

AGENT USER TRAINING GUIDE

ENQUIRY, APPLICATION AND MANAGEMENT SYSTEM (EAAMS)

- ◆ Applicant Registration and Profile Creation
- ◆ Creating New Applications
- ◆ Submitting Applications
- ◆ Retrieving Offer and Acceptance Documents
- ◆ Accepting Offers
- ◆ Retrieving the Confirmation of Enrolment

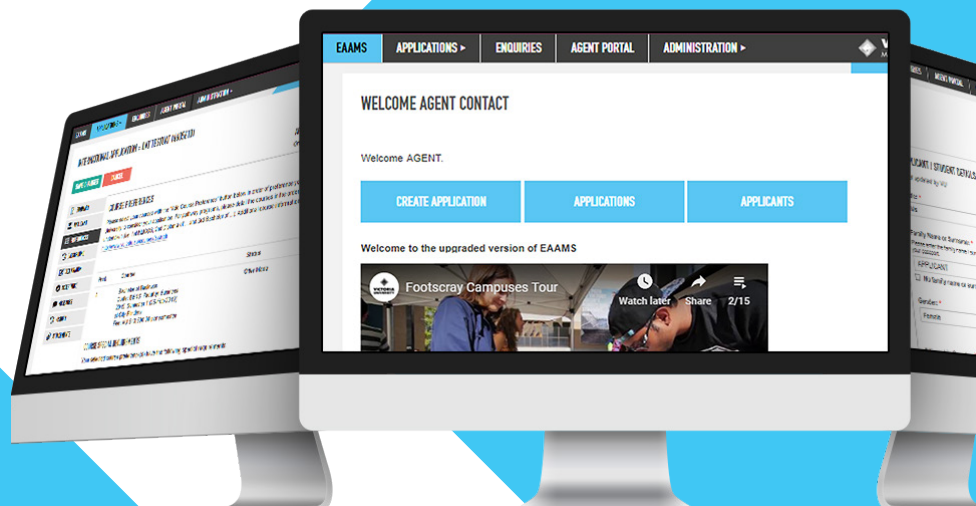


Table of Contents

Getting Started	5
Register an Applicant.....	6
Completing the Applicant Profile.....	8
Create New Applications	9
Complete the Application.....	12
Summary Tab	13
Applicant Tab	14
Preferences Tab.....	15
Background Tab.....	16
Declaration Tab	18
Messages Tab.....	19
History Tab	19
Attachments Tab	20
Action Buttons	21
Confirmation Emails	22
Status updates	23
Providing more information	24
Reviewing Unsuccessful Applications.....	25
Reviewing Offers	26
Summary of Offer Types	26
Offer to study Email.....	26
Full Offers.....	27
Restrictive Offers.....	29
Meeting Restrictions in a Conditional Offer Letter	30
Next steps after a Review is requested	31
Accessing the electronic Confirmation of Enrolment (eCoE).....	33
Searching for Applications Manually (Browse Applications)	34
EAAMS Support - Contact Details	36

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Guide Notes


The numbers alongside each diagram in this guide correspond with the steps.

For Example:

(Step) 25. Click on the link to learn how to apply at Victoria University International.

Take the first step to becoming a Victoria University (VU) international student. Browse our [international courses](#) to find the course suited to your career goals. Read the [entry requirements](#) carefully to ensure you meet these requirements before you apply.

To apply to VU as an international student, register your details on the [International application and enquiry system](#) . 

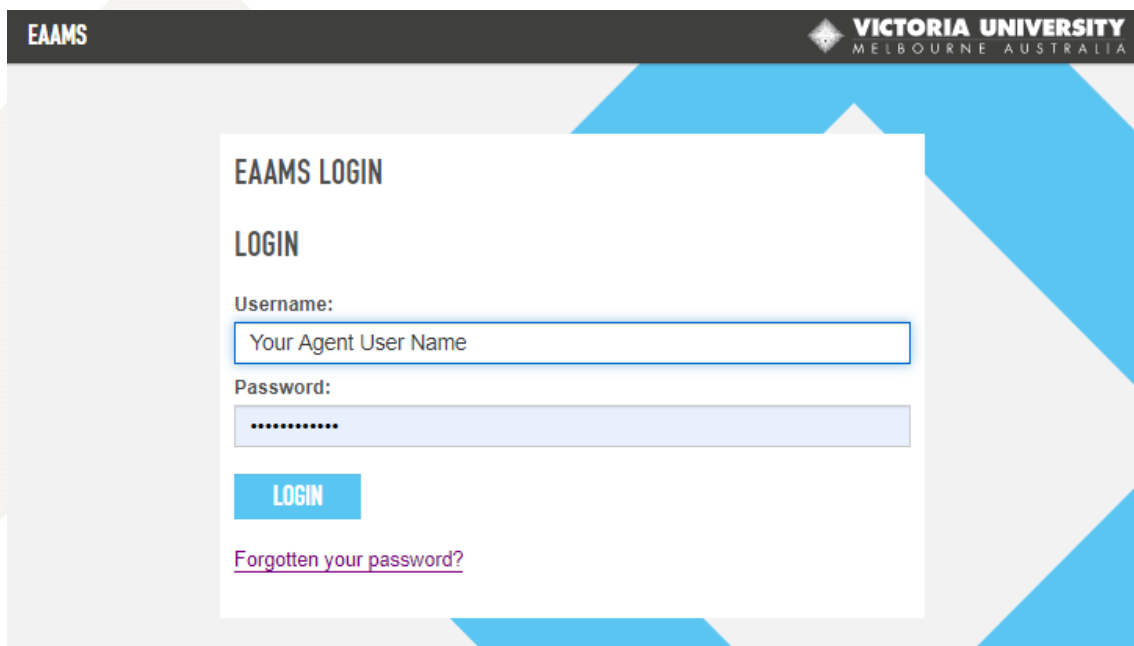
If you have further questions, you can [enquire online](#) , or in person with one of our [international contacts](#).

Due to our commitment to improving EAAMS, images and instructions may change over time. Please check the Agent Wiki for EAAMS updates.

Getting Started

IMPORTANT NOTE: Please use Google Chrome or Mozilla Firefox when using EAAMS. Internet Explorer is NOT supported.

1. Open your Internet Web Browser and go to <https://eaams.vu.edu.au/isis/admin>
2. Enter your Username and Password and Login.



EAAMS LOGIN

LOGIN

Username:

Password:

[LOGIN](#)

[Forgotten your password?](#)

3. Click on ***Forgotten your password?*** for a password reset link to be sent to your EAAMS email address (*).

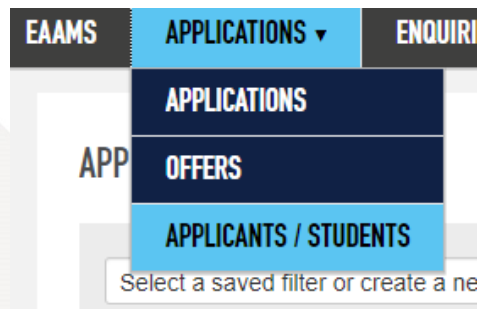
****For security reasons, you must use the email address you supplied when creating your EAAMS account.***

Register an Applicant

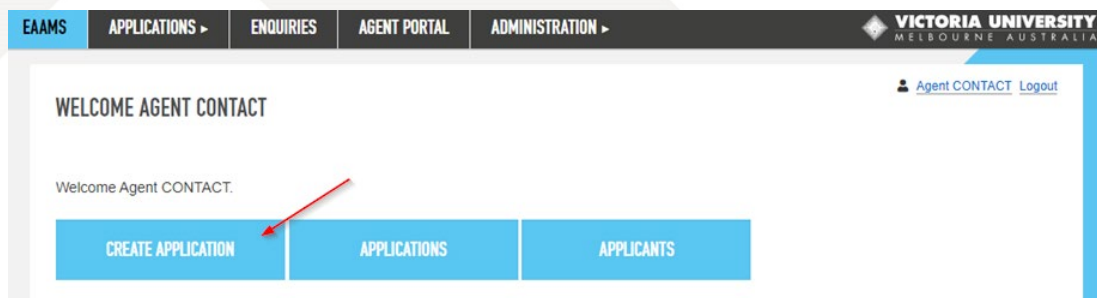
To create an application, you must register the applicant.

Create Applicant -> Create Application

- On the Welcome Screen, access the Menu and click Applications > Applicants/Students.



