

EDUCATION AGENT POLICY

Education Agents are usually the first point of contact for prospective students intending to undertake study in Australia and the activities and ethics of all Education Agents is important to Australia's reputation as a desirable destination for students.

We are committed to ensuring all Education Agents act ethically and appropriately when representing our business, regarding student life and studying in Australia.

OUR PROCESSES

We will only appoint Education Agents whose company is registered in the relevant country, state or province and if relevant in Australia. All appointed Education Agents must have completed the Education Agent Agreement form to become an official Education Agent and had a referee check completed by the CEO.

All agents must be registered with PIER – Professional International Education Resources.

We will monitor each Education Agent's performance and activities using a variety of methods which include but are not limited to:

- Informal and formal feedback.
- Agent visits and meetings.
- Reports from Education Agents and other external stakeholders.
- Performance benchmarks.

We will not engage in any activities with an Education Agent who has been found to be dishonest, lack integrity or have engaged in unethical behaviour.

We retain the right to veto any Education Agent activity that in our opinion is not compliant with:

- The Education Agent Agreement; or
- Any Relevant Legislation; or
- Any information provided to the Education Agent by us.

PROCEDURES

Education Agent Appointment:

1. Education Agents are required to complete and forward the Education Agent Application Form along with certified copies of proof of business to the CEO.
2. The CEO has the final responsibility to check the credential of the Education Agent prior to recommending the accepting or rejecting of an application.
3. The CEO will assess the application of the Education Agent and will only recommend accepting the application where the applicant has demonstrated that they have the appropriate knowledge and understanding of the Australian international education industry and will meet the obligations of the National Code and ESOS Act.

This will be undertaken via referee checks and evaluation of any previous dealings.

4. The CEO will send the Education Agent, an Education Agent Reference Check Form to referees listed on the *Education Agent Application Form*.

If the Education Agent is already known to the RTO CEO as they have been a previous agent or have previous working experience with the CEO, the CEO is to advise an alternative Contempo College representative along with any recommendation to accept or reject the application.

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5. Once reference checks have been completed, the CEO is to reassess to determine if suitable to appoint.
6. When the applicant has been assessed as satisfactory, the CEO prepares the Education Agent Agreement and sends the agreement to the Education Agent where both parties sign.
7. Where the application has been rejected the Education Agent will be notified in writing at the earliest possible time.
8. A copy of the signed approved Education Agent Agreement is retained by our business and the Education Agent is added to the list of approved agents and this list is made public on our website.

Education Agent details are loaded into the Student Management System by the Administration Officer.

Education Agent Monitoring

Education agent monitoring will be conducted as per the schedule.

1. The performance of each Education Agent will be reviewed by the CEO and Compliance Specialist throughout the calendar year including but not limited to the following:
 - Informal and formal feedback;
 - Education Agent visits and meetings;
 - Reports from Education Agents; and
 - Performance benchmarks.
2. We will consider the performance of the Education Agent to decide whether to:
 - Maintain the Education Agent's appointment;
 - Appoint the Education Agent for a further period subject to certain conditions;
 - Amend the Education Agent's commission to be reflective of their performance; and
 - Terminate the Education Agent's appointment in accordance with Education Agent Termination within this Procedure.
3. In considering the performance of the Education Agent under Item 2, we will consider:
 - The Education Agent's compliance with the Education Agent Agreement and any conditions placed on the Education Agent by us;
 - The number of Students the Education Agent has recruited and the conversion rate of:
 - Student applications to offers;
 - Offers to actual enrolment of students;
 - The reasons why applications from potential students did not proceed to student re-enrolment status;
 - The number of Student Visa refusals for students recruited by the Education Agent;
 - The number of Australian Visa applications compared to International Visa applications;
 - Any feedback or information from students or third parties regarding the Education Agent;
 - The quality, accuracy and currency or information and advice provided by the Education Agent to students; and
 - The quality of the appointment as assessed by us.

Education Agent Change of Details

1. The CEO will update the Education Agent's contact details through:
 - Receipt of email advice; or
 - Written confirmation on letterhead.

All staff who becomes aware of a change to an Education Agent's contact details must notify the CEO.

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Education Agent Termination

1. If we become aware, or reasonably suspects that the Education Agent has acted in breach of the conduct set out in Standard 4.3 of the National Code, we may terminate the Education Agent Agreement immediately. The CEO once deciding to terminate the Education Agent Agreement, should:

- Write to the Education Agent to advise that his or her appointment has been terminated.
- In cases where the grounds for the termination is due to the Education Agent having acted unethically or illegally, notify Border and Dept. of Education; and
- Notify the Contempo College administration of the termination of the Education Agent and advise staff that no further applications are to be accepted from the Education Agent.