

Education Agent Policy & Procedures

Purpose

This policy is to ensure that Education Agents with whom GET Education Australia has written agreements with act ethically, honestly and in the best interests of overseas students, as well as uphold the reputation of Australia's international education sector.

This policy will also ensure that intending students will benefit from the monitoring strategies of GET Education Australia and from GET Education Australia ability to terminate agreements with Education Agents who engage in false or misleading recruitment practices.

This contributes to compliance with Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as Standards 2.3, 2.4 and 8.3 of the Standards for Registered Training Organisations 2015.

Policy

1. Recruitment of Agents

- GET Education Australia will only work with reputable Education Agents who have an appropriate knowledge and understanding of the Australian international education industry.

2. Written Agreements

- GET Education Australia develops and implements a written agreement with each Education Agent that is engaged to recruit students on its behalf.
- Written agreements will specify all of the following:
 - GET Education Australia responsibilities, including that GET Education Australia is responsible at all times for compliance with the Standards for Registered Training Organisations, ESOS Act and National Code 2018.
 - GET Education Australia requirements for agents who represent them, including the requirement to:
 - declare in writing and take reasonable steps to avoid conflicts of interests with duties as an Education Agent of GET Education Australia.
 - observe appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students.
 - act honestly and in good faith, and in the best interests of the student.
 - have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
 - GET Education Australia processes for monitoring the activities of Education Agents in representing the provider, and ensuring the Education Agent is giving students accurate and up-to-date information on GET Education Australia services
 - corrective action that may be taken by GET Education Australia if an Education Agent does not comply with its obligations under the written agreement.
 - GET Education Australia grounds for termination of the registered provider's written agreement with the Education Agent.