

STUDENT HANDBOOK

Part B – International Students

Section 4 – Education Agents

ALG has written agreements with each education agent it engages to recruit students on its behalf.

A current list of our registered agents can be found on our website - www.ALG.edu.au

A student may still choose to apply using an agent not registered with ALG and ALG will accept this application.

ALG Responsibilities with our registered Agents

In our agent agreement ALG will specify the responsibilities of the education agent and ALG and the need to abide by the National Code 2007.

ALG ensures its education agents have up-to-date and accurate marketing information. To reduce the risk of false or misleading information ALG provides an agent information pack in both physical and electronic form.

ALG monitors the activities of its education agents and takes action, including terminating the agreement, when the education agent does not fulfill its responsibilities. This is done via system of

- Reference checks
- face-to-face meetings with agents whenever possible
- telephone or teleconference meetings;
- surveys of students recruited by particular agents;
- acting on ad hoc student feedback of agent activities
- all staff generally observing general business practice and acumen of agents in our dealings with them as we support a student together and raising any issue that is of concern with senior management of ALG

ALG will take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

Agent Agreements

It is mandatory for ALG to have a written agreement with education agents it engages to formally represent it. 'Formally' covers situations where the agent promotes courses of the provider with the intention of recruiting students for the provider. The agreement includes:

the registered provider's responsibilities, including for compliance with the *Education Services for Overseas Students Act 2000* (ESOS Act) and National Code 2018;

- the requirements of the agent in representing the registered provider;
- the registered provider's processes for monitoring the education agent's activities and ensuring the education agent gives overseas students accurate and up-to-date information;

- the corrective actions that may be taken and the grounds for termination of the written agreement with the education agent; and
- the circumstances which information about the registered provider may be shared by the registered provider and Commonwealth or state and territory agencies.

Education Agent Responsibilities

Education Agents must act ethically, honestly, observe appropriate levels of confidentiality and act in the student's best interest when enrolling students with ALG. Agents must and registered providers must ensure its education agents declare and take all reasonable steps to avoid conflicts of interest with its duties as an education agent of the registered provider. This provision is to ensure transparency in the education agent's activities.

Examples of conflicts of interest include, but are not limited to:

- when the agent charges services fees to both overseas students and registered providers for the same service;
- where an education agent has a financial interest in a private education provider; or
- where an employee of an education agent has a personal relationship with an employee of the education provider.

ALG may immediately terminate an Education Agent Agreement if it does not act in the best interest of the student, is deemed to be non-compliant with the ESOS Act or is engaging in false or misleading marketing practices.

ALG must also not accept applications for an education agent if they believe the agent to be engaging in unethical practices.

Maintaining details on PRISMS

ALG is responsible for entering and maintaining details on PRISMS of currently contracted education agents.