

## HRI55: Education agent policy

### Purpose

This policy is to ensure that Chambers Institute uses 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 of integrity.

This policy will also ensure that intending students will benefit from the monitoring strategies of Chambers Institute and from Chambers Institute ability to terminate agreements with education agents who engage in false or misleading recruitment practices.

### Scope

This applies to all education agents used by Chambers Institute and meets the requirements of the National Code 2007 Standard 4.

### Policy

#### 1. Organisation Responsibility and Commitment

- 1.1 Chambers Institute will only work with reputable education agents who have an appropriate knowledge and understanding of the Australian international education industry.
- 1.2 Chambers Institute will only engage agents who have completed the Education Agents Training Course (EATC) offered by PIER (Professional International Education Resources) or a recognized equivalent and belong to a professional association representing education agents where one exists.
- 1.3 Chambers Institute will publish a list the names of education agents with whom they have a written agreement and this list will be included on Chambers Institute's web site As a minimum this information will include the agency name, name of the principal agent, email address, legal entity and street address.
- 1.4 Chambers Institute will not accept students from an education agent or enter into an agreement with an education agent where it is known or there are grounds for believing an 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 Chambers Institute under Standard 7 of the National Code 2007 (Chambers Institute Course Transfer Policy and Procedure).
  - facilitating the enrolment of a student who the education agents believes will not comply with the conditions of his or her student visa.
  - using the Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student.
  - providing immigration advice where not authorized to do so under the Migration Act 1958.

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- 1.5 Where Chambers Institute suspects an education agent of acting unethically but does not have a written agreement with the agent, Chambers Institute will inform both DIAC and DEEWR of its concerns.
- 1.6 The monitoring activities of Chambers Institute as discussed in section 3 of this policy will identify where an agent may be involved in any of the above activities. Chambers Institute will also take into account reports from students where the number of students is a reasonable proportion of the students recruited by an agent (e.g. 3 in 10 students).

### 2. Education Agent Agreements

- 2.1 Chambers Institute develops and implements a written agreement with each education agent that is engaged to recruit students on its behalf.
- 2.2 Written agreements will specify the responsibility of the education agent and the Chambers Institute and the need to abide by the National Code 2007.
- 2.3 Where an education agent approaches Chambers Institute on behalf of the parents or students, no Chambers Institute is not required to have a written agreement with that agent as the education agent has not been issued with marketing material and there is no formal understanding that the agent will promote its courses on an ongoing bases.
- 2.4 Where Chambers Institute has entered into a written agreement with an education agent and subsequently becomes aware, or reasonably suspects, that the agent (or employee or sub-contractor of that agent) has engaged in any of the activities specified in 1.4 of this Policy, Chambers Institute will immediately terminate the written agreement with the education agent. Note that where an employee or sub-contractor was responsible for the conduct specified in 1.4 and the education agent has already terminated the relationship with that individual, this paragraph does not apply.

### 3. Monitoring of Education Agents

- 3.1 The process for monitoring of the education agent will be included in the written agreement to ensure that the activities of agents are regularly evaluated.
- 3.2 The written agreement may specify that monitoring is carried out in a number of way including regular face to face and telephone meetings, requirement for 6 monthly reports from agents and surveys of students recruited by agents. In some circumstance, spot checks by be carried out e.g. observance of agents at work at an education fair. Surveys of agents may also be carried out. The Written Agreement will include performance benchmarks that the agent is required to meet.
- 3.3 Where monitoring identifies that an agent has been negligent, careless or incompetent or been engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, Chambers Institute will take immediate corrective and preventative action.
- 3.4 Preventative action may include training sessions for agents and ensuring that they have all the material required to represent Chambers Institute accurately and professionally.

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3.5 Corrective may include providing additional information/material or targeted training on the expectations of Chambers Institute. Corrective action may also include termination of the agreement with the education agent.

### 4. Marketing material provided to Education Agents

4.1 Education agents will be provided with up to date and accurate marketing information that meets the requirements of Chambers Institute Marketing and Advertising Policy.

### 5. Recordkeeping

5.1 A record of all approved education agents, including written agreements, will be maintained by Officer.

5.2 An electronic register of all monitoring activities and their outcomes will be maintained for the purposes of evaluating agents and identifying preventative and corrective action.

5.3 Approved agents will be added to Chambers Institute list of approved Education Agents, which is stored in the 'staff internal electronic folder' accessible to all staff and in the RTO Manager. The list of approved agents will be published on Chambers Institute website under 'Our Representatives' section. Details of Education Agents with whom Chambers Institute has a written agreement will include at a minimum the name of agency, principal agent, legal entity, email address, and street address.

### Related policies

- BQ1: Code of Practice and Customer Service Charter

### Related procedures and documents

- HR55.1: Education Agent Procedure
- HRG55.1: Education Agent Agreement Guide

### Publishing details

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**Relevance:** All current and prospective staff, clients and students of Chambers Institute.  
**Circulation:** To be provided in staff handbook and on the company's website.

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