

EDUCATION AGENT ASSESSMENT POLICY

1. Purpose

- 1.1 This document applies to the **Innovative Institute of Australia**, its courses, its clients (students), and its controlled entities (collectively, "IIA", "Institute", "the Institute", "we", "us", "our").
- 1.2 The purpose of this policy is to ensure agents have a comprehensive understanding of international student motivation and student requirements, the Australian culture as experienced by international students, the VET education sector, and appropriate legislative knowledge, an in-depth knowledge of the Institute programs, policies and requirements, and honesty, integrity, and the highest-level of ethical standards.
- 1.3 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).
- 1.4 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.
- 1.5 This policy does not affect students' rights under the Australian Consumer Law.
- 1.6 The Institute reserves the right to amend these terms and conditions at any time.
- 1.7 This policy does not affect students' rights under the *Australian Consumer Law*.

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
 - i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or

- intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;
and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.
- 2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.
- 2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.
- 2.5 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- 2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.
- 2.7 DHA refers to the Department of Home Affairs.
- 2.8 OSHC refers to the Overseas Student Health Cover.
- 2.9 eCoE refers to the electronic Confirmation of Enrolment.
- 2.10 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.

3. Policy

- 3.1 To apply to become a registered education agent for the Institute, an agent must follow the formal application process outlined below.
- 3.2 An agent needs to complete an Agent Application Form.

- 3.3 An agent provides the contact details of three (3) referees from the education industry.
- 3.4 An agent provides proof of business registration.
- 3.5 An agent provides a business profile, including all services provided; an organisational structure, including staff details; a business website. All of the above information must be in English or translated into English.
- 3.6 An agent provides at least one staff member who has successfully completed the PIER Education Agent Training Course, and/or QEAC (Qualified Education Agent Counsellor) Certification Exam, and/or is a member of the Migration Agents Registration Authority.
- 3.7 The Institute conducts a successful referee check.
- 3.8 The Institute makes an interview appointment with an agent. The agent needs to demonstrate its understanding of the international education industry and relevant Australian legislation, including ESOS 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Migration Act 1958.

4. Measures

- 4.1 An agent submits an application to the Institute.
- 4.2 The Institute assesses if all required files and information have been provided.
- 4.3 The Institute initiates the assessment of an application within 10 days of receiving a request.
- 4.4 The Institute evaluates if there are already sufficient agents in the new agent's business region.
- 4.5 If yes, the application will not be rejected, and the agent will receive written notice within 10 working days. The agent will be included in the expression of interest list. When this application is considered suitable for accreditation, the Institute will send

this agent an invitation.

- 4.6 If not, the Institute will continue assessing this application.
- 4.7 The Institute assesses if all supporting documents have been attached in English.
- 4.8 The Institute assesses if all supporting documents have been attached in English.
- 4.9 If not, the agent will be advised to provide additional information and documents within 20 working days. The agent will be advised that its application is rejected if it fails to provide additional information and documents on time.
- 4.10 The Institute assesses whether this agent has at least 2 years of business experience in the Australian education service and qualified staff, as defined in 2.6.
- 4.11 If yes, the Institute will take a reference check.
- 4.12 If not, the application will be rejected, and the agent will receive written notice within 10 working days.
- 4.13 The Institute contacts the three (3) referees provided by this agent and takes reference checks.
- 4.14 If the Institute receives all position feedback from the three (3) referees, an agent interview will be scheduled.
- 4.15 If the Institute receives any negative feedback from reference checks, this application will be rejected.
- 4.16 The Institute schedules an agent interview through an on-site visit or online.
- 4.17 If this agent can demonstrate its understanding of the regulations set out in 2.8, the Institute will approve this application.
- 4.18 If this agent cannot demonstrate its understanding of the regulations defined in 2.8, this application will be rejected.
- 4.19 When an agent application is approved by the Institute, the agent will receive an agent agreement drafted by the Institute within 10 working days.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.