

POLICIES AND PROCEDURES

Education Agent Policy



Date **November 2024**

Review **November 2026**

Purpose

This Education Agent Policy ("*Policy*") seeks to ensure that Lauriston Girls' School meets the Education Services for Overseas Students Act 2000 (*ESOS Act*) and National Code 2018, Standard 4, with respect to the engagement of education agents.

Scope

This policy applies to Lauriston staff and education agents engaged to represent Lauriston in the recruitment of Overseas Students.

Written Agreement

Lauriston has formal written agreements with each education agent it engages. These agreements are signed by the education agent, who agrees to abide by the terms outlined in the School's agency agreement, which remains valid for up to five years.

The School keeps an up-to-date list of its education agents, along with their details, in the PRISMS system. This list is also publicly available on the School's website for students and regulators. It includes the agent's name, the address of their main office, their phone number, email address, and website.

The written agreement outlines:

- The School's responsibilities, including compliance with the Education Services for Overseas Students Act 2000 (*ESOS Act*) and National Code 2018.
- The expectations of the agent in representing the School.
- The School's processes for monitoring the agent's activities to ensure they provide overseas students with accurate and current information.
- The corrective actions that may be taken and the grounds for terminating the agreement with the agent.
- The conditions under which information about the School may be shared.

Conditions

Education agents are engaged to formally represent Lauriston under the following conditions:

- Respond appropriately to the School's monitoring activities, including corrective and preventative actions, and fully understand the grounds for termination of the agreement as outlined in Standard 4.4 of the National Code and the written agreement.

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- Accurately promote the services and facilities provided by the School, using current marketing materials supplied by the School.
- Agree to comply with the requirements of Standard 4 of the National Code, which includes:
 - Declaring in writing and taking reasonable steps to avoid conflicts of interest in their role as an education agent for the School. Examples of conflicts of interest include, but are not limited to:
 1. An agent charging fees to both the School and the overseas student for the same service.
 2. An agent having a financial interest in a private education provider.
 3. An agent's employee having a personal relationship with a School employee.

The School will not accept a student from an education agent if it is known or suspected that the agent:

- Engages or has engaged in dishonest or unethical recruitment practices.
- Attempts to recruit a student within the first six months of their study in the first registered School sector course with another provider.
- Facilitates the enrolment of a student they believe will not comply with visa conditions, is not a bona fide student, or provides immigration advice without authorisation under the Migration Act 1958.
- Creates Confirmation of Enrolments in PRISMS for non-bona fide overseas students or facilitates enrolment while knowing the student will not comply with visa conditions.

Lauriston may receive an Application for Admission from an education agent on behalf of a parent. However, if the agent has not been formally engaged by the School to recruit students on its behalf, this agent falls outside the scope of National Code Standard 4.

Staff and Education Agents' Responsibilities

All staff and education agents formally representing Lauriston in the engagement and recruitment of overseas students are responsible for ensuring that they:

- Always comply with the Education Services for Overseas Students (ESOS) Act and National Code Standard 4 in relation to the recruitment of education agents.
- Adhere to the Australian International Education and Training Agent Code of Ethics
- Do not provide false or misleading information or advice to overseas students or prospective overseas students, in any form or through any communication method.
- Correct any false or misleading statements and errors promptly.
- Carry out their duties in accordance with the obligations and responsibilities outlined in the written agreement.
- Report any misconduct or suspected misconduct by staff or education agents to the Principal as soon as possible.

Corrective Actions

If the School becomes aware, or has reason to believe, that an education agent, or any employee or subcontractor of the agent, has failed to comply with their responsibilities under the written agreement or the National Code, the School will take the following corrective actions:

- In cases of false or misleading recruitment practices, the School will terminate its relationship with the education agent or require the agent to end its relationship with the employee or subcontractor involved in such practices.

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- In cases where practices are not false or misleading but may cause confusion for prospective overseas students, the School will provide the education agent with additional information or targeted training to clarify the School's expectations.

Monitoring Education Agents

The School regularly monitors the activities of all its education agents to ensure they provide accurate and up-to-date information to overseas students and their families. This is done through:

- Telephone and/or teleconference meetings.
- Regular reports or interactions with overseas students.
- Any other method that the School deems appropriate.

Cancellation of Written Agreement

Lauriston may cancel the written agreement at any time by providing written notice to the education agent if the School:

- Suspects that the education agent has acted negligently, carelessly, or incompetently, engaged in false, misleading, or unethical advertising or recruitment practices, or violated the requirements of the National Code 2018.
- No longer requires the services of the education agent.

The education agent may cancel their written agreement with Lauriston at any time by providing written notice to the School.