

# Adelaide Culinary Institute

## Agent Manual

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## 1. Purpose

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute RTO 45797 (ACI) is pleased to establish an ongoing third-party agreement to recruit prospective learners in Australia including overseas students with the educational agents in accordance with the college's internal education agent management policy and best industry practices.

As an education provider ACI ensures to take all measures to use education agents that have:

- knowledge and understanding of the Australian international education industry
- honest and professional conduct

*ACI does not establish liaison with education agents who are dishonest and lack integrity.*

Through this manual we intend to provide all our contracted education agents with the necessary information that is required whilst recruiting international students on behalf of the college.

## 2. Agent Application Submission

In order to represent Adelaide Culinary Institute, it is essential that any educational agent must follow below mentioned steps:

- Submit an expression of interest to ACI Admissions team via email [admissions@culinaryadelaide.sa.edu.au](mailto:admissions@culinaryadelaide.sa.edu.au)
- Receive relevant forms listed below:
  - Agent Application Form
  - Agent Agreement Form
  - Education Agent policy
- Complete the forms and submit to the admissions team including below listed documents:
  - Certified copies of Business registration and operations
  - Certified copies of Registration with MIA (Migration Institute of Australia) - if available
  - Certified copies of MARA registration (Migration Agent Registration certificate) - if available
  - Detailed company profile and list of representatives and team members
  - Details of 2 professional references (Name, organisation, designation, contact number, email id)

### **Note:**

- Agent registration will not be considered as complete unless reference check forms and other information is received by us.
- This process can be prioritized if the respective references are informed to complete the questionnaire sent to them by ACI.
- As per the ACI policy aligned together with the ESOS Act, Education agents are not authorised to accept any payments on behalf of ACI
- Upon receipt of information from the agents we shall proceed with completion of the agreement and send a copy to the agent.
- The agent agreement will also be notified to [Australian Skills Quality Authority \(ASQA\)](https://www.asqa.gov.au/news-publications/news/how-notifying-asqa-third-party-arrangements)  
Refer: Notifying ASQA of third-party arrangements – <https://www.asqa.gov.au/news-publications/news/how-notifying-asqa-third-party-arrangements>.

In accordance with the Standards for RTOs 2015, ACI notifies ASQA within 30 days of entering a written agreement with another organisation for the delivery of services—including training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners.

For each agent we partner and have a written agreement to work with us, its details are updated on Provider Registration and International Student Management System (PRISMS) to ensure compliance with the Standard 4 of the National Code 2018.

As a registered provider ACI is committed to comply with their obligations under the Education Services for Overseas Students Act 2000 (the ESOS Act) the National Code of Practice for Providers of Education and Training for Overseas Student 2018 (the Code). The Education Services for Overseas Student Regulations 2001 and legislative instruments. Direct link to the legislation can be found at [www.legislation.gov.au](http://www.legislation.gov.au).

## 2.1 ACI Assessment, Management & Evaluation of Agent Relationships

### Methods used to assess the value of Education Agents by ACI

ACI uses a range of methods to assess and ensure their Education Agents are providing a good service both for college and for the students.

Before engaging an Education Agent in a contract, ACI;

- takes an application from an Agent
- undertakes a reference check,
- visits the agent, where practical
- conducts student surveys to ascertain the value of the agent(s).

Once contractual agreement between the education agent and ACI is established, each agent will have an appraisal and review of the performance against various criteria depending on the contract duration.

Agents will initially be ranked (categorised) in accordance with their number of successful enrolments with ACI. Category details are presented in the table appended below.

Rank	Description	Expected Target (No. of Students)
Bronze	New agents	< 20
Silver	Existing agents demonstrating growth in students' numbers and meeting minimum targets	> 20
Gold	Key agent in targeted markets to recruit large numbers of students	> 40

Each rank offers incentives and rewards for the education agents to encourage progression onto the next level, as shown below.

