



# Education Agents Policy

## PURPOSE:

1. This policy has been developed to outline the process for selection of Education Agents to satisfy the requirements of National Code and ESOS Act.

## SCOPE:

2. Perth Technical College Pty Ltd (**PTC**) Trading as Australian Technical College Western Australia (**ATCWA**) takes all reasonable measures to ensure that the Education Agents it engages are ethical, professional and have a working knowledge of:
  - a) The National Code,
  - b) The ESOS Act, and
  - c) ATCWA's services
3. ATCWA will not recruit or maintain a relationship with any Education Agent who is unethical, dishonest, or does not adhere to the principles of the agreement.

## PROCEDURE:

### SELECTION

4. ATCWA will select Education Agents on the basis of their overall experience and understanding of the National Code and ESOS Act:
  - a) Education Agents making application to ATCWA must provide a minimum of 2 Referral Reports. In the event the Education Agent cannot supply this, then ATCWA will make a professional judgement on the validity of the Education Agents application.

### AGREEMENT

5. ATCWA uses Education Agents and will enter into a written agreement with each Education Agent it engages.
  - a) The agreement will specify the Roles and Responsibilities of both parties,
  - b) Will include processes for monitoring the activities of the education agent, including where corrective action may be required, and
  - c) Termination conditions
6. Monitoring processes may include:
  - a) Face to face meetings,
  - b) Regular Feedback from Students on the Agent,



- c) KPI's, and
  - d) Telephone, Online or Email surveys
7. ATCWA will not accept students from an Education Agent or enter into an agreement with an Education Agent if it knows or reasonably suspects 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 under Standard 7 (Transfer between registered providers)
  - 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
  - d) Providing immigration advice when not authorised under the Migration Act 1958 to do so.
8. Where the ATCWA has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out above, ATCWA will terminate the agreement with the education agent.
- a) This does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out above and the education agent has terminated the relationship with that individual employee or sub-contractor.
9. ATCWA 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.

## **MARKETING MATERIALS**

10. ATCWA marketing materials must be developed and reviewed using the Marketing Material Checklist, to ensure it meets ATCWA's quality guidelines.
11. ALL Marketing Material Checklists must be logged in the Marketing Materials Register, along with samples of the materials, in order to track and review effective marketing strategies.
12. New and Revised marketing materials are to be forwarded to ALL Education Agents, to ensure that ATCWA's materials are up to date and do not mislead potential student's about ATCWA's courses and services.