

MANAGING EDUCATION AGENT KIT



Australian
School of
Commerce

Table of Contents

About Australian School of Commerce (ASOC) Managing Education Agent Kit.....	3
Legislation on Education Agent	3
Education Agent Engagement Process (Flow chart)	5
Australian School of Commerce (ASOC) Engaging and Monitoring Education Agents policy.....	6
Appendix 1-ASOC’s Education Agent checklist.....	14

ABOUT EDUCATION MANAGING EDUCATION AGENT KIT

M.S Aviation Pty Ltd, trading as Australian School of Commerce (ASOC), will use only education agents who have been vetted through a thorough reference check to recruit overseas students. ASOC will regularly monitor the activities of these education agents to ensure they maintain the reputation and integrity of Australian education.

This Education Managing Education Agent Kit has been drafted to ensure that ASOC's marketing staff adheres to all necessary steps and complies with the policies and procedures outlined in Standard 4 of the National Code 2018.

The Kit will assist ASOC's marketing staff in tracking the processes and practices of education agents involved in recruiting overseas students, ensuring that these agents do not engage in any unethical practices.

LEGISLATION ON EDUCATION AGENTS

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

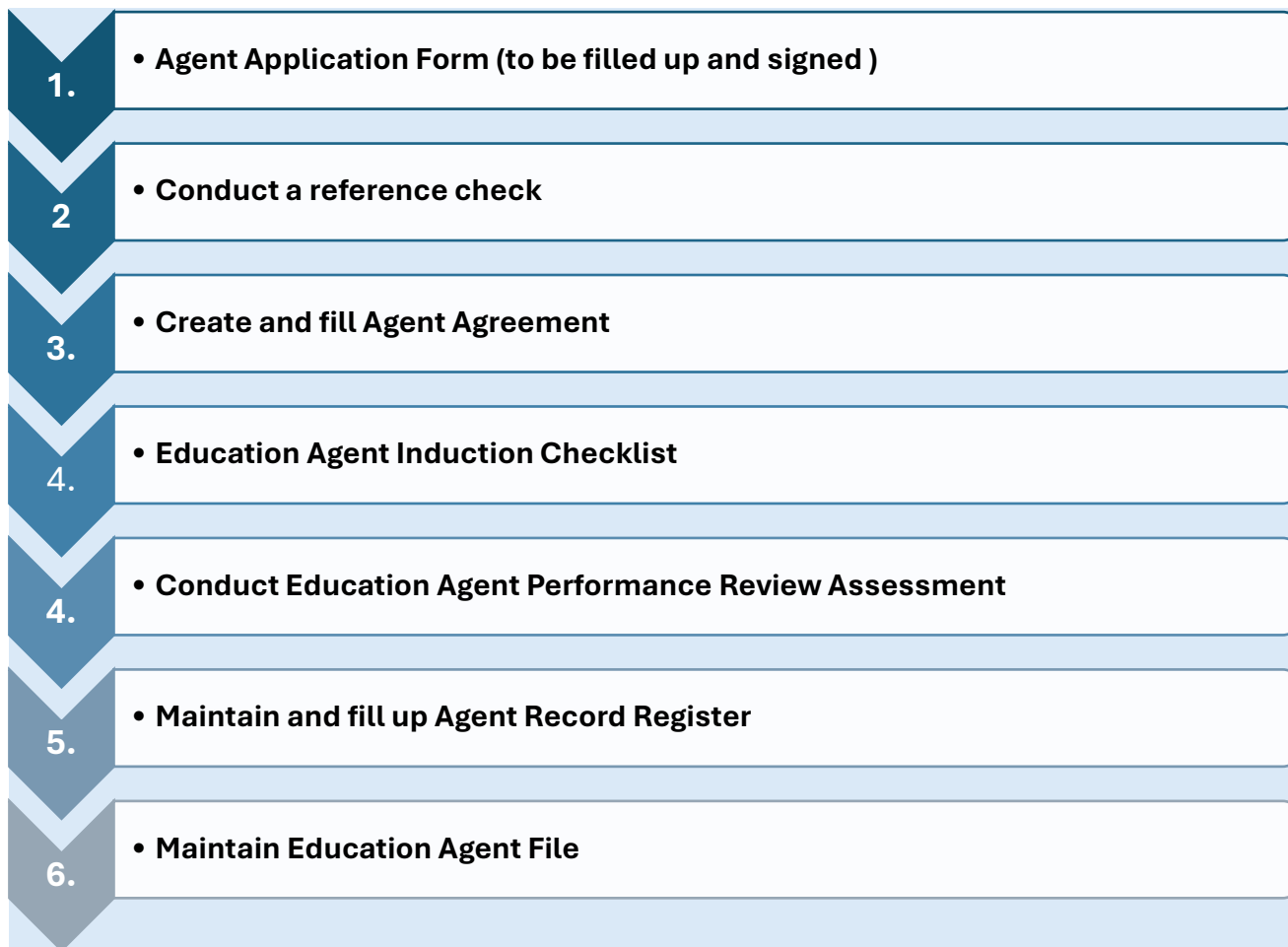
Standard 4

Education agents

- 4.1. The registered provider must enter into a written agreement with each education agent it engages to formally represent it and enter and maintain the education agent's details in PRISMS.
- 4.2. The written agreement must outline:
 - 4.2.1 the responsibilities of the registered provider, including that the registered provider is always responsible for compliance with the ESOS Act and National Code 2018.
 - 4.2.2 the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
 - 4.2.3 the registered provider's processes for monitoring the activities of the education agent in representing the provider and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services.
 - 4.2.4 the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
 - 4.2.5 the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
 - 4.2.6 the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.
- 4.3. A registered provider must require its education agent to:
 - 4.3.1. declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
 - 4.3.2. observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students

- 4.3.3. act honestly and in good faith, and in the best interests of the student
 - 4.3.4. 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. Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.
- 4.5. Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- 4.6. The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:
- 4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act
 - 4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
 - 4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
 - 4.6.4 using PRISMS to create CoEs for other than bona fide students.

AGENT ENGAGEMENT PROCESS*



