P.02V02 Education Agents Policy

1. Policy

This policy/procedure supports ‘Standard 4 – Education Agents’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’.

Technical Education Development Institute will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

1. Technical Education Development Institute will have a written agreement with each education agent it engages to recruit students on its behalf and it engages to formally represent it. The agreement must specify the responsibilities of the education agent and Institute and the need to comply with the requirements in the National Code. The agreement must include:

   • Processes for monitoring the activities of the education agent, including where corrective action may be required. The monitoring processes which will allow Institute to evaluate the activities of the education agent, may include one or more of the following:
     o Regular face to face meetings with the agents onshore or offshore.
     o Telephone/teleconference meetings
     o Regular reports from agents.
     o Surveys of students recruited by particular agents
     o performance benchmarks included in agreements
     o spot checks by providers, for example, to observe agents at work at education fairs
     o surveys of agents
   • Termination conditions, including providing for termination in the circumstances outlined in standard 4.4 of The National Code.

2. Institute will ensure that its education agents have access to up to date and accurate marketing information as set out in Standard 1 of The National Code.

3. Institute must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:

   • 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, of The National Code.
   • 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.

4. Where Institute 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, of the conduct set out in Standard 4.3, Institute must terminate the agreement with the education agent.

5. Institute must take immediate corrective and preventive action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and Training.

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

• Evidence of immediate corrective and preventive action (for example, record of telephone conversation, email) taken when Institute becomes aware that the education agent has become negligent, careless or incompetent or has engaged in false, misleading or unethical advertising and recruitment practices.