMS) is an award-winning higher education institution with campuses in Manly and Sydney's business district. Founded in 1996, ICMS is a leader in industry-focused, quality education and offers undergraduate and postgraduate courses including bachelor's and master's degrees.

The ICMS applied learning and teaching philosophy delivers a student experience that is both relevant and contemporary to the workplace. ICMS academic faculty educators have extensive industry experience, high-level qualifications and a passion for teaching. All ICMS courses allow flexibility to follow your individual strengths and passions.

#### 3.1 ICMS Courses

Our extensive undergraduate and postgraduate degrees prepare students to be leaders in their given field. All ICMS courses share a business and management core comprising subjects essential to any professional career. To provide you the flexibility and choice across career options, a number of discipline specialisations are available. All full degrees combine this rigorous academic foundation with a compulsory period of industry experience giving you the knowledge, skills and invaluable experience to differentiate yourself in a competitive job market.

ICMS offers the following courses:

##### Undergraduate Courses:

<https://www.icms.edu.au/courses/undergraduate/>

##### Non-Award Courses

<https://www.icms.edu.au/courses/programs-pathways/study-abroad/>

##### Postgraduate Courses

<https://www.icms.edu.au/courses/post-graduate/>

Please click on the course name to find further information including subject descriptions.

#### 3.2 ICMS Tuition Fees

All students pay tuition fees on a trimester basis. Tuition fees are not payable during industry training trimesters unless part-time study has been arranged to occur concurrently with industry training. Students may be paid during industry training trimesters.

Tuition fee information is available [here](#)

Refund of Fees Policy – International Students is available [here](#)

### 3.3 ICMS Intakes

ICMS offers seven opportunities for enrolment throughout the year.

All Undergraduate and Postgraduate courses will share the same intake dates.

The seven intakes are available on all campuses and are offered for all modes of study (online or on campus).

‘Main’ intakes offer four subjects concurrently and begin in: February, May and August.

‘Mid-trimester’ intakes and the ‘Summer’ intake offer two subjects in the first study period and begin in March, July, October and December.

Important dates are available [here](#)

### 3.4 Key Advantages of Studying at International College of Management, Sydney (ICMS)

At ICMS we are connected – with industry and with each other. Our approach to work-integrated learning, emphasis on professionalism and our comprehensive Industry Training program will take students’ education beyond the classroom and provide the foundations of a successful career. Our college is a community of aspiring professionals, and it is our objective to make that professional transition a smooth one. This is done by working closely with student throughout student’s degree.

At ICMS student’s student experience will be unique. Student will earn qualification in a friendly multicultural environment at one of the world’s most stunning campus locations. We all know that it pays to be connected. Whether it’s industry, lecturers, peers, our alumni network, or the world, at ICMS student will make connections that will serve student long after graduate.

#### Learning and Teaching

At ICMS we are dedicated to your education. Our [learning and teaching principles](#) underpin the design, development and delivery of our curriculum to enhance the student learning experience. These principles are our promise to: encourage contact between students and faculty; develop cooperation among students; encourage active learning; give prompt feedback to help students improve and develop their understanding; emphasise time on task and effective time management; communicate high expectations; and respect diverse talents and ways of learning. These principles are our commitment to getting the best from student.

At ICMS we deliver a unique learning experience to our students. Unique aspects of teaching and learning at ICMS include:

- A curriculum that combines theoretical knowledge and applied learning delivered in real-work settings
- Passionate and academically qualified services management professionals delivering the curriculum
- An approach to teaching and learning that focuses on individualised and personalised attention for all students
- A comprehensive and intensive Industry Training Program that produces work-ready graduates
- A community engagement ethos that is embedded in the ICMS student and staff experience

## Work Integrated Learning

At ICMS we believe that the best learning experience combines practical 'real-world' experience with a strong academic foundation. All our degrees include an industry training placement component called *work integrated learning*. At ICMS our undergraduates could work within their chosen industry for up to 600 hours- giving our students a distinct edge over other graduates. Postgraduate students also benefit from working with some of the most respected companies in Australia with up to 600 hours of industry experience offered alongside coursework studies in our Master's courses.

## Small Class Sizes That Suit Your Study Requirements

Our flexible timetabling lets students choose subjects to suit students' lifestyle. We offer regular weekly classes in the day and select classes in the evening. Students may also select some of our intensive classes to accelerate learning over weekends. We have found that small interactive classes are the best way for students to learn and also strengthen the working relationship between students, teaching staff and guest speakers.

## Teaching Faculty

Students will learn directly from internationally experienced academics. Our teaching staff have held positions such as sales and marketing directors, financial analysts, destination marketers, CEOs, management consultants and corporate trainers. They are joined by our guest speakers who bring their own perspectives on the latest movements in industry and share their business and management strategies.

## Genuine Diversity of International Students

ICMS is a global community. Our students come from more than 55 countries as far ranging as Europe, South America and Asia. Our graduates go on to work as industry professionals worldwide. This [social and cultural diversity](#) adds to the vibrancy and intellectual vitality of the student experience.

## Quality and Contemporary Curriculum

At ICMS students will experience our next generation education. We believe in a curriculum that blends a thorough understanding of the theoretical principles of management with innovations in hands-on, practical education. We work closely with industry to deliver a highly relevant curriculum that includes the latest conceptual tools and innovative approaches to contemporary business.

## Emphasis on Individual Skills Development

Skills in analytical thinking, negotiation and persuasion are what enhance management potential. These are the soft skills of hard business that we embed into our subjects. Combined with students' academic knowledge and practical industry training, these skills will differentiate students from others in a competitive job market.

## Friendly and Supportive Campus Experience

Our Student Experience Team organise social events to help students maintain balance between work and play. We organise surfing trips, skiing trips and theatre visits so students can take advantage of everything Manly, Sydney and Australia have to offer. Our staff and students are connected in a way that just wouldn't be possible in a large institution, making for a unique campus experience.

## Australia's Most Beautiful Campus

The ICMS [Northern Beaches Campus](#) is fondly known as "the castle on the hill" (where the Hollywood blockbuster *The Great Gatsby* was filmed and where Nicole Kidman and Keith Urban were married)

and is a Sydney landmark dating back to the 19th Century. The imposing structure, which dominates Manly's beachside landscape, won worldwide acclaim when it was built by the Catholic Church between 1885 and 1889. The building, with its Gothic style and romantic central bell tower, holds a commanding position overlooking the azure of Sydney Harbour and the Pacific Ocean. The entire estate covers 20 hectares of parkland.

The campus is a five-minute walk to world-famous Manly beach and Manly village, well known for its shopping precinct, cafés, restaurants and beachside lifestyle. A few minutes' walk in the other direction will lead you to the foreshores of the harbour. There are harbour side bush walks to explore, extending more than 50 kilometres north and south. ICMS is also close enough to Sydney city – 17 minutes by fast ferry from Manly ferry wharf.

### **A Vibrant Business Community**

As well as being regarded as one of the most beautiful cities in the world, Sydney is also one of the most exciting places to study and work. The ICMS [City Campus](#) is located right in the heart of Sydney's business district. The area boasts the highest residential density in Australia and is one of the liveliest precincts in the Sydney CBD. The building is close to World Square Shopping Centre and is only a few minutes' walk from great transport links via train at Central Station and a nearby Light Rail (tram) stop at Capitol Square. A short walk will take students to the entertaining areas of Chinatown, Darling Harbour and Barangaroo Waterfront, all offering endless options for eateries from cafes and bars to world-class five-star dining - and everything in between.

## 4. ASPIRE INSTITUTE



Aspire offers higher education diplomas as a stand-alone qualification or, should students wish to further their studies, they could choose to use their Diploma qualification as a pathway into a Bachelor program at ICMS, or one of the distinguished Australian universities and colleges that Aspire has a partnership with.

Aspire aligns itself with a range of internationally recognised Australian universities and colleges to offer pathways to their Bachelor degrees. Aspire Diploma graduates may be eligible to gain direct entry into the second year of a partner university or college degree programs.

### 4.1 Aspire Institute Courses

Aspire offers the following courses:

#### Undergraduate Courses

<https://aspire.edu.au/courses/diplomas/>

#### Non-Award Courses

<https://aspire.edu.au/courses/foundation-program/>

<https://aspire.edu.au/courses/postgraduate-qualifying-program-pqp/>

Please click on the course name to find further information including subject descriptions.

