

# Education Agent Handbook

RTO 22302 | CRICOS 03217C

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# About Education Agent Handbook

Welcome to Central Australian College (CAC), a registered training organization (RTO) currently delivering vocational education and training courses across Victoria and Tasmania. CAC is an innovative, forward thinking, flexible institution with opportunities for our students to excel in their field of study.

We believe in quality training, flexible learning resources and skills-based assessment that allows us to enable our students to reach their full potential.

The information in this Education Agent handbook has been developed to assist you in understanding the expectation of the Central Australian College from its education partners referred to as 'Education Agent' in this handbook.

Both the onshore and offshore students obtain the assistance of an education agent for research, enrolling and applying for visa in Australia. Central Australian College is accountable for supervision of its education agent to uphold the integrity of the Vocation Education Sector and the Australian Qualification Framework.

The purpose of this Education Agent Handbook is to make you aware about your obligations as the Education Agent at Central Australian College and expectations from the VET regulator.



# CAC Campus Locations

Central Australian Institute of Technology Pty Ltd trading as  
Central Australian College

RTOID 22302  
CRICOS Number 03217C  
ABN 27130385581  
Website: [www.cac.edu.au](http://www.cac.edu.au)



## WEST FOOTSCRAY CAMPUS (Main Campus)

Address : 8 Cross Street, Footscray West, VIC 3012  
Phone : 1300 258 369  
Email : [admin@cac.edu.au](mailto:admin@cac.edu.au)  
Business hours : Monday to Saturday (9:00am - 5:00pm)



## MELBOURNE CBD CAMPUS

Address : Level 1, 276 Flinders Street, Melbourne 3000  
Phone : 1300 258 369  
Email : [admin@cac.edu.au](mailto:admin@cac.edu.au)  
Business hours : Monday to Friday (9:00am - 5:00pm)



## TASMANIA HOBART CBD CAMPUS

Address : Level 3&4, 45 Murray Street, Hobart, TAS 7000  
Phone : (+61) 03 9448 7007  
Email : [admin@cac.edu.au](mailto:admin@cac.edu.au)  
Business hours : Monday to Friday (9:00am - 5:00pm)



## BRISBANE CBD CAMPUS

Level 1, 345 Ann Street, Brisbane, QLD 4000  
Phone : (+61) 03 9448 7007  
Email : [admin@cac.edu.au](mailto:admin@cac.edu.au)  
Business hours : Monday to Friday (9:00am - 5:00pm)



# Legislations Governing Education Agents

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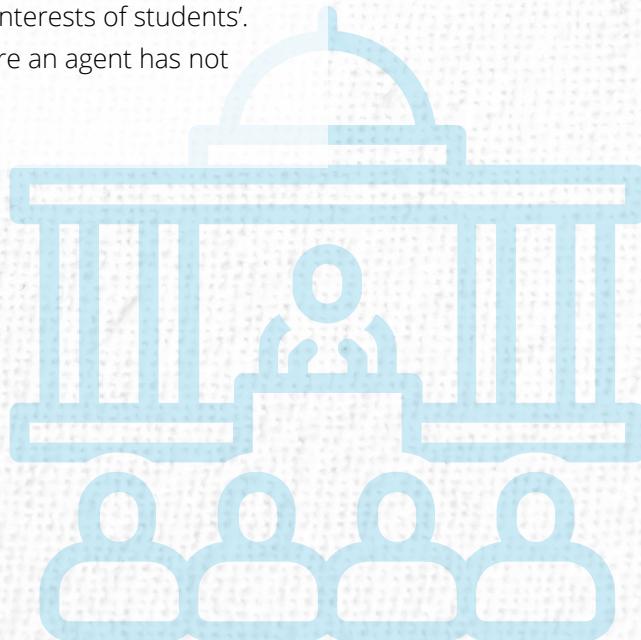
Australian Skills and Qualifications Authority (ASQA) is the VET regulator. As an institution that provides courses for overseas students (CRICOS) we are governed by the following legislations:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018)

CAC is required by ASQA to monitor the affiliated education agent's activities under:

- Standard 4 of the National Code 2018

Standard 4 requires registered providers to ensure their education agents' act 'ethically, honestly, and in the best interests of students'. Providers are also required to take action where an agent has not complied with their responsibilities.



