



# Education Agent Code of Conduct

This Code sets out minimum standards of conduct for agents of Inter-Continental Pty Ltd ('College').

The standards have been developed to ensure that the highest professional standards are maintained in relation to the recruitment of student and that students' interests are protected.

A reference to Agent in this document includes a reference to any of their employees, contractors or agents.

## 1. Knowledge of legislative requirements

- a. Agents are aware of the requirements imposed by the ESOS Framework, including the ESOS Act, National Code of Practice and the Standards for Registered Training Organisations 2015.
- b. Agents must take steps to ensure that they and any of their staff are fully informed of any changes to the National Code of Practice as they may occur from time to time. e.g. ISANA Online Tutorial and/or PIER Education Agent Training Course.
- c. In addition, the Agent must abide by all relevant Australian State and Federal legislation when representing the College, including the *Trade Practices Act 1974* (CTH).

## 2. Ethical student recruitment

- a. Agents adhere to the terms and conditions of the Agency Agreement entered into with Inter-Continental Colleges Pty Ltd at all times.
- b. Agents ensure that the recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as detailed in College materials.
- c. All marketing undertaken by the Agent maintains the integrity and reputation of the industry, the College and registered providers generally.
- d. Agents do not knowingly recruit or attempt to recruit students where this conflicts with National Code Standard 7.

## 3. No false or misleading statements

- a. Agents do not make any false or misleading statements about College courses and services to the public.
- b. In particular, Agents do not give false or misleading information or advice in relation to:
  - Claims of association between providers;
  - The employment outcomes associated with a course;
  - Automatic acceptance into another course;
  - Migration advice – unless the agent is an authorised MARA agent
  - Possible migration outcomes; or
  - Any other claims relating to the College, its course or outcomes associated with the course.

#### **4. Up to date information**

Agents regularly review all information and materials provided to the Agent by the College and ensure that all information and materials submitted to actual or prospective students is accurate and up to date.

#### **5. Fair and equitable student selection**

Agents ensure that equal opportunity principles will be applied to student selection decisions and that all student selections are conducted in accordance with College policy.

#### **6. Qualified staff**

Agents employ appropriately qualified staff, and train all staff who are involved in student recruitment, enrolment and selection processes to ensure that students are appropriately selected in accordance with College policy.

The Agent ensures that all of their staff abide by this Code of Conduct in their dealings with actual or prospective students of the College.

#### **7. Adhering to College procedures**

Agents adhere to College enrolment and other relevant procedures and promptly make available all original applicant documentation to the College upon request.

#### **8. Maintenance of student privacy**

Agents keep all applicant information collected as part of the application and enrolment process secure. Agents take all necessary steps to ensure that the handling and disclosure of all personal information complies with the College's privacy policy and the relevant Australian state and federal privacy legislation.

#### **9. Fees**

Agents handle all course moneys with care and in accordance with their fiduciary obligations. All such moneys received must be passed on immediately to the College without set off or deduction unless specifically authorised in writing in the Agency Agreement to do so. Any such deduction must be shown on an invoice issued to the College immediately.