

## Education Agent Application Form

1. COMPANY/AGENCY INFORMATION			
<b>Company Name</b>		<b>Trading Name</b>	
<b>Overseas Registration Number</b>			
<b>ABN (If Available)</b>		<b>ACN (If Available)</b>	
<b>Type of Legal Entity:</b>	<input type="checkbox"/> Sole Trade <input type="checkbox"/> Company Trust <input type="checkbox"/> Partnership <input type="checkbox"/> Other		
<b>MARA/Overseas Agent ID or other ID</b>			
<b>Sector that you promote:</b>	<input type="checkbox"/> VET <input type="checkbox"/> English <input type="checkbox"/> Higher Education <input type="checkbox"/> University		
<b>Year Founded:</b>		<b>Years as an Education Agent</b>	
<b>Organizational Chart:</b>	<input type="checkbox"/> Yes (if available, please attach) <input type="checkbox"/> No	<b>Business Profile:</b>	<input type="checkbox"/> Yes (if available, please attach) <input type="checkbox"/> No
<b>Description of your major Business activities:</b>			
<b>Details of any memberships, professional associations and/or network groups:</b>			

Director and Key Employees	
<b>First Person (Director)</b>	
<b>Agency/Business Name:</b>	
<b>Given Name:</b>	<b>Family Name:</b>
<b>Position held:</b>	<b>Phone:</b>
<b>Qualification and prior experience:</b>	
<b>Email:</b>	<b>Mobile:</b>
<b>Second Person (Key Point of Contact/Employee)</b>	
<b>Agency/Business Name:</b>	
<b>Given Name:</b>	<b>Family Name:</b>

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<b>Position held:</b>		<b>Phone:</b>
<b>Qualification and prior experience:</b>		
<b>Email:</b>		<b>Mobile:</b>

Agency Details		
<b>Email:</b>		<b>Mobile:</b>
<b>Company Website:</b>		
<b>Company Fax:</b>		
<b>Main Office Address:</b>		

2. COMPLIANCE REQUIREMENTS:		
2.1. Have many of your employees or subcontractors completed the Australian Education Agents Training Course (AEATC)?	<b>Yes</b>	<b>No</b>
<b>If NO</b> , Will they complete this online training course when requested to do so on behalf of City College's Agreement Terms?	<b>Yes</b>	<b>No</b>
<b>If YES</b> , please advise how many:		
<i>NOTE: This course is available at: <a href="https://www.icef.com/academy/courses/education-agent-training-course-eatc/">https://www.icef.com/academy/courses/education-agent-training-course-eatc/</a></i>		
2.2. Do you and your relevant employees and subcontractors, have sound knowledge and understanding of the requirements of the Education Services for Overseas Students ESOS Act (2000) and the National Code (2018), as an Education Agent?		
2.3. Do you regularly monitor the Department of Home Affairs (DoHA) website <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> and the Department of Education website <a href="http://www.education.gov.au">www.education.gov.au</a> ?	<b>Yes</b>	<b>No</b>
2.4. Do you understand that City College requires its Education Agents to declare in writing and take reasonable steps to avoid conflicts of interest with its duties as an Education Agent?	<b>Yes</b>	<b>No</b>
2.5. Do you understand that students coming to Australia on a student visa must have a primary purpose of studying and must study full time?	<b>Yes</b>	<b>No</b>
2.6. Are you prepared to comply with the requirements of City College regarding advertising, course materials and application pros provide accurate information to students?	<b>Yes</b>	<b>No</b>
2.7. Are you prepared to use material supplied by City College to promote our courses?	<b>Yes</b>	<b>No</b>
2.8. Please list the main responsibilities of Education Agents under the National Code.		

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2.9. Briefly explain how you will ensure compliance with these obligations.			
2.10. Do you have a representative in Australia? If so, please provide the details below:			
<b>Company Name</b>			
<b>Business Address</b>			
<b>Company/Business Reg. No.</b>		<b>Email:</b>	
<b>Phone No.</b>		<b>Mobile No.</b>	
<i>Please note, if anything changes within your business that would affect your registration with City College, you are required to notify City College within 20 working days.</i>			
Details of any/all relevant International recruitment training undertaken to date:			
Has the company or any individual within the company ever been involved in past, pending, threatened or potential litigation, arbitration, administrative actions or other disputes?			YES
			NO
If Yes, Please provide details:			
Number of students that your agency has referred to Education Institutions within Australia over the past 2 years and in which subject/qualification area?			
Please list the popular courses amongst your prospective students:			
How do you intend to promote City College in your Agency?			
Has your office received any student visa refusals?			YES
			NO

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If yes, please provide reasons:		
How many students do you intend to recruit to City College within each year?	YES	NO
<b>No of staff in Company:</b> <input type="text"/>		
Services provided to students:		
Number of offices (locations): If you have other office(s).		
Do you recruit students to countries other than Australia, if yes, please list them below?		
Do you represent other educational institutions in Australia? If yes, please list below:		
Have you worked as OR with sub agents?	YES	NO
If Yes, what is the name of the agency?		

