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Education Agent Policy

Purpose and Rationale

The purpose of this policy is to outline St George & Sutherland Community College (SGSCC)'s approach to engaging and managing education agents. SGSCC is committed to ensuring that all agents act ethically, honestly, and in the best interest of overseas students while upholding the reputation of Australia's international education sector.

This policy aligns with Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Education Services for Overseas Students Act 2000 (ESOS Act).

Scope

This policy applies to:

- All education agents engaged by SGSCC.
- All SGSCC staff involved in the appointment, management, and monitoring of education agents.
- Prospective and current overseas students recruited through education agents.

Policy statement:

SGSCC only engages with education agents who:

- Act ethically and honestly in all dealings with students.
- Provide accurate, up-to-date information about SGSCC courses and policies.
- Comply with Australian laws, the National Code 2018, and the Australian International Education and Training Agent Code of Ethics.
- Avoid misleading or deceptive recruitment practices.

SGSCC reserves the right to terminate agreements with agents found to be in breach of their responsibilities.

Responsibilities of Education Agents

1. Written Agreements

SGSCC requires a formal written agreement with each education agent before they can represent SGSCC. This agreement must:

- Outline SGSCC's responsibilities under the ESOS Act and National Code.
- Specify the agent's role and responsibilities in representing SGSCC.
- Include procedures for monitoring agent performance and ensuring compliance.
- Specify grounds for termination and corrective actions if the agent engages in unethical practices.

2. Ethical Conduct

Education agents must:

- Provide truthful and accurate information about SGSCC courses, fees, entry requirements,

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and policies.

- Disclose any potential conflicts of interest (e.g., financial interests in other education providers).
- Ensure compliance with the Migration Act 1958, which prohibits providing migration advice without proper registration.
- Maintain confidentiality and protect student data in line with Australian Privacy Laws.

3. Recruitment Standards

Agents must:

- Ensure students meet the academic and English language requirements for their chosen course.
- Provide students with accurate pre-enrolment information, including:
 - Course content, duration, tuition fees, and refund policies.
 - Student support services available at SGSCC.
 - Visa conditions and compliance requirements.
- Not guarantee visa approvals or employment outcomes.
- Not provide false or misleading information regarding migration pathways.

4. Student Support

Agents must:

- Support students in understanding their rights and responsibilities under Australian law.
- Ensure students understand their obligations under the conditions of their student visa.

SGSCC'S Responsibilities

Selection and Approval of Agents

Before engaging an agent, SGSCC will:

- Conduct a due diligence check to assess the agent's reputation, experience, and references.
- Ensure agents understand Australian education laws and student visa regulations.
- Provide agents with training and marketing materials on SGSCC's courses, policies, and compliance obligations.

Monitoring and Compliance

SGSCC will:

- Maintain up-to-date education agent records in the Provider Registration and International Student Management System (PRISMS).
- Conduct regular performance reviews to ensure agents meet their obligations.
- Require agents to participate in training and professional development sessions.
- Investigate student feedback and complaints related to agent conduct.

Corrective Action and Termination

SGSCC will take immediate corrective action if:

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- An agent provides false or misleading information to students.
- An agent violates Australian laws or engages in unethical practices.
- An agent fails to meet performance expectations.

Corrective action may include:

- Issuing a warning or requiring additional training.
- Suspending or terminating the agreement if unethical conduct is found.
- Reporting non-compliant agents to government authorities.

SGSCC will not accept students from agents who:

- Engage in dishonest recruitment or visa fraud.
- Provide migration advice without proper registration.
- Have a history of misleading marketing or student complaints.

Record Keeping and Reporting

SGSCC will:

Keep records of all education agent agreements for at least two years after termination.

Document all training, performance reviews, and corrective actions.

Ensure records comply with Australian privacy and data protection laws.

Continuous Improvement:

SGSCC is committed to continuous improvement in agent management. We will:

- Seek regular feedback from students and stakeholders on agent performance.
- Review and update this policy annually to ensure compliance with regulatory changes.

Contact Information

For any concerns or inquiries related to education agents, contact:

Natalia Bezuglova (Sales Manager – International)

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