



# ST JOHN'S Anglican College

## EDUCATION AGENTS POLICY

Human Resources and Compliance

Version 3.0

Last Reviewed: 22 April 2021

### 1 Statement

FSAC Ltd trading as St John's International College and St John's Anglican College (the College) is committed to ensuring its Education Agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector. The engagement of Education Agents must comply with the *Education Services for Overseas Students Act 2000* (ESOS Act) and the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students* (the National Code).

### 2 Scope

This policy applies to the College Council members, employees and Education Agents of the College.

### 3 Principles

This policy is based on the following principles:

- International Students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against based on their status, activities, expressed opinions or beliefs of their parents or carers, and have their best interests considered.
- Students under the care of the College should be provided with the knowledge and information they require to feel empowered to act in the event of abuse or neglect.
- The College acknowledges that International Students are unique and valued individuals and



deserve to be treated with care and respect.

- The College recognises that respect for students is the foundation on which all policies and procedures are developed.
- The College is committed to promoting the wellbeing of International Students under its protection by protecting their security, safety and wellbeing.

## 4 Mission

St John's inspires lifelong learning by living faith with the courage to lead self and serve others.

“where learning comes alive”

## 5 Vision

Every learner is empowered to excel and equipped to embrace the challenge of any future.

“developing people of good character”

## 6 Values

**Faith** – We are guided by faith in God, our community and our self.

**Hope** – We believe in the power of mindset and attitude. We foster a positive, safe, optimistic and empowering environment.

**Love** – We flourish by demonstrating cooperation, encouragement, compassion and joy.

**Courage** – We grow by being brave, confident, determined, resilient and putting in the effort.

**Community** – We are service-led and do so with respect by nurturing and celebrating relationships and traditions.

**Justice** – We stand for inclusivity, equity, acceptance of diversity and are stewards of the environment.

## 7 Student Protection

The following Statement of Commitment seeks to provide a foundation to reflect, encourage and support a child safe culture.

The Statement is to be implemented by all persons within an Anglican School or Education and Care Service.

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the



intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God.
- Every child: loveable and loved, unique and unrepeatable.
- Outstanding education for the flourishing of people and the good of community.

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people;
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm where it exists; and
- respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

## 8 Education Agents

The College practices due diligence by requiring its agents to have an appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics, requesting comprehensive information about the agency (including up-to-date and accurate marketing information) via the 'Education Agent Application' form and references from reputable sources. In addition, the College regularly monitors the performance and activities of all Education Agents on an ongoing basis, to ensure that they continue to act ethically, honestly and in the best interest of overseas students.

Education Agents engaged by the College will have their details entered into the Provider Registration and International Student Management System (PRISMS) and will enter into a written agreement outlining:

- the College's responsibilities, including legislative compliance;
- the requirements of the agent in representing the College;
- the College's processes for monitoring the agent's activities and ensuring the agent gives overseas students accurate and up-to-date information;
- the corrective actions that may be taken and the grounds for termination of the written agreement with the agent; and



- the circumstances which information will be shared.

## 8.1 Conflicts of Interest

Education Agents must declare and take all reasonable steps to avoid conflicts of interest with their duties as an education agent of the College and maintain transparency with their activities.

Conflicts of interest may include:

- when the Education Agent charges services fees to both overseas students and registered providers for the same service;
- where an Education Agent has a financial interest in a private education provider; or
- where an employee of an Education Agent has a personal relationship with an employee of the College.

## 8.2 Australian International Education and Training Agent Code of Ethics

This Code of Ethics is based on the 'London Statement' (Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants). These requirements ensure Education Agents adhere to and practice responsible business ethics, and that they understand their obligations to provide current, accurate and honest information to overseas students to help them make informed decisions about study in Australia.

## 9 Education Agent Monitoring

The performance of each Education Agent will be reviewed by the College annually using the 'Monitoring Agent Interactions' form. The College will consider the performance of the Education Agent to decide whether to:

- maintain the Education Agent's appointment;
- appoint the Education Agent for a further period subject to certain conditions; or
- terminate the Education Agent's appointment.