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### 3. REFERENCES (MINIMUM 3 TO BE PROVIDED)

List three (3) relevant referees including at least One that must be from an Educational Institute in Australia.

#### Reference 1

Contact Name(s):

Organization:

Position:

Email:

Phone:

Address:

#### Reference 2

Contact Name(s):

Organization:

Position:

Email:

Phone:

Address:

#### Reference 3

Contact Name(s):

Organization:

Position:

Email:

Phone:

Address:

**\* Please forward a copy of your Agency/Business Profile with this Education Agent Application Form**

### 4. ACKNOWLEDGEMENT AND DECLARATION

Please Acknowledge and confirm that you have accessed the following websites and the listed documents below including, but not limited to: the ESOS Act, the National Code 2018, The NVR Act, the Standards for RTO's 2015, and the AIETC – Agent Code of Ethics:

YES

NO

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**E:** info@citycollege.edu.au

**W:** www.citycollege.edu.au

**T:** +61 497 834 448

**ABN:** 66 114 139 570

- The ESOS Act 2000 located at: [Education Service for Overseas Student Act 2000](#)
- The National Code 2018 is located at: [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- The Migration Agent Regulations 1998 is located at: Migration Agents Regulations 1998
- The Australian International Education and Training - Agent Code of Ethics (ACE) is located at: [Agent Code of Ethics](#)
- City College Pty Ltd website is located at: <http://www.citycollege.edu.au>
- Department of Home Affairs is located at: <https://www.homeaffairs.gov.au/>
- Department of Education is located at: <https://www.education.gov.au/>
- Study in Australia is located at: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Code of Practice for Providers of Education and Training to Overseas Students 2018?	YES	NO
Have you listed and agreed to the main responsibilities of Education Agents under the National Code 2018 above?	YES	NO
Please confirm what your understanding of – “What is the PRIMARY purpose/requirement of an International student coming to Australia on a student study visa” AND what is the minimum amount of study hours required of a student on an Australian study visa?		
Do you understand and agree that you must not make any guarantees about achieving residential status in Australia? <i>Note: You can refer students to the appropriate Department websites for their further consideration</i>	YES	NO
Are you prepared to comply with all requirements of City College Pty Ltd regarding advertising and use of course material, the College student enrolment application procedures and to only provide accurate and current information to students?	YES	NO
Are you prepared to ensure that only City College Pty Ltd supplied materials and/or information is to be used when marketing, promoting and/or advertising the College, its services and courses?	YES	NO

I am interested in representing City College Pty Ltd as an Education Agent and I agree to do so in an honest and professional manner.  
I agree to:

- Regularly monitor policies, regulations and changes to policies as reported on the Department of Home Affairs (DoHA) and [www.education.gov.au](http://www.education.gov.au) website.
- I have read the National Code 2018 and agree to adhere to the relevant Standards.
- I declare and take all reasonable steps to avoid conflicts of interest with my duties as an education agent of City College  
Examples of conflicts of interest include, but are not limited to:
  - When the agent charges services fees to both overseas students and City College for the same service.
  - Where an education agent has a financial interest in City College; or
  - Where an employee of an Education Agent has a personal relationship with an employee of City College.

***Please attach a separate sheet to disclose any conflicts of interests***

- I declare that I have read **AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING - Agent Code of Ethics** which is attached below with this application.

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<b>Applicant's Full Name</b>			
<b>Applicant's Signature</b>			
<b>Applicant's Position/Role</b>		<b>Date</b>	

**Please forward the above completed Education Application Form and all supporting documentation to:**

City College Pty Ltd	
<b>Marketing Manager:</b>	Saud Parekh
<b>Address:</b>	Suite 2/150 Adelaide Terrace, Perth, 6004
<b>Phone No.</b>	+61 497 834 448
<b>Email:</b>	<a href="mailto:marketing@citycollege.edu.au">marketing@citycollege.edu.au</a>

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## AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING

### Agent Code of Ethics

#### Introduction

Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The *Agent Code of Ethics* (ACE) is a critical component of this framework and provides a guide to the expected professional behavior of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. The ACE builds on the London Statement's ethical framework and provides a set of Australian specific 'Standards' for Australia's education agents. The ACE also aims to support Australia's education and training providers to meet their obligations under the National Code.

