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## 1 PRELIMINARIES

### Commencement

This policy and procedure commence on 20 July 2022

### Purpose

This policy and procedure outline how the Polytechnic Institute Australia (“PIA”) will appoint and monitor its Education Agents, and the conditions under which Agent Agreements will be terminated. It seeks to ensure that PIA only uses Education Agents who have appropriate knowledge and understanding of the Australian international education industry, who are honest and ethical, and who work with integrity and respect for the standards of Australian education.

### Application

This policy and procedures apply to all PIA’s existing and prospective Education Agents, and all staff involved in marketing PIA’s programs and/or recruiting and monitoring its Education Agents.

## 2 DEFINITIONS

The following definitions apply in this document:

**Term 1** definition 1

**Term 2** definition 2.

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## 3 POLICY

- 3.1 Education Agents play a vital role in connecting prospective international students (both overseas and Australia-based) with Australian educational institutions competing in the international education industry. In playing this vital role, the ethics and procedures followed by Education Agents are of crucial importance to maintaining Australia's high reputation for international educational quality and service.
- 3.2 This is particularly true for dynamic, but relatively small, internationally oriented higher educational institutions such as PIA. Accordingly, PIA is committed to appointing and working with Education Agents who demonstrate:
- a comprehensive understanding of students' requirements, Australian culture and Australia's education system in general;
  - a thorough knowledge of the nature of PIA's programs, policies and requirements in particular; and
  - honesty, integrity and the highest ethical standards.
- 3.3 PIA's policy and procedures are designed to ensure that these standards are maintained, in compliance with all legislative and regulatory requirements.

### Agent Selection Criteria

- 3.4 PIA only enters into *Authorised Education Agent Agreements* with, and/or accepts student referrals from, reputable organisations (such as education brokerage companies, professional associations, industry bodies, and government centres) that meet the established criteria and that have:
- a demonstrated record of fiscal viability;
  - a demonstrated record of ethical practice and integrity;
  - a thorough understanding of Australian international education services;
  - a sound understanding of the Institute's programs; and
  - a signed Education Agent Agreement with PIA.
- 3.5 PIA will not accept students from an Education Agent if it knows, or reasonably suspects, the Education Agent to be:
- providing migration advice, unless that Education Agent is authorised to do so under the Migration Act;
  - engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under National Code Standard 7 (Overseas student transfers);
  - facilitating the enrolment of a student who the Education Agent believes will not comply with the conditions of his or her visa; and/or



- using PRISMS to create Confirmation of Enrolments (CoEs) for other than bona fide students.

## Monitoring

- 3.6 PIA will use thorough, open and transparent evaluative methodologies to actively monitor the performance of all Education Agents, with the objective of ensuring professional behaviour and positive outcomes. These will be measured by full compliance, the number of potential student referrals, and the conversion rate to active enrolments.

## Termination

- 3.7 An Education Agent appointment may be terminated in circumstances where:
- PIA has reasonable grounds for believing that an agent may have been engaged in unprofessional conduct;
  - the agent has consistently underperformed in relation to the number of referred enrolments;
  - the agent has misrepresented PIA and the courses and services it offers;
  - the agent has not been compliant with relevant legislation and regulations; and/or
  - an agent has not been compliant with the terms and conditions of their Education Agent Agreement.
- 3.8 In situations where PIA terminates an *Authorised Education Agent Agreement* because of unethical practice, that Agent will be paid commission arising from all fee payments made prior to the cessation of the Agreement, and commission will cease to be paid in relation to all subsequent fee payments by the students they represented.
- 3.9 In situations where PIA decides not to renew an *Authorised Education Agent Agreement* for reasons other than unethical practice, that Agent will be paid commission arising from all past and future fee payments made in relation to all courses for which current CoEs have been issued.
- 3.10 In situations where PIA terminates or chooses not to renew an *Authorised Education Agent Agreement*, the Agent's students will be informed and asked to change their Agent.

## 4 RESPONSIBILITIES

- 4.1 Education Agents are responsible to:
- 4.1.1 declare in writing, and take reasonable steps to avoid, conflicts of interests with its duties as an Education Agent of PIA;
  - 4.1.2 observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students;
  - 4.1.3 act honestly and in good faith, and in the best interests of the student; and
  - 4.1.4 have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.