### Agent Incentives and Rewards

Relationship Structure	Bronze	Silver	Gold
Length of Agreement	1 year	2 years	3 years
Agent Performance Review Assessment (Reference: Doc # 2553)	6 months	1 year	1 year
Monthly report			✓
<b>Incentive / Benefits</b>			
Commission rate on tuition fee	20% Inclusive GST	20% Plus, GST	25% Inclusive GST
Familiarisation visit – assistance arranging visits	✓	✓	✓
Partner Certificate	✓	✓	✓
Regular newsletter	✓	✓	✓
Listing on ACI web site	✓	✓	✓
Training support – web based	✓	✓	✓
Training support (in person)			✓
Familiarisation visit - paid visit to Adelaide			✓
Signage on site			✓

### 3. General information for prospective Students and Agents

It is essential that the education agents have access to the up-to-date and accurate information that ACI expects them to communicate to the prospective students and allow them to take informed decision upon selecting the college as their education provider.

Below are the details that may help the education providers in communicating the intricacies of living and studying in Adelaide to the prospective students.

#### 3.1 Studying and living in Adelaide

Adelaide has been voted as one of the world's most liveable city because of its beauty and sustainability. For international students the city offers a lot to explore and enjoy like beautiful parks, quiet suburbs, easy and safe walking and cycling options to get around and along the way experience a Mediterranean climate, which means the opportunity to enjoy four distinct seasons.

Quite simply, it is a very pleasant place to live, work and study alongside Adelaideans who are hospitable, warm and welcoming towards the international students.

For more details our Course Guide and Student handbook may be referred which lists out the indicative cost of living for students in Adelaide. Such information may help the international students in planning their educational journey ahead of time and within their budget. Another useful reference may be: Study in Australia ([studyinaustralia.gov.au](http://studyinaustralia.gov.au))

#### 3.2 About Adelaide Culinary Institute

ACI is located in the heart of the city at Level 10 West, 50 Grenfell street Adelaide, with easy access to Rundle Mall- Shopping precinct, CityCross food court, Public transport and information centre about Adelaide facilities. At this campus students have access to free Wi-Fi, air-conditioned classrooms with commercial printers and scanners to complete all assessments. A common break area, small kitchen with microwave and fridge, reception area, executive & administrative staff rooms, male & female toilets and reference books are also available on the campus for all students.

The building is centrally located in Adelaide CBD, with a modern and attractive frontage and facilities. It is close to, Rundle Mall, Adelaide Central Market, city and State Library, Museum and Art gallery, major banks and offices.

Public transport is available on the doorstep and in the city, there are free bus/tram services. The kitchen premises are also walking distance from the main building.

##### Kitchen Facilities:

Adelaide Culinary Institute utilises a training Café, specially designed to provide training and real-world hospitality experience. Located in the heart of Adelaide's west end at 78 Currie Street, Adelaide 5000.

At these fantastic kitchen facilities, the students have their own dedicated workstations. All equipment required for food preparation, gas stoves and ovens are available for each student along with other commercial equipment to be used.

Students bring uniforms, safety shoes and knife set provided by the college. Student receives all ingredients on the day of the practical at this commercial kitchen and produce dishes according to recipes provided by the trainer. All practical assessments are completed at this campus under supervision of qualified trainers and assessors.

### 3.3 Discipline areas

All our contracted agents need to be aware of the range of training programs that ACI has customised in accordance with the industry requirements to deliver to the students. Our holistic approach ensures learners' needs are met.

Our programs are developed using SRTO 2015 guidelines and have been approved by the [Australian Skills Quality Authority \(ASQA\)](#) and [Commonwealth register of institutions and courses for overseas students \(CRICOS\)](#)

### 3.4 Course information

The Course guide, available on the website [www.culinaryadelaide.sa.edu.au](http://www.culinaryadelaide.sa.edu.au) lists out the details of every course that the college offers.

It is the requirement of our written agreement that all our contracted education agents to always refer to the latest version of the Course Guide available on our website to provide accurate and reliable information to the prospective students on the courses offered by the college.

### 3.5 How to apply

For formal enrolment into any of the offered qualification students must be guided into the following steps:

- a) Download Student Handbook from the college's website [www.culinaryadelaide.sa.edu.au](http://www.culinaryadelaide.sa.edu.au)
- b) Download our course guide
- c) Calculate living cost in Adelaide before applying for enrolment
- d) Download and provide the application form to the student to complete and sign
- e) Attach certified copies of:
  - Academic Qualifications (minimum year 12)
  - Passport
  - English Proficiency - IELTS / PTE / Others
  - Proof of employment (if required)
  - Financial documents (if required)
- f) Send the completed and signed application form with all the relevant supportive documents to [admissions@culinaryadelaide.sa.edu.au](mailto:admissions@culinaryadelaide.sa.edu.au)  
**Note:** All pages of the Agreement and payment plan must be scanned and submitted to admissions team.

