

# Agent Recruitment and Management Policy and Procedure

## 1. Introduction

This document outlines CCEB's policy and procedure for the application and approval of, and monitoring and reviewing, education agents that formally represent CCEB.

## 2. Policy

- 2.1 It is the responsibility of CCEB to ensure that its agents act ethically, honestly and in the best interest of the students at all times.
- 2.2 CCEB will only use reputable agents who abide by the National Code.
- 2.3 CCEB will have a written agreement with each agent that formally represents the college.
- 2.4 CCEB will not process an enrolment from an agent until an agreement is set up.
- 2.5 The agreement specifies the responsibilities of the agent and CCEB and the need to comply with the National Code and ESOS Act. It also outlines the processes for monitoring the agent's activities and ensuring they are providing accurate and up-to-date information, and the corrective action that may be taken, including termination of the written agreement.
- 2.6 CCEB will ensure that its agents declare and take all reasonable steps to avoid conflicts of interest with its duties as an agent of the college.
- 2.7 CCEB agents must have appropriate knowledge and understanding of the Australian international education industry if they are recruiting overseas students. This includes the Australian International Education and Training Agent Code of Ethics.
- 2.8 CCEB will provide training for all new agents which will include information on the college facilities, courses run and CCEB enrolment procedures as a minimum. This training may be provided in person, via Skype/Zoom, phone, webinar, video, or email. All new agents are required to attend/ complete the initial training session.
- 2.9 CCEB will ensure that their agents have access to accurate and up-to-date marketing information.
- 2.10 CCEB will enter and maintain details in PRISMS of the agents that formally represent the college.
- 2.11 CCEB will take immediate corrective action upon becoming aware of the agent being non-compliant with the National Code and/or the agreement. Corrective action may include training for the agent or termination of the agreement.
- 2.12 CCEB will immediately terminate the agreement if the agent is engaging in false or misleading recruitment practices.
- 2.13 CCEB will not accept students from an agent if it is believed that the agent is engaging in, or has previously engaged in, unethical or dishonest recruitment practices. This includes providing migration advice to overseas students when they are not authorised to do so under the Migration Act 1958; or knowingly recruiting an overseas student in conflict with the registered providers' obligations under Standard 7 of the National Code (Overseas Student Transfers); or facilitating in the enrolment of overseas students while knowing that the student will not comply with the conditions of their visa.
- 2.14 The monitoring and review of CCEB agents is an on-going process.
- 2.15 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

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## 3. Procedures

### 3.1 Agent Application and Approval

- 3.1.1 An agent can make an enquiry about becoming a CCEB approved agent by contacting the college. CCEB may also contact any potential agents to see if they would like to become a representative of the college.
- 3.1.2 Potential agents must complete an Application for Representation of CCEB and provide any relevant documents to support the application.
- 3.1.3 CCEB will conduct reference checks.
- 3.1.4 Once satisfactory reference checks and any requested supporting documents are received, CCEB will issue a written agreement to the agent.
- 3.1.5 The agent must read, sign and return the agreement to CCEB to finalise.
- 3.1.6 CCEB will set the agent up in the student management system.
- 3.1.7 CCEB can now provide the agent with any additional information they may need that they did not previously have access to via the CCEB website and process enrolments from the agent.

### 3.2 Monitoring and Reviewing

- 3.2.1 CCEB will be constantly monitoring agents through a variety of activities including, but not limited to:
- Face-to-face/ phone/ video call meetings with agents;
  - Documented comments taken when speaking to or visiting agents;
  - Participation in CCEB seminars and training;
  - Feedback from students recruited by the agent;
  - Feedback from within the industry;
  - Review of marketing material being provided by the agent;
  - The accuracy and currency of information and advice provided by the agent to the student;
  - Quality and completeness of student applications;
  - Conversion rate of student applications to students actually starting their course;
  - The promptness of student payments;
  - Quality of students (e.g. completion rates, number of student being reported to the Department of Home Affairs);
  - The number of visa refusals for students recruited by the agent;
- 3.2.2 CCEB will review the agreement on a yearly basis.

## 4. Definitions

- a) College – CCEB
- b) Student – All students enrolled at CCEB
- c) Overseas Student – Any student who holds a student visa as defined by the ESOS Act (Education Services for Overseas Students Act 2000)
- d) PRISMS – Provider Registration and International Student Management System
- e) ESOS Act – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa

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- f) National Code – National Code of Practice for Providers of Education and Training to Overseas Students 2018
- g) Agreement – The written agreement between the agent and CCEB

## 5. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 4) Education Services for Overseas Students Act 2000 Australian International Education and Training Agent Code of Ethics (ACE)
<b>Queensland</b>	-

## 6. Related Documents

<b>Letters/ forms</b>	Application for Representation of CCEB Form
<b>Policies/ procedures</b>	-
<b>Other documents</b>	Agent Representative Agreement

## Document History

Version	Version release date	Author	Description of change	Date for next review
P&P Handbook	Sep 2010		Original document	
Agent Recruitment and Management Policy and Procedure v2	Oct 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 4 of The National Code 2018	Nov 2024