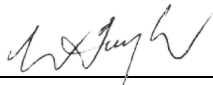


Policy Name	INTERNATIONAL AGENT RECRUITMENT & MANAGEMENT POLICY
Policy Number	G017 – PO (Governance)
Purpose	<p>The purpose of this policy is to outline the Institute’s approach to:</p> <ul style="list-style-type: none"> • Recruiting and training high quality international education agents • Monitoring and managing international education agents • Clearly specifying agent roles and responsibilities • The process for terminating of international education agents.
Scope	<p>This policy includes to the recruitment, management, and termination of all international education agents by Whitehouse Institute of Design, Australia’s marketing team, across campuses and for all CRICOS registered courses offered by the Institute.</p>
Policy Statement	<p>Whitehouse Recruitment of Training of Agents:</p> <ul style="list-style-type: none"> • The Institute will always endeavor to select high quality agents • As per Standard 1 of the National Code 2018 and the ESOS Act 2000 the Institute will ensure agents have access to up-to-date and accurate marketing information • Where a deficiency or non-compliance is identified further training and or additional material will be provided to the Agent • Information used for marketing will be updated and distributed to agents as changes occur. <p>Whitehouse Monitoring and Management of Agents:</p> <ul style="list-style-type: none"> • Performance is regularly monitored and agreements reviewed annually in a professional and responsible manner • Agents are provided with adequate supplies of accurate and ethical marketing material • Commissions rates are paid as per the current version of the Agency Agreement signed by both parties • The Institute will only pay commissions to agents who have a current, signed agreement with the Institute • The Institute will take corrective and preventive action if it becomes aware of negligent, careless, incompetent behavior or if the Agent is engaged in false, misleading or unethical recruitment practices and/or advertising including any practices that could damage the reputation of the Institute or the education and training industry in Australia • The Institute will not deal with Agents who engage in unethical practices and will terminate agreements accordingly. <p>Whitehouse Termination of Agents:</p> <ul style="list-style-type: none"> • Agent Agreements will be terminated in writing with any educational agents that do not comply with Whitehouse the Whitehouse policy and procedure or who breach the ESOS Act 2000 or The National Code 2018.

	<p>Agents are expected to:</p> <ul style="list-style-type: none"> • Provide a high standard of service and information to overseas students • Recruit students honestly and with integrity • Advise Whitehouse when marketing material is required • Notify Whitehouse immediately of any breach of the Australian regulators rules with any other provide. • Not use the Whitehouse logo without prior written approval and then only under the agreed conditions for its use • All advertising material not in English will be provided to Whitehouse in English. <p>Regulatory Notifications:</p> <ul style="list-style-type: none"> • The Institute will provide full details of its agents on its website and withdraw these notifications once the agent(s) agreed term(s) is at an end.
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Education Services for Overseas Students Act 2000 (ESOS) • Privacy Act (Cwlth) 1988 • Privacy Amendment (Enhancing Privacy Protection) Act 2012National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code) • The Migration Act 1958 • The Migration Regulations 1994
<p>Key Related Documents</p>	<p>Staff Code of Conduct</p> <p>Access and Equity Policy and Procedure</p> <p>Privacy Policy and Procedure</p> <p>Whitehouse Website (www.whitehouse-design.edu.au)</p> <p>Application for consideration to be appointed as an Education Agent</p> <p>International Education Agency Agreement Form</p>
<p>Keywords</p>	<p>Advertising, marketing, CRICOS Code, brochures, website, social media, international marketing, education agent, recruitment, overseas student</p>
<p>Definitions</p>	<p>Agents: individuals/organisations, either in Australia or overseas, whose primary business is to recruit students into an educational institution for which they are a paid a commission for successful placement.</p> <p>CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.</p> <p>ESOS Act: Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</p> <p>ESOS Regulations: Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.</p> <p>The National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018.</p> <p>Prospective Student: A person who intends to become, or who has taken any steps towards becoming, a student and 'overseas student' or 'intending overseas student' as defined by the ESOS Act.</p>

	Student: A person who holds an Australian Student Visa is an 'overseas Student' as defined by the ESOS Act.
Responsible Officer	Executive Directors
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Policy	001 – 008 – The implementation of the latest version of this policy supersedes all previous versions of this policy.
Amendment History	<p>12/2023</p> <ul style="list-style-type: none"> • Minor edit and update of text, various sections • Checked the links. <p>02/2019</p> <p>Update policy to reference The National Code 2018, replacing all National Code 2007 references.</p> <p>07/2018</p> <p>Rebranding & Changed Formatting – Header & Footer</p> <p>06/2013</p> <p>Approved</p> <p>12/2012</p> <p>Changed formatting – including procedure and policy in one document. Minor adjustments and inclusions to policy wording.</p> <p>09/2012</p> <p>Approved by Board.</p> <p>10/2009</p> <p>Revision of 2007 version Prior approval Board of Governors – October 2009</p>

Signed and dated for Whitehouse Pty Ltd		Les Taylor	20/12/2023
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors International Education Agents International Students Whitehouse Institute of Design, Australia