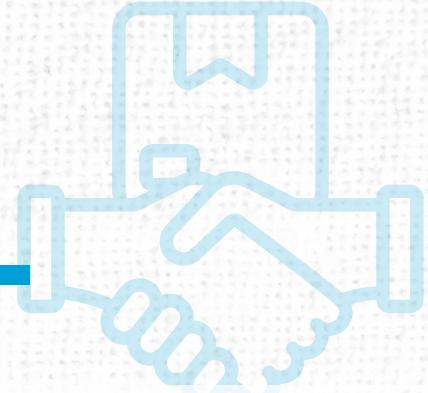
# Becoming an Education Agent with CAC

## CAC Agent Appointment Process



STEPS	WHO IS RESPONSIBLE?	COMMENTS
1 Education Agent makes enquiry about becoming approved CAC agent by: <ul style="list-style-type: none"><li>• Contacting CAC directly via phone, email or mail</li><li>• Visiting CAC location</li><li>• CAC representative visits the agent, either domestically or internationally (if possible)</li></ul>	Marketing Manager/ Marketing Officer	
2 Agent Application Form and Agent Information documents sent to prospective Agent.	Marketing Manager/ Marketing Officer	
3 Completed forms with documentation required attached returned to CAC	Prospective Agent	Business Profile etc to be attached.
4 If determined to be suitable to appoint, Complete Agent Reference Check.	Marketing Manager/ Marketing Officer	In cases where referees refuse to complete the Agent Reference Check in writing then there are two options: <ul style="list-style-type: none"><li>• Marketing Manager to telephone referee and complete the form on their behalf with verification signature from Compliance Officer</li><li>• Provide supporting statement documenting reasons why the agent was appointed (i.e. office visit or recommendation from somebody)</li></ul>
5 Complete Agent Agreement.	Marketing Manager/ Marketing Officer	Ensure correct details are inserted i.e., title of Agent, company registration number (if any); country of representation, address is listed in agreement.
7 Agent agreement approved.	CEO	
8 Agent Agreement drafted and sent signed by Marketing officer	Marketing Manager/ Marketing Officer	
9 Agent returns signed copies of agreement.	Agent	
10 Signed by CEO on Agents Certificate	CEO	
10 Countersigned copy retained in CEO's Office in agent's file and Copy maintained by HR Team	CEO and HR Manager	
10 Details of Agent updated in PRISMS	Administration Manager	Within 30 days of entering into written agreement
10 Details of Agent updated in CAC Website	Digital Marketing Manager	

# Written Agreement



An education agent must enter into a written agreement with CAC to formally represent it. The details of the agent will be entered and maintained in Provider Registration and International Student Management System (PRISMS) as per the requirements of the ESOS Act 2000.

- All persons approved as an Education Agent shall be required to sign an 'Education Agent Agreement' prior to undertaking any promoting activities on behalf of CAC.
- CAC will not enter into an agreement with any Education Agent or potential Education Agent if it knows or reasonably suspects the Education Agent to be:
  1. Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers
  2. Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
  3. Providing immigration advice where not authorised under the Migration Act 1958 to do so.
- All agents who are approved by CAC and have a signed agreement as an Education Agent shall be paid an agents fee as outlined in their specific agreement.
- The agreement, conditions, and authorisation to promote CAC relates to the Education Agent named in the agreement and, any sub-contractors or employees of the Education Agent must be authorised by CAC
- The original signed agent agreement shall be kept in the Education Agents file and the Education Agent shall also receive a copy.

## **Education Agents Register**

- CAC must maintain an 'Education Agents Register' that lists all education agents with current agreements with Central Australian College.
- This register must contain the following details:
  1. Education Agents Business Name
  2. Contact Person
  3. Address
  4. Contact Details
  5. Area the Education Agent is operating.
  6. Dates of engagement
- CAC will publish a list of all its active education agents on the website and ensure that they are kept up date.



# **CAC Education Agent Information update procedure**

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Marketing Manager and their delegates will ensure that all agents are updated with current version of information regarding the courses offered, promotional prices, new procedures and enquiry/enrolment information by sending them the updated information along with recommended implementation suggestions. New course documents and detailed information will be provided, whenever such documents are amended.

