

RECRUITMENT AND APPOINTMENT OF EDUCATION AGENTS' PROCEDURE

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1.0 Purpose

The purpose of this procedure is to establish a consistent process for the identification, assessment, approval, appointment and onboarding of education agents engaged by the Engineering Institute of Technology (EIT).

2.0 Scope

This procedure applies to all EIT staff involved in the identification, assessment, approval, appointment and onboarding of education agents engaged by EIT for the promotion and recruitment of students into CRICOS-registered courses.

3.0 Procedure

3.1 Identifying Potential Education Agents

Potential education agents may be identified through:

- direct enquiries from education agents
- referrals from existing agents or education providers
- industry events and conferences
- market intelligence and strategic recruitment initiatives
- EIT's international recruitment activities

As part of the initial assessment, EIT may:

- review the education agent's website and promotional materials
- review the education agent's business profile and history
- meet with key personnel (either in person or remotely)
- review evidence of experience in international student recruitment
- assess whether the education agent operates in a market that aligns with EIT's strategic recruitment objectives

3.2 Preliminary Due Diligence

Prior to progressing an application, EIT will undertake preliminary due diligence to determine whether the education agent appears suitable to represent EIT. The assessment may include consideration of:

- business reputation and operating history
- knowledge of Australia's international education sector
- understanding of obligations under the Education Services for Overseas Students (ESOS) framework
- understanding of the Australian International Education and Training Agent Code of Ethics
- previous experience recruiting students into Australian education institutions
- evidence of ethical recruitment practices
- any actual, perceived or potential conflicts of interest
- whether migration advice services are provided and, where applicable, whether appropriate authorisation exists
- whether subcontractors are used to recruit students
- whether any ownership or control relationship exists between the education agent (or an associated entity) and EIT (or an associated entity)
- any information that may indicate conduct inconsistent with EIT's values or regulatory obligations.

Where preliminary due diligence identifies significant concerns, EIT may discontinue the recruitment process.

3.3 Education Agent Application

Education agents wishing to represent EIT must complete an Education Agent Application Form and provide supporting documentation as requested. Supporting documentation may include, but is not limited to:

- business registration documentation
- relevant licences or registrations
- evidence of professional memberships
- relevant training certificates
- details of operating locations
- details of key staff
- conflict of interest declarations
- migration agent registration details (where applicable)
- any other information considered relevant by EIT

Upon receipt of a completed application, EIT will establish an education agent file and commence a detailed assessment.

3.4 Referee and Background Checks

EIT will conduct referee and background checks prior to approving an education agent. Applicants must provide at least two professional referees, preferably including Australian education providers. EIT must obtain satisfactory feedback from at least two referees before an education agent can be approved.

Referee checks may consider:

- professionalism and integrity
- quality of student recruitment practices
- quality and completeness of student applications
- understanding of legislative and regulatory requirements
- communication and responsiveness
- any history of compliance concerns

Where referee or background checks identify concerns regarding the suitability of an education agent, EIT may decline the application.

3.5 Assessment and Approval

The Student Recruitment Manager will assess the completed application, supporting documentation, referee checks and due diligence findings. Assessment may include consideration of:

- strategic alignment with EIT recruitment objectives
- demonstrated understanding of Australian international education requirements
- reputation and previous performance
- compliance history
- operational capability
- overall suitability to represent EIT.

Where the education agent is deemed suitable, approval may be granted the Student Recruitment Manager. Where approval is not granted, the applicant will be advised accordingly.

3.6 Education Agent Agreement

Prior to undertaking any recruitment activities on behalf of EIT, an approved education agent must enter into a written Education Agent Agreement with EIT. The Education Agent Agreement will outline:

- the responsibilities of EIT
- the responsibilities of the education agent
- standards of conduct and ethical expectations
- monitoring and review arrangements
- commission arrangements (where applicable)
- corrective action provisions
- termination provisions
- other matters required under applicable legislation, regulatory requirements and EIT policies and procedures.

No education agent may represent EIT unless a current and fully executed Education Agent Agreement is in place.

3.7 Appointment and Registration

Following execution of the Education Agent Agreement, EIT will:

- establish the education agent within EIT's student management system
- issue a Certificate of Representation or equivalent authorisation
- record the education agent's details within PRISMS as required
- update EIT's published list of authorised education agents
- establish any approved system access required for recruitment activities
- formally notify the education agent of their appointment

The education agent may only commence recruitment activities once all onboarding requirements have been completed.

3.8 Agent Induction and Training

All newly appointed education agents will receive induction and training prior to undertaking recruitment activities on behalf of EIT. Training may include information regarding:

- EIT course offerings and entry requirements
- student recruitment processes
- application and admissions requirements
- obligations under the ESOS framework
- National Code requirements
- ethical recruitment practices
- use of EIT recruitment systems
- EIT policies, procedures and expectations

EIT may provide additional training and updates as required.

3.9 Records Management

EIT will maintain records relating to the recruitment and appointment of education agents in accordance with EIT's records management requirements. Records may include, but are not limited to:

- education agent applications
- supporting documentation
- referee checks
- due diligence assessments
- approval decisions
- signed agreements
- training records

- correspondence
- PRISMS records
- ownership and control disclosures, where applicable
- commission arrangements and payments, where applicable

Records must be retained in accordance with legislative, regulatory and institutional requirements.

4.0 Definitions

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

5.0 Related Documents

- Education Agent Agreement
- Education Agent Application Form
- Education Agent Referee Check form
- Education Agent Code of Conduct
- Education Agents Policy.HE
- Monitoring and Management of Education Agents Procedure.HE
- Marketing and Promotion Policy and Procedure.DS
- Privacy Policy.DS
- Records Management Policy.DS

6.0 Related Legislation

The following legislation is relevant to this policy, however not all are mandatory for 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 \(Cwth.\)*](#)

7.0 Accountabilities

The Governance Board is responsible for 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.