**CAUTION:** If applicant is filling up the forms manually agents must guide them into taking extra care in documenting essential details such as Name, Date of Birth, Contacts numbers, email address, contact address etc.  
Forms must be filled completely as incomplete application may unnecessarily delay the enrolment process.

- g) Book student to complete a pre-enrolment Language Literacy and Numeracy - LLN assessment conducted by the college to determine student's suitability to the chosen course and level of support needed during studies at ACI.
- h) Receive an offer letter and an enrolment agreement by the college upon successful LLN assessment.
- i) Send back to college the Enrolment agreement signed by the student with the applicable fee as mentioned in the offer letter.

**CAUTION:** Agents cannot sign the acceptance of offer and are not authorised to collect any monies from students on behalf of ACI. All payments must be made to college according to the instructions on the Letter of Offer.

**Note:**

- Once the fee and signed enrolment agreement is received by the college then the confirmation of enrolment (e'COE) will be issued.
- The entry requirements for these courses are the successful completion of Year 12 or the equivalent level of studies and minimum English level of IELTS 5.5 or equivalent.
- It is highly recommended that students must visit the ESOS Framework before enrolling at Adelaide Culinary Institute as it enables the students to understand their rights and obligations before commencing their study.

### 3.6 Acceptance of the Offer Process

Education agents must advise students to:

- Read the following carefully before signing the acceptance agreement:
  - Letter of Offer
  - Payment Plan
  - Course Guide
  - Student Handbook
- Sign the:
  - Acceptance of offer and agreement
  - Privacy Notice and
  - Acceptance of the payment plan
- Submit:
  - an initial payment into ACI account.A copy of the transfer details (Issue of CoE will be done after the payment is credited to ACI account).

**Note:**

- The payment transferred to ACI will reflect on the CoE issued by ACI.
- A copy of the CoE will be mailed to the agent.



- A copy of the CoE will be emailed to the student from our Student Management System once the student is enrolled into the program.

### 3.7 Recognition of Prior Learning (RPL) OR Credit Transfer (CT)

It is imperative for the education agents to provide guidelines on the systematic recognition of prior learning and or Credit transfer option that the college offers to the prospective students who may seek guidance on the subject.

The objective is to ensure that an individual's prior learning achieved through formal and or informal training, work experience or other life experiences is appropriately recognised. College formally implements a process to assess and recognise any student's prior learning.

All RPL/CT Information should be provided to college before the enrolment of student to any registered course. Please contact [admissions@culinaryadelaide.sa.edu.au](mailto:admissions@culinaryadelaide.sa.edu.au) for an RPL /CT Pack.

#### Definitions

To facilitate education agents, we have defined the relevant terminologies below:

Formal learning	as learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
Non-Formal Learning	as learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business)
Informal learning	as learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
Recognition of Prior Learning (RPL)	A means to receiving recognition of a competency (or competencies) as a result of any previous learning acquired. The RPL assessment process may assess a student's formal, non-formal and informal learning to determine the extent to which an individual meets the requirements specified in the training package or VET accredited courses.
Credit Transfer	A process where the college accepts and acknowledges credit for units of competency that are: <ul style="list-style-type: none"> <li>• AQF certification documentation issued by another RTO</li> <li>• AQF authorised issuing organisation such as University</li> <li>• Authenticated VET transcripts issued by a Registrar</li> </ul>
Course Credit	Any exemption from enrolment and study in a particular part of a course due to Credit Transfer or RPL.

### 3.8 ACI's RPL Process

ACI has implemented assessment systems including RPL that complies with the assessment requirements of training packages, and that is conducted in accordance with the [principles of assessment and rules of evidence](#).

RPL is an alternative, summative, assessment-only pathway for an individual to achieve vocational qualifications. The outcomes and rewards are exactly the same for an individual who participates in the RPL pathway as they are for an individual who participates in the training and assessment pathway to achieving vocational qualifications. The difference lies only in the pathway to obtaining the outcomes and rewards.

a) Is RPL Suitable for everyone?

RPL is not appropriate for all individuals.

In addition to the requisite formal, non-formal and informal learning that must have been acquired by an individual, RPL also requires some minimum levels of literacy and numeracy foundation skills.