Or click Create Application on your home page



- The Browse Applicants page will appear. Click on Add to register a new applicant.

Tip: Check if a profile already exists:

Use the filter options to see if the applicant already has a profile. For example:

- Use the Date of Birth drop downs and enter some or all of their name in the Search Applicant field.
- If you know the applicant's Student Number, enter it in the Search Applicant field.

If you do find an existing profile, take a note of the Student Number and proceed to Create New Applications.

If not, follow the instructions on the next page.

- The Personal Details screen will appear.

- Enter the details** of the prospective applicant.

NOTE:

- It is a legal requirement that you provide accurate contact details (**including phone number and email address**) for the applicant.
- It is very important to provide all of the applicant's contact details to enable correspondence from VU International.

APPLICANT REGISTRATION

PERSONAL DETAILS

Title: * **Given Name(s): *** Please enter the first name(s) / given name(s) on your passport
Family Name or Surname: * Please enter the family name / surname on your passport
 No family name or surname

Gender: * Male Female Unspecified
Date of Birth: * / /
Country of Birth: *

Country of Citizenship: * As above Other (specified below)

CONTACT DETAILS

Email: * **Confirm Email: ***

Mobile/Cell: * **Phone: ***

Address Line 1: * Address Line 2: City: *

Postcode/Zipcode: Country: *

VISA DETAILS

Do you have a passport? (click box for yes)

VU ENROLMENT

Previously enrolled at VU

SUBMIT **CANCEL**

Tips to help speed up processing of applications:

- Enter Given Name(s) and Family Name exactly as shown on the applicant's passport.
- Take care when entering the applicant's email address and check that it is correct.
- Enter at least one of the applicant's current phone numbers. Make sure you enter the right country code.
(As a legal requirement, you are required to enter a phone OR mobile/cell number AND a valid email address for the applicant)

8. Once all details are entered, click **Submit**

NOTE:

- Please **do not** try to create **duplicate profiles** for an applicant – this will result in confusion and delays.
- If the applicant profile exists and **has an agent assigned**, contact administrator.eaams@vu.edu.au for assistance.
- If the applicant profile exists but with **no agent selected**, you will have the **option to assign yourself** as the agent.
 - A pop up will appear.
 - Click "Yes" to assign yourself as the agent:

Re-use Existing Direct Applicant? ✕

There is an existing direct applicant (non-agent applicant) in EAAMS matching these details. Do you wish to take over this direct applicant? (Answering yes will allow you to enter new applications on behalf of this applicant.)

YES **NO**

Completing the Applicant Profile

9. Once the Applicant Registration is complete, return to the Browse Applicants page.

SEARCH FILTER

Select a saved filter or create a new one ▼

▶ SAVED FILTER MANAGER


Country: Citizenship Region: Search Managing Agent:


Search Institution: Date of Birth: Search Applicant: i

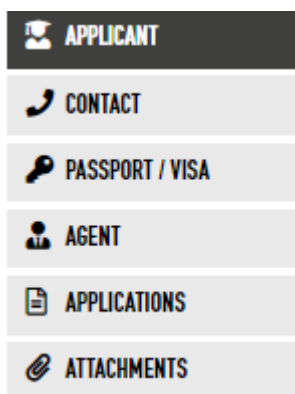
Show Temporary Student Number

10. Use the Search function to locate the new applicant record.

Use Date of Birth and the applicant's name OR enter a Student ID number in the Search Applicant box

11. Click on Edit  to enter the applicant's record and update details.

Name - / DoB / Email	Temporary Student No. / Student No.	Country of Birth / Citizenship	Current Agent / Current Institution	Actions
APPLICANT, Test / 01-Jan-1990 / TestApp@vu.edu.au	17005766 /	- / Canada	VU Test - Flinders Lane / -	 



12. The Edit Applicant page allows you to update the following tabs:



- **Applicant** – name, date of birth, VU Student ID Number details, citizenship details and evidence of change of name.
- **Contact** – phone numbers, email address, address details, emergency contacts in Australia and the home country.
- **Passport/Visa** – residency, passport and visa details.
- **Agent** – managing agent, sponsorship and guardianship details.
- **Applications** – applicant activity summaries: brochure requests, enquiries and applications.
- **Attachments** – all attachments related to the applicant profile appear here. **(See section Attachments tab – Step 47)**

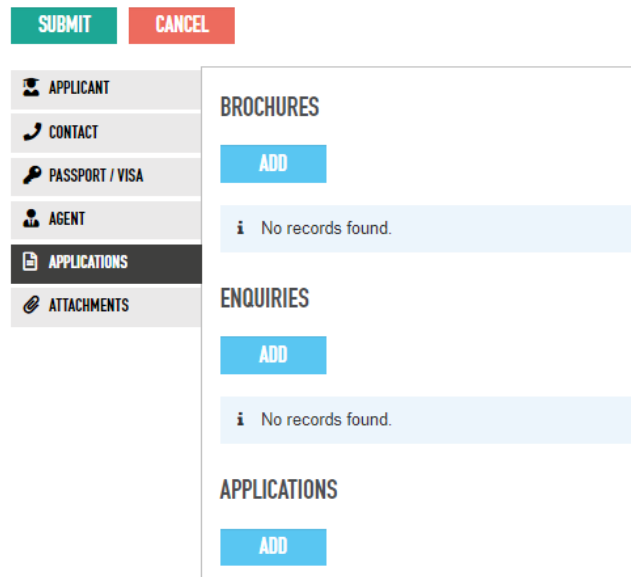
13. Once all details are complete click on the Submit action button.



14. After clicking **Submit** you will be directed back to the Browse Applicants page

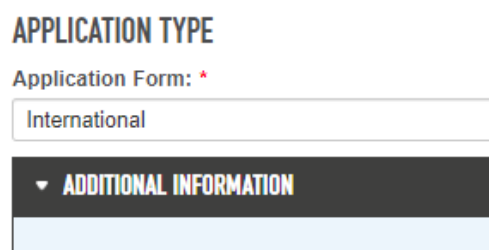
Create New Applications

15. In the Browse Applicants page, use the search criteria to locate the new applicant record.
16. Click on Edit  to open the Applicant Profile.
17. Click on the Application tab and click Add  (below Applications, you may need to scroll down)



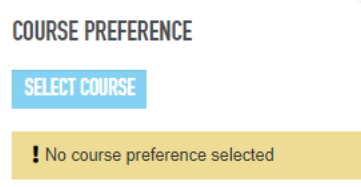
The screenshot shows a sidebar menu with the following items: APPLICANT, CONTACT, PASSPORT / VISA, AGENT, APPLICATIONS (selected), and ATTACHMENTS. The main content area has three sections: BROCHURES, ENQUIRIES, and APPLICATIONS. Each section has an 'ADD' button. The 'BROCHURES' and 'ENQUIRIES' sections also display a message: 'No records found.'

18. The Add Application page will appear. Select the **International** Application Form type.



The screenshot shows the 'APPLICATION TYPE' section. The 'Application Form:' field is set to 'International'. Below this is a section titled 'ADDITIONAL INFORMATION' which is currently collapsed.

19. Click **Select Course** to select the **primary course preference**.



The screenshot shows the 'COURSE PREFERENCE' section. The 'SELECT COURSE' button is highlighted in blue. Below it is a message: 'No course preference selected'.

20. The course preference dialog box will appear. Search for your preference and click **Select**.

COURSE PREFERENCE

Please select a course preference:

2019

Code ^ / Title	Program	Year / Intake / Commencing / Campus	Fee	Actions
BLAW / Bachelor of Laws	Undergraduate	2019 / Semester 1 / 25-Feb-2019 / City Queen	AU \$13,140.00 /sem	<input type="button" value="SELECT"/>
BLAW / Bachelor of Laws	Undergraduate	2019 / Semester 2 / 22-Jul-2019 / City Queen	AU \$13,140.00 /sem	<input type="button" value="SELECT"/>

NOTE: You will be able to add more preferences in steps XY

21. Select the **Country of Application** (the country where the applicant is currently residing).

COUNTRY OF APPLICATION

Country: *

United Kingdom

22. The Managing **Agent** for the application is pre-selected.

COUNTRY OF APPLICATION

Country: *

United Kingdom

LODGEMENT AGENT

NOTE: Agent selected for this application will be able to view and edit this application.

To change your managing Agent, please lodge an Enquiry or leave a message in the "Message Box" at the change the Agent on this application after discussing your requirements with you.

