



# Welcome to USQ

## **Agent Manual**

Prepared by USQ International

August 2019



## Welcome to USQ!

Congratulations and welcome to USQ's agent network.

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## About USQ

The University of Southern Queensland (USQ) is a dynamic university dedicated to providing quality degrees and programs in a flexible and supportive environment. In over 50 years, we have become a prominent teaching and research institution providing education worldwide from three campuses: Toowoomba, Springfield and Ipswich. USQ also has an outreach hub located in Stanthorpe.

USQ is committed to helping students from all over the world achieve their career goals through study. We are known as one of Australia's leading providers of on-campus and online degrees in Australia and overseas. In fact, USQ is ranked number one in Australia for graduate starting salary (Good Universities Guide, 2019).

Almost 27 000 students from Australia and over 90 countries across the world choose to study at USQ in the areas of:

- Business and Commerce
- Creative Arts and Media
- Education
- Engineering and Built Environment
- Health and Community
- Humanities and Communication
- Information Technology
- Law and Justice
- Sciences
- Research
- English Language and Pathway Programs
- Professional Development

Our students are taught by lecturers who are leaders in their fields, who, like our programs, stay up-to-date with the constantly changing face of industry. Our continual focus is to provide high quality education for our students to ensure they are equipped for increasingly dynamic and competitive global environments.



## USQ Research

USQ has a reputation for excellence in its research endeavours and has been at the forefront of ground breaking research in a number of fields.

### ***Agriculture and Agribusiness***

USQ has undertaken vital research in agricultural productivity and environmental management in Australia and overseas to strengthen this important industry and overcome challenges.

USQ's focus in the agricultural field is to accelerate access to smarter, technology-based ways of increasing productivity, through to reducing costs and maximising the use of available resources.

### ***Astrophysics***

USQ has developed the Mt Kent Observatory to assist the global pursuit of finding and exploring new and near orbiting bright stars and exoplanets.

This work feeds into NASA's space mission '[Transiting Exoplanet Survey Satellite](#)' (TESS) by using our MINERVA-Australia telescope to aid new discoveries from the Mt Kent Observatory.

USQ astrophysics researchers also partner with the Harvard-Smithsonian Center for Astrophysics, the Carnegie Institute for Science and the University of Louisville to explore space for Earth's sister planet, and in the process, have discovered 40 new planets.

### ***Materials Engineering and Engineering Technology***

USQ researchers have collaborated with key industry players to develop and apply new composite technologies for construction materials and the repair of bridges, roads, railways and marine structures. Such work has resulted in cost savings to future-proof Australian infrastructure and provide long term use and reliability.

USQ is proud to partner with global industry leaders to drive research in key, real-world environments for the betterment of the world that we live in. Further information is available on [USQ's research efforts](#).





## USQ Support

At USQ, our focus is to provide students with personalised support. As such, each student has access to Student Relationship Officers who can support them throughout their learning journey.

USQ offers a suite of support services for our students to assist them throughout their study journey.

For international students joining USQ, they will also enjoy:

- free airport collection and transfer to their chosen accommodation
- access to residential colleges or off campus accommodation
- student welfare, health, counselling and wellbeing
- professional support to help students with career planning or finding a job
- multi-faith support and services
- regular student events and activities
- disability resources.

### ***Accommodation***

For students planning to study on-campus with USQ, there are a number of accommodation options available to suit every budget – all within close proximity to each of USQ's campuses. Find out more about [accommodation with USQ](#).



## USQ Campuses

USQ offers free daily [intercampus shuttle bus services](#) between USQ Toowoomba, USQ Springfield and USQ Ipswich to give students more options and the flexibility to attend classes depending on their needs.

### ***USQ Toowoomba***

Toowoomba is one of Australia's largest inland cities and is located just one hour and 45 minutes from Brisbane and just over two hours from the Gold and Sunshine Coasts. With a total area population of approximately 150 000 (Australian Bureau of Statistics, 2016), Toowoomba is a thriving regional centre offering a diverse economy and the best of urban and regional environments. Toowoomba's relaxed lifestyle and family-friendly atmosphere is a great choice for students wanting relief from large city life whilst still pursuing their career goals.

USQ Toowoomba is the original university campus and is well equipped with a wide range of facilities and support services that caters for the needs of our students. Students can have the complete on-campus experience with our residential college accommodation and great range of student life activities that complement the academic program.





## ***USQ Springfield***

Springfield is located approximately 45 minutes from Brisbane city and is an hour to the Gold Coast and 90 minutes to Toowoomba. With a population of over 26 000, Springfield is one of the most dynamic urban growth areas in Queensland.

