



# EDUCATION AGENT APPLICATION FORM

## STUDENT RECRUITMENT AGENT APPLICATION FORM FOR THE RECRUITMENT SERVICES OF INTERNATIONAL STUDENTS For Oak Leaf Education Pty. Ltd. T/A Oak Leaf Education Institute

*(Please note all particulars must be completed. Print clearly and use BLOCK letters only)*

<b>Registered Business Name</b>	
<b>Trading Name (if different from above)</b>	
<b>A.B.N</b>	
<b>Full name(s) of Proprietor(s) or Director(s)</b>	 <hr/> <hr/>
<b>Year established</b>	
<b>Full Name(s) of all employed education agents</b>	1. <span style="float: right;">2.</span>
	3. <span style="float: right;">4.</span>
	5. <span style="float: right;">6.</span>
<b>Website</b>	<hr/>
<b>Email</b>	<hr/>
<b>Phone</b>	<hr/>
<b>Mobile</b>	<hr/>
<b>Address (include Postcode and Country)</b>	<hr/>
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<b>Postal address (include Postcode and Country)</b>	<hr/>
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1. Please indicate the services you provide or intend to provide for international students.

Education

Migration

2. Please indicate the number of entire staff and their full names; including student advisors and counsellors (if any). Attach further pages as required.

1-2

3-5

more than 5

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3. Do you charge for providing services to international students? If so please include details of your fee structure. Attach further pages as required.

Services	Fee \$

4. Are you a member of an agent’s association within your country? E.g. **MARA** Australia. Please provide details below.

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5. Which countries do most of your student referrals originate from?

China  India  Philippines  Thailand  Latin America

Malaysia  Vietnam

Others please specify below

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6. How do you intend to keep your employed staff informed about Oak Leaf Education Institute; including new and or updated information in regard to scope of registration, business details, training and education etc.? Please include details.

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7. Please list two or more institutions worldwide (preferably from Australia), including their contact details that you/organisation has valid and current partnership agreements with in regard to recruitment services of international students. Please note the institutes listed below will be used as referees.

Institution Name and website details	Name and number of contact person	Email of contact person



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## STUDENT RECRUITMENT EDUCATION AGENT CODE OF CONDUCT

Education agents must have appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics. The Australian International Education and Training Agent Code of Ethics is based on the London Statement. These requirements ensure education agents adhere to and practice responsible business ethics, and that education agents understand their obligations to provide current, accurate and honest information to overseas students to help them make informed decisions about study in Australia.

The Code outlines a number of standards for agents to follow in an effort to maintain high professional standards in the marketing and delivery of education services and which safeguard the interests and welfare of our students. There are two main areas of the **Agent Code of Conduct**. These are:

1. Oak Leaf Education Institute's responsibilities and;

2. Education Agent responsibilities

### **Oak Leaf Education Institute Responsibilities**

1. Oak Leaf Education Institute fosters and maintains a learning environment that is conducive to the success of all students.
2. Education agents will be provided with current and accurate marketing information that meets the requirements of Oak Leaf Education Institute's *Marketing and Advertising Policy*
3. Oak Leaf Education Institute has demonstrated a strong capacity to deliver the nominated course(s), provide modern and up to date facilities and use appropriate, valid, sufficient and current teaching and assessment methods and materials.
4. Oak Leaf Education Institute undertakes to market all education and training products with absolute integrity, accuracy and professionalism.
5. In the provision of information, Oak Leaf Education Institute will make no false or misleading comparisons with any other provider or course.
6. Oak Leaf Education Institute strives to provide accurate, relevant, and up to date information to education agents and students prior to course application and enrolment procedures.
7. Oak Leaf Education Institute undertakes to provide all enrolled students with;
  - i. Orientation/Induction
  - ii. Student Handbook
  - iii. All necessary course materials
8. Oak Leaf Education Institute follows a firm practice in the recruiting monitoring and termination of education agents domestically and internationally to ensure honest and professional representation of Oak Leaf Education Institute with the highest integrity.
9. Education Agents will be actively monitored for performance and quality and those not meeting Oak Leaf Education Institute's standard will be removed from the register.
10. Oak Leaf Education Institute will publish a list of all approved education agents on their website.



