Purpose:

The purpose of this policy is to ensure that Strategix forms working relationships with reputable agents and agencies in order to promote its products and services in overseas countries and recruit students.

Policy:

Educational agents play a key role in recruiting overseas students for SIC and are often the first point of contact for potential students and their families when investigating the opportunity to study in Australia. Agents are able to provide independent advice and information on the opportunities for overseas students to study in Australia and will often help in the enrolment and visa application process.

SIC rewards agents through the payment of commissions for their efforts and for bringing perspective students to the attention of SIC.

Agreements between SIC and their agents are agreed by the Business Manager of SIC, and underpinned by the 7 principles for the Ethical Recruitment of International Students by Education Agents and Consultants (the London Statement) and the ACPET Code of Practice.

PRINCIPLE 1 - Agents and consultants practice responsible business ethics.
PRINCIPLE 2 - Agents and consultants provide current, accurate and honest information in an ethical manner.
PRINCIPLE 3 - Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.
PRINCIPLE 4 - Agents and consultants protect the interests of minors.
PRINCIPLE 5 - Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.
PRINCIPLE 6 - Agents and consultants act professionally.
PRINCIPLE 7 - Agents and consultants work with destination countries and providers to raise ethical standards and best practice.

1. International agents recruit students by:
   a) Attending to prospective student enquiries by providing accurate information about the courses available through SIC and any relevant entry requirements for those courses.
   b) Promoting SIC and the programs and courses offered by holding seminars and meetings for prospective students, also through advertising and marketing and through attending fairs and government staged exhibitions. Note the agent is only allowed to use marketing materials provided directly by SIC to advertise the products and services of SIC.
   c) Assisting students to apply for the courses offered through SIC’s enrolment procedures, including reasonably ensuring all information given is accurate and honest and any fees due are paid in full.
   d) Assisting students to apply for their student visa once their CoE has been received and reasonably ensuring that all information provided is accurate and honest and checking that student documentation is up to date and valid.
   e) Assisting students to obtain their relevant travel documents.
f) Liaising with any government departments as necessary and any other officials to ensure a smooth transition for the student from their home country to Australia

g) Assisting the process between the prospective student and SIC and ensuring a line of communication is opened and maintained.

h) Informing prospective students honestly and ethically of their responsibilities under their student visa – particularly regarding course attendance and progression, health cover, and working allowances.

i) Ensuring all students are aware of SIC’s policies and procedures regarding student progress, fees, cost of living in Australia and any cultural and social expectations

j) To inform SIC immediately of any issues surrounding the student that the agent has been made aware of and to work alongside SIC in solving the issues and problems the student may be facing

k) Assist any visiting SIC staff to meet prospective students, provide tests or conduct interviews

l) Assist students to undertake an IELTS test if necessary to identify their level of English prior to applying for any course at SIC

m) Forward all fees and charges collected within seven working days of receipt by international bank transfer to the relevant SIC bank accounts

n) Refund any commission previously paid should the student receive a full refund on their course fees.

2. SIC shall:

a) Have a written agreement with each international education agent that it works with and the agreement shall detail the responsibilities of each party and through this signed agreement the agent is authorised and to recruit students for SIC in the territory agreed. SIC will provide the agent with a certificate to this effect.

b) Provide staff training prior to the agency beginning to recruit for SIC, as well as on-going staff training both electronically as well as face-to-face in Australia and in the territory in which the agency operates.

c) Continuously monitor the activities of education agents through: the surveying of students and their families, surveying of education agents, on-going communication and interaction with education agents, regular training of agency staff, regular site visits and via the monitoring of official government management sites such as PRISMS as well as the agent’s own websites.

d) Provide up to date, accurate and sufficient marketing and course materials for the agency to carry out their role under the International Agent Agreement

e) SIC will take immediate corrective action should the agent be found to be operating in an unethical, dishonest, careless, negligent or incompetent manner or should they be found to be engaging in any misleading, false or unethical advertising and recruitment practices that could harm the integrity of the Australian Education sector.

f) SIC will pay all fees and charges as they become payable under the terms of the Overseas Education Agent Agreement signed by both parties.

g) Terminate the agreement if the agent, a staff member of the agent or any sub-contractor appointed by the agent is believed to be or have been operating in a dishonest, unethical or any manner which contravenes Standard 4.3 of the National Code or which contravenes Section 4 of the Overseas Education Agent Agreement signed between the agent and SIC or contravenes the Education Agent Code of Conduct.
h) Publish a list of all Education Agents it has agreements with and the territories in which they operate, on its website www.strategix.edu.au

Procedure:

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<th>Steps</th>
<th>Person Responsible</th>
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<td>1. Agent application is completed</td>
<td>SIC Business Manager</td>
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<td>2. Research conducted</td>
<td>SIC Business Manager</td>
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<tr>
<td>3. Agent is provided with Agreement and it is signed by both parties</td>
<td>SIC Business Manager</td>
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<tr>
<td>4. Training is provided by SIC to agent’s team</td>
<td>SIC Business Manager</td>
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<tr>
<td>5. Agent begins operation</td>
<td>SIC Business Manager</td>
</tr>
<tr>
<td>6. Agent is continuously monitored for performance</td>
<td>SIC Business Manager</td>
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1. Agent identifies themselves as wanting to operate for SIC by completing the online application form at www.strategix.edu.au

2. SIC through the business manager investigate the agent through research, reference checks, and interview. If possible at this stage, either the BM or a representative of SIC will visit the agent’s offices in the territory.

3. Agent and SIC negotiate an Overseas Education Agent Agreement to be signed by the agent and the BM on behalf of SIC. SIC highlight the responsibility of the agent under the Education Agent Code of Conduct and the ACPET Code of Practice and its 7 principles.

4. SIC will provide compulsory training to all staff of the agent either in Australia at the Logan campus OR in the territory in which the agent operates prior to the agent beginning to represent SIC. This training shall include information on Strategix International College, its products and services, its campuses and facilities and its policies and procedures as well as the responsibilities of the agent and of SIC under the ESOS Act, National Code and the ACPET Code of Practice. SIC shall provide the agent with up-to-date and accurate marketing materials at this point and provide each individual at the training with a ‘Welcome Pack’, reaffirming everything they have been taught in their training.

5. The agent begins operating in the territory for which they have been appointed

6. SIC continuously monitor the agent and their practices through feedback from students and their parents, site visits, requested reports, questioning of the agent and their staff, monitoring of the quality of student put forward, monitoring of the processes and procedures adhered to by the agent and their staff through PRISMs and other SIC business management systems.
Related Documents:
Overseas Education Agent Contract
Student Feedback Form
Education Agent Code of Conduct

Standards Reference:
Standard 4.0 (CRICOS)

Required Equipment:

Glossary:

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