

## INTERNATIONAL STUDENT EDUCATION AGENT POLICY

### 1. RATIONALE

The *International Student Education Agent Policy* address the rights and responsibilities of both Tintern Grammar (**Tintern**) and Education Agents in relation to Education Agents contracted to represent Tintern.

### 2. POLICY

Tintern will engage Education Agents to represent and assist Tintern with the recruitment of Overseas Students, including those who will require a 500 Visa and those who can study in Australia on another type of temporary visa, as a permanent resident or as a citizen of Australia.

Education Agents:

- 2.1 will generally be based off- shore and located in countries and cities being targeted by Tintern for recruitment of students; or
- 2.2 may be based onshore, and may be engaged for:
  - (a) Overseas Students studying on a Student Visa 500;
  - (b) Overseas Students on another type of temporary visa, as a permanent resident; or
  - (c) Australian citizens.

### 3. DEFINITIONS

Overseas Student means a person (whether within or outside Australia) who holds a student visa as defined by the *Education Services for Overseas Students Act 2000* (Cth) (**ESOS Act**), but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parents or legal guardian.

### 4. THE ROLE OF EDUCATIONAL AGENTS

Education Agents will be engaged to assist Tintern as follows:

- 4.1 promoting Tintern and its Courses to prospective Overseas Students in the countries and regions agreed to by both parties;
- 4.2 recruiting and assisting in the recruitment, application and enrolment process of prospective Overseas Students to study at Tintern, in line with Tintern's policies and CRICOS registered courses;
- 4.3 provide prospective Overseas Students with any relevant and necessary information about Tintern's entry requirements, courses, fees, facilities, pastoral care program, and co-curricular program. This information must be accurate, approved by Tintern and comply with the National Code 2018;
- 4.4 assist the Overseas Students to book an AEAS Test, or arrange any other assessment required by Tintern;

- 4.5 assist the Overseas Students to complete the application form and submit all required and certified documentation;
- 4.6 advise the Overseas Students of their obligation, and that of the Education Agent, to be fully transparent with Tintern about any matters (academic, health and wellbeing, social, emotional and/or physical) which may impact the Overseas Student's learning. This includes any matters which may hinder the Overseas Student's ability to meet satisfactory achievement requirements for their course of study;
- 4.7 assist the Overseas Student to complete all enrolment documents, if offered a place of enrolment;
- 4.8 assist the Overseas Student to complete and lodge Visa application, if required; and
- 4.9 maintain contact with the Overseas Student and their parents over the duration of the Overseas Student's enrolment at Tintern, supporting them as necessary with communications with Tintern about the Overseas Student's progress and wellbeing.

## **5. EDUCATION AGENT APPROVAL PROCESS**

Prior to engaging an Education Agent, Tintern will:

- 5.1 interview the Principal Education Agent, in-country where possible (or via online meeting otherwise) to gain an understanding of the Education Agent's experience in the industry, approach to recruitment, knowledge of international education and the Australian education market, and experience in the Australian school's market; and
- 5.2 assess the Education Agent's online presence.

## **6. EDUCATION AGENT AGREEMENT**

- 6.1 All Education Agents approved to represent Tintern must complete and sign the Tintern Agent Agreement before marketing to or recruiting Overseas Students on behalf of Tintern.
- 6.2 The Agent Agreement will be co-signed by the Director of Admissions and Marketing and both parties will retain copies of Agent Agreement.
- 6.3 The Education Agent cannot assign the Agent Agreement (or part thereof) or subcontract the Agent Agreement responsibilities to any third party without the prior written consent of Tintern.
- 6.4 The Agent Agreement requires Education Agents to comply with this International Student Education Agent Policy.

## **7. PRISMS**

Upon signing the Agent Agreement, Tintern is required to enter and maintain the Education Agent's details in PRISMS.

## **8. PUBLISHING APPROVED EDUCATION AGENTS**

Upon receiving the signed Agent Agreement and adding the Education Agent's details to PRISMS, Tintern will publish the Education Agent's details on Tintern's website.

## 9. AGENT EDUCATION AND TRAINING

- 9.1 Tintern is obliged and committed to providing all Education Agents with training, enabling them to represent Tintern accurately.
- 9.2 Where possible, Tintern will offer this training to the Principal Education Agent and their education consultants at the offices of the Education Agent. Where this is not possible, the training will be conducted via online meeting or online documentation.
- 9.3 Tintern will provide training updates to Education Agents annually.
- 9.4 All Education Agents will be provided with updated marketing material as it is published and an update to Fees on an annual basis.

## 10. EXPECTATIONS AND OBLIGATIONS OF EDUCATION AGENTS

Education Agents must:

- 10.1 comply with the requirements of the ESOS Act 2000 and Australian National Code of Practice 2018 (National Code 2018) and pay particular attention to Part D Standards 1-4;
- 10.2 adhere to the [Australian International Education and Training Agent Code of Ethics](#);
- 10.3 be informed about and comply with all of Tintern Grammar policies which apply to Overseas Students;
- 10.4 maintain confidentiality and transparency in all matters concerning Overseas Students, while acting honestly and in good faith;
- 10.5 act in the best interest of Overseas Students at all times; and
- 10.6 declare any conflicts of interests when representing Overseas Students and Tintern, including but not limited to:
  - (a) charging service fees to both Overseas Students and registered providers for the same service;
  - (b) personal or financial relationships with a prospective Overseas Student and family (this applies to employees of the Education Agent);
  - (c) financial interest in any third-party provider involved in the enrolment of a prospective Overseas Student at Tintern; and
  - (d) any financial, administrative or supervisory role in any testing or assessments required of the Overseas Student.

## 11. MANAGING AND MONITORING EDUCATION AGENTS

Tintern will monitor and review the performance of Education Agents as follows:

- 11.1 update the details of the Education Agent involved in each enrolment via the PRISMS system;
- 11.2 a regular review of the Education Agent's performance, at the discretion of Tintern including a record of inquiries and outcomes; and
- 11.3 checks to be undertaken by representatives from Tintern at the Education Agent's premises and at promotional events. These checks will include the requirement for the Education Agent to be using current promotional material.

### APPROVAL

Policy Approved By: Tintern Grammar Executive

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Owner: Director of Admissions and  
Marketing