

## AGENTS

**Principles:** Aranmore Catholic College recognises:

- that as a Catholic educational institution, it places the highest value on ethical and honest practices in all its dealings with others
  - the interests of the student transcend all business considerations
  - that it must take all reasonable measures to ensure its agents are well informed as to their obligations under the ESOS Act
  - that it must take all reasonable measures to ensure that its agents act with honesty and integrity
  - that the use of agents may involve the acceptance of additional liabilities arising from the actions of its contracted agents
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- that the College must actively scrutinise any agents prior to their appointment



### Procedures:

1. The initial application for appointment as an approved agency will require the provision of a minimum of two references by other registered education providers within Australia for whom the agent is presently contracted.
2. The duration of all such appointments in the first instance will be for a period of one year with the possibility of extension for an additional year. Where agents demonstrate their reliability, then an appointment may be made for a maximum term of three years. The termination date and renewal provisions will be stated in the contract.
3. Agents are required to provide a written assurance that they understand and will abide by the requirements of the ESOS Act and the National Code (2007). In addition, as a matter of principle, the College will give preference to those agents able to demonstrate proficiency as an education agent or a migration agent by way of certification such as the 'pieronline' website.
4. Agents will be notified in writing via the Agency Agreement Contract that the work of the agency will be reviewed from time to time and that the contract has provisions to suspend or terminate the appointment of any agent with due cause. Suspension or termination of appointment will result when and if the College 'reasonably suspects' or has 'grounds for believing' that the agent or a person acting on the agent's behalf as a 'sub-agent' is failing to abide by the provisions or intentions of the National Code or demonstrated incidents of:
  - negligence
  - carelessness
  - incompetence
  - dishonest practices
  - false, misleading or unethical advertising
  - false, misleading or unethical recruitment practices
  - practices that could harm the integrity of Australian education and training
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6. The College will expect an annual written report outlining the activity of the agent on the College's behalf. This will invite the agent to identify any aspect of the College/Agent relationship that requires attention or improvement.
7. The College will maintain an up-to-date list of approved agents published on its website.
8. The College will inform agents of its expectations and obligations relating to approved agents.
9. The College will inform parents and students of its relationship with agents, especially the payment of commissions so as to avoid agents 'double charging' the College and the student. This also highlights the potential for any 'conflicts of interest'.
10. Provision will be made in those markets where it is normal practice for an agent to recoup certain 'processing costs' such as postage, fax, telephone, photocopying, and/or courier service. Such costs must be of an amount less than \$500.
11. The College will regularly update its agents by way of electronic communication and/or agents information and training seminars.
12. The College will ensure that all registered agents have been provided with up-to-date and accurate marketing information. This will normally be done by way of electronic communication such as email.
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