

We require all new and prospective education agents to abide by the Education Agent Code of Conduct as detailed below.

This code of conduct will form part of your agreement to be a recognised and authorised education agent acting for and on our behalf.

Each registered and authorised education agent shall receive updated information including an orientation into the institute and induction into the policies and procedures relevant to their role as a registered and authorised education agent.

**AUTHORISED AND REGISTERED EDUCATION AGENTS** are to:

- Ensure all marketing activities relating to our College and courses are accurate and transparent. (We will monitor your website regularly);
- Attend regular face to face meeting or telephone meetings;
- Discuss any marketing activities;
- Act in the students' best interest;
- Collect student feedback regarding support received from their registered and authorized education agent;
- Engage in smooth communication between the college, registered and authorised education agent and student;
- Have read the Australian International Education and Training Code of conduct and agree to abide by this standard
- Recruit prospective students to undertake courses in accordance with our policies;
- Provide prospective students with any necessary information required under the ESOS Act; and
- Assist in completing and submitting application forms, to ensure that all required documentation is submitted.

**AUTHORISED AND REGISTERED EDUCATION AGENTS WILL NOT:**

- Engage in dishonest practices;
- Engage in false or misleading recruitment practices;
- Provide immigration advice where not authorized under the Migration Act 1958;
- Facilitate the enrolment of student who the registered and authorized education agent believes will not comply with the conditions of his or her student visa;
- Give false or misleading information relating to course fees payable or acceptance into a course;
- Recruit or attempt to recruit a prospective student who the registered and authorised education agent knows to have engaged the services of another representative;
- Submit an application on behalf of a student if the registered and authorised education agent is aware the prospective student has applied to other education providers;
- Misrepresent agent commission as a part of the tuition fees, and
- Collect course tuition fee on our behalf.

**WE WILL:**

- Maintain registration as an RTO and CRICOS registration.
- Maintain registration of its courses on CRICOS in accordance with all relevant regulations and requirements
- Maintain compliance under the ESOS Act, National Code 2018 and the Standards for Registered Training Organisations (RTOs) 2015.
- Provide all registered and authorized education agents with up to date information including course fees, course duration, and special promotion via mail or email;
- Provide quality training and assessment across all courses;
- Assist student to adjust to study and life in Australia as well as provide welfare officers at the college and external support provided to students on request; and
- In the case where a student extends their course of study and if the registered and authorised education agent has engaged their services to extend the student's enrolment and forwarded the extension to commission will be paid accordingly.

**COMMUNICATION WITH US AND OUR STUDENTS**

To enable concise, timely and open lines of communication with Students and our business, registered and authorized education agents are to ensure timely and accurate communications, through letters, emails and telephone in addition to utilising their website for communicating, up-to-date information.

**CONFIDENTIALITY:**

We comply with the Privacy and Personal Information Protection Act 1998; the registered and authorized education agent must keep all information provided to them confidential, including student information and the terms of this agreement.

**DISCRIMINATION AND EQUAL OPPORTUNITY**

Registered and authorized education agents are not to tolerate any unlawful form of harassment, discrimination or victimisation.

For further information please refer to the:

- Disability discrimination act 1977
- The racial discrimination act 1975
- The sexual discrimination act 1984
- The anti-discrimination act 1991

**REFUND POLICY:**

- If a student's visa application is refused by Border Force and the student supplies written notification, all prepaid commission has to be refunded to us within two (2) weeks.
- If a student withdraws from a course and supplies us with written notification of more than 28 days before the course commencement date, all prepaid commission has to be refunded to us within two (2) weeks.