



Education Agent Policy

1. Purpose

This Policy seeks to ensure that Methodist Ladies' College ("MLC" or "the College") meets the Education Services for Overseas (ESOS) Act and National Code Standard 4 with respect to the engagement of education agents.

2. Scope

This policy applies to MLC staff and education agents engaged to represent MLC in the recruitment of International Students.

"International Student" has the same meaning as "overseas student" in Section 1.1.3 of the Education and Training Reform Act 2006 (Vic).

3. Policy Principles

Education agents are engaged to formally represent MLC under the following conditions:

- The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including:
 - declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing MLC
 - observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students
 - acting honestly and in good faith, and in the best interests of the student
 - having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics
- The education agent signs and abides by the conditions of the College's written agency agreement
- The education agent responds appropriately to College monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the 2018 National Code
- The education agent accurately promotes the services and facilities provided by the College and uses up to date marketing materials as supplied by the College.

MLC will not accept a student from an education agent if it is known or suspected at any time that the agent:

- engages in or has previously engaged in dishonest practices;
- deliberately attempts to recruit a student within the first six months of that student's study in their first registered school sector course with another provider;
- facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or

- provides immigration advice where he/she is not authorised to do so under the Migration Act 1958.

MLC may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the College to formally recruit students on the College's behalf, such an agent would fall outside the scope of National Code Standard 4.

A list of education agents with whom the College has a formal written agreement are listed on the home page of MLC's website and is readily available to students and regulators.

MLC enters and keeps up to date details and records about education agents with whom the College has a formal written agreement and who facilitate enrolment of students.

Information recorded about education agents includes:

- the agent's name
- the address of the agent's principal place of business
- if the agent is a body corporate—the address of the body corporate's registered office
- the agent's postal address (if different from address for principal place of business/registered office)
- the agent's phone number, email address and website address (if any)
- the agent's ABN or ACN (if any)
- the agent's trading name or names (if any)
- if the agent is a body corporate—the names of the body corporate's directors
- if the agent is a registered migration agent—the agent's Migration Agents Registration Number
- the following information about each of the agent's employees (if any) who are involved in the agent facilitating the enrolment:
 - i. the employee's name;
 - ii. the employee's email address;
 - iii. if the employee is a registered migration agent—the employee's Migration Agents Registration Number.

Staff and Education Agent's Responsibilities

All staff and Education Agents that formally represent MLC for the engagement and recruitment of overseas students, are responsible for ensuring that they:

- abide by the National Code at all times
- abide by the Australian International Education and Training Agent Code of Ethics
- do not give false or misleading information or advice to International Students or intending International Students in any form or through any mode of communication
- correct any misstatements and/or other mistakes as soon as possible
- perform their duties according to the obligations and responsibilities set out in the written agreement
- have a staff member who has completed the PIER Education Training Course
- report any misconduct or suspected misconduct by staff or Education Agents as soon as possible to the Principal.

Corrective Actions

If MLC becomes aware that, or have reason to believe, an Education Agent, or an employee or subcontractor of the Education Agent, hasn't complied with their responsibilities under the written agreement, or the National Code, the College will take the following corrective action:

- in the case of false or misleading recruitment practices, MLC will terminate the relationship with the Education Agent, or require the Education Agent to terminate its relationship with the employee or subcontractor who engaged in those practices
- in the case of practices which are not false or misleading but may be confusing to a prospective overseas student, MLC will provide Education Agents with additional information or targeted training on MLC's expectations of the Education Agent.

Monitoring Education Agents

The College monitors the activities of all our Education Agents.

This is done through:

- regular face-to-face meetings
- telephone and/or teleconference meetings
- regular reports on engagements with International Students
- any other method that the College thinks fit.

4. References

- The Education Services for Overseas Students (ESOS) Act (Commonwealth)
- National Code of Practice 2018

5. Governance

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