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## Recruitment of Education Agents Procedure

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<b>Policy Contact:</b>	International Education Agent Coordinator
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### 1.0 Purpose

To describe the recruitment process to be followed when EIT recruits education agents.

### 2.0 Scope

This procedure applies to all Engineering Institute of Technology (EIT) staff who are involved in the recruitment of education agents.

### 3.0 Compliance Requirements

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

### 4.0 Procedure

The process of recruiting education agents involves a great deal of decision making. This procedure is designed to alleviate the problems and pitfalls encountered when contracting education agents by providing a stream of checks and due diligence towards any final appointment.

EIT will take all reasonable measures to recruit education agents that meet the requirements of the National Code, and in accordance with EIT's *'Recruitment of Education Agents Policy.HE'*.

EIT will enter into a written agreement (contract) with any education agent approved to represent it in accordance with the requirements of the National Code and EIT's *'Recruitment of Education Agents Policy.HE'*.

EIT will maintain an accurate list of authorised education agents, publish the list on its website and include the name of the agent on the CoE where applicable. EIT will also enter

and maintain all education agents' details in PRISMS and EIT's Student Management System.

The process listed below is chronological.

- Identify potential organisation/agent:
  - a. Visit website
  - b. View company profile, looking at successful history
  - c. Visit office (where possible)
  - d. Meet with key staff (in person or remotely)
- Advertisements:
  - a. Sight referrals or advertisements involving association with the agent and other Training Organisations (preferably Australian higher education based institutes)
  - b. Request copies of any recent publications or advertisements placed by the agent
- Introduce EIT
  - a. Via email, telephone, online meeting or in person
  - b. Include company profile, agent contact, course information and brochures
  - c. Supply a copy of EIT's Education Agent Code of Conduct, Agent Agreement, Agent Application Form and Refund Policy
- Recruit and appoint Education Agent
  - a. Receive completed Education Agent Application form from agent
  - b. The International Education Agent Coordinator will analyse if the agent is in a region which EIT is looking to expand in and/or the agent is deemed to have the potential for a mutually beneficial relationship with EIT. If not, the Agent will be advised accordingly.
  - c. Referee checks (via phone or email) are conducted by the International Education Agent Coordinator (at least one higher education provider and preferably only Australian registered providers should be provided as referees). At least two referees should provide feedback before EIT will proceeding to the next stage.
  - d. Once the Education Agent Application form is complete (including provision of the Business Registration Certificate and any relevant training certificates) and at least two referee checks have been completed and are positive; EIT can proceed with an Agent Agreement.
  - e. EIT asks the agent to sign the EIT Agent Agreement. Once the signed document is received the following processes are completed:
    - 1. A Certificate of Representation is created;
    - 2. The Agent's head office profile is set up in EIT's Student Management System (TRUSS);
    - 3. The EIT website is updated accordingly with the agent office details;
    - 4. A formal email confirming the Agent's appointment as a representative of EIT is sent to the Agent, with the relevant documents and information attached
    - 5. Arrange training for the agent, to be conducted by the International Education Agent Coordinator, and issue marketing materials.



## **5.0 Supporting documentation**

- EIT Education Agent Code of Conduct
- Education agent agreement
- Education agent application form