### 4.2 Aspire Tuition Fees

Students studying a Diploma, PQP or Foundation course pay tuition fees on a trimester basis.

Tuition fees are available [here](#)

Refund of Fees Policy – International Students is available [here](#)

### 4.3 Aspire Intake Dates

The Australian Foundation Program, Diplomas and PQP offer seven (7) opportunities for enrolment throughout the year.

‘Main’ intakes offer four subjects concurrently and begin in: February, May and August.

‘Mid-trimester’ intakes and the ‘Summer’ intake offer two subjects in the first study period and begin in March, July, October and December.

Important dates are available [here](#)

### 4.4 Pathway Options



Aspire Diploma graduates may be eligible to gain direct entry into the second year of a partner university or college degree programs.:

University of Technology, Sydney

University of Wollongong

Macquarie University

Western Sydney University

#### **4.5 Key Advantages of Studying at Aspire**

All Aspire students are a fully integrated part of the ICMS student community. Students may attend lectures at our campuses in Manly and receive additional learning support including study skills, academic mentoring and academic English support. Students also enjoy use of all campus facilities.

Students choose Aspire Institute for the following:

##### **Academic Excellence and Support**

Courses are taught by our respected ICMS academic staff. We prepare students for a smooth transition into a Bachelor Degree with personalised attention, small class sizes and continuous academic support.

##### **Pathway to ICMS Degrees**

Gain entry into student's chosen ICMS Bachelor Degree upon successful completion of the pathway program.

##### **A Beachside Campus Environment**

Aspire students study and live in one of Sydney's most popular and spectacular suburbs, Manly.

##### **Exceptional Student Experience**

The exceptional student experience extends beyond the classroom with sporting groups, tours and activities to build student's social network.

## 5. ASPIRE ENGLISH

### 5.1 Aspire English Courses



Aspire English offers the following programs:

#### English Language Programs

<https://aspire.edu.au/courses/english/>

Please click on the course name to find further information including subject descriptions.

### 5.2 Aspire English Tuition Fees

Tuition fees are available [here](#)

Refund of Fees Policy – International Students is available [here](#)

### 5.3 Aspire English Intake Dates

Aspire English has nine intakes per year in January, February, March, April, June, July, August, September and October.

Important dates are available [here](#)

## 6. INTERNATIONAL SPORT COLLEGE OF AUSTRALIA



Passionate sports-people, aspiring athletes or those looking to explore a career in the exciting sports industry are now able to gain a Diploma qualification whilst maintaining fitness and training.

A perfect blend of business, sport management and athletic development subjects, the ISCA Diploma of Sports Management (High Performance) presents students with an opportunity to achieve sporting and academic success, and seek further pathways into higher education.

### 6.1 ISCA Courses

ISCA offers the following course:

Undergraduate course

<https://www.iscaustralia.edu.au/diploma-sports-management/>

### 6.2 ISCA Tuition Fees

Tuition fees are available [here](#)

Refund of Fees Policy – International Students is available [here](#)

### 6.3 ISCA Intake Dates

ISCA has intakes in February, July and September.

### 6.4 Key Advantages of Studying at ISCA

ISCA students are a part of the ICMS student community but your average day involves coaching, training and strength & conditioning in the morning and classes in the afternoon. Students don't just attend lectures – they receive additional learning support including study skills, academic mentoring and first-class coaching programs.

Students choose ISCA for the following:

#### Academic Excellence and Support

Courses are taught by our respected ISCA academic staff. If you wish to continue your studies beyond your Diploma, ISCA prepares you for a smooth transition into a Bachelor degree with personalised attention, small class sizes and continuous academic support.

#### Pathway to Bachelor of Sports Management at ICMS

Gain entry into the ICMS Bachelor of Sport Management upon successful completion of your Diploma.

## **Exceptional Student Experience**

The exceptional student experience extends beyond the classroom with structured sports programs, field trips and guest speakers to build your professional network.

## **Internship Opportunity**

A critical part of training for your future career is practical experience. An internship opportunity will provide you with professional experience and help you connect with key contacts in your chosen industry.

## 7. CAMPUSES

### 7.1 Northern Beaches Campus - 151 Darley Rd, Manly, NSW



Fondly known as “the castle on the hill” (where the Hollywood blockbuster *The Great Gatsby* was filmed and where Nicole Kidman and Keith Urban were married), the ICMS castle is a Sydney landmark dating back to the 19th Century.

The campus is a five-minute walk to famous Manly beach and Manly's CBD, well known for its shopping precinct, cafés, restaurants and beachside lifestyle.

## 7.2 City Campus - Level 4, 451 Pitt Street, Haymarket, NSW



The ICMS City Campus is located in the beautiful Manning Building, right in the heart of Sydney's business district. The building is close to World Square Shopping Centre and is only a few minutes walk from great transport links via train at Central Station and a nearby Light Rail (tram) stop at Capitol Square. This campus also hosts ISCA classes.

## 7.3 Transport Options

### Free return shuttle bus from Manly Ferry to the Northern Beaches campus

A free shuttle bus service is available to all students travelling from Manly Wharf to our 151 Darley Rd campus. Timetables can be collected from student services or viewed on the ICMS app.

### Public transport in Sydney

A public transport information service provides the details needed to plan an efficient and successful journey across the entire Sydney public transport network, covering buses, trains and ferries. To plan your individual journey please go to <https://transportnsw.info/>

## 8. STUDENT SERVICES AND CAMPUS FACILITIES

### 8.1 Pre-Departure Airport Pick-up & Accommodation Services Booking Requirements

ICMS and Aspire offer a Sydney airport pick-up service\* for all new students commencing in their first term of study. Please note, students are advised to book the pick-up service prior to departing from their home country for collection at Sydney airport.

*\* charges may apply*

### 8.2 Compulsory Orientation Sessions

#### Postgraduate, Undergraduate and Foundation Students

Students' first week at ICMS begins with Orientation Week (O-Week). During this action-packed week, students will be introduced to the ICMS community and also to life in Manly. They will learn about the academic side of things, have fun and meet new people..

These are just a few of the things students can do in O-Week:

- Get a timetable
- Meet classmates

- Tour the College and Manly
- Attend a surf safety presentation
- Catch the ferry to Sydney for a city tour
- Find out more about courses from our Heads of School
- Attend the Welcome Cocktail Party and Manly night life induction
- Enjoy Campus day, full of fun activities

Closer to the start date, students will receive a series of welcome emails from which will explain everything they need to know about studying at ICMS and what's on during O-Week. Below is an example of a February O-Week timetable.

O - Week	What	Who
Saturday and Sunday	Check in	On Campus Accommodation
Monday	Get Ahead Day	New Students
Tuesday	Get Ahead Day	New Students
Wednesday	Enrolment Day and Cocktail Party	New Students (Compulsory)
Thursday	Academic Advisory Day	New Students
Friday	Campus Day	New Students (Compulsory)

Please note our mid-year orientations may differ.

## English Language Students

An exclusive orientation day is held prior to the start of all Aspire English programs.

### 8.3 On-Campus Accommodation

Campus living is an ideal way to make the most of our spectacular ICMS location. Students who live on campus enjoy a fantastic lifestyle with all meals provided, wireless internet, 24-hour access to computer labs, as well as the luxury of being in close proximity to classes, and the world-famous Manly beach. Rooms are equipped with a desk, wardrobe, heating and wireless internet. All linen is provided and rooms are serviced once a week. Each floor is equipped with a kitchenette, common showers, toilets and ironing facilities. Students will also receive residential support from the Residential Leaders (RLs), senior ICMS student leaders who live on campus.

Students have the choice of a single, double, twin share bunk, triple or quad dormitory room, depending on their budget, residential preference and availability. Shared rooms are single sex but are allocated randomly for cultural experience.

On-campus accommodation is very popular and places fill up quickly for the 200 beds available. It is recommended that students apply for a place as soon as possible.

Applications and on-campus accommodation fees are available [here](#)

### 8.4 Off-Campus Accommodation

If students prefer self-catered student accommodation, then staying off-campus will give them the best of both worlds - being fellow students whilst enjoying flexibility and independence.

ICMS is able to offer our students the choice of either Claremount Beach House in the heart of Manly at 68-70 Pittwater Road Manly, or Wanganella House at 46 Wanganella Street in the leafy suburb of nearby Balgowlah.