#### Purpose

The *Agent Code of Ethics* aims to:

- Outline the principles and expectations of fair and ethical conduct of Australia's offshore and onshore education agents
- Foster best practice among education agents to assist them to provide quality services to potential and existing international students and partner providers
- Provide assurances on the quality and standard of services provided by education agents recruiting into Australia
- Build on Australia's globally recognized international education and training quality systems to further enhance the reputation of Australia's education system.

#### Australian International Education and Training

Australia's international education and training provides a holistic approach across the sector to ensure the highest quality outcomes for everyone. Agent quality is one component of a comprehensive and integrated quality system.

#### Education Agent Code of Ethics

Australia's Education *Agent Code of Ethics* is based on three core elements of:



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1. The London Statement's Ethical Framework
2. The London Statement's Principles
3. Australia's Education Agent Standards

<https://internationaleducation.gov.au/International-network/Australia/policyupdates/Documents/Australian%20International%20Education%20Peak%20Bodies%20Support%20for%20the%20London%20Statement%20Signed%20Version.pdf>

## 1. Ethical Framework

The Australian Education and Training Sector expect education agents to adhere to seven ethical principles, as outlined in the London Statement, that are supported by an underlying ethical framework of:

- **Integrity** – being straightforward and honest in all professional and business dealings;
- **Objectivity** – not allowing professional judgment to be compromised by bias or conflict of interest;
- **Professional competence and due care** – maintaining professional knowledge and professional service, and acting diligently;
- **Transparency** – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;
- **Confidentiality** – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- **Professional behavior** – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and
- **Professionalism and purpose** – acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognizing that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).

## 2. Principles

The London Statement Principles promote best practice among education agents and consultant professions that support international students. The Statement of Principles is a unifying set of understandings for the recruitment of students in international education that serve to promote best practice among education agents and consultants. The seven principles are:

### Principle 1: Agents and consultants practice responsible business ethics

- Avoiding conflicts of interest
- Observing appropriate levels of confidentiality and transparency
- Acting professionally, honestly and responsibly
- Refraining from being party to any attempt by students or others to engage in fraudulent visa applications
- Acting in the best interests of the student at all times
- Declaring conflicts of interest
- Being transparent in fees to be paid by students and commissions paid by providers
- Providing clear avenues for handling complaints and resolving disputes
- Complying with relevant laws and regulations.

### Principle 2: Agents and consultants provide current, accurate and honest information in an ethical manner

- Providing realistic and appropriate information that is tailored to the individual student's

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circumstances, particularly in relation to language skills, capacity to pay and level of study.

- Specifying the rights and responsibilities of the student in the country of destination
- Refraining from claiming a direct government endorsement or privileged relationship with a public official or member of the government where one does not exist; including for example the misuse of national brand logos
- Providing a registration number or other identifier on advertising material
- Using institutions' officially approved material in promoting providers with whom agents have an agreement.

**Principle 3: Agents and consultants develop transparent business relationships with students and providers through the use of written agreements**

- Signed by the student and the agent
- Signed by the provider and the agent
- Include information on the arrangements put in place by agents and consultants on behalf of the student, such as itemized payment schedules of fees and services, and refund and transfer policies
- Provide details on information provided under Principles 1 and 2, as a means of guiding agents and consultants to give appropriate information to students so that both students and agents understand what has been agreed to maintain student confidentiality
- Are archived in an appropriate manner so that the agreements can be made available to the student or an appropriate authority within a reasonable timeframe.

**Principle 4: Agents and consultants protect the interests of minors**

- Ensuring that the prospective student has adequate representation and support from a guardian and/or legal counsel during meetings with the agent or consultant and that this is recorded as informed consent before any money changes hands
- Ensuring that the client has the legal capacity to enter into any commitment
- Acting not only in accordance with relevant laws and regulations, but competently, diligently and fairly as befits dealings with minors.

**Principle 5: Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ**

- Providing information to students about the accreditations the agents have met, the training they have undertaken, the memberships they hold to professional associations or processes undertaken to become registered and accredited education agents and consultants
- Providing information about themselves that support comparison of qualifications and experience.

