



Policy and Procedure for Appointing and Monitoring Education Agent

The purpose of this policy is to ensure that Velocity Education and Training ("The College") has implemented documented policies and procedures to ensure that marketing of the College training services is professional, accurate and maintains the integrity and reputation of the industry as indicated in National Code 2018, Standard 4 use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

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 Institute of Australia (preferably) and bound by its Code of Ethics. The College responsible for the conduct of agents acting on its behalf through an executed Agents Agreement.

The agent's agreement will specify the responsibilities of the Education Agent and the College and the need to comply with the National Code of Practice. This agreement will include:

- Processes for monitoring activities of the education agent, including where corrective action may be required, and
- Termination conditions, including providing for termination in the circumstances outlined in this policy.

The College will ensure that all education agents that are under agreement have access to the most up to date and accurate information including:

- Copies of the College 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)
- 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
- College'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/or academic progress)
- The requirement to maintain current overseas student health cover, and to maintain adequate arrangements for the education of dependents
- 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 College 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.

The College will terminate their agreement with any Education Agent who is shown to be engaged in activities as outlined above.

The College will 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.

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