# POLICY OVERVIEW

The Institute of Culinary Excellence (ICE) engages International Education Agents as its representatives for the specific purpose of providing recruitment services of suitable and committed prospective international students for enrolment into study programs at The Institute of Culinary Excellence.

All International Education Agents engaged by ICE must ensure high standards of ethics are demonstrated to prospective students throughout all pre-enrolment and follow up services (if applicable) in accordance with this agreement, all relevant policies, procedures and guidelines and the requirements of the ESOS Act and the National Code 2018.

ICE will only appoint agents with suitable company structures in their relevant country or in Australia where relevant. All prospective agents will be required to complete an International Education Agent Application Form for consideration to become an official agent for ICE and all referee checks will be completed before the consideration of the issue of an Agent Agreement.

ICE will ensure its International Education Agents have up-to-date and accurate marketing information. ICE will monitor the performance of its International Education Agents and take action, including terminating the agreement, when the International Education Agent does not fulfil its responsibilities.

# PROCEDURE

This procedure has been developed by ICE to outline the process for selection and performance management of its International Education Agents in order to satisfy the requirements of the ESOS Act and National Code 2018 which states that:

“Registered providers take all reasonable measures to use education agents that have   
an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity”.

All agents should always act in the best interest of the student and treat all information given to them with confidentiality and as per the Privacy Act 1989.

All agents are asked to complete the application form and supply all the necessary information.

ICE takes all reasonable measures to ensure that the International Education Agents it engages are ethical, professional and have a good working knowledge of:

* The National Code 2018;
* The ESOS Act;
* The Education Agents Code of Ethics;
* The Institute of Culinary Excellence’s values.

ICE will not recruit or maintain a relationship with any International Education Agent who is unethical, dishonest, or does not adhere to the principles of the agreement.

This agreement applies to all International Education Agents, or their employees engaged by ICE, on any basis and at all times.

The RTO Director will manage and monitor all International Education Agents continuously and consistently against this policy, procedures and Agent Agreements.

# SELECTION CRITERIA

The Institute of Culinary Excellence (ICE) will select International Education Agents on the basis of

their overall experience and understanding of the National Code 2018 and ESOS Act.

Whenever ICE is approached by an Agent to provide student recruitment services, the agent will be asked to complete and sign the International Agent Application Form. This form will request information that includes, but is not limited to:

* Business / Company details
* Name of primary contact person
* All contact details including website, telephone, fax and email
* Primary countries of operation
* Membership of Professional Associations
* References

On receiving an application, the RTO Director or authorised officer will establish an Agents File and will verify all details are correct and undertake the reference checks.

International Education Agents making application to The Institute of Culinary Excellence must provide a minimum of three (3) Referees. In the event the International Education Agent cannot supply this, then The Institute of Culinary Excellence will make a professional judgement on the validity of the International Education Agent’s application.

# COMMUNICATION

ICE considers an ongoing and open communication with Agents as a critical part of the successful relationship between both parties. The RTO Director is responsible for such communication and will take every opportunity both in Australia and overseas, to ensure that there is regular and ongoing communication with all contracted Agents. All official communications with agents by the RTO Director will be in writing via email or letter and appropriate copies of these communications will be maintained for future reference.

# STUDENT FEEDBACK

During the application interview, each prospective student will be asked to provide feedback relating to the performance of their Agent. Any responses or comments from students that indicate failure to provide agreed information or level of service, or where the student has expressed dissatisfaction with the assistance of the Agent will be followed up with the applicable Agent. All communications regarding this process will be documented and filed accordingly as per the Privacy Act of 1989.

# PERFORMANCE REVIEW

Agent contracts will be reviewed annually from commencement dates by the RTO Director who will prepare a report on the performance of the agent and agency.

The report will be based on analysis of information in the Agent’s File and international student feedback results. The report will include, but is not limited to, information pertaining to the number of students provided by the agent who have enrolled and progressed through their course and feedback received from these students on their recruitment process.

If the decision is made to extend the Agent’s Contract a new agreement will be signed and the RTO Director will ensure that all agent details held on file are accurate and up-to-date.

If as part of the review it is deemed that preventative and corrective measures are necessary to improve performance (rather than termination) The Institute of Culinary Excellence will take immediate action including training sessions for agents and ensuring they have all the material they need to represent The Institute of Culinary Excellence accurately and professionally.

Corrective action may also include termination of the agreement with the education agent.

# TERMINATION PROCEDURE

The Institute of Culinary Excellence will regularly review the agreements it has in place to ensure they are compliant with the National Code 2018, Standard 4.3. Termination of the agreement will be enacted if it becomes apparent that an International Education Agent has:

* Engaged in dishonest practices, including:
  + The deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers);
  + Facilitating the enrolment of a student who the International Education Agent believes will not comply with the conditions of their student visa;
  + Using the Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for non-legitimate students.
  + Providing unsolicited and incorrect immigration advice.

If agreement termination actions are initiated, official communication advice will be generated.

# AGENT APPLICATION FORM

Please complete all sections of this form in English. Applications will only be considered when all

questions are completed and all supporting documentation is supplied.