*Detailed process of engagement with education agent has been provided in the policy and procedures. Refer to section 3. Pg 6 of the Engaging and Monitoring Education Agents policy specified below in this Education Managing Education Agent Kit.

Engaging and Monitoring Education Agents policy

1. Purpose

Australian School of Commerce (ASOC) has implemented an “Engaging and Monitoring Education Agents” policy to ensure that education agents act ethically, honestly, and in the best interests of overseas students while upholding the reputation of Australia’s international education sector.

The purpose of this policy is to manage and monitor the activities of education agents to ensure they maintain the reputation and integrity of Australian education and possess appropriate knowledge and understanding of the international education system in Australia.

2. Policy

- Australian School of Commerce will only engage with those education agents who will provide true information and provide correct and current supporting documents.
- ASOC will formalise its relationship with the education agent through an agreement and will maintain the agent’s details on PRISMS, ASQAnet and Australian School of Commerce’s website.
- Australian School of Commerce will not enter into an agreement with any Education Agent or potential Education Agent if it knows or reasonably suspects the Education Agent of following unethical practices while recruiting students.
- Education agents engaged by Australian School of Commerce are required to be familiar with the Agent’s Code of Conduct. They must understand that providing incorrect or incomplete information, or withholding information, may result in the termination of their agreement with ASOC.
- Australian School of Commerce will report the commencement and cessation of Agent Agreements to ASQA within 30 calendar days through PRISMS and ASQAnet. Additionally, details will be updated on Australian School of Commerce’s website accordingly.
- Australian School of Commerce will always be responsible for complying with the ESOS Act 2000, the National Code 2018, and the Standards for RTOs 2015.
- Australian School of Commerce will outline the circumstances under which information about the education agent may be disclosed to the Commonwealth or state or territory agencies in the Agent Agreement.

3. Procedures

3.1. Agent Application Form

- Any education agent wishing to enter into an agreement to promote Australian School of Commerce will be required to complete an ‘Agent Application Form’, which will be available upon request.
- Australian School of Commerce will ensure that the agent’s application form is read and understood by education agents before it is duly signed. Education agents engaged by Australian School of Commerce must be aware of the Agent’s Code of Conduct and understand that providing incorrect or incomplete information, or withholding information, may result in the rejection of their application.
- Appropriate levels of confidentiality and transparency shall be maintained when dealing with overseas students or prospective students, and education agents must act with honesty, good

faith, and in the best interests of students.