Therefore, RPL would not be recommended for individuals who:

- Have less than 3 years recent work-related experience that is specific to the units being assessed
- Are unable to provide referees who can verify their work-related experiences
- Are unable to access and provide genuine evidence of their skills, associated workplace documentation and work-related experiences
- Do not meet the minimum foundation skills requirements for the qualification they are seeking.

b) How to get information:

For further details on the subject our Admissions team may be contacted at [admissions@culinaryadelaide.sa.edu.au](mailto:admissions@culinaryadelaide.sa.edu.au)

### 3.9 Fees

For detailed information on our fee and charges please refer Fee and charges Policy available on the website [www.culinaryadelaide.sa.edu.au](http://www.culinaryadelaide.sa.edu.au)

### 3.10 Pre-departure and Arrival

On behalf of ACI, our contracted education agents must provide basic information to the students regarding their arrival and safe settlement in Australia. We have provided some details below which may be shared with the students on our behalf.

Arriving in Australia

Visit <https://www.adelaideairport.com.au/> and seek guidelines on arrival at Adelaide international airport.

- Upon arrival at the airport student(s) will firstly need to go through immigration and customs clearance.
- If they need help finding their way around, they may just ask the airline staff or one of the border officials in the arrivals area.

- A clearance officer will check the travel document(s) and visa, and once cleared student(s) will be able to collect his/her luggage to go through customs and quarantine clearance processes.
- Before arrival student(s) must ensure to contact the College and give their flight details to the Student Support Officer or send Email at [info@culinaryadelaide.sa.edu.au](mailto:info@culinaryadelaide.sa.edu.au)

For more information on what to expect upon arrive at the airport is also available at the [Australian border force website](#).

### What to do once you have arrived in Adelaide

All our contracted agents must ensure to familiarise new students with the checklist appended below to ensure that they are aware of the required measures to settle in their new life in Adelaide.

- a) Call home..... Done ☐
- b) Settle into accommodation ..... Done ☐
- c) Contact Adelaide Culinary Institute ..... Done ☐
- d) Purchase household items and food ..... Done ☐
- e) Enrol children in school (if applicable) ..... Done ☐
- f) Attend international student orientation at College ..... Done ☐
- g) Advise College of your Australian address, phone and email..... Done ☐
- h) Advise College of your Australian address, phone and email..... Done ☐
- i) Get student ID card from Adelaide Culinary Institute ..... Done ☐
- j) Advise health insurance company of address and get card..... Done ☐
- k) Open a bank account..... Done ☐
- l) Attend faculty/course specific orientation session ..... Done ☐
- m) Get textbooks..... Done ☐
- n) Start classes ..... Done ☐
- o) Apply for tax file number (if seeking work)..... Done ☐
- p) Get involved in student life and associations..... Done ☐  
(e.g. Join Library, Music, Sporting and Cultural clubs)
- q) Keep copies of all payments you make to the College ..... Done ☐
- r) Keep a copy of your student contract ..... Done ☐

### **3.11 Orientation**

Adelaide Culinary Institute is aware that all International students need a thorough orientation as soon as practical to familiarise themselves with college rules, expectations and facilities including the support available for students to assist them in making a smooth transition into life in Australia.

Considering the significance of orientation ACI ensures to run a comprehensive orientation session for our new students which is typically held at the start of the course date.

This session allows newly enrolled students to:

- learn about ACI
- take tours of our facilities, and
- meet other students studying at the college.

More information on ACI's orientation week will also be available on the "Letter of Offer" provided to the students upon their enrolment confirmation.

It is significant that our contracted education agents re-iterate the significance of attending the orientation session arranged for them so that they are able to equip themselves with the right information which will assist them in achieving their learning objectives whilst enjoying their educational experience here at ACI.

## 4. General Financial Procedures

### 4.1 How to invoice

Agents can raise an invoice and claim commission i.e. 25% on the tuition fee inclusive of GST which the student has paid to ACI upon enrolment.

All raised invoices must be submitted to accounts department via below mentioned email addresses: [accounts@culinaryadelaide.sa.edu.au](mailto:accounts@culinaryadelaide.sa.edu.au)

### 4.2 When to Invoice

Generally, commission is paid to the education agents on a quarterly basis; however, agents may request payment on a monthly or yearly basis.

## 5 Refunds

Our refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Written Agreement / Contract as well.

