



# International Agent Engaging Policy and Procedure:

## Engaging overseas Agents 4-4018:

### 1. Policy

This policy and procedure supports 'Standard 4 – Agents' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

*“Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.”*

In following this procedure the Registered Training Organisation (RTO) will ensure it is able to manage the activities of their education agents, ensuring only reputable education agents are used.

### 2. Procedure

#### Agent Agreements

- Any person who is formally engaged by Hospitality Training Australia (HTA) to promote its courses with the intention of recruiting students for HTA shall be required to be approved by the CEO who shall initiate an Agent Agreement
- All persons approved as an Agent shall be required to sign an 'Agent Agreement' prior to undertaking any promoting activities on behalf of HTA.
- HTA will **not** enter into an agreement with any education agent or potential education agent if it knows or reasonably suspects the education agent to be:
  - Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);
  - Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
  - Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
  - Providing immigration advice where not authorised under the Migration Act 1958 to do so.
- All agents who are approved by HTA and have a signed agreement as an agent shall be paid an agents fee as outlined in their specific agreement.
- The agreement, conditions, and authorisation to promote HTA relates to the 'agent' named in the agreement and, any sub-contractors or employees of the agent must be authorised by HTA
- The original signed agent agreement shall be kept in the Agents file and the agent shall also receive a copy.

## Monitoring Agent activities

To ensure that HTA is using reputable agents the college will initiate a monitoring procedure with all active agents. This monitoring process is outlined as follows:

- All education agents must submit a report of their activities once per month. This report is to outline the promotional activities that have been undertaken on behalf of HTA and include any students that have been contacted or recruited to enrol with HTA. (E-mail will suffice)
- All education agents will be required to conduct a face to face meeting with HTA at least once per year. This meeting will cover:
  - Current practices
  - Ensure current marketing materials are being used
  - Discuss any issues or concerns
  - Minutes of these meetings will be taken and kept on the agents file.
- At the Induction Session on their first day, the Student Counselor will ask the students to fill in the "Information provided to International Students prior to arrival in Australia" Survey 4-4018, Appendix A. The intent of the survey is to gauge whether students find that their satisfaction met these expectations.
- Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, HTA shall take immediate action.
- Where the above practice(s) by an agent is identified the CEO is responsible for ensuring there is a change of the practices causing concern through counselling the agent or for terminating the agreement. Any counselling or termination of agreements shall be documented within the Agent file.
- The agent files shall be reviewed through the internal continuous improvement policy.

## Policy Authorisation:

**Responsibility:** C.E.O.

**Confirmation Date:** 26/06/2008      Signed: .....

**Version No:** 2

**Electronic Record:** C:\My Documents\H.T.V\Policies & Procedures\AQTF Standard 4-4018.doc

# Student Survey – Hospitality Training Australia:

Name of Student:

Name of the Agent:



*Information provided to International Students prior to arrival in Australia.*

Extremely Dissatisfied

Dissatisfied

Neither Dissatisfied or Satisfied

Satisfied

Extremely Satisfied

Don't Know / Not Applicable

## Student Survey Questions

**O** Circle Appropriate Response

Information provided to you by HTA's Agent prior to your arrival Australia:	1	2	3	4	5	6
a. Resources and services on the campus in which you are enrolled	1	2	3	4	5	6
b. Content of Course Program in which you are enrolled	1	2	3	4	5	6
c. Assessment Procedures of the Program in which you are enrolled	1	2	3	4	5	6
d. Information on staff and the faculty	1	2	3	4	5	6
e. Costs of living in the area in which your campus is situated	1	2	3	4	5	6
f. Options for housing and accommodation	1	2	3	4	5	6
g. Information about access to welfare and counseling support	1	2	3	4	5	6
h. Information about employment opportunities	1	2	3	4	5	6
i. Information about the ESOS Act and other laws pertaining to International Students.	1	2	3	4	5	6
j. Information about the extra costs of studying (textbooks, student activities etc)	1	2	3	4	5	6
k. Information about obligations and rights in regard to HTA	1	2	3	4	5	6
l. Study options with Victoria University	1	2	3	4	5	6
m. You are given all of the information you needed to make choices about which course/modules you would undertake	1	2	3	4	5	6
n. The information given to you by the Agent gave you a clear idea of where the course/modules might lead in terms of future career and job prospects	1	2	3	4	5	6
o. Your Agent gave you a clear idea of what you could achieve by the end of the course/module	1	2	3	4	5	6
p. You are easily able to talk to your Agent when required	1	2	3	4	5	6
q. You were provided with the "Course Guide for International Students"	1	2	3	4	5	6

Overall Assessment of Service Provided by the Agent:	Poor	Fair	Good	Very Good	Excellent	Don't Know
Thinking in general about the information provided by Hospitality Training Australia's Agent, how would you rate the information overall?	1	2	3	4	5	6
<b>Would you like to make some comments?</b>						