

Education Agent Policy and Procedures

Version	Approved by	Approval date	Review date
01	Board of Directors	August 2024	September 2025

Administrators Responsible	President, Registrar, Head of Admissions, Head of Student Recruitment
Objective	This document outlines the policies and procedures for the appointment and management of education agents by ISGL. It aims to ensure that all education agents are competent, uphold the reputation of ISGL and comply with the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students. This policy is designed to protect the interests of prospective students and maintain the integrity of ISGL's admissions process.

1. EDUCATION AGENT APPLICATION AND SELECTION

- Oversight and Responsibilities:** The President, along with the Registrar and Head of Admissions, oversees the management of education agents. This team is responsible for ensuring that all interactions and agreements with education agents align with ISGL's strategic objectives and compliance requirements.
- Application Process:** Prospective education agents must submit a completed ISGL Education Agent Application Form (Appendix-1). The Registrar initially reviews the application, assessing suitability through comprehensive reference checks and if deemed necessary, conducting site visits (Appendix-2) to further evaluate the agent's operations.
- Selection Criteria:** The Registrar and Head of Admissions conduct interviews with the agent's management to assess their alignment with ISGL's standards and their ability to uphold the institution's reputation. Following these assessments, a detailed recommendation report is prepared for the President.
- Final Approval:** The President reviews the recommendation report and has the ultimate authority to approve or reject the application of an education agent. This decision is based on the comprehensive evaluations and the agent's potential to contribute positively to ISGL's international student recruitment efforts.

2. APPOINTMENT OF EDUCATION AGENT

- Agreement:** Successful agents enter into a written agreement (Appendix-1) with ISGL, specifying their roles, responsibilities and the scope of their authority to represent ISGL.
- Standards and Compliance:** Agreements emphasise compliance with the ESOS Framework, detail ISGL's expectations for ethical conduct and outline the procedures for monitoring and review.

3. EDUCATION AGENT TRAINING AND INFORMATION

- Resource Provision:** ISGL ensures that agents have access to up-to-date marketing materials and detailed information on admission requirements and course structures.
- Training Programs:** Agents receive training on the ESOS Framework and National Code to ensure compliance and accurate advice to students.
- Staff Training:** Education agents are required to provide the names of all staff involved in student counselling, ensuring they receive adequate training.

4. MONITORING OF EDUCATION AGENTS

- Performance Monitoring:** ISGL regularly assesses the performance of education agents based on the quality of student applications, feedback from students and the agents' promotional activities.
- Ethical Standards:** Monitoring also includes ensuring that agents adhere to ethical standards and provide accurate information to prospective students.

5. EDUCATION AGENT REVIEW

- a. **Annual Review:** ISGL conducts bi-annual reviews of education agents' performance to ensure ongoing compliance and effectiveness.
- b. **Ad Hoc Reviews:** Additional reviews may be triggered by any suspected unethical behavior or upon receipt of student complaints.

6. ADDRESSING UNETHICAL CONDUCT

- a. **Consequences of Misconduct:** If an agent is found to have engaged in dishonest or unethical conduct, ISGL will take corrective actions, which may include termination of the agreement and reporting the misconduct to relevant Australian authorities.

7. EDUCATION AGENT AGREEMENT RENEWAL

- a. **Renewal Criteria:** Agreement renewals are contingent upon satisfactory performance reviews and the absence of unethical conduct.
- b. **Renewal Process:** Agents who continue to meet ISGL's standards and exhibit professional integrity are eligible for agreement renewal.

8. TERMINATION OF EDUCATION AGENT AGREEMENT

Agreements with education agents can be terminated under the following conditions:

- a. **Breach of Contractual Terms:** This includes non-compliance with any stipulated conditions in the agreement, such as failure to maintain the required standards of service, misinformation to students, or non-adherence to ISGL's marketing guidelines.
- b. **Engagement in Misconduct:** This encompasses any unethical or dishonest behavior, including fraudulent activities, corruption, severe negligence, or any action that could harm ISGL's reputation or the interests of its students.

