



CPC: 00463B

## **Independent Public School**

### **Code of Conduct Agents Representing Canning College**

Premise:

Canning College, as part of the Department of Education, is a leading provider in the international education sector.

Canning College will develop a network of representatives which ethically promote the interests of Canning College and recruit students accordingly.

#### 1.0 Conduct

Authorised representatives (formal agents) and associates will act in accordance with the spirit and word of the National Code (01 July 2007).

Authorised representatives will maintain the utmost standards of ethical practice – discounting and such practices will not be undertaken.

All authorised representatives will maintain the highest standards in recruitment practices which promote the educational and welfare interests of students recruited for the College.

Representatives will refer students to appropriate courses, which fulfill the student's English language and academic program requirements.

Representatives will ensure they provide clients/students with current information regarding Canning College, its courses, services and Immigration procedures.

Canning staff will act to ensure that all authorised representatives will be provided with information and training so that they can properly undertake the recruitment of students.

Canning and authorised representatives will ensure that staff receive relevant training.

Canning staff and authorised representatives must promote education programs and associated services with accuracy and integrity. Negative marketing of other providers will not be undertaken.

Canning staff and authorised representatives act within the educational, cultural and legal framework of the countries in which they operate, and in accordance with Australian anti-discrimination regulations pertaining to gender, race, religion and/or disability.

Authorised representatives will ensure that students' fees are protected from the point of collection to the completion of transfer to the College.

Authorised representatives will maintain accurate records of students and provide complete documentation to the College.

Authorised representatives provide students with information as required by the National Code (eg Refund Policy, Conditions of Application / Enrolment, Grievance Policy).

Authorised representatives will ensure accurate and responsive communications between Canning and students/parents/carers/guardians.

Authorised representatives will assist in ensuring that special care arrangements are properly implemented for students under 18 years of age in accordance with Australian government, in particular Department of Education, Employment and Workplace Relations (DEEWR) and Department of Immigration and Citizenship (DIAC) regulations.

Authorised representatives will provide accurate details of student arrivals so that appropriate arrangements can be made for airport reception, transfers and accommodation on arrival.

When claiming commissions, authorised agents will submit an invoice including an invoice number, the student's details, fees paid, course of enrolment, commission claimed and details for payment by the College.

## 2.0 Expectations of Canning College and authorised agents

### Canning College Will:

1. Inform representatives of relevant statutory requirements.
2. Ensure representatives are informed of the requirement of the National Code (DEST 2007)
3. Adopt policies and practices which maximize the standards of educational programs and the welfare of students.
4. Ensure that College staff dealing with international students are provided with appropriate training and support resources.
5. Provide accurate high quality and comprehensive marketing materials.
6. Provide representatives with relevant rules, policies and processes.
7. Ensure that representatives are informed about the status of students placed in the College.

### Authorised Representatives Will:

1. Act within the regulatory framework established through ESPRA and ESOS as well as the National Code.
2. Not use negative marketing strategies against other education providers.
3. Ensure that students' educational interests are the primary concern when advising.
4. Utilise the College's most current marketing materials.
5. Adhere to and maintain any conditions as outlined in the ETI appointment document.
6. Ensure that students recruited fully understand the College's conditions of enrolment as well as the conditions of the visa.
7. Provide students with post-enrolment services.
8. Seek approval from the College for the use of logos,

names and marketing materials.

9. Dispose of any outdated marketing materials.

### 3.0 Monitoring Performance

An annual review of all authorised representatives.

**3.1** Performance may be evaluated through

- \* Numbers recruited.
- \* Satisfaction as measured in a regular survey of students recruited.
- \* Inspections by College staff when making marketing visits.
- \* Information provided by College staff working directly with agents.

### 4.0 Termination of Agreement

**4.1** Standard termination may be commenced at any time by either party. The agreement can cease when all outstanding student applications or payments owed by either party are settled. Notice of termination will normally be one month.

**4.2** Extraordinary termination may be initiated by either party if the other party is found to have breached the conditions of the agreement. In such case, termination can occur with immediate effect.

**4.3** The decision to terminate an agent's authorisation may result from failure to comply with the National Code, this Code of Practice and/or performance measures (eg no students recruited for 2 years)

Intention to terminate the agreement must be submitted in writing to the other party.