4.2 PIA is responsible to:

- 4.2.1 take immediate corrective action where PIA becomes aware, or has reason to believe, that the Education Agent or an employee or subcontractor of that Education Agent has not complied with the Education Agent's responsibilities under Standards 4.2 or 4.3
- 4.2.2 immediately terminate its relationship with the Education Agent, or require the Education Agent to terminate its relationship with the employee or subcontractor where PIA becomes aware of, or has reason to believe, that the Education Agent or an employee or subcontractor of the Education Agent engaged in false or misleading recruitment practices.

## 5 PROCEDURES

### Appointment

- 5.1 PIA is committed to appointing a number of professional education agents to represent its interests in defined areas and, to this end, may approach prospective agents and will be open to receiving expressions of interest from Education Agents seeking appointment, by signed agreement, as one of its Authorised Education Agents.
- 5.2 All agents interested in gaining an appointment must comply with the following procedures:
  - 5.2.1 Contact PIA and submit a completed *Education Agent Application Form*. The form must have all questions honestly answered, provide the contact details of at least two (2) referees (preferably other Australian international education providers) and all requested associated documentation.
  - 5.2.2 PIA's Chief Executive Officer (CEO) or their delegate will record and evaluate the provided information and performance, and complete the *In-File Education Agent Checklist*, making a provisional assessment of the applicant's suitability for appointment.
  - 5.2.3 The first two nominated referees of those provisionally assessed as suitable will be sent PIA's *Education Agent Reference Check Form*, and the completed responses will be assessed. If the referee responses are inconsistent and/or not definitive, a third referee will be contacted and asked to complete an *Education Agent Reference Check Form*.
  - 5.2.4 PIA's CEO or their delegate will complete the *In-File Education Agent Checklist* and make a final assessment as to the applicant's suitability for appointment as an Authorised Education Agent, including a supporting statement documenting reasons for the recommended appointment (or non-appointment) as an Education Agent of PIA.
  - 5.2.5 PIA's CEO or their delegate will complete the *Education Agent Agreement*, including the Schedule, and send two (2) copies to the Education Agent's head office under an *Authorised Education Agent Appointment Letter*.
  - 5.2.6 The terms and conditions of the Agreement include the agent accepting responsibility and liability for the actions of its own agents acting in the capacity of sub-agents for PIA.
  - 5.2.7 If the agent accepts the terms of the Agreement s/he will sign both copies and return them to the CEO or his/her delegate.
  - 5.2.8 The CEO or his/her delegate will sign the two original agent-signed copies of the Agreement, retain one of the two countersigned copies, and return the second to the Education Agent, along with an *Authorised Education Agent Certificate*.



5.2.9 The Education Agent's details, and details of the Agreement, will be entered on PIA's Education Agent Database, and the Education Agent's names and relevant details will be published on the PIA website.

5.2.10 The *In-file Education Agent File Checklist* will be completed and signed.

5.2.11 The Education Agent will be sent copies of all PIA related course information, marketing materials, and relevant policies and procedures.

## Written Agreement

5.3 PIA enters into a written agreement with each Education Agent it engages to formally represent it and enters and maintains the Education Agent's details in PRISMS.

5.4 All Education Agent Agreements will be made on a renewable annual basis.

5.5 Agreements may be signed by the CEO or his/her delegate, or by the Marketing Manager.

5.6 The written agreement outlines:

5.6.1 the responsibilities of PIA, including its responsibility at all times for compliance with the ESOS Act and National Code 2018;

5.6.2 PIA's requirements of the agent in representing the registered provider as outlined in Standard 4.3 of the National Code;

5.6.3 PIA's processes for monitoring the activities of the Education Agent in representing the provider, and ensuring the Education Agent is giving students accurate and up-to-date information on the registered provider's services;

5.6.4 PIA's corrective action that may be taken if the Education Agent does not comply with the obligations under the written agreement, including providing for corrective action outlined in Standard 4.4 of the National Code;

5.6.5 grounds for termination of the written Agreement with the Education Agent, including providing for termination in the circumstances outlined in Standard 4.5 of the National Code; and

5.6.6 the circumstances under which information about the Education Agent may be disclosed by PIA and Commonwealth or state or territory agencies.

## Training of Authorised Education Agents

5.7 Authorised Education Agents will receive comprehensive training from PIA's Marketing Manager in the legislative and regulatory requirements relating to international education in Australia; Australian requirements for, and conditions of, student visas; PIA's programs, courses, and administrative procedures and forms.

