

Agent Appointment Monitoring and Termination Policy

Policy Code: CG887

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Purpose

International Education Agents are often the first point of contact between prospective students and the Australian international education industry. Their activities and ethics are important to Australia's reputation as a desirable destination for students. The University is therefore committed to ensuring its agents, and the agents of its Partner Providers, act ethically and appropriately when recruiting students to study Federation University programs/ qualifications.

To this end, the University requires agents to have an appropriate knowledge and understanding of the Australian international education industry, and to act honestly and with integrity.

This policy aims to ensure that the actions of appointed agents recruiting students for Federation University programs are ethical and comply with the University's obligations under the:

- Education Services for Overseas Students Act 2000 (ESOS Act);
- Education Services for Overseas Student (ESOS) Regulations 2019;
- National Code of Practice for Providers of Education and Training to Overseas Students (the National Code);
- Migration Act 1958; and
- Migration Regulations 1994.

Scope

This policy applies to:

- Agents of the University;
- Agents of the University's Partner Providers involved in the recruitment of students to Federation University programs/qualifications; and
- Staff of the University and at Partner Providers involved in the recruitment, and monitoring of education agents.

Legislative Context

- [Federation University Australia Act 2010](#)
- [Migration Act 1958](#)
- [Migration Regulations 1994](#)
- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Student \(ESOS\) Regulations 2019](#)
- [The National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

Definitions

TERM	DEFINITION
Agent	An accredited person or organisation with the authority to promote the University's programs/qualifications and services to students or intending students in nominated regions.
Agent Agreement	Agreement between the agent and the University or Partner Provider, including the schedules.
Agent Code of Ethics	Australian International Education and Training Agent Code of Ethics
Business Days	Monday to Friday excluding public holidays.
CoE	Confirmation of Enrolment - A document provided electronically which is issued by the University to intending international students and which must accompany their application for a student visa. It confirms the student's eligibility to enrol in the program/qualification of the University, at a specific teaching location.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ESOS Act	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
Deferrals	Deferred commencement of studies for students who have not commenced studies yet; or leave from studies for enrolled students. Referred to as deferral, deferring or deferred in the ESOS Act.
fdlGrades	Computer system which the University uses to monitor the progress of students through their programs/qualifications. May be abbreviated to FDL.
HE	Higher Education. Students studying in a higher education program by coursework or research.
Incompletion	Enrolments which are terminated due to the following and are considered "Incompletions" in PRISMS: <ul style="list-style-type: none"> • the student not commencing their studies* • the student notifying cessation of their studies* • the student deferring or suspending their enrolment* • the student transferring to a course at another provider • the provider ceasing the student's enrolment due to non-payment of fees, the student no longer holding a student visa, or disciplinary reasons • non-compliance with student visa conditions due to unsatisfactory course progress or unsatisfactory attendance

TERM	DEFINITION
	* Non-commencements, cessations, deferrals, or suspensions where a new enrolment is recorded in PRISMS for the same program/qualification, provider and agent within 1 day of the termination being reported will not be included in Incompletion statistics in PRISMS.
National Code 2018	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, as amended from time to time.
Partner Provider	Educational institution providing programs/qualifications of the University through an approved education agreement
PowerBI	Software which collates data from multiple sources to display it in ways that make trends easier to spot
PRISMS	Provider Registration and International Student Management System.
Program	Program of education and training for HE. Defined as Course in the ESOS Act.
Prospective Student	A person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the ESOS Act
Qualification	Qualification of education and training for VET. Defined as Course in the ESOS Act.
Student	A person who holds an Australian student visa and is an 'overseas student' as defined by the ESOS Act
StudyLink	The online application system currently used by the University
Teaching Location	Where Federation University programs/qualifications are delivered. May be a University campus or a Partner Provider location.
Teaching Period	A period of study within a program/qualification. May be a semester, trimester or term.
University	Federation University
VET	Vocational Education and Training

Policy Statement

All appointed agents must have completed the *Approved Agent Application Form* to become an official agent for the University, and had a referee check completed by the Pro Vice-Chancellor, International or nominee.

The University will conduct an annual audit of agent performance and activities, in addition to ongoing reviews, and offer students the opportunity to complete a *Student Post Arrival Appraisal of Agent* survey.

The University may terminate an agent's appointment where the University knows or has a reasonable suspicion that an agent may have been engaged in false, misleading or unprofessional conduct.

The University retains the right to veto any agent activity that in the University's opinion is not compliant with:

- The Agent Agreement; or
- Any relevant legislation or
- Any information provided to the agent by the University.

Each Partner Provider will be responsible for monitoring their agents' activities with regard to the recruitment of students to study Federation University programs/qualifications, and where false, misleading or unprofessional conduct is found, responsible for taking appropriate corrective action.

Additionally, the University will monitor and conduct reviews of the agent activity for those agents that have agreements with the University's Partner Providers and recruit students to study in Federation University programs/qualifications. If a Partner Provider's agent has been found to have engaged in false, misleading or unprofessional conduct, the University may request corrective action on those Partner Provider agents in order for them to continue recruiting students for Federation University programs/qualifications.

The University will conduct annual audits on the Partner Providers' monitoring activities of their agents that recruit students to study in Federation University programs/qualifications.

Supporting Documents

- [Agent Appointment, Monitoring and Termination Procedure](#)
- [Partner Provider Agent Appointment, Monitoring and Termination Procedure](#)

Responsibility

- The Vice Chancellor (as the Approval Authority) is responsible for monitoring the implementation, outcomes and scheduled review of this policy and its accompanying procedure/s.
- The Chair, International Education Committee (as the Policy Sponsor) is responsible for maintaining the content of this policy as delegated by the Vice Chancellor.
- Policy Editor: Coordinator, International Education Agents

Promulgation

This policy will be communicated throughout the University via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website;
2. Distribution of emails to the International Management team;
3. Distribution of emails to Partner Provider staff responsible for managing agents, who will be expected to disseminate this information to their agents and to other Partner Provider staff as required; and
4. An email alert to all agents of the University to inform them of the update.

Implementation

This policy will be implemented throughout the University via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website; and
2. Training sessions