

ENGAGEMENT AND MONITORING OF AGENTS POLICY AND PROCEDURE

PURPOSE

This policy outlines a Framework for the appointment, management, monitoring and termination of Education Agents for CG Spectrum Institute (CGSI) in an appropriate and professional manner to ensure the welfare of International students.

The policy and procedure is in accordance with the Higher Education Standards Framework, 2021 (HES) and the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

SCOPE

This Policy applies to all staff at CGSI and its Education Agents.

DEFINITIONS

Agent agreement	means a written agreement between an education agent and CGSI
Australian International Education and Training Code of Ethics (ACE)	is an agent code of ethics (ACE) that provides a guide to the expected professional behaviour of individual agents working with Australian international students.
Education agent	means an individual or organisation acting on behalf of CGSI to recruit International students
National Code 2018	is the regulation that is National Code of Practice for Providers of Education and Training to Overseas Students 2018
National Code Standard 4	sets out that registered providers must ensure that their education agents act ethically, honestly and in the best interest of overseas students as well as uphold the reputation of Australia's international education sector.

RESPONSIBILITIES

The CEO is responsible for the appointment, management and monitoring and termination of agents to ensure:

- agents act in an appropriate and professional manner: and

- the welfare of the international student/s is considered at all times.

The Academic Director or delegate is responsible for:

- receiving Fee Refund Applications from students and ensuring adequate supporting documentation is provided; and
- assessing grounds for fee refund applications against this policy.

POLICY

Principles for Engagement with Education Agents

- Education Agents will have an appropriate level of knowledge and understanding of the Australian International Education and Training Agent Code of Ethics (ACE).
- Education Agents will act honestly and in good faith.
- CGSI will not accept International students if the Education Agent is engaged in or has previously engaged in misleading or unethical recruitment practices.
- CGSI will comply with the requirements of the National Code 2018, Standard 4.
- CGSI will take immediate corrective action, or terminate a relationship, if an Education Agent is not complying with the National Code.

Written Agreements

In accordance with the National Code 2018, Standard 4 CGSI will ensure that Education Agents comply with the Code.

CGSI will enter into a written agreement with each Education Agent which includes the following:

- CGSI's responsibilities for compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018;
- The Agent's requirements as a representative for CGSI;
- CGSI's commitment to monitoring the Education Agent's activities to ensure the Agent provides International students with transparent, accurate and up-to date information;
- In the event of any issue arising then corrective actions may be taken with possible grounds for termination of the written agreement; and
- Information about the Education Agent may be shared by CGSI with Commonwealth or State and Territory agencies.

PROCESS FOR AGENT ENGAGEMENT

Selection of Education Agents

The process for selecting education agents is as follows:

- Agents wishing to be an approved Education Agent for CGSI will complete and submit an Education Agent Application form, together with all necessary supporting documentation.
- Applicants will be assessed on the basis of the National Code 2018, Standard 4 and any other relevant standards and policies developed by CGSI.

Appointment and Written Agreement

The National Code 2018 requires CGSI to have a written agreement with each education agent formally representing CGSI. Agreements are reviewed annually and more frequently if necessary.

The process for appointing Education Agents is as follows:

- When an application is deemed satisfactory, the CEO will provide an Education Agent Agreement (Agreement) that complies with the legislation:
- The Agreement is to be signed by both parties:
- A signed Agreement is retained by CGSI and another given to the Education Agent;
- The Agreement commences on the specified date;
- Agreements remain in effect until either the termination date of the Agreement, or until either party terminates it; and
- A Certificate of Appointment is issued to the Agent, followed the provision of CGSI's relevant marketing materials.

Training and Information

Education Agents must have up-to-date and accurate knowledge of the marketing information provided by CGSI.

Education Agents must have appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

Training will be provided by CGSI if the Education Agent does not have a thorough understanding of the above subject matter.

Conflicts of Interests

Education Agents engaged by CGSI will act ethically, honestly and in the best interests of International students.

CGSI requires transparency in all the Education Agent's activities. Education agents must declare and take all reasonable steps to avoid conflicts of interest pertaining to their duties and role.

Examples of conflicts of interest include, but are not limited to:

- Agents charging service fees to both International students and CGSI for the same service; and/or
- Education Agent having a personal relationship with an employee of CGSI

Monitoring and Performance

Education Agents are monitored by CGSI to guarantee they are behaving ethically, in accordance with the National Code 2018. Monitoring activities may include:

- regular face-to-face meetings;
- telephone/teleconference meetings;
- regular reports from agents;
- surveys of students recruited by particular agents;
- performance benchmarks against responsibilities included in agreements;
- evaluation of the quality of students, including completion and attrition rates;
- evaluation of conversion rates from letters of offer to successful enrolments;
- spot checks, for example, to observe agents at work at education fairs; and
- agent surveys.

Meetings to review the Education Agent's performance will be conducted on an annual basis, or as required.

Immediate Corrective Actions

CGSI will take immediate corrective action if it becomes aware, or believes, that the Education Agent or its employee or subcontractor has not complied with the Education Agent's responsibilities as outlined in the CGSI agreement and/or Standard 4 of the National Code 2018.

Corrective actions may include, the provision of additional information or targeted training for the Agent on required expectations.

Termination of Contract

Under the National Code 2018, Standard 4, CGSI will immediately terminate a contract with an Education Agent if it becomes aware of, or reasonably suspects, that the Agent is engaging in false or misleading recruitment practices.

If the false or misleading recruitment practices were engaged in by an employee or subcontractor of the Education Agent, CGSI will require the Agent to terminate its relationship with those individuals.

If a decision is taken to terminate the Agreement with the Education Agent, CGSI will give notice to the Agent in writing, in accordance with the terms of the Agreement.

RELATED DOCUMENTS

The Agent Code of Ethics (ACE)
Education Agent Application form
Education Agent Agreement
Certificate of Appointment
CGSI Marketing materials

RELEVANT LEGISLATION

Higher Education Standards Framework 2015
ESOS Act 2000
National Code 2018, Standard 4

Version Control

Document: Engagement and monitoring of agents policy		
Approved by: Board of Directors		Date: 30 March 2020
Version: V1.3	Replaces Version: V1.2	Next Review: 2023
V1.2	CRICOS minor adjustments 24/06/2021	
V1.1	Further refinements	
V1.0	Responsibilities added	
V0.3	Developed policy	