



# AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

## Policy & Procedure for the Recruitment of Education Agents

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Approved by	PEO
Stakeholders	Marketing Managers, DOS, Education Agents

### 1. Purpose

The purpose of this policy and procedure is to address the requirements of Standard 4 of the National Code 2018. It is Australasia Language College policy to ensure that the College takes all reasonable measures to use education agents that have appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

The overall responsibility for the recruitment and supervision of all education agents is that of the Marketing Manager and Principal Executive Officer (PEO).

### 2. Policy

ALC must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and ALC and the need to comply with the requirements in the National Code. The agreement must also include:

- Processes for monitoring the activities of the education agent, including where corrective action may be required, and
- Termination conditions, including providing for termination in the circumstances outlined in this policy.

ALC must ensure that its education agents have access to up to date and accurate marketing information as set out in Standard 1 (Marketing Information and Practices) including:

- Course information
- Student selection, entry requirements, enrolment and induction/orientation procedures
- The commencement dates and duration of courses
- Teaching methods used
- Policies on assessment, including methods, resubmission of work etc



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- Itemised list of fees payable
- The conditions under which students will be eligible to receive a refund of fees
- Arrangements for the protection of students' funds
- Complaints and appeals processes
- Students' rights and responsibilities, including withdrawal arrangements
- ALC' rights and responsibilities
- Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled
- Welfare and guidance services relevant to overseas students
- General description of facilities, equipment, learning resources
- Course requirements (including the need to be enrolled in a full-time course of study, and requirements relating to attendance and academic progress)
- The requirement to maintain current Overseas Student Health Cover, and to maintain adequate arrangements for the education of dependants, where relevant
- The requirement to seek the prior approval of DHA or its equivalent for certain course changes, or before commencing a new course, or changing courses
- An accurate representation of the local-environment in which our organisation is operating, including location of campuses and indicative costs of living
- Provisions of the Migration Act and Regulations governing overseas student entry and stay in Australia

ALC 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)
- 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 Student Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
- providing immigration advice where not authorized under the Migration Act 1958 to do so.

Where ALC has entered into an agreement with an education agent and subsequently become aware of, or reasonably suspects, the engagement by that education agent, or an employee or subcontractor of that agent, of the conduct set out in Standard 4.3 as above paragraph mentioned, ALC must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or subcontractor of the education agent was responsible for the conduct set out

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in Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor.

ALC must take immediate corrective and preventative action upon the registered provider 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. This will include the reporting of the Education Agent to both DET and DHA and lodging a written complaint with the Migration Institute of Australia if the Education Agent is a member.

ALC must take reasonable measures to ensure that education agents engaged to undertake pre-program assessments of a student's capacity to undertake an English language program are competent for this purpose.

In accordance with the provisions of the Education Services for Overseas Students Amendment (Reregistration of Providers and Other Measures) Act 2010 ALC must maintain and publish a list of all of the persons, within or outside Australia, who represent or act on behalf of ALC in dealing with overseas students or intending overseas students.

### 3. Procedures

- 1) The Marketing Manager & PEO is responsible for education agent compliance.
- 2) The education agent must fill up Education Agent Application Form
- 3) The Marketing Manager is responsible for checking the Education agent's application and reference
- 4) If the Education Agent is compliant with the Standard 4. of the Education Agent requirements, the Marketing Manager will prepare written agreement contract with the education agent.
- 5) The Education Agent contract must be signed by the Marketing Managers.
- 6) The Education Agent contract includes the clause:
  - a. *I declare that I (Agent's name, PRINT clearly) \_\_\_\_\_ of (Agency's name, PRINT clearly) \_\_\_\_\_ will avoid conflict of interest, provide confidentiality and transparency, and act in good faith with the best interest of the students and appropriate knowledge of the education system in Australia.*
- 7) The Marketing Manager will undertake an annual reviewing of all Education Agent contracts. This review will be based upon performance and feedback sought from students referred by the Education Agents.
- 8) The Marketing Manager will hold regular meetings with onshore agents in order to inform them of any changes in marketing materials, course information, fees and other matters that affect them. Minutes of Meetings will be kept.
- 9) The Marketing Manager documents feedback and improvement suggestions from the Education Agents.

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10) The Marketing Manager will work in conjunction with Director of Studies to take measures whether the education agents engaged to undertake pre-program assessment of a student's capacity to undertake an English language program are competent for this purpose or not. The measures may include:

- Compare and contrast the results of placement test after the student arrival in Australia with the Pre-program assessment offshore by the Education Agent.
- Identify how many incorrect placement cases, from which education agents.
- Pre-arrival on-shore or overseas placement tests will only be delivered and invigilated by employees of ALC.

11) The Marketing Manager will inform the PEO when new educational agents have entered a representative agreement with ALC.

- Representative agents also include those involved in ad hoc dealings ALC, even if the arrangement between ALC and the agent is not in writing.
- The Principal Administrator is responsible for maintaining an up-to-date list of all representative educational agents or other persons within or outside Australia dealing with overseas students or intending overseas students.
- This list will be published on ALC' website and will include the representative's company name, trading name (if applicable), company registration number, agent registration number, names of company owners/ directors, the nature of the service the agent provides to ALC and the countries from which they enrol overseas students (if applicable).

#### **4. Pro-forma and supporting documents**

- Education Agent Application Form
- Education Agent Agreement
- Education Agent Reference Check Form
- Pre-enrolment information:
  - Application form
  - International Student Handbook
  - International Student Survival Manual
  - Marketing and Advertising materials:
    - a. Promotional Brochure