



IMPERIAL
INSTITUTE OF
SYDNEY

RTO CODE : 41568 | CRICOS CODE : 03944E

INTERNATIONAL INSTITUTE OF SYDNEY PTY LTD

RTO CODE 41568 | CRICOS CODE 03944E | ABN 23 610 424 336

AGENT MANUAL

Head office: Suite 302, Level 3, 20 Macquarie St, Parramatta NSW 2150

Phone: (02) 72 522 525, **Email:** info@iis.edu.au

Website: www.iis.edu.au

Date: 16th of May 2026

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Business Details

Legal Name: International Institute of Sydney Pty Ltd

Business Name: Imperial Institute of Sydney

RTO Code: 41568

CRICOS Provider Code: 03944E

Date of Company Registration: 28 Jan 2016

Date of ASQA Registration: 19 Aug 2016

ABN: 23 610 424 336

Address: Level 3, Suite 302, 20-22 Macquarie St, Parramatta NSW 2150

Phone: +61 272 522 525

Domain Name: www.iis.edu.au

Email: info@iis.edu.au

About IIS

International Institute of Sydney PTY LTD T/A Imperial Institute of Sydney (hereinafter referred as IIS) is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. IIS is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. We are focussed on providing quality vocational training, enabling students to advance their career by attaining their training and educational goals.

Imperial Institute of Sydney delivers Hospitality & Management courses. Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

At IIS, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment.

We endeavour to apply best practice in training and assessment, with a dedicated team of qualified trainers and administration staff with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing IIS as their pathway to success.

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Delivery Locations

IIS has four (4) delivery locations as below:

Location	Status
Parramatta (Main): Level 3, Suite 302, 20-22 Macquarie St Parramatta, NSW 2150	Active
City Campus: Level 1, 175 Liverpool St., Sydney, NSW 2000	Active
Wollongong Campus: Level 5, 325 Crown St., Wollongong, NSW 2500	Active
Cairns Campus: Level 2, Orchid Plaza, 58 Lake St., Cairns, QLD 4870	Active

Program Offered

Course Name	Level	Duration (Wks)
Advanced Diploma of Civil Construction Design	Advanced Diploma	104
Advanced Diploma of Hospitality Management	Advanced Diploma	104
Advanced Diploma of Program Management	Advanced Diploma	104
Certificate III in Individual Support	Certificate III	52
Certificate III in Painting and Decorating	Certificate III	104
Certificate III in Solid Plastering	Certificate III	104
Certificate III in Wall and Floor Tiling	Certificate III	52
Certificate IV in Ageing Support	Certificate IV	52
Certificate IV in Kitchen Management	Certificate IV	78
Diploma of Building and Construction (Building)	Diploma	52
Diploma of Business	Diploma	52
Diploma of Civil Construction Design	Diploma	78
Diploma of Community Services	Diploma	104
Diploma of Community Services	Diploma	104
Diploma of Hospitality Management	Diploma	78
Diploma of Project Management	Diploma	52

Course Name	Level	Duration (Wks)
General English (Starter, Elementary, Pre-intermediate, Intermediate, Upper intermediate, Advanced)	Non AQF Award	70
Graduate Diploma of Management (Learning)	Graduate Diploma	52

Student Enrolment Process

At the Imperial Institute of Sydney (IIS), we make the admission process smooth, transparent, and student friendly. Whether you're applying locally or from overseas, our step-by-step approach ensures you feel supported from the moment you start your application to the time you apply for your student visa. Here's how to get started:

Step 1 - Prepare your application: Before applying, carefully review the course requirements, including academic qualifications, English language proficiency, and any other prerequisites. If you need assistance or guidance, you're encouraged to contact one of our approved education agents. They are trained to help prospective students navigate the application process and ensure all required documents are in place.

Step 2 – Receive a Letter of Offer: Once your application is submitted and reviewed, eligible applicants will receive a Letter of Offer from IIS. This letter outlines the course details, duration, fees, and conditions of enrolment. Be sure to read it thoroughly and understand all terms before proceeding to the next step.

Step 3 – Accept the Offer: To secure your place at IIS, you must formally accept the offer. This typically involves signing the acceptance form included with your Letter of Offer. By doing so, you confirm your intention to study at the Imperial Institute of Sydney under the agreed terms.

