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Agent Appointment Policy and Procedures

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1. SCOPE

Queensford College's 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. Queensford College is therefore committed to only appointing agents who will act ethically and appropriately. This policy and procedure applies to:

- Agents of Queensford College; and
- Staff of Queensford College involved in the recruitment, accreditation and monitoring of agents for Queensford College

2. POLICY

This Policy is created pursuant to the ESOS Act 2000 and Standard 4 of the National Code 2018 and outlines the steps Queensford College staff will take in the appointment of agents who meet the professional obligations required under the aforementioned legislation and standards.

2.1. Agent Application Process

Before completing an application to represent Queensford College, agents are required to be familiar with the following:

- Education Services for Overseas Students Act 2000:
- Education Services for Overseas Students Amendment Act 2014:
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Providers of Education and Education Services for Overseas Students Act 2000 (ESOS Act)
- The Australian Government Department of Home Affairs
- Agents Gateway
- Australian Skills Quality Authority information.

It is preferred that agents have completed an Education Agent Training course. International Education agents seeking to represent Queensford College are required to submit an Agent Application (available on the Queensford College website) along with their company profile and a copy of the registration of company or business. All Agents are required to nominate and include details of two referees.

In the case of newly established Agents who are unable to provide references, the application will be reviewed by Queensford College's Head of International. Should the agent's application be successful, the college will provide training and monitor agent activities closely.

Agent Agreements by default are issued for a given period of time. Upon expiry of the Agent Agreements, the agents can apply for renewal of the same.

2.2. Monitoring and Review

Queensford College monitors the performance of the agents on an ongoing basis using one or more of the following:

- Quality of applications received and documentation submitted
- Meeting with agents
- Feedback from students

Agent Reviews are done periodically based on:

- The number of student applications received
- Conversion rate of student application through to enrolment
- The quality of applications, student completion rate etc.
- Student feedback regarding agent

Working with Subagents

Queensford College requires all agents inform the College of any subagents who will be promoting Queensford College. It is the primary agent's responsibility to ensure that the subagents are not involved in any deceptive or misleading advertisements about Queensford College or its courses.

Details pertaining to termination are set out in the Agent Agreement.

Marketing and Advertising

Only registered agents of Queensford College are able to market and advertise course/s offered by Queensford College. Any advertisements relating to Queensford College needs to be approved prior to placement to ensure adherence with Queensford College Policies. All advertisements must contain the Queensford College's RTO number and CRICOS code.

The Agent must not engage in any unethical, misleading or deceptive advertisement on behalf of Queensford College, and must also ensure that any subagent adheres to ethical advertising practices, as per Queensford College's International Marketing Information and Practices (provided to all Agents).

A Marketing Request Form is to be completed by approved representative agents of Queensford College wishing to promote Queensford College and its courses, who are planning to use the Queensford College logo, website link or course descriptions. All relevant sections of the form must be completed and sent to Queensford College for approval.

3. Procedure

Agent Appointment Process

	Steps	Who is responsible?	Comments
1.	<i>Approved Agent Application Form</i> sent to prospective agent	Marketing and Admin Staff	
2.	Completed form with documentation required attached and returned to Queensford College	Prospective Agent	Checklist: <ul style="list-style-type: none"> • Completed agent application • Company profile • Business registration certificate • PIER qualifications • Other related documents
3.	If determined to be suitable to appoint, contact referees for completion of <i>Agent Reference Check</i>	Marketing and Admin Staff	Contact the referees and forward them the “Agent Reference Check” form. Must receive a minimum of one referee in order to appoint (where provided) In case Agent is entirely new, and unable to provide references, appoint the agent with permission of the Head of International, train and monitor closely
4.	Once <i>Agent Reference Check</i> has been completed, reassess to determine if suitable to appoint	Marketing and Admin Staff	
5.	Details of Agent updated on various Queensford databases	Marketing and Admin Staff	
6.	Prepare the <i>Agent Agreement</i>	Marketing and Admin Staff (Signed and dated)	Send a copy to the agent’s designated email address
7.	Agent returns two signed original copies of the agreement	Prospective Agent	Queensford staff will then file the copy under the Agent Record
8.	Prepare a list to Update: PRISMS/ASQAnet/Website	Marketing and Admin Staff	List to be provided to the Content and Social Media Manager on a fortnightly basis – to be updated on PRISMS, ASQAnet and Queensford website

4. Definitions

Agent	An accredited person or organisation with the authority to promote Queensford College's programs and services to students or intending students in nominated regions
Agent Agreement	The agreement between Queensford College and the agent including the schedules
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students. All courses and Education Providers have a designated CRICOS Code
ESOS Act	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia
ESOS Regulations	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia
National Code	National Code of Practice 2018 for Registration Authorities and Providers of Education and Training to Overseas Students
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 the ESOS Act
Prospective Agent	An accredited person or organization who wishes to have the authority to promote Queensford College programs and services to students or intending students in nominated regions
Student	A person who holds an Australian Student Visa and is an 'overseas student' as defined by the ESOS Act
Relevant Legislation	<ul style="list-style-type: none"> • The ESOS Act 2000 (Cth); • The ESOS Regulations 2001 (Cth); • The Migration Act 1958 (Cth); • The Migration Regulations 1994 (Cth); • The National Code 2018; and • Any other legislation or regulations relevant to governing the provision of education to overseas students in Australia