**Principle 6: Agents and consultants act professionally**

- Participating in training courses and professional development wherever possible
- Becoming members of professional associations and networks that promote and support best practice in the recruitment of international students.

**Principle 7: Agents and consultants work with destination countries and providers to raise ethical standards and best practice**

- Sharing information on best practice in the recruitment of international students by education agents and consultants.

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### 3. Standards

To ensure alignment and equity, Australia's Standards for international education agents mirror the requirements for education and training providers as outlined in the ESOS Act and National Code. The ACE provides a guide to the expected professional behavior of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. These Standards will be reviewed and updated to ensure continued relevance to the sector. The standards are:

Standard	Element
<b>Organizational Effectiveness</b>	<ul style="list-style-type: none"> <li>• Demonstrates effective organizational governance and appropriate ownership including a well-articulated strategic plan, policies and procedures.</li> <li>• Evidence of relevant and up-to date business licensing and or registration.</li> <li>• Discloses all relevant partnerships, affiliations and agreements are disclosed, including disclosure of sub agent representation agreements and a clearly articulated approach to managing these relationships is in place to ensure compliance with the ACE.</li> <li>• Offers assurance of the organization's financial integrity and financial systems.</li> <li>• Provides clear and transparent disclosure of recruitment practices and activities including countries serviced</li> </ul>
<b>Business Ethics</b>	<ul style="list-style-type: none"> <li>• Demonstrates agency and individual agent adherence to the ethical standards and principles of the ACE.</li> <li>• Discloses any past, pending, threatened or potential litigation, arbitration or administrative actions or other disputes against the agency, CEO or other relevant business associate.</li> <li>• Provides current, accurate and appropriate information to students and offers a commitment to not knowingly providing false or misleading information.</li> <li>• Demonstrates openness and disclosure of any incentives to any party that may influence the student's decisions.</li> </ul>
<b>Staff Capability</b>	<ul style="list-style-type: none"> <li>• Demonstrates effective human resource management practices are in place to ensure all employees and representatives are trained, informed and act in the best interests of clients at all times.</li> <li>• Demonstrates a strong working understanding the Australian education and training system, including all relevant legislation, regulations and information.</li> <li>• Completion of an Agent Training program and or other relevant education and training qualifications or programs.</li> </ul>
<b>Agency Recruitment Practices and Standards</b>	<ul style="list-style-type: none"> <li>• Implements considered and targeted marketing practices, and ensures honest and accurate communication resources are in place.</li> <li>• Provides appropriate, fair and considered counselling of students including assessing the student's willingness and ability to complete the courses, their understanding of course and provider requirements and awareness of realistic employment and pathway outcomes.</li> <li>• Demonstrates and articulates a clear and fair complaints and appeals process.</li> <li>• Offers transparent and clearly articulated fees and charges including a documented refund policy.</li> <li>• Ensures strict confidentiality of personal information and ensures this information is not shared with a third party unless consent is given.</li> </ul>

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### Australia's International Education Agent Code of Ethics - Overview

Ethics	Principles	Standards
<ul style="list-style-type: none"> <li>• <b>Integrity</b> - being straightforward and honest in all professional and business dealings;</li> <li>• <b>Objectivity</b> - not allowing professional judgment to be compromised by bias or conflict of interest;</li> <li>• <b>Professional competence and due care</b> - maintaining professional knowledge and professional service, and acting diligently;</li> <li>• <b>Transparency</b> - declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;</li> <li>• <b>Confidentiality</b> - respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;</li> <li>• <b>Professional behavior</b> – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and</li> <li>• <b>Professionalism and purpose</b> - acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognizing that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).</li> </ul>	<ul style="list-style-type: none"> <li>• Agents and consultants practice responsible business ethics.</li> <li>• Agents and consultants provide current, accurate and honest information in an ethical manner.</li> <li>• Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.</li> <li>• Agents and consultants protect the interests of minors.</li> <li>• Agents and consultants provide current and up-to- date information that enables international students to make informed choices when selecting which agent or consultant to employ.</li> <li>• Agents and consultants act professionally.</li> <li>• Agents and consultant's work with destination countries and providers to raise ethical standards and best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Agents and consultants comply with this framework and the ACE</li> <li>• Agency demonstrates robust organizational effectiveness</li> <li>• Agency demonstrates strong business ethics</li> <li>• Agency supports staff capability development and ongoing education</li> <li>• Agency demonstrates quality and effective recruitment practices and standards</li> </ul>

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