- The completion of the Agent Application form does not provide permission or a guarantee that the education agent is able to act on behalf of Australian School of Commerce . The application will be reviewed and if successful, shall be required to sign a copy of 'Agent Agreement'.
- The application form will be considered by the Marketing Officer or representative from the marketing team and notification of the outcome of application will be provided in writing.

3.2. Agent Reference Check

Reference checks will be conducted using an "Agent Reference Check Form" to assess the performance of education agents Australian School of Commerce wishes to engage with. This process ensures that claims made by education agents are genuine and accurate. It allows Australian School of Commerce to partner with agents who are honest, truthful, and adhere to standards, such as not providing false information to overseas students or engaging in dishonest recruitment practices, as outlined in Standard 7 (Overseas student transfers).

The marketing officer or representative will complete the reference check using the Agent Reference Check Form. A minimum of two references shall be requested, with at least one reference check being mandatory.

Australian School of Commerce will review the responses from referees to see if the agents' meet expectations. This evaluation will guide whether Australian School of Commerce proceeds to formally engage with the agent.

- ***Exceeds Expectations:** The agent performs exceptionally well in all areas assessed. They have worked with the institution for a substantial time, submitted high-quality applications, support students very well during and after they enroll, give accurate information, and are highly recommended by the institution.
- ***Meets Expectations:** The agent meets the institute's standard requirements. They perform well in most areas, ensuring that applications are of good quality, cooperation is effective, and student support is adequate.

**Agents who exceed or meet Australian School of Commerce 's expectations will be approved and will receive a formal agreement.*

- ***Does Not Meet Expectations:** The agent fails to meet the institute's expectations in one or more key areas, such as submitting low-quality applications, lacking cooperation or support for students, providing inaccurate information, or demonstrating questionable intentions in student referrals. If an agent does not meet expectations and their performance falls below the expected standard, their application may be rejected, and they will not proceed to a formal agreement.

Any concerning factors will be discussed with the education agents, and a negative outcome may result in the rejection of the application.

3.3. Agent Agreements

The Education Agent Agreement serves as a formal written contract between Australian School of Commerce and its education agents, ensuring mutual adherence to responsibilities in a fair and honest manner. It primarily focuses on obligations outlined in the National Code 2018 under the ESOS Act 2000, governing providers of education and training courses for overseas students and their agents.

Upon approval, each Education Agent must sign and return the Agreement before commencing any promotional activities on behalf of Australian School of Commerce . Agents who are approved and have a signed Agreement will receive an agent's fee as specified in their individual Agreement.

- The agreement specifies that promotion of Australian School of Commerce is authorised only for the named Education Agent, and any subcontractors or employees must be authorised separately by Australian School of Commerce .

The original signed agent agreement shall be kept in the Education Agent's file and the Education Agent shall receive a copy. The signed agent agreement will be kept in the agent file for at least 2 years after the education agent ceases to be an accepted agent.

- Australian School of Commerce requires its education agents to:
- Declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the Australian School of Commerce . This will ensure that agents prioritise the interests of the students and the provider without being influenced by personal or conflicting interests.
- Maintain appropriate levels of confidentiality and transparency in their dealings with overseas students and/or intending overseas students.
- Act honestly, 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.
- These requirements uphold ethical standards, safeguard student interests, and preserve the integrity of education agents in facilitating international educational opportunities.

3.4. Agent Marketing Materials

Once an agent has been approved and registered with Australian School of Commerce , they will be given access to digital copies of the marketing materials. A meeting will be conducted with the education agent, either face-to-face or via phone, to discuss course information. Any changes to the marketing materials will be communicated and provided to the education agent in accordance with the 'Australian School of Commerce Marketing Policy and Procedures' (available in the Marketing Kit). If needed, training opportunities will be identified during the meeting, and agents will be provided with the necessary information.