VU TEST - FLINDERS LANE (VU TEST AGENCY)

Agent:
VU Test - Flinders Lane

Group:
VU Test Agency

Street Address:
301 Flinders Lane
Melbourne
3000
Australia

Postal Address:
Not Supplied

NOTE: Both the applicant and the agent receive all application status updates via email (eAlerts).

23. Select the **Agent Contact** (Case Manager).

AGENT CONTACT (CASE MANAGER)

Select Case Manager:

Name:

Agent CONTACT

Gender:

0

Phone:

Fax:

24. Click on **Create Application** to proceed with the application (at the bottom of the page).

CREATE APPLICATION**CANCEL**

25. Once the Application has been created, the **Edit Application** form will appear.

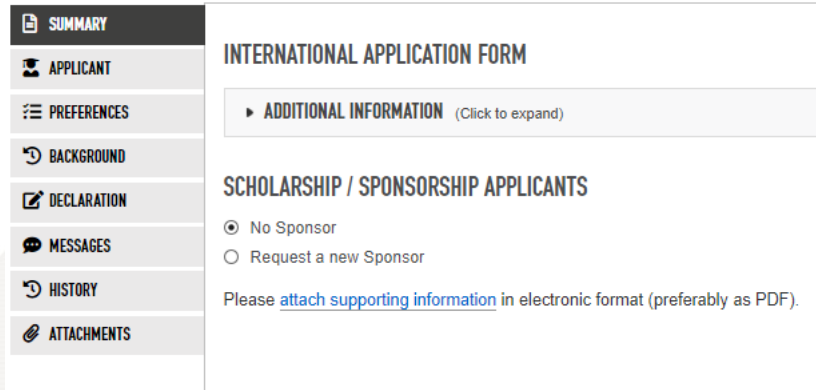
Complete the Application

The EAAMS application form has a menu bar at the top of the page, action buttons underneath and tabs on the left side of the page. The application status is on the right.

Several sections can be collapsed to simplify navigation.

The screenshot shows the EAAMS application form interface. At the top is a dark menu bar with tabs for EAAMS, APPLICATIONS (selected), ENQUIRIES, AGENT PORTAL, and ADMINISTRATION. The Victoria University logo is on the right. Below the menu bar, the page title is 'INTERNATIONAL APPLICATION :: TEST APPLICANT (17005766)' and the user is logged in as 'Agent CONTACT'. A row of action buttons includes 'SUBMIT APPLICATION', 'SAVE CHANGES', and 'CANCEL'. On the right, the 'APPLICATION STATUS: Data Entry' is displayed. A left-hand navigation menu contains 'SUMMARY', 'APPLICANT' (selected), 'PREFERENCES', 'BACKGROUND', 'DECLARATION', 'MESSAGES', 'HISTORY', and 'ATTACHMENTS'. The main content area is titled 'APPLICANT' and contains a 'Collapsible Text Box' for 'MS TEST APPLICANT', a 'VISA STATUS' section with a question 'Are you currently in Australia?' and radio buttons for 'Yes' and 'No', a 'LIVING IN COUNTRY (AT TIME OF APPLICATION)' section with a dropdown for 'Living In:' (set to 'Austria') and a 'Geographic Region' label, and a 'MANAGING INSTITUTION' section with the text 'No Institution'. Red arrows point to the menu bar, action buttons, collapsible text box, and section tabs.

Tab Summary



SUMMARY

APPLICANT

PREFERENCES

BACKGROUND

DECLARATION

MESSAGES

HISTORY

ATTACHMENTS

INTERNATIONAL APPLICATION FORM

▶ **ADDITIONAL INFORMATION** (Click to expand)

SCHOLARSHIP / SPONSORSHIP APPLICANTS

No Sponsor

Request a new Sponsor

Please [attach supporting information](#) in electronic format (preferably as PDF).

26. International Application Form	Displays the form type. Additional information is available via the drop-down option.
27. Scholarship /Sponsorship Applicants	<p>New sponsors need to have a record created by the EAAMS team in order for successful sponsored applicants to be issued with a CoE.</p> <p>Select the 'Request a New Sponsor' option and provide sponsor details.</p> <p>Add any attachments in the Attachments tab relevant to this section. (See section Attachments tab – Step 47)</p>

Applicant Tab

- SUMMARY
- APPLICANT
- PREFERENCES
- BACKGROUND
- DECLARATION
- MESSAGES
- HISTORY
- ATTACHMENTS

APPLICANT

▶ MS OFFER TESTING, STUDENT NUMBER 4616006 (Click to expand)

VISA STATUS

Are you currently in Australia? *

Yes No

Please [attach a copy of your passport and evidence of your current visa](#) (if currently in Australia).

LIVING IN COUNTRY (AT TIME OF APPLICATION)

From which country are you submitting your application?

Living In: * Geographic Region:

Australia Australia / New Zealand / Pacific

MANAGING INSTITUTION

No Institution

AGENT

i To change your managing Agent, please lodge an Enquiry or leave a message in the "Message Box" at the end of this application. A Victoria University International staff member will change the Agent on this application after discussing your requirements with you.

▶ VU TEST - FLINDERS LANE (VU TEST AGENCY) (Click to expand)

i Note: Application-related emails are sent to: Both (send to applicant and agent contact).

AGENT CONTACT (CASE MANAGER)

Name:	Gender:	Position:
Agent CONTACT	0	
Phone:	Fax:	Email:
		vutest@vu.edu.au

28. Visa Status	<p>Are you currently in Australia? – Select the correct option based on where the applicant is currently located.</p> <ul style="list-style-type: none"> If Yes is selected, choose the type of Visa Exemption the applicant has. If they don't have a visa exemption, select the type of visa they intend to apply for. If No is selected, choose the Visa type the applicant intends to apply for.
29. Living In Country (at time of Application)	<p>Select the country where the Applicant is living at the time the application is submitted.</p>
30. Managing Institution	<p>Not applicable to International applications. This is primarily used for Victoria Aboard and not International application.</p>
31. Agent / Agent Contact (Case Manager)	<p>Agent and Agent Contact Details listed</p>

Preferences Tab

- SUMMARY
- APPLICANT
- PREFERENCES
- BACKGROUND
- DECLARATION
- MESSAGES
- HISTORY
- ATTACHMENTS

COURSE PREFERENCES

Please select your courses with the "Add Course Preference" button below in order of preference you would like Victoria University to consider your application. For pathway programs, please detail the courses in the order each course is to be undertaken (i.e. 1st ELICOS, 2nd Diploma of ... and 3rd Bachelor of ...). Additional course information can be found at <http://www.vu.edu.au/courses/search>

ADD COURSE PREFERENCE

Pref.	Course	Status	Actions
1	Master of Nursing (By Research) Code: HRNR Faculty: VU Research 2019, Research Period 2 (22-Jul-2019) at St Albans Fee: AU \$12,600.00 per semester	Unprocessed	

Please select a course preference:

2019 v

SEARCH

Code ^ / Title	Program	Year / Intake / Commencing / Campus	Fee	Actions
NHEM / Bachelor of Engineering (Honours) (Mechanical Engineering)	Undergraduate	2019 / Semester 1 / 25-Feb-2019 / Footscray Park	AU \$14,260.00 /sem	SELECT

COURSE INSTRUCTIONS

Your selected course preference(s) have the following instruction(s):

No records found.

ADVANCED STANDING (CREDIT TRANSFER)

Are you applying for credit transfer? *

Yes No

If yes, you need to download, complete and submit the *Application for Advanced Standing* form with your application.

This is available from <http://www.vu.edu.au/sites/default/files/student-connections/pdfs/A04-application-for-advanced-standing.pdf>

Please refer to the form for further instructions. Please scan and attach the completed form and supporting documents to your online application.

Please [attach supporting information](#) in electronic format (preferably as PDF).

32. Course Preferences

Click **Add course preference**, then use Search to find the desired course and intake. **Program Type** and **Year** must be selected when searching for a Course.

Select the desired course preference once the search is complete.

33. Advanced Standing (Credit Transfer)

Select Yes if the applicant wishes to apply for credit transfers (provide a completed form).

The Advanced Standing application form can be found at:

<http://www.vu.edu.au/sites/default/files/student-connections/pdfs/A04-application-for-advanced-standing.pdf>

Add any attachments in the Attachments tab relevant to this section. (**See section Attachments tab – Step 47**)

Background Tab

CURRENT STUDIES

Please provide details and documentation of all results received to date.

