 Section:	International Students	Stella Maris College
Procedure:	Education Agents	ABN 88 058 323 827
Stella Maris Procedure No:	IS0001_Education Agents	Page 1 of 3

STELLA MARIS COLLEGE Procedure

Objective of Procedure: To control the appointment of Education Agents for International Students, and to put into effect a written agreement between the agent and the college.


Scope of Procedure: This procedure applies to the use of non-exclusive education agents used in the enrolment process for all international students in the college.

Issued By: Director Business Services

- Key Points:**
1. There is a requirement under National Code 2018 (Code), Standard 4 to document the application criteria and formalise the written agreement between the agent and the college
 2. The agreement must meet minimum standards, which are defined in the Code.
 3. The Code requires processes for monitoring agent performance and recording corrective action and conditions under which the agreement can be terminated.
 4. The Code requires the school not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.
 5. The suggested appointment of an education agent should be made following a review against certain criteria, which is consistent with the college ethos and requirements under the Code.
 6. The agreement is to be signed on behalf of the college by the Principal and is to be signed by an officer of the Education Agent, authorised to sign on behalf of the entity.
 7. All agent details must be entered and maintained in Provider Registration and International Student Management System (PRISMS).
 8. All files referred to in this Procedure are stored in the Forms folder of the International Students directory of the College Procedures Manual.

- Procedure:**
1. The International Marketing Manager will ensure that the Education Agent fully completes and signs the Agent Application (File; IS_EducationAgentApplication_110118)
 2. The International Marketing Manager is responsible for completing the assessment of the Education Agent against the criteria which is identified in Appendix A to this procedure, before recommending to the Principal to sign the agreement. The details of the assessment are to be in writing.
 3. The assessment is to be presented to the Principal at the time


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 Section:	International Students	Stella Maris College
Procedure:	Education Agents	ABN 88 058 323 827
Stella Maris Procedure No:	IS0001_Education Agents	Page 2 of 3

of signing the Agreement and is to be subsequently filed with the Agreement, by Agent, in the Registrars office for the duration of the agreement.

4. The Education Agent Agreement (File;IS_EducationAgentAgreement_110118), is to be completed by the International Marketing Manager, before two originals are signed by the Principal.
5. The Education Agreements, once signed are to be countersigned by the agent, and one original copy is to be filed by Agent in the Registrars Office for the duration of the agreement. The other original copy is to be retained by the agent.
6. It is the responsibility of the International Marketing Manager and the Registrars office to retain a record of inquiries and outcomes pertaining to the Education Agents activities.
7. It is the responsibility of the International Marketing Manager to meet face to face with the agent at least every six months, to discuss and record the agent activities as they relate to the Agreement.
8. If International Marketing Manager is suspecting any unethical recruitment activities including misleading marketing information, violation of the use of school logos and letter heads, she/he must inform the Principal and Director of Business Services immediately. Corrective action will be made after detailed investigation and consultation with the agent.
9. Where immediate corrective action is to take place due to a breach of Clause 2.2 or 2.3 of the Education Agents Agreement, the International Marketing Manager is to ensure that this is done in writing to the Agent.
10. It is the responsibility of the International Marketing Manager to ensure, where possible, the Principal meets with the parents of students recruited by the agent, annually.
11. When monitoring the education agent performance and practice, it is important to remind them about the National code 2018, Section 5 Younger overseas students to ensure them providing age appropriate advice to under 18 students.
12. Based on the assessment under bullet points 6, 7 and 8, the Principal and the International Marketing Manager will proceed with renewal of the Agreement, or whether Termination under Clause 7 of the Agreement will be invoked.

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 Section:	International Students	Stella Maris College
Procedure:	Education Agents	ABN 88 058 323 827
Procedure No:	IS0001_Education Agents	Page 3 of 3

APPENDIX “A”

EDUCATION AGENT ASSESSMENT CRITERIA

1. Education Agent Profile

Define the background and qualifications for performing the role of an education agent, including the number of staff, years of experience, the location and details of all offices and key personnel.

2. Entity Details

Provide details of company registration details or if a sole trader or partnership, details of the key personnel

3. Appropriate knowledge and understanding of the overseas education system in Australia.

Provide an assessment of the success both past and present for recruiting students in education sectors both within Australia and overseas.

4. Ethical behaviours and good practice

Provide evidence of its understanding about Australian International Education and Training Agent Code of Ethics.

5. Geographical Recruitment Areas

Define the areas that the entity operates in to recruit students

6. Reference checks

Provide details of associations, reference checks made or any other relevant information which assists in the college acceptance of the entity as an education agent.

7. Physical visit

If the agent is based in Sydney, a physical visit will be made by International Marketing Manager. If the agent is based off-shore, a physical visit to the headquarter office will be conducted in the following year of the school marketing trip.

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