



Appointing and Monitoring Education Agent Policy and Procedure

Purpose

The purpose of this policy and procedure is to address Standard 4 of the National Code 2018 and to provide policy and procedures for appointing and monitoring the education agent.

Scope

This policy applies to all of the education agents which refer the students to study at United Colleges of Australia (UCA) on a student visa and prospective students on a student visa who seek to enrol with UCA.

Policy

United Colleges of Australia will enter into a written agreement with each education agent it engages to formally represent it and enter and maintain the education agent's details in PRISMS.

The agent's agreement will specify the responsibilities of the Education Agent and UNITED COLLEGES OF AUSTRALIA and the need to comply with the National Code of Practice. The written agreement must outline:

- The responsibilities of the College, including that the College is responsible at all times for compliance with the ESOS Act and National Code 2018
- The College's processes for monitoring the activities of the education agent in representing the College, and ensuring the education agent is giving students accurate and up-to-date information on the College's services
- The corrective action that may be taken by the College's if the education agent does not comply with its obligations under the written agreement including providing for corrective action where the College becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities
- Grounds for termination of the College's written agreement with the education agent including providing for termination in the circumstances where the College becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices
- The circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

The College will require the education agent to:

- Declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the College



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- Observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
 - Act honestly and in good faith, and in the best interests of the student
 - Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics

The College will take immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices where the College becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

The College will take immediate corrective action where the College becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities

The overall responsibility for the recruitment and supervision of all education agents is that of the Marketing Manager.

Education agents shall be members of the Migration College of Australia (preferably) and bound by its Code of Ethics. United Colleges of Australia is responsible for the conduct of agents acting on its behalf through an executed Agents Agreement.

United Colleges of Australia will ensure that all education agents that are under agreement have access to the most up to date and accurate information including:

- Copies of United Colleges of Australia Code of Practice
- Course information, including content and vocational outcomes
- Student selection, entry requirements, enrolment and induction/orientation procedures
- The commencement dates and duration of courses
- Requirements to achieve the Qualification
- The Qualification/certification to be issued on completion or partial completion of the course of study
- Australian and overseas recognition given to Qualifications
- Teaching methods used (including work experience requirements)



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- Policies on assessment, including methods, resubmission of work etc
 - Recognition of Prior Learning (RPL) arrangements
 - 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
 - RTO's 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
 - 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
 - Information about the minimum level of English language proficiency, educational qualifications and work experience required for the student to be accepted for the course (unless this is clearly not relevant),
 - 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
 - The education agent should provide the accurate and up to date information to the students include:
 - Facilities, equipment and learning resources of your propose study courses;
 - Course content, course duration and the qualification gained on completion;
 - Teaching and assessment methods;



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- Any details of any arrangements with other providers for recognition or completion of the course
 - Tuition fees, refund conditions and other expenses;
 - Information about living in Australia, the College campus and location, accommodation availability, and costs of living;
 - The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course;
 - Student visa requirements;
 - The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working;
 - The requirement that United Colleges of Australia must report students who fail to meet their visa conditions to DHA;
 - Course withdrawal, discontinue, suspending, and transfer between the education providers;
 - Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College;
 - Internal and external complaint and appeals procedures; and
 - The non-academic student support services of special relevance to international students

United Colleges of Australia will not accept students from any education agent or enter into a written agreement with any education agent that it knows of or suspects that the education agent to be:

- a) 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 in regard to the transfer between registered providers of students.
- b) Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
- c) Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student, or
- d) Providing immigration advice where not authorised under the Migration Act 1958 to do so.
- e) Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa.



Appointing an Education Agent Procedure

1. Upon receiving an expression of interest letter, the marketing manager will assess the proposed agent's profile
2. If the agent's profile is satisfactory, they will be given the agent application to be filled
3. Upon receiving the agent's application, the reference check will be conducted
4. Upon satisfactory outcome of the agent reference check, they will be appointed as an authorised agent representative
5. The proposed agent agreement will be signed by both parties
6. Marketing material will be provided to the newly appointed agents

Monitoring and Terminating the Education Agent Representative Procedure

1. The regular visits and meetings will take place to update information about any changes in marketing materials, course content, fees and other matters that affect them. These meetings will also provide the agents with the opportunity to provide feedback and improvement suggestions to the provider. Minutes of these meetings will be kept, and follow-up items listed to be communicated via email
2. Annual review of all Education Agent contracts will be undertaken. This review will be based upon performance and feedback sought from students referred by the Education Agents
3. In the case of any misleading parts of the agent agreement's terms and conditions, a warning letter will be sent to address the issue. The agent needs to be responsive within 30 days.
4. Upon receiving the agent response, the decision will be made whether to continue or terminate
5. In the case of termination, the letter will be served to the agent for termination
6. Update PRISMS and provider's student management system of the termination agent



Document Control

Policy Owner:	UCA
Endorsed By:	PEO
Person Responsible for Implementation:	Marketing Manager
Endorsement Date:	December 2021
Version:	1.4