



Subject: **EDUCATION AGENTS POLICY**

Covers: **ALL EDUCATION AGENTS**

Policy No: INT11 – Version 1

Effective: June 2021

Revised: June 2021

Review Date: June 2023

National ESOS Code Standard 4 (also relates to Standards 1, 2, 3 and 7)
CRICOS Code: 00482K

Education Agents Policy

Education agents are engaged to formally represent St Michael's Collegiate School under the following conditions:

- The education agent must understand and adhere to Standards 1 – 4 of the ESOS National Code (the Code) and in particular must comply to Standard 4 of the Code.
- The education agent signs and abides by the conditions of the School's written agency agreement (as attached) and the specific instructions to facilitate the formalization of agreement with agent. The Agency Agreement notes terms and conditions relating to an Agency Agreement being terminated should an Agent breach any of the Agreement conditions.
- The education agent responds appropriately to School monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the ESOS National Code and as outlined within agency agreement issued.
- The education agent accurately promotes the services and facilities provided by the school and uses up to date marketing materials as supplied by the School.

St Michael's Collegiate School will not accept a student from an education agent if it is known or suspected at any time that the agent:

- engages in or has previously engaged in dishonest practices;
- deliberately attempts to recruit a student within the first six months of that student's study in their principal course with another provider;
- facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
- provides immigration advice where he/she is not authorised to do so under the Migration Act 1958.

St Michael's Collegiate School may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not as yet been engaged by the school to formally recruit students on the school's behalf, such an agent would fall outside the scope of the ESOS National Code Standard 4 until such time as Collegiate formalizes an agency agreement with the agent.

A list of education agents with whom the school has a formal written agreement are listed on the website of St Michael's Collegiate School being readily available to students and regulators. Agent agree The Offer of Place will clearly outline if the student is offered enrolment as a boarder or a day girl. ments are regularly reviewed and renewed. The list of agents is a dynamic list and will change according to the agent agreement review processes.

Agent agreements are reviewed December of each calendar year and should an education agent have been compliant and following procedures and regulatory requirements of the ESOS Act agreements are rolled over into the new calendar year.



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Should an agent have failed to comply a warning letter will be issued at that point in time and a decision made as to whether the agreement will be rolled into the new Calendar year.

Information provided about education agents includes at a minimum:

- Agency name
- Name of principal agent
- Legal entity of agency
- Street address(es) of agency
- Contact Phone Number
- Email address

Procedure from ABSI

Procedure for approval of education agents – example email they receive from ABSI is below.

Welcome

Thank you for enquiring about becoming an agent of any of the schools of the Australian Boarding School International (ABSI) group of schools. It should be noted that we are appointed by the schools to represent the schools in the capacity of their International Students Admissions Centre. Agents need to work through ABSI for enrolment enquiries and facilitation of entry of students and ABSI will also monitor, check and recommend the appointment of education agents to the schools. ABSI will then facilitate the issuance of the agency agreement on behalf of the school. The school will co-sign the agency agreements as the provider and will act in accordance with ESOS National Code Standards - Part D - particularly Standards 2, 3 and 4 to which education agents must also comply and be monitored by ABSI for continued compliance:

See: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

We have pleasure in explaining below the entire approval process in order for your agency to become an approved agent of our ABSI schools - resulting in agency agreements being issued and your agency earning commissions from our schools for student referrals.

If you have referred a student at the time of requesting an Agency Agreement

Should you have referred a student along with your enquiry to become an agent, please be assured that your student enquiry has been passed along to one of our Enrolment Case Manager Directors, who will contact you to assist in the enrolment pathway for this student and guide you about the entry procedure and what is required to provide the best enrolment outcome for your student. Should the student be successfully enrolled, you will be paid commission on this 'first' student referred to one of our ABSI schools.

Did you contact one of the ABSI Schools to become an agent?

Should you have contacted one of the schools within the ABSI group of schools to seek approval as an education agency, your email would have been forwarded through to us, to advise procedures in becoming an agency and complying with CRICOS regulations whereby ABSI will continue to monitor and engage with you as a future education agency to ensure your agency's and staff credentials and integrity as an agent seeking approval.