Are you currently studying? *

Yes No

34. Current Studies

Where an applicant has provided details of current studies, click **Yes**, and complete all of the additional fields that appear

Study Level: *

- I am currently completing High School
 I am currently enrolled at University, College or Other Education Institution

Country where you are studying: *

Canada

Institution Name: *

Award: *

Date Commenced: *

--- --

Expected Completion: *

--- --

Will you complete these studies prior to commencing at Victoria University? *

Yes No

PREVIOUS STUDIES

Documentary evidence of qualifications claimed MUST be attached. Documents not in English must be accompanied by certified translations.

SECONDARY STUDIES

ADD ITEM OF STUDY HISTORY

i No records found.

POST-SECONDARY OR TERTIARY STUDIES

ADD ITEM OF STUDY HISTORY

i No records found.

Please [attach supporting information](#) on your Current Studies, Secondary Studies and Post-Secondary/Tertiary Studies in electronic format (preferably as PDF). The attachments can include but not limited to academic transcripts and attainment certificates.

35. Previous Studies (Secondary & Post Secondary)

Click Add item of study history and complete all of the additional fields that appear: You must select at least one option.

Country: *

Canada

Institution: *

--- Please Select ---

Completion Status: *

--- Please Select ---

Date Commenced: *

--- --

ADD ITEM

CANCEL

ENGLISH PROFICIENCY

Please attach results. Note IELTS and TOEFL score should not be more than two years old.

- English is my first language.
- I have undertaken studies in which the language of instruction was English. **
- I have taken an English test. **
- I intend to sit for an English test.
- I have enrolled, or intend to enrol, in an English Language Intensive Course for Overseas Students (ELICOS) at:
- No English studies undertaken.

** If yes, you must provide evidence.

Evidence of English proficiency [must be attached](#) in electronic format (preferably as PDF).

MASTERS BY RESEARCH AND PHD APPLICANTS ONLY – RESEARCH PROPOSAL

If you are applying to study a Masters by Research or a PhD, you must submit a one or two page research proposal. You must also nominate two referees who can confirm that you have the ability to undertake high-quality research. Also attach copies of you published papers and/or journals if available.

Applicants may obtain more detailed information about selection criteria and application procedures for individual courses by contacting the relevant faculty or visiting: www.vu.edu.au/research/faculty_research

Please [attach supporting information](#) in electronic format (preferably as PDF).

36. English Proficiency	Select the option(s) that best describe the applicant's English ability and previous English language studies. The applicant should also note this information on their written application. Complete any additional fields. Add attachments in the Attachments tab (See section Attachments tab – Step 47)
37. Research Proposal	For Postgraduate Research Applications only. Attach the applicant's Research Proposal and referee details to Attachments tab. (See section Attachments tab – Step 47)

EMPLOYMENT EXPERIENCE

List all relevant work experience: previous and current, full time and part time. If part time, give the number of hours worked each week.

ADD EMPLOYMENT EXPERIENCE

i No records found.

Please [attach supporting information](#) in electronic format (preferably as PDF).

GUARDIANSHIP ARRANGEMENTS

Are you under 18 years of age? *

Yes No

If yes, there are special visa requirements regarding welfare arrangements for students under 18 years of age.

For more information you can contact the Compliance team or International Student Support (ISS) team at [Victoria University International \(VUI\)](#), or the [Department of Immigration and Citizenship \(DIAC\)](#) for more information.

If you are under the age of 18 at the time of this application, you must request a declaration document from Victoria University International for your parent's or guardian's signature. The signed declaration document [must be attached](#) to this application.

DISABILITIES

Do you have a disability for which additional assistance is required? *

Yes No

Please [attach supporting information](#) in electronic format (preferably as PDF).

38. Employment Experience	Enter employment details for the applicant. Click Add Employment Experience (a second time) to confirm these details.
39. Guardianship Arrangements	(For applicants less than 18 years old) Select Yes or No to confirm the applicant's age. If under 18, a Guardianship/Parental Agreement Form must be completed.
40. Disabilities	If applicable, select Yes. Enter any details and add supporting documents to the Attachments tab. (See section Attachments tab – Step 47)

Declaration Tab

DECLARATION AND AGREEMENT

▶ STUDENT DECLARATION (Click to expand)

 I agree

Please note: a declaration and agreement [attachment](#) is only required for applications lodged online by agents on behalf of international students.

OVERSEAS STUDENT HEALTH COVER (OSHC) PREFERENCE

Overseas Student Health Cover (OSHC) must be arranged for the duration of your visa as a condition of your student visa. Victoria University can arrange health cover with OSHC Worldcare (our preferred provider) on your behalf for the duration of your visa.

- If you pay the full OSHC amount up-front, you are protected against any increases in the OSHC fees for the duration of your visa.
- If you complete your studies earlier than expected, you may be entitled to a refund from OSHC Worldcare.
- Health insurance is your responsibility and current cover must be maintained by students for the duration of their stay in Australia.

Do you want Victoria University to arrange OSHC for the duration of your visa in Australia? *

Yes No

PREVIOUS VISA HISTORY

Have you ever been denied entry to Australia or any other country? *

(if yes, attach details of official correspondence)

Yes No

Have you breached the conditions of a visa for Australia or any other country? *

(if yes, attach details of official correspondence)

Yes No

Please [attach a copy of your passport and evidence of your current visa](#) (if currently in Australia).

CHECK LIST

▶ CHECKLIST (Click to expand)

▶ VICTORIA UNIVERSITY ADDRESS DETAILS (Click to expand)

HOW DID YOU HEAR ABOUT US?

Where did you first learn about Victoria University? *

- Travel Agent Australian Embassy Australian Education Centre Education Agent Education Exhibition
 *Advertisement in book or newspaper Internet Friends *Article in book or newspaper **Event Family *Other

* If you selected 'advertisement...', 'article...' or 'other' please provide details:

** If you selected 'event' please provide details:

41. Declaration and Agreement	Click the I Agree box, which is the substitute for the applicant's signature. NOTE: A declaration and agreement attachment is required when agents are applying on behalf of an applicant. The form can be found at: https://www.vu.edu.au/sites/default/files/international/pdfs/141204-applicant-declaration.pdf
42. Overseas Student Health Cover (OSHC) Preference	Indicate if the applicant would like Victoria University to arrange OSHC for the duration of their visa.
43. Previous Visa History	Answer both questions regarding the applicant's previous visa history. Ensure that the required documents are attached to the application.
44. Check List How Did You Hear About Us?	Click the drop-downs for a checklist of key items required for successful submission of the application and/or Victoria University's address details. Please select ONE option that is most appropriate

Messages Tab

MESSAGES

Message:

If you enter text below, the new message is recorded when you save this Application.

This is a test message.

MESSAGE HISTORY

i No records found.

45. Messages

- The Message box is for communication between VU staff, agents and applicants.
- When you click **SUBMIT APPLICATION** or **SAVE CHANGES** the message will be “saved”.
- The VU staff member working on the application will be notified by email.

History Tab

▼ **APPLICATION STATUS HISTORY** (Click to expand)

Changed On	Changed By	From	To
01-Oct-2019 10:55	Agent Contact (VU Test Agency)		Data Entry

▼ **STAFF ASSIGNMENT HISTORY** (Click to expand)

▼ **AGENT HISTORY** (Click to expand)

AGENT SWAP HISTORY

AGENT SWAP HISTORY

Assigned On	Assigned By	Agent	Current
01-Oct-2019	Agent Contact (VU Test Agency)	VU Test - Flinders Lane	Y

46. History

Shows the **Application Status History**, such as when status changes occurred and the users who made the status changes, **Staff Assignment History**, and **Agent History**.

Attachments Tab

EAAMS has now a dedicated Attachments tab where all required documents are to be uploaded. Some sections will direct you to this tab. This will help VU staff process the application as quickly and efficiently as possible by making the documents for each section easy to find.

47. Drag and drop files into the blue box, or click to open a dialog box to upload your files.

NOTE: To save time, check that your files are under the 20 MB maximum that EAAMS will accept before trying to upload them.

