



POLICY: EDUCATION AGENTS POLICY

POLICY NUMBER:	ADM004	VERSION:	6.4
DATE ADOPTED:	28 August 2012	DATE LAST REVIEWED:	26 January 2019
DATE OF NEXT REVIEW:	26 January 2021	REVIEW FREQUENCY:	Two years
AUTHORISED BY:	Chief Executive Officer	REVIEWED BY:	Chief Executive Officer
RESPONSIBLE FOR REVIEW:	Chief Executive Officer, Marketing Executive		
REVIEW PROCESS:	Chief Executive Officer, Marketing Executive		
DOCUMENT MANAGEMENT:	<u>U:\POLICY AND PROCEDURES</u>		
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorised		
Policy context: This policy relates to:			
HE STANDARDS FRAMEWORK 2015	2.4, 7.1		
ESOS	4.1, 4.2, 4.3, 4.4, 4.5		
STANDARDS FOR RTO's 2015	4.1		
LEGISLATION OR OTHER REQUIREMENTS	Tertiary Education Quality and Standards Agency Act 2011 The Education Services for Overseas Students (ESOS) Act 2000 National Code 2018 National Vocational Education and Training Regulator Act 2011 Migration Act 1958		
OTHER POLICIES	Privacy Policy Marketing Integrity Policy Transfer between Registered Providers Policy		



<p>FORMS AND OTHER DOCUMENTS</p>	<p>Agent Pack</p> <ul style="list-style-type: none"> • Agent Application Form • Agent General Terms and Conditions • Genuine Temporary Entrant Assessment Checklist • A copy of the Australian International Education and Training Agent Code of Ethics • IIBT Student Admission Process • Compulsory Certificate for agent <p>Contract of Agreement</p> <p>Due diligence check pack</p> <p>IIBT Agent Report Template</p>
<p>KEY WORDS (META DATA)</p>	<p>Education Agency, Agents, Migration Act</p>
<p>DEFINITIONS</p>	<p>The provider has a written agreement with each education agent it engages to recruit students on its behalf. Providers are not required to have a written agreement with agents who act on behalf of students or parents.</p> <ul style="list-style-type: none"> • The provider specifies the responsibilities of the education agent and the provider and the need to abide by the National Code 2018. • The provider ensures its education agents have up-to-date and accurate marketing information. • The provider monitors the activities of its education agents and takes action, including terminating the agreement, when the education agent does not fulfil its responsibilities. <p>It is mandatory for a provider to have a written agreement with education agents it engages to formally represent it. 'Formally' covers situations where the agent promotes courses of the provider with the intention of recruiting students for the provider.</p>
<p>EVIDENCE</p>	<p>Agent reports, Contract of Agreements, Agent Application Forms</p>

Policy Information:

POLICY

IIBT is committed to taking all reasonable measures to use education agents that have an appropriate knowledge and understanding of the



	<p>Australian international education industry and does not use education agents who are dishonest or lack integrity.</p> <p>IIBT ensures that its agents have access to up to date and accurate marketing information as set out in Standard 1 of the National Code 2018</p> <p>IIBT has established practices in place to monitor and ensure an honest, professional representation of the college and, if necessary, to terminate education agents domestically and internationally who do not meet IIBT standards.</p> <p>IIBT will enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS).</p> <p>IIBT will maintain a list of agents which is published on its website or in any other manner prescribed by the regulations</p>
<p>SCOPE</p>	<p>This policy applies to all agents on contract.</p>
<p>PROCEDURES</p>	<p>Recruitment of Agents</p> <p>Prior to making any formal appointment, IIBT will screen prospective agents for reputability by:</p> <ul style="list-style-type: none"> - Only appointing agents whose company is registered in the relevant country, state or province - Contacting nominated referees of education agents who can vouch for the agent’s honesty and integrity - Requiring agents operating on behalf of IIBT to produce relevant certifications that relate to their service provision <p>Agents will not be engaged in any service delivery where the agent is known to have engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers), or</p> <ul style="list-style-type: none"> - facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa - using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student, or - providing immigration advice where not authorised under the Migration Act 1958 to do so. <p>Appointment of Agents</p>



In entering into a service agreement with an Education Agent or Agency, IIBT will ensure that the Contract of Agreement includes the requirements for:

- Bi-annual review of the activities of the agent
- Updates of the agency name, name of the principal agent, legal entity and contact details listed on the IIBT website.
- Periodical reports of agent activities.
- Corrective action procedures.
- Termination conditions (immediate in the case of agent failure to meet IIBT Agent Agreement, National Code or Migration Act 1958 requirements).

Further to the establishment of the Contract of Agreement, the IIBT will ensure that:

- Agents are provided with current and up to date information and ongoing training that relates to IIBT educational services on offer to overseas students.
- Agents are provided and required to abide by the IIBT Logo Use Policy

Review Procedure

Annual Review

Annual review of agents by IIBT Management of the Agent includes:

- the review of system reports of agent performance
- the review of client satisfaction data
- the review of current marketing materials in use by agent

Periodical Reports

Periodical report must be generated on each agent that includes:

- advice concerning the number of IIBT Student Prospectuses made available to potential students
- advice concerning the number of students that have completed IIBT application forms
- advice concerning the number of students that have made application for visas using the services of the agent



- advice concerning the number of students that have successfully gained visas to study at IIBT through the services of the agent

Other Methods

- Feedback from students and/or their parents
- Regular agent visits and meetings
- Ongoing agent training

Corrective and Preventative Action Procedures

IIBT will take immediate corrective and preventative action upon finding that an education agent is being negligent, careless or incompetent or engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training:

- *Preventative* action could include training sessions for agents and ensuring they have all the material they need to represent the provider accurately and professionally.
- *Corrective* action may include providing additional information/material or targeted training in, for example, the expectations of the provider. Corrective action may also include termination of the agreement with the education agent.

Should IIBT identify that an agent is supplying incorrect or misleading information, an immediate request for written clarification will be issued. Should the response from the agent identify a misunderstanding of or error in relation to educational services offered by IIBT, a written request to rectify this will be issued by IIBT with corrective actions to be applied within 14 days of the initial request.

Where an agent refuses to respond to a corrective action enquiry or fails to abide by a corrective action request, IIBT Management will cancel the service agreement immediately and confirm the cancellation in writing.

The cancellation of the service agreement will take effect immediately from the receipt of the written advice from IIBT.

Termination

Where IIBT has entered into an agreement with an education agent and



subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, has acted in breach of the conduct set out in ESOS National Code: Standard 4.3, IIBT will immediately terminate the agreement with the education agent.

This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in the ESOS National Code: Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor. IIBT has an agreement with the education agent, not the employee or sub-contractor of the agent.

IIBT will terminate the agreement with the education agent if the education agent does not take action against the individual employee or sub-contractor.

IIBT Management will cancel the service agreement immediately and confirm the cancellation in writing.

The cancellation of the service agreement will take effect immediately.

END OF DOCUMENT
