

Policy and Procedure



Doc #: PP - 4.2		Title: Selection, Appointment, Monitoring and Termination of Education Agent
HESF 2021: 7		
<p>NVETR (Outcome Standards for NVR RTO) Instrument 2025: Part 4, Standard 4.2, 4.3</p> <p>NVETR (Compliance Standards for NVR RTO and FPPR) Instrument 2025: Standard 7 and 17</p>	<p>NC: 1,2,4</p> <p>Education Legislation Amendment (Integrity and Other Measures) Act 2025 amending the ESOS Act 2000 (in force 5 December 2025) Amendments to Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 introducing new Standards 4.7 and 4.8</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students Amendment (Education Agent Commissions) Instrument 2026 signed 16 January 2026, operative from 31 March 2026</p>	
Rev #: 19		<p>Approved By: Designated Head (Marketing)</p> <p>Date: 29/04/2026</p>

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
10	Amended Re-appointment of Representative procedure. Removed references to Existing Representative Evaluation Form.	Elaine	20/12/18
11	Added 2.1. Amended 5.2.2 to indicate the onshore Representative to provide Certificate of Registration of the Company and/or ABN details.	Elaine	23/04/19
12	Added clauses 5.8 and 5.9 to indicate the details to be recorded in Paradigm and PRISMS in accordance with ESOS Regulations 2019.	Elaine	01/10/19
13	Adapted ACA's policy and procedure template. Added the following: Training, monitoring, re-appointment, and termination in the purpose and scope of the policy and procedure Representative Selection Criteria Key Agents and Certificate of Appreciation	Compliance Officer	8/4/2021
14	Added reference to the new HESF 2021. Added clause 3.6.	Compliance Officer	6/8/2021
15	Policy purpose has been updated to align with regulatory and organisational requirements. Updated the procedure to include: clarification on training and information session per year for representatives. analysis of PRISMS data on referred students' completion rate. new grounds for termination of representative agreement	CEO	26/10/2023

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
16	<p>Updated the purpose and scope of policy and procedure – to include AAPoly and STA within Academies Australasia providers.</p> <p>Updated to meet the requirements of the revised SRTO—National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 and the National Vocational Education and Training Regulator (Compliance Standards for NVR RTO and FPPR) Instrument 2025</p>	Compliance Officer	16/05/25
17	Inclusion of “conflict of interest” within sections 1.3, 3.1, 3.7, 5.1.2, 5.1.5, 5.2.4, and 5.3.2 to align with regulatory requirements.	Compliance Manager and Compliance Officer	18/06/25
18	Changed STA name: 'Skills Training Australia' to 'Skills Training Australasia'	Compliance Officer	26/06/25
19	<p>Changed in accordance with changes to legislative and regulatory requirements regarding the Education Services for Overseas Students Act 2000 (ESOS Act), amendments to Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the introduction of the National Code of Practice for Providers of Education and Training to Overseas Students Amendment (Education Agent Commissions) Instrument 2026.</p> <p>Changed 'Representative' to 'Education Agent' in line with the amended definition under ESOS Act.</p>	CEO and Compliance Officer	29/04/26

1.0 Purpose

1.1 Academies Australasia CRICOS providers listed in [Schedule 1](#) (The College) are committed to appointing and working with education agents demonstrating:

- a comprehensive understanding of students' recruitment, including the Australian education system and legislative instruments that apply to the international education sector;
- knowledge of the College programs, policies and requirements; and commitment to operating with honesty, integrity, and the highest ethical standards.

1.2 This policy and procedure describe the systematic process used to identify, select, appoint, re-appoint, monitor and terminate education agents to ensure that it complies with Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018, the Higher Education Standards Framework (Threshold Standards) 2021, the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025), amendments to Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the National Code of Practice for Providers of Education and Training to Overseas Students Amendment (Education Agent Commissions) Instrument 2026, and the National Vocational Education and Training Regulator (Compliance Standards for NVR RTO and FPPR) Instrument 2025.

1.3 This document also defines the criteria for appointing and re-appointing education agents to ensure that only reliable and credible education agents are engaged to recruit students for the College.

1.4 This policy and procedure are also in place to regularly monitor education agent's activities as well as to identify, manage and respond to any actual, potential or perceived conflicts of interest between the education agent and the College, and, if required, take immediate corrective and preventative action, including termination of the Education Agent Agreement in circumstances as outlined in the National Code 2018.

