

## Education Agent Policy and Procedures

### 1. Purpose

This policy and procedure ensure that City College uses education agents with appropriate knowledge and understanding of the Australian international education industry, and that it does not use agents who are dishonest or lack integrity.

This policy and procedure will also ensure that intending students will benefit from the monitoring strategies of City College and their ability to terminate agreements with Education Agents who engage in false or misleading recruitment practices.

This ensures compliance with Standard 4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and Clause 4.1 Standards for Registered Training Organisations 2015

This policy and procedure cover the recruitment, management and termination of Education Agents and their compliance with City College's obligations under the ESOS Framework.

### 2. Related Documents

- Education Agent Application Form
- Education Agent Reference Check
- Education Agent Agreement
- Agent Student Feedback Survey Education
- Australian International Education and Training \_\_ Agent Code of Ethics

### 3. Relevant Legislation

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (ESOS) Act 2000
- The ESOS Regulations 2001
- The Migration Act 1958
- The Migration Agent Regulations 1998
- The Migration Regulations 1994

### 4. Scope

This policy applies to:

- All Education Agents of City College; and
- All staff involved in the recruitment and monitoring of the Education Agents for the City College.

### 5. Responsibility

The Marketing or Admin Staff is responsible for managing City College Education Agents.

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## 6. Definitions

Education Agent Agreement	A legal agreement between City College and the Education Agent outlining the obligations and responsibilities of all parties.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the Education Agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education Agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
International Student	A student studying in Australia on a student study visa.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DESE by registered providers.
Prospective International Student	A person who intends to become, or who has taken any steps towards becoming, a student - an 'overseas student' or 'intending overseas student' as defined by the ESOS Act.

## 7. Policy Provisions

### Principles

- 7.1** City College will enter into a formal written agreement that governs the appointment of Education Agents engaged to representing City College.
- 7.2** City College engages and manages agents to support the City College's recruitment objectives.
- 7.3** City College will not accept students from an Education Agent if it reasonably suspects that the Education Agent, their employee or sub-contractor:
- 7.3.1 Engaged in, or previously involved in dishonest practices, including the deliberate attempt to recruit a student, where it conflicts with National Code 2018, Standard 7.
  - 7.3.2 Facilitated the enrolment of a student who the Education Agent believes will not comply with the student visa conditions.
  - 7.3.3 Provided immigration advice where it is not authorised under the Migration Act.
- 7.4** City College will:
- 7.4.1 Select only reputable Education Agents

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- 7.4.2 Manage and monitor its Education Agents to ensure they act with honesty and integrity
- 7.4.3 Manage its Education Agents in a professional and responsible manner
- 7.4.4 Enter into a written agreement with each Education Agent, as per the *Education Agent Procedure*
- 7.4.5 Engage with its Education Agents to ensure they have up-to-date information on City College's courses and education services available to Prospective International Students
- 7.4.6 Maintain an accurate list of its Education Agents and enter and maintain the Education Agents' details in PRISMS and ASQAnet
- 7.4.7 Be responsible at all times for compliance with the ESOS Act 2000 and the *National Code 2018*
- 7.4.8 Provide adequate training and information for Education Agents, including their obligations under this policy, the written agreement and Australian migration laws
- 7.4.9 Monitor the Education Agents compliance with the written agreement, and
- 7.4.10 Terminate the written agreement if it becomes aware, or has reason to believe, the Education Agent is engaging in false or misleading recruitment practices.

## 8. Policy Information

Authorized Officer	CEO
Supporting documents, procedures & forms of this policy	<ul style="list-style-type: none"> <li>• Education Agent Policy &amp; Procedure.</li> <li>• Marketing Policy &amp; Procedure.</li> <li>• Education Agent Application Form.</li> <li>• Education Agent Student Feedback Survey.</li> <li>• Education Agent Reference Check.</li> <li>• Education Agent Agreement.</li> </ul>
Related Legislation and Codes of Practice	<ul style="list-style-type: none"> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018</li> <li>• Education Services for Overseas Students (ESOS) Act 2000</li> <li>• The ESOS Regulations 2001</li> <li>• The Migration Act 1958</li> <li>• The Migration Regulations 1994</li> </ul>
Audience	Public

## 9. Procedures

### 9.1 Education Agent Appointments

- 9.1.1 City College will enter into a formal written agreement that governs the appointment of Education Agents engaged to representing City College's.

