

## 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](http://www.ALG.edu.au)

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

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#### 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.

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#### 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 responsibilities of both provider and agent
- the need for the agent to comply with the National Code
- processes for monitoring the activities of the agent
- termination conditions.