

Education Agent Policy & Procedure

1. Policy

- 1.1 The College takes all reasonable measures to ensure its education agents are knowledgeable of Australia, Canberra, the College's facilities, courses, services, training and assessment methods and other details impacting student's studies.
- 1.2 The College takes all reasonable steps to ensure that it only engages and continues to work with education agents who operate with honesty and integrity.
- 1.3 The College enters into a written Agent Agreement with each education agent it engages to formally represent it. The Agent Agreement specifies the responsibilities of the education agent and the College and the need to comply with the requirements as set out in the National Code of Practice 2017 Standards 1-4. The agreement includes:
 - processes for monitoring the activities of the education agent, including where corrective action may be required
 - termination conditions.
- 1.4 The Agent Agreement outlines the roles and responsibilities of each party.
- 1.5 The College ensures that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 – Marketing information and practices of the National Code of Practice 2018.
- 1.6 The College does not accept students from an education agent or enter into agreement with and education agent; if it knows or reasonably suspects the education agent to be:
 - engaged in, or to have previously been engaged in dishonest practices; this includes behaviour which relates to standard 7 - Transfer between registered providers
 - facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
 - using PRISMS to create a CoE for other than a bona fide student
 - providing immigration advice where not authorised under the Migration Act 1958 to do so (ie where the agent is not a registered migration agent).
- 1.7 Where the College has an Agent Agreement with an education agent and becomes aware or suspects that the education agent is engaged in dishonest activity, the College terminates the agreement with the education agent. However, where an individual employee or subcontractor of the education agent was responsible for the conduct and the education agent has terminated that relationship then the College does not have to terminate the Agent Agreement.
- 1.8 The College takes preventive action as soon as it become aware that education agent is being negligent, careless or incompetent or is engaged in false, misleading or unethical conduct and recruitment practices.
- 1.9 This policy and procedure is applied to education / student recruitment agents who recruit international students on behalf of the College. This policy is implemented in compliance with the requirements of the National Code of Practice 2018 Part B, Standards 1, 2, 3, 4 and 7.

- 1.10 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.

Procedure

2. Agent Recruitment

- 2.1 The interested individuals/organisations submit the application form for becoming education agents for the College.
- 2.2 The CEO acknowledges the application and checks the application details for accuracy, correctness and adequateness. During this period, CEO can use various methods e.g. communicating with other providers and students.
- 2.3 A recommendation is then made to the CEO. The CEO will determine whether or not the College enters into an agreement with each applicant. Where the College chooses to not enter into an agreement with an applicant, that applicant will be notified as such in writing within 14 days of receipt of the application. A reason for the decision must be stated on the notification. Where an application is accepted, a written agreement will be produced and distributed.
- 2.4 the College refuses applications, if we identify and / or suspect that the applicant has:
- engaged in, or to have previously been engaged in, dishonest practices; this includes behaviour which relates to Standard 7 -Transfer between registered providers
 - facilitated the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
 - used PRISMS to create a CoE for other than a bona fide student
 - provided immigration advice where not authorised under the Migration Act 1958 to do so (i.e. not a registered migration agent).
- 2.5 Any required information can be requested and obtained from the agent using various communication mediums such as fax, email, snail mail etc.
- 2.6 After the CEO is satisfied with the application, the Agent Appointment Checklist is completed, and the College enters into a written Agent Agreement with the agent.
- 2.7 If the decision is to issue an Agent Agreement, 2 copies of the Agent Agreement will be sent to the agent with a letter instructing the agent to sign and return both copies.
- 2.8 When both of the signed copies of the Agent Agreement are received, the agreement is then signed on behalf of the College and 1 copy is returned to the agent along with certificate of representation and promotional material.
- 2.9 The newly appointed agent's information is then entered into the database and documents uploaded.
- 2.10 The remaining copy of the agreement is retained for the agents file; the Agent Agreement is valid for 1 year and will be reviewed periodically (see agent monitoring).
- 2.11 In the event of legislative changes which affect the relationship between the College and the Agent an Agent Agreement Update Information Form is sent to the agent and must be completed and returned along with a copy of the agents current Business Profile.

2.12 Once the required documents are received an updated the College Agent Agreement will be sent to the agent, to be signed and returned to the College as per the above procedure.

2.13 Written agreements with Education Agents:

- specify the responsibilities of the education agent and the college and the need to comply with the requirements in the National Code of Practice 2017.
- include processes for monitoring the activities of the education agents
- detail means of dealing with agents suspected of being negligent, careless or incompetent or engaged in false, misleading or unethical advertising and recruitment practices
- specify termination conditions.
- the jurisdiction of the agreement.

2.14 All Agent applications are to be kept on file.

2.15 The College informs all agents, via the Agent Agreement, of the requirement to share education agent details and documentation held by the College with the regulatory bodies, including National VET Regulator, ASQA, Department of Education & Training and the Department of Home Affairs.

3. Material Distribution

3.1 On entering into Agent Agreements, agents must complete an induction program that includes them being provided guidelines on enrolment procedures and the pre-enrolment information that must be provided to all students in a timely manner. A review by the agent of the Australian International Education and Training Agent Code of Ethics will take place as part of this induction. Agents must agree to operate in accordance with the Code of Ethics at all times when performing recruitment activities on behalf of the College.