Upon updated document circulation, the agents must confirm that all old promotional material with older version are destroyed by the agents

Agents are required to notify CAC if any details related to the agent or its operations are altered.

# CAC Education Agent Monitoring Process

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To ensure that CAC is using reputable agents, it will initiate a monitoring procedure with all active agents. This monitoring process is outlined as follows:

- All Education Agents must submit a report of their activities once a year. This report is to outline the promotional activities that have been undertaken on behalf of CAC and include any students that have been contacted or recruited to enroll with CAC. (E-mail will suffice)
- All Education Agents will be required to undertake an annual review. Where practical a face-to-face meeting will be organised to review the agent's activities but will normally only occur with onshore agents based in Melbourne. Where a face to face meeting is not appropriate CAC will conduct an internal review of the Education Agent's activities. The reviews will include:
  - Overview of current practices and relationship with CAC
  - Ensuring current marketing materials are being used
  - Ensuring representation of CAC is appropriate
  - Discussion of any issues or concerns with the Education Agent or appropriate staff

The review will be undertaken by the CEO or Marketing Manager. Minutes of any meetings or notes of internal reviews will be taken and kept on the Education Agents file.

Further monitoring of Education Agents activities and conduct with prospective students will be gained through feedback collected from students upon enrolment. Through the course orientation students will be asked to complete a survey in relation to their dealings with Education Agents that represent CAC.

This process ensures that any issues relating to Education Agents providing misleading or dishonest information to prospective students is identified and can be addressed.

Any issues that are identified will be discussed in the Senior Management Meetings (identified through the Quality Assurance Policy and Procedure), and if required, discussed with the Education Agent. This meeting / discussion are to be documented and kept on the Education Agents file.



# Education Agent Best Practices

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## **1. Marketing information and Practices:**

Education must ensure that the marketing and promotion of its courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent is not false or misleading, and is consistent with Australian Consumer Law. This can be done by providing prospective students with true and correct information about the courses example:

- Course entry requirements including English Language proficiency or any course pre-requisites such as work experience and our credit transfer if applicable
- Course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- Course duration and holiday breaks
- Class room hours and training and assessment strategies
- The course qualification, award or other outcomes
- Campus locations and facilities, equipment and learning resources available to students
- The details of any arrangements with another provider, person or business who will provide the course or part of the course
- Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the CAC's course cancellation, Fees and refund policies
- The grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- The ESOS framework, including official Australian Government material or links to this material online
- Accommodation options and indicative costs of living in Australia.

## **2. Formalization of Enrolment**

Student enrolment will be accepted in the Central Australian college upon meeting all the entry requirements. Student will be provided with the Letter of Offer and Student Agreement.

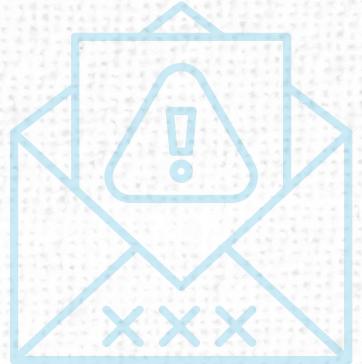
- The written agreement must be signed by the student concurrently with or prior to accepting payment of tuition or non-tuition fees.
- The education agent must inform the students about the refunds of tuitions and non-tuition fees in case of student default and provider default, it will be clearly mentioned in the Student Agreement.
- The education agent must advise the overseas students or intending students to notify CAC if their contact details changes. Including current residential address, mobile number and email address, emergency contact details. Any changes to these details must be informed within 7 days.

## **3. Education Agents**

Education Agent who has entered into agreement with CAC must ensure to:

- To take reasonable steps to avoid conflicts of interests with its duties as an education agent of CAC
- Observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
- Act honestly and in good faith, and in the best interests of the student
- Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics (See Appendix I).

# CAC Course Progress Monitoring Procedure



CAC has course progress monitoring procedure based on ESOS ACT 2000. CAC is responsible for closely monitoring student's academic progress and would update agent with student's progress time to time. Any emails send to student in regards to academic progress would be forwarded to Agents as well.