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9.1.2 City College will not accept students from an Education Agent if it reasonably suspects that the Education Agent, their employee or sub-contractor:

- Engaged in, or previously involved in dishonest practices, including the deliberate attempt to recruit a student, where it conflicts with National Code Standard 7.
- Facilitated the enrolment of a student who the Education Agent believes will not comply with the student visa conditions.
- Provided immigration advice where it is not authorised under the Migration Act.

## 9.2 Education Agent Recruitment Procedure

### *Agent Application*

9.2.1 The Education Agent Contacts City College for an expression of interest to represent the City College.

9.2.2 The Education Agent completes the Application to become an Education Agent and sends it to the Marketing or Admin Staff, along with:

- Copy of business registration certificate
- Copy of Australian residency or work permit status (if onshore applicant)
- Copy of company profile, history and track record in recruiting students to Australia
- Information about their staff/team members

9.2.3 Copies of publications and promotional material, and/or any other supporting documentation

9.2.4 Supporting documents and/or information to support assessing their understanding of the Australian international education industry; its standards and regulations

9.2.5 Full contact details for three relevant Business references

### *Assessment for suitability*

9.2.6 The Marketing or Admin Staff assesses the application based on:

- The quality and sufficiency of the documentation provided by the agent, and
- The applicant's Business references feedback received

9.2.7 The Marketing or Admin Staff ensures that the Education Agent is informed, declares and will take all reasonable steps to avoid conflicts of interest with its duties as an Education Agent of City College's. Examples of conflicts of interest include, but are not limited to:

- When the Education Agent charges services fees to both overseas students and registered providers for the same service,
- Where an Education Agent has a financial interest in a private education provider, or
- Where an employee of an Education Agent has a personal relationship with an employee of the education provider.

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- 9.2.8 The Education Agent completes a Conflict-of-Interest Disclosure Statements to Marketing or Admin Staff for review and retention on the Education Agents file. The Marketing or Admin Staff will determine whether to accept or decline the Application, based on the conflict-of-interest report provided.
- 9.2.9 If the application from Education Agent is successful, it will be signed off by the CEO. The Marketing or Admin Staff will provide the Education Agent with a City College Education Agent Agreement, confirm to the agent that all marketing information and documentation is always up to date and accessible via the City College website or on request from the Marketing or Admin Staff and access to all relevant City College current marketing and promotional documents etc. including the City College International Student Handbook, course flyers, City College course intake dates and fees and charges and other marketing material that may assist the agent to represent City College.
- 9.2.10 An Education Agent file and Checklist is created by the Marketing or Admin Staff, and the Marketing or Admin Staff is responsible to ensure PRISMS and ASQAnet are updated to reflect the approved Education Agent.
- 9.2.11 If the application is incomplete, the Marketing or Admin Staff will advise the Education Agent that the application will not be processed until all required information is provided. The Education Agent will be reminded of the same through email reminders on a maximum of two further occasions, after which a rejection notice with reason will be emailed to applicant. The application will then be appropriately discarded by City College Marketing or Admin Staff.
- 9.2.12 Where applicants are not successful, the Marketing or Admin Staff advises the applicant accordingly in writing.

#### *Education Agent Approval*

- 9.2.13 Successful applicants will be provided with an Education Agent Agreement, which must be read, acknowledged, signed and scanned/returned back to the Marketing or Admin Staff at City College before the Education Agent is approved to commence activities on behalf of City College.
- 9.2.14 The duties and responsibilities of City College and the Education Agent are listed in the City College Education Agent Agreement.
- 9.2.15 Upon receipt of the signed Education Agent Agreement, City College will send a formal and written letter advising of the decision and a City College Certificate of Appointment as a City College Approved Education Agent.
- 9.2.16 Approved agents will be provided with current and up to date City College promotional materials and will be contacted to undertake the compulsory City College Education Agent Induction/training session.
- 9.2.17 All approved Education Agents will be provided with a City College Education Agent Confirmation Notice.

