

# International Education Agents - Operational Policy

## 1. Purpose

1.1 This policy articulates the role and functions of International Education Agents (agents) and the framework for their appointment and management.

1.2 This policy document must be read in conjunction with the linked International Education Agents – Procedures.

## 2. Scope and application

2.1 This policy applies to all University staff and all International Education Agents appointed by the University.

## 3. Definitions

3.1 Refer to the University's Glossary of Terms for definitions as they specifically relate to policy documents.

## 4. Role of International Education Agents

4.1 Individual persons or organisations, in Australia or overseas, can be engaged by the University in the capacity of International Education Agents to assist in recruiting international students.

4.2 International Education Agents are agents of the University only for the purpose of international student recruitment, unless specified otherwise in a current formal written agreement between the University and an International Education Agent.

4.3 International Education Agents must not represent themselves as having any function other than that specified in a current formal written agreement with the University.

4.4 In acting as agents of the University, International Education Agents must abide by the requirements of the written agreement with the University, and by the requirements of the *Education Services for Overseas Students Act 2000 (Cth)* (ESOS Act) and the associated *National Code of Practice for Providers of Education and training to Overseas Students 2018*.

## 5. Appointment and management of International Education Agents

5.1 International Education Agents are appointed by entering formal written agreements with the University.

5.2 All formal written agreements must comply with University policy documents and relevant government legislation.

5.3 Prior to entering into a formal written agreement with an International Education Agent, the University must secure requisite information regarding a potential International Education Agent to satisfy itself that the potential International Education Agent can appropriately represent the University and does not pose undue risks to the University, its students or its prospective students.

5.4 Written agreements are approved, and signed by the Director, International only when they are satisfied that the bona fides of the potential International Education Agent have been established and documented.

5.5 Written agreements are valid for the period specified.

5.6 Prior to the conclusion of a current written agreement, a review of the performance and standing of the International Education Agent must be undertaken in accordance with the International Education Agents - Procedures.

5.7 Renewal of a written agreement are approved by the Director, International provided that the International Education Agent's performance and standing is found to be satisfactory.

### APPROVAL AUTHORITY

Vice-Chancellor and President

### RESPONSIBLE EXECUTIVE MEMBER

Pro Vice-Chancellor (Global and Engagement)

### DESIGNATED OFFICER

Director, International

### FIRST APPROVED

25 October 2011

### LAST AMENDED

4 September 2024

### REVIEW DATE

25 July 2029

### STATUS

Active

5.8 International Education Agents can be remunerated by the University through various means, including direct payment for particular time-specific services and payment of commissions based on enrolments attributable to specific recruitment activity by an International Education Agent.

5.9 Processes associated with the appointment and management of International Education Agents, including due diligence investigations, risk assessments, development of written agreements, remuneration of representatives and regular reviews of performance and standing, are undertaken by the International Office and in accordance with the International Education Agents - Procedures.

## 6. Authorities and responsibilities

6.1 The Vice-Chancellor and President makes this policy in accordance with the *University of the Sunshine Coast Act 1998 (Qld)*.

6.2 The Pro Vice-Chancellor (Global and Engagement) is authorised to make procedures and guidelines for the operation of this Policy. The procedures and guidelines must be compatible with the provisions of this policy.

6.3 The Director, International is authorised to make associated documents to support the application of policy documents. These must be compatible with the provisions of the respective policy document.

6.4 This policy operates from the Last Amended date, will all previous policies related to International Education Agents are replaced and have no further operation from this date.

6.5 All records relating to International Education Agents must be stored and managed in accordance with the Information Management – Governing Policy.

6.6 This policy must be maintained in accordance with the Policy Framework – Procedures and reviewed on a standard five year policy review cycle.

6.7 Any exception to this policy to enable a more appropriate result must be approved in accordance with the Policy Framework – Procedures prior to the deviation of the policy document.

6.8 Refer to Schedule C of the Delegations Manual in relation to the approved delegations detailed within this policy document.

END

---

### RELATED DOCUMENTS

- International Education Agents - Procedures
- Management of Contracts and Memoranda of Understanding (MOUs) - Operational Policy
- Management of Contracts and Memoranda of Understanding (MOUs) - Procedures

### LINKED DOCUMENTS

- International Education Agents - Procedures