3.2 Accurate and current materials that address the National Code of Practice 2018 standard 1 requirements are forwarded to agents for counselling prospective students. Materials include:

- International Student Handbook
- Enrolment form
- Course information
- College policies and procedures
- Information on studying and living in Canberra, Australia
- Indicative costs of living
- English language requirements
- Entry requirements
- Enrolment process
- Student visa information
- Student support services (internal and external)
- Students rights and responsibilities

- 3.3 The CEO forwards education agents updated information as required. This is done in writing; either by email or post, and a copy of all such notifications are retained on file. Agents are required to acknowledge receipt of the notification and acknowledgements are retained with the copy of the original notification. Agents are notified of alterations or updates to College marketing materials within 14 working days of the alteration / update taking place.
- 3.4 Updated marketing material is distributed within 14 days of the update in sufficient volumes for the Agent to replace existing stock.
- 3.5 Where pre-enrolment information is provided to agents, including any and all updated information, agents are required to confirm receipt of the updated material. Where the material has been sent to the agent electronically, an email confirmation is requested. Mailed materials may have their receipt confirmed by post or email. Any receipt must acknowledge that the all former materials will no longer be used and will be immediately replaced with the new materials. It is the responsibility of the CEO to ensure such receipts are collected. All confirmations of receipt of materials must be stored in the agent's file.

4. Agent Monitoring

- 4.1 A register of Agent Agreements is maintained along with dates of expiry.
- 4.2 The CEO reviews this to identify Agent Agreements that are due for renewal.
- 4.3 Only after the satisfactory outcome of monitoring activities are Agent Agreements considered for renewal.
- 4.4 The CEO will renew Agent Agreements if the outcome of monitoring is satisfactory.
- 4.5 Detailed information is provided to the agent regarding all courses offered and entry requirements of the College and any affiliated institutions or providers. The agent is also directed to become familiar with the College website and to direct all prospective students to the College website for essential pre-enrolment information.
- 4.6 Training is provided to Agent staff whether the agent is onshore or offshore. Where the agent has an office onshore, the agent's staff would be encouraged to attend the campus to view the facilities and receive training. Where an agent is located offshore the agent is provided with all updated marketing materials, brochures, pamphlets etc. and where possible receives training from suitable College staff. The agent will receive further training where required and is also kept up-to-date of any new or amended regulatory requirements.
- 4.7 All communication with agents is monitored via emails, telephone calls and Agent visits to ensure the agent is acting ethically, honestly, and consistently. If the agent is not acting in the aforementioned manner immediate corrective action is recommended.
- 4.8 Quarterly student surveys are conducted to determine the performance of the agent using the "Student Survey: Agent Performance" which is given to a random selection of students to ascertain if the pre-enrolment information that the agent has given to the students is correct. If the agent is found to be providing incomplete or misleading information on more than one occasion, the College will inform the agent in writing of the breach of agreement and the corrective action that will be required to be taken. The performance results from the 'Student Survey: Agent Performance' is retained in the agent's folder. Other methods may be used to determine agent performance such as interviews with students and informal discussions.
- 4.9 Every year the College reviews all data and information collected regarding each agent to ensure the agent has met their obligations under the Agent Agreement. Based on this information the College will decide whether to continue the Agent Agreement with the agent.

5. Termination

- 5.1 If the College becomes aware or suspects that an education agent or an employee or subcontractor has not fulfilled their roles and responsibilities as indicated in the education Agent Agreement, the College will take immediate corrective action which may lead to the termination of the Agent Agreement.
- 5.2 If the College becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the College will immediately terminate its Agent Agreement with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- 5.3 The CEO will investigate the situation by contacting the agent, student and College staff to collect relevant information.
- 5.4 Once all relevant information is collected it will be reviewed by the CEO in relation to how the College expects agents to perform as identified in the Agent Agreement.
- 5.5 If the agent is found to be or is reasonably suspected to be acting in a manner as outlined in the termination conditions in the Agent Agreement, the Agent Agreement will be cancelled, and the agent notified in writing.
- 5.6 The College makes judgements based on the information gathered.
- 5.7 Any judgements of unethical or dishonest activities are made by the CEO.
- 5.8 Agreements are terminated in writing within 14 days of the College becoming aware of the agent's engagement in unethical or dishonest activity. The termination has immediate effect.
- 5.9 Any collected evidence of engagement in unethical or dishonest activities by agents and minutes of meetings noting relevant discussions are retained on file by the CEO.
- 5.10 Copies of all terminated agreements are retained on file by the CEO.

Documents to be employed when implementing this policy and procedure:

- Agent application form
- Agent reference checks
- Company profile
- Certification
- Agent Agreement
- Marketing materials
- Education Agent checklist
- Pre enrolment information

Revision history

Revision Date	Comment	Revised by
22 May 2019	Policy and procedure created	CEO
7 June 2019	Formatting changes	EO - AM
22 Sep 2020	Formatting changes	EO - NR