

Empyrean Education Institute

Agent Application Form



RTO Provider No 52118 | CRICOS Code:03275D

Education Agent Application Form and Code of Conduct

COMPANY PROFILE

Company Details	
Company Name	
Street Address	
Postal Address	
Phone	
Web	
Fax	
Skype	
Email	
Contact Officers	
Company Director / Principal	
Position	
Phone	
Email	
Alternative Representative	
Phone	
Email	

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Equanimity Consultants Pty Ltd trading as Empyrean Education Institute RTO Code: 52118 CRICOS Code : 03275D			Last Modified Date
			May 2015
			Date circulated

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Company Background

Business Registration (ABN) No.	<i>(If agent located in Australia require ABN if located offshore ask for evidence of local business registration requirements)</i>
Details of registering country and authority	
Has the company or any individual within the company ever been involved in past, pending, threatened or potential litigation, arbitration, administrative actions or other disputes	
Business Profile/Strategic Plan	Y / N (please attach if any)
Key Business Activities (List)	
Years as an education agent	
Number of staff	
EATC Training (PEIR Online if any)	
Number of offices (locations)	Y / N
Sub-agencies	
Associations/ affiliations with other relevant institute (List)	
Associations with any local authorities / governments / councils/etc. (List)	
China Approval	Is your agency on the Chinese list of approved Agents by the Ministry of Education or under an approved agreement? Y / N

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MARKETING

Please indicate the geographical territory you will service.	
Provide description of your target market, trends, demands etc.	
Proposal for promotion and marketing in the territories.	
Performance	
Number of students sent abroad each year.	
Service Fees and Charges	
What services do you provide for students?	

REFEREES

	Educational Referees (1)	Educational Referees (2)
Name		
Position		
Institute		
Address		
Phone		
Email		

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RESPONSIBILITIES OF THE AGENT

The agent must:

- ❖ Confirm that all its staff and sub agents engaged in providing the services have relevant (i.e. EATC Training (PEIR Online) qualifications as outlined on the agent application form; the education agent undertakes action to ensure that they and any of their staffs are fully informed of any changes to National Code of Practice as they may occur from time to time. Before applying to become an EEI agent, the Agent must understand and accept all the requirements of the application process and all monitoring policy and procedures.
- ❖ Have the skills and experience to perform the following services and will to the best of its ability conduct its business, in such a way as to maintain and increase the goodwill and good reputation of EEI; to act faithfully as the agent of EEI;
- ❖ Promote the Courses offered by EEI with integrity, honesty and accuracy and in a professional manner;
- ❖ Provide EEI with market intelligence relevant to the recruitment of students in the Territory; and agreed to ensure that all student selection decisions comply with equal opportunity legislation
- ❖ The Education Agent agrees to collect application information as part of the applicant and enrolment process and be secure in the handing and divulging of all applicant information complies with Australia Privacy Legislation
- ❖ Participate in all associated training programs whether via direct contact or online as provided by EEI to ensure the agent/s are fully conversed in the Course award/s and associated procedures.
- ❖ Agree to follow the pre-application and enrolment procedures, ensure that only current marketing materials are provided to prospective students so as not to mistakenly display or give to prospective students out-dated marketing materials.
- ❖ Provide information on the Courses to prospective students including course content, all fees and other expenses involved; the qualification gained on completion, course duration, teaching methods, modes of study and assessment methods. At end of each month Agent should print out EEI's marketing brochure as evidence that Agent is proactive in ensuring prospective students are being provided the most up to date information. EEI marketing staff will advise if updates occur within the month;
- ❖ Explain all terms and conditions of enrolment to prospective students; including refund policy, withdrawal arrangements, attendance, academic performance and other related visa conditions. Direct prospective students to EEI's website for access to EEI's policies and procedures;
- ❖ Provide detailed explanation to prospective students about living in Australia, campus location, training venues, accommodation availability, costs of living, orientation date, Industry Placement and EEI's student support;
- ❖ Assist prospective students in the payment of fees and obtaining an eCOE;
- ❖ If authorised to do so under the Migration Act 1958, assist with the visa application process and pre-departure information;
- ❖ Verify all documents and prepare certified translations if required;
- ❖ Certify all documents submitted as a true copy of the original;
- ❖ If required, arrange for students to sit for English language proficiency test/s;
- ❖ Monitor the Australian Department of Immigration and Border Protection (DIBP) website <http://www.immi.gov.au/> to remain informed of any changes to student visa requirements;
- ❖ Monitor the Department of Education, Employment and Workplace Relations website <http://aei.gov.au/AEI/ESOS/default.htm> to remain informed of legal and other requirements for providers and suppliers of courses to overseas students;
- ❖ Adhere to The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students; Keep up to date with the ESOS Act 2000.
- ❖ Monitor the Australian Education System for the Vocational Education and Training Sector at <http://dest.gov.au/sectors/training/> to remain informed of any changes to the vocational and education training sector.
- ❖ Direct students to websites <http://www.studyinaustralia.gov.au> , www.immi.gov.au and http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm to assist students in their understanding of living and studying in Australia.

