



Contempo College

Australian International
Education and Training

Agent Code of Ethics

A guide to expected professional behaviour for agents and agencies working with Australian international students, parents, and providers.

Why the ACE Matters

Australia's international education quality framework ensures the highest standards of service. The **Agent Code of Ethics (ACE)** is a critical component — guiding professional behaviour for agents and agencies across the sector.

Purpose

Outlines fair and ethical conduct expectations for offshore and onshore education agents.

Best Practice

Fosters quality services for international students and partner providers.

Reputation

Builds on Australia's globally recognised quality systems to enhance the sector's reputation.

Australian International Education Quality Framework

The ACE is one component of a comprehensive, integrated quality system that ensures the highest quality outcomes across Australia's international education and training sector.

The system includes the ESOS Act, National Code, and Migration Legislation, with the Agent Code of Ethics building on the London Statement's ethical framework and principles.



Seven Ethical Principles

Agents must adhere to these principles as outlined in the London Statement:

Integrity

Straightforward and honest in all professional dealings.

Objectivity

Professional judgment free from bias or conflict of interest.

Competence & Care

Maintain professional knowledge; act diligently.

Transparency

Declare conflicts of interest, especially regarding fees.

Confidentiality

Protect personal information; do not share without authority.

Professional Behaviour

Comply with laws; deal with clients competently and fairly.

Professionalism & Purpose

Serve clients and society, even at the expense of self-interest.

London Statement Principles

1

Responsible Business Ethics

Avoid conflicts of interest, act honestly, refrain from fraudulent visa applications, declare fees and commissions, and comply with relevant laws.

2

Current, Accurate & Honest Information

Provide realistic information tailored to each student's circumstances. Use officially approved provider materials and include registration identifiers in advertising.

3

Transparent Written Agreements

Use signed agreements with students and providers, including itemised fees, refund policies, and archived records accessible on request.

London Statement Principles (Continued)

1

Protect Minors

Ensure adequate guardian representation, informed consent before payments, and act in accordance with relevant laws when dealing with minors.

2

Enable Informed Choices

Provide students with information about agent accreditations, training undertaken, professional memberships, and qualifications for comparison.

3

Act Professionally

Participate in training and professional development; join associations that promote best practice in international student recruitment.

4

Raise Ethical Standards

Work with destination countries and providers to share best practice and elevate ethical standards across the sector.

STANDARDS

ACE Standards: Organisational Effectiveness & Business Ethics

Organisational Effectiveness

- Effective governance with strategic plans, policies, and procedures
- Current business licensing and registration
- Disclosure of all partnerships, sub-agent agreements, and recruitment practices
- Assurance of financial integrity and systems

Business Ethics

- Adherence to ACE ethical standards and principles
- Disclosure of any past or pending litigation or disputes
- Commitment to accurate, non-misleading information
- Openness about incentives that may influence student decisions

STANDARDS

ACE Standards: Staff Capability & Recruitment Practices

Staff Capability

- Effective HR practices ensuring all staff are trained and act in clients' best interests
- Strong understanding of Australian education system and relevant legislation
- Completion of Agent Training programs or relevant qualifications

Recruitment Practices & Standards

- Honest, targeted marketing and appropriate student counselling
- Clear and fair complaints and appeals process
- Transparent fees with documented refund policy
- Strict confidentiality of personal information

OVERVIEW

ACE at a Glance

Ethics

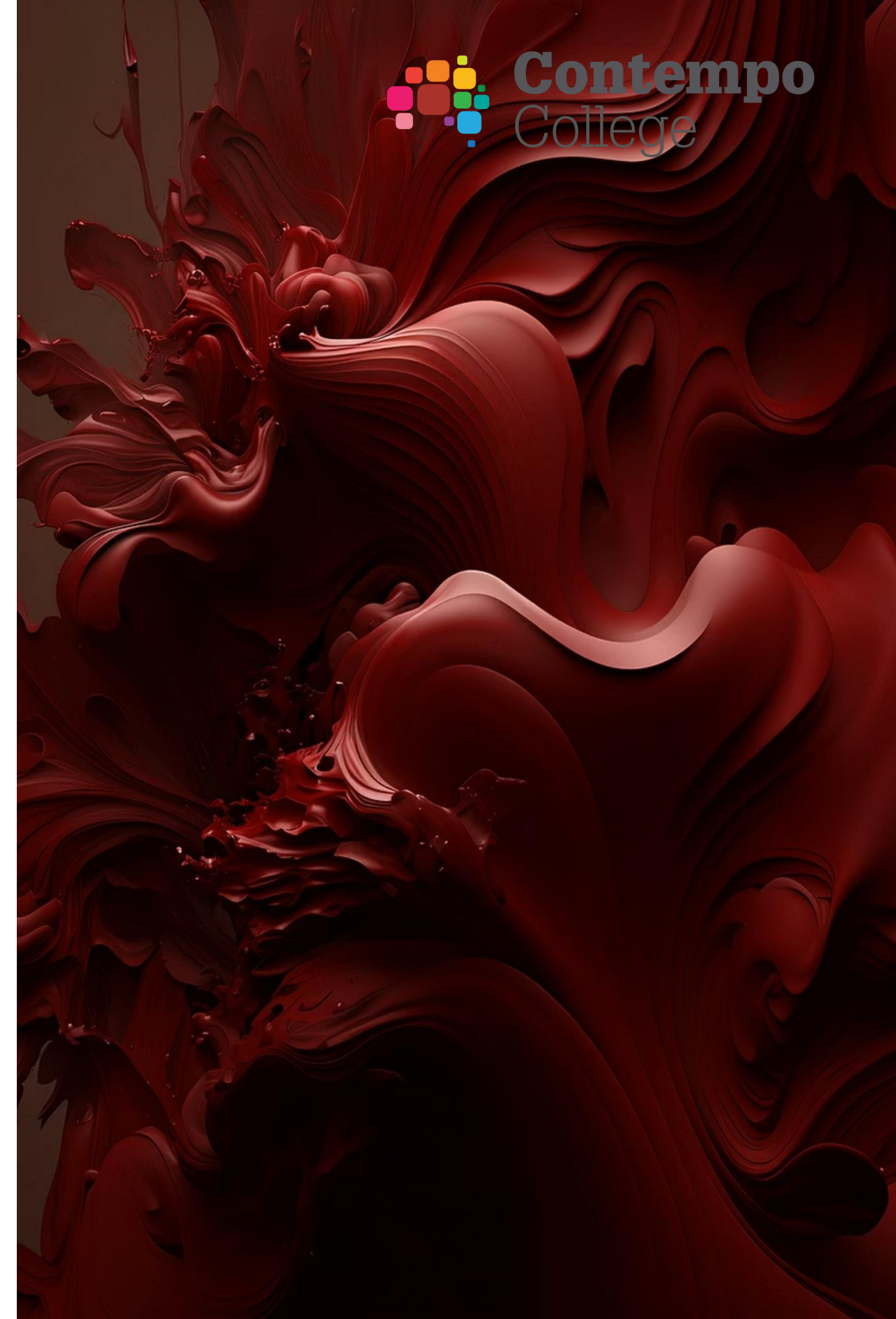
Integrity · Objectivity ·
Competence · Transparency ·
Confidentiality · Professional
Behaviour · Professionalism &
Purpose

Principles

Responsible ethics · Honest
information · Written
agreements · Protect minors ·
Informed choices · Professional
conduct · Raise standards

Standards

Organisational effectiveness · Business ethics · Staff capability ·
Quality recruitment practices





Thank You

For more information about the Agent Code of Ethics and Australian international education standards, contact Contempo College.

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