3.5. Education Agent Induction Checklist

As part of the induction process, an Education Agent Induction Checklist (Appendix 1) will be utilised to ensure that all education agents who have signed the agent agreement receive comprehensive training and are informed about Australian School of Commerce 's policies and

procedures. The checklist includes the following key components:

- **Marketing Materials:** Ensuring the agent uses only accurate and current marketing materials.
- **Course Information:** Detailed briefing on course content, entry requirements, mode of study, duration and breaks, prerequisites, and English language proficiency.
- **Educational and Support Services:** Overview of the services available to students.
- **Agent Code of Conduct:** Review of the ethical standards and professional conduct expected of agents.
- **Communication Protocols:** Guidelines for effective communication with prospective students and Australian School of Commerce's staff.
- **Training and Support:** Information on available training opportunities and ongoing support resources.

The checklist will ensure that education agents are equipped with the necessary information and materials to effectively represent Australian School of Commerce and provide accurate information to prospective students.

3.6. Agent Performance Review Assessment and Renewal

- Australian School of Commerce will conduct Performance review of the education agent using the "Education Agent Performance Review Assessment" form. This assessment review will be conducted annually to ensure that Australian School of Commerce's partner education agents act ethically, honestly, and in best interest of students' while providing accurate and sufficient information in accordance with the Standards for RTOs 2015, the National code 2018 and other Australian laws. This assessment will aim to ensure that all agents uphold Australian School of Commerce's reputation in the international education sector.
- The Marketing Officer or representative will assess the agent's performance using the "Education Agent Performance Review Assessment" form.
- If an agent fails to meet the duties and responsibilities outlined in the Education Agent Agreement, the Marketing Officer or representative will review the criteria where expectations were not met, discuss the agent's performance, and determine appropriate actions. Training initiatives will be identified to address performance gaps, and specific criteria will be discussed to help agents meet expectations.
- For example, if an agent does not meet expectations in customer service, Australian School of Commerce will notify the agent, schedule a meeting to provide training, and clarify the institute's expectations.
- Renewal of the agent agreement will be based on the performance review. If the agent continues to fail in meeting their duties or responsibilities, even after receiving training, Australian School of Commerce will not grant a renewal, and the agent agreement will be terminated.

Performance review outlines performance criteria which include, but is not limited to:

- i. Compliance with Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018 Standard 4-Education Agents:** If agent has been handling its duties and responsibilities as per the Standard 4 of the National Code 2018 and as per their written agreement.
- ii. Maintains appropriate level of confidentiality and transparency in dealings with overseas students or intending overseas students.**
- iii. Act honestly and in good faith, and in the best interests of the student.**
- iv. Application Processing:** Time taken by agents to organise documents from students in support of the

application.

- v. **Response to enquiries:** If agents are responding to enquiries made by students regarding their course and/or Australian School of Commerce . These enquiries also include the enquiries made by Australian School of Commerce 's staff about students enrolled with Australian School of Commerce through the agent.
- vi. **Student satisfaction:** Students are required to fill out a survey form through which student's satisfaction level is decided. Any negative response in the feedback survey will initiate monitoring and corrective action process as described in this policy and in the written agreement.
- vii. **Use of marketing material:** Agent must use current marketing materials to promote courses at Australian School of Commerce for accurate and up-to-date information.
- viii. **Outcome of promotional activities:** Attending promotional activities conducted by Australian School of Commerce.
- ix. **Participation in any events/Course Information session/Workshops/Seminars:** Attending and completing the training conducted by Australian School of Commerce, e.g. course information sessions, workshops, seminars etc.

Agent's performance will be marked as meeting expectations, not meeting expectations and exceeds in meeting expectations based on above performance criteria.

- ***Exceeds Expectations;** An agent who performs all duties and responsibilities as outlined in the written agreement, and who demonstrates exceptional performance beyond the standard requirements, will be considered exceeding expectations.
- ***Met Expectations:** An agent who fulfills all duties and responsibilities as specified in the written agreement, even if they fail to attend workshops or have infrequent communication, will be considered as meeting expectations. This will indicate that the agent meets expectations.

**Agents who exceed or meet Australian School of Commerce 's expectations will continue with their engagement under the current terms and will be eligible for renewal of the agreement.*

- **Did not meet expectations:** An agent who fails to perform their duties and responsibilities, or who receives negative feedback from students, will be considered as not meeting expectations. In such cases, Australian School of Commerce will take corrective action as outlined in the written agreement, such as providing additional training. If the agent does not engage in corrective actions, their agreement may be terminated, and renewal may be denied.