Further information is available [here](#)

### 8.5 Living costs

Knowing the average cost of living and studying in Australia is an important part of a student's application and financial preparation. The Department of Home Affairs has financial requirements that must be met in order to receive a student visa for Australia. As of October 2019, the 12-month living costs for students (or guardians) are \$21,041.

Further information is available [here](#)

### 8.6 Emergencies

#### Off-Campus

- In an emergency, call 000 for fire, police or ambulance services.
- To contact Manly Police, call [02 9976 8099](tel:0299768099)



- To contact Northern Beaches Hospital, call [02 9105 5000](tel:0291055000)
- For free and confidential crisis support, call Lifeline [131 114](tel:131114)

## On-Campus

- Emergencies dial the Campus Manager on Duty; this number will be given to students upon arrival and found in the ICMS App.
- Report all issues immediately to the Director of Campus Operations and the Wellness Team.

## 8.7 First Aid

- Contact the Manager on Duty dialling the number in the ICMS App relevant to the student's campus. All Managers on Duty are trained in first aid.
- For students residing on campus, the Residential Leaders are also trained in First Aid and their numbers will be given to students upon arrival and also found in the ICMS App.

## 8.8 Hazard, Accident/Incident Reporting

- If a student is involved in an accident, or if they identify a hazard at ICMS, then it should be reported to either a member of the WHS Committee or the Manager on Duty as soon as possible. If the accident is serious, report it to the Campus Manager on Duty.

## 8.9 CCTV

Across all ICMS campuses, we have installed CCTV cameras in key locations throughout ensuring all entries and exits to the building are monitored by the Managers on Duty. The vision is recorded and can be reviewed should the need arise.

## 8.10 Sexual Assault & Sexual Harassment

Behaviour that is intimidating, abusive, disrespectful, or threatening, including instances of sexual harassment, sexual assault or rape is NOT acceptable within our community or on our campuses. Sexual Assault and Sexual Harassment (SASH) is not acceptable behaviour within the wider community and not at ICMS.

ICMS is committed to ensuring that there are clearly defined standards of behaviour and conduct for all enrolled students. By adhering to this Student Code of Conduct, students will ensure that both they and their peers will be afforded a safe and productive environment in which to study.

Unwanted sexual attention, including harassment, can prevent students from taking part in activities and involvement during their time at ICMS.

If an incident of sexual assault or sexual harassment occurs to any student or member of staff, they can access support (even if the incident does not occur on campus). Refer to the following website for details on support, making a complaint or reporting to Police: <https://www.icms.edu.au/sexual-Assault-or-Sexual-Harassment/>.

Learn more: Sexual Assault and Sexual [Harassment](#) Policy and Sexual Assault and [Sexual Harassment Procedures](#)

## 8.11 IT/Computer Support

Newly enrolled students at ICMS receive:

- Student ID
- Username
- Temporary password
- Student email address

Use these login details to:

- Login to Moodle to start the Orientation course before classes start
- Login to Avantis to check the timetable
- Login to the Student Hub
- Login to Office 365

### Free Wi-Fi

All ICMS students are given free unlimited Wi-Fi access across all ICMS campuses. **Support**

If you are not sure on what to do, or simply want to talk to us, contact us

<https://fs9.formsite.com/wEOckV/y0innngpcmj/index.html>

### Computer Availability

ICMS does not have a "Bring Your own Device" (BYOD) Policy, instead focusing on providing free Wi-Fi, networked computer support and banks of laptops which can be borrowed via student services where appropriate (e.g. at the City Campus for Postgraduate students). ICMS student systems, such as the Learning Management System, are fully compatible with mobile devices and tablets, which are more readily available to students.

### Printing

Students receive a credit of \$50 for printing at the start of each study period. Once this is exhausted students can purchase additional print credit at reception or online.

## 8.12 Online Safety

Internet access relating to sexually explicit material, violent images or graphics, racist material and Internet activity relating to "Computer Hacking", illegal downloading and illegal access into other company's sites is strictly prohibited.

## 8.13 Student Support

A general sense of wellbeing is essential to a student's learning and development, and critical to academic success.

ICMS is committed to the personal wellbeing of its students physically, mentally, emotionally and spiritually. We recognise that personal wellbeing is important for students to progress academically with a positive approach to their education and campus experience.

There is an extensive range of support networks in place at ICMS. There is also access to professional counselling, when required.

## **Student Wellness**

The ICMS Student Wellness Hub work within the Student Success Centre. If students are feeling overwhelmed at any time, or if a personal problem arises, that affects their academic studies, the Wellness Team is the first place to seek advice. The Team members cater for our college's diverse range of cultures and ages.

Students have the opportunity to consult the Wellness Team regarding:

- Advice and support in their academic studies
- Referral Counselling
- Residential accommodation assistance, if required

Of course, privacy is paramount. Call (02) 9466 1026 to book an appointment [at https://outlook.office365.com/owa/calendar/StudentSuccessCentreCalendar@icms.edu.au/bookings/](https://outlook.office365.com/owa/calendar/StudentSuccessCentreCalendar@icms.edu.au/bookings/)

Learn more: [ICMS Student Wellness Policy](#)

## **Spiritual Support**

Living Water is an inter-denominational Christian group at ICMS. Anyone is welcome to come along to weekly meetings to explore matters of faith, run by the college Chaplain. See the Residential Experience Team for details.

## Residential Support

The ICMS Residential Experience Team is responsible for the overall welfare of on-campus students including those residing at Claremount Beach House. The team provides leadership and support on various day-to-day matters, including comfort, safety and security, and health and wellness.

Most importantly, the Residential Experience Team is committed to ensuring that residents feel right at home at ICMS. Each term the Resident Leaders (RLs) who live on campus organise a diverse range of events and activities to promote community building and help students adjust to college life.

RLs also provide an enjoyable and safe environment to all residents, while acting as student leaders and role models. RLs are trained to assist in the day-to-day management of residential floors and ensuring the security of the ICMS building and its contents.

### 8.14 Student Services Centre

ICMS and Aspire Student Services Centre are a one-stop shop for all student administration and general enquiries. The Centre provides information about:

- Academic records
- Enrolment procedures
- Examinations and assessment
- Graduation
- Complaints and appeals policy and procedures
- ID cards

### 8.15 Student Success Centre

The ICMS community prides itself on being more personal than larger universities. We want students to succeed - so we support students with an extensive range of support services.

ICMS has programs in place to support not only academic learning but also English language development.

#### Learning Assistance

Our Student Success Centre (SSC) has Academic Learning Advisors on all our campuses who will help to develop academic skills and prepare students for the cultural change to tertiary student life. The SSC is open from Monday to Friday every week of the ICMS trimester. Advisors will also attend sessions at the City Campus to support students.

Take advantage of learning support available to achieve the best academic results possible. This could be in the areas of:

- Effective study techniques
- Note-taking skills
- Report and essay writing skills
- Referencing and citing information
- Exam preparation techniques
- Time and stress management
- Academic writing
- Oral presentations
- Numeracy support

- Learning support for students with a disability
- Studiosity: 24/7 online academic support
- One-on-one and group advice
- Peer Assisted Learning Service

The SSC also runs a Peer Assisted Learning Service (PALS). This is a student-driven program where high performing students volunteer to assist others in specific areas of their studies. Be it helping a student to grasp a key concept or steering them in the right academic direction, PALS mentors support students to succeed at ICMS.

### English Language Support

Our SSC also offers specialist English language support for those students who want to improve their written, spoken and comprehension skills.

New students who need or would like additional English language proficiency before commencing study might like to start their ICMS journey with an [English Program](#) through Aspire.

### 8.16 Student Representative Council (SRC)

ICMS draws students from all over the world attracted by our reputation as a vibrant social community with incredible student experiences. The diverse student body remains committed to staying connected via formal and informal social activities, both on and off campus.

Our Student Representative Council (SRC) strives to improve and maintain the quality of student life for our entire student body. Elected by their peers, the SRC acts as an advocate for the student body with the elected SRC President taking charge of the events and activities. The SRC also works closely with the Student Experience Team to plan and organise a range of social activities, including major events such as our College Icebreaker party and themed events such as talent shows, karaoke, cocktail and movie nights.

