



POLICY TITLE: INTERNATIONAL STUDENT RECRUITMENT AND MONITORING ACTIVITIES OF EDUCATION AGENTS POLICY

DEVELOPED / REVIEWED BY

Policy Committee
Director of Business Services and Advancement
Head of Admissions
Risk and Compliance Manager
Human Resources Manager

REVIEW SUMMARY

Policy to be presented to the Policy Committee for the first time at the May 2024 meeting. Policy to be reviewed in the first twelve months to ensure accuracy to current legislative components.

DOCUMENT DEVELOPMENT PROCESS

This document was first developed by Director of Business Services and Advancement and the Head of Admissions in 2024.

RATIONALE

Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code202f5(ni)6(ng)3()-69(t)-4f1 0 0 1 332 518 iTft40.208 rg0.494 0.227 0.208 RG[RATIO]-3(

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INTERNATIONAL STUDENT RECRUITMENT AND MONITORING
ACTIVITIES EDUCATION AGENTS POLICY



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Education agents must also have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics. The College will also ensure any education agents it engages with, including offshore agents, have up-to-date and accurate marketing information.

These requirements ensure education agents adhere to and practice responsible business ethics, and that education agents understand their obligations to provide current, accurate and honest information to international students to help them make informed decisions about study in Australia.

Education Agent Fees

Sienna does not impose an Education Agent Fee on international students. However, if a student is introduced to the College by an Education Agent whom Sienna has a written agreement with, as per the written agreement, Sienna does pay a fee for that service directly to the Education Agent.

Maintaining details in PRISMS

The College will enter and maintain the details of education agents with whom they have a written agreement in PRISMS.

Immediate corrective actions

The College will take immediate corrective action if it is aware that or believes the education agent or its employees are engaging in unethical recruitment practices. Corrective actions may include providing education agents with additional information or targeted training on expectations of the agent.

If the College becomes aware, or has reason to believe that an education agent is engaging in false or misleading recruitment practices, the College will immediately terminate its relationship with the agent. If the false or misleading recruitment practices were engaged in by an employee or subcontractor of the education agent, the College will require the education agent to terminate its relationship with those individuals.

The College will not accept students from education agents if the College believes the education agent is engaging in unethical recruitment practices. This includes education agents that provide migration advice to international students when they are not authorised to do so under the Migration Act 1958.

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