5.8 After such training the Marketing Manager will prepare a short *Post-Training Report* identifying any possible areas for further Education Agent training and development, as well as identifying any particular strengths of the Agent. The Report will be filed in the Education Agent's file, and a copy will be sent to the Agent.



- 5.9 In the event of an Education Agent making a formal visit to the PIA premises, the CEO or Marketing Manager will ensure that the opportunity is taken to:
- refresh the Education Agent's knowledge and understanding of the legislative and regulatory requirements relating to international education in Australia, and Australian requirements for and conditions of student visas;
  - review the Education Agent's performance against the established performance criteria;
  - identify areas for refresher training;
  - refresh the Education Agent's knowledge and understanding to the range of education and training programs; and
  - refresh the Education Agent's supply of PIA information packs and promotional materials.
- 5.10 After an Education Agent's visit, the Marketing Manager will prepare a short *Post-Visit Report* identifying any possible areas for further Education Agent training and development, as well as identifying any particular strengths of the Education Agent. The Report will be filed in the Agent's file, and a copy will be sent to the Agent.
- 5.11 The Marketing Manager will work with the Education Agent to address any shortcomings or inefficiencies identified during the visit, with details being placed in the Education Agent's file.
- 5.12 In planning for an overseas trip, the CEO and/or Marketing Manager will identify the Education Agents to be visited, reviewing their performance against the established performance criteria and identifying areas for refresher training. When making the visit to the Education Agent the CEO and/or Marketing Manager will:
- refresh the Education Agent's knowledge and understanding of the legislative and regulatory requirements relating to international education in Australia and Australian requirements for, and conditions of, student visas;
  - refresh the Education Agent's knowledge and understanding of the range of PIA related education and training programs; and
  - refresh the Education Agent's supply of PIA information packs and promotional materials.
- 5.13 On returning from such an overseas trip the Marketing Manager will prepare a short *Post-Visit Report* for each Agent visited, identifying any possible areas for further Education Agent training and development, as well as identifying any particular strengths of the Education Agent. The Report will be filed in the Education Agent's file, and a copy will be sent to the Education Agent.
- 5.14 The Marketing Manager will work with the Education Agent to address any shortcomings or inefficiencies identified during the visit, with details being placed in the Education Agent's file.
- 5.15 All PIA Education Agents will be provided with, and required to participate in, at least one information and training session per year. In addition, when there are legislative, regulatory and/or administrative changes in policies and procedures pertaining to international students, PIA will provide the information and training necessary to ensure that its Education Agents remain fully compliant and professional.





## Monitoring Authorised Education Agents

5.16 PIA conducts ongoing monitoring of its Education Agents. Such monitoring includes:

5.16.1 regular Admissions Review Meetings, held by the CEO or his/her delegate with the Agent, to analyse:

- the number of student applications;
- application quality and completeness;
- conversion rate of student applications to CoEs;
- the incidence of visa rejection; and
- the conversion rate of CoEs to actual enrolments.

Performance against these indicators will be reviewed to identify additional training needs, including areas requiring further policy and/or procedural training.

5.16.2 *Student Post-Arrival Appraisal of Agent Questionnaires* form part of the Orientation program. Completed Questionnaires will be analysed by Student Services staff, and any unusual, critical and/or negative responses or comments will be referred to the Marketing Manager, who will decide on subsequent action, which may include:

- recording the information in the Education Agent Database;
- undertaking further investigation of the Education Agent's conduct; and/or
- reporting the matter to the CEO for further action.

5.16.3 Minimum weekly contact will be made with each Education Agent to discuss any emerging issues.

## Performance Review

5.17 The overall performance of each Education Agent will be audited annually, approximately one (1) month before the expiry/renewal date of the Education Agent Agreement. Audit dates and outcomes will be entered on the *In-File Education Agent Checklist*.

5.18 The Marketing Manager will evaluate the performance of the Education Agent against the agreed performance criteria, as defined in PIA's *Education Agent Audit Form*, including:

- the Agent's compliance with the Authorised Education Agent Agreement;
- the number of students the Education Agent has recruited and the conversion rate of student applications to CoEs, the visa rejection rate, and the conversion rate of CoEs to actual enrolments;
- the reasons, where relevant, for applications from potential students not proceeding to final enrolments;
- information from students or third parties regarding the Agent;



- the quality, accuracy and currency of information and advice provided by the Education Agent to students; and
- the overall quality and value of the appointment to PIA.