Students and our contracted agents may also find the Refund Policy on the college's website.

## 6 Links

Please find below some useful links for guidance on legislation and regulatory requirements.

- a. ESOS - <https://internationaleducation.gov.au/Regulatory-Information>
- b. DHA - <https://immi.homeaffairs.gov.au/>
- c. ASQA - <https://www.asqa.gov.au/>

## 7 Appendix-1

Australian International Education and Training – Agent Code and Ethics

## Appendix 1

### AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING Agent Code of Ethics

#### Introduction

Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The Agent Code of Ethics (ACE) is a critical component of this framework and provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. The ACE builds on the London Statement's ethical framework and provides a set of Australian specific 'Standards' for Australia's education agents. The ACE also aims to support Australia's education and training providers to meet their obligations under the National Code.

#### Purpose

*The Agent Code of Ethics aims to:*

- Outline the principles and expectations of fair and ethical conduct of Australia's offshore and onshore education agents
- Foster best practice among education agents to assist them to provide quality services to potential and existing international students and partner providers
- Provide assurances on the quality and standard of services provided by education agents recruiting into Australia
- Build on Australia's globally recognised international education and training quality systems to further enhance the reputation of Australia's education system.

#### Australian International Education and Training

Australia's international education and training provides a holistic approach across the sector to ensure the highest quality outcomes for everyone. Agent quality is one component of a comprehensive and integrated quality system.



#### Education Agent Code of Ethics

Australia's Education Agent Code of Ethics is based on three core elements of:

1. The London Statement's Ethical Framework
2. The London Statement's Principles
3. Australia's Education Agent Standards

## 1. Ethical Framework

The Australian education and training sector expect education agents to adhere to seven ethical principles, as outlined in the London Statement, that are supported by an underlying ethical framework of:

- Integrity – being straightforward and honest in all professional and business dealings;
- Objectivity – not allowing professional judgment to be compromised by bias or conflict of interest;
- Professional competence and due care – maintaining professional knowledge and professional service, and acting diligently;
- Transparency – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;
- Confidentiality – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and
- Professionalism and purpose – acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).

## 2. Principles

The London Statement Principles promote best practice among education agents and consultant professions that support international students. The Statement of Principles is a unifying set of understandings for the recruitment of students in international education that serve to promote best practice among education agents and consultants. The seven principles are:

### **Principle 1: Agents and consultants practise responsible business ethics**

- Avoiding conflicts of interest
- Observing appropriate levels of confidentiality and transparency
- Acting professionally, honestly and responsibly
- Refraining from being party to any attempt by students or others to engage in fraudulent visa applications
- Acting in the best interests of the student at all times
- Declaring conflicts of interest
- Being transparent in fees to be paid by students and commissions paid by providers
- Providing clear avenues for handling complaints and resolving disputes
- Complying with relevant laws and regulations.

**Principle 2: Agents and consultants provide current, accurate and honest information in an ethical manner**

- Providing realistic and appropriate information that is tailored to the individual student's circumstances, particularly in relation to language skills, capacity to pay and level of study
- Specifying the rights and responsibilities of the student in the country of destination
- Refraining from claiming a direct government endorsement or privileged relationship with a public official or member of the government where one does not exist; including for example the misuse of national brand logos
- Providing a registration number or other identifier on advertising material
- Using institutions' officially approved material in promoting providers with whom agents have an agreement.

**Principle 3: Agents and consultants develop transparent business relationships with students and providers through the use of written agreements**

- Signed by the student and the agent
- Signed by the provider and the agent
- Include information on the arrangements put in place by agents and consultants on behalf of the student, such as itemised payment schedules of fees and services, and refund and transfer policies
- Provide details on information provided under Principles 1 and 2, as a means of guiding agents and consultants to give appropriate information to students so that both students and agents understand what has been agreed to maintain student confidentiality
- Are archived in an appropriate manner so that the agreements can be made available to the student or an appropriate authority within a reasonable timeframe.

**Principle 4: Agents and consultants protect the interests of minors**

- Ensuring that the prospective student has adequate representation and support from a guardian and/or legal counsel during meetings with the agent or consultant and that this is recorded as informed consent before any money changes hands
- Ensuring that the client has the legal capacity to enter into any commitment
- Acting not only in accordance with relevant laws and regulations, but competently, diligently and fairly as befits dealings with minors.