2.0 Scope

2.1 The policy and procedure apply to Marketing staff involved in the selection, appointment, monitoring, re-appointment or termination of education agents.

2.2 This procedure also applies to third-party education agents who recruit students on behalf of the College

3.0 Definitions

3.1 Overseas student is a person (whether within or outside Australia) who holds a student visa but does not include students of a kind prescribed in the regulations.

3.2 Intending overseas student is a person (whether within or outside Australia) who intends to become, or has taken any steps towards becoming, an overseas student. Thereafter referred to as 'students'.

3.3. Education Agent (EA) – is an entity (whether in or outside Australia) that:

3.31 engages in any of the following activities in relation to a provider:

- a. the recruitment of overseas students, or intending overseas students;
- b. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
- c. otherwise dealing with overseas students, or intending overseas students; and

3.32 is not a permanent full-time or part-time officer or employee of the provider.

3.4 Education Agent Agreement (Agent Agreement) – A mutually agreed contract between the EA and the College that outlines the terms and conditions of engagement, including the duration, obligations of both parties, monitoring requirements and grounds for termination. Agreements are valid for one or two years and are subject to renewal based on EA performance and compliance.

3.5 Education Agent Agreement Compliance Action Plan – The action plan that reflects all the responsibilities of the College and the EA and outlines associated actions to ensure compliance.

3.6 Education Agent Commission – Any monetary or non-monetary consideration/benefit given by a provider to an education agent for recruiting overseas students. It includes fees, bonuses, gifts, and rewards for student recruitment or related activities.

3.7 Monitoring – The systematic process of collecting, reviewing, and analysing data and feedback to ensure continued compliance with requirements listed in point 1.2, and to evaluate EA performance and inform decision-making.

3.8 Termination – The formal cessation of the Education Agent Agreement, initiated by the College due to non-compliance, poor performance, or breach of contractual or regulatory obligations.

3.9 Student Management System – Paradigm or any other student management system used by the College to record, manage, and track student enrolments, EA agreements, training records, performance data, and related communications. This system supports compliance by maintaining accurate and up-to-date records in alignment with regulatory and operational requirements.

3.10 Conflict of Interest – A situation where an EA has competing interests—personal, professional, financial or otherwise—that may improperly influence, or be perceived to influence, their actions, decisions, or responsibilities when representing the College. Conflicts may be actual, potential, or perceived, and must be disclosed to the College prior to the engagement or as soon as they arise.

Examples of conflicts of interest include but are not limited to when EA charges service fees to both the students and providers for the same service; where EA has a financial interest in a private education provider or in a party related to the provider; or where an employee of EA has a personal relationship with an employee of the provider or a party related to the provider¹.

¹ Standard 4: Education Agents, National Code of Practice for Providers of Education and Training to Overseas Students 2018

4.0 Responsibilities

4.1 Marketing Manager (MM) – Identifies, evaluates, monitors and makes recommendations for the appointment and re-appointment of EA. Provides documents defined in this procedure and updates the EAs database. Monitors EA's activities and ensures that students admitted to the College only come from approved EA. Provides timely training and updates to EAs about courses, admissions criteria, Department of Home Affairs' rulings, legislation etc.

4.2 Designated Marketing Officer (DMO) – Conducts reference checks, liaises with the Designated Head (Marketing) regarding the approval or rejection of the appointment and re-appointment of EAs based on PRISMS data, feedback received from references and completion of EA evaluation. Checks the references provided by the EA and the Australian Business Number (ABN) provided by EA before seeking approval from the Designated Head (Marketing) of the issuance of the agreement. Updates the College website, Student Management System, PRISMS and ASQAnet.

4.3 Designated Head (Marketing) (DH) – Approves or rejects the appointment and re-appointment of EA upon recommendation of MM and signs the Education Agent Agreement. Reviews EA's activities and takes appropriate corrective and preventative action. Also, consider the termination of the EA Agreement in accordance with the agreement.

5.0 Procedure

5.1 Selection and Appointment of Education Agent

5.1.1 MM identifies potential EA for the recruitment of students to the College. EA can also show interest in being an authorised EA of the College. MM checks with the DMO whether the potential EA is an EA of another MM, or if the EA has previously requested to be appointed as an EA, or if there is a record in the Student Management System outlining whether the EA has been archived or rejected previously.