The SRC is the voice of the students and represents all students' views on academic issues to the College. The SRC supports and represents the student body in any possible way. This not only gives students the forum to voice their views, but also gives the College valuable feedback when planning for the future.

### 8.17 Cultural Activities

Our SRC holds special events including Australia Day, Oktoberfest, Thanksgiving and Asian Noodle Market nights. For the classically minded, there are opportunities to attend concerts and plays in Sydney theatres, open-air venues and even the Sydney Opera House.

### 8.18 Student Clubs and Associations

There is so much to get involved in while studying at ICMS and there is a club or association for everyone. Students can even start their own club or association on campus if they see an opportunity, just visit the Student Experience Team to discuss an idea. Some of our current clubs and associations include:

## Asian Students Association

The ICMS Asian Association aims to bring all Asian students closer together and offers a support network for them. They share the Asian culture at ICMS through hosting regular activities and through letting us sample their amazing cuisine, music and social events.

## Rotaract Club

The ICMS Rotaract Club is part of a global effort to bring peace and international understanding to the world and is associated with Rotary International. They work on a number of community fundraising events such as Starlight Foundation, Beyond Blue, Movember, Bear Cottage and many more fundraising events.

## Scandinavian Students Club

The ICMS Scandinavian Association is a student initiative which aims to strengthen the social network for Scandinavian students studying at ICMS and provide a forum for them. They share their culture with ICMS students through cuisine, beverages, music and social events throughout the trimesters.

## Living Water

Living water is an interdenominational Christian group at ICMS. Anyone is welcome to come to the weekly meetings to explore matters of faith run by Reverend Tim Giovanelli.

## College Choir

The ICMS College Choir meets once a week to practise their vocals and to rehearse for one of the many upcoming events the choir participates in. Some events include graduation ceremonies, corporate functions, cocktail parties and social gatherings.

## Athletics Department

The ICMS Athletics Department consists of our main sporting teams: rugby, netball, basketball, beach volleyball, table tennis and futsal. These sporting teams represent ICMS at external tournaments.

## 8.19 Sports and Recreation

At ICMS we work hard and play hard too! Sport is a great way not just to keep fit but to make friends and make the most of a student's time at ICMS.

As well as fun on-campus activities we also have sporting teams representing ICMS in internal and external tournaments - so there's something for everyone!

## On-Campus Activities

Our on-campus sporting facilities include tennis and basketball courts and an outdoor gym. Sports are normally scheduled in the afternoon or evenings throughout the week.

Social Tennis	Bootcamp	Running club
Zumba	Futsal	Volleyball
Basketball	Surf club	Badminton
Table Tennis	Social Cricket	

## Nearby Activities

The remarkable setting of the ICMS campus means that students have some of Australia's most beautiful walks, beaches, and views right on their doorstep - a nature lover's playground. The below are just some of the activities within minutes of the campus.

Surf Camp Trips	Snorkelling	Kayaking
Stand-up paddleboard	Canoeing	Surf Lessons
Bushwalks	Nature Trails	Bird Watching
Bike Trails	CrossFit	Bike Trails

## External Competitions

ICMS Sporting Clubs participate in local competitions, in sports such as:

Ladies Netball	Men's Basketball	Ladies Basketball
Surfing	Canoeing	Surf Lessons
Bushwalks	Touch Rugby	Futsal

## Surf Lifesaving

With nine beautiful beaches within walking distance of the ICMS campus in Manly, Surf Lifesaving is a fantastic way for students to really experience a coastal lifestyle while meeting people and making friends.

ICMS is a proud partner of Surf Life Saving Northern Beaches, this includes a professional scholarship and sponsorship agreement.

Visitors to the Northern Beaches will easily spot the many ICMS-branded lifesaving tents on the beaches, including Palm Beach where the famous *Home and Away* TV series is shot.

Over the years many students have signed up to become volunteer life savers. If this interests you, email [sport@icms.edu.au](mailto:sport@icms.edu.au).

## Manly Rugby Club – Home of the Marlins

ICMS is a major sponsor and partner of the Manly Rugby Union Football Club, home of the Manly Marlins. The club was formed in 1906 and competes in the New South Wales Rugby Union competitions.

Students and Alumni of ICMS have played and supported for the Manly Marlins for many years contributing to the clubs ongoing success. With a capacity of 5,000, Manly Oval is a festive place for students to play or watch a great game of rugby.

## 9. SCHOLARSHIPS

Each year ICMS and Aspire provide a comprehensive range of scholarship opportunities for new and current students, which cover industry and ICMS sponsored professional scholarships to tuition fees, accommodation and financial hardship scholarships. Students currently studying at ICMS and Aspire may be eligible for financial support through a range of scholarships.

For more information, as well as the criteria requirements, please refer to:

ICMS website: <https://www.icms.edu.au/scholarships>

Aspire website: <https://aspire.edu.au/apply/scholarships/>

### 9.1 Undergraduate and Postgraduate Scholarships

In 2021, the International College of Management, Sydney provided more than 150 scholarships with over \$2million worth of tuition and accommodation subsidies for new and current students. This includes corporate and ICMS sponsored professional scholarships and financial hardship scholarships.



## 10. APPLICATION AND ADMISSION REQUIREMENTS

### 10.1 General Requirements

To be eligible for admission, applicants must satisfy the minimum entry requirements and any course specific requirements or prerequisites detailed in the [Admissions Policy](#) and related [Admissions Guidebook](#). All entry and course requirements apply consistently across different campus locations and/or modes of study.

Entry requirements are course specific and may include, but is not limited to, the following or a combination of:

- Formal qualifications;
- An aptitude or specific knowledge test;
- Interviews;
- Relevant high-level professional experience.
- Work experience/; and
- Informal and non-formal learning

Applicants may be considered for admission based on the Institution's entry pathways and educational access and equity schemes, that are designed to broaden access, address perceived disadvantage, or assist students with special needs. Eligibility, based on entry requirements, does not guarantee an applicant being accepted into the course of study. The Institution also reserves the right to apply quotas of student numbers within the courses of study where necessary.

### 10.2 ICMS Entry Requirements

Course specific entry requirements can be found [here](#)

### 10.3 Aspire and Aspire English Entry Requirements

Course specific entry requirements can be found [here](#)

### 10.4 ISCA Entry Requirements

Course specific entry requirements can be found [here](#)

### 10.5 Overseas qualification equivalency

All applicants are assessed through processes that are fair and equitable. For overseas qualifications, applications for equivalency will be assessed using qualifications recognition tools (as defined by the [Admissions Guidebook](#)). However, it is entirely at the discretion of the Institution to make judgements about equivalence of qualifications and other eligibility criteria for the purposes of assessing applications.

### 10.6 English Language Proficiency

Applicants who have not studied at the required level in English must demonstrate that they meet minimum English language equivalency requirements, specified by course in the [Admissions Guidebook](#).

Please refer to Entry Requirements for specific requirements per course.

## 10.7 Applicants Under the Age of 18

The Institution is committed to the personal safety and wellbeing of all students and has obligations relating to students who are under 18 years of age at the time of admission, as stipulated by federal legislation.

The Institution will only admit students who are under 18 years of age in the following circumstances:

- Students must be at least 17 at the time of enrolment;
- International students must have their accommodation and welfare arrangements approved by the Institution or the Department of Home Affairs (DHA), as per the [Under 18 Student Policy](#).

## 10.8 Applicants With a Disability or Medical Condition

Applicants requiring accommodation of a disability or temporary medical condition will be assessed under the [Disability Policy](#) prior to a final decision regarding their admission.

## 10.9 Application Process

Applicants must complete an application form. Submission of either a digital (online) or hard copy application is acceptable.

Digital applications may be made via the below websites:

- International College of Management, Sydney [www.icms.edu.au](http://www.icms.edu.au)
- Aspire Institute [www.aspire.edu.au](http://www.aspire.edu.au)
- International Sport College Australia [www.iscaustralia.edu.au](http://www.iscaustralia.edu.au)

Applications should include the required supporting documentation, which may include (but not limited to):

1. Academic transcripts and testamurs/completion certificates;
2. Proof of English language proficiency;
3. Official translations for documents not issued in English. Translators in Australia must be certified by the National Accreditation Authority for Translators and Interpreters (NAATI);
4. Additional documents required for Advanced Standing application (as per the [Advanced Standing Policy](#) and [Advanced Standing Procedures](#));
5. Other documents as requested by the Institution.