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- 9.2.18 All approved Education Agents will be placed on City College Education Agent Register on the PRISMS, ASQAnet, and will be listed on the City College approved Education Agents Register on the City College website.
- 9.2.19 ASQAnet must be updated via ASQAnet website within 30 days of the agent having been approved and within 30 days of an approved education agent have had their services Terminated with City College.
- 9.2.20 All approved Education Agents will have an Education Agent file which holds the Education Agent signed Agreement, supporting documents, referee checks and any other relevant communication between City College and the Education Agent. The files are stored by the Marketing or Admin Staff.
- 9.2.21 The Marketing or Admin Staff will ensure that all marketing, promotional and relevant City College Policies and Procedures when updated – that approved Education Agents are informed and advised to review via the City College website <https://www.citycollege.wa.edu.au/agents.html> or on request for separate e-copies distributed via the Marketing or Admin Staff. This will ensure agents continue to provide prospective students with accurate and current information. This will be provided by email and records of the communication will be retained in the Education Agents file.
- 9.2.22 Education Agent Agreements are approved on a one- or two-years' contract basis, which may be renewed dependent upon the Education Agent's performance review, information/data retained on the Education Agents file, and the Student Feedback Survey.

#### *Education Agent Remuneration*

- 9.2.23 Education Agents are remunerated by City College in the form of a marketing contribution for particular services/events and/or payment of commissions based on enrolments attributable to the approved City College Education Agent.
- 9.2.24 The amount payable, and terms of payment are an agreement between the individual Education Agent and City College.
- 9.2.25 All other terms and conditions are specified in the specific Education Agency's Agreement.

### **9.3 Communication with City College Approved Education Agents**

- 9.3.1 City College will ensure there is timely and relevant communication with its approved Education Agents.
- 9.3.2 Contact with, and management of the activities of the agent network is primarily the responsibility of the City College Marketing or Admin Staff.
- 9.3.3 Copies of communications relating to updates, commission payment and individual Agency Agreements are to be retained by the Marketing or Admin Staff on each Education Agent's file.

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#### 9.4 Promotional Material, Events, Training and Meetings

- 9.4.1 CEO is responsible for the development, management, monitoring and reviewing of all City College Colleges promotional materials.
- 9.4.2 Education Agents are notified of the availability of new and/or revised materials through communication by the Marketing or Admin Staff.
- 9.4.3 Education Agents requests for City College materials are to be referred to the Marketing or Admin Staff.
- 9.4.4 Education Agent attending and/or visiting the City College Campus are to be coordinated via the CEO and wherever practicable, the Marketing or Admin Staff is to use these visits/attendance opportunities to conduct a monitoring, feedback and progress meeting with the relevant Education Agent including, but not limited to:
- Providing updates and feedback regarding City College courses, prices and other related information
  - Marketing, recruiting and promotional discussions and strategies
  - Updates about courses and changes to agreement or standards.
- 9.4.5 The Marketing or Admin Staff will record the meetings on an Education Agent Meeting sheet to confirm the meeting content and to document the activity undertaken with the agent as evidence of City College Education Agent Performance and Monitoring Process. The signed form must be retained on the Education Agents file.
- 9.4.6 Meetings held via audio-visual connection (Zoom, and WhatsApp etc) are to be documented by the Marketing or Admin Staff on an Education Agent Meeting Sheet confirming the meeting content and to document the activity undertaken with the Education Agent as evidence of City College Education Agent Performance and Monitoring Process. The signed form must be retained on the Education Agents file.
- 9.4.7 The Marketing or Admin Staff is responsible for establishing an Education Agent Performance and Monitoring Register which is to include the following:
- A schedule of general contact with approved agents approximately monthly basis (face-to-face, phone, emails, zoom, WhatsApp etc.) to update them; provide feedback, guidance and information, to answer any questions they may have and to maintain a good relationship.
- 9.4.8 The Marketing or Admin Staff must schedule regular contact with each approved City College Education Agent. Additionally, they must schedule a formal meeting (face-to-face, via teleconference, or audiovisual) with each approved Education Agent at least every three months to ensure that the Education Agent's performance is being monitored and reviewed.

