

Agent Management Procedure - International

Version: 5.0 **Effective Date:** 15 August 2017
Procedure Code: PR-040 **Related Policy Code:** INT-014
Related Policy Name: Agent Management Policy – International

Purpose:

This procedure sets out the way in which the College ensures that the agents it engages act with honesty and integrity when representing the College.

Definition of “College” – *In the higher education sector, Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation; Study Group Australia Pty Limited trades as Martin College and Martin Higher Education (Martin HE). For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.*

Definition of “International students” – *The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant*

- Scope:**
- All campuses
 - All international students
 - Quality & Compliance team
 - International Team
 - Marketing and Admissions Staff
 - All international education agents

Procedure:

Agent Engagement

All Agents are required to formally apply to represent the College using the International

Education Agent Application Form.

Upon successful application all new Agents will be offered an [Interim Agreement](#) with the College for a period no longer than 12 months.

All agents are subject to reference checks as part of the application process. Applications are assessed based on set selection criteria, however, the decision to appoint an agent is not restricted to these criteria. Agents are notified of the outcome of their application in writing.

Before the end of the Interim Agreement, an invitation to apply for a formal International Agent Agreement may be offered as per Section 7 of the Agent Agreement, on the proviso that an ongoing supply of students has been attained.

If the interim agreement period has been successful, the agent will be required to enter into a formal International Education Agent Agreement with the College before further students will be accepted from the agent. This agreement must be signed by both the agent and the Executive Director, Higher Education. Agents must sign the College's standard agent agreement. If the Agent wishes to the College to enter into an agreement drafted by the agent, the agreement must be reviewed by the Quality and Compliance team and forwarded to the Executive Director, Higher Education for approval.

The College will not pay commission to any agent if that agent has not entered into either an interim or formal signed written agreement with the College.

Agent Register

A list of the College's current registered agents must be published on the College website, updated quarterly at a minimum. In addition the College will record its formal relationship with the agent on PRISMS (the DIBP database for international student interactions).

Monitoring Agents

The College actively surveys international students regarding the accuracy and validity of information provided by their education agent in week 6 of the student's initial enrolment and upon the event of the student's decision to exit from a course before completion.

The College actively investigates complaints made by students regarding conduct of international education agents and records the outcome of these investigations on the agent's file.

All Education Agents are required to undergo regular reviews during the interim period.

Formal agents will undertake annual performance reviews conducted through meeting face to face, via Skype or by telephone.

The review includes:

- Overview of current practices and relationship with the College
- Cross check to ensure current and correct marketing materials are being used
- Results (the number and quality of students referred)
- Identification of any further training required
- Discussion of any issues or concerns with the Education Agent or appropriate staff
- Review of marketing strategy and discussion regarding market opportunities

The review will be undertaken by the National Higher Education Compliance Manager (Endeavour) or the International Student Recruitment Sales Manager (Martin HE) using the Agent Progress Review Report. This report must be kept on the agents file.

Termination of Contract

Complaints about education agents must be brought to the attention of the National Higher Education Compliance Manager (Endeavour) or the International Student Recruitment Sales Manager (Martin HE) and investigated. Outcomes of all agent investigations will be kept on the agents file.

The National Higher Education Compliance Manager (Endeavour) or the International Student Recruitment Sales Manager (Martin HE) will issue agents reasonably suspected or known to have engaged in of any of the following behaviours with an Agent Termination Letter:

- Deliberately engaged in dishonest practices
- Providing inaccurate information relating to the courses offered by the College
- Facilitating enrolment of students that the agent believes will not comply with their visa conditions
- Providing immigration advice where not authorised under the Migration Act 1958 to do so.

Definitions: **Agent:** An accredited person or organisation with the authority to promote the College's courses and services to Students or intending Students in nominated regions.

CRICOS: Commonwealth Register of Institutions and Courses

for Overseas Students.

DIBP: Department of Immigration and Border Protection.

ESOS: [Education Services for Overseas Students](#). A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

ESOS Act: Education Services for Overseas Students Act 2000.

ESOS Regulations: Education Services for Overseas Students Regulations 2001.

Formal Agent Agreement: The agreement between the College and the Agent including the Schedules.

Interim Agent Agreement: The probationary agreement between the College including the Schedules.

National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

PRISMS: Provider Registration and International Student Management System. The DIBP database for international student management.

Prospective Student: A person who intends to become, or who has taken any steps towards becoming a Student at the College.

Student/Learner is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Further Information:

Related Policies: *Agent Management Policy – International*
 Marketing Policy – International

Related Procedures: *Marketing Procedure*

Related Documents Agent Rejection Letter
 Agent Renewal of Contract Letter
 Agent Termination Letter
 Agent Warning Letter
 Agent Discontinuation of Contract Letter
 Agent Acceptance Letter
 Agent Agreement
 Agent Application Form
 Agent Handbook
 Agent Checklist
 Agent Selection Criteria
 Agent Progress Review Template

Guidelines: Nil

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| Procedure Author: | Quality and Compliance Coordinator |
| Procedure Owner: | National HE Compliance Manager |
| Contact: | National HE Compliance Manager |
| Procedure Status: | Harmonised – 2 brands |
| Responsibilities for Implementation: | <ul style="list-style-type: none"> • National HE Compliance Manager • International Recruitment Sales Manager • National Admissions Centre Manager • International Admissions Advisor • Student Services |
| Key Stakeholders: | <ul style="list-style-type: none"> • National HE Compliance Manager • International Recruitment Sales Manager • National Admissions Centre Manager • International Admissions Advisor • Student Services • International Education Agents • International Students |