1. BUSINESS DETAILS

|  |  |
| --- | --- |
| **Company name:**  (or legal entity; state name and whether this is a registered company, partnership or incorporated entity). |  |
| **Trading name:** (if different from above) |  |
| **Business registration number:**  If in Australia, provide Australian Business Number (ABN) or Australian Company Number (ACN). |  |
| **Place(s) of registration:** |  |
| **Business Address:**  Include state/region and country |  |
| **Postal address:**  (If different from above) |  |
| **Key contact person:**  (Applicants name) |  |
| **Position:** |  |
| **Website:** |  |
| **Email:** |  |

Do you have additional offices / branches? Yes ❑ No ❑

If yes, please provide details below

|  |  |  |
| --- | --- | --- |
| 1 | **Office / Branch name:** |  |
| **Business address:** |  |
| **Contact person name:** |  |

|  |  |  |
| --- | --- | --- |
|  | | |
| 2 | **Office / Branch name:** |  |
| **Business address:** |  |
| **Contact person name:** |  |
|  | | |
| 3 | **Office / Branch name:** |  |
| **Business address:** |  |
| **Contact person name:** |  |

1. BUSINESS BACKGROUND AND HISTORY

|  |  |
| --- | --- |
| **How long have you been in business as an Education Agent?** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ years \_\_\_\_\_\_\_\_\_\_\_\_\_\_ months |
| **Is your office involved in any other business activities other than student recruitment?** | Yes ❑ No ❑ |
| **Are you and/or members of your staff a member of any professional organisations?** | Yes ❑ No ❑ |
| **If yes, please provide details:** |  |
| **Have you or any of the directors of the company you represent, previously been involved in bankruptcy proceedings.** | Yes ❑ No ❑ |
| **If yes, please provide details:** |  |
| **Which Australian educational institutions do you currently represent?** |  |
| **How many international students do you recruit each year?** | VET Sector: \_\_\_\_\_\_\_\_\_\_\_\_  Higher Education: \_\_\_\_\_\_\_\_\_\_\_\_ |
| **How many students do you expect to send to the Institute of Culinary Excellence each year?** |  |

1. MARKETING AND PROMOTIONAL ACTIVITIES

|  |  |
| --- | --- |
| **How do you propose to promote the Institute of Culinary Excellence?** | ❑ Brochures  ❑ Internet  ❑ Student seminars  ❑ Education agent website  ❑ IES website  ❑ Exhibitions  ❑ Mail outs  ❑ Other, please specify  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Why do you believe students choose your services? How does your company differ from other education agencies?** |  |

1. STUDENT SERVICES OFFERED

|  |  |
| --- | --- |
| **Please indicate your commission fee and criteria for each commencing student at the Institute of Culinary Excellence ($ or %)** |  |
| **Please indicate the additional services that you can provide to students and the Institute of Culinary Excellence.** | ❑ Student counselling  ❑ Assistance with Visa application  ❑ English language testing  ❑ Ongoing support services  ❑ Ongoing support services  ❑ Assistance with student application  ❑ Pre-departure briefing  ❑ Assistance with settling in to Australia  ❑ Arranging accommodation  ❑ Advocacy  ❑ Interpreting  ❑ Other, please specify below  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **For which of the above services do you charge a fee? Please include all fee details.** |  |
| **Do you maintain contact with students after enrolment?** | Yes ❑ No ❑ |
| **If yes, please provide details** |  |

1. STAFF DETAILS

|  |  |
| --- | --- |
| **Number of staff in your company?** | Student recruitment officers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Administrative staff: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **What languages are your staff fluent in?** |  |
| **Do you have any association / agreements with any offshore agencies?** | Yes ❑ No ❑ |
| **If yes, please provide details** |  |
| **Have any of these staff completed an Australian Education Agent Training Course (EATC)?** | Yes ❑ No ❑ |
| **If yes, please provide details** |  |
| **How many of your staff are fluent English speakers?** |  |
| **Do you have any association / agreements with any Australian agencies?** | Yes ❑ No ❑ |
| **If yes, please provide details** |  |

1. REFEREES

Nominate two (2) referees from the education sector, including at least one (1) from the Australian education sector.

|  |  |  |
| --- | --- | --- |
| 1 | **Contact name:** |  |
| **Position:** |  |
| **Company, City, Country:** |  |
| **Email:** |  |
| **Telephone:**  **(including area codes).** |  |
|  | | |
| 2 | **Contact name:** |  |
| **Position:** |  |
| **Company, City, Country:** |  |
| **Email:** |  |
| **Telephone:**  **(including area codes).** |  |
|  | | |
| 3 | **Contact name:** |  |
| **Position:** |  |
| **Company, City, Country:** |  |
| **Email:** |  |
| **Telephone:**  **(including area codes).** |  |

1. ATTACHMENTS CHECKLIST

In order to assess your application the following documents are required:

|  |  |  |  |
| --- | --- | --- | --- |
| ❑ | A company / business profile, including information on owners and staff and a description of your company’s services. | ❑ | Other documents you believe will support your application, particularly describing any student services indicated in item 4. |
| ❑ | Business registration / licence papers. | ❑ | Evidence of professional memberships. |
| ❑ | Copies of current insurance policies relevant to agency business, for example public liability or equivalent. | ❑ | Supporting promotional materials / information provided to international students, including website URL. |
| ❑ | Photos of premises and staff. |  |  |

DECLARATION

I / We declare that the answers and information provided in this application are complete and accurate and that all information pertaining to this application has been fully disclosed, irrespective of whether such information was specifically requested.

I / We declare that I/we understand all relevant laws and regulations of Australia and of the countries where we recruit students, in particular those laws pertaining to Australian consumer protection, the ESOS Act and the National Code 2018. I / We confirm my / our obligation to comply with such laws and regulations at all times, including any amendments.

I / We authorise the Institute of Culinary Excellence to contact referees and collect any information or details as required.

I / We declare that we have taken all reasonable steps to avoid any conflict of interest.

I / We are aware that the Institute of Culinary Excellence is under no obligations to accept this application to become an agent.

|  |  |
| --- | --- |
| **Applicant #1 Signature:** | **Applicant #2 Signature:** |
| **Name (please print):** | **Name (please print):** |
| **Date:** | **Date:** |