

*Overseas Students:  
Education Agent Policy*

CRICOS 01256A



ST ANDREWS  
CHRISTIAN COLLEGE

INSPIRED BY  
FAITH

DISTINGUISHED BY  
CHARACTER

LEADERS BY  
INFLUENCE



# *Overseas Students: Education Agent Policy*

## PREAMBLE

All policy, protocols and procedures flow from the St Andrews Christian College Mission Statement:

*“To educate our students so that they are well skilled, understand life on the basis of biblical truth, and are motivated to walk with God and serve Him in their lives, so that they will be a positive Christian influence in the world.”*

## POLICY DOCUMENT INFORMATION

<b>TITLE:</b>	Overseas Students: Education Agent Policy
<b>AUTHORS:</b>	P. Connolly; M. Lepileo
<b>ACKNOWLEDGEMENTS:</b>	
<b>PURPOSE:</b>	To provide policy and direction for all the College Community.
<b>RELATED DOCUMENTS:</b>	

## KEY DATES

<b>ISSUE DATE:</b>	November 2016
<b>REVIEW DATE:</b>	November 2019



## 1. OVERSEAS STUDENTS EDUCATION AGENT POLICY

To assist the College in the promotion of our educational services, the College may appoint one or more agents. The agents must have an appropriate knowledge and understanding of the Australian international education industry. The College is not to use education agents who are dishonest or lacking integrity.

- The College must enter into a written agreement with each agent it engages to formally represent us. The agreement must specify the responsibilities of the education agent and the College and they need to comply with the requirement of 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 point 4.
- The College must ensure that its education agents have access to up-to-date and accurate marketing information in the promotional package for overseas students and on the web.
- The College must not accept students from 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 of the National Code of Practice.
  - 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 to create Confirmations of Enrolment for other than a bona fide student, or
  - Providing immigration advice where not authorised under the Migration Act 1958 to do so (i.e. not a registered migration agent).
- If the College becomes aware of, or reasonably suspects, the engagement by the education agent, or an employee or sub-contractor of that agent, of the conduct set out above, the College must terminate the agreement with the education agent, unless an individual employee or sub-contractor of the education agent has had their relationship terminated by the education agent.
- The College must take immediate corrective and preventative action upon 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.
- The following information is requested from the agent:
  - Company profile:
    - Details of principal's background and qualifications.
    - Number of staff.
    - Details of key staff members and / or school consultants.
    - Number of years in existence.
    - Services provided by the company.
    - Location and details of offshore offices.
    - Location and details of sub-contractors.
    - Location and details of any off-shore partners.



- Company registration details.
- Details of past and present experience recruiting students:
  - For Australian schools.
  - For other education sectors.
  - Number of students.
- Familiarity with Australian education industry:
  - Knowledge of ESOS Act.
  - Knowledge of National Code.
  - Completion of the AEI Agent Training Course.
- Experience in:
  - Education industry generally.
  - Any other major business areas.
- Details of markets from which students are recruited:
  - Geographical area.
  - Characteristics of potential market.
- Names of any professional organisations of which the agent is a member.
- Outline of services to be provided.
- Written references, dated and with contact details from three sources:
  - An Australian Government Officer or Agency.
  - An Australian or New Zealand school.
  - A referee of the agent's choice.