Step 4 – Make a payment: After accepting your offer, you'll be required to pay the initial tuition fees as outlined in the Letter of Offer. This payment is necessary to proceed with your enrolment and to generate your Confirmation of Enrolment (CoE).

Step 5 – Receive an eCoE: Once your payment has been processed, you will receive your electronic Confirmation of Enrolment (eCOE). This official document is essential for your student visa application. It confirms that you have been enrolled in a registered course at IIS.

Step 6 – Apply for a Visa: With your eCoE in hand, you can now proceed to apply for an Australian student visa through the Department of Home Affairs. Ensure that you meet all visa requirements and submit all necessary documents. If needed, your education agent can help guide you through the visa application process.

Assessment Guidelines for Agents

The following assessment guidelines have been prepared to assist IIS authorised agents in undertaking certain checks on students to ensure they meet the academic, English language, genuine student, and financial requirements.

Step 1 - Assessment of student credentials: Verify the student’s full name, residential address, and Date of Birth (DOB) against the information recorded in the student’s passport. Where the student intends to bring accompanying family members to Australia, verify all family members’ identification and supporting documents in the same manner. Ensure all submitted documents are clear, valid, and consistent across all application materials. Confirm that copies of passports and supporting documents are genuine and current.

Step 2 - Checking prerequisite requirements for the selected course: Information regarding IIS courses, entry requirements, and prerequisites can be obtained directly from IIS. Assess whether the student possesses the appropriate academic qualifications, employment history, or relevant work experience required for entry into the chosen course. Students intending to enrol in Vocational Education and Training (VET) courses at IIS are generally expected to have completed an Australian Year 12 equivalent qualification with satisfactory academic results, unless otherwise specified in the individual course requirements. Agents should refer to the relevant course flyer, brochure, or official IIS documentation for specific entry requirements applicable to each course.

Verify all academic certificates, transcripts, statements of attainment, and supporting documents for authenticity and any indication of fraud or document tampering. Where necessary, agents may request additional verification documents or conduct further checks to confirm academic history.

Step 3 - Assessing English language and academic requirements: Students enrolling in Certificate III qualifications or higher must provide evidence of English language proficiency through IELTS 6.0 or equivalent tests such as PTE or TOEFL, or evidence of Advanced English level, or successful completion of the IIS Internal English Placement Test.

All students are required to undertake the IIS Language, Literacy, Numeracy, and Digital (LLND) assessment where applicable.

Step 4 - Financial requirements: Students must demonstrate sufficient funds to cover tuition fees, travel expenses, and living costs for themselves and any accompanying family members for at least the first 12 months in Australia. Indicative costs include travel, tuition, and living expenses as per Department of Home Affairs guidelines. Acceptable evidence includes bank statements, education loans, income tax returns, salary evidence, financial guarantees, scholarships, and sponsor documents. Sponsors may include close relatives such as parents, spouse, siblings, grandparents, or eligible relatives residing in Australia as citizens or permanent residents.

Step 5 - Genuine student requirement and interview: Students must satisfy the Genuine Student requirement assessed by both the Department of Home Affairs and IIS, demonstrating a genuine intention to temporarily stay in Australia for study. IIS may conduct interviews and assess personal circumstances, study intentions, immigration history, and course relevance before issuing an offer letter.

Step 6 - Acceptance of Offer: Agents must ensure students understand the offer and refund policy, provide all required signed documents, and arrange payment of fees before submission of acceptance to IIS.

Stage 7 - Visa Lodgement: IIS will process acceptance and issue eCoE, after which agents assist students with student visa lodgement ensuring all information provided is accurate and compliant.

Requesting for Variation

If for some reason, student is requesting for changes to the original enrolment, student needs to submit a Course Variation Form along with supporting documentation and reason (Such as visa delay or medical reason) for the Admin Manager to process the request.

A Course Variation Form is available on our website: https://iis.edu.au/wp-content/uploads/2026/03/Course-Variation-Form-V1.0_March-2026.pdf

Fee may apply; variation process takes up to 3 business days.