48. Once you've uploaded it successfully, click on **New** NEW to assign a category.

Filename	Categories	Applications	Date Added	Comments	Actions
PASSPORT.PDF	NEW	Unassigned. Click to assign...	1-Oct-2019 11:04		

49. Fill out the details in the box using the drop down then click **Save**.

Document Properties

Filename: Passport.pdf

Comment: *

Categories: * Applicant Passport Photo Page x

Applications: * Master of Nursing (By Research) - Research Period 2, 2019 x

Evidence Status: *




50. You can view/download your uploaded document by clicking the **view** button

Filename	Categories	Applications	Date Added	Comments	Actions
PASSPORT.PDF	Applicant Passport Photo Page	Master of Nursing (By Research) - Research Period 2, 2019	1-Oct-2019 11:04		

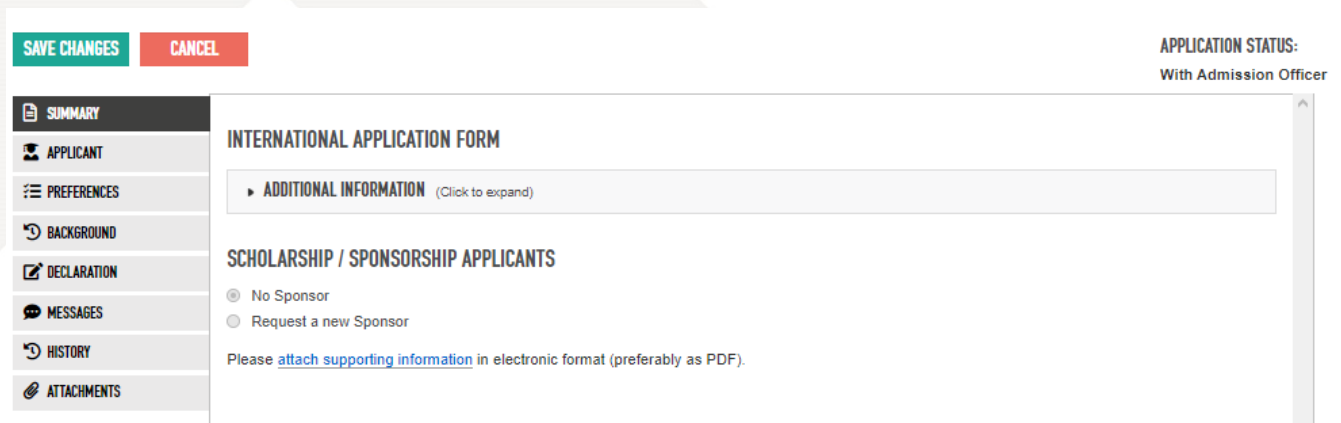
Action Buttons





51.		The application is formally submitted for assessment. Application Status becomes 'With Admission Officer' .
52.		Saves the updates to the application. The application remains in 'Data Entry' status.
53.		Any changes made since the application was created (or last saved) will be lost . The application remains in 'Data Entry' status.

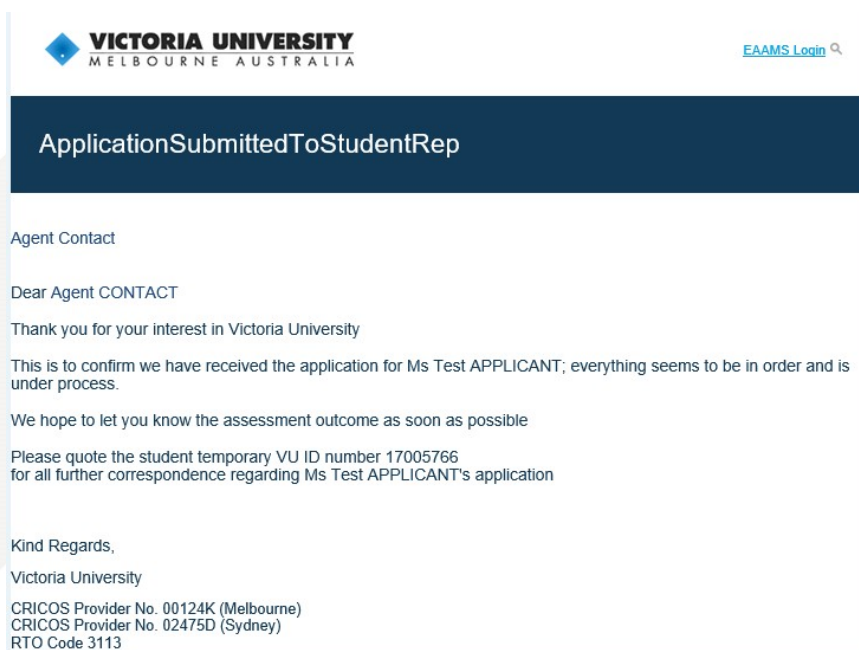
54. After the application is successfully submitted, you will be directed to the **View Application** page. The Application Status will show that it is currently with an admissions officer.



The screenshot shows the 'View Application' page. At the top left, there are 'SAVE CHANGES' and 'CANCEL' buttons. On the right, the 'APPLICATION STATUS:' is 'With Admission Officer'. The main content area is titled 'INTERNATIONAL APPLICATION FORM' and includes a section for 'SCHOLARSHIP / SPONSORSHIP APPLICANTS' with radio buttons for 'No Sponsor' (selected) and 'Request a new Sponsor'. A note at the bottom asks to attach supporting information in electronic format (preferably as PDF).

Confirmation Emails

55. After an application is successfully submitted, a confirmation email will be sent to both the agent and the applicant.



VICTORIA UNIVERSITY
MELBOURNE AUSTRALIA

[EAAMS Login](#)

ApplicationSubmittedToStudentRep

Agent Contact

Dear Agent CONTACT

Thank you for your interest in Victoria University

This is to confirm we have received the application for Ms Test APPLICANT; everything seems to be in order and is under process.

We hope to let you know the assessment outcome as soon as possible

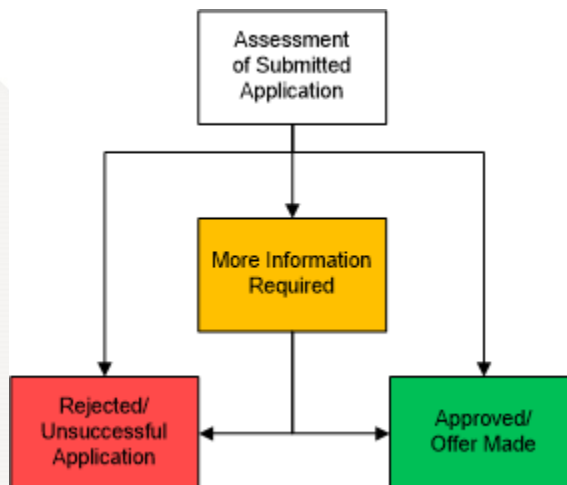
Please quote the student temporary VU ID number 17005766 for all further correspondence regarding Ms Test APPLICANT's application

Kind Regards,
Victoria University
CRICOS Provider No. 00124K (Melbourne)
CRICOS Provider No. 02475D (Sydney)
RTO Code 3113

Status updates

A VU admissions officer will assess the submitted application. There are three possible outcomes with every application:

- Request for more information (More Information Required).
- Unsuccessful application (Application was Unsuccessful).
- Approval/Offer Made (Offer Made)



You will receive an 'Application Status Change' email advising of a **status change** in the application and containing a **link** to the application in EAAMS.

To access the applicant's application in EAAMS, first make sure that you are logged in, then click on the **link** provided in the email. You will then be directed to the **Edit Application** page.

Note: You will receive a separate email if the VU Admissions Officer has entered a message in the EAAMS application.

Application Status Change

Agent CONTACT

Dear Agent,

Please note that the application status for Ms Test APPLICANT has changed.

Old status: With Admission Officer
 New status: More Information Required
 Application Link: <https://eaamsstage.cbis.net.au/isis/admin/Go/Application.aspx?id=5257>
 Student Number:

Note the following:
 - 'Offer Made' status - Offer Letter is attached to the Offer & Acceptance Tab of the Application.
 - 'Offer Accepted' status - Confirmation of Enrolment (CoE) is attached to the Offer & Acceptance Tab of the Application.

**** IMPORTANT -**
 You will require an EAAMS Account Login to access the application link and view documents.
 If you do not have an account, please e-mail administrator.eaams@vu.edu.au for an Agent Account Request with your contact details.**

Kind Regards,
 Victoria University

CRICOS Provider No. 00124K (Melbourne)
 CRICOS Provider No. 02475D (Sydney)
 RTO Code 3113

Providing more information

56. Once you have received the 'Application Status Change' email advising the new status of 'More Information Required', click on the link provided to access the applicant's application (see previous page for an example email). Make sure that **you login to EAAMS before clicking the link** so that you are automatically directed to the 'Edit Application' page.

