

## Overseas Students Education Agent Policy

Overseas Students Policy	Last Review and Approved	January 2025
	Next Review Due	2026

### 1. Introduction

- 1.1. This policy sets out the requirements under National Code of Practice for Providers of Education and Training to Overseas Students 2018 for Education Agents that are engaged to formally represent Citipointe Christian College and Citipointe Christian College International (the College).
- 1.2. A copy of this policy is located on the College's website.<sup>1</sup>

### 2. Scope of the Policy

- 2.1. This policy applies to all College staff and Education Agents engaged to formally represent the College.

### 3. Policy

- 3.1. Education agents are engaged to formally represent the College under the following conditions:
  - a) The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
    - i. declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing the College (St 4.3.1)
    - ii. observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
    - iii. acting honestly and in good faith, and in the best interests of the student (St 4.3.3)
    - iv. having appropriate knowledge and understanding of the international education system in Australia, including the [Australian International Education and Training Agent Code of Ethics](#) (St 4.3.4)
  - b) The education agent signs and abides by the conditions of the College's written agency agreement
  - c) The College strongly recommends that education agents complete the PIER Education Agent Training Course
  - d) The education agent responds appropriately to College monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the 2018 National Code
  - e) The education agent accurately promotes the services and facilities provided by the College and uses up to date marketing materials as supplied by the College.
- 3.2. The College will not accept a student from an education agent if it is known or suspected at any time that the agent:
  - a) engages in or has previously engaged in dishonest practices
  - b) deliberately attempts to recruit a student within the first six months of that student's study in their first registered school sector course with another provider
  - c) facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
  - d) provides immigration advice where he/she is not authorised to do so under the Migration Act 1958
- 3.3. The College may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the College to formally recruit students on the College's behalf, such an agent would fall outside the scope of NC St 4.
- 3.4. A list of education agents with whom the College has a formal written agreement are listed on the College website at <https://citipointe.qld.edu.au/international-college/international-college-at-citipointe#agents> and is readily available to students and regulators.
- 3.5. The College enters and keeps up to date details about education agents with whom the College has a formal written agreement and who facilitate enrolment of students in PRISMS.

<sup>1</sup> <https://citipointe.qld.edu.au/international-college/international-college-at-citipointe#agents>

- 3.6. Information recorded about education agents includes:
- a) the agent's name
  - b) the address of the agent's principal place of business
  - c) if the agent is a body corporate - the address of the body corporate's registered office
  - d) the agent's postal address (if different from address for principal place of business/registered office)
  - e) the agent's phone number, email address and website address (if any)
  - f) the agent's ABN or ACN (if any)
  - g) the agent's trading name or names (if any)
  - h) if the agent is a body corporate - the names of the body corporate's directors
  - i) if the agent is a registered migration agent - the agent's Migration Agents Registration Number
  - j) the following information about each of the agent's employees (if any) who are involved in the agent facilitating the enrolment:
    - i. the employee's name;
    - ii. the employee's email address;
    - iii. if the employee is a registered migration agent - the employee's Migration Agents Registration Number.

#### 4. Legislative Provisions and Related Documentation

##### Legislative Provisions

- Privacy Act 1988 (Cth)
- Education Services for Overseas Students Act 2000 (Cth)
- Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)
- Education (Overseas Students) Act 2018 (Qld)

This policy is to be read in conjunction with other policies and College guidelines i.e.

- [5.1 Privacy Policy](#)
- [7.1 Student Protection Policy](#)
- [10.3 11.6 Anti-Discrimination Policy](#)
- [11.4 Community Complaints and Feedback Policy](#)
- [Overseas Student Complaints and Appeals Policy](#)
- [Overseas Student Conditions of Enrolment](#)
- [Overseas Student Critical Incident Policy](#)
- [Overseas Student Deferment, Suspension and Cancellation Policy](#)
- [Overseas Student Homestay Policy](#)
- [Overseas Student Intervention Strategy for Failure to Meet Progress, Attendance and Completion Within Expected Duration](#)
- [Overseas Student Progress Attendance and Course Duration Policy](#)
- [Overseas Students Refund Policy](#)
- [Overseas Student Requirements for Entry Policy](#)
- [Overseas Student Transfer Policy](#)
- [Overseas Student Welfare and Accommodation Policy](#)

#### 5. Policy Review

- 5.1. This policy will be reviewed annually unless otherwise advised.
- 5.2. This policy should be checked and updated whenever there is a change in regulations about National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 4 or in Department of Home Affairs (Immigration) regulations about activities of education agents, or when existing College policies regarding education agents need to be adapted or strengthened.