



EDUCATION AGENT POLICY AND PROCEDURE

PURPOSE

This policy is to ensure that Nova Vocational College (NVC) uses education agents who have an appropriate knowledge and understanding of the Australian international education industry and does not use education agents who are dishonest or lack integrity.

This policy will also ensure that intending students benefit from NVC's monitoring strategies and its ability to terminate agreements with education agents who engage in false or misleading recruitment practices.

This policy and associated procedures meet the requirements of the Outcome Standards for Registered Training Organisations 2025, specifically Standards 2.1, 2.2, 1.6 and 1.7, and applicable Compliance Requirements relating to marketing, recruitment, and third-party arrangements, and align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 4).

POLICY

1. Nova Vocational College (NVC) will only work with reputable education agents who have an appropriate knowledge and understanding of the Australian international education industry.
2. NVC prefers and encourages Education Agents to have completed the Education Agents Training Course (EATC) offered by PIER (Professional International Education Resources), or a recognised equivalent, and to be members of a relevant professional association where available. Where this is not the case, NVC will ensure that appropriate due diligence and reference checks are conducted prior to engagement.
3. NVC develops and implements a written agreement with each education agent that is engaged to recruit students on its behalf. Written agreements will specify the responsibilities of the Education Agent and NVC and require them to abide by the National Code 2018, including the monitoring arrangements and termination conditions in place.
4. Monitoring of education agents is conducted on an ongoing basis, with formal reviews undertaken at least annually or more frequently where risks are identified. Outcomes

from monitoring activities are recorded and used to inform continuous improvement actions.

5. A list of Education Agents with whom NVC has a written agreement will be included on NVC's website, and records will be maintained on the Education Agent Agreement Register. At a minimum, this information will include the agency name, the principal Education Agent's name, the legal entity, and the street address.
6. NVC will enter and maintain Education Agent details in Provider Registration and International Student Management System (PRISMS).
7. NVC 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 NVC under Standard 7 of the National Code 2018.
 - Facilitating the enrolment of a student whom the Education Agent 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 authorised to do so under the Migration Act 1958.
8. The monitoring activities of NVC will identify where an Education Agent may be involved in any of the above activities. NVC will also consider reports from students in which the number of students is a reasonable proportion of those recruited by an Education Agent (e.g., 3 in 10 students).
9. Where NVC has entered into a written agreement with an Education Agent and subsequently becomes aware, or reasonably suspects, that the Education Agent (or employee or sub-contractor of that Education Agent) has engaged in any of the misleading/unethical activities, NVC will immediately terminate the written agreement with the Education Agent. Where an employee or sub-contractor was responsible for this conduct and the Education Agent has already terminated the relationship with that individual, this paragraph does not apply.

10. Where NVC becomes aware that its Education Agent has not declared conflicts of interest with its duties as an Education Agent of the registered provider, NVC will immediately terminate the written agreement with the Education Agent. This provision is to ensure transparency in the education agent's activities. Conflicts of interest include, but are not limited to:

- when the Education Agent charges service fees to both overseas students and registered providers for the same service.
- where an Education Agent has a financial interest in a private education provider; or
- where an employee of an education agent has a personal relationship with an employee of the education provider.

11. Education Agents will be provided with up-to-date and accurate marketing information that meets the requirements of NVC Marketing and Advertising Policy and Procedure.

12. Information, whether disseminated directly by NVC or on its behalf, will be both accurate and factual, and:

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO Code
- refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained
- uses the NRT Logo only in accordance with the ASQA guidelines
- makes clear where a third party is recruiting prospective learners for NVC on its behalf
- distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO
- includes the title and code of any training product, as published on the National Register, referred to in that information
- only advertises or markets a non-current training product while it remains on the NVC's scope of registration

- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any VET FEE-HELP, government-funded subsidy or other financial support arrangements associated with the NVC's provision of training and assessment, and
- does not guarantee that a learner will
- will successfully complete a training product
- can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the Act, as in force from time to time; or
- will obtain a particular employment outcome, where obtaining such an employment outcome is not within NVC's control.

