

# Education Agent Policy and Associated Procedures



## 1. Purpose

The purpose of this policy and its accompanying procedures is to establish protocols that ensure Illoura College maintains transparency and integrity in its dealings with education agents. These measures are designed to safeguard the welfare of overseas students and uphold the esteemed reputation of Australia's international education sector.

Aligned with Standards 2 and 8 of the Standards for RTOs 2015, along with pertinent clauses, as well as Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, this policy and its associated procedures fulfil regulatory requirements.

## 2. Overview

Illoura College will refrain from accepting students referred by an education agent if there is knowledge or reasonable suspicion that the agent is engaged in any of the following activities:

- Providing migration advice without proper authorization under the Migration Act.
- Participating in or having a history of engaging in deceptive recruitment practices, such as knowingly recruiting students in conflict with the obligations outlined in Standard 7 (Overseas student transfers).
- Facilitating the enrolment of students whom the agent believes will not adhere to their visa conditions.
- Misusing PRISMS to generate Confirmation of Enrolments (CoEs) for individuals who are not genuine students.

## 3. Agent Agreements

1. All education agents representing Illoura College are required to sign and adhere to the Illoura College Education Agent Agreement. This agreement is in full compliance with the National Code and encompasses the following key aspects:

- Clearly outlined responsibilities of Illoura College, emphasizing its ongoing commitment to compliance with the ESOS Act and National Code 2018.
- Specific requirements expected from the agent, including:
  - I. Declaration of any potential conflicts of interest and taking necessary steps to avoid them.
  - II. Adherence to appropriate levels of confidentiality and transparency in interactions with overseas students.

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- III. Conducting business honestly, in good faith, and always prioritizing the best interests of the students.
  - IV. Possessing adequate knowledge and understanding of Australia's international education system, including adherence to the Australian International Education and Training Agent Code of Ethics.
2. Establishment of Illoura College's processes for monitoring the agent's activities to ensure accurate and up-to-date information is provided to students regarding the college's services.
  3. Provision for corrective actions that Illoura College may take if the education agent fails to meet their obligations under the agreement, including measures outlined in Standard 4.4.
  4. Clearly defined grounds for termination of the written agreement between Illoura College and the education agent, as outlined in Standard 4.5.
  5. Protocols regarding the disclosure of information about the education agent by Illoura College to relevant government agencies at the Commonwealth, state, or territory level, as warranted by specific circumstances.

## 4. Monitoring and corrective actions

Illoura College is committed to monitoring all education agents according to the designated monitoring processes outlined in the agreement. In the event that Illoura College becomes aware of, or has reason to believe, that an education agent, or any of its employees or subcontractors, has failed to fulfil their responsibilities as detailed above, immediate corrective action will be taken.

## 5. Termination

If Illoura College becomes aware of or has reason to believe that an education agent, or any of its employees or subcontractors, is involved in false or misleading recruitment practices, Illoura College will promptly terminate its relationship with the education agent. Alternatively, Illoura College may require the education agent to terminate its relationship with the specific employee or subcontractor engaged in such practices.

## Procedures

- I. Provide the Education Agent Application form to the education agent.
- II. Upon receiving the application, ensure its fully completed and all necessary supporting documents are provided.
- III. Within 5 working days of receiving the application, acknowledge its receipt and request any additional information if needed.

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- IV. Review all information provided in the application form.
- V. Contact referees listed in the application for reports on the agents.
- VI. Approve the agent's application if they demonstrate relevant experience and skills, offer services in line with Illoura College's marketing objectives, and receive positive reports from referees.
- VII. For approved agents, customize the Education Agent Agreement and send it to the agent for signing within 10 working days of receiving the application.
- VIII. If the agent is not deemed suitable, send an email within 10 working days of receiving the application, informing them of the unsuccessful outcome and providing reasons for the decision.

## 1. Manage Education agents

After the agreement is signed:

- I. Add the agent details to PRISMS in accordance with the "How to manage agent details in PRISMS" guidelines.
- II. Notify ASQA via ASQA net within 30 days of signing the agreement.
- III. Update the list of agents on the website and the college management system (CMS) with the new agent details.
- IV. File all signed education agent agreements for record-keeping purposes.
- V. Reach out to the agent to schedule an induction session, providing an overview of Illoura College, outlining requirements, and explaining marketing and recruitment processes.
- VI. Furnish the education agent with up-to-date copies of marketing materials and enrolment forms.

## 2. Monitor Education agent

- I. Regularly update education agents with information about new courses and any changes to marketing and enrolment materials or processes.
- II. Annually monitor agents using the Education Agents Monitoring Form.
- III. Upon receiving feedback from students or if the Education Agents Monitoring Form indicates potential non-compliance, promptly investigate the issue.
- IV. If the investigation confirms non-compliance with the Education Agent Agreement (excluding cases of false or misleading practices), notify the education agent in writing of the corrective actions needed.
- V. Implement necessary corrective actions and monitor their implementation as needed.

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VI. Keep all documentation associated with monitoring on file.

### 3. Terminate Education agent agreements

- I. Where education agent monitoring or any other intelligence demonstrates that the education agent has engaged in false or misleading practices, immediately send a notice in writing to the agent advising them that their agreement is terminated and giving the reasons why.
- II. Remove the agent details from website and college management system (CMS).
- III. Remove the agent details from PRISMS following the *How to manage agent details* in PRISMS information.
- IV. Advise ASQA via ASQA net of termination of the agreement and within 30 days of the agreement ending.

### Responsibility

The CEO is responsible for:

- assessing and approving education agent applications
- managing education agent applications
- monitoring and terminating education agent agreements

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Document Version Control History			
Version	Date	Author	Change Description
1.0	2021	Iloura College	Document created
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2.1	2024	Marketing /Compliance	Policy Review