

Education Agent

Policy

Table of Contents

1. Purpose
2. Scope
3. Policy Statement
4. Related Policy and Procedures
5. Related Forms
6. Policy Owner and Delegated Authority
7. Approval Personnel
8. Approval Date
9. Definitions

Issue Date:	Issue History:
August 2014	Initial release (V1.0)
September 2015	Reviewed (V1.1)
August 2016	Reviewed and updated to CIC (WA) VET (V1.1)
November 2016	Updated to supersede Aug 2016 content (V1.2)
August 2017	Reviewed and revised – (V1.3) Director of Quality Assurance removed
February 2018	Reviewed and revised (V2.0) Changed Standard 7 wording to 'Overseas student transfers

Policy Title	Education Agent Policy
1.Purpose	<p>Cambridge International College (WA) education agents are often the first point of contact between prospective students and the Australian international education industry. Their activities and ethics are important to Australia's reputation as a desirable destination for students. CIC is therefore committed to ensuring its agents act ethically and appropriately.</p> <p>This policy aims to ensure that the actions of its appointed agents are ethical and comply with the College obligations under the:</p> <ul style="list-style-type: none"> ❖ ESOS Act; ❖ ESOS Regulations; ❖ National Code; ❖ Migration Act and Migration Regulations; and ❖ Australian Consumer law
2.Scope	<p>This policy applies to authorised agents of CIC, Educo staff and CIC staff involved in the recruitment and monitoring of agents for the College.</p>
3.Policy Statement	<p>CIC has practices in place to monitor and ensure an honest, professional, and integral representation of the College, and if necessary, will terminate any education agents, domestically and internationally who do not meet Cambridge International College standards.</p> <p>Education agents based in Australia are managed by the College's Sales and Marketing Manager. Education agents based overseas are managed by EduCo Australia pursuant to the terms of the Shared Services Service Level Agreement between the College and EduCo Australia. The management of education agents based overseas by EduCo Australia is overseen by the College's Sales and Marketing Manager.</p> <p><u>Appointment of Agents</u></p> <p>CIC's agent selection process ensures that only reputable education agents are used. All prospective education agents must complete an Education Agent Agreement form to become an Official Education Agent for CIC.</p> <p>Reference checks are completed prior to agents being signed and a key component of these checks are statements from referees. All applicants must nominate referees who can vouch for the agent's honesty and integrity when lodging an application. It is preferred that the nominated referees are employees of Australian educational providers that have responsibility for the recruitment and management of international students. Outside of reference checks, other methods used to evaluate the suitability of an agent can include an office visit, recommendations or existing relationships with other EduCo institutions.</p> <p>The application will only be approved if the reference checks indicate that the agent has appropriate knowledge and understanding of the Australian international education industry and to act with integrity.</p> <p>CIC will not enter into an agreement with any education agent or potential education</p>

	<p>agent if it knows, or reasonably suspects the education agent to be:</p> <ul style="list-style-type: none">• 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 of the National Code (Overseas student transfers).• 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 bona fide students; or• Providing immigration advice, where not authorised under the Migration Act 1958 to do so. <p>Any agent who is formally engaged by CIC to promote its courses with the intention of recruiting students for CIC will be approved by the CIC Sales & Marketing Manager/PEO who will initiate an Agent Agreement.</p> <p><u>Agent Agreement</u></p> <p>A written agreement or “Agent Agreement” is entered into with each agent CIC engages to formally represent it. Commissions will not be paid to agents that do not have a current written Agreement with CIC.</p> <p>The agreement, conditions, and authorisation to promote CIC relates to the ‘agent’ named in the agreement, any sub-contractors or employees of the agent are also subject to the conditions of the agreement. The written agreement has processes for monitoring the activities of agents and terminations conditions.</p> <p>Agents are required to notify CIC if any details related to the agent or its operations are altered.</p> <p>Either party who wishes to terminate the CIC Education Agents Agreement must give one month’s notice in writing.</p> <p><u>Information used by Agents</u></p> <p>CIC ensures that its Agents have accurate information for marketing and recruitment of students. Agents are advised to access the CIC website for accurate and up to date pre-enrolment materials.</p> <p><u>Monitoring of Agents</u></p> <p>CIC will conduct ongoing reviews, including annual Agent Performance Appraisals, and Student Agent Appraisals from information gathered during orientation and will monitor education agents’ performance and activities using a variety of methods, which include but are not limited to:</p> <ul style="list-style-type: none">• Informal and formal feedback• Agent visits and meetings
--	--

	<ul style="list-style-type: none"> • Reports from education agents and other external stakeholders • Annual performance reviews • Student performance data <p>The CIC Sales & Marketing Manager will be responsible for ensuring there is a change of the practices causing concern, either through counselling the agent or terminating the agreement.</p> <p><u>Termination of Agents</u></p> <p>An agent's appointment may be terminated where CIC knows, or reasonably believes that an agent has engaged in any of the following:</p> <ul style="list-style-type: none"> • Engaged in dishonest practices, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full – time study.; • lodged fraudulent information; • Facilitating the enrolment of a student who the agent believes will not comply with the conditions of their student visa; • Uses PRISMS to create confirmations of enrolment of other than bona fide student; or • Providing immigration advice where not authorised to do so.
<p>4.Related Policy and Procedure:</p>	<p>Education Agent Procedures</p> <p>Marketing Information and Practice Policy and Procedures</p> <p>Student Engagement Before Enrolment Policy and Procedures</p> <p>Admission Policy and Procedures</p> <p>Advanced Standing Policy and Procedures</p> <p>Fees and Charges Policy and Procedures</p> <p>Refund Policy and Procedures</p> <p>Transfer Between Provider Policy and Procedures</p>
<p>5.Related Forms</p>	<p>Education agent agreement form</p>
<p>6.Policy owner and delegated authority</p>	<p>VP Sales and Marketing /CEO Sales and Marketing Managers</p>
<p>7.Approved by</p>	<p>CEO</p>
<p>8.Approved Date</p>	<p>August 2014</p>

Definition (if any)	
	<p>CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.</p> <p>ESOS Act: Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</p> <p>ESOS Regulations: Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</p> <p>National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.</p> <p>Prospective 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.</p> <p>Agent: An accredited person or organisation with the authority to promote Cambridge International College courses and services to students or intending students in nominated regions.</p> <p>Agent Agreement: The agreement between CIC and the Agent including the Schedules.</p> <p>Student: A person (whether within or outside Australia) who holds a Student Visa and is an 'Overseas Student' as defined by the ESOS Act.</p>