IMPORTANT NOTE:

Make sure that you click the **RETURN TO ADM. OFFICER** button once you have updated the application! Clicking the **RETURN TO ADM. OFFICER** button ensures that VU Admissions Staff are notified that the application is ready for them to continue processing.

SAVE CHANGES **RETURN TO ADM. OFFICER** **CANCEL**

APPLICATION STATUS:
More Information Req

SUMMARY
APPLICANT
PREFERENCES
BACKGROUND
DECLARATION
MESSAGES
HISTORY
ATTACHMENTS

MORE INFORMATION REQUIRED
More information required reason(s):
No supporting documents included
Message:
Hi Agent, Please provide documentation. Warmest regards, VU Staff

MESSAGES
Message:
If you enter text below, the new message is recorded when you save this Application.

Send email notification to:
 Admission Staff

MESSAGE HISTORY

Entered On	Entered By	Message
01-Oct-2019 12:16	VU Staff	Hi Agent, Please provide documentation. Warmest regards, VU Staff

57. Review any messages from VU Admissions staff (requesting information) by clicking on the **Messages** tab and locating the **More Information Required** section.

You will also receive a separate email if the VU Admissions Officer has entered a Message in the EAAMS application.

58. When scanned documents are requested, attach the necessary documents under the Attachments tab (**See section Attachments tab – Step 47**).

59. Where the VU Admissions Officer is seeking clarification, use the Messages text box to communicate your answers.

60. Tick the Send email notification to: checkbox and an email will be sent to VU Admissions Staff.

Reminder: Once the steps above are complete ensure that you click the **RETURN TO ADM. OFFICER button.**

Reviewing Unsuccessful Applications

61. Once you have received the 'Victoria University Outcome Letter Attached' email advising that the application has been assessed, click on the link to view the application in EAAMS. Make sure that **you login to EAAMS before clicking the link** so that you are automatically directed to the '**View Application**' page. Then click on the **Messages tab**.

62. Locate the **Message** from the VU staff member.

MESSAGE HISTORY

Entered On	Entered By	Message
12-Sep-2019 10:06	VU Staff	<p>Hello Agent,</p> <p>We have assessed the application and unfortunately will not be progressing with this one. Please kindly reach out to VU if you wish to discuss this outcome.</p> <p>You may review the rejection letter in the attachments tab.</p> <p>We appreciate your time.</p> <p>Thank you, VU Admissions Team</p>

63. To view the Rejection Letter from VU, go to the Rejection Tab and click on the **File Link**. A new browser page displaying the letter will open, or a dialogue box may appear with options to open or save the file.

-  SUMMARY
-  APPLICANT
-  PREFERENCES
-  BACKGROUND
-  DECLARATION
-  REJECTION
-  MESSAGES
-  HISTORY
-  ATTACHMENTS

REJECTION LETTER

Rejection letter attachments

Category / Comment / File	Attached
Rejection Letter / Rejection Letter / RejectLetter.pdf (64 kB)	12-Sep-2019 10:06 by VU Staff

In some instances, the Admissions Officer will suggest (via Messages) a **different course**. Contact Victoria University International if the applicant would like to apply for the suggested course.

Victoria University Outcome Letter Attached

Agent CONTACT

Dear Agent CONTACT,

The application from Ms Test APPLICANT, 17005766, has been assessed. To download a copy of the outcome, please log in to the international admissions system:
<https://eaamsstage.cibis.net.au/isis/admin/Go/Application.aspx?id=5260>

To reset your password:

- Click on the 'Forgot Your Password' link on the EAAMS Login Page <https://eaamsstage.cibis.net.au/isis/admin/>
- Enter your e-mail address ["Email"] and click 'Submit'.
- You will then receive a link to access your EAAMS account.

Kind regards,
Victoria University International

Reviewing Offers

Summary of Offer Types

There are two types of Offer that VU will issue: a **Full Offer** or a **Conditional (Restricted) Offer**.

A Full Offer is one that **can be accepted immediately** because all mandatory requirements have been met. However, there may be 'Course Conditions' applied to some or all courses. For example, the successful completion of each stage in a package of courses. Details of Course Conditions will be in the Offer Letter.

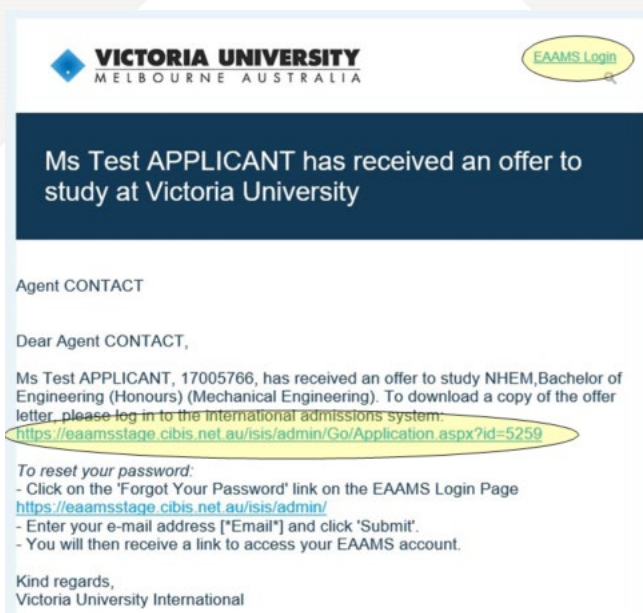
A **Conditional (Restricted) Offer** is one that **is not ready to be accepted** because more requirements need to be met. Details of Offer Restrictions will be in the Offer Letter.

Once these requirements are met and all required documentation has been attached, a Full Offer can be issued and accepted. For Restricted offers, you need to fulfill the requirements that are causing the Restricted status.

The following sections explain how to navigate EAAMS to respond to these two Offer types.

Offer to study Email

When an offer is made, both the agent and the applicant will receive an email notification. The format of the email is the same for both **Full and Conditional (Restricted) Offers**.

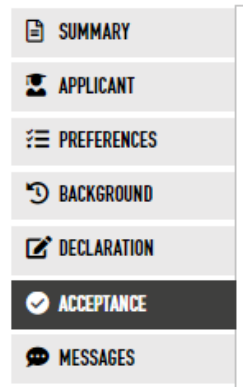


To view the offer details, **first login to EAAMS**.

Then click on the **first link** and you will automatically be directed to the Application page.

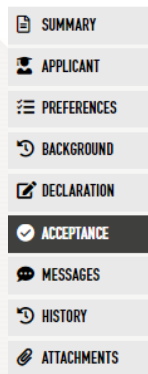
Full Offers

64. Once you have received an email saying the applicant has an offer to study at Victoria University, click on the **link** to view the application in EAAMS. Make sure that **you login to EAAMS before clicking the link** so that you are automatically directed to the 'Edit Application' page. Then click on the **Acceptance tab**.



65. Instructions for accepting the offer are listed at the top of the Offer Summary section.

66. If the Offer has one or more 'Course Conditions', it will say 'Conditional' in the heading. If there are no 'Course Conditions' it will say Unconditional.



OFFER SUMMARY

OFFERS FOR THIS APPLICATION

An offer for this application has been made. To accept an offer you must:

- i. Open and review each Offer Letter attached
- ii. The Offer and Acceptance Form must be completed and a tuition deposit is to be paid. The form can be found in the Offer section below. This will ensure your place at VU is secured.
- iii. Once completed scan the form, and attach to the 'Offer Acceptance Form Attachments' section below.
- iv. Click on the Accept checkbox.
- v. Click on the 'Accept Offer' Action button.

For further instructions please refer to <http://www.vu.edu.au/courses/how-to-apply/international-applications/accept-your-offer-to-study>.

Note that a completed and signed offer acceptance form must be received by Victoria University before any enrolment can be finalised.

- Offer #1: Offer Type: Package / Unconditional
 - Offer Status: Offer made
Program / Course: Foundation / JQAH - International Foundations at VU (Extended)
Commencing: 05-Mar-2018 at Footscray Park
 - Offer Status: Offer made
Program / Course: Undergraduate / NHEM - Bachelor of Engineering (Honours) (Mechanical Engineering)
Commencing: 06-Jan-2019 at Footscray Park

Accept offer #1

67. Details of the offer are shown. If the offer is for a package of courses, all courses are listed in the order they need to be taken.

