



IMPORTANT NOTICE

The Simplified Student Visa Framework (SSVF) was introduced by the Department of Immigration and Border Protection (DIBP) on 1 July 2016.

Since the introduction of the SSVF, the DIBP at the Australian Consulate General (ACG) in Ho Chi Minh City (HCMC) has been applying a flexible approach to incomplete or poorly documented applications to allow for Agents and clients to adjust to the new programme and mandatory online lodgement.

In the lead up to the new school year in Australia and in anticipation of the peak processing period, DIBP must look to streamline processing to deliver timely outcomes for Agents and clients and ensure students meet course commencement dates.

Under the Migration Act 1958, visa applications may be decided on the basis of available information. Therefore, it is important that applications contain all requested information at time of lodgement.

From **1 October 2016**, where incomplete Student visa (Subclass 500 or 590) applications are received it should not be assumed that case officers will contact you to request further information or seek clarification regarding the application as this results in delays to processing.

In instances where poorly documented visa applications are received it should be expected they could be refused.

The following **Frequently Asked Questions (FAQs)** may assist you to lodge complete applications and better understand online lodgement.

How do I lodge a 'complete' application?

As an Agent it is expected that you have the requisite knowledge and skills to prepare a complete application.

Separate to the 'Document Checklist Tool' on the Border website we have developed the country specific 'Application Checklists' for Vietnamese and Laos students which can be found on the ACG website in HCMC: [Application Checklists](#)

Please download the relevant checklist and upload it to your client's visa application through ImmiAccount to ensure all required supporting evidence is provided at the time of application.

How do I lodge online?

Online using ImmiAccount - <http://www.border.gov.au/immiaccount>

For further information including where to find help, **please see:** [Online visa lodgement](#)

Do I need to upload certified copies of documents or originals?

Unless certified copies are specifically requested in the application checklist, please scan and upload **original** documents in **full colour**.

Do I need to translate Vietnamese documents?

All non-English documents uploaded with your application must also have a certified English translation - **unless** otherwise specified in the application checklist. If documents require certification they must be authorised by the local authority in Laos or Vietnam.

In Australia, documents may be certified by a person before whom a statutory declaration may be made under the Statutory Declarations Act, 1959. See: [Statutory declarations](#)

Should I upload each document as an individual file?

To assist the processing office it would help if documents were uploaded in accordance with the application checklist.

Where multiple documents may be required to satisfy a particular visa criteria please upload these documents as **one** file, for example:

Student visa applicants under 18 years of age	
<p>If you are under 18 years of age, and intend to travel without one or both their parent(s) or legal guardian(s) please provide the following:</p> <p>Parental Consent</p> <ul style="list-style-type: none"> • An original letter signed by any non-accompanying parent(s) or legal guardian(s) consenting to the grant of the visa. This letter must clearly state the child’s name, name of the consenting parent(s)/guardian(s), and consent for the child to travel to Australia with the person accompanying them certified by the local authorities, or • A court order from Australia, Laos or Vietnam permitting the removal of the child, and • Evidence of National Identity Card of both parents. <p>Note: no English translation required for Vietnamese national.</p>	

In this scenario there may be up to 3 documents required (refer bullet points). It would be helpful if all of these documents are uploaded and titled ‘Parental Consent’ in ImmiAccount. Similarly, if you were addressing ‘evidence of funds’ under Financial Evidentiary requirements, all documents provided to support the applicant’s evidence of funds should be uploaded together.

Should I also email or send hard copies of documents to the ACG in HCMC?

Once the online application is complete and all supporting documentation has been attached, **please do not** send hard copies of documents, email documents or contact the processing office in Vietnam to ask if the documents have been received.

This takes time away from processing and may cause delays to the outcome of your visa application.

If I have provided documentation in respect to a visa requirement and the case officer is not satisfied that the requirement is met, will I be invited to provide further information before a decision is made?

It is always open to the case officer to request further information from an Agent to help them in their assessment of the visa application. This would particularly be the case if they were unclear about the meaning of information before them.

However, if the case officer was satisfied that they understood what was being presented, it is not anticipated that they would provide the Agent with an opportunity to supplement that submission. It would be expected that the case officer move straight to a decision.

This emphasises the importance of ensuring initial submissions address legislative and policy requirements.

If the application is refused will my client receive a Visa Application Charge refund?

Generally no; only if there has been Departmental error would a refund be considered. A failure to meet legislative requirements for the visa would not satisfy the refund requirements.