- If the EA is a current EA of another college in the group, the home college MM requests, uses and uploads the other college's MM's reference reports and recommendation and their Education Agent Application Form with supporting documents. Skip to 5.1.4.
- If the EA has previously represented the College or any other college in the group, the reason why the agreement was terminated or not renewed needs to be taken into consideration for a possible appointment, re-appointment, or otherwise.

5.1.2 EA completes the Education Agent Application Form, which includes ownership details and any actual, potential or perceived conflict of interest with the College, and forwards it to MM with a copy of the Certificate of Registration of the Company and/or ABN details (applicable if EA is onshore).

5.1.3 The DMO checks PRISMS Education Agent's reports for outcomes of education agents' facilitated enrolments and contacts two of the references provided by the EA in the Education Agent Application Form to complete the New Education Agent Evaluation Form. The intention is to ensure that the EA

has no history of dishonest practices and is not currently engaged in dishonest practices, as specified in the National Code. DMO evaluates the data available in PRISMS and feedback from the referee.

5.1.4 Where the EA has a pre-existing agreement with a member of the Group, they may be requested to provide at least one reference external to the AKG Group.

5.1.5 DMO checks the ABN provided by the EA and provides all documents to DH. The DH consider the application, including information provided about ownership and declared conflict of interest, and decides whether to appoint the EA. In the event that the EA discloses any actual, potential or perceived conflict of interest with the College, the DH seeks approval from the Deputy Group Managing Director before appointing the EA. A Conflict-of-Interest register is kept by the DH.

5.1.6 The DH advises DMO to either issue the Education Agent Agreement or notify the EA that the application was not successful. Before contacting the EA, the DMO emails the outcome to the relevant MM. New agreements are generally granted for one year. Two-year agreements can be approved by the DH if the EA and/or MM have made a strong case based on factors such as working history, reputation of EA as a strong performer or the development of a marketing plan that covers more than one year.

5.1.7 DMO uploads the completed Education Agent Application form, New Education Agent Evaluation form, referee report(s), and ABN lookup evidence in the Student Management System.

5.1.8 DMO or MM emails the Education Agent Agreement, unsigned and undated, to EA. EA must execute the Agreement and then send it to DMO or MM. It becomes effective from the date that it is signed by DH, which is the date of the Agreement. If EA does not execute the Agreement and return it to DMO or MM within two weeks of the offer, the offer will be deemed to have lapsed.

5.1.9 DMO uploads a copy of the signed Education Agent Agreement to the Student Management System and ensures the College website, Student Management System, PRISMS, and the Third-Party Arrangements section in ASQAnet are updated.

5.1.20 MM provides training as noted under Point 5.2.5, to appointed EA within two (2) weeks of their appointment and completes and uploads the Education Agent Training Record Form.

5.2 Education Agent Training and/or Information Updates

5.2.1 Upon appointment/re-appointment of EA, and at least annually, MM provides training and relevant materials to EA. The training includes all the areas stated in the Training Requirements for EA under clause 5.2.5 as a minimum, and MM carries out other training sessions with EA as and when necessary. MM completes and uploads the Education Agent Training Record Form to the Student Management System at least once a year. The EA is invited to the College premises for a campus tour.

5.2.2 When changes occur to the College course offering including changes in admission criteria, new courses are added on the scope of registration, when course are on a teach-out phase as a result of the transition to superseded courses, or new regulations are introduced that require changes in the Student Agreement, the College notifies EA of these changes and provides EA with up-to-date and accurate marketing information and materials as set out in National Code Standard 1. MM consolidates and sends up-to-date information to EA within five (5) working days and records action in the notes section in the Student Management System. Information sessions for these changes or any changes that the College may find important, such as ceasing the promotion of superseded courses, may be organised as well.

5.2.3 EAs are required to participate in an information and training session organised by the College on an annual basis. This can be done in person or virtually.

5.2.4 Any changes to legislation, visa requirements, policies and procedures, etc. are communicated to the EA via regular email newsletters or webinar sessions organised by the College.

