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## Managing the Performance of Education Agents Procedure

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### 1.0 Purpose

This procedure relates to the managing and monitoring of the performance of education agents engaged by Engineering Institute of Technology (EIT).

### 2.0 Scope

This procedure applies to all CRICOS student operations of EIT.

### 3.0 Compliance Requirements

National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### 4.0 Policy

The procedure for EIT in ensuring that all its Education Agents operate ethically, honestly, in the best interest of EIT and CRICOS students, and in accordance with the requirements of the National Code of Practice is fivefold and based on:

- Selection of agents
- Agents contracts (Agreements)
- Student surveys
- Communication with agents
- Performance review.

#### 4.1 Selection of agents

Whenever an agent approaches EIT to provide recruitment services or EIT expresses interest in an agent providing recruitment services; each agent will be asked to complete

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and sign an *'Education Agent Application Form'*. This form will request information that includes, but is not limited to, the following:

- Business details including
  - Business name
  - Name of contact person
  - Postal, email, website and telephone/fax contacts
- Primary countries of operation
- Membership of professional associations
- Names of three referees (preferably Australian based education providers who recruit for higher education providers)
- A statement that they have never been convicted of engaging in dishonest or deceptive practices

On receiving the completed form, EIT will establish an agents file (either hard copy or electronic, or both), check the accuracy of information by phoning the agent and sending a confirmation email. EIT will also check claimed membership of professional associations and will contact referees. All outcomes of this check will be recorded on the agents file along with the application form. If any outcomes of the checks are unfavourable then EIT will take no further action and advise the agent that they will not be engaging them to provide services. If all outcomes of the initial checks are favourable, the agent will be offered a contract.

### **4.2 Agents Contracts**

All Agents engaged by EIT to provide recruitment services will be asked to enter into a signed agreement (contract) with EIT. This contract will specify the requirements and undertakings of both parties consistent with the requirements of the National Code of Practice and ESOS Act.

The contract will be signed by both parties and a copy maintained in the agent's file. EIT will also enter and maintain the education agent's details in PRISMS.

### **4.3 Communication with Agents**

Ongoing and open communication with agents is regarded by EIT as a critical part of the successful operation of EIT.

The International Education Agent Coordinator is responsible for such communication and will take every opportunity both in Australia and overseas, to ensure that there is regular and ongoing communication with agents.

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### **4.4 Performance review**

Once each year, at a time set to coincide with the end date for an agent's contract, the International Education Agent Coordinator will prepare a report. The report (sample shown in Appendix A) is based on an analysis of the agents file and student survey results will include, but not be limited to;

- Number of students provided by the agent
- Number of visa grants and refusals
- Number of students, provided by the agent, that EIT has reported to the Department of Immigration and Border Protection for breaches of their Visa requirements
- Comment on student satisfaction and feedback on Agent processes and services.
- Comment on responsiveness of agents to communications with the International Education Agent Coordinator .
- Areas of improvement required of the agent.

Based on this report, the Dean of Engineering, on the advice of the International Education Agent Coordinator, will extend or terminate the agent's contract with EIT. As part of extending the contract, the International Education Agent Coordinator will ensure that all agent details held on file are accurate and up to date.

### **4.5 Performance monitoring**

If EIT becomes aware that, or has reason to believe, an education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities under standards 4.2 and 4.3 of the National Code, and/or in line with their contract, then EIT will take immediate corrective action as outlined in the agent contract.

If EIT becomes aware, or has reason to believe, that an education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, EIT will 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, as outlined in the agent contract.

EIT will not accept students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the Migration Act
- engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with

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the obligations of registered providers under Standard 7 (Overseas student transfers) of the National Code

- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
- using PRISMS to create CoEs for other than bona fide students.

### **5.0 Supporting documentation**

- Annual Report on the Performance of Education Agents
- Education Agent Referee Check form
- Code of Conduct for Education Agents
- Education Agent Agreement
- Education Agent Application Form

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### APPENDIX A ANNUAL REPORT ON THE PERFORMANCE OF EDUCATION AGENTS

Date of report:	
Period of report:	
Report prepared by:	
Name of agent:	
Number of student applications provided by agent in the period:	
Number of visa grants:	
Number of visa refusals (including reasons for refusal):	
Number of students provided by agent who have been reported to the Department of Immigration and Border Protection in the period (including reasons for reporting):	
Actions taken in relation to agent resulting from student survey responses:	
Overall student satisfaction with agent:	
Responsiveness of agent to communication from EIT:	
Areas of improvement required of agent:	
Name and signature of person preparing report:	
<b>Follow up action</b>	
Comment from the International Education Agent Coordinator:	
Advice from the Dean of Engineering:	