68. The 'Accept Offer' check-box

69. Tick the check-box to accept the Offer.

70. The file link allows you to open the Offer Letter. The first page has a summary of the steps required to formally accept the offer.

71. Once the applicant has completed all required steps, **scan the entire Offer Letter** and any other required documents. Attach them to the application by **clicking Add attachment**.

72. Select the document to upload. Pick suitable options for the dropdown boxes and add a comment.

OFFER ACCEPTANCE FORM ATTACHMENTS

! Don't forget to 'Attach' your changes.

Category: *

Comment: *

Upload New File:
 (20 MB max)
 offer_letter_upload.pdf

Evidence Status: *

73. Click **Attach** so that the document is uploaded to EAAMS.

74. Once the above steps are completed, scroll to the bottom of the page and click the **Accept Offer** action button. The application status becomes 'Student Acknowledgement', allowing the VU admissions officer to create a Confirmation of Enrolment (CoE).



75. To Decline an Offer, click on the **Decline Offer** action button.

NOTE: When Declining an Offer, make sure that the 'Accept Offer' checkbox is not checked.

It is helpful to VU if you enter a comment as to why you chose not to accept this offer, but this is optional. To enter a comment, click on the **Messages tab** and use the Messages text box.

Restrictive Offers

The process for responding to a Restricted Offer is similar to a Full Offer except there are some additional steps. This section will only focus on those steps. Once the Restrictions are met, a Full Offer will be issued and the instructions in the Full Offers section (above) will guide you through the rest of the process.

76. Once you have received an email saying that the applicant has received an offer to study at Victoria University, click on the [link](#) to view the applicant's application in EAAMS. Make sure that you **login to EAAMS before clicking the link** so that you are automatically directed to the 'Edit Application' page. Then click on the **Acceptance** tab.

77. Scroll down to the list of courses being offered and you will see that the heading shows that the offer is Restricted.

78. Details of the restrictions are given in the **Conditional Offer Letter** (click on the link to open) and listed on the web page. If you need assistance or more details, please contact your VU representative.

79. There are some important steps required to manage the process of uploading documents and requesting a review of the application by VU. These are described in detail on the next page.

- SUMMARY
- APPLICANT
- PREFERENCES
- BACKGROUND
- DECLARATION
- ACCEPTANCE**
- MESSAGES
- HISTORY
- ATTACHMENTS

OFFER SUMMARY

OFFERS FOR THIS APPLICATION

- Offer #1: Offer Type: Standalone / Restricted
 - Offer Status: Declined
 - Program / Course: Undergraduate / BBNS - Bachelor of Business
 - Commencing: 22-Jul-2019 at Footscray Park

Offer Letter Attachments

Category / Comment / File	Attached
Offer Letter / Conditional Offer Letter / ConditionalOfferLetter.pdf (113 kB)	12-Sep-2019 14:54 by VU Staff

Offer Restrictions (preventing student acceptance)

Offer Condition	Status
Complete Victoria University's Background Information Checklist, including providing all required supporting documentation. The form can be downloaded from: https://www.vu.edu.au/student-tools/student-forms	Waiting For Condition *

! * Indicates that this condition must be met before a full offer can be made.

EVIDENCE OF HAVING MET OFFER CONDITIONS

ADD ATTACHMENT

Meeting Restrictions in a Conditional Offer Letter

All of the required 'Evidence' documents should be collected and submitted together. After uploading documents the 'Request a review of conditions' check-box needs to be ticked so that the VU admissions team is notified that the application needs to be reviewed.

80. When all of the required documents are available use the check-box to indicate that the application is ready for review by a VU assessor.

81. In the drop down box, select the 'New evidence is attached below' option.

82. Click **Add attachment**.

83. **Browse** to select the first document and add a comment. Select the appropriate option from the **Evidence Status** drop down. Leave the default option for the **Category** drop down.

84. Click the **Attach** button.

Use the checkbox below to indicate that you have evidence of offer condition(s) being met. This will notify VU that a review of the offer conditions has been requested. VU will then issue a revised offer letter once a VU assessor has confirmed that a condition has been met.

Request a review of conditions on Offer #1

Please attach evidence of conditions having been met to your application.

Location of Evidence: *

Search...

--- Please Select ---

New evidence is attached below

Evidence was previously attached

! Don't forget to 'Attach' your changes.

Category: *
Evidence supporting condition review

Comment: *

Upload New File:
(20 MB max)
Choose File No file chosen

Evidence Status: *
Unprocessed

CLEAR FILE SELECTION

ATTACH CANCEL

Repeat steps 81 to 84 as many times as necessary to attach all the documents.

85. Once all the documents are attached, click the **Save Changes** button. EAAMS will then send an email to the VU Admissions staff member to alert them to review the documents.



You will see that the Edit Application page now indicates that an offer condition review has been requested.

There will be one notification at the top of the page:

INTERNATIONAL APPLICATION

Note: An offer condition review has been requested.

And another on the **Acceptance** tab:

▼ PENDING OFFER CONDITION REVIEWS (1 PENDING) (Click to expand)

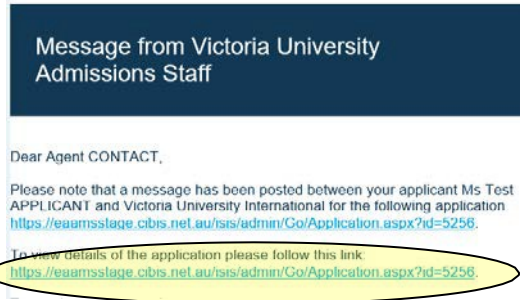
Offer	Requested By / Requested On	Location of Evidence	Status
Offer #1	Agent Contact (VU Test Agency) / 02-Oct-2019 02:27	Evidence was previously attached	Pending review

Next steps after a Review is requested

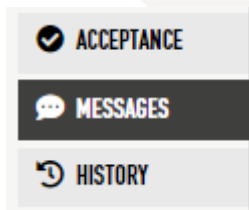
Once the VU Admissions team has reviewed the documents, they will either:

- OR
- a. **Issue a full offer.** Follow the steps in the Full Offers section to accept the offer.
 - b. **Add a message to the application** indicating that further steps are required to meet all the restrictions. In this case, follow the steps below:

86. You will receive an email notifying you there is a new message to view. Click on the **link** to view the application in EAAMS. Make sure that you **login to EAAMS before clicking the link** so that you are automatically directed to the 'Edit Application' page.



87. Then click on the **Messages** tab:



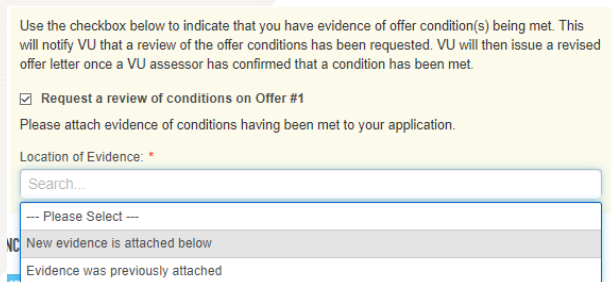
88. Scroll down to the **Message History** section to read the messages (the most recent message is at the top of the list).

Message History

Entered On	Entered By	Message
24-Nov-2017 11:09	VU Staff	Example message.
24-Nov-2017 10:47	VU Staff	Thank you for supplying the English test results, this condition has been reviewed. However, before the application can be moved to unconditional offer, you must organise a suitable time with a member of the GTE Interview. Please organise a suitable time with a member of the GTE Interview. Thank you.

You can respond to the message in two ways:

- OR
- a. **Collect the additional documents** or other evidence required to fulfil the remaining Offer Conditions. Follow the steps in the Submit Evidence and Request a Review section to attach them to the application and request another Review.
 - b. **Request another review if** you think that all of the required documents have been attached but something may have been overlooked. In this case, go to the **Acceptance** tab and follow the steps below:



89. Scroll down to the Request a review of conditions checkbox. Click the checkbox and select the **Evidence was previously attached** option from the drop down list.
90. Go back to the **Messages** tab and leave a **detailed** message for the VU Admissions team using the **Messages** text box.
91. Select the **Send email notification to** so that an email is sent to alert the VU Admissions team.
92. Click **Save Changes** to send the review request.

MESSAGES

Message:

If you enter text below, the new message is recorded when you save this Application.

Hi Admissions team,
Please review the conditions of the offer.]

