Managing the Performance of Education Agents Policy

Policy/Document Approval Body:	Academic Board
Date Created:	28 January 2016
Policy Custodian:	Accreditation & Compliance Manager
Policy Contact:	International Education Agent Coordinator
File Location:	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures
Location on EIT website:	http://www.eit.edu.au/organisation-policies
Review Period:	Three years from commencement
Revision No:	2
Date of Revision:	29 January 2018
Date Approved:	2 November 2018
Date Commenced:	5 November 2018

1.0   Purpose

This policy and related procedure relates to the managing and monitoring of the performance of education agents engaged by the Engineering Institute of Technology (EIT).

2.0   Scope

This policy applies to all CRICOS student operations of the EIT.

3.0   Compliance Requirements

National Code of Practice for Providers of Education and Training to Overseas Students 2018.

4.0   Policy

The policy and related procedure for EIT to ensure that all its Education Agents operate ethically, honestly, in the best interest of EIT and CRICOS students, and in accordance with the requirements of the National Code of Practice is fivefold and based on:

- Selection of Agents
- Agents Contracts (Agreements)
- Student surveys
- Communication with Agents
- Performance review

5.0   Supporting documentation

- Managing the Performance of Education Agents Procedure