Applications without relevant supporting documentation to meet all entry requirements may be eligible for a 'Conditional Offer' which will outline the additional supporting evidence required to receive a full Letter of Offer for a place in the course.

## 10.10 Application Deadlines

Applicants are encouraged to apply as soon as possible. Applicants will not be allowed to arrive and start their course any later than Wednesday of the second week of class (or Monday of the second week for some courses) as determined by the Registrar.

## 10.11 Translation of Application Documents

All official document in any language other than English must also be accompanied by an official translation into English bearing the stamp and signature of a certified translator. Translators in Australia must be certified by the National Accreditation Authority for Translators and Interpreters (NAATI).

## 10.12 Certifying Documents

A certified document is a copy of an original document that has been certified as being a true copy of the original by an authorised person. It is signed and stamped "This is a true copy of the original document sighted by me"

The person certifying the photocopies must sign it and print the following details:

- Name
- Contact number
- Date of verification, and/or;
- Official stamp or seal of the verifier

International Representatives (Education Agents) are authorised to certify application documentation. When certifying a document, representatives must:

- View, verify and photocopy the original document. ICMS does not accept certified photocopies of notarised documents (awards, transcripts, etc.).
- Stamp each copy with the representative's company logo.
- Sign and date each copy with the following statement: 'This is a true copy of the original'.

**Important note** – every page of each document copied must be verified in this way. One signature/statement to cover a document of multiple pages cannot be accepted. The provider recommends countersigning by students, but this is not essential. Full offers can only be made upon receipt of correctly certified copies or originals, where all other conditions have been satisfied. The provider does not recommend the submission of original documents, as these essentially become the property of the provider and cannot be returned to the applicant.

## 10.13 Electronic Documents and Emails

Please be advised that when sending emails to the International Development team regarding the status of students' applications and/or the submission of documents, it is important that you **state the student name - ID or DOB – course – intake - summary of the content** of your email in the subject line. All emails received into the [info@aspire.edu.au](mailto:info@aspire.edu.au) or [info@icms.edu.au](mailto:info@icms.edu.au) email address are categorised and prioritised on receipt, so this will ensure that the email is received and processed in a timely manner.

## 10.14 Advanced Standing

A student may apply for advanced standing with their application for admission or after course commencement with supporting documentary evidence.

Students may be entitled to credit for prior learning, whether formal or informal. Formal learning can include previous study in higher education, vocational education, or adult and community education.

Informal learning can include on the job learning or various kinds of work and life experience. Credit can reduce the amount of study needed to complete a degree.

### Applying for Advanced Standing:

- **At Application Stage**

Indicate in the appropriate section of the application form when applying for admission into a course of study. The Admissions Office will email the student the applicable information including the application for advanced standing. The student submits the completed Advanced Standing Application Form and provides the relevant supporting documentation to the Admissions Office by emailing:

<b>Domestic</b>	start@icms.edu.au
<b>International</b>	admissions@icms.edu.au

- **After Course Commencement:**

Complete the [Advanced Standing eForm](#).

Supporting evidence of prior learning, reflecting the student's current levels of knowledge and skills, must be submitted in English (or a translation by an approved translator) with an application for advanced standing including (but not limited to):

- Formal learning:** previous academic transcripts or statement of results; information in relation to the completed subjects from previous academic achievement such as subject descriptions, subject learning outcomes and assessment details;
- Informal learning:** Information in relation to their previous employment or work experience (including voluntary or non-paid employment), job descriptions or statement of work, reference letter from the employer or record of work related activities or portfolio. The applicant must provide evidence to demonstrate how they have met each of the subject learning outcomes for the subjects they wish to receive credit;
- Non-formal learning:** training log or portfolio, certification of attendance or participation, program information such as learning outcomes or objectives and program description.

Students are normally advised in writing of the **outcome** of their advanced standing application within 10 working days.

## 10.15 How to Complete and Submit a Paper Based Application

### Step 1: Find a course

One of the most important roles an ICMS Representative is to help match the right student with the right course. Students are expected to fully understand the content of the course, its suitability to their past or proposed future employment.

Please refer to the website for the most up to date and accurate course information and to ensure the course the student wishes to apply for is available for the intake of their choice.

## Step 2: Check entry requirements

Make sure you check the entry requirements, English language requirements and prerequisites of each course.

Entry requirements are usually considered in two parts: academic requirements and English language proficiency. Some applicants may also require an interview as part of the admissions assessment.

## Step 3: Ensure you certify all supporting documents

To ensure that the application is processed in a timely manner, you must submit a complete set of supporting documents that are certified where appropriate.

## Step 4: Submit completed application

Please scan the application form and all relevant documents (in colour where possible) and email to [info@icms.edu.au](mailto:info@icms.edu.au) or to the designated Country Manager.

Please title the email as below with the students details to ensure it is processed in a timely manner.

**Email Title** - Students full name – date of birth and/or student ID number – course – intake

Eg – John Doe – 01/01/2000 – BHM – February 2020

## 10.16 How to Complete an Online application

Alternatively, you may apply online at:

- [apply.icms.edu.au/](http://apply.icms.edu.au/)
- [aspire.edu.au/apply/application/](http://aspire.edu.au/apply/application/)
- [iscaustralia.edu.au/application-form/](http://iscaustralia.edu.au/application-form/)

Online applications are encouraged and have a faster processing time.

Follow steps 1 to 3 listed above and then complete all fields relevant to the applicant including contact details and academic history.

Ensure contact details are the applicants and are not your agency details.

Our staff will communicate with you in regard to the applicant but we are required to have contact details of every applicant and this may delay the application if not provided initially.

You can upload documentation during the online application process.

Ensure all documents are correctly certified including the agency stamp, signature and date.

### 10.17 Application Processing Timeframes

International Admissions aims to process applications as efficiently as possible and aim for two business days turn-around, from when the completed application is submitted.

To assist with the assessment of applications please ensure that:

- Application forms are complete, accurate and clearly written in pen or typed.
- All required supporting documentation is included.
- Documents are correctly certified (where required).
- Documents are translated (where required).
- Representative **details** including **name** and **email address** are included clearly on the front of the application form.
- The applicant has signed the application form.

The processing of applications may be delayed or take longer to be processed if:

- The application is incomplete.
- Insufficient documentation is provided.
- A student is being assessed for credit.
- A student applies in a peak period (three weeks prior to the commencement of the study period).

### 10.18 Letter of Offer

Once ICMS receives and processes your application, you will receive an outcome within two working days.

The outcome may be one of the following:

- a. Letter of Offer (including packaged courses);
- b. Conditional Letter of Offer (including packaged courses);
- c. Further documentation required before decision can be made; or
- d. Rejection of application.

If a **Letter of Offer** is issued to the applicant, the offer package will include (but not limited to):

- a. Letter of Offer for the course at the Institution;
- b. Advanced Standing (if applied for and granted);
- c. Acceptance of Offer and Written Agreement.

If a **Conditional Letter of Offer** is issued to the applicant, the conditional offer package will include:

- a. Conditional Letter of Offer detailing the conditions that are required to be met before a full offer can be issued;

If a **rejection** of application is issued to the applicant, the notification will include:

- a. Reasons the application was rejected.

You are required to give the outcome to the student as soon as possible.

### 10.19 Accepting an Offer

The provider participates in the Streamlined Visa Processing (SVP) program established by the Department of Home Affairs (DHA). The institution must ensure international applicants are Genuine Students (GS) and Genuine Temporary Entrants (GTE).

A Letter of Acceptance and Confirmation of Enrolment (eCoE) will only be issued upon meeting the following:

- Satisfying conditions of entry;
- Signed and dated Acceptance of Offer and Written Agreement;
- Completion of the required sections in the GTE form while meeting the Genuine Student (GS) and Genuine Temporary Entrant (GTE) requirements;
- Completed CoE Request Form; and
- Applicable deposit fees paid.

### 10.20 Deferral

Students who have received an offer of admission, may request to defer their commencement date at the institution up to a maximum of 12 months, as per the [Admissions Policy](#), and subject to availability of a course in a given intake and places in that course. Students may avail of this period of up to 12 months only once during their enrolment at the institution i.e. multiple deferrals of commencement up to a total of 12 months or 1 deferral of 12 months only.