**Principle 5: 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**

- Providing information to students about the accreditations the agents have met, the training they have undertaken, the memberships they hold to professional associations or processes undertaken to become registered and accredited education agents and consultants
- Providing information about themselves that support comparison of qualifications and experience.



### Principle 6: Agents and consultants act professionally

- Participating in training courses and professional development wherever possible
- Becoming members of professional associations and networks that promote and support best practice in the recruitment of international students.

### Principle 7: Agents and consultants work with destination countries and providers to raise ethical standards and best practice

- Sharing information on best practice in the recruitment of international students by education agents and consultants.

## 3. Standards

To ensure alignment and equity, Australia's Standards for international education agents mirror the requirements for education and training providers as outlined in the ESOS Act and National Code. The ACE provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. These Standards will be reviewed and updated to ensure continued relevance to the sector. The standards are:

Standard	Element
Organisational Effectiveness	<ul style="list-style-type: none"> <li>• Demonstrates effective organisational governance and appropriate ownership including a well-articulated strategic plan, policies and procedures.</li> <li>• Evidence of relevant and up-to date business licensing and or registration.</li> <li>• Discloses all relevant partnerships, affiliations and agreements are disclosed, including disclosure of sub agent representation agreements and a clearly articulated approach to managing these relationships is in place to ensure compliance with the ACE.</li> <li>• Offers assurance of the organisation's financial integrity and financial systems.</li> <li>• Provides clear and transparent disclosure of recruitment practices and activities including countries serviced</li> </ul>
Business Ethics	<ul style="list-style-type: none"> <li>• Demonstrates agency and individual agent adherence to the ethical standards and principles of the ACE.</li> <li>• Discloses any past, pending, threatened or potential litigation, arbitration or administrative actions or other disputes against the agency, CEO or other relevant business associate.</li> <li>• Provides current, accurate and appropriate information to students and offers a commitment to not knowingly providing false or misleading information.</li> <li>• Demonstrates openness and disclosure of any incentives to any party that may influence the student's decisions.</li> </ul>
Staff Capability	<ul style="list-style-type: none"> <li>• Demonstrates effective human resource management practices are in place to ensure all</li> <li>• employees and representatives are trained, informed and act in the best interests of clients at all times.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrates a strong working understanding the Australian education and training system, including all relevant legislation, regulations and information.</li> <li>• Completion of an Agent Training program and or other relevant education and training qualifications or programs.</li> </ul>
Agency Recruitment Practices and Standards	<ul style="list-style-type: none"> <li>• Implements considered and targeted marketing practices and ensures honest and accurate communication resources are in place.</li> <li>• Provides appropriate, fair and considered counselling of students including assessing the student's willingness and ability to complete the courses, their understanding of course and provider requirements and awareness of realistic employment and pathway outcomes.</li> <li>• Demonstrates and articulates a clear and fair complaints and appeals process.</li> <li>• Offers transparent and clearly articulated fees and charges including a documented refund policy.</li> <li>• Ensures strict confidentiality of personal information and ensures this information is not shared with a third party unless consent is given.</li> </ul>

## Australia's International Education Agent Code of Ethics – Overview

Ethics	Principles	Standards
<ul style="list-style-type: none"> <li>• Integrity - being straightforward and honest in all professional and business dealings;</li> <li>• Objectivity - not allowing professional judgment to be compromised by bias or conflict of interest;</li> <li>• Professional competence and due care - maintaining professional knowledge and professional service, and acting diligently;</li> <li>• Transparency - declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;</li> <li>• Confidentiality - respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;</li> <li>• Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and</li> <li>• Professionalism and purpose - acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).</li> </ul>	<ul style="list-style-type: none"> <li>• Agents and consultants practice responsible business ethics.</li> <li>• Agents and consultants provide current, accurate and honest information in an ethical manner.</li> <li>• Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.</li> <li>• Agents and consultants protect the interests of minors.</li> <li>• 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.</li> <li>• Agents and consultants act professionally.</li> <li>• Agents and consultants work with destination countries and providers to raise ethical standards and best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Agents and consultants comply with this framework and the ACE</li> <li>• Agency demonstrates robust organisational effectiveness</li> <li>• Agency demonstrates strong business ethics</li> <li>• Agency supports staff capability development and ongoing education</li> <li>• Agency demonstrates quality and effective recruitment practices and standards.</li> </ul>

## Notes