



SC7.7 Education Agent Code of Conduct

All education agents MUST abide by the Education Agent Code of Conduct as detailed below. This code of conduct will form part of your agreement to be a recognised and authorised education agent and is required to be adhered to by all of your staff when acting for and on our behalf. All updates to information will be provided to Education Agents, including an orientation to the college and induction into the policies and procedures relevant to their role as a registered and authorised education agent.

Authorised Education Agents

are to ensure:

That they abide by the Australian International Education and Training Agent Code of Ethics:

- Agents and consultants practise responsible business ethics
- Agents and consultants provide current, accurate and honest information in an ethical manner
- Agents and consultants develop transparent business relationships with students and providers through the use of written agreements
- Agents and consultants protect the interests of minors – WE DO NOT ACCEPT STUDENT UNDER 18 YEARS OF AGE
- Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ
- Agents and consultants act professionally
- Agents and consultants work with destination countries and providers to raise ethical standards and best practice

They are to also ensure:

- The Chief Executive Officer must formally in writing approve all marketing activities relating to our services prior to them being distributed and we will monitor your website regularly in this regard;
- Scheduled regular meetings, either face to face or telephone are conducted;
- Discuss any and all marketing activities, before they occur & results of activities;
- Both parties have the student's best interest at heart so act ethically;
- Regularly collect student feedback on the support they have received from their authorised education agent;
- Effective communication between the college, authorised education agent and student;
- All authorised education agents have read the manual
- Recruit and assist prospective students to undertake courses with us in accordance with our policies;
- Provide prospective students with any necessary information required under the ESOS Act including information about the courses; and
- Assist in completing and submitting application forms, to ensure that only signed and completed applications are submitted.
- All authorised education agents are to attend an Induction with us and agree to abide by the terms and conditions of this document and sign the declaration below.

Authorised Education Agents Will Not

- Provide inducements for students to enroll in our courses;
- Engage in illegal or dishonest practices;
- Engage in false or misleading recruitment practices;
- Engage third parties to recruit students for us;

- Provide immigration advice where not legally registered/authorised to do so;
- Recruit students who they know will not comply with the conditions of his or her student visa;
- Give false or misleading information relating to course fees payable or acceptance into a course;
- Recruit or attempt to recruit a prospective student who the authorised education agent knows to have engaged the services of another agent;
- Submit an application to us on behalf of a student if they are aware the prospective student has applied to other education providers;
- Collect course fees on our behalf.

We Will

- Keep all authorised education agents up to date relevant information including course fees, course duration, and special promotion via email;
- Keep all authorised education agents up to date with Australian Government requirements in relation to the recruitment of Overseas Students & Education Agents;
- Provide the highest quality training and assessment across all courses;
- Assist student to adjust to study and life in Australia;
- Provide welfare officers at the college and external support to students on request; and
Where a student extends their course of study and the authorised education agent has engaged their services to extend the student's enrolment and forwarded the extension, the commission will be paid accordingly.

Communications

To enable accurate, concise, timely and open lines of communication with Students and AIM Institute of Health & Sciences, authorised education agents are to communicate through scheduled meetings, emails and telephone calls, in addition to utilising their website for communicating, up-to-date information.

CONFIDENTIALITY

We comply with the Privacy and Personal Information Protection Act 1998; the authorised education agent must keep all information provided to them confidential, including student information and the terms of this agreement.

Discrimination and Equal Opportunity

Authorised education agents are not to tolerate any unlawful form of harassment, bullying, discrimination or victimisation. For further information please refer to the:

- Disability discrimination act 1977
- The racial discrimination act 1975
- The sexual discrimination act 1984
- The anti-discrimination act 1991

Refunds

- If a student's visa application is refused by Department of Home Affairs and the student supplies written notification, all prepaid commission has to be refunded to us within Two (2) weeks.
- If a student withdraws from a course and supplies us with written notification of more than 28 days before the course commencement date, all prepaid commission has to be refunded.

Sign off

I have read the above Code of Conduct and agree to abide by the terms and conditions herein

Name: _____

Position: _____

Signed: _____

Organisation: _____

Date: _____ day of _____ 20_____

Email: Enrolments@aiminstitute.edu.au www.aiminstitute.edu.au/