#### 9.5 Monitoring and Review

- 9.5.1 The Marketing or Admin Staff will conduct a full review of each Education Agent's performance and the feedback/documentation received on their activities every six months. This review will ensure that City College is informed about and understands its Education Agents' overall performance, behaviors, and

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practices over the past six months. It will also identify if the agents require further support and/or training. Additionally, this review will pinpoint areas of concern or non-compliance, requiring the Marketing or Admin Staff to document these issues, notify and discuss them with the Education Agent, and take appropriate actions, which may include issuing a breach/warning notice or termination.

9.5.2 The 6 monthly Education Agent performance and monitoring review is to include, but not be limited to:

- Analysis of quality and quantity of applications on behalf of prospective students
- Analysis of conversion rates from applications lodged to actual enrolments at the City College
- Analysis of visa grants and refusals for the City College's
- Adherence to the City College's admissions processes
- Progress and conduct of students
- Analysis of recorded instances where a student claims to have been misinformed by the Education Agent about his or her studies at the City College; and/or
- The number of recorded instances where the agent has shown a lack of knowledge of student visa requirements or other matters relating to a student's stay in Australia.

9.5.3 If the review and monitoring process identifies a deficiency or non-compliance with legislation or the National Code 2018, City College will provide the relevant Education Agent with specific details, data, and information regarding the expectations of their roles and responsibilities. This information will be communicated during the performance and monitoring contact/meeting and followed up in writing between the parties.

9.5.4 Education Agents found to be in breach of their Education Agent Agreement, or where negative feedback or complaints have been received from students, the relevant agent will be contacted and or informed by the Marketing or Admin Staff. The Marketing or Admin Staff may take action to terminate an Educate Agent's agreement if deemed necessary.

9.5.5 After each review, the Marketing or Admin Staff prepares a report to the relevant agent and the CEO. The report aims to assess the relationship and provide recommendations for continues improvement or actions to be taken by the City College, including, in severe cases, may terminate the agreement.

9.5.6 Where any practices by an Education Agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, or engaged in practices that could harm the integrity of City College or the Australian Education and Training sectors, the Marketing or Admin Staff will take immediate corrective and preventative action.

## 9.6 Termination of the Education Agent Agreement

9.6.1 Where City College becomes aware of, or reasonably suspects that an Education Agent, their employee or sub-contractor has breached City College's Education Agent Agreement, the ESOS Act 2000, or the National Code 2018, City College will terminate the agreement. This includes, but is not limited to the Education Agent, their employee or subcontractor:

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- Being engaged in, or being previously engaged in dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of the registered provider under the National Code 2018.
- Facilitating the enrolment of a student who the Education Agent believes will not comply with the conditions of his or her student visa.
- Providing immigration advice where not authorised under the Migration Act 1958 to do so.

9.6.2 The Marketing or Admin Staff may terminate and Education Agreement at any time or may decide not to renew the Education Agent's Agreement with City College. Reasons for both must be recorded in the Education Agent Profile.

9.6.3 Terminated Education Agent Agreements and/or Education Agent Agreements that have not been renewed by City College will be marked as INACTIVE and the Marketing or Admin Staff will ensure that the City College records on ASQAnet and PRISMS are updated accordingly.

9.6.4 Education Agents may appeal any decision made by City College, in line with City College's Complaints and Appeals Policy – available via the City College's website at: [www.citycollege.edu.au](http://www.citycollege.edu.au)

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