



International Education Agent Policy

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International Education Agents Policy

Purpose

This Policy sets out how Lyons College will select, appoint, monitor and terminate international education agents.

Background

The *International Education Agents Policy* has been created to ensure that the use of international agents is transparent and always performed in good faith. These aspirations are taken up in our ethical *Marketing and Student Recruitment Policy*, which runs in conjunction with the *International Education Agents Policy*.

Definitions

ESOS Act: *Education Services for Overseas Students Act 2000*

ESOS Regulations: All regulations made under the ESOS Act

Education Agent: An organisation, or a representative of an organisation, that acts on behalf of an academic institution to promote its educational programs to prospective students in other countries.

National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Prospective Student: An individual who is interested in becoming a student at Lyons College.

Policy

Lyons College recognises the important part that international education agents play in the marketing to and recruitment of international students. This Policy sets out how Lyons College will ensure that the use of international education agents is transparent and always performed in good faith.

1. Policy Principles

Education Agents provide a reliable way to recruit students from outside Australia. Policy principles include:

- Establish formal agreements with agents
- Monitor quality of agent's and students entering through this channel

2. Agent Recruitment

Lyons College will ensure the following when assessing the suitability of education agents:

- Knowledge of the Australian international education industry, with particular expertise in the higher education sector
- Appropriate accreditation
- Compliance with the relevant laws and regulations
- Experience in providing academic advice to international students
- Appropriate business licences
- Annual performance reviews
- Confidentiality
- Transparent fee schedules, policies and processes

3. Responsibilities

Lyons College Responsibilities:

- Keep agent up to date on course details and requirements
- Provision of Ethical Practice Guidelines

Education Agent Responsibilities:

- Knowledge of the legal requirements, Lyons College policies and the Australian education industry and the higher education sector
- Providing accurate information to students
- Compliance with the relevant laws and regulations
- Confidentiality
- Acting with honesty and integrity at all times
- Informing students of any relevant visa or immigration requirements and ensuring these requirements have been met before they are accepted by Lyons College
- Determining students' English proficiency
- Protecting students' privacy and rights
- Engage with information sessions on product updates

4. Engaging an Agent

Education agents will be hired on the following conditions

- Lyons College's management team is wholly responsible for interviewing and selecting agents and for managing the education agents' daily activities.
- A representative of Lyons College has met and assessed as suitable any given agent.
- A written agreement has been entered into between the education agent and Lyons College that outlines the various acts that the agent will carry out for Lyons College, as well as the obligations of the education agent.
- Education agents must be recognised and certified within State laws and regulations.

5. Annual Quality and Performance Review

Agents will undergo an annual review which will include:

- Standard of performance
- Compliance with Educational Practice Guidelines
- Accurate representation of Lyons College and its courses
- Compliance with agreement

If an education agent is found to be in breach of their written agreement, Lyons College reserves the right to terminate such agreement.