

Policy Title

Agent (Educational Advisor) Management Policy

Preamble

This Policy was approved by Senior Management Group on 27 April, 2018.

This policy complies with:

- The Migration Act 1958 and Migrant Regulations 1994 as updated;
- The Education Services for Overseas Students Act 2000 (ESOS Act);
- Education Services for Overseas Students Amendment Act 2014; and
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Purpose

Educational Advisors (agents) play an important role in recruiting overseas students for Deakin College. Deakin College works collaboratively as part of the wider Navitas Group of Higher Education Colleges and within a joint management system of educational advisor management and quality assurance. This policy is linked to the Navitas policies, procedures and required agent management documentation. It has been developed to ensure that agents or Educational Advisors act ethically in the best interest of overseas students.

Scope

This Policy applies to Deakin College Marketing and Admissions Staff and Educational Advisors with the authority to promote Deakin College's programs and services to prospective overseas students.

Policy

1. Appointment of Educational Advisors

- 1.1.** The appointment of Educational Advisors for prospective Deakin College overseas students complies with the ESOS Act and the National Code as all Educational Advisors appointments by Navitas comply with reciprocal laws and regulations in Canada, Singapore, and United Kingdom when appointing and managing its Educational Advisors.
- 1.2.** Appointed Educational Advisors have appropriate qualifications as well as knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics, the ESOS Act, National Code of Practice and immigration regulations.
- 1.3.** Navitas on behalf of Deakin College enters into a written agreement with each Educational Advisor it engages. The agreement specifies the responsibilities of the Educational Advisor and Navitas (Deakin College) and the need to comply Australian ESOS Act and the National Code. The agreement also includes:
 - A process for Educational Advisor selection and review;
 - A process for Educational Advisor monitoring;
 - Corrective and preventative actions; and

- Termination conditions.

1.4. Deakin College will not accept Educational Advisors who

- engage in dishonest recruitment practices;
- create enrolment in PRISMS for non-bona fide students or students they know will not comply with their visa conditions; and/or
- Educational Advisors not acceptable to other Navitas Colleges or Deakin University

2. Responsibilities of the Deakin College Recruitment and Marketing Team

- 2.1.** The Deakin College Director Marketing and Admissions and staff members (The Deakin College Team) work as an integral part of the wider Navitas Educational Advisor (Agent) management system and participate in overall management and compliance as delegated including interviewing Educational Advisors at on-shore and overseas fairs and conferences and monitoring the performance of designated agents.
- 2.2.** The Deakin College team ensures that Educational Advisors promoting Deakin College courses to overseas students are provided with up-to-date course information and marketing materials and have their current contact details listed on the Deakin College website.
- 2.3.** The Deakin College Team monitors overall agent performance and responds promptly to student complaints and or other avenues through which they become aware of agent non-compliance with their agreement.
- 2.4.** A Deakin College Agent (Educational Advisor) Management audit and review is conducted on an annual basis. The audit will identify all Deakin College agents, those reviewed and any complaints reported. If there are findings that suggest breach of contract, the termination clause will be activated by Navitas.

Related Policies

Deakin College Admission Policy

Deakin College Control of Marketing Material Policy

The Navitas Educational Advisors Management Policy and Procedures

Related Documentation

Navitas Authorised Educational Advisor Agreement Terms and Conditions

Educational Advisor Agreement (Basic Service)

Educational Advisor Agreement (Full Service)

Navitas Educational Advisor Management Strategy 2018

Procedure

Navitas/ Deakin College Agent Management Procedure

Definitions

Key Terms or Acronym	Definition
Prospective Student	A person who intends to become, or who has taken any steps towards becoming a student, an 'overseas Student' or 'intending overseas Student' as defined by any laws and regulations applicable to Australia, Canada, New Zealand, Singapore, UK or USA.
Student	A person who holds a Student Visa and is an 'overseas Student' as defined by the applicable regulation in Australia, Canada, New Zealand, Singapore, UK or USA; or a person who holds a Permanent Residency in those countries and applies to study at Navitas through an Educational Advisor.
Educational Advisor	A person or an organisation with the authority to promote Navitas college's programs and services to prospective students or students in nominated territories.
Educational Advisor Profile	The official application form to be issued by marketing or admissions staff on behalf of Navitas. The profile is used to evaluate an Educational Advisor's suitability to represent the group and is assessed against the relevant criteria.
Educational Advisor Agreement	The official document issued by Navitas outlining the terms and conditions of the appointment for both on-shore and off-shore Educational Advisors and covers all entities of the group in Australia, Canada, New Zealand, Singapore, USA and the United Kingdom. Educational Advisor agreements are reviewed annually has a duration of 1 or 2 years depending on the service level of the agreement.
Educational Advisor Agreement Paragraph 'E'	Paragraph 'E' of the agreement states "Navitas may terminate this Agreement at any time and with immediate effect by giving notice to the Educational Advisor if the Educational Advisor breaches any provision of this Agreement."
Educational Advisor Certificate	The official document confirming that the Educational Advisor is an authorised representative of the Navitas group.
Navitas Educational Advisor Code	The official code issued by the Channel Partner Services Team for use on the respective Student Administration database.
Basic or Full Service Level	The level of engagement between Navitas and the Educational Advisor as specified in the Educational Advisor's agreement.
Criteria	Navitas will undertake to engage in a written agreement with an Educational Advisor subject to the Educational Advisor: <ul style="list-style-type: none"> a) Completing the Navitas Educational Advisor Profile form b) Undergoing the relevant reference checks and assessment c) Agreeing to comply with its stated responsibilities

	d) Agreeing to fulfil the requirements of any laws applicable in Australia, Canada, New Zealand, Singapore, USA and the United Kingdom
CRICOS	The Australian Commonwealth Register of Institutions and Courses for Overseas Students, as amended from time to time.
ESOS	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code	The Australian National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to the ESOS Act, as amended from time to time.

Status and Details

Status	Current
Domain	Governance
Effective date	27/04/2018
Review date	30/04/2021
Approval Authority	Senior Management Group
Implementation Officer	Director of Marketing and Admissions
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