



## **Education Agents**

### **Policy**

Unique International College (UIC) has firm guidelines in place for Education Agents that recruit students on UIC's behalf. UIC takes all reasonable measures to only utilise Education Agents that have an appropriate knowledge and understanding of the Australian Education Industry and are committed to recruiting students in an honest and ethical manner.

### **1.0 Education Agent Recruitment Guidelines**

1.1 Unique International College will enter into a formal written agreement with each Education Agent it engages to formally represent it.

1.2 Unique International College will not accept students from an Education Agent if it reasonably suspects that the Education Agent:

- (i) Engaged in, or previously engaged in dishonest practices, including the deliberate attempt to recruit a student, where it clearly conflicts with standard 7
- (ii) Facilitates the enrolment of a student who the Education Agent believes will not comply with the student visa conditions
- (iii) Uses PRISMS to create CoE's for other than bona fide a student
- (iv) Provides immigration advice where not authorised under the migration act

### **2.0 Education Agent Recruitment Procedure**

#### *2.1 Agent Application*

2.1.1 The Education Agent contacts Unique International College for an expression of interest to represent Unique International College.

2.1.2 The Education Agent completes Unique International College Application to become an Agent and sends it to UIC Chief Executive Officer, along with:

- (i) Copy of business registration certificate
- (ii) Copy of Australian residency or work permit status (if onshore applicant)
- (iii) Copy of company profile
- (iv) Business plan
- (v) Copies of publications and promotional material, and any other supportive documentation
- (vi) Two business references

#### *2.2 Assessment for suitability*

2.2.1 The Chief Executive Officer assesses the application based on:

- (i) The quality of the documentation provided by the agent
- (ii) The applicants 2 business references

2.2.2 If the Education Agent is successful, the Chief Executive Officer will provide the Education Agent with a UIC Education Agent Agreement

2.2.3 If the application is incomplete, the Chief Executive Officer will advise the Education Agent that the application will not be processed until UIC receives the relevant documentation

2.2.4 Where applicants are not successful, the Chief Executive Officer will advise them in the form a letter or email



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## **2.3 Education Agent Approval**

- 2.3.1 Successful applicants will be provided with an Education Agent Agreement, which must be read, understood, signed and sent back to UIC to before the Education Agent is approved.
- 2.3.2 The duties and responsibilities of Unique International College and the Education Agent are listed in the UIC Education Agreement
- 2.3.3 Upon receipt of the signed Education Agent Agreement Form, Unique International College will send a formal and written letter advising of the decision
- 2.3.4 Approved agents will be provided with Unique International College promotional materials and be given an induction on Unique International College
- 2.3.5 All approved and non-approved agents will be placed on UIC Education Agent Register
- 2.3.6 All approved Education Agents will have an Education Agent file which holds the Education Agent Agreement and any other relevant communication between Unique International College and the Education Agent
- 2.3.7 On a bi-annual basis, Unique International College will contact all 'current' agents to ensure that they have current Unique International College promotional material and policies and procedures
- 2.3.8 Agent Agreements are provided on an annual contract basis, which is to be renewed dependant upon performance and student feedback

## **3.0 Monitoring and Review**

- 3.1 The Chief Executive Officer will review the performance of all current UIC Education Agents on an annual basis
- 3.2 The basis of the reviews will be formed by using the following :
  - (i) Agent Performance
  - (ii) Student Feedback
  - (iii) Student Complaints
- 3.3 Where data suggests that an Education Agent may have engaged in practices identified in 1.2, Unique International College will investigate each allegation on an individual basis

## **4.0 Education Agent Termination**

- 4.1 Unique International College will take immediate action upon knowing that an Education Agent is being negligent, careless, incompetent, or being engaged in false or misleading or unethical advertising and recruiting practices that could harm the integrity of the Australian Education system or Unique International College, in line with the UIC Education Agent Agreement.
- 4.2 Education Agents may appeal any decision relating made by Unique International College relating to termination, in line with Unique International College Appeals Procedure.