A student who does not achieve this 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- **Notification letter** - Notified when close to falling below the required academic performance for each study period
- **Warning Letter** - 1st Warning when falling below the required academic performance for study period
- **Breach or Intention to Report Letter** - 2nd and final Warning when close to not achieving the required academic performance for a consecutive study period

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to Department of Home Affairs (DHA).

For ELICOS, students attendance is monitored. For more information on Course Progress requirements. Please refer to Monitoring course progress policy and procedures.



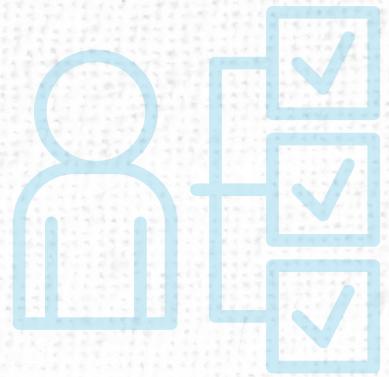
# CAC Agent Duties and Responsibilities



## Agent Duties

In performing the services, the Agent must:

- Promote the programs with integrity and accuracy and recruit prospective students in an honest, ethical and responsible manner;
- Inform prospective students accurately about the requirements of programs using marketing materials provided by CAC;
- Agree to only advertise the provision of courses with the written permission from CAC and its CRICOS Provider Numbers must appear in all written and electronic material
- All advertising and use of CAC logo must be approved by CAC prior to publication
- Only undertake promotional and marketing activities involving CAC that have been approved by CAC
- Assist to uphold the high reputation of CAC and of Australian international education sector;
- Take reasonable steps in confirming the accuracy of the information provided by prospective students in the application forms;
- Ensure that only signed and completed applications are submitted to CAC;
- Ensure that relevant fees and charges and supporting documentation accompany each application and acceptance of offer documents;
- Ensure not to vary CAC's course fees (and associated fees) and durations without prior knowledge and consent of CAC
- Provide any offer documents received from CAC to the prospective student within 24 hours of receiving the offer document;
- Provide CAC with market intelligence about the recruitment of prospective students in the Territory; and
- Act in accordance with CAC policies and procedures and directions given by CAC.



## Education Agent obligations

In performing the services, the Agent must not:

- Engage in any dishonest practices, including suggesting to prospective students that they may come to Australia on a student visa with a primary purpose other than full time study;
- Facilitate applications for prospective students who do not comply with visa requirements;
- Provide prospective students with 'immigration advice' as defined in the Migration Act 1958 unless the Agent is separately registered under that Act;
- Give prospective student inaccurate information about:
  1. The program fee payable to CAC
  2. His or her acceptance into a program
- Receive or bank the program fee payable to CAC by a prospective student or deduct any amount from the program Fee payable by the prospective student;
- Make any representations or offer any guarantees to prospective students about the likelihood of obtaining a student visa;
- Engage in false or misleading advertising or recruitment practices;
- Make any false or misleading comparisons with any other education provider or their programs or make any accurate claims regarding any association between CAC and other education providers;
- Undertake any advertising or promotional material given to them by CAC once CAC has updated their promotional material and must not distribute it to any other students
- Actively recruit, or attempt to recruit, prospective Students that the Representative knows to have engaged the services of another official representative of CAC or
- Sign or encourage or allow others to sign official documents such as the application form, on behalf of a prospective student or students. The student's signature that appears on all official documents must be the same signature as that which the Prospective Student when signing the CAC application form.

The '**Agent Agreement**' provided more detail explanation of the Agents Duties and Responsibilities for CAC.

# CAC's Marketing Standards

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CAC is responsible for the accuracy of information provided about the institution and its programs.

CAC is responsible for all actions undertaken by a person or organization representing the College. CAC has standard policy and procedure aligned to ESOS ACT 2000.

As an agent of CAC your specific obligations with regards to marketing and recruitment are clearly outlined in the agent agreement.

## **Use of CAC's Logo**

Only CAC's registered Agents can use CAC's Logo. All advertising and use of CAC logo must be approved by CAC prior to publication.

## **Order of CAC's Marketing Collaterals**

If you wish to order current Brochures or other marketing materials, please contact the Main Campus. Please call CAC and place your order with 10 days minimum notice.