OBLIGATIONS OF EMPYREAN EDUCATION INSTITUTE (EEI)

- ❖ EEI agrees to support the Agent in marketing the Courses by supplying the Agent with all information, documents and brochures necessary to market the Courses, subject to availability.
- ❖ EEI, as the education provider, agrees to give the Agent the authority to introduce and recommend individual prospective students to EEI in accordance with the admission standards and policies of EEI, and/or any other guidelines agreed by both parties.
- ❖ EEI shall provide the Agent complete and up-to-date information accurate marketing information with regard to the program, Course structure, fee schedules, admissions policies and other important aspects so as to assist in the proper counselling of prospective

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students. At its own expense EEI shall provide the Agent with information leaflets, application forms and other useful up-to-date promotional materials

- ❖ EEI shall answer any enquiries and send all correspondence and related documents to the Agent promptly using the most efficient means, such as email or fax.
- ❖ EEI will provide training and updates to all agents, via the monthly Agent E-Newsletter or face-to-face meetings, or teleconferences to ensure current knowledge of EEI and all associated programs.
- ❖ Performance of Duties - Reviewing
- ❖ In order to ensure Agents are meeting their obligations as set out in this agreement, EEI will review the Agent's performance annually, unless otherwise required. A number of monitoring actions will allow EEI to evaluate the Agent's activities. These will include one or more of the following:
 - Visits to education Agent's offices and regular face-to-face meetings;
 - telephone/teleconference meetings;
 - Documented comments taken when speaking or visiting the Agent;
 - Regular reports from the education Agent;
 - Feedback from students recruited by the Agent;
 - Surveys of students and/or parents/guardian of students recruited by the Agent;
 - Performance benchmarks against agreement responsibilities;
 - Observation of education agent, for example, at education fairs/expos;
 - Quality of students, for example, completion rates, number of students reported to DIBP;
 - Conversion rates of successful enrolments from Letters of Offer and Acceptance;
 - Recommendations from within the Industry;
 - Informal feedback from industry colleagues.
 - EEI will make clear to the Agent that ethical performance by the Agent is of paramount importance to the registered training provider and the integrity of Australian education and training.
 - EEI will take immediate corrective and preventative action if it becomes aware of an education Agent or their staffs or sub-contractor being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, or that the Agent has breached any provision of this Agreement including practices that could harm the integrity of Australian education and training. Corrective and preventative action may include termination of the Agent's agreement.

Declaration

I am interested in representing EEI as an educational representative and I agree to do so in an honest and professional manner. I agree to:

- Regularly monitor policies and changes to the policies as reported on the DIBP website.
- Regularly monitor policies and regulations and changes to these policies and regulations as reported on the DEEWR website.
- I have read the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007) and agree to adhere to the relevant Standards.
- All responsibilities of agent and I have read and understand agent application process and monitoring policy and procedures

Signed

 Name Date

 Position

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CHECKLIST

- All questions answered
- Check that a referee from the industry has been provided (if available)
- It is understood that providing industry referees may not be possible if you are just commencing your Business
- Proof of business registration provided
- Supporting documents are certified copies
- Reviewed sample agent agreement
- Certificate of PEIR
- Understand ESOS requirements
- Signature provided

Please email the completed application form to: agent@empyrean.wa.edu.au

Or

Post to the following address:

General Manager
Empyrean Education Institute
12 Lake Street
Northbridge WA 6003

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