9. DETAILED PROCEDURES FOR TERMINATION

- a. **Identification of Breach or Misconduct:**
 - Regular monitoring and evaluations should flag any breaches or misconduct.
 - Any reports of misconduct from students, staff, or other third parties will be investigated promptly.
- b. **Documentation and Review:**
 - All evidence of the breach or misconduct is documented thoroughly.
 - A formal review meeting is held involving the Registrar, Head of Admissions, and if necessary, legal counsel to assess the evidence and decide on the course of action.
- c. **Notification of Intent to Terminate:**
 - The education agent is notified in writing of the intent to terminate the agreement. This notification includes details of the breach or misconduct, evidence gathered and the proposed date of termination.
 - The agent is given an opportunity to respond to the allegations within 10 business days.
- d. **Final Decision:**
 - After considering any response from the education agent, the final decision to terminate the agreement is made by the President.
 - A termination notice is issued to the agent specifying the effective date of termination and reasons for the decision.
- e. **Handling of Remaining Student Applications:**
 - All active student applications handled by the agent at the time of termination are reviewed.
 - ISGL directly contacts all affected students to inform them of the termination and reassures them of the continuity of their application process.
 - A transition plan is implemented where either another qualified agent takes over the handling of these applications, or ISGL's internal admissions team directly manages them to avoid any disruption in the students' application process.
- f. **Post-Termination Follow-up:**
 - ISGL conducts follow-up checks to ensure that all ongoing student applications are being handled appropriately and that no further issues arise from the terminated agent.
 - A review is conducted to assess if any additional actions are needed to prevent similar incidents in the future, such as updating training programs for agents or revising the selection criteria.

10. EDUCATION AGENT INFORMATION DATABASE

- a. **Database Maintenance:** A database of active education agents is maintained by the Head of Student Recruitment and is made available on the ISGL website for transparency.
- b. **Compliance with Regulatory Requirements:** The database is regularly updated to comply with the PRISMs database requirements set by the Department of Home Affairs and TEQSA.

Related Documents

- a. Education Agent Agreement standard template
- b. Appendix 1 & 2

APPENDIX 1



EDUCATION AGENT APPLICATION FORM

Section 1: Agency Details

Agency Name: _____

Legal Business Name (if different): _____

Office Address: _____

Phone Number: _____

Email Address: _____

Website: _____

Section 2: Contact Information

Name: _____

Position: _____

Direct Phone Number: _____

Email Address: _____

Section 3: Business Profile

Year of Establishment _____	Number of Offices _____
Countries of Operation _____	Number of Staff _____
Summary of Business Activities: 	

Section 4: Experience with Australian Educational Institutions

List of institutions currently represented	
Number of students placed in Australian institutions last year	
Details of any previous contracts with Australian institutions (if any)	

Section 5: References

Provide at least three references from educational institutions previously or currently represented:

Institution Name	
Contact Person	
Contact Details	

Institution Name	
Contact Person	
Contact Details	

Institution Name	
Contact Person	
Contact Details	

Section 6: Declaration

I am interested in representing the International School of Global Leaders (ISGL) as an education agent and I agree to do so in an honest and professional manner.

I certify that the information provided in this application is true and complete to the best of my knowledge.

Signature: _____

Name: _____

Position: _____

Date: _____

For ISGL Office Use Only

Reviewed By: _____

Date Received: _____

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ISGL Approval _____

Signature: _____

Date Received: _____

APPENDIX 2



ISGL REPRESENTATIVE (EDUCATION AGENT) SITE VISIT REPORT

Section 1: Agent Information

Name and Address of the Agent: _____

Name of Contact Person: _____

Phone Number: _____

Email Address: _____

Section 2: Visit Details

Date & Time of Visit: _____

Name of ISGL Staff Visiting: _____

Section 3: Review Remarks

Office Location

Accessibility: _____

Overall Appearance: _____

Office Environment

Office Size: _____ Condition and Layout: _____

Staff Numbers: _____ Promotional material on Display: _____

Any Customers/Students Present During Visit: _____

Other General Observations

Section 4: Confirmation

Signature of ISGL Staff: _____

Name and Designation: _____

Date: _____