*Please note: it is a condition of your agreement with CAC that once you receive our updated promotional material you must destroy all outdated promotional material and not distribute this information to students.*

# Education Agent Commission



## **Commission Payment Procedure:**

The payment procedure for the agent commission is on the basis of the student's payment plan. If Students pay the entire amount of fees at once; Agent will still get the commission as per payment plan.. Students if chooses for monthly payment plan, Agents will be paid accordingly on monthly percentage cut from the students pay. Agent has to invoice every month to receive their monthly commission, until student pays the complete fees.

## **Commission Invoicing:**

CAC will send an updated list of student's total payment every month via email so that an agent can invoice us accordingly. Once we receive the invoice from the agent and verified, CAC will remit the payable amount in the nominated bank of agent. If any adjustments are needed in the invoice signed by the agent, it will be fixed by the communicating via email/phone between the concerned departments.

## **Commission Applicable:**

Commission is payable only on the tuition fee, not on any other fees collected from the students such as enrolment fee, material fee and any other services fees. The commission is not liable to pay in credit transfer or any other scholarship provided to the students from CAC.

## **Payment Follow Up:**

CAC will communicate and seek assistance with the agent if any payment is delayed or students are not in contact for a long period.

## **Agent Termination**

- Where any practices of the Education Agent are identified as being negligent, careless, or incompetent or been engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, CAC shall take immediate action.
- Where the above practice(s) by an Education Agent is identified, the CEO is responsible for ensuring there is a change of the practices causing concern through counseling the agent or for terminating the agreement. Any counseling or termination of agreements shall be documented within the Education Agent's file.

# Appendix I: AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING



## Agent Code of Ethics

### Introduction

Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The Agent Code of Ethics (ACE) is a critical component of this framework and provides a guide to the expected professional behavior of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. The ACE builds on the London Statement's ethical framework and provides a set of Australian specific 'Standards' for Australia's education agents. The ACE also aims to support Australia's education and training providers to meet their obligations under the National Code.

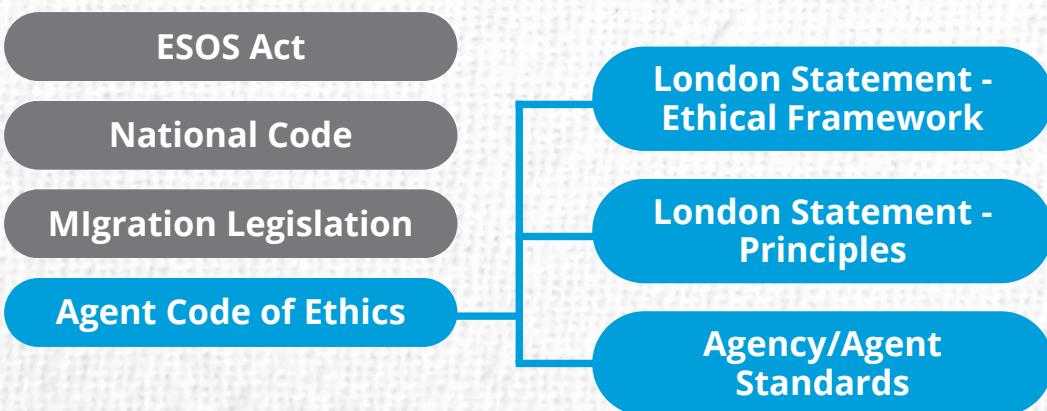
### Purpose

The Agent Code of Ethics aims to:

- Outline the principles and expectations of fair and ethical conduct of Australia's offshore and onshore education agents
- Foster best practice among education agents to assist them to provide quality services to potential and existing international students and partner providers
- Provide assurances on the quality and standard of services provided by education agents recruiting into Australia
- Build on Australia's globally recognised international education and training quality systems to further enhance the reputation of Australia's education system.

### Australian International Education and Training

Australia's international education and training provides a holistic approach across the sector to ensure the highest quality outcomes for everyone. Agent quality is one component of a comprehensive and integrated quality system.