5.2.5 Contents of EA training:

- Academies Australasia group history and structure
- The Colleges' locations, course offerings per location and a general description of the facilities and infrastructure of each location
- Course duration, modules, outlines and assessment schedules
- Admission requirements, and key selling points for each course
- Application requirements and procedures
- Course counselling to match the aspirations of the prospective student with the course learning outcomes
- Types of certifications awarded at the end of each course
- Opportunities for further education after graduation
- Job prospects after graduation
- Total payable fee throughout the course duration
- TPS requirements and the payment method, and the schedule
- Student agreement clauses
- Refund, transfer, withdrawal policies and procedures
- Student support services
- Course admission requirements – academic and English language proficiency - and any exemptions (if applicable)
- Promotion and award criteria
- Reference to the Colleges website(s) for more details
- Relevant Australian laws, legislation and regulations
- Visa requirements and procedures
- Advice on medical insurance, accommodation and the cost of living
- General healthcare services in Australia
- EA obligations under the agreement, including notification of change in EA operations and details of how a disclosure of conflict of interest can be made

5.3 Monitoring of Education Agent

5.3.1 MM and DMO monitors EA activities at least every six (6) months for new EAs and once a year for existing EAs by analysing data, including feedback collected from EA surveys conducted with new students at the start of each term, and PRISMS data. This data is used as a basis to determine the performance of the EA.

5.3.2 Monitoring activities are conducted according to the Education Agent Agreement Compliance Action Plan and include:

- Review EA performance and agreement before renewal
- Performance benchmarked against agreement responsibilities as per the Education Agent Agreement Compliance Action Plan
- Analysis of the results of the student survey conducted during Orientation
- Quality of applications and supporting documents submitted
- Regular communication (visits to offices, telephone, video conferencing, such as Zoom) regarding marketing and admissions of applications sent by EA
- Regular reports from EA, particularly on performance against any mutually agreed marketing plans
- Analysis of PRISMS data on EA visa grant/refusal rates
- Analysis of PRISMS data on referred students' completion rate (including withdrawals, cancellations for breach of visa conditions, non-commencement, transfers between providers)
- Performance of EA at expos or seminars
- Conversion rates of successful enrolment from Offer to COE
- Recommendations and/or information feedback from within the industry
- Review of EA promotional materials, including websites and on social media, for information on the Colleges or other colleges they represent
- Notification of changes in EA operations and disclosure of conflict of interest
- Mystery consumer calls

5.3.3 All communications/activities/visits with EAs must be continuously logged into the Student Management System with a brief description of the event.

5.3.4 If requested by the Secretary of the Department of Education under section 21B of the ESOS Act, the College must provide information about the education agent commission related to students recruited by EA. Required information may include the total amount in dollars paid to each EA, the value and description of any non-monetary benefits, and the number of accepted students recruited by each EA over the reporting period. The DMO is responsible for maintaining records sufficient to respond to such a request. On receipt of a request from the Secretary, the DH must be notified immediately and the DMO must submit the required information by the date specified (a minimum of 30 days will be given). Information is submitted via PRISMS or such other method as specified by the Secretary.

5.3.5 Corrective and Preventive Action

5.3.5.1 If an EA scores below 50% positive feedback from surveys conducted during orientation in two (2) consecutive terms/semesters* and/or a breach of the Education Agent Agreement is suspected, MM investigates the issue and advises DH of the investigation result.

*Condition: minimum of 5 respondents or above.

5.3.5.2 If the EA Visa Refusal rate in the 'Agency Performance by Institution Summary' PRISMS report is above 50%** for a period of six (6) months, MM investigates the issue and advises DH of the investigation result.

**Condition: minimum of 10 students or above.

5.3.5.3 If EA consistently submits applications that do not comply with the College admission guidelines, the MM investigates the issue and advises DH of the investigation result.

5.3.5.4 DH reviews MM's recommendations and decides on whether corrective and/or preventive action is required. Depending on the type of breaches or concerns, DH may take one or more of the following, but not limited to, corrective and/or preventive actions:

- Provision of additional training to EA
- Provision of information in relation to the expectations of the College
- Issuance of a warning to the EA based on the reasons for corrective or preventive actions
- Impose conditions on the Education Agent Agreement
- Review of the Education Agent Agreement
- Termination of the Education Agent Agreement

5.3.5.5 Communications/meetings must be recorded under the notes section in the Student Management System with a brief description of the event. If no action is required, MM must also enter the reason and decision in the Student Management System and provide feedback to EA (if necessary) and continue the monitoring cycle again.