Students who have received an offer, and who have not accepted the offer, contact the Student Recruitment (either domestic or international) team to request a deferral as per the [Deferral Procedures](#).

Students who have received an offer and accepted their offer (for international students this means paying the tuition fee deposit and issued a Confirmation of Enrolment (COE)) contact the Student Recruitment team and provide a reason for their deferral request before the commencement of their first study period.

Once an international student has their visa granted, requests for deferral of commencement date can only be approved by the Student Recruitment team for compassionate or compelling circumstances, in accordance with the National Code, Standard 9, with supporting documentary evidence.

### 10.21 Census Dates

A student's fee liability is finalised at each study period based on the student's enrolment details recorded at the census date. Please note the due date for international students to pay their fees and charges is 4 weeks prior to commencement date.

### 10.22 Refund Policy

#### Purpose

The purpose of this policy is to provide international students at the Institution with a clear understanding of the conditions under which they may be eligible for a refund of their tuition and non-tuition fees.

#### Scope

This policy applies to all international students.

## Definitions

**Deferral or defer** refers to commencing students who have received an offer of admission but wish to delay their course commencement date at the Institution. All deferral requests must be made in accordance with the Deferral Procedures.

References to **fees** contained in this policy relate to both tuition and non-tuition fees, with the exception of fees for residential accommodation which are outlined in the Residential Fees Policy.

**Withdraw or withdrawal** means the formal process undertaken by students who wish to withdraw entirely from their studies and discontinue their enrolment at the Institution or withdraw from enrolled subject(s) after they have signed the offer of acceptance or have commenced their study (on or after the course commencement date). A student must withdraw in accordance with the Withdrawal Procedures.

**Packaged courses** means students undertake two or more courses on one student visa where there is clear progression from one course to another (e.g. ELICOS to Diploma).

**Principal course** means the final course of study covered by the student's visa.

## Policy statements

Refunds may be considered for international students who withdraw from their course in accordance with the Withdrawal Procedures, or who are unable to continue their studies due to compelling or compassionate circumstances beyond their control.

Refund eligibility and amounts are outlined in Table 1. Notwithstanding Table 1, students remain liable for any other outstanding debts owed to the Institution. Outstanding debts will be deducted from the overall refund amount if not paid prior to the refund being processed.

Notwithstanding the provisions outlined in Table 1, refunds are paid to any student who has submitted fraudulent documentation at any point during their application or period of enrolment.

Notwithstanding the provisions outlined in Table 1, if an international student is unable to continue their studies due to compelling or compassionate circumstances beyond their control, making it impracticable for them to complete the requirements of a subject or a course, they may be considered for a refund subject to the conditions outlined in this policy. Students are required to provide documentary evidence in support of their refund request. Extenuating circumstances include but are not limited to:

1. serious health issues;
2. death of the student or a close family member (parent, sibling, spouse or child); or
3. major political, civil or natural disaster in the home country causing prolonged absence.

Notwithstanding any refund amounts paid in accordance with the provisions outlined Table 1, students are not eligible for a refund for payments relating to Overseas Student Health Cover (OSHC).



**TABLE 1 Refund conditions for international students**

The following refund conditions apply to international students. Conditions vary depending on the stage of application or enrolment in a course as prescribed below.

Stage of enrolment	Refund amount	Conditions
a. Commencing or continuing students who withdraw from the course prior to the course commencement date*	100% refund of fees paid minus \$750 administration fee	
b. Commencing or continuing students who withdraw from the course prior to 5pm on Friday of Week 2*	70% refund of fees paid minus \$750 administration fee	
c. Commencing or continuing students who withdraw from the course after 5pm on Friday of Week 2*	0% refund of fees paid	
d. Students enrolled in a packaged course who have not completed six months of their principal course of study (see also the Transfer Between Providers Policy).	0% refund of fees paid	
e. Commencing students who defer their course commencement date in accordance with the Deferral Procedures	100% of fees paid carried forward and credited towards the student's new study period.	Students are liable for any fee increases caused by the deferral.
f. Commencing students whose visa application has been refused by the Department of Home Affairs and the refusal was a reason for failure to commence the course.	100% refund of fees paid minus the lesser of the following amounts: \$500 Or 5% of the amount of course fees received by the provider in respect of the student before the default day.	Refunds for visa applications refused on or after the course commencement date are considered on a case-by-case basis at the discretion of the Institution. A refund request must be submitted by completing the <a href="#">online form</a> <b>within 14 days</b> of the date of the Department of Home Affairs (DHA) visa rejection notice. The refund request must be supported by documentary

		evidence from the DHA. No refund is available for visa applications that are rejected on the basis of fraudulent documents by the student.
g. A student who has had their enrolment suspended or cancelled by the Institution in accordance with the <i>Suspension and Cancellation Procedures</i> .	0% refund of fees paid	
h. A student with an ongoing allegation of misconduct (general or academic) or found to be in breach of any the Institution's policies from a previous study period will be eligible for a full refund of fees paid for future study period(s) if the outcome of the investigation is proven after the commencement of the consecutive study period.	0% refund of fees paid for study period in which the allegation occurred. 100% refund of fees paid for future study periods that have been prepaid if the outcome of the investigation is proven after the course commencement date of the consecutive study period.	
i. Commencing or continuing students who are unable to continue their studies due to compelling or compassionate circumstances beyond their control, making it impracticable for them to complete the requirements of a subject or a course.	At the Institution's discretion	Students are required to provide documentary evidence.
j. A commencing student who receives approval from the DHA to change their visa status to a permanent visa (non-humanitarian sub-class) prior to 5pm on Friday of Week 3	A refund for either the difference in the domestic and international fees amounts OR 100% refund of fees paid if the student has been approved for a FEE-HELP/HECS-HELP loan.	
Overseas Student Health Cover (OSHC) payments	0% refund	

**\* Not applicable to students enrolled in packaged courses.**

## **Tuition Protection**

The Institution has arrangements in place to protect the tuition fees of international students in the event that the Institution is unable to deliver the course for which the student has enrolled.

The Tuition Protection Service (TPS) provides assistance and support to international students on student visas. The TPS is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The TPS is a placement, refund and loan re-credit service for eligible students who are affected by a provider closing or ceasing to deliver a course. The TPS provides information and assistance to ensure that students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of unspent tuition fees

In the unlikely event that the Institution is unable to deliver a course the student has paid for and does not meet their obligations to either offer an alternative course that the student accepts or pay a refund of unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS can be contacted at: [administrator@tps.gov.au](mailto:administrator@tps.gov.au) or phone 1300 980 434. For more information on the TPS please refer to <https://tps.gov.au/Home>

## **Refund process**

Refund requests must be submitted by completing the online [form](#). The refund request will only be considered once the online form has been satisfactorily completed and any relevant documentary evidence (if applicable) submitted.

For students whose visa has been refused by the Department of Home Affairs (DHA), a refund request must be submitted by completing the [online form](#) **within 14 days** of the date of the DHA visa rejection notice. The refund request must be supported by documentary evidence from the DHA.

Refunds may take up to 28 days to be processed from the date the form and documentary evidence (if applicable) has been received by the Institution.

Refund payments are only made to the student, or a specified person, as nominated by the student in their written agreement.

The Institution retains records of all receipts of payments made by students under the written agreement for at least two years after the person ceases to be an accepted student.

## **10.23 Complaints**

If a student is dissatisfied with a decision, they may lodge a complaint in accordance with the [Complaints and Appeals Policy](#) and [Complaints and Appeals Procedures](#). Students have the right to make a complaint about any aspect of the Institution's services or to raise a grievance about a member of the Institution's community. Students can be assured that complaints processes are fair, equitable and dealt with promptly. The Institution manages complaints in accordance with its *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*, which provide further details on the following key processes:

**Step 1:** Students are encouraged to informally resolve a grievance where it is appropriate and reasonable to do so.

**Step 2:** Where a matter cannot be informally resolved, or if a student is dissatisfied with the outcome, the student may lodge a complaint. The complaint will be investigated and an outcome determined within a specified time period.

**Step 3:** Where a student is not satisfied with the outcome of the complaint the student may lodge an appeal. The appeal will be investigated, considered by an Appeals Committee and an outcome determined within a specified time period. This is the final internal avenue for appeal.

**Step 4:** Where a student is still not satisfied, they may submit a complaint or appeal with an external body or agency. Full details and timelines are provided in the *Complaints and Appeals Procedures*.

