

<b>Policy Title</b>	<b>Education Agents Policy</b>
<b>Purpose</b>	<p>This policy sets out the principles for CIC Higher Education (CIC) to select and engage education agents who will ethically recruit international students.</p> <p>The policy also ensures that CIC complies with its obligations under the:</p> <ul style="list-style-type: none"> <li>• <i>Higher Education Standards Framework (Threshold Standards) 2015</i>;</li> <li>• <i>Migration Act 1958</i>;</li> <li>• <i>Education Services for Overseas Students Act 2000</i>; and the</li> <li>• <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018)</i>, specifically Standard 4.</li> </ul>
<b>Scope</b>	This policy applies to all contracted education agents of CIC, and staff involved in the recruitment and monitoring of education agents for CIC.
<b>Policy Principles</b>	<p><b>1. General</b></p> <p>1.1. CIC has a service level agreement with EduCo Global in collaboration with Sales Operation staff to manage offshore education agents. CIC on-campus Sales Operation staff directly manage onshore education agents.</p> <p><b>2. Education Agent Selection</b></p> <p>2.1. All prospective education agents must complete an Agent Agreement Application Form to become an official education agent for CIC.</p> <p>2.2. CIC will not accept students from an education agent, or enter into or renew an agreement with an education agent if it knows, or reasonably suspects the agent to be:</p> <ol style="list-style-type: none"> <li>a. Engaged in, or to have previously been engaged in misleading, deceptive or dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 of the National Code 2018 (Overseas student transfers);</li> <li>b. Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of their student visa;</li> <li>c. Using PRISMS to create Confirmations of Enrolment for other than genuine students;</li> <li>d. Providing immigration advice, unless authorised under the <i>Migration Act 1958</i>.</li> </ol> <p><b>3. Education Agent Agreement</b></p> <p>3.1. A written agreement or 'Agent Agreement' is required for each agent engaged to represent CIC. The agreement, conditions, and authorisation to promote CIC relates to the 'agent' named in the agreement; any employees or subcontractors of the agent are also subject to the conditions of the agreement.</p> <p>3.2. The Agreement will also include the processes for monitoring the activities of agents, corrective actions and termination conditions.</p> <p>3.3. CIC will maintain an accurate list of all its contracted agents, and publish that list on its website.</p>

	<p><b>4. Marketing Information</b></p> <p>4.1. CIC will ensure that its education agents have accurate and up-to-date information about its courses, facilities, resources, and student services for the marketing and recruitment of students.</p> <p><b>5. Termination of Education Agents</b></p> <p>5.1. CIC may terminate an education agent’s agreement if they have breached any provisions of the agreement. Such conduct may include but are not limited to:</p> <ol style="list-style-type: none"> <li>a. Managing applications from a student who does not have a genuine intention to stay in Australia temporarily;</li> <li>b. Submitting fraudulent, misleading or deceptive documentation in support of a student’s application;</li> <li>c. Making false or misleading or deceptive comparisons with any education provider or their courses;</li> <li>d. Giving false or misleading or deceptive information to a student about their acceptance into a CIC course or employment outcomes associated with the course;</li> <li>e. Giving false or misleading or deceptive information about possible immigration outcomes;</li> <li>f. Engaging in unacceptable behaviour and/or unlawful activity which may negatively impact the reputation and standing of CIC. This may include (but are not limited to) acts of discrimination, sexual misconduct, bullying, harassment, violence, extortion, amongst others.</li> </ol>
<p><b>Related Documents</b></p>	<p>Agent Agreement            Agent Agreement Application Form            Education Agents Procedure            Marketing Information and Practices Policy            Marketing Information and Practices Procedure            Student Agent Review Form</p>
<p><b><i>For Administrative Use Only</i></b></p>	
<p><b>Responsible Officer</b></p>	<p>Chief Executive Officer</p>
<p><b>Contact Officer/s</b></p>	<p>Director of Admissions            Director of Recruitment            Executive Director, Governance and Quality Assurance</p>
<p><b>Approved by</b></p>	<p>Board of Directors</p>
<p><b>Approved Date</b></p>	<p>September 2018</p>
<p><b>Review Date</b></p>	<p>September 2020</p>
<p><b>Definitions</b></p>	<p>See <a href="#">CIC Glossary of Terms and Acronyms</a></p>

### Version History

Version No.	Approval Date	Amendment/s
1.	November 2015	First iteration <ul style="list-style-type: none"> <li>Approved by Board of Directors</li> </ul>
2.	December 2017	Purpose and scope redefined. <ul style="list-style-type: none"> <li>Clarification given that EduCo Global recruits and manages offshore education agents but CIC manages its onshore education agents.</li> <li>Section 1: Education Agent Selection – updated giving reasons when CIC will not accept students from an education agent, or enter into or renew an agreement with an agent.</li> <li>Policy principles updated to reflect changes in the National Code 2018 Standard 4.</li> </ul>
3.	April 2018	Minor amendments <ul style="list-style-type: none"> <li>Removal of information duplicated and elaborated in the procedures, e.g. monitoring of agents.</li> <li>Approved by Chief Executive Officer</li> </ul>
4.	September 2018	Review <ul style="list-style-type: none"> <li>Added section regarding agents' misconduct</li> <li>Approved by Board of Directors</li> </ul>
5.	October 2018	Minor amendment <ul style="list-style-type: none"> <li>Update of logo and position titles</li> <li>Approved by Chief Executive Officer</li> </ul>
6.	February 2019	Minor amendment <ul style="list-style-type: none"> <li>Removal of superfluous qualifier 'on-campus' from Policy principles</li> <li>Approved by Chief Executive Officer</li> </ul>
7.	June 2019	Minor amendment <ul style="list-style-type: none"> <li>Corrected punctuations to ensure consistency</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>
8.	August 2019	Minor amendment <ul style="list-style-type: none"> <li>Applied consistent formatting across all policies and procedures</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>