5.19 The Marketing Manager will make a recommendation relating to the renewal of the Education Agent Agreement, and the CEO will decide whether to:

- renew the Education Agent's appointment for the normal duration;
- renew the Education Agent's appointment for a further period subject to certain conditions; or
- terminate the Education Agent's appointment in accordance with procedures for terminating an Agent Agreement.

## Complaints and Investigation

5.20 PIA is committed to formally investigating any formal complaint received about the performance of an Agent, and to implementing an ethical and professional response to any complaint.

5.21 PIA has a policy of ensuring that its students have every opportunity for effective, ethical and professional representation by approved agents. An integral part of PIA's Student Grievance Handling Policy and Procedure is that complaints made by students (on the Grievance Form), and/or other parties, about the behaviour and practices of any of PIA's Authorised Education Agents will be formally investigated and acted upon as follows:

5.21.1 Where there appear to be grounds for concern, the CEO will send an *Authorised Education Agent Warning Letter* to the Agent, specifying the nature of and grounds for the concern, indicating the consequences of failing to satisfy PIA that there had been no examples of unprofessional conduct, and requesting a response within ten (10) business days of receipt of the letter. An extension to the time limit may be granted on application.

5.21.2 If the Education Agent responds to an *Authorised Education Agent Warning Letter* within the set time frame, the CEO will evaluate the responses to the substance of the complaint, taking into account:

- the Education Agent's actual responses;
- the known performance history of the Education Agent; and
- other relevant information.

5.21.3 Depending on the conclusions drawn from the investigation, the CEO may:

- maintain the Education Agent Agreement appointment without conditions;
- maintain the Education Agent appointment subject to certain conditions;
- suspend the Education Agent appointment, making re-appointment subject to training and agreement to comply with certain defined conditions; or
- terminate the Agent's appointment immediately.





- 5.21.4 The outcome of the formal investigation will be recorded in PIA's Complaints and Appeals register, in the Education Agent File and in PIA's Education Agent Database.
- 5.21.5 If the CEO should find that a complaint made about an Education Agent's behaviour was vexatious, and if the complainant is a current student of PIA, the CEO will refer the issue to the Registrar for formal investigation and, depending on the outcome of the investigation:
- i. the student may be placed on probation;
  - ii. the student's enrolment may be suspended for a set duration; or
  - iii. the student's CoE may be cancelled and the student reported to the Department of Education and Training (DET) and the Department of Home Affairs via PRISMS.
- 5.21.6 The outcome of the formal investigation will be recorded in PIA's Complaints and Appeals register, and on the student's file.

## Renewal of Authorised Education Agent Agreements

- 5.22 If, following completion of the annual Education Agent Audit, the CEO is satisfied that the Education Agent has operated professionally and ethically, has effectively represented PIA's interests, and has referred significant numbers of prospective students to PIA programs and courses, with a high conversion ratio, a renewal of the Authorised Education Agent Agreement may be offered to the Agent. Procedures for renewal of Agreement are as follows:
- 5.22.1 The CEO or his/her delegate will complete a new PIA Education Agent Agreement, updated to include any new legislative and regulatory requirements, and send two (2) copies to the Education Agent's head office under an *Authorised Education Agent Reappointment Letter*.
- 5.22.2 If the Education Agent accepts the terms of the *Authorised Education Agent Agreement*, they will sign both copies and return them to the CEO.
- 5.22.3 The CEO or delegate will countersign the two original Education Agent signed copies of the Agreement, retain one of the two and return the second to the Education Agent, along with a new *Authorised Education Agent Certificate*.
- 5.22.4 The new *Authorised Education Agent Agreement* will be filed on the Education Agent's file, and any necessary changes made to PIA's Education Agent Database and website.

## Termination and Non-Renewal of Authorised Education Agent Agreements

- 5.23 Should PIA at any time become aware of an Education Agent being negligent, careless or incompetent, or of having engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the reputation of PIA and/or the integrity of the Australian education and training system, PIA shall take immediate corrective and preventative action.
- 5.24 Preventative action could include training sessions for Education Agents, ensuring they have all the material they need to represent the provider accurately and professionally.