PROCEDURE

Process the new Education Agent application

| Procedure | Responsibility |
|--|----------------|
| <p>A. Provide information to potential education agents</p> <ul style="list-style-type: none"> Email potential Education Agents with the Education Agent Application Form for completion or direct them to access the application form via the website. Advise in the covering email that the application process will take a maximum of 28 working days from receipt of the completed application. | Director/CEO |
| <p>B. Assess the application from the Education Agent</p> <ul style="list-style-type: none"> Acknowledge receipt of application. Review application for completeness. Where the application is incomplete, inform the Education Agent of the additional information required and the requirement to provide this within 28 days or that otherwise the application will no longer be valid. Consider information in the application and contact referees as required. Assess application based on the responses from referees, the location that the Education Agent will recruit from, the demonstrated understanding of Australian laws in regard to student recruitment and the Education Agent's experience in the recruitment of international students. Approve or refuse application. Notify Education Agents in writing of the decision to approve or not approve the application, including reasons where the application is declined. | Director/CEO |

Confirm agreement

| Procedure | Responsibility |
|---|----------------|
| <p>C. Confirm agreement with the new Education Agent</p> <ul style="list-style-type: none"> Send two copies of the written agreement to the Education Agent for signing, with one to be returned. The agreement will be valid for | Director/CEO |

| Procedure | Responsibility |
|---|----------------|
| <p>two years.</p> <ul style="list-style-type: none"> • Following receipt of a signed agreement and if requested, send the certificate as evidence of registration with NVC to be displayed in Education Agents' offices to indicate to prospective students that they have a written agreement with NVC. • Add approved Education Agents to the Education Agent Agreements Register. • Add approved Education Agents to the NVC list of approved Education Agents and publish on the website. • Enter details of the Education Agent into PRISMS. Ensure details are maintained at all times in the event of changes. • Enter details of the Education Agent into the ASQAnet portal within 30 days of agreement. Ensure details are maintained at all times, including the agreement's start and end dates. | |
| <p>D. Renew existing Education Agent agreements</p> <ul style="list-style-type: none"> • For existing Education Agents, and subject to effective performance, provide copies of renewed agreements for signing. Existing agreements will generally be renewed for two further years. • Update Education Agent Agreements Register. | Director/CEO |

Implement the Education Agent agreement

| Procedure | Responsibility |
|--|----------------|
| <p>E. Provide up-to-date information to Education Agents</p> <ul style="list-style-type: none"> • Provide up-to-date information to Education Agents through any of the following: <ul style="list-style-type: none"> ○ Emails regarding important information for Education Agents. ○ Emails, phone calls, text messages or other informal communications regarding specific student issues. ○ Publishing content on NVC's website and social media profiles. | Director/CEO |
| <p>G. Monitor Education Agents</p> <ul style="list-style-type: none"> • Implement monitoring procedures as per the written agreement, including: <ul style="list-style-type: none"> ○ Documented face-to-face meetings and/or teleconferences with | Director/CEO |

| Procedure | Responsibility |
|--|----------------|
| <p>Education Agents, using the Education Agent Monitoring Form.</p> <ul style="list-style-type: none"> o Analysis of the quality and quantity of applications. o Documenting in the Education Agent’s file instances where students claim to have been misinformed about their studies at NVC. o Documenting in the Education Agent’s file instances where the Education Agent has shown a lack of knowledge of student visa requirements or other matters relating to the student’s stay in Australia. o Surveying current students about the information provided to them by the Education Agent and the level of assistance given to the student to assist them in travelling to Australia. <ul style="list-style-type: none"> • If at any time, monitoring procedures show that the Education Agent is not meeting the terms as specified in the written agreement, investigate the issue as shown below. • Where an Education Agent does not meet the terms as shown in the written agreement, provide written feedback to the Education Agent indicating such. | |
| <p>H. Investigate Education Agents who are not meeting the terms of their agreement</p> <ul style="list-style-type: none"> • Seek feedback from the Education Agent on the issue. • Discuss the issue with the Director/CEO and decide on action as follows: <ul style="list-style-type: none"> o Where it is considered that there was no breach of the agreement, write to the Education Agent to confirm this. o Where corrective or preventative action is required, inform the Education Agent in writing of the breach and the action required and timelines. o Where a breach is major, inform the Education Agent of the reasons, terminate the agreement and report to the Department of Home Affairs and Department of Education. • Where an Education Agent is required to implement corrective or preventative action, monitor the Education Agent to ensure that actions are implemented according to agreed timelines. If actions are not implemented, terminate the agreement. • Keep all documentation on file. | Director/CEO |



VARIATIONS

NVC reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.