Agent Application Process, Monitor and Review

Before completing an application to represent IIS, agents should be familiar with the following:

- Education Services for Overseas Students Act 2000: <http://www.comlaw.gov.au/Series/C2004A00757>
- Education Services for Overseas Students Amendment Act 2014: <http://www.comlaw.gov.au/Details/C2014A00002>
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Providers of Education and Education Services for Overseas Students Act 2000 (ESOS Act): <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
- The Australian Government Department of Home Affairs: <https://www.homeaffairs.gov.au/>

Working with subagents

IIS recommends that all agents notify IIS of any subagents involved in promoting IIS. The primary agent is responsible for ensuring that subagents do not engage in any misleading or deceptive advertising related to IIS or its courses. Details regarding the termination of the Agent Agreement are outlined in the Agent Agreement.

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Claiming Commission

Any Agent registered with IIS and has successfully enrolled a student (***) to IIS will be able to claim commission. All commissions are payable once the student commences the course the agent is claiming commission for. To claim commission, the agent is required to raise an invoice on their company letter head and include details including and not limited to:

- Student Full Name
- Student DOB
- Course/s enrolled for
- Course Start Date
- Tuition Fee paid by the student towards that course, commission rate, commission in amount and GST if applicable.

Agent is also required to include their bank account details into which they want IIS to process the commission into. All invoices must be sent to accounts@iis.edu.au

All commission invoices are usually processed with 14 days of invoice being received provided all documentation is in place.

Commission is paid when the student starts the course for first course and remaining at 6 months interval.

***NOTE: Onshore student transfer ban. Refer to Agent Agreement Form.

Marketing and Advertising

Only registered and approved agents of IIS are authorised to market, promote, or advertise any courses, training programs, or services offered by IIS. All marketing and promotional activities conducted on behalf of IIS must strictly comply with IIS policies, procedures, and relevant regulatory requirements. Any form of advertisement, including printed materials, digital promotions, social media posts, websites, brochures, banners, flyers, or other promotional content, must receive prior written approval from IIS before publication, distribution, or use.

All approved advertisements must accurately represent IIS, its courses, facilities, and services, and must include the official IIS CRICOS Code and RTO Number where required. Agents are prohibited from making false, misleading, deceptive, or unethical claims regarding course outcomes, migration opportunities, employment guarantees, tuition fees, campus facilities, or any other information related to IIS. Agents must ensure that all information provided to prospective students is current, accurate, transparent, and consistent with official IIS publications and approved marketing materials.

Agents are also responsible for ensuring that any subagents, representatives, contractors, or third parties acting on their behalf comply fully with IIS requirements and standards. IIS reserves the right

to request amendments, suspend advertising activities, or withdraw approval for any promotional material that does not comply with institutional policies or regulatory obligations.

Approved representative agents wishing to use the IIS name, logo, website link, course descriptions, images, branding materials, or other promotional resources must submit all relevant details and supporting materials to IIS for review and approval prior to use. Marketing materials must not be published, reproduced, modified, or distributed until formal approval has been granted by IIS. Failure to comply with these requirements may result in corrective action, suspension, or termination of the agent agreement with IIS.

Agent Application Process

Step 1: Agent fills out Agent Application Form with documents including but not limited to:

1. Agent Details
2. Primary Contact
3. Secondary Contact
4. Reference 1 and 2
5. Checklist with compliance with ESOS requirements

Please find out the Agent Application Form: <https://iis.edu.au/wp-content/uploads/2024/07/Agent-Applicaiton-Form.pdf>

Step 2: IIS Marketing Team will review all the information provided. Email Agent with the requirements for IIS Agent Agreement. Also, Assessment of agent's application by IIS will conduct an Agent Reference Check by contacting the referees given.

Step 3: Once IIS review all the documents and references, IIS will send an email with the outcome of Agent Application.

Step 4: Once agent sign the agreement, and send to IIS, then Agent Certificate is provided to agent once agreement is signed.

Step 5: Newly appointed agent details will be updated in IIS database, PRISMS and the ASQAnet.

More Information

More information visit: www.iis.edu.au

Phone: +61 272 522 525

Email: info@iis.edu.au , studentservices@iis.edu.au

International Student Handbook: <http://iis.edu.au/>

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