- 5.25 Corrective action may include providing additional information/material or targeted training in, for example, the expectations of the provider; or termination of the agreement with the Education Agent.
- 5.26 If, following completion of the final Audit of an existing *Authorised Education Agent Agreement*, the CEO has reasonable grounds for believing or suspecting that an Education Agent has engaged in unethical, unprofessional and/or criminal conduct, and/or the Education Agent's student referral and conversion rates are too low to warrant their retention as an Education Agent, the CEO may send an *Authorised Education Agent Warning Letter* which:
- i. specifies the grounds for concern;
  - ii. indicates the consequences of failing to satisfy PIA that there had been no examples of unprofessional conduct, and/or indicates PIA's concerns about the Agent referral and conversion rates; and
  - iii. requests a response within ten (10) business days of receipt of the letter (an extension to the time limit may be granted on application).
- 5.27 If the Education Agent responds to the *Authorised Education Agent Warning Letter* within the set time frame, the CEO will evaluate the performance of the agent, taking into account:
- the Education Agent's response to the Warning Letter;
  - whether the Education Agent engaged in unprofessional conduct;
  - the Education Agent referral and conversion rates; and
  - other relevant considerations.
- 5.28 Depending on the conclusions drawn from the performance evaluation outlined above, the CEO may either renew the Education Agent appointment, or renew the Education Agent appointment subject to certain conditions, such as:
- requiring the Education Agent to undertake further training;
  - requiring the Education Agent to improve their referral and conversion rates;
  - suspending the Agent's appointment and making re-appointment subject to agreement to comply with certain defined conditions; or
  - terminating the Education Agent appointment immediately.
- 5.29 Termination of an *Authorised Education Agent Agreement* will be automatic if the CEO knows, or, based on reasonable grounds, concludes that the Education Agent has, or most probably has, engaged in criminal or unprofessional conduct.
- 5.30 If the Education Agent identifies the cause of a recognised breach as being one of that Education Agent's employees or sub-agents, and if the Education Agent provides demonstrable evidence to support this and takes immediate action to dismiss the responsible employee and/or terminate the sub-agent's agreement, the CEO may decide to retain that Agent, but may also require that the agent undertake additional training as specified.
- 5.31 Termination or non-renewal of an *Authorised Education Agent Agreement* will be most probable if:



- the Education Agent's performance, as measured by student referrals and conversion rates, is unacceptably low;
  - the Education Agent has misrepresented Australia's legislative and regulatory requirements relating to international students;
  - the Education Agent has misrepresented PIA and the programs, courses and services offered by its associated and agent providers; or
  - the Education Agent has, in any other manner, been non-compliant with the terms and conditions of their Authorised Education Agent Agreement with PIA.
- 5.32 When the CEO decides to terminate or not renew an Authorised Education Agreement appointment, the following applies:
- 5.32.1 the decision and reasons will be conveyed to the relevant Education Agent, using the *Authorised Education Agent Termination Letter*, and the termination will take place when the Agent is formally served that notice;
  - 5.32.2 the relevant government departments will be notified of the termination, and the grounds for the termination if the termination resulted from suspected unprofessional conduct;
  - 5.32.3 details relating to the audit and decision will be entered on the Education Agent's file;
  - 5.32.4 the Education Agent's name will be removed from the PIA website;
  - 5.32.5 the Education Agent's students will be notified of the termination/non-renewal, and invited to submit a *Change of Agent Request Form*; and
  - 5.32.6 PIA will ensure that no further referrals and applications will be accepted from the terminated Education Agent.
- 5.33 On termination of an *Authorised Education Agent Agreement*, the agent must:
- submit all applications and fees from prospective students received up to the termination date;
  - cease all promotional activity on behalf of PIA, its subsidiary and associated providers;
  - submit no further student applications; and
  - immediately cease using any advertising, promotional or other material supplied by PIA and return all material to the Institute by registered mail or a reputable international courier.
- 5.34 All commission payments owing to an Education Agent whose Education Agreement is terminated or not renewed from fee payments made by their clients prior to the expiry date of their Education Agreement will be honoured.
- 5.35 If an Authorised Education Agent Agreement is terminated on the basis of demonstrated or reasonably suspected unethical, unprofessional and/or criminal behaviour, the CEO will inform the Accounts Department and PIA will immediately cease payment of agent commission fees that would otherwise become payable from the date of termination.



