

Purpose

1. This policy and related procedure in accordance with the ESOS National Code, relates to the managing and monitoring of Agents performance engaged by Australian Education Academy(AEA)

Scope

2. This policy/procedure applies to all international student operations of AEA

References

3. The Education Services for Overseas Students (ESOS) Act 2000 (as amended in 2010) and the National Code 2018;
4. Under Standard 4 of the National Code 2018: Registered providers must:
 - a) have a written agreement with each education agent they engage with;
 - b) enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS);
 - c) ensure education agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics;
 - d) ensure education agents act honestly and in good faith;
 - e) take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and
 - f) not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.
5. AEA is required to take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity. The requirement on providers to list the agents they use on their website is intended to make providers' use of education agents more transparent and accountable.
6. Some of the steps that AEA will take:
 - a) AEA will ensure that the education agents engage with act ethically, honestly and in the best interest of overseas students. This means that AEA will ensure that its education agents declare and take all reasonable steps to avoid conflicts of interest with its duties as an education agent of the registered provider. This provision is to ensure transparency in the education agent's activities.
 - b) AEA will also ensure education agents observe appropriate levels of confidentiality and transparency in dealings with overseas students while acting honestly and in good faith.

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- c) AEA will ensure Education agents have appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
- d) AEA will ensure any education agents it engages with, including offshore agents, have up-to-date and accurate marketing information.

Procedure

7. The procedure for AEA ensuring that all its Agents operate ethically, in the best interest of the Academy and in accordance with the requirements of the ESOS National Code is fivefold and based on:
 - a) Selection of Agents
 - b) Agents Agreements
 - c) Student surveys
 - d) Communication with Agents
 - e) Performance review
8. Selection of Agents: Whenever an Agent approaches AEA to provide recruitment services or AEA expresses interest in an Agent providing recruitment services to AEA, each Agent will be asked to complete and sign an information sheet. This sheet will request information that includes, but is not limited to, the following:
 - a) Business details including
 - a. Business name
 - b. Name of contact person
 - c. Postal, email, website and telephone/fax contacts
 - b) Primary countries of operation
 - c) Membership of Professional Associations
 - d) Names of referees.
9. On receiving the information sheet, AEA will establish an Agents File (either hard copy or electronic or both), check accuracy of information by phoning the Agent and sending a confirmation email. AEA will also check claimed membership of professional associations and will contact referees. All outcomes of this checking will be recorded on the Agents file along with the information sheet. If any outcomes of these checks are unfavourable, then AEA 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 Agents will be offered a contract.
10. Agents Agreements: All Agents engaged by AEA to provide recruitment services will be asked to enter into a signed agreement (contract) with AEA. This contract will specify the requirements and undertakings of both parties consistent with the requirements of the National Code and ESOS Act. The contract will be signed by both parties and a copy maintained on the Agents file. The written agreement will outline:
 - a) the registered provider's responsibilities, including for compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018;
 - b) the requirements of the agent in representing AEA;

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- c) AEA's processes for monitoring the education agent's activities and ensuring the education agent gives overseas students accurate and up-to-date information;
 - d) the corrective actions that may be taken and the grounds for termination of the written agreement with the education agent; and
 - e) the circumstances which information about the registered provider may be shared by the registered provider and Commonwealth or state and territory agencies.
11. Student surveys: On the day of orientation with AEA, each student will be asked to complete a survey relating to the performance of their agent. The survey responses will be analyzed and a report on Agents performance provided to the CEO. Any responses or comments from students on the surveys that indicate omissions (failure to provide agreed information or level of service) by agents or where a student expresses general dissatisfaction with the attitude of the Agent will be followed up with the student and the Agent. Such follow up action will be recorded on the Agents file.
12. Communication with Agents: On going and open communication with Agents is regarded by AEA as a critical part of the successful operation of the institute. The Marketing Manager 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. The Marketing Manager will ensure that all communications with agents; email, telephone, in writing will be logged or otherwise maintained on the Agents file.
13. Performance review: Once each year at a time set to coincide with the end date for an Agents contract the Marketing Manager will prepare a report. The report (sample attached) based on an analysis of the agents file and student survey results will include, but not be limited to:
- a) Number of students provided by Agent
 - b) Number of students provided by Agent who have been reported to DIAC
 - c) Comment on student satisfaction
 - d) Comment on responsiveness of Agents to communications with Operations manager.
 - e) Comment from campus manager/course coordinator about attitude/commitment of students from this agent
 - f) Areas of improvement required of Agent.
14. On the basis of this report or at any time a report is received from the students, a negative feedback or a complaint to state that the Education Agent has acted unethically in enrolling the students, action will be initiated forthwith to terminate the agreement and the Agent informed about the action being initiated. The information on the AEA website, PRISMS and ASQAnet will also be updated to remove the details of the Agents. As part of extending the contract the Marketing Manager will ensure that all agent details held on file are accurate and up to date.