Send email notification to:

Admission Staff

SAVE CHANGES

DECLINE OFFER

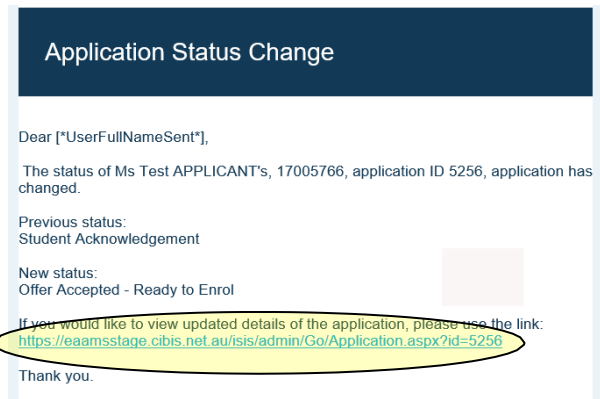
CANCEL

Accessing the electronic Confirmation of Enrolment (eCoE)

Once a Full Offer has been accepted (refer to the Full Offers section), VU Admissions Staff will create an electronic Confirmation of Enrolment (eCoE) certificate for each of the courses in the offer. .

Follow these steps to access the eCoE certificate(s) within EAAMS, along with instructions on the next steps to be taken by the applicant.

93. Once you have received the 'Application Status Change' email advising the new status of 'Offer Accepted - Ready to Enrol', click on the link provided to access the application. Make sure that you login to EAAMS before clicking the link so that you are automatically directed to the 'View Application' page.

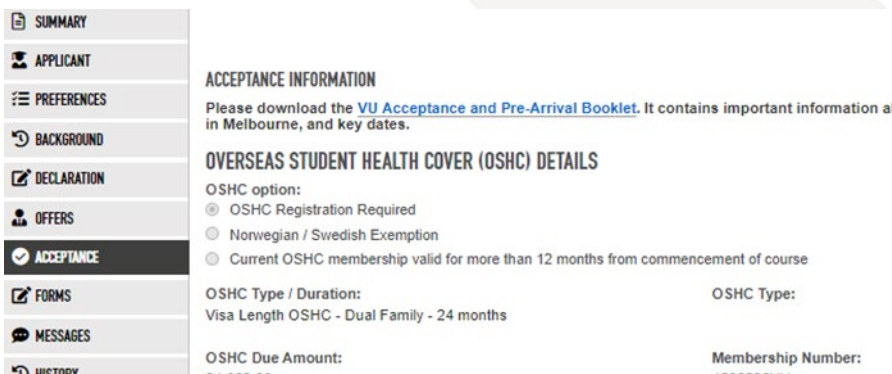


94. Go to the **Acceptance** tab.



Scroll down to the **Acceptance Information** section where you will find links to the eCoE certificate(s) and the VU Acceptance and Pre-Arrival Booklet.

95. **VU Acceptance and Pre- Arrival Booklet link**



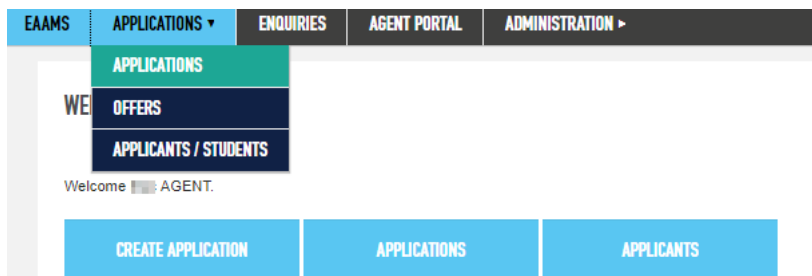
96. **eCoE certificate link**



NOTE: For Packages, each course component has its own CoE.

Searching for Applications Manually (Browse Applications)

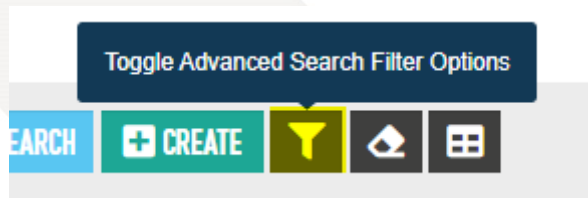
Although emails are sent to prompt users to log in and review applications, applications can be searched and located in EAAMS manually.




Click on the **Applications** option in the Menu Bar. Once the sub-menu appears, click on Applications.

The Browse Applications page will then appear.

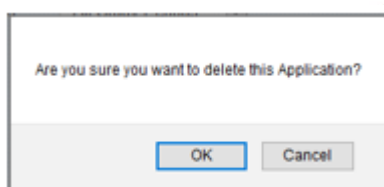
Click the filter button to show the filtering options:



 Changes cannot be made to the Application. The Application is either locked for assessment or no further changes can be made.

 Changes can be made to the Application. Use the action buttons in the application to Save Changes or send the application back to the VU admissions team for further assessment.

 Application is **permanently deleted** if you click 'OK'.





Drop-down boxes can be used to help reduce the list of applications.






The screenshot shows a complex filter interface with the following sections:

- Search and Filter Management:** Includes a search bar, a 'SEARCH' button, a 'CREATE' button, and a 'SELECT A SAVED FILTER OR CREATE A NEW ONE' dropdown. Below this is a 'SAVED FILTER MANAGER' section with a '(Click to expand)' link.
- Application Form:** A dropdown menu set to 'All Application Forms'.
- Application Status:** A dropdown menu set to 'All Application Statuses'.
- Is Conditional Offer:** A dropdown menu set to 'No filter'.
- Is Condition Review Pending:** A dropdown menu set to 'No filter'.
- Admission Year:** A dropdown menu set to 'All Years'.
- Commencing Study Period:** A dropdown menu set to 'All Study Periods'.
- Agent Group / Branch:** A text input field.
- Institution:** A text input field.
- Date Of Birth:** A date selector with 'None' checked, '01' and 'Oct' as month/day options, and '2019' as the year.
- Applicant Details:** A text input field.
- Country of Application:** A dropdown menu set to 'All Countries'.
- Has a Loan:** A dropdown menu set to 'Don't Filter by Loan'.
- Has a Study Scholarship:** A dropdown menu set to 'Don't Filter by Study Scholarship'.
- Has Host Application been Sent to Host Institution:** A dropdown menu set to 'Don't Filter by Sent to Host'.
- Has Host Application been Accepted by Host Institution:** A dropdown menu set to 'Don't Filter by Accepted by Host'.
- Has Attended Pre-Departure Sessions:** A dropdown menu set to 'Don't Filter by Pre-Departure'.
- Invoice Status:** A dropdown menu set to 'All Invoice Statuses'.
- OSHC Premium Status:** A dropdown menu set to 'All Payment Statuses'.
- Application Created From:** A date selector with 'None' checked, '01' and 'Oct' as month/day options, and '2019' as the year.
- Application Created To:** A date selector with 'None' checked, '01' and 'Oct' as month/day options, and '2019' as the year.
- Last Status Change From:** A date selector with 'None' checked, '01' and 'Oct' as month/day options, and '2019' as the year.
- Last Status Change To:** A date selector with 'None' checked, '01' and 'Oct' as month/day options, and '2019' as the year.
- Checkboxes:** 'Show Date of Birth', 'Show Home Institution', 'Show Region', and 'Show OSHC Premium Status' are all unchecked.
- Buttons:** 'SEARCH' and 'RESET' buttons are located at the bottom.

Text boxes can be used to search based on agent, institution or applicant details (name or Student ID Number). In each case, you can enter full or partial details.

You can reset your filters at any time using the reset buttons:  OR 

Example: if you enter '1234' all Student ID Numbers that contain these numbers (grouped together) will be found.

Applicant	Student ID	Application Form / Commencing Study Period	Application Status	Submitted On	Actions
TESTING, Offer	461	Int / Research Period 2, 2019	With Admission Officer	01-Oct-2019 11:44	
TEST, Vue	46282	ELICOS / Term 9, 2019	Offer Accepted - Ready to Enrol	01-Oct-2019 10:41	
APPLICANT, Test	17005	ELICOS / Term 8, 2019	Data Entry		 
EL SAADI TEST,	19006	Int / Term 9, 2019	Data Entry		 

Once the application of interest is found, use the action buttons to View, Edit or Delete it.

EAAMS Support - Contact Details

System Administrator:

E-mail: admininstrator.EAAMS@vu.edu.au

Web Address: <https://eaams.vu.edu.au/isis/admin>

Assistance with applications (do not send application documents or information to this address):

Email: international@vu.edu.au