

Policy

MVJ Enterprises Pty Ltd t/a Perth College of Beauty Therapy, YES College has firm recruitment, monitoring and termination practices in place for Education Agents that recruit students on our behalf. MVJ Enterprises Pty Ltd takes all reasonable measures to only utilise Education Agents that have appropriate knowledge and understanding of the Australian Education Industry and will not use education agents who are dishonest or lack integrity.

1.0 Education Agent Recruitment Guidelines

- 1.1 MVJ Enterprises Pty Ltd will enter into a formal written agreement with each Education Agent it engages to formally represent it.
- 1.2 MVJ Enterprises Pty Ltd will not accept students from an Education Agent if it reasonably suspects that the Education Agent, their employee or sub-contractor:
 - a) Engaged in, or previously engaged in dishonest practices, including the deliberate attempt to recruit a student, where it clearly conflicts with National Code standard 7.
 - b) Facilitates the enrolment of a student who the Education Agent believes will not comply with the student visa conditions.
 - c) Uses PRISMS to create CoE's for other than bona fide a student
 - d) Provides immigration advice where not authorised under the migration act.

2.0 Education Agent Recruitment Procedure

2.1 *Agent Application*

- 2.1.1 The Education Agent contacts MVJ Enterprises Pty Ltd for an expression of interest to represent the college.
- 2.1.2 The Education Agent completes the Application to become an Agent and sends it to the Marketing Department, along with:
 - a) Copy of business registration certificate
 - b) Copy of Australian residency or work permit status (if onshore applicant)
 - c) Copy of company profile
 - d) Copies of publications and promotional material, and any other supportive documentation
 - e) Two business references

2.2 *Assessment for suitability*

- 2.2.1 The Marketing Department assesses the application based on:
 - a) The quality of the documentation provided by the agent.
 - b) The applicant's 2 business references.
- 2.2.2 If the Education Agent is successful, the Marketing Department will provide the Education Agent with a YES College Education Agent Agreement.
- 2.2.3 If the application is incomplete, the Marketing Department will advise the Education Agent that the application will not be processed until YES College receives the relevant documentation.
- 2.2.4 Where applicants are not successful, the Marketing Department will advise them in the form a letter or email.

2.3 *Education Agent Approval*

- 2.3.1 Successful applicants will be provided with an Education Agent Agreement, which must be read, understood, signed and sent back to MVJ Enterprises Pty Ltd before the Education Agent is approved.
- 2.3.2 The duties and responsibilities of MVJ Enterprises Pty Ltd and the Education Agent

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- are listed in the MVJ Enterprises Pty Ltd Education Agent Agreement.
- 2.3.3 Upon receipt of the signed Education Agent Agreement, MVJ Enterprises Pty Ltd will send a formal and written letter advising of the decision.
 - 2.3.4 Approved agents will be provided with MVJ Enterprises Pty Ltd promotional materials and will be given an induction on MVJ Enterprises Pty Ltd.
 - 2.3.5 All authorised Education agents will be placed on MVJ Enterprises Pty Ltd Education Agent Register via the College's Student Management System, and their contact details will be published on the College's websites, provided to ASQA via the third-party notification in ASQANet and entered into PRISMS (refer to 5.0 of this policy).
 - 2.3.6 The register and currency of Education Agents, including Education Agent related documentation will be maintained by the Marketing Department.
 - 2.3.7 All authorised Education Agents will have an Education Agent file which holds the Education Agent Agreement and any other relevant communication between MVJ Enterprises Pty Ltd and the Education Agent.
 - 2.3.8 The Marketing Department will ensure that as Marketing, Promotional and relevant College Policies and Procedures are updated, that the information will be passed immediately to its 'current' agents to ensure prospective students are provided only with current information.
 - 2.3.9 Education Agent Agreements are provided for a stated period, and are to be renewed dependent upon performance and student feedback.

3.0 Monitoring and Review

- 3.1 The Marketing Department will review the performance of all authorised MVJ Enterprises Pty Ltd Education Agents on an annual basis.
- 3.2 The basis of the reviews will be formed by using the following:
 - a) Agent Performance.
 - b) Student Feedback.
 - c) Student Complaints.
 - d) PRISMS: Education Agent related data.
 - e) Review of published materials on the Education Agents websites, social media, and other advertising materials.
- 3.3 Where data suggests that an Education Agent, their employee or sub-contractor, may have engaged in practices that are negligent, careless or incompetent, or has engaged in false or misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of the Australian International Education sector, the Marketing Department will inform the Chief Executive Officer who will organise an investigation into each allegation and will take necessary corrective and preventative action, including, suspension of the agents agreement, pending remedial actions, and termination.
- 3.4 Any meetings between the Chief Executive Officer and the Education Agent (whether an onshore or offshore education agent) will occur at an agreed time via Zoom or at the College Campus, and written records of the process and outcome will be retained.

4.0 Education Agent Termination

- 4.1 Where MVJ Enterprises Pty Ltd becomes aware of, or reasonably suspects that an Education Agent, their employee or sub-contractor has breached MVJ Enterprises Pty Ltd's Education Agent Agreement, the ESOS Act 2000, or the National Code 2018, MVJ Enterprises Pty Ltd Chief Executive Officer will terminate the agreement. This includes, but is not limited to the Education Agent, their employee or subcontractor:
 - a) being engaged in, or being previously engaged in dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of the registered provider under the National Code 2018.

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- b) Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
 - c) Using Provider Registration and International Students Management System (PRISMS) to create Confirmation of Enrolment for other than bona fide a student.
 - d) Providing immigration advice where not authorised under the Migration Act 1958 to do so.

This paragraph does not apply where an individual employee or sub-contractor of the Education Agent was responsible for the conduct and the Education Agent has terminated the relationship with that individual employee or sub-contractor.

4.2 Any meetings between the Chief Executive Officer and the Education Agent (whether an onshore or offshore education agent) will occur at an agreed time via Zoom or at the College Campus, and written records of the process and outcome will be retained.

4.3 Education Agents may appeal any decision made by MVJ Enterprises Pty Ltd, in line with MVJ Enterprises Pty Ltd's Complaints and Appeals Policy.

5.0 Publication and notification of authorised Education Agents

- 5.1 The Chief Executive Officer is responsible for ensuring that MVJ Enterprises Pty Ltd authorised Education Agents are published to the College's websites and in PRISMS and for notifying ASQA via the third-party notification in ASQANet within 30 days of starting or ending a third-party agreement.
- 5.2 When a third-party agreement ceases, the Chief Executive Officer will ensure the Colleges website and PRISMS is updated accordingly.

Related Policies

- Complaints and Appeals Policy

Related Documents

- Education Agents Application Form
- Education Agents Reference Check Form
- Education Agents Register
- Education Agents Agreement
- Agent Evaluation Form
- Analysis and Outcome of Agent Evaluation
- Marketing, Advertising and Pre-enrolment related Documentation
- Complaints Form
- Appeals Form
- [Education agents – protecting Australian standards](#)
- [Third-party agreements](#)
- [Third Party Service Arrangement notification form](#)

Related Systems

- Student Management System
- PRISMS
- Third-party notification via ASQANet
- College Websites
- Zoom