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## Education Agent Responsibilities

1. The Student Recruitment Education Agent should be aware of their responsibilities as defined in the National Code of Practice 2018 for Providers of Education and Training to Overseas Students, established under the ESOS Act 2000, and in particular that as a representative of Oak Leaf Education Institute, the Student Recruitment Education Agent undertakes to ensure that they and any of their staff are fully informed of any changes to the National Code of Practice as they may occur from time to time.
2. The Student Recruitment Education Agent undertakes to ensure that the recruitment of students is always conducted in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as detailed in materials published by Oak Leaf Education Institute.
3. The Student Recruitment Education Agent agrees to ensure that all student selection decisions comply with equal opportunity legislation.
4. The Student Recruitment Education Agent agrees to employ appropriately qualified staff, or to train all staff that will assess the extent to which the applicant meets the pre-requisites of the course for which they are applying based on the applicant's qualifications and proficiencies.
5. The Student Recruitment Education Agent must not assign this Agreement or any right under this Agreement without the prior consent of Oak Leaf Education Institute.
6. If the Student Recruitment Education Agent uses sub-contractors, their names should be listed in this Agreement and the Education Agent must not sub-contract to any other person or party the performance of any of its obligations under this Agreement without the prior consent of Oak Leaf Education Institute.
7. Despite any sub-contract, the Student Recruitment Agent remains liable for performing its obligations under this Agreement.
8. All responsibilities applicable to Oak Leaf Education Institute's obligations as an RTO in accordance with the Standards for RTOs 2015 apply to the Student Recruitment Agent, by virtue of the agreement between the two. These obligations include:
  - cooperating with ASQA, the regulator by providing data and information as required.
  - complying with advertising and marketing standards.
  - informing prospective learners;
  - dealing with complaints and appeals;
  - collecting fees, and
  - record keeping.
9. The Student Recruitment Education Agent will agree to be actively monitored for performance and quality and understands that those not meeting the Oak Leaf Education Institute's standards will be removed from the register.



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10. The Student Recruitment Education Agent will agree to their name appearing in a list of approved agents published on Oak Leaf Education Institute's website.
11. The Student Recruitment Education Agent will agree Oak Leaf Education Institute listing them as approved agent on Provider Registration and International Student Management System (PRISMS).
12. The Student Recruitment Education Agent undertakes to follow the enrolment procedures as published by Oak Leaf Education Institute and to make available all original applicant documentation to Oak Leaf Education Institute upon request.
13. The Student Recruitment Education Agent agrees to ensure that all applicant information collected as part of the application and enrolment process is securely kept and that the handling and divulging of all applicant information complies with Australian Privacy Legislation.
14. In representing Oak Leaf Education Institute, the Student Recruitment Education Agent confirms that they have never been convicted of engaging in dishonest or deceptive practices.
15. In representing Oak Leaf Education Institute, the Student Recruitment Education Agent, agrees to abide by Items 1. to 15. of the Education Agent Responsibilities as outlined above and contained within the Student Recruitment Agent Code of Conduct.
16. Where Oak Leaf Education Institute becomes aware that, or has reason to believe, the Education Agent or an employee or subcontractor of that Education Agent has not complied with the Education Agent's responsibilities. Oak Leaf Education Institute will take immediate corrective action.
17. Where Oak Leaf Education Institute becomes aware or has reason to believe, that the Education Agent or an employee or subcontractor of the Education Agent is engaging in false or misleading recruitment practices, Oak Leaf Education Institute will immediately terminate its relationship with the Education Agent or require the Education Agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
18. Oak Leaf Education Institute will not accept students from an Education Agent if it knows or reasonably suspects the Education Agent to be:
  - providing migration advice unless that Education Agent is authorised to do so under the Migration Act.
  - engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers).
  - facilitating the enrolment of a student whom the Education Agent believes will not comply with the conditions of his or her visa.
  - using PRISMS to create CoEs for other than bona fide students.
19. Act honestly and in good faith, and in the best interests of the student.
20. Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

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## DECLARATION:

I am interested in representing Oak Leaf Education Pty. Ltd. T/A Oak Leaf Education Institute as a Student Recruitment Education Agent and I agree to do so in an honest and professional manner.

I agree to:

- Regularly monitor policies and changes to the policies as reported on the DIBP website.
- I have read the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and agree to adhere to the relevant Standards.
- I agree to cooperate with the National Regulator (ASQA) as required, in accordance with the Standards for RTOs 2015.

### Education Agency Declaration Review and Signature

Full name \_\_\_\_\_

Position \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Oak Leaf Education Institute Marketing Manager / RTO Manager Signature

Full name \_\_\_\_\_

Position \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_