

INTERNATIONAL EDUCATION AGENT POLICY



Purpose

The registered provider, Access Recognised Training Australia, must establish a written agreement with each education agent it formally engages to represent it. Additionally, it must enter and maintain the agent's details in PRISMS.

This document also serves to outline the commission fees and associated conditions for education agents.

Access Recognised Training Australia will also strive to establish written agreements with agents who act on behalf of students and will list all agents with whom it has agreements on its website.

Policy

Access Recognised Training Australia will establish a written agreement with each education agent it formally engages. This agreement will define the responsibilities of both the education agent and the registered provider, ensuring compliance with the National Code requirements.

The agreement will include:

- The responsibilities of the registered provider, emphasizing that it remains accountable for compliance with the ESOS Act and National Code 2018 at all times.
- The registered provider's expectations of the education agent in representing the institution, as outlined in Standard 4.3.
- The procedures for monitoring the education agent's activities to ensure accurate and up-to-date information is provided to students about the registered provider's services.
- The corrective actions available to the registered provider if the education agent fails to meet its obligations under the agreement, including measures outlined in Standard 4.4.
- The grounds for termination of the agreement, incorporating provisions in Standard 4.5.
- The circumstances under which information about the education agent may be disclosed to Commonwealth, state, or territory agencies by the registered provider.

This agreement ensures that all education agents act in alignment with regulatory requirements and uphold the integrity of Access Recognised Training Australia's services.



Access Recognised Training Australia requires its education agents to:

- Declare in writing and take reasonable steps to avoid conflicts of interest in their role as an education agent for the registered provider.
- Maintain appropriate levels of confidentiality and transparency in all dealings with overseas students and prospective students.
- Act honestly, in good faith, and in the best interests of the student.
- Possess appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

Access Recognised Training Australia will ensure that its education agents have access to up-to-date and accurate marketing information, in accordance with Standard 1 (Marketing Information and Practices).

The RTO will not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects that the agent is:

- Providing migration advice without proper authorization under the Migration Act.
- Engaging in, or having previously engaged in, dishonest recruitment practices, including deliberately attempting to recruit a student in conflict with the obligations of registered providers under Standard 7 (Overseas Student Transfers).
- Facilitating the enrolment of a student whom they believe will not comply with their visa conditions.
- Using PRISMS to generate Confirmations of Enrolment (CoEs) for individuals who are not genuine students.

Access Recognised Training Australia will terminate its agreement with an education agent if it becomes aware of, or reasonably suspects, that the agent—or their employee or subcontractor—has engaged in conduct outlined in Standard 4. However, this requirement does not apply if the misconduct was committed by an individual employee or subcontractor, and the education agent has taken appropriate action by terminating their relationship with that individual.

Access Recognised Training Australia must take immediate corrective and preventative action upon identifying an education agent who is negligent, careless, or incompetent, or who engages in false, misleading, or unethical advertising and recruitment practices that could compromise the integrity of Australian education and training.

To ensure compliance, Access Recognised Training Australia will regularly monitor the activities of its education agents through various methods, including:

- Face-to-face meetings
- Telephone meetings
- Regular reports from agents
- Surveys of students recruited by agents
- Spot checks, such as observing agents at work
- Internal surveys conducted by the RTO on agent performance



Procedure

1. Formal Agreement

- Access Recognised Training Australia will enter into a written agreement with each education agent it engages to represent it.

2. Agent Registration and Listing

- Access Recognised Training Australia will enter and maintain the education agent's details in PRISMS and list them on its website.

3. Compliance and Ethical Standards

- Access Recognised Training Australia will ensure that education agents comply with the ESOS Act and National Code 2018 by providing them with a copy of relevant policies and procedures.
- Agents will also receive a copy of the Australian International Education and Training - Agent Code of Ethics.

4. Ongoing Monitoring and Feedback

- Access Recognised Training Australia will meet with education agents at least every six months and actively seek feedback from students.

Commission Rates

Please contact us at markf@accessrt.edu.au to discuss commission rates. We are open to negotiating a mutually beneficial arrangement that is acceptable to both organisations.

Conditions for Commission Payments

- All commission payments are strictly conditional upon the student making the corresponding tuition fee payments;
- The RTO will make all reasonable efforts to collect tuition fees from students;
- The Education Agent may be requested to assist in retrieving outstanding amounts from referred students; and
- If a student withdraws or defaults on tuition payments, unpaid commission payments will not be made.