USQ Springfield is a fresh, modern campus that provides students with a focussed educational environment with the latest in program delivery and technology. With high quality facilities such as a digital production and performance hub and a world-class flight simulator, it has close industry ties to link students with work experience opportunities.



## ***USQ Ipswich***

Ipswich is located in south-east Queensland and is easily accessible by public transport. It is 55 minutes to Brisbane city and just over one hour to the Gold Coast.

USQ Ipswich is developed on a heritage site in one of Australia's oldest cities. It is home to USQ's School of Health and Wellbeing and includes custom-built paramedical training facilities and new clinical nursing laboratories, sports fields, a café and a gym.





# USQ Study Tours

## ***Study Abroad***

USQ is proud to offer international students currently enrolled in a degree in their home country the opportunity to study at USQ, whilst also receiving credit towards their home program.

Study Abroad with USQ will provide students with the opportunity to grow personally, engage in quality teaching and immerse themselves in the English language and Australian culture.

Students will receive:

- expert knowledge from qualified professionals immersed in their field
- smaller class sizes to connect with and learn from peers and lecturers
- student support such as career guidance, counselling, health and wellbeing, multi-faith, assignment writing and study support
- the opportunity to immerse themselves in Australian culture via USQ sports, clubs and recreation activities.

Further information on [Study Abroad](#) is available.

## ***Study Tours***

USQ is a provider of high quality, tailored language and industry educational programs for schools and organisations.

The [USQ Global Learning Centre](#) offers study tours in its university setting where participants may expand their language skills or develop their industry experience.

Each program is individually tailored to allow each participant to:

- experience Australian culture
- immerse themselves in local industries and educational situations
- improve their English proficiency
- increase their personal confidence.

All programs are tailored in consultation with the visiting school or organisation and include unique cultural experiences, excursions, accommodation, transport, quality teaching and dedicated support.



## **Agency Agreement and Responsibilities**

### ***Agency Agreement***

USQ will return the hard copy agreement, signed by both parties, to the address stipulated in the agreement. A soft copy will also be provided to the email address indicated in the agreement.

Once again we wish to remind you that it is important that your agency is aware of the requirement of the ESOS Act and the National Code, especially:

- Standard 4 – Education agents  
[internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD4.aspx](http://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD4.aspx)
- Standard 7 – Transfer between registered providers  
[internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx](http://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx)

### ***Commission***

USQ Finance will issue a Commission Entitlement Report after the census date of each semester. The report will be sent to the email address you have nominated to USQ. Your invoice should be generated based on the commission entitlement report. Should there be any discrepancies between your records and the Commission Entitlement Report please contact USQ Finance at [FinanceInternationalOffice@usq.edu.au](mailto:FinanceInternationalOffice@usq.edu.au).

### ***Marketing/Promotional Materials***

A University Marketing Material request (including, but not limited to University logo, photos, and presentation slides) can be made to the following email address: [io.marketing@usq.edu.au](mailto:io.marketing@usq.edu.au).

## **Agent Responsibilities**

### ***Advise students***

Ensure students have all the information they need for their chosen program. Provide appropriate advice so they understand program requirements, visa conditions and career prospects.

### ***Genuine Temporary Entrant***

Ensure that students are genuine temporary entrants and will be able to financially support themselves (and any dependants) for the duration of their study.

### ***Evidence of funds***

Ensure that the students can provide evidence of available funds for their study and living costs. This information will be required for their student visa application.

### ***Contact details***

Make sure that you provide the student's home country address, telephone numbers and email address. This will enable the University to maintain important details about the student and use this information for legislative reporting.

### ***Apply Online***

Use our online application facility (OMEGA) to ensure you have provided accurate information and help us minimise delays in application processing.

### ***Documents***

Provide all required certified documents to avoid delays in application assessment (see Application Documents Checklist).

### ***Acceptance and Payment Form***

Complete all required sections in the Acceptance and Payment Form to avoid a delay in the Confirmation of Enrolment (CoE) being issued. Ensure the students' signature matches their passport signature.



## **USQ Online Student Management System (OMEGA)**

OMEGA is the Online Student Application Management System where agents should upload and monitor their student's applications.

A user manual and your OMEGA login details have been provided to you in two separate emails.

- a. Request to create a login account for counsellors requiring OMEGA access please contact [io.marketing@usq.edu.au](mailto:io.marketing@usq.edu.au) with the following information:
  - i. Full name
  - ii. Position
  - iii. Email address
  - iv. Contact number
- b. Please note that it is the agent responsibility to notify USQI if you wish to terminate any of the login accounts under your agency. You could do so by sending in the request to [io.marketing@usq.edu.au](mailto:io.marketing@usq.edu.au).

