

EDUCATION AGENTS POLICY

Policy / Document Approval Body:	Governance Board
Date Created:	28 January 2016
Policy Custodian:	Operations Manager
Policy Contact:	Student Recruitment Manager
Location on EIT website:	https://www.eit.edu.au/about-eit/policies-procedures/
Review Period:	Every Three Years from Commencement
Revision No:	5
Date of Revision:	27 August 2026
Date Approved:	17 September 2026
Date Commenced:	17 September 2026

1.0 Purpose

The purpose of this policy is to establish the principles and requirements governing the selection, appointment, monitoring and management of education agents engaged by the Engineering Institute of Technology (EIT).

EIT recognises the important role education agents play in assisting prospective international students to make informed decisions about their education. EIT is committed to ensuring that education agents engaged on its behalf act ethically, honestly, professionally and in the best interests of students while supporting the integrity and reputation of Australia's international education sector.

2.0 Scope

This policy applies to all EIT staff involved in the selection, appointment, management, monitoring and review or termination of education agents engaged by EIT for the promotion and recruitment of students into CRICOS-registered courses. It also applies to all education agents formally authorised to represent EIT.

3.0 Objectives

The objectives of this policy are to:

- establish a framework for the selection, appointment, monitoring and management of education agents engaged by EIT
- ensure education agents act ethically, honestly, professionally and in the best interests of prospective and current students
- support compliance with applicable legislative and regulatory requirements, including the *Education Services for Overseas Students Act 2000 (Cwth)*, the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, and other relevant legislation and standards
- protect the integrity, quality and reputation of EIT and Australia's international education sector

4.0 Policy Principles

4.1 Appointment of Education Agents

EIT will only engage education agents who demonstrate the capability, integrity, knowledge and professionalism required to represent EIT appropriately.

Prior to appointment, EIT will undertake appropriate due diligence to determine whether a prospective education agent is suitable to represent EIT and comply with relevant legislative, regulatory and contractual requirements.

The requirements and processes for the appointment of education agents are detailed in the *Recruitment and Appointment of Education Agents Procedure.HE*.

4.2 Standards of Conduct

EIT expects all education agents engaged on its behalf to:

- act honestly, ethically and in good faith
- act in the best interests of students
- maintain appropriate standards of confidentiality, transparency and professionalism
- avoid actual, perceived and potential conflicts of interests
- provide accurate, current and complete information about EIT and its courses
- possess an appropriate understanding of Australia's international education framework
- comply with applicable laws, standards, contractual obligations and EIT requirements.

4.3 Written Agreements

EIT will enter into a written agreement with each authorised education agent prior to the commencement of any formal representation activities.

The written agreement will clearly outline the responsibilities, expectations and obligations of both parties and will comply with applicable legislative and regulatory requirements.

EIT will not permit an education agent to represent EIT unless a current written agreement is in place.

4.4 Monitoring and Review

EIT will monitor and review the performance and conduct of education agents on an ongoing basis. Monitoring activities may include, but are not limited to:

- assessment of recruitment activities and outcomes
- review of student feedback and complaints
- review of application quality and integrity
- review of visa outcomes and other performance indicators

- evaluation of compliance with contractual obligations
- assessment of compliance with relevant legislative and regulatory requirements.

The requirements and processes for the monitoring and review of education agents are detailed in the *Monitoring and Management of Education Agents Procedure.HE*

4.5 Corrective Action and Termination

Where EIT becomes aware of conduct that is inconsistent with legislative requirements, contractual obligations or EIT expectations, it will take appropriate corrective action. Corrective action may include:

- additional training
- performance improvement requirements
- formal warnings
- probationary arrangements
- suspension of activities
- termination of the education agent agreement

4.6 Student Interests and Protection

EIT is committed to ensuring that prospective and current students receive accurate and ethical advice regarding study opportunities.

EIT will not accept students from an education agent where it knows or reasonably suspects that the education agent:

- is providing migration advice without appropriate authorisation
- has engaged in dishonest or misleading recruitment practices
- facilitates the enrolment of students who are unlikely to comply with visa conditions
- uses PRISMS for purposes other than the recruitment of genuine students

Student interests will remain a primary consideration in all decisions relating to the appointment, monitoring and management of education agents.

4.7 Records and Regulatory Reporting

EIT will maintain accurate and current records relating to education agent appointments, agreements, reviews, performance monitoring, and corrective actions.

EIT will:

- maintain education agent information in PRISMS as required
- maintain an up-to-date register of authorised education agents
- publish a current list of authorised education agents on its website; and
- comply with all applicable reporting, disclosure and record-keeping requirements.

4.8 Legislative Compliance

EIT remains responsible at all times for compliance with obligations relating to the recruitment and management of international students and education agents. EIT will ensure that:

- education agent arrangements comply with applicable legislation and regulatory requirements
- commission arrangements comply with legislative requirements, including restrictions contained in the National Code relating to students transferring from another registered provider
- required information is maintained and reported to relevant authorities where necessary
- education agent management practices are regularly reviewed to ensure ongoing compliance and continuous improvement

5.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

6.0 Related Documents

- Education Agent Agreement
- Education Agent Code of Conduct
- Marketing and Promotion Policy and Procedure.DS
- Monitoring and Management of Education Agents Procedure.HE
- Privacy Policy.DS
- Records Management Policy.DS
- Recruitment and Appointment of Education Agents Procedure
- Student Complaints, Grievances and Appeals Policy.HE
- Student Complaints, Grievances and Appeals Procedure.HE

7.0 Related Legislation

The following legislation is relevant to this policy; however, not all are mandatory education providers:

- Australian International Education and Training Agent Code of Ethics
- [*Education Services for Overseas Students Act 2000 \(Cwth.\)*](#)
- [*Higher Education Standards Framework \(Threshold Standards\) 2021 \(Cwth.\)*](#)
- [*Migration Act 1958*](#)
- [*National Code of Practice for Providers of Education and Training to Overseas Students 2018.*](#)
- [*Privacy Act 1988 \(Cwth.\)*](#)
- [*Tertiary Education Quality and Standards Agency Act 2011 \(Cwth.\)*](#)

8.0 Accountabilities

The Governance Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.