5.3.6 Onshore Student Transfer Commission Verification

From 31 March 2026, the College is prohibited under Standard 4.7 of the National Code 2018 from giving or offering an education agent commission where the commission relates to the recruitment of an overseas student who has already commenced study with another registered provider. Before authorising any commission payment to an EA in relation to a student who is or may be onshore, the MM or DMO must verify through PRISMS whether the student has previously commenced study with another registered provider.

5.3.7 Key EA and Certificate of Appreciation

MMs can nominate high-performing EAs (according to the quantitative and qualitative measures stated under Section 5.3) as “Key EAs”.

Key EAs can be issued a Certificate of Appreciation valid for the term of the Education Agent Agreement.

5.4 Re-appointment of Education Agent

5.4.1 EA agreement expired at the end of June each year. The EA performance is reviewed at least one (1) month before the expiry of the current contract, or when found that the EA has breached the terms of the contract.

5.4.2 Prior to reappointing the EA, the DMO emails the EA to declare whether there have been any changes to EA operations, including ownership and any conflict of interest. These details are entered in the education agent’s spreadsheet.

5.4.3 MM evaluates EA using the master list of education agents’ spreadsheet, which includes education agent performance data (visa rate and PRISMS data), and according to the Education Agent Agreement Compliance Action Plan.

5.4.4 The agreement may not be renewed when the MM deems the EA to no longer be an effective EA of the College as per the evaluation. DMO sends a termination notification email to EA and uploads the terminated email to the Student Management System and archives the EA. DMO also ensures the EA is removed from the College website, PRISMS and ASQAnet.

5.4.5 MM indicates renewal of EA in the master list of education agents’ spreadsheet and requests the DH to approve and DMO to issue a new agreement. DMO checks if the ABN provided by the EA is still active before issuing the new Education Agent Agreement.

5.4.6 DH considers the information master list of the education agent’s spreadsheet, including details disclosed about changes in EA operations and conflict of interest, and if needed, discusses this with the Deputy Group Managing Director.

5.4.7 Upon approval by DH, DMO issues the new agreement, and MM sends the new Education Agent Agreement to the EA. By signing and returning the agreement, EA accepts the offer to act as an EA of the College. The agreement is a one-year or two-year renewable contract. A two-year agreement can be granted if the EA and/or MM have made a strong case based on factors such as strong performance and/or a ‘key education agent’ status.

5.4.8 DMO updates the Student Management System with the new agreement expiry date. DMO also sends the final master list of education agents to all MMs.

5.5 Termination of Education Agent

5.5.1 The DH may consider terminating the EA agreement when EA is found to be violating the terms of the agreement, including failing to disclose a change in ownership or a conflict of interest. If the DH decides to terminate the agreement, the DMO updates the Student Management System by archiving the EA and uploading the formal advice to the EA, including notes that lead to the termination. DMO also ensures the EA is removed from the College website, PRISMS and ASQAnet.

Where it is proven that an individual employee or sub-contractor of the EA was responsible for the breach and the EA has terminated the relationship with that individual employee or sub-contractor, termination of the agreement is not required as set out in National Code Standard 4.5.

5.5.2 When the Education Agent Agreement is terminated, the DMO must:

- Arrange for its termination notification to the Australian Skills Quality Authority (ASQA) through ASQAnet update within thirty (30) days of the event.
- Notify the MM of the termination of the EA and advise that no further applications are to be accepted from the EA.

Arrange for the Student Management System to be updated (education agent is archived) with the information on the termination of the EA appointment and the reason(s) for such cessation. Also, update the college website and PRISMS.

5.5.3 The DH may consider terminating or non-renewing the EA Agreement if:

- There is evidence of non-compliance with Education Agent Agreement, NVETR (Outcome Standards for NVR RTO) Instrument 2025, ESOS Act and the National Code;
- The EA has recruited an unsatisfactory number of students, or the EA has a high visa rejection rate, and students have a high attrition rate and high failure rates.
- There are unacceptable levels of student satisfaction with EA performance after corrective actions were implemented;
- There is evidence of unethical, unprofessional and/or criminal conduct in representing the College;
- The EA refers to low-quality student applications that do not comply with the admission guidelines.
- The EA an associate of EA, fails to declare that it provides a service to a student and charges for that service.
- The EA has been negligent, careless, or incompetent or has engaged in false, misleading, or unethical advertising or recruitment practices;
- The EA has failed to declare an actual, perceived or potential conflict of interest and has failed to declare changes in control or senior management of the EA.

