



THE UNIVERSITY OF  
**NOTRE DAME**  
A U S T R A L I A

# Policy:

## International Education Agents

Effective: 24 April 2019

Audience: Staff; Agents

Policy Category: Governance

Policy Sub-category: Compliance

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Policy Owner:	Deputy Vice Chancellor, Corporate
Responsible Officer:	Pro Vice Chancellor, International
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## 1 OBJECTS OF THE UNIVERSITY

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The University's Objects are defined in Section 5 of its Act of Parliament:

The Objects of the University are:

- (a) the provision of university education, within a context of Catholic faith and values; and
- (b) the provision of an excellent standard of -
  - i. teaching, scholarship and research;
  - ii. training for the professions; and
  - iii. pastoral care for its students.

## 2 PURPOSE

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- 2.1 The University is committed to ensuring that its International Education Agents (**Agents**) act ethically and in line with the University's Objects and legislative and regulatory obligations.
- 2.2 This sets out the University's policy in relation to the recruitment, management and termination of Agents.

## 3 SCOPE

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- 3.1 This Policy applies to all International Education Agents.

## 4 PRINCIPLES

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- 4.1 Individual persons or organisations that demonstrate a respectful understanding of the University's Objects and a willingness to assist the University to comply with its legislative and regulatory obligations may be engaged by the University as an International Education Agent (**Agent**) to assist the University in recruiting international students.
- 4.2 Agents will be required to enter into a written Student Recruitment Agreement with the University that outlines roles and responsibilities that include, but are not limited to:
  - 4.2.1 acting with honesty and integrity; and
  - 4.2.2 abiding by the principles of the National Code, as they relate to the conduct of Agents.
- 4.3 The University will select only reputable Agents and will manage their engagement in a professional and responsible manner through ongoing monitoring of Agent performance, provision of adequate training and information, and regular formal reviews.
- 4.4 The University will maintain an accurate database of approved Agents and this will be published on its website.
- 4.5 The University will enter and maintain the Agent's details in PRISMS, as required under the National Code.
- 4.6 The University will take immediate corrective and preventative action upon becoming aware of an Agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising or recruitment practices, including practices that could harm the integrity of Australian education and training.

## 5 ROLES AND RESPONSIBILITIES

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- 5.1 **Academic Registrar** has responsibility for ensuring that accurate and timely details of International Education Agents are recorded on PRISMS.
- 5.2 **Deputy Vice Chancellor, Corporate** is responsible for:
  - 5.2.1 approving the appointment of Agents, including ensuring that a Student Recruitment Agreement is entered into;
  - 5.2.2 approving the scope, timing and process for formal reviews of each Agent;
  - 5.2.3 determining whether renewal of a Student Recruitment Agreement will proceed; and
  - 5.2.4 determining what action to take, in accordance with the provisions of the Student Recruitment Agreement, when an Agent's performance is found to be unsatisfactory.
- 5.3 **Director Marketing and Communications Office** is responsible for the development of promotional materials and appropriate review of such materials to ensure that they are up to date, accurate and comply with legal requirements.
- 5.4 **Pro Vice Chancellor, International** (or delegate) is responsible for:
  - 5.4.1 Assessing prospective Agents' enquiries and making recommendations to the DVC Corporate as to their suitability to be an Agent for the University;
  - 5.4.2 Approving publications or promotional materials for international markets before publication, and ensuring that these are provided to Agents in a timely manner;
  - 5.4.3 Ongoing monitoring of Agent performance;
  - 5.4.4 Overseeing formal regular reviews of Agents based on a scope approved by the DVC, Corporate;
  - 5.4.5 Ensuring that records of Agent communications, including those relating to training, updates and briefings provided and commission payments are retained;
  - 5.4.6 Ensuring that the University maintains a productive relationship with Agents, including timely and relevant communication with Agents on matters such as, but not limited to, changes to programs, entry requirements, visa conditions, charges, and updates and briefing documents on changes to programs, entry requirements, living conditions, and fees and charges; and
  - 5.4.7 Maintaining an accurate database of the details of current Agents and arranging for relevant Agent information to be published to the University's website.

## 6 RELATED DOCUMENTS

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- 6.1 *Education Services for Overseas Students Act (2000) and regulated Regulations*
- 6.2 *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*
- 6.3 *Competition and Consumer Act (2010)*
- 6.4 *Migration Act 1958*
- 6.5 *Procedure: Selection, Management and Review of International Education Agents.*

## 7 DEFINITIONS

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### 7.1 For the purpose of this Policy, the following definitions apply:

***Student Recruitment Agreement*** means a legal agreement between the University and an International Education Agent outlining the obligations and responsibilities of the parties to the Agreement.

**International Education Agent** means an individual person or organisation acting as an approved representative of the University for the purpose of recruitment of international students via an individual Student Recruitment Agreement in accordance with this Policy.

**PRISMS** means the Department of Education and Training's Provider Registration and International Student Management System.

<b>Version</b>	<b>Date of approval</b>	<b>Approved by</b>	<b>Amendment</b>
1	24 April 2019	Vice Chancellor	Effective date – new Policy.
2	10 March 2020		Inclusion of Contents table and Objects of the University (Section 1) in accordance with the current Policy template.