## Education Agent Code of Ethics

Australia's Education Agent Code of Ethics is based on three core elements of:

1. The London Statement's Ethical Framework
2. The London Statement's Principles
3. Australia's Education Agent Standards

### 1. Ethical Framework

The Australian education and training sector expects education agents to adhere to seven ethical principles, as outlined in the London Statement, that are supported by an underlying ethical framework of:

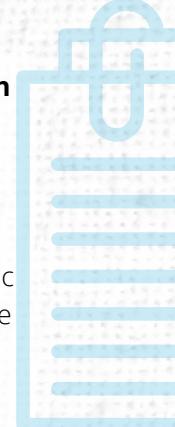
- **Integrity** – being straightforward and honest in all professional and business dealings;
- **Objectivity** – not allowing professional judgment to be compromised by bias or conflict of interest;
- **Professional competence and due care** – maintaining professional knowledge and professional service, and acting diligently;
- **Transparency** – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;
- **Confidentiality** – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- **Professional behavior** – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and
- **Professionalism and purpose** – acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).

### 2. Principles

The London Statement Principles promote best practice among education agents and consultant professions that support international students. The Statement of Principles is a unifying set of understandings for the recruitment of students in international education that serve to promote best practice among education agents and consultants. The seven principles are:

#### **Principle 1: Agents and consultants practice responsible business ethics**

- Avoiding conflicts of interest
- Observing appropriate levels of confidentiality and transparency
- Acting professionally, honestly and responsibly
- Refraining from being party to any attempt by students or others to engage in fraudulent visa applications
- Acting in the best interests of the student at all times
- Declaring conflicts of interest
- Being transparent in fees to be paid by students and commissions paid by providers
- Providing clear avenues for handling complaints and resolving disputes
- Complying with relevant laws and regulations.



## **Principle 2: Agents and consultants provide current, accurate and honest information in an ethical manner**

- Providing realistic and appropriate information that is tailored to the individual student's circumstances, particularly in relation to language skills, capacity to pay and level of study
- Specifying the rights and responsibilities of the student in the country of destination
- Refraining from claiming a direct government endorsement or privileged relationship with a public official or member of the government where one does not exist; including for example the misuse of national brand logos
- Providing a registration number or other identifier on advertising material
- Using institutions' officially approved material in promoting providers with whom agents have an agreement.

## **Principle 3: Agents and consultants develop transparent business relationships with students and providers through the use of written agreements - Signed by the student and the agent**

- Signed by the provider and the agent
- Include information on the arrangements put in place by agents and consultants on behalf of the student, such as itemised payment schedules of fees and services, and refund and transfer policies
- Provide details on information provided under Principles 1 and 2, as a means of guiding agents and consultants to give appropriate information to students so that both students and agents understand what has been agreed to maintain student confidentiality
- Are archived in an appropriate manner so that the agreements can be made available to the student or an appropriate authority within a reasonable timeframe.

## **Principle 4: Agents and consultants protect the interests of minors**

- Ensuring that the prospective student has adequate representation and support from a guardian and/or legal counsel during meetings with the agent or consultant and that this is recorded as informed consent before any money changes hands
- Ensuring that the client has the legal capacity to enter into any commitment
- Acting not only in accordance with relevant laws and regulations, but competently, diligently and fairly as befits dealings with minors.

## **Principle 5: Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ**

- Providing information to students about the accreditations the agents have met, the training they have undertaken, the memberships they hold to professional associations or processes undertaken to become registered and accredited education agents and consultants
- Providing information about themselves that support comparison of qualifications and experience.

## **Principle 6: Agents and consultants act professionally**

- Participating in training courses and professional development wherever possible
- Becoming members of professional associations and networks that promote and support best practice in the recruitment of international students.

## **Principle 7: Agents and consultants work with destination countries and providers to raise ethical standards and best practice**

- Sharing information on best practice in the recruitment of international students by education agents and consultants.

### 3. Standards

To ensure alignment and equity, Australia's Standards for international education agents mirror the requirements for education and training providers as outlined in the ESOS Act and National Code. The ACE provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. These Standards will be reviewed and updated to ensure continued relevance to the sector. The standards are:

Standard	Element
Organisational Effectiveness	<ul style="list-style-type: none"><li>• Demonstrates effective organisational governance and appropriate ownership including a well-articulated strategic plan, policies and procedures.</li><li>• Evidence of relevant and up-to date business licensing and or registration.</li><li>• Discloses all relevant partnerships, affiliations and agreements are disclosed, including disclosure of sub agent representation agreements and a clearly articulated approach to managing these relationships is in place to ensure compliance with the ACE.</li><li>• Offers assurance of the organisation's financial integrity and financial systems.</li><li>• Provides clear and transparent disclosure of recruitment practices and activities including countries serviced</li></ul>
Business Ethics	<ul style="list-style-type: none"><li>• Demonstrates agency and individual agent adherence to the ethical standards and principles of the ACE.</li><li>• Discloses any past, pending, threatened or potential litigation, arbitration or administrative actions or other disputes against the agency, CEO or other relevant business associate.</li><li>• Provides current, accurate and appropriate information to students and offers a commitment to not knowingly providing false or misleading information.</li><li>• Demonstrates openness and disclosure of any incentives to any party that may influence the student's decisions.</li></ul>
Staff Capability	<ul style="list-style-type: none"><li>• Demonstrates effective human resource management practices are in place to ensure all employees and representatives are trained, informed and act in the best interests of clients at all times.</li><li>• Demonstrates a strong working understanding the Australian education and training system, including all relevant legislation, regulations and information.</li><li>• Completion of an Agent Training program and or other relevant education and training qualifications or programs.</li></ul>
Agency Recruitment Practices and Standards	<ul style="list-style-type: none"><li>• Implements considered and targeted marketing practices, and ensures honest and accurate communication resources are in place.</li><li>• Provides appropriate, fair and considered counselling of students including assessing the student's willingness and ability to complete the courses, their understanding of course and provider requirements and awareness of realistic employment and pathway outcomes.</li><li>• Demonstrates and articulates a clear and fair complaints and appeals process.</li><li>• Offers transparent and clearly articulated fees and charges including a documented refund policy.</li><li>• Ensures strict confidentiality of personal information and ensures this information is not shared with a third party unless consent is given.</li></ul>

# Australia's International Education Agent Code of Ethics - Overview

Ethics	Principles	Standards
<ul style="list-style-type: none"><li>• Integrity - being straightforward and honest in all professional and business dealings;</li><li>• Objectivity - not allowing professional judgment to be compromised by bias or conflict of interest;</li><li>• Professional competence and due care - maintaining professional knowledge and professional service, and acting diligently;</li><li>• Transparency - declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;</li><li>• Confidentiality - respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;</li><li>• Professional behaviour - acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and</li><li>• Professionalism and purpose - acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).</li></ul>	<ul style="list-style-type: none"><li>• Agents and consultants practice responsible business ethics.</li><li>• Agents and consultants provide current, accurate and honest information in an ethical manner.</li><li>• Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.</li><li>• Agents and consultants protect the interests of minors.</li><li>• Agents and consultants provide current and up-to date information that enables international students to make informed choices when selecting which agent or consultant to employ.</li><li>• Agents and consultants act professionally.</li><li>• Agents and consultants work with destination countries and providers to raise ethical standards and best practice.</li></ul>	<ul style="list-style-type: none"><li>• Agents and consultants comply with this framework and the ACE</li><li>• Agency demonstrates robust organisational effectiveness</li><li>• Agency demonstrates strong business ethics</li><li>• Agency supports staff capability development and ongoing education</li><li>• Agency demonstrates quality and effective recruitment practices and standards</li></ul>



Central Australian Institute of Technology Pty Ltd  
trading as Central Australian College  
RTO 22302 | CRICOS 03217C | ABN 27130385581

#### **FOOTSCRAY CAMPUS (Main Campus)**

- 8 Cross Street, Footscray West, VIC 3012
- 1300 258 369
- [admin@cac.edu.au](mailto:admin@cac.edu.au)

#### **MELBOURNE CBD CAMPUS**

- Level 1, 276 Flinders Street, Melbourne 3000
- 1300 258 369
- [admin@cac.edu.au](mailto:admin@cac.edu.au)

#### **HOBART CBD CAMPUS**

- Level 3&4, 45 Murray Street, Hobart, TAS 7000
- (+61) 03 9448 7007
- [admin@cac.edu.au](mailto:admin@cac.edu.au)

#### **BRISBANE CBD CAMPUS**

- Level 1, 345 Ann Street, Brisbane, QLD 4000
- 1300 258 369
- [admin@cac.edu.au](mailto:admin@cac.edu.au)