Requirements related to admissions are set out in the [Admissions Policy](#).

## 11. STUDENT VISA REQUIREMENTS

### 11.1 Student Visa Application

International students planning to study in Australia will need to apply for a Student Visa.

To apply for a Student Visa they must meet specified requirements and submit an online application on the Department of Home Affairs website with the eCoE (and any other supporting documents) that was issued by the provider.

Please visit <https://immi.homeaffairs.gov.au> for further information.

### 11.2 Online Document Checklist Tool for Students

The [online document checklist tool](#) advises students about the documentation they need to provide with their visa application based on their country of passport, the education provider and visa type.

### 11.3 Government Requirements for Student Visa Holders (including but not limited to the following):

#### 11.3.1 Overseas Student Health Cover (OSHC)

Student visa holders and their dependents are required to hold Overseas Student Health Cover (OSHC) for the duration of their visa. OSHC provides students with medical and hospital insurance during their stay in Australia.

Students can elect for the Institution to organise the OSHC during the acceptance process, with Allianz Global Assistance, or they can purchase their own OSHC using an [Australian Government approved provider](#).

Students from certain countries including Norway, Sweden and Belgium may have special arrangements under their own national schemes and are requested to contact DHA for further information.

### 11.3.2 Change of Contact Details

Students must notify the Institution by submitting the request via completing the [E-Ticket](#) within seven days of the following:

- New address and contact details after arrival in Australia
- Any changes to their address and contact details during enrolment at ICMS

### 11.3.3 Under 18 years of age

For a student visa holder under 18 years of age, they must maintain the accommodation, support and general welfare arrangements for the duration of their stay in Australia. If they wish to change these arrangements, they must have written approval from the Institution and DHA. Refer to the [Under 18 Student Policy](#).

Visit [ICMS Under 18s](#) for more information.

### 11.3.4 Meet Course Requirements

To maintain a student visa a student must remain enrolled in their course and meet the Institution's course progression requirements. ELICOS and Foundation Program students must also maintain satisfactory attendance.

If students are not meeting course progression or attendance requirements the Institution will be in contact with them to commence an intervention strategy to assist them to get back on track in their studies and meet standard requirements.

If after an intervention a student is still unable to meet course progression or attendance requirements, as per the [Academic Progression Policy](#) and the [ELICOS Course Progression Policy or the ELICOS and Foundation Attendance Policy](#), they may be excluded from the Institution. They will have the right to submit a complaint about this decision as per the [Complaints and Appeals Policy](#) and [Complaints and Appeals Procedures](#). If a student appeals the decision and the appeal is unsuccessful or they do not appeal the decision, the student will be reported to DHA for failure to maintain course progress (or attendance), and this may result in their visa being cancelled.

### 11.3.5 Working in Australia

Holders of a Student Visa can work up to 48 hours per fortnight while their course is in session, and full-time during vacations.

### 11.3.6 Understanding Your Work Rights

The Department is working with the Fair Work Ombudsman to help employees and employers understand and follow Australian Workplace laws.

Information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements is in the [Pay and Conditions Tool \(PACT\)](#).

The Fair Work Ombudsman website has more information on workplace rights and entitlements for [visa holders and migrant workers](#).

For the full list of conditions relevant to your visa, visit the DHA website, [VEVO](#).

## 12. ESOS ACT AND THE NATIONAL CODE OF PRACTICE

### 12.1 ESOS Compliance

We want overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's legislation promotes quality education and consumer protection for our overseas students. 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 ESOS Act's associated instruments include:

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code\)](#)
- [ELICOS Standards 2018](#)
- [Education Services for Overseas Students Regulations 2019](#)
- [Education Services for Overseas Students \(Foundation Program Standards\) Instrument 2021](#)

The Provider delivers CRICOS-registered courses. When delivering courses to our international students, we meet regulatory requirements and ensure the highest possible quality standards are met.

### 12.2 What is the ESOS Act?

The ESOS ACT 2000 establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

Australia provides rigorous protection for international students through the [Education Services for Overseas Students Act 2000](#) (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

### 12.3 What is the National Code?

The [National Code](#) sets nationally consistent standards for the delivery of courses to overseas students.

Education institutions must comply with the National Code to maintain their registration to provide education services to international students.

## 12.4 What is the Tuition Protection Service (TPS)

The [Tuition Protection Service](#) is part of the ESOS legislative framework. It is a placement and refund service for international students and regulates the following in particular: pre-paid tuition fees, student and provider defaults, and the wording of the agreement between the provider and the student.

## 12.5 What is the Tertiary Education Quality and Standards Agency (TEQSA)

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA registers and evaluates the performance of higher education providers against the [Higher Education Standards Framework \(Threshold Standards\) 2021](#)

Their purpose is to protect student interests and the reputation of Australia's higher education sector through a proportionate, risk-reflective approach to quality assurance that supports diversity, innovation and excellence.

The [Tertiary Education Quality and Standards Agency Act 2011](#) (TEQSA Act) and associated regulations calls for TEQSA to;

- Register regulated entities as higher education providers and accredit their courses of study.
- Conduct compliance and quality assessments.
- Conduct re-accreditation assessments of courses developed by providers without self-accrediting authority.
- Provide advice and make recommendations to the Commonwealth Minister responsible for Education on matters relating to the quality and regulation of higher education providers.
- Cooperate with similar agencies in other countries.
- Collect, analyse, interpret and disseminate information relating to quality assurance practice and quality improvement in higher education.

## 13. REPRESENTATIVE RESPONSIBILITIES

As per your Representative Agreement, the Education Agent must agree and comply to the clauses listed in the representative agreement, including but not limited to:

### 13.1 Responsibilities of the Representative (Clause 1 of the Representative Agreement)

### 13.2 Restrictions on the Representative (Clause 2 of the Representative Agreement)



## 14. MARKETING AND RECRUITMENT

### 14.1 Recruitment and Event Submissions

To be considered in the providers recruitment and marketing initiatives, representatives must submit their recruitment and event plan by **1<sup>st</sup> May** each year. The plan is to cover the following financial year. Plans are to be submitted to the Regional Manager, who manages your country. Requests should be submitted in the form of a marketing plan outlining how any funds would be used and the expected results (this should include any advertising requests for interview courses).

Please indicate in this plan:

- Dates of the event.
- Cost of the event.
- Target audience of the event.
- Cities included in the road show.
- Commitment date.
- Any expected additional advertising costs.

If available, it is useful to include the history of the event, including the number of students that attended in previous years, or expected number of students.

**IMPORTANT:** *Requests for recruitment and marketing support will only be considered for representatives who have a strong track record.*

### 14.2 Logo Usage and Marketing Collateral

If you wish to use our logo in your marketing materials, you must first seek written approval from the marketing team. When seeking approval, please send translated copies of your marketing materials to your Regional Manager and the Vice President of Marketing for approval.

If you wish to request a copy of the brand guidelines, please send an email to your Country Manager.

**IMPORTANT:** *All marketing promotional materials should include the following:* CRICOS Provider Code: 01484M., TEQSA ID: PRV120125, RTO Code: 90851, Provider Category: Institute of Higher Education  
*Please allow a minimum of five working days for requests that require input from the VP Marketing.*

### 14.3 Updating your Representative Details

Please ensure that any changes to your agency details e.g. staff, bank details, contact details, office address, MARA Agent name and registration number etc. are notified in writing to the Country Manager for updating in the Client Relationship Management system (CRM).

### 14.4 Representative Training and Updates

An institutional representative will aim to visit your agency every six months.

During this visit the institutional representative will:

1. Review previous performance and student outcomes.

2. Discuss any issues relating to the admissions process and information flow.
3. Present information on new courses and how these may be of interest to students in your market.
4. Provide updates on scholarship opportunities.
5. Review any new marketing collateral.
6. Train new staff.

When an institutional representative visits, please schedule time with your staff for course updates and training.

## 14.5 Commission Calculation and Payment Policy

Details about commission rate calculations and payment rules can be found in 'Section A' of your Representative Agreement.

Subject to the other provisions of this clause, the Representative's Fee as set out in Schedule A of the Representative Agreement for each Student who:

1. Is recruited by the Representative.
2. Enrols in a Course.
3. Has paid the tuition fees.
4. Has not withdrawn from the Course by the relevant Census date.

