



EDUCATION AGENTS POLICY

Approving Authority	AIHE Council	Approval Date of Last Revision	15 Sep 2022
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Effective Date	23 Feb 2018	Review Date*	30 Nov 2027
Document No	PLO12	Version	1.2a
Policy Category	Operational		
Governing Authority			
Responsible Officer	General Manager		
Related Documents	Education Agents Procedure Agent Agreement Agent Application Checklist Agent Monitoring Checklist and training schedule Agent performance report – annual Higher Education Standards Framework (Threshold Standards) 2021 (TEQSA Act 2011) Education Services for Overseas Students Act 2000 (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students 2018		

* Unless otherwise indicated, this Policy will still apply beyond the review date.

Document Control

Version #	Date	Key changes
1.0	23/02/2018	Original policy approved by Council
1.1	18/03/2019	Minor revision to clarify responsibilities
1.2	13/08/2020	Clause 5.3 amended to reflect requirement for Marketing Manager to report outcomes of monitoring and auditing to the General Manager
1.2a	15/09/2022	Updated the reference to the HES Framework 2021

1. PURPOSE

1.1 The Education Agents Policy specifies the principles and framework for Adelaide Institute of Higher Education (AIHE) to ensure that relevant stakeholders, including AIHE staff involved in the selection and management of education agents, and the education agents themselves, are fully conversant with both legislative requirements and AIHE Policy.

2. SCOPE

2.1 The Education Agents Policy applies to AIHE staff, all Education Agents engaged by AIHE and the students that they represent.

3. POLICY STATEMENT

3.1 AIHE recognises education agents as an important part of the international education sector in Australia.

3.2 AIHE will appoint education agents to recruit full time international students.

3.3 AIHE will only appoint education agents whose organisation is registered in the relevant country, state or province and if relevant in Australia.

3.4 AIHE is committed to only working with education agents that act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector.

3.5 AIHE policies, practices and approaches to Education Agents will comply with all requirements of the ESOS Act 2000, National Code 2018, and any other relevant code.

4. PRINCIPLES

AIHE is committed to the following principles that underpin this Policy:

4.1 AIHE will have a written agreement with each education agent they engage with.

4.2 AIHE will enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS).

4.3 AIHE will only engage education agents who have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics.

4.4 AIHE will ensure education agents act honestly and in good faith.

4.5 AIHE will take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code.

4.6 AIHE will not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.

4.7 AIHE will maintain full information on its website to ensure its education agents are accurately represented (Section 21A of the ESOS Act).

5. RESPONSIBILITIES

5.1 Council is responsible for:

- approving and committing to the Education Agents Policy, related Procedure and associated activities.

5.2 The General Manager is responsible for:

- ensuring that appropriate and effective Education Agents are contracted to provide services for and on behalf of AIHE
- ensuring that immediate corrective action is taken where the education agent or an employee or subcontractor of that education agent has not complied with education agents' responsibilities under the National Code
- immediately terminating AIHE's relationship with an education agent where that education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, or requiring the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices

5.3 The Marketing Manager is responsible for:

- education agent relationship management, including ensuring that appropriate research has been conducted on potential education agents and that all relevant information has been supplied to applicants
- education agent training
- monitoring education agent risk and reporting the outcomes of this monitoring to the General Manager
- maintaining the Education Agent Register and Education Agent Performance Report
- reviewing education agent performance and reporting the outcomes of the annual audit and any investigations into agent conduct to the General Manager
- ensuring the list of agents on the AIHE website is accurate and complete.

6. DEFINITIONS

6.1 See the AIHE Glossary of Terms for definitions.