5.5.4 If the DH and MM have jointly decided to terminate or non-renew the EA's appointment, the DH should write to the EA to advise that their appointment has been terminated in accordance with the Education Agent Agreement by providing one (1) months' notice.

5.5.5 The EA may wish to appeal the decision to terminate. They may provide additional information within a seven-day (7) period for consideration by the DH. Where the information is found to be valid, the DH may choose to withdraw the termination entirely, nominate a trial period of three (3) months to validate improved performance or proceed with the termination, noting that the additional evidence doesn't invalidate the decision to terminate.

5.5.6 When the EA's appointment is terminated, the DH may disclose the decision and the reason(s) for termination to other people, organisations, bodies or professional associations if required by law. Any disclosure must be made in accordance with the College Privacy Policy and Procedure.

6.0 General Guidelines

6.1 Education Agent Selection Criteria

The College must not accept students from an EA or enter into an agreement with an EA if it knows or reasonably suspects the EA 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 NVETR (Outcome Standards for NVR RTO) Instrument 2025, ESOS Act, and Standard 7 of the National Code (Overseas Student Transfers); or
- facilitating the enrolment of a student whom the EA believes will not comply with the conditions of the student visa; or
- providing immigration advice where not authorised under the Migration Act 1958 to do so.

6.2 Education Agent Agreement

This policy and procedure should be read in conjunction with the Education Agent Agreement.

The Education Agent Agreement covers the following details:

- Contract period, one or two years
- Contract parties
- Recitals
- Appointment of EA
- Obligations of EA
- Obligations of the College
- Payment obligations of the College
- Expenses of EA
- Monitoring of EA's activities
- Corrective action
- Termination
- No partnership
- Governing law and jurisdiction
- Counterparts

- Confidentiality
- Agreement Checklist
- Signatures

6.3 EA's Record in the Student Management System

DMO must record the following EA details in the Student Management System:

- ABN or can, if applicable.
- Migration Agents Registration Number, if applicable.
- If the EA is a body corporate, the names of the body corporate's directors and registered office.
- EA's employee's name, email address and Migration Agents Registration Number.

6.4 EA's Record in PRISMS

DMO provides information on the EA's Director and their employees in PRISMS.

7.0 External References

- 7.1 National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- 7.2 National Vocational Education and Training Regulator (Compliance Standards for NVR RTO and FPPR) Instrument 2025
- 7.3 National Code of Practice for Providers of Education and Training to Overseas Students 2018
- 7.4 National Code of Practice for Providers of Education and Training to Overseas Students Amendment (Education Agent Commissions) Instrument 2026
- 7.5 Education Services for Overseas Students Act 2000
- 7.6 Higher Education Standards Framework (Threshold Standards) 2021
- 7.7 Migration Act 1958

8.0 Internal References

- 8.1 Marketing Advertisement & Promotion Policy and Procedure
- 8.2 Student Selection and Admission Policy and Procedure
- 8.3 Younger Students Policy and Procedure
- 8.4 Conflict of Interest Policy and Procedure
- 8.5 Privacy Policy and Procedure
- 8.6 Survey Administration and Reporting Obligations

9.0 Appendices

- 9.1 New Education Agent Evaluation Form
- 9.2 Existing Education Agent Evaluation Form
- 9.3 Education Agent Application Form
- 9.4 Education Agent Agreement
- 9.5 Education Agent Certificate Template
- 9.6 Education Agent Training Record Form
- 9.7 Education Agent Survey
- 9.8 Student Application Form
- 9.9 Offer Letter Template
- 9.10 Genuine Student Assessment (GSA) Form
- 9.11 Education Agent Agreement Compliance Action Plan
- 9.12 Master List of Agents Spreadsheet

Schedule 1: Academies Australasia Colleges (the College)

Academies Australasia Institute (AAI)
Academies Australasia Polytechnic (AAPoly)
Australian College of Technology (ACT)
Clarendon Business College (CBC)
Supreme Business College (SBC)
Skills Training Australasia (STA)
Academy of English (AOE)
Australian International High School (AIHS)
Academies Australasia Hair & Beauty (AAHB)
Discover English (DE)
Language Links International (LLI)