The Representative is regarded as having recruited a Student under this Agreement if the Representative submits the Student's application form for enrolment and that application form also bears the Representative's details.

ICMS / Aspire / ISCA must pay the fees payable under this clause within 30 days of the relevant Census date each study period or the date of receipt of a valid invoice from the Representative, whichever is the later. An Representative's Fee is payable once only in relation to a particular Student and is not payable in each study period.

If there is a Goods and Services Tax Law (GST), any Supply under this Agreement is regarded as a taxable supply and the Consideration for that Supply is not stated to be inclusive of GST, the Supplier will be entitled to recover from the Recipient, an amount equivalent to the GST payable by the Supplier in relation to the Supply.

If GST is payable, the Supplier will provide the Recipient with a tax invoice or a document adequate to entitle the Recipient to claim an input tax credit.

*NOTE: The detail about GST can be found on your Representative agreement in Section 7.*

In this clause:

**“Consideration”** bears the meaning attributed to that term in the GST Law.

**“GST Law”** means A New Tax System (Goods and Services Tax) Act 1999 and any substantially similar legislation when it is passed into law and which may operate at any time during the term of this Agreement.

**“Recipient”** means a person that has received a Supply.

**“Supplier”** means a person that has made or provided a Supply.

**“Supply”** bears the meaning attributed to that term in the GST Law.

## 14.6 Commission Invoices

The Representative must submit an invoice to Aspire / ICMS / ISCA finance [finance@icms.edu.au](mailto:finance@icms.edu.au) after the census date. Please include the following information for each student on your commission invoice:

- Student's ID number
- Family name
- First name
- Date of birth
- Course code and course name

## 14.7 Commission Queries

If you believe you have not received the correct amount of commission, simply send an email with supporting documentation of your involvement to [icmsar@icms.edu.au](mailto:icmsar@icms.edu.au) we will endeavour to answer your query within three working days.

## 14.8 Representative Review Process

The institution reserves the right to review a Representatives performance. This policy can be found in the [International Representation Policy](#).

## 14.9 Visits to our Campuses

We welcome all Representative's requests for campus visits. In general, requests for visits should be made through your Country Manager by providing as much notice and detail as possible.

## 14.10 Letters of Invitation

The provider can issue letters of invitation for training and campus visits by Representatives and partners where appropriate.

## 15. KEY CONTACTS

Your main contact at ICMS, Aspire and ISCA is your Regional Manager.

### General enquiries:

#### ICMS

Phone	1800 657 572 or +612 9466 1240
Email	<a href="mailto:Info@icms.edu.au">Info@icms.edu.au</a>
Northern Beaches Campus	151 Darley Road, Manly, NSW, 2095, Australia
City campus	Level 4, 451 Pitt Street, Haymarket, NSW, 2000, Australia
Website	<a href="http://icms.edu.au">icms.edu.au</a>

#### Aspire Institute

Phone	1800 657 572 or +612 9466 1150
Email	<a href="mailto:info@aspire.edu.au">info@aspire.edu.au</a>
Northern Beaches Campus	151 Darley Road, Manly, NSW, 2095, Australia
City campus	Level 4, 451 Pitt Street, Haymarket, NSW, 2000, Australia
Website	<a href="http://aspire.edu.au">aspire.edu.au</a>

#### ISCA

Phone	1800 319 451 or +612 9466 1150
Email	<a href="mailto:ievans@iscaustralia.edu.au">ievans@iscaustralia.edu.au</a>
Northern Beaches Campus	<b>Teaching Facilities:</b> 151 Darley Road, Manly, NSW, 2095, Australia
City campus Australia	<b>Teaching Facilities:</b> Level 4, 451 Pitt Street, Haymarket, NSW, 2000, Australia  <b>Training Facilities:</b> Sydney Uni Sport & Fitness, 85 Darlington Rd, Darlington, NSW 2008, Australia
Website	<a href="http://iscaustralia.edu.au">iscaustralia.edu.au</a>

We also have international offices located in: Hong Kong, China, Vietnam, Thailand, Indonesia, Nepal, India, Bangladesh and LATAM.

## 15.1 Marketing and Recruitment

International Team	Contact	Office Location
Rowan Courtney O'Connor CEO and President	<a href="mailto:rcoc@icms.edu.au">rcoc@icms.edu.au</a>	Australia
Stephen Dally Vice President - Marketing	<a href="mailto:sdally@icms.edu.au">sdally@icms.edu.au</a>	Australia
Todd Palioca Senior Vice President – Domestic & International Development	<a href="mailto:tpalioca@icms.edu.au">tpalioca@icms.edu.au</a>	Australia
Phil Watson Vice President – Domestic & International Development	<a href="mailto:pwatson@icms.edu.au">pwatson@icms.edu.au</a>	Australia
Don Shiell Associate Vice President – International Development	<a href="mailto:dshiell@icms.edu.au">dshiell@icms.edu.au</a>	Australia
Sandra Yan Associate Vice President – Pathway Programs	<a href="mailto:syang@icms.edu.au">syang@icms.edu.au</a>	Australia
Agatha Chan Associate Vice President – International Operations	<a href="mailto:achan@icms.edu.au">achan@icms.edu.au</a>	Australia
Joy Pinthong Country Manager – Thailand, Myanmar, Cambodia & Lao	<a href="mailto:jpinthong@icms.edu.au">jpinthong@icms.edu.au</a>	Thailand
Sean Palmer Regional Manager – Mauritius, Africa	<a href="mailto:spalmer@aspire.edu.au">spalmer@aspire.edu.au</a>	Mauritius
Jade Nguyen Country Manager – Vietnam	<a href="mailto:nnguyen@icms.edu.au">nnguyen@icms.edu.au</a>	Vietnam
Isha Shrestha Regional Manager – Nepal, Bangladesh	<a href="mailto:ishrestha@icms.edu.au">ishrestha@icms.edu.au</a>	Nepal
Rezwan Ahmed Country Manager – Bangladesh	<a href="mailto:rahmed@icms.edu.au">rahmed@icms.edu.au</a>	Bangladesh
Yuliana Hartanto Country Manager - Indonesia	<a href="mailto:yhartanto@icms.edu.au">yhartanto@icms.edu.au</a>	Indonesia
Ellen Bea Barcelona Country Manager - Philippines	<a href="mailto:bbarcelona@icms.edu.au">bbarcelona@icms.edu.au</a>	Philippines
Zohra Akhtar Syal Country Manager - Pakistan	<a href="mailto:zsyal@icms.edu.au">zsyal@icms.edu.au</a>	Pakistan

## 15.2 General Departmental Contacts

Student Accommodation	<a href="mailto:reservations@icms.edu.au">reservations@icms.edu.au</a>
General International Enquiry	<a href="mailto:info@icms.edu.au">info@icms.edu.au</a>
Finance	<a href="mailto:finance@icms.edu.au">finance@icms.edu.au</a>
International Admissions	<a href="mailto:admissions@icms.edu.au">admissions@icms.edu.au</a>

\* If you are unsure of whom to contact, please speak to your Country Manager for advice.

Glossary of Terms	
AEI	Australian Education International
ARC	Annual Registration Charge
ASQA	Australian Skills Quality Authority
CAAW	Confirmation of Appropriate Accommodation and Welfare (DIBP preformatted letter available through PRISMS)
COE	Confirmation of Enrolment
CLOO	Conditional Letter of Offer
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
Designated Authority	Organisation responsible under the ESOS Act 2000 for approving providers of courses to overseas students
DHA	Department of Home Affairs
DoD	Department of Defence
eCOE	Electronic Confirmation of Enrolment
ESOS Act	Education Services for Overseas Student Act, 2000
GTE	Genuine Temporary Entrant
GS	Genuine Student
International Student	A person who enrolls at ICMS who is not a citizen or permanent resident of Australia, or a citizen of New Zealand
LOO	Letter of Offer
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (part of the ESOS legislation)
NOOSR	National Office of Overseas Skills Recognition (Australia)
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Students Management System
RPL	Recognition of Prior Learning
SA	Student Administration
SSVF	Simplified Student Visa Framework
TEQSA	Tertiary Education Quality and Standards Agency and designated authority under the ESOS Act 2000 (as amended)
TPS	Tuition Protection Service
ULOO	Unconditional Letter of Offer

-END-