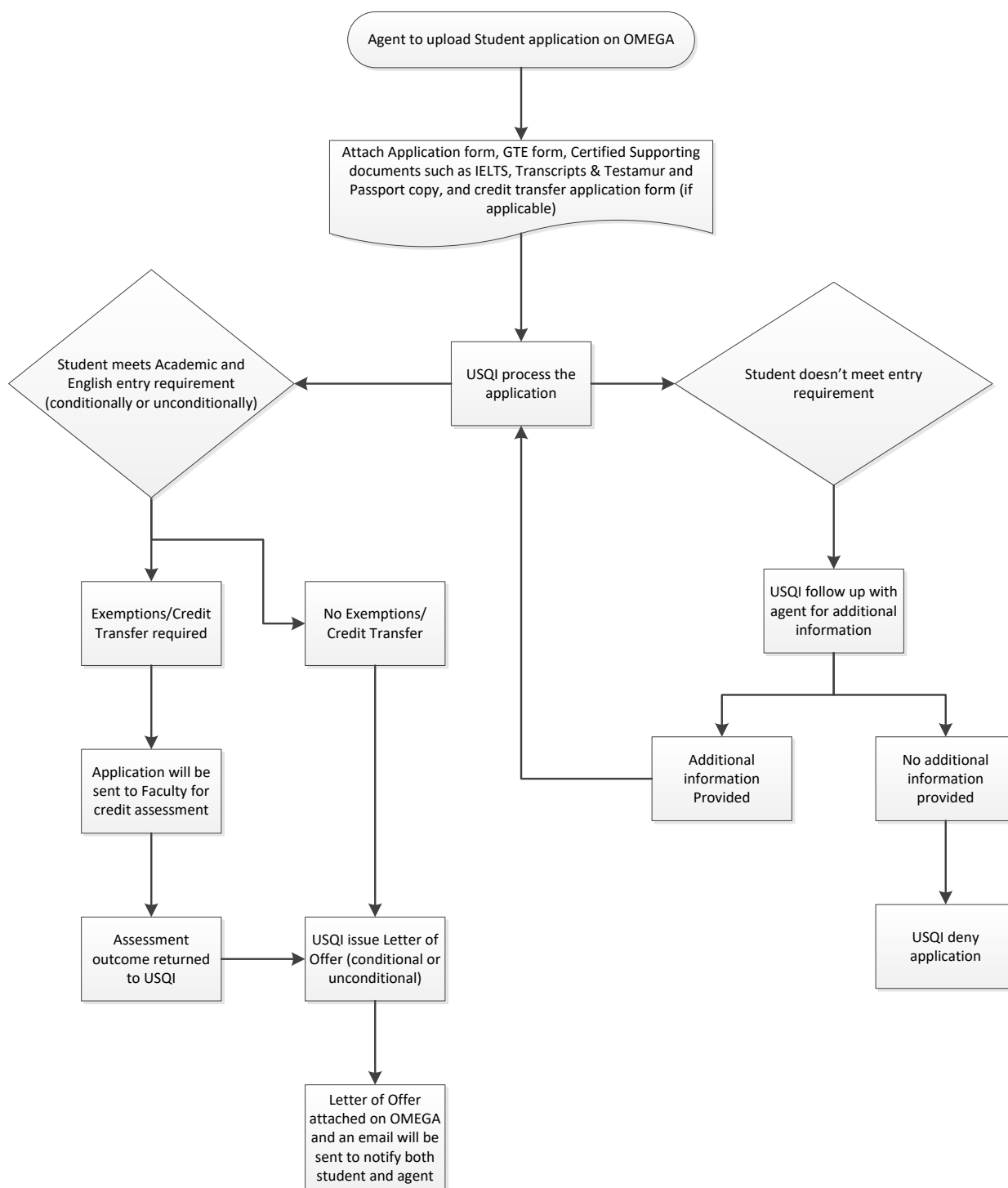
## Application Documents Checklist

The following must accompany an application to USQ for on-campus study to enable us to assess an application promptly:

Mandatory documents:

- GTE form, completed by the student, outlining why they have chosen USQ and this particular course, and how completion of the program will improve their career/future prospects.
- Supporting documentation (in .pdf format): Certified copies, with certified English translation where required, of the following:
  - award certificates for all formal schooling and post-secondary studies
  - academic transcripts for all formal schooling and post-secondary studies
  - formal identity papers, such as passport, national identity card, and student visa.
  - evidence of meeting USQ's English Language Requirements
  - proof of financial ability/genuine access to sufficient funds.
- Where applicable:
  - Where required for program admission: a detailed and up to date resume (C.V.) which includes date of employment, employers name and address, duties and verifiable references.