During the agent performance review assessment process, if an agent does not participate in corrective actions, the institute will send warning letters to the agent. If the agent fails to respond to these letters or notifications, it will result in the termination of the written agreement.

3.7. Education Agents Monitoring Register

The Agent Monitoring register will be used to keep a record of education agent's performance and monitor education agents' activities in line with this policy. Australian School of Commerce will ensure that the agent monitoring register has details about all the agents who have recruited overseas students on behalf of Australian School of Commerce . This will help in monitoring the performance of the Education Agent from the recruitment stage until the last stage.

Details of corrective action taken if the Education Agent has not complied with the education agent's responsibilities as mentioned in standard 4 of the National code 2018 will be recorded

in the agent register.

The agent monitoring register will record the following details:

- Agent Details: Name, Family Name, Business Name.
- Adherence to Recruitment and Engagement Procedures: Ensuring the Agent Application Form is signed, conducting Reference Checks, and confirming completion of the Agent Agreement.
- PRISMS, ASQAnet and Website Compliance: Ensuring agent details are added to PRISMS, ASQAnet and website within 30 days of recruitment/ termination or if agent ceased to operate.
- Supply of Marketing Materials: Ensuring agents receive essential items like the student handbook.
- Activity Monitoring: Recording the review of agent performance and tracking completion of required training.
- Corrective Actions: Documenting responses to breaches of the Agent Agreement or National Code 2018/ESOS Act 2000.
- *Maintenance of Agent Files: Ensuring the accuracy and completeness of agent files.

*Agent File will include:

- Completed agent application form
- Completed agent reference check form
- Signed agent agreement
- Education Agent company's profile
- Company Business Registration Certificate
- Certifications such as Qualified Education Agent Counsellor (QEAC), Migration Agents Registration Authority (MARA), ISANA Memberships.
- Agent Performance Review Assessment.

The Australian School of Commerce's Marketing Officer or a representative from the marketing staff will maintain this Register for each agent throughout their recruitment, monitoring, performance review, and renewal processes. The Marketing Officer will also use this tool to verify whether agents' details have been entered into PRISMS and ASQAnet.

Note: Australian School of Commerce will regularly undertake training for Agents.'

4. Monitoring Agents

- As an Education Agent representing Australian School of Commerce, the agent's activities in relation to promoting Australian School of Commerce will be monitored throughout the year to ensure that the agent is acting in the best interests of Australian School of Commerce, the student, and the Australian education system. These monitoring activities will be conducted regularly, and it will require the agent's participation and contribution. These activities include, but is not limited to:
 - Documented face to face meetings and/or teleconferences with agents.
 - Document instances on the agent's file where students claim to have been misinformed about their studies at Australian School of Commerce. All such instances will be reviewed by the agent.

Repeated instances of misinformation on the same issues may lead to a warning and/or termination of the agent's agreement.

- Surveying current and prospective students about the information provided to them by the education agent and the level of assistance given to the student to assist them in travelling to Australia.
- Spot checks to be undertaken by representatives of Australian School of Commerce both at the agent's premises and at promotional events. This will be done to check if agents have attended the events or if they are providing true and current information to students.
- **The above activities will form part of determining performance review of the education agents.**

Monitoring agent's activity will help Australian School of Commerce to ensure that:

- Current marketing materials are being used
- Accurate and up-to-date information is given to the students
- Agents are acting in good faith and in the best interests of the student.
- Agents understand the Australian International Education and Training Agent Code of Ethics
- Agents maintain an appropriate level of confidentiality and transparency in dealings with overseas students or intending overseas students.
- Feedback will be discussed verbally and documented in the agent's file and where corrective or preventative action is required, the agent will be informed in writing.
- Where corrective and/or preventative action is required, the agent will be required to demonstrate that action has been implemented within 2 weeks of receiving the notice. If the agent does not implement the action required, their agreement will be terminated.
- Australian School of Commerce will monitor agent's performance on annual basis and ensure agent is using approved marketing material for promoting Australian School of Commerce courses and providing accurate information to prospective students about the course requirements and expectations.
- The monitoring of the agent's activity will be conducted throughout the year, including documented face-to-face meetings and/or teleconferences with agents. Australian School of Commerce will perform an internal review of the agent's activities as outlined in the written agreement. The Marketing Officer or representative will review the agent's performance annually using the "Education Agent Performance Review Assessment."
- The review will be undertaken by the Marketing Officer or a representative of the marketing staff.
- Further monitoring of Education Agents' activities and conduct with prospective students may be gained (if required) through feedback collected from students upon enrolment or during Induction.
- Where Australian School of Commerce becomes aware or has a reason to believe that the education agent or any other related party has not complied with Australian School of Commerce's student recruitment processes, CEO will determine the level of risk and either:
 - Determine that no further action is required except for monitoring future evaluations, or
 - Instruct Marketing Officer or representative from the marketing staff to discuss the

- alleged issue with the agent, and if necessary, re-induct the agent, or
 - Advise the agent that their duties are suspended, pending a formal investigation, OR
 - Cancel the Agent's contract
- Australian School of Commerce will not accept students from the agent if it knows or reasonably suspects the agent to be:
 - Providing migration advice, unless the agent is authorised to do so under the Migration Act.
 - Engaged in or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of Australian School of Commerce under Standard 7 of National Code 2018.
 - Facilitating the enrolment of the student who the agent believes will not comply with his/her visa conditions.
 - Using PRISMS to create CoEs for other than bona fide students.
 - Australian School of Commerce will report back to agents during the period of the written agreement to provide feedback on the agent's performance if it is not up to mark as per the responsibilities of the agents.
 - Any issues that are identified will be discussed in the Senior Management Meetings and if required, discussed with the Education Agent. This meeting/discussion will be documented and kept in the Agents file.
 - Where corrective and/or preventative action is required, the agent will be required to demonstrate that this action has been implemented within 2 weeks of receiving the notice.
 - If the agent does not implement the action required, their agreement will be terminated.

5. Corrective Action

If at any point during the term specified in the written Agreement, Australian School of Commerce believes or reasonably suspects that the Agent is negligent, careless or incompetent or is engaged in false misleading or unethical advertising or recruitment practices, or has reason to believe, the Agent or an employee or subcontractor of that Agent has not complied with the Agent's responsibilities, the Agreement will be immediately terminated.

Alternatively, Australian School of Commerce may decide at its discretion to engage in corrective action with the Agent.

These activities may include but are not limited to:

- Targeted training on expectations of the Agent.
- Providing additional information

6. Subcontracting

- The agent must not assign the Agreement or any rights under the Agreement without the prior written consent of Australian School of Commerce (which may be withheld at its discretion).
- The agent must not subcontract to any person the performance of any of its obligations under this Agreement without the prior written consent of Australian School of Commerce (which may be withheld at its discretion).
- Despite any subcontract, the agent remains liable for performing its obligations under the Agreement.

- The agent must terminate any agreement with its staff and a sub-contractor if they become aware of, or reasonably suspect, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under National Code 2018 Standard 7 (Overseas student transfers), whereby Australian School of Commerce must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study) or any of the other dishonest practices outlined above.

7. Termination

- Either party may terminate the agent Agreement at any time by giving the other party 30 days prior written notice.
- If the agent breaches any provision of the Agreement, Australian School of Commerce may terminate the Agreement at any time and with immediate effect by giving written notice to the agent.
- Where Australian School of Commerce becomes aware that, or has reason to believe, the agent or any employee or subcontractor of the agent has not complied with the agent's responsibilities stated in the agreement under standard 4.2 and 4.3 of National Code 2018, Australian School of Commerce will take immediate corrective action or may terminate the agent agreement with immediate effect.
- Where Australian School of Commerce becomes aware that, or has reason to believe, the agent or any employee or subcontractor of the agent is engaging in false or misleading recruiting practices, Australian School of Commerce will immediately terminate the agreement and relationship with the agent or may ask the agent to terminate its relationship with the employee or the subcontractor who engaged in those practices.
- On termination of this Agreement, the agent must submit all applications and fees from prospective students received up to the termination date; and immediately cease using any advertising, promotional or other material supplied by Australian School of Commerce and return all material to Australian School of Commerce.

