



Education Agents

United Institute will take all reasonable measures to ensure that the Education Agents we engage are ethical, professional and have a working knowledge of the National Code 2018, the ESOS Act 2000 and United Institute's courses and services.

No relationship will be maintained for any Education Agent who is found to be unethical, dishonest, or does not adhere to the principles of the signed agreement. United Institute have the right to terminate an agreement with immediate effect in the event an Education Agent breaches any of the conditions of the agreement, the National Code or the ESOS Act.

General Education Agent Principles

In accordance with Standard 4 of the National Code, United Institute must:

- Have a written agreement with each Education Agent they engage with;
- Enter and maintain each Education Agent's details in the Provider Registration and International Student Management System (PRISMS);
- Ensure all Education Agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics;
- Ensure Education Agents act honestly and in good faith, in line with our student-centered focus with our operations;
- Take immediate corrective action, or terminate a relationship if an agent (or their employee or subcontractor) is not complying with the National Code; and
- Not accept any international students from an Education Agent if it knows or suspects that the Education Agent is engaging in unethical recruitment processes.

Responsibilities

The CEO is the only personnel authorised to enter into and approve of revisions to agreements with Education Agents. It is the CEO's responsibility to vet and verify all Education Agents, as well as coordinate and provide resources for all monitoring and review activities conducted to ensure the Education Agents are complying with the terms of our agreement.



Written Agreement

It is a requirement that United Institute enter into an agreement with each Education Agent we engage.

The agreement will:

- Specify the roles and responsibilities of both parties;
- Include processes for monitoring the activities of the Education Agent, including where corrective action(s) may be required; and
- Termination conditions.

Rejection of Students

United Institute will not accept students from an Education Agent, or enter into an agreement with an Education Agent if it is aware of, or reasonably suspects the Education Agent to be:

- Engaged in, or 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), except under special circumstances as outlined in the Enrolment Policy;
- Facilitating the enrolment of a student whom the Education Agent believes will not comply with the conditions of his or her student visa conditions;
- Issuing Confirmation of Enrolment to students using United Institute's details unlawfully;
- Providing immigration advice when not authorised to under the Migration Act 1958.

Review and Monitoring

It is crucial that United Institute have a strong and robust review and monitoring process of the appointed Education Agents to ensure that they are properly abiding by the conditions of the agreement. Education Agents representing us must do so with integrity and honestly. It is important that they are consistent and reliable in their representations of us to uphold our stellar reputation.

Reviews are to be conducted at the start of each calendar year. However, if the need arises, a more frequent review will be undertaken.



As part of a review, the following is to occur:

- Random internet searches;
- Request for relevant documents or reports;
- Feedback from students, including telephone, online or e-mail surveys to students or prospective students;
- Review of KPIs; and
- Formal discussions with the Education Agent.

Where United Institute becomes aware of, or reasonably suspects that the engagement of an education agent, or an employee or sub-contractor of that agent, participates in the conduct as set out below, the agreement with the Education Agent will be terminated effective immediately:

- Engaged in, or 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), except under special circumstances as outlined in the Enrolment Policy;
- Facilitating the enrolment of a student whom the Education Agent believes will not comply with the conditions of his or her student visa conditions;
- Issuing Confirmation of Enrolment to students using United Institute's details unlawfully;
- Providing immigration advice when not authorised to under the Migration Act 1958.

The only exception to this would be if the Education Agent has terminated the individual employee(s) or sub-contractor(s) for the misconduct. United Institute will take immediate corrective and preventative action(s) as deemed appropriate upon becoming aware of an Education Agent acting in a negligent, careless or incompetent manner, or engaging in false, misleading, or unethical advertising and recruitment practices, including practices that could harm the reputation of United Institute, and the integrity of Australia's vocational education and training industry.



Education Agent Application Procedure

- 1 Review application** – when an application is received to become one of our approved Education Agents, we are to fact check all of the information provided to us, ensuring their accuracy and validity. It is important that all of the information provided are verified and confirmed as true and correct.
- 2 Interview** – this is an opportunity for our CEO to speak to the applicant to find out more about:
 - If they have a sound understanding of:
 - The National Code
 - ESOS Act
 - Australian International Education and Training Agent Code of Ethics
 - Their market and their strategies to market our courses
 - How they will support the students
 - How they want to be supported
 - Success rates with other colleges
- 3 Selection of Education Agents** – our approval criteria is based on the applicant's:
 - Overall experience;
 - Known principles and values (which may be found on their website or company profile);
 - Knowledge and understanding of the National Code, ESOS Act and the Australian International Education and Training Agent Code of Ethics;
 - Hold a MARA certification or QEAC accreditation;
 - References from at least 2 referees who have worked with them in a referral or agency capacity currently or in the past;
 - Google search and company history check on ASIC (only for Australian organisations) to help with their suitability assessment – ensuring that their customer reviews found correspond with the references provided from their referees, there are no negative press reviews about them in the past 24-months, there are no ongoing criminal investigations into the organisation or the Board of Directors, and nothing of concern is found.



- 4 Enter into agreement** – once the CEO has approved the application, an agreement is to be drawn up which specifies:
 - Roles and responsibilities of both parties;
 - Processes for monitoring the activities of the Education Agent, including where corrective action(s) may be required; and
 - Termination conditions.
- 5 Issue Education Agent documents** – once agreement has been signed by both parties, the following documents are to be issued:
 - Education Agent Welcome letter
 - Education Agent Certificate
 - Education Agent Handbook
 - Australian International Education and Training Agent Code of Ethics document
- 6 Issue marketing materials and training** – the Education Agents are also to be provided with the following materials and a training session should be scheduled to go over the provided materials:
 - Commonly Asked Questions
 - Enrolment Checklist
 - Infosheets
 - Student Handbook
 - Course Brochures
- 7 Save all records** – the Education Agent register is to be updated to include all the relevant details. All relevant documents are also to be saved into the Education Agent’s folder such as:
 - Education Agent Application form
 - Supporting evidences provided with the application
 - Education Agent Agreement
 - Education Agent Handbook
 - Marketing materials issued with Education Agent logo



Education Agent Application Process Flow-Chart