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Agency Approval Procedure

To become an approved agency of our any of the ABSI schools, there is a required procedure we follow to ensure that our schools are engaging education agents compliant with the schools' obligations under CRICOS Standards 2, 3 and 4 as per link provided above.

What is required in order to be considered as an education agent and for ABSI to recommend your agency to our school for the purpose of approval of an education agency agreement:

- We need a full Company Profile of your agency
- We need three referee contact details (these referees should be from schools with which you have already worked and already placed a student into - we will need to contact these referees.
 - Referee details should be Name of Contact - Name of School - Contact email address at the school - Contact Phone Number.
- Your first student being successfully enrolled into one of our ABSI schools (you will be paid commission by the school for this 'first' student you refer);
- Providing that our Enrolment Case Director - working with your counsellor - on this 'first' student provides positive feedback stating that:
 - the counsellor at your agency understood the documentation requirements and provided documents back to us timely;
 - understood the need for assessment testing and organised this, or provided assessment reports timely;
 - worked efficiently with the Enrolment Case Director;
 - ensured that all forms needing to be completed by the family - were FULLY completed (no blanks to questions allowed - must insert 'not applicable' or 'nil' etc and ensured that BOTH parents (where indicated - and in the case there are two parents) sign documentation as instructed;
 - An agency agreement to will be provided to your agency.

Agency Portal

On our website we have access login to our Agency Portal. Once you become an approved agency - you will be given access login/password to this portal. From the portal you will be able to download agency agreements for each of our ABSI schools, sign and complete these and then Upload them back to this portal. Our schools will then sign these and send them back to you 'via this portal'.

From the portal you can also access EACH schools information as you need:

- ABSI documents (which are required)
- Each school's Application Forms
- Each school's Fee Schedules
- Each school's Handbooks/Forms
- School term dates
- ... and lots more...



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Our ABSI website

www.australianboardingschools.com.au

You should use our ABSI website and train all your agents in how to use the ABSI website of information for responding to your enquiries coming into your agency. For example:

- You can go to PHOTO GALLERY (from top left menu). This takes you to a page that features each school's gallery of photos.
- If you click on a school, you will note the URL address is a dropbox photo album.
- Your counsellors can COPY that URL and PASTE it into an email to showcase the school, to encourage a family to become excited and to learn about a particular school.

This is a great way for your counsellors to provide photos of a school, and the URL is not linked to anyone - other than a dropbox photo gallery.

Same goes for the VIDEO link.

IF YOU ARE IN CHINA - YOU WILL HAVE ISSUES USING PHOTO AND VIDEO LINKS AT THE MOMENT.

If you are in China, dropbox and youtube cannot be accessed - unless you have a VPN set up - and of course a parent will not be able to access the photo gallery or videos as they will not be able to use dropbox or youtube. We are working on converting our links into a China accessible format and once completed, for China, you would click on the China flag to then copy/paste and use this facility. We apologise if you are not able to access as yet from China.

IN SUMMARY

We look forward to receiving your Agency Company Profile and 3 x referees - and progressing your first student through your agency.

Please note that we (ABSI) will continue to monitor and check your procedures in representing our school to your clients under Standard 4 of the CRICOS regulations ESOS Act as per link above.

Kindest wishes

Annie

Annie Weatherburn

Managing Director (ABSI) and
Director of International Enrolments

APPOINTED AS THE INTERNATIONAL STUDENT ADMISSIONS TEAM

...FOR EACH OF OUR LEADING AUSTRALIAN BOARDING SCHOOLS

SYDNEY - GOLD COAST - BRISBANE - HOBART - ADELAIDE - MELBOURNE - PERTH

Our schools have engaged us to facilitate and manage international enrolments. We work as part of the admissions team of the schools.



AUSTRALIAN BOARDING SCHOOLS INTERNATIONAL (ABSI)

Australian Boarding Schools International (ABSI)

Ph: +61 3 6281 2300 Mobile: +61 437 305 640

email: annie@australianboardingschools.com.au -----

website: www.australianboardingschools.com.au