

Education Agent Policy

PURPOSE OF THE POLICY

This policy and associated procedures have been developed to ensure that Alpha College of Australia has processes in place to ensure that education agents act honestly and in the best interests of overseas students, as well as uphold the reputation of Australia's international education sector.

This policy and associated procedures meet the requirements of Standard 2.1 of the Outcome Standards for RTOs and marketing and advertising requirements in Compliance Requirements, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 4.

POLICY STATEMENTS

OVERVIEW

Alpha College of Australia will not accept students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the Migration Act
- engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa, and/or
- using PRISMS to create CoEs for other than bona fide students.

AGENT AGREEMENTS

All education agents representing Alpha College of Australia must sign and abide by Alpha College of Australia's Education Agent Agreement.

Alpha College of Australia's Education Agent Agreement meets the requirements of the National Code including:

- responsibilities of Alpha College of Australia, including that Alpha College of Australia is responsible at all times for compliance with the ESOS Act and National Code 2018
- Alpha College of Australia requirements of the agent in representing it including:
 - declaring in writing and taking reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
 - observing appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
 - acting honestly and in good faith, and in the best interests of the student
 - having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics
- Alpha College of Australia's processes for monitoring the activities of the education agent in representing the provider and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
- the corrective action that may be taken by Alpha College of Australia if the education agent does not comply with its obligations under the written agreement, including providing for corrective action outlined in Standard 4.4
- grounds for termination of Alpha College of Australia's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
- the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

MONITORING AND CORRECTIVE ACTION

Alpha College of Australia will monitor all education agents using the monitoring processes described in the agreement.

Alpha College of Australia will take immediate corrective action where Alpha College of Australia becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities as outlined above.



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TERMINATION

Alpha College of Australia will immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices, where Alpha College of Australia becomes aware, or has reason to believe that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices.

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