

Education Agent Management Policy

Document Owner	Chief Executive Officer		
Responsible Officer	Head of Marketing and Recruitment		
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Related Documents	<i>Education Services for Overseas Students Act 2000 (Cth)</i> <i>Migration Act 1958 (Cth)</i> <i>National Code of Practice for Registration Authorities and Providers of Education and training to Overseas Students 2018, Standards, 1, 4</i>		
Version	Authorised by	Approved	Effective Date
2.0	Chief Executive Officer		

1. Context

This Policy supports ACBI's (the 'Institute') commitment to positive student recruitment practices. ACBI relies significantly on education agents for the recruitment of students from a range of offshore regions. The Australian College of Business Intelligence is committed to engaging the services of quality education agents who are committed to positive academic outcomes for students. Agent engagements are conducted in accordance with *National Code Standard 4 "Education Agents"*.

2. Definitions

Admission: the procedures and processes involved in the offer of a place in a program offered by The Australian College of Business Intelligence.

Confirmation of Enrolment (CoE): a document registered with the Department of Home Affairs to confirm an overseas student's acceptance into a particular program for a specified duration and that they are bona fide students when applying for a visa.

Education Agent: a person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers.

Provider Registration International Student Management System (PRISMS): a secure database owned and maintained by the Department of Education and Training for the purposes of administering the *Education Services for Overseas Students Act 2000*.

Program: a course of study, comprising units of study, the successful completion of which results in the awarding of a qualification, such as a certificates, diplomas and advanced diplomas.

Recruitment: the pre-enrolment processes of engaging and assisting overseas students to apply for a place in a program with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a CoE for an application for a student visa

3. Scope

This Policy applies to all ACBI staff and education agents.

Australian College of Business Intelligence Pty. Ltd. trading as Australian College of Business Intelligence.

RTO code: 40835 **CRICOS code:** 03426E **ABN:** 19 158 104 566
Address: Suite 510, 451 Pitt St Haymarket, Sydney NSW 2000, Australia
Phone: 1300 237 741 **Email:** info@acbi.edu.au **Website:** www.acbi.edu.au

4. Principles

The key principles informing this Policy are:

- agreed operational practices;
- quality academic outcomes; and
- data-driven quality assurance mechanisms.

5. Policy details

5.1. Written Agreement

A written agreement must be in place prior to any agent recruiting students on behalf of Australian College of Business Intelligence. The written agreement will outline:

- the responsibilities of ACBI;
- requirements of the education agent;
- processes for monitoring activities of the education agent;
- corrective action that may be taken by the Institute the education agent does not comply with its obligations as required under Standard 4.4 of the *National Code*;
- grounds for termination of the written agreement by the Institute; and
- circumstances under which information about the education agent may be disclosed.

5.2. ACBI responsibilities

ACBI will ensure:

- conduct due diligence prior to establishing a written agreement with an education agent;
- education agents are provided with accurate and up-to-date information;
- education agents' details are maintained in PRISMS;
- students recruited by an education agent meet program admission criteria;
- students are not accepted from an education agent who:
 - provides migration information without authorisation;
 - engages in dishonest, unprofessional, or unethical recruitment practices;
 - facilitates the enrolment of a student who the education agent believes will not comply with the conditions of their visa;
- uses PRISMS to create CoEs for other than bona fide students;
- monitor the activities of an education agent and terminate agreements where the education agent is reasonably suspected of breaching Standards 4.2 and 4.3 of the *National Code*;
- monitor the academic progression of students recruited by an agent and take corrective measures as required; and
- ensure that records pertaining to education agent recruitment, monitoring and appraisal are managed with accuracy and integrity.

6. Breaches

If a staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the *Staff Code of Conduct* and *Misconduct Procedure*, which can be accessed from the ACBI's website.

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7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the *Staff Complaints and Appeals Policy*, which can be accessed from the ACBI's website.

8. References

[Education Services for Overseas Students Act 2000 \(Cth\)](#)

[Migration Act 1958 \(Cth\)](#)

[National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standards 1, 4](#)