

Education Agents

Policy

Sydney Metro College has firm recruitment, monitoring and termination practices in place for Education Agents that recruit students on SMC's behalf. Sydney Metro College takes all reasonable measures to only utilise Education Agents that have an appropriate 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 Sydney Metro College will enter into a formal written agreement with each Education Agent it engages to formally represent it

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

- a) Engaged in, or previously engaged in dishonest practices, including the deliberate attempt to recruit a student, where it clearly conflicts with National Code standard 7
- b) Facilitates the enrolment of a student who the Education Agent believes will not comply with the student visa conditions
- c) Uses PRISMS to create CoE's for other than bona fide a student
- d) 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 Sydney Metro College for an expression of interest to represent the college

2.1.2 The Education Agent completes Sydney Metro College Application to become an Agent and sends it to the Principal Executive Officer, along with:

- a) Copy of business registration certificate
- b) Copy of Australian residency or work permit status (if onshore applicant)
- c) Copy of company profile
- d) Copies of publications and promotional material, and any other supportive documentation
- e) Two business references

2.2 Assessment for suitability

- 2.2.1 The Marketing and Admissions Officer assesses the application based on:
- a) The quality of the documentation provided by the agent
 - b) The applicants 2 business references
 - c) If the Education Agent is successful, the Marketing and Admissions Officer will provide the Education Agent with a SMC Education Agent Agreement
 - d) If the application is incomplete, the Marketing and Admissions Officer will advise the Education Agent that the application will not be processed until SMC receives the relevant documentation
 - e) Where applicants are not successful, the Marketing and Admissions Officer will advise them in the form a letter or email

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 SMC before the Education Agent is approved
- 2.3.2 The duties and responsibilities of Sydney Metro College and the Education Agent are listed in the SMC Education Agent Agreement
- 2.3.3 Upon receipt of the signed Education Agent Agreement, Sydney Metro College will send a formal and written letter advising of the decision
- 2.3.4 Approved agents will be provided with Sydney Metro College's promotional materials and will be given an induction on Sydney Metro College
- 2.3.5 All approved agents will be provided with a Copy of Sydney Metro College's Authorised Agent Certificate
- 2.3.6 All approved and non-approved agents will be placed on the SMC Education Agent Register
- 2.3.7 All approved Education Agents will have an Education Agent file which holds the Education Agent Agreement and any other relevant communication between Sydney Metro College and the Education Agent
- 2.3.8 The Marketing and Admissions Officer will ensure that as Marketing, Promotional and relevant Institute Policies and Procedures are updated, that the information will be passed immediately to its 'current' agents to ensure students are provided only with current information. This will be provided by email and records of the communication will be retained in the Education Agents file.
- 2.3.9 Education Agent Agreements are provided on an annual contract basis, which is to be renewed dependent upon performance and student feedback

3.0 Monitoring and Review

- 3.1 The Principal Executive Officer will review the performance of all current SMC Education Agents on an annual basis
- 3.2 The basis of the reviews will be formed by using the following:
- a) Agent Performance
 - b) Student Feedback
 - c) Student Complaints
- 3.3 Where data suggests that an Education Agent may have engaged in practices identified in 1.2 of this policy, Sydney Metro College will investigate each allegation on an individual basis

4.0 Education Agent Termination

4.1 Sydney Metro 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 recruitment practices that could harm the integrity of the Australian Education system or Sydney Metro College, in line with the SMC Education Agent Agreement

4.2 Education Agents may appeal any decision made by Sydney Metro College, in line with Sydney Metro College's Complaints and Appeals Policy

Related Documents

- Education Agents Agreement