In considering the Education Agent's performance the College will consider:

- the Education Agent's compliance with the written agreement or relevant legislation;
- the number of students the Education Agent has recruited;
- conversion rates (number of applications, offers and commencements);
- the academic progress and performance of students recruited by the Education Agent;
- any feedback or information from students or third parties regarding the Education Agent;
- the quality, accuracy and currency of information and advice provided by the Education Agent to students; and
- the quality of the appointment as assessed by the College.



## 10 Termination of an Education Agent's Appointment

The College may terminate an Education Agent's appointment where the College knows or has a reasonable suspicion that the agent may have been engaged in unprofessional conduct.

The College maintains the right to ban any agent activity that in the College's opinion is not compliant with:

- the written agreement; or
- any relevant legislation; or
- any information provided to the agent by the College.

### 10.1 Immediate corrective actions

The College will take immediate corrective action if it believes the Education Agent is in breach of Standard 4 of the National Code. This corrective action will adhere to the principles of 'Natural Justice' and corrective actions may include:

- providing the Education Agent with additional information; or
- providing targeted training to the Education Agent regarding obligations and expectations; or
- warning the Education Agent; or
- suspending the Education Agent's appointment; or
- maintaining the Education Agent's appointment subject to certain conditions; or
- terminating the Education Agent's appointment immediately.

If the College becomes aware or has a reasonable suspicion that an Education Agent is engaging in false or misleading recruitment practices, it will immediately terminate their relationship with the Education Agent and notify the Department of Home Affairs.

## 11 Privacy

Personal information that may be obtained, stored and released is done so in accordance with the *Privacy Act 1988*. For further information please refer to the college's *Privacy Procedure*.

## 12 Accountabilities and Responsibilities

The table below outlines the accountabilities and responsibilities for governing and managing the College.

College Council:	Is responsible for ensuring the proper and effective management and operation of the College. This includes defining and monitoring the strategic direction, developing and monitoring policies, monitoring the effectiveness of the College Council and College, and establishing control and accountability systems.
Principal:	Is responsible for the administration and implementation of the College's strategic direction, policies and procedures and control and accountability systems developed by the College Council. The Principal works closely with and is



	accountable to the College Council for leading the College to deliver high quality curriculum and educational outcomes, excellence in teaching and learning, a strong College community and driving market growth.
<b>Manager Human Resources and Compliance:</b>	Is responsible for ensuring the achievement of College strategic objectives through the development and application of best practice Human Resource Management principles and practices that comply with legislative requirements. The Manager Human Resources and Compliance works closely with and is accountable to the Principal for developing, implementing and evaluating an appropriate policy framework compliant with all statutory requirements.
<b>Employees:</b>	Are expected to abide by all College policies and procedures.

## 13 Related policies, procedures and other documents

### 13.1 Policies

Complaints and Appeals Policy

Course Progress, Attendance and Course Duration Policy

Deferment, Suspension and Cancellation Policy

Entry Requirements Policy

International College Homestay Management Policy

Refund Policy

Student Transfer Request Policy

### 13.2 Procedures

Accommodation and Welfare Procedure

Homestay Selection and Screening Procedure

Homestay Training Procedure

Privacy Procedure

### 13.3 Other documents

Australian Privacy Principles

College Vision, Mission and Values Statement

Homestay Code of Conduct

Student Code of Conduct

Homestay Handbook

### 13.4 Legislation

*Child Protection Act 1999 (Qld)*



*Education Services for Overseas Students Act 2000*

*Education Services for Overseas Students Regulations 2001*

*Migration Act 1958*

*Migration Regulations 1994*

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

*Privacy Act 1988*

## 14 Approval

This policy was issued on 23 April 2021 under the authority of the Principal. This document represents the current policy of the College until it is revised or rescinded.

## 15 Managing this policy

### 15.1 Review

This policy is to be reviewed every two years or earlier if necessary. The Manager Human Resources and Compliance is responsible for reviewing or making approved modifications to the policy.

## 16 Authorisation

Maria McIvor

Principal

Date: 23 April 2021