# Application Process





## Key Contacts

|  |  |
|--|--|
| General Enquiries                              | <p>Email: <a href="mailto:international@usq.edu.au">international@usq.edu.au</a></p> <p>Phone: +61 7 4631 5543</p> <p>Skype: usq.international</p> <p>Facebook: <a href="https://facebook.com/usqedu">facebook.com/usqedu</a></p> <p>Youtube: usqedu</p> |
| Application Enquiries                          | <p>Email: <a href="mailto:ioadmissions@usq.edu.au">ioadmissions@usq.edu.au</a></p> <p>Phone: +61 7 4631 5543</p>   |
| Commissions, Agreement and Promotional request | <a href="mailto:io.marketing@usq.edu.au">io.marketing@usq.edu.au</a>   |
| International Business Managers                | <p>Mr Satya Shah</p> <p><a href="mailto:Satya.Shah@usq.edu.au">Satya.Shah@usq.edu.au</a></p>   |
|  | <p>Dr Adam Lam</p> <p><a href="mailto:adam.lam@usq.edu.au">adam.lam@usq.edu.au</a></p>   |
|  | <p>Mr. Daniel Chin</p> <p><a href="mailto:Daniel.Chin@usq.edu.au">Daniel.Chin@usq.edu.au</a></p>   |

## Important Links

### *USQ Program and Courses*

- Study areas and detailed descriptions [usq.edu.au/study/international](https://usq.edu.au/study/international)
- USQ Handbook (contains program structure, entry requirement, recommended enrolment plan etc)  
[usq.edu.au/handbook/current/filter-programs.html](https://usq.edu.au/handbook/current/filter-programs.html)
- Research Program: [usq.edu.au/research](https://usq.edu.au/research)
- Scholarships: [usq.edu.au/scholarships](https://usq.edu.au/scholarships)
- Tuition Fees: <https://www.usq.edu.au/study/international/fees-scholarships>
- Brochures: [usq.edu.au/study/international](https://usq.edu.au/study/international)
- Undergraduate Entry requirement:  
[usq.edu.au/study/international/apply/entry-requirements](https://usq.edu.au/study/international/apply/entry-requirements)
- English Entry requirement:  
<https://policy.usq.edu.au/documents/14707PL>
- Important Dates: [usq.edu.au/dates](https://usq.edu.au/dates)
- Refund Policy: [policy.usq.edu.au/documents/13431PL](https://policy.usq.edu.au/documents/13431PL)

### *Application*

- OMEGA – Agent login: <http://omeganow.usq.edu.au>
- Credit Transfer/Exemptions  
[usq.edu.au/study/international/apply](https://usq.edu.au/study/international/apply)
- Application forms and other supporting documents
  - Foundation/Undergraduate/Postgraduate(coursework)  
[usq.edu.au/study/international/apply/how-to-apply](https://usq.edu.au/study/international/apply/how-to-apply)
  - Postgraduate (research)  
[usq.edu.au/research/higher-degrees-by-research/application](https://usq.edu.au/research/higher-degrees-by-research/application)

## **Life at USQ**

- Before you leave home:  
<https://www.usq.edu.au/study/international-old/things-to-know/before-you-leave>
  - Free airport pick up
  - USQ Support Network
  - Orientation events
- Accommodation  
<https://www.usq.edu.au/accommodation>
- OSHC (Overseas Student Health Cover)
  - <https://www.usq.edu.au/current-students/support/health-and-wellness/overseas-student-health-cover>
  - Membership info: [oshc.bupa.com.au/members-help-guide](https://oshc.bupa.com.au/members-help-guide)
  - Getting started at USQ and Australia <https://social.usq.edu.au/uni-life/slides/first-48-hours>
  - Medical/Health System
  - Safety
  - Banking/Money
  - Social and Religious connection
  - Weather, Custom and Shopping
- Student Visa: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- Inter-campus shuttle bus  
<https://www.usq.edu.au/facilities-management/transportation/shuttle-bus>

## **Other**

- TESS  
<https://www.nasa.gov/tess-transiting-exoplanet-survey-satellite>
- Global Learning Programmes
- <https://www.usq.edu.au/study/international/studying-with-usq/global-learning-study-tours>
- Study Abroad  
<https://www.usq.edu.au/study/international-old/things-to-know/study-tours>