

Engaging, Managing and Monitoring the Performance of Education Agents Policy

Approving authority	Governing Board
Purpose	This policy sets out the basis for the engaging, managing, monitoring and evaluation of education agents to ensure regulatory compliance.
Responsible Officer	President and CEO
Next scheduled review	July 2024
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated Documents	Marketing and Advertising Materials Policy and Procedures Transfer between Registered Providers Policy and Procedures Student Feedback Policy and Procedures

1. PRINCIPLES

The Education Services for Overseas Students legislation (ESOS) sets out the legal framework governing the delivery of education to overseas students studying in Australia on a student visa. The Australian Government administers the ESOS legislation that governs the registration process and obligations of registered providers. The National Code of Practice (2018) is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Standard 4 of the code clarifies the requirements as they apply to education agents.

The Ozford Institute of Higher Education (herein after referred to as ‘the Institute’) will take all reasonable measures to use education agents that have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics and does not use education agents who are dishonest or lack integrity.

2. SCOPE

This policy applies to all international and local student operations of the Institute.

2.1 General

The Institute has formulated this policy on Engaging, Managing and Monitoring the Performance of Education Agents in accordance with the National Code 2018, Standard 4 requirements and Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework). These provisions strengthen the ability of the Institute to regulate the activities of the education agents and also ensure that the Institute uses ethical education agents. This policy is to be read in conjunction with the ESOS Act 2000 and the National Code 2018 and its Explanatory Guide, Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework)

3. DEFINITIONS

In this policy:

- ‘Marks’ means logos, trademarks, designs, and crests that belong to or carry the name of the Institute;

- ‘PRISMS’ means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment);
- ‘Course Fee’ means the tuition and other fees set by the Institute for the Courses;
- ‘Courses’ means the full time registered courses offered by the Institute and registered on CRICOS;
- ‘Prospective student’ means a person (whether within or outside Australia) who intends to become, or who has taken any kind of steps towards becoming a Student at the Institute;
- ‘Services’ means the services described under the agent agreement;
- ‘Student’ means an 'overseas student' as defined in the ESOS Act;
- ‘Term’ means the period set out in the agent agreement;
- ‘Territory’ means the countries or regions set out in the agent agreement.

4. POLICY

4.1 Purpose and Role of Education Agents

The primary purpose that the Institute enters into an agreement with an education agent is for the education agent to recruit high quality genuine students to enrol and study in the Institute’s courses approved for delivery at locations in Australia.

It is policy that the Institute will only select and engage those educational agents who will:

- promote the Institute and its approved programs in the agreed Territory in accordance with the Institute’s policy and procedures;
- ensure all applicants for the Institute’s courses are both Genuine Temporary Entrants and Genuine Students, in order to maintain the integrity of the Australian student visa program, and to ensure the Institute only recruits high quality genuine and temporary students;
- provide prospective students with all necessary information about the Programs, The Institute’s facilities and services and assistance in completing and submitting application forms to the Institute And in doing so must;
- comply with all the requirements of the ESOS Act, The ESOS national Code, the Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework).

4.2 It is policy that the Institute will only engage agents who agree to declare in writing and take reasonable steps to avoid conflicts of interests with their duties as an education agent of the registered provider, observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students, act honestly and in good faith, and in the best interests of the student

4.3 The Institute enters into a written agreement with each education agent it engages to formally represent it. The agreement specifies the responsibilities of the education agent and the Institute, rules of engagement and performance monitoring and the need to comply with the requirements of the Education Services for Overseas Students Act 2000 (ESOS ACT) and the National Code 2018 and the Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework) and the requirement to have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

4.4 It is policy that the Institute will monitor each education agent's performance on an annual and needs basis, coincident with the date of commencement of the agreement. Factors taken into account will include student/guardian feedback, internal analysis of agent performance in terms of quality of service, analysis of student performance and particularly the percentage of Visa refusal, the percentage of incomplete CoEs and the percentage of visa cancellation by Department of Home affairs.

5. QUALITY ASSURANCE

To ensure that policy is fit for purpose and meet the requirements of the HES Threshold Standards all policies will be;

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this policy is welcomed by Executive Management Team of the Institute or other delegated authority.

7. ACKNOWLEDGEMENT

This policy has been initially developed consistently with Ozford Education Group engaging, managing and monitoring the performance of agent policy.

8. VERSION CONTROL

Version	Date approved	Description	Approved by
N/A	April 2004	Initial Registration	GB
1.0	April 2016	Change of HES Threshold	GB
2.0	June 2018	Change of National Code 2018	GB
3.0	May 2019	Internal Review	GB
3.1	July 2022	Internal Review – minor amendments	CEO
Related legislation/ regulation/standard	HES Threshold Standards 2021, Domain 7 ESOS Act 2000, National Code 2018, Standard 4		