Related documents:

Agent Application form
Agent Reference Check Form
Education Agent Agreement
Education Agent Performance Review Assessment
Agent Monitoring register
Appendix1- Education Agent Induction Checklist

Appendix 1: Education Agent Induction Checklist

Agent's Details:				
Agent Name:				
Agent Address:				
Contact Number:		Email:		
Induction checklist:		Yes	No	Comments (if any)
Marketing Materials				
The agent has been informed that all marketing materials used by them and provided to students must be current and up to date.				
The agent has been made aware that any marketing and promotion of ASOC's courses and education services performed by the agent (in accordance with Standard 4, NC 18) must not be false or misleading and should be consistent with Australian Consumer Law.				
The agent has been briefed on how updates to marketing materials will be communicated and the importance of using current marketing materials.				
Course Information				
The agent has been provided with a detailed briefing on course content, including units, course duration, holiday breaks, and learning outcomes.				
The agent is aware of the required English language proficiency levels and acceptable tests or qualifications.				
The agent is aware of the specific entry requirements, including academic qualifications, computer literacy, Language Literacy and Numeracy, materials and equipment required etc.				
The agent understands the prerequisites or prior knowledge required for the course.				
The agent has been explained of the modes of study for the courses being delivered at the Institute.				
The agent is aware of the campus locations and facilities, indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and ASOC's cancellation and refund policies through the marketing material supplied by the institute.				

The agent is aware of the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled.			
Educational and Support Services			
The agent has been given an overview of the educational support services available to students, including counselling, intervention strategy, accommodation advice, and support.			
The agent has been informed about the counselling services and support available for student wellbeing.			
The agent understands that information on student support services is available in the student handbook and the student support policy accessible on ASOC's website https://asoc.edu.au/			
The agent has been briefed on the procedures for accessing emergency support services and provided information on availability of Student Safety and Security Kit, critical incident policy on ASOC's website https://asoc.edu.au/ .			
Agent Code of Conduct			
The agent has been made aware on the ethical standards expected, including acting honestly and in good faith, and in the best interests of the student.			
The agent has been made aware of the need to observe appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students.			
The agent has been made aware of their requirements to undertake services in accordance with the ESOS Act, the National Code 2018, and the Standards for RTOs 2015.			
The agent has been made aware of their obligations and responsibilities as outlined in the Agent agreement.			
The agent is aware that ASOC's will assess education agents' performance annually to monitor their performance.			
The agent has been informed that they need to act ethically, honestly, and in best interest of students' while providing accurate and sufficient information in accordance with the Standards for RTOs 2015, the National code 2018 and other Australian laws.			
The agent has appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.			
The agent understands that he must declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the institute.			

The agents understand the grounds on which the agent agreement may be terminated.			
The agent understands that ASOC's Institute won't accept students from education agent if they are engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)			
ASOC's Institute will not accept students from education agents who are providing migration advice, unless that education agent is authorised to do so under the Migration Act.			
ASOC's Institute will not accept students from education agents who are facilitating the enrolment of a student whom they believe will not comply with the conditions of their visa.			
ASOC's Institute will not accept students from education agents who are providing migration advice, unless that education agent is authorised to do so under the Migration Act.			
Education agents are aware that they must not use PRISMS to create CoEs for other than bona fide students.			
Communication Protocols			
The agent has been provided with guidelines for effective communication with prospective students, including tone and clarity.			
The agent is aware of the expected response times for inquiries and follow-up communications.			
The agent understands the importance of documenting communication with students and staff.			
The agent has been informed about the process for escalating issues or concerns that cannot be resolved directly.			
Training and Support			
The agent has been informed about available training initiative and workshops/seminars.			
The agent understands the ongoing support resources available.			
The agent has been briefed on opportunities for professional development and staying updated with industry trends.			
The agent is aware of the process for providing and receiving feedback on performance and training.			



Privacy			
The agent is aware of the circumstances under which information about the education agent may be disclosed to the Commonwealth or state or territory agencies. These circumstances are clearly outline in the signed agent agreement.			
Any Additional Comments:			
Marketing representative Signature:		Date:	