- 5.36 In situations where PIA terminates an *Authorised Education Agent Agreement* for unethical practice, that Education Agent will be paid commission arising from all fee payments made prior to the cessation of the Agreement, and commission will cease to be paid in relation to all subsequent fee payments by the students they represented.
- 5.37 If the *Authorised Education Agent Agreement* is terminated or not renewed on the basis of inadequate referrals, applications and conversions, the CEO will inform the Accounts Department and PIA will immediately cease payment of agent commission fees which would otherwise become payable from the date of termination.
- 5.38 In situations where PIA decides not to renew an Education Agent's Agreement for reasons other than unethical practice, that Education Agent will be paid commission arising from all past and future fee payments made in relation to all courses for which current CoEs have been issued.
- 5.39 The termination of the *Authorised Education Agent Agreement* by either party does not affect any accrued rights or remedies of either party.
- 5.40 Any decision to terminate an Authorised Education Agent Agreement and the reasons for it may be disclosed to other parties, including the Education Agent employer, but in accordance with privacy legislation and regulations.

## Change of Agent/Release Letter

- 5.41 In situations where PIA terminates or chooses not to renew an Authorised Education Agent Agreement, the CEO will ensure that the students represented by that Education Agent are sent a letter informing them of the termination/non-renewal of the *Authorised Education Agent Agreement* and asking them to complete and submit a *Change of Agent Request Form*, identifying a new Agent from the list of Authorised Agents published on the PIA website.
- 5.42 In situations in which a student wants to change their Education Agent for reasons other than the termination of their agent's *Authorised Education Agent Agreement*, the student must complete and submit:
- a *Change of Agent Request Form* identifying their preferred new Agent, with appropriate documentation; and
  - a *Release from Agent Letter* from the student's existing Education Agent; or, where such a letter is not available,
  - a statement identifying how remaining with their existing Agent would not be in their best interests.
- 5.43 On receiving such an application, a check will be undertaken to see if the proposed new agent is one PIA's Authorised Education Agents. If the preferred new agent is not a PIA Authorised Education Agent, the application will be rejected.
- 5.44 If a student provides a *Release from Agent Letter* from their agent and/or demonstrates, to the satisfaction of the Marketing Manager, that their best interests are not served by their remaining with their existing agent, and the proposed new agent is a PIA Authorised Education Agent, the Marketing Manager will approve the change, with the following conditions:
- 5.44.1 If the student has existing CoEs for study with PIA and/or its associated providers, the change of Education Agent will not take effect until:



a) the student has paid all fees relating to that student's existing CoEs for study with PIA and its associated providers, including CoEs for extended course packages, and the payment of the Education Agent Fees relating to those CoEs; or

b) the student discontinues their study with PIA and/or its associated providers and withdraws, with or without a *Release Letter*.

5.45 In situations where the student has no existing CoEs for study with PIA and/or its associated providers, PIA will agree with the requested change, providing it is in no way detrimental to the student's wellbeing.

5.46 Once a change of Agent has been approved and is scheduled to be implemented as specified above, the Marketing Manager will:

- write to the existing Education Agent to inform them of PIA's approval of the student-initiated change of Agent and informing them of their ongoing commission payment entitlements;
- write to the new Education Agent informing them of PIA's approval of the student-initiated change of Agent and informing them of their future commission payment entitlements;
- make the necessary changes to the PIA Agent Database;
- organise (through the Accounts Department) all commission payments due to the student's existing Agent; and
- arrange for commission payments related to subsequently provided CoEs to be made to the student's new agent.

## 6 RELATED LEGISLATION AND DOCUMENTS

### Institute Documents

Authorised Education Agent Agreement

Authorised Education Agent Appointment Letter

Authorised Education Agent Certificate

Authorised Education Agent Reappointment Letter

Authorised Education Agent Termination Letter

Authorised Education Agent Warning Letter

Change of Agent Request Form

Education Agent Application form

Education Agent Audit Form

Education Agent Reference Checks Form

In-File Education Agent Checklist

Monthly Admissions Meeting Agenda template

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Monthly Admissions Meeting Minutes template

Post-Training Report template

Post-Visit Report template

Student Post-Arrival Appraisal of Agent Questionnaires

Student Grievance Handling Policy and Procedure

## Applicable External Standards and Codes

This policy and procedures support compliance with the following

Standards/Code	Standards/Clauses
Higher Education Standards Framework (Threshold Standards) 2021	Standard 7.1
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 4

## 7 FEEDBACK

7.1 PIA staff and students may provide feedback about this document by emailing [policy@pia.edu.au](mailto:policy@pia.edu.au) for such feedback to be incorporated into a future review.

## 8 APPROVAL DETAILS

Approval and Review	Details
Approval Authority	CEO
Administrator	Marketing
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