



Education Agents Policy and Procedure

1. Preliminaries

Commencement

- 1.1 This policy and procedure commenced on 1 April 2024.

Purpose

- 1.2 This policy and procedure outlines how the Australian Guild of Education (“AGE”) will appoint and monitor its Education Agents, and the conditions under which Agent Agreements will be terminated. It seeks to ensure that AGE only uses Education Agents who have appropriate knowledge and understanding of the Australian international education industry, who are honest and ethical, and who work with integrity and respect for the standards of Australian education.

Application

- 1.3 This policy and procedures applies to all of AGE’s existing and prospective Education Agents, and all staff involved in marketing AGE’s programs and/or recruiting and monitoring its Education Agents.

2. Definitions

The following definitions apply in this document:

CoE (Confirmation of Enrolment) is the document provided electronically, which is issued by AGE to intending overseas students and which must accompany their application for a student visa. The CoE confirms the overseas student’s eligibility to enrol in the particular course at AGE.

ESOS Act means the Education Services for Overseas Student Act 2000.

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

PRISMS means the Provider Registration and International Student Management System database that is owned and maintained by the government and allows for the issuance of Confirmations of Enrolment, reporting on changes in course enrolments and facilitating the monitoring of student visa conditions.

3. Policy Statement

3.1 Education Agents play a vital role in connecting prospective international students (both overseas and Australia-based) with Australian educational institutions competing in the international education industry. In playing this vital role, the ethics and procedures followed by Education Agents are of crucial importance to maintaining Australia's high reputation for international educational quality and service.

3.2 This is particularly true for dynamic, but relatively small, internationally oriented higher educational institutions such as AGE. Accordingly, AGE is committed to appointing and working with Education Agents who demonstrate:

- a. a comprehensive understanding of students' requirements, Australian culture and Australia's education system in general;
- b. a thorough knowledge of the nature of AGE's programs, policies and requirements in particular; and
- c. honesty, integrity and the highest ethical standards.

3.3 AGE's policy and procedures are designed to ensure that these standards are maintained, in compliance with all legislative and regulatory requirements.

Agent Selection Criteria

3.4 AGE only enters into *Authorised Education Agent Agreements* with, and/or accepts student referrals from, reputable organisations (such as education brokerage companies, professional associations, industry bodies, and government centres) that meet the established criteria and that have:

- a. a demonstrated record of fiscal viability;
- b. a demonstrated record of ethical practice and integrity;
- c. a thorough understanding of Australian international education services;
- d. a sound understanding of the Institute's programs; and
- e. a signed Education Agent Agreement with AGE.

3.5 AGE will not accept students from an Education Agent if it knows, or reasonably suspects, the Education Agent to be:

- a. providing migration advice, unless that Education Agent is authorised to do so under the [Migration Act 1958](#);
- b. engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under *Standard 7 Overseas student transfers* of the National Code 2018;
- c. facilitating the enrolment of a student who the Education Agent believes will not comply with the conditions of his or her visa; and/or

- d. using PRISMS to create Confirmation of Enrolments (CoEs) for other than bona fide students.

4. Responsibilities

4.1 Education Agents are responsible to:

- a. declare in writing, and take reasonable steps to avoid, conflicts of interests with its duties as an Education Agent of AGE;
- b. observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students;
- c. act honestly and in good faith, and in the best interests of the student; and
- d. have appropriate knowledge and understanding of the international education system in Australia, including the [Australian International Education and Training Agent Code of Ethics](#).

4.2 AGE is responsible to:

- a. take immediate corrective action where AGE becomes aware, or has reason to believe, that the Education Agent or an employee or subcontractor of that Education Agent has not complied with the Education Agent's responsibilities under Standards 4.2 or 4.3 of the National Code 2018; and
- b. immediately terminate its relationship with the Education Agent or require the Education Agent to terminate its relationship with the employee or subcontractor where AGE becomes aware of, or has reason to believe, that the Education Agent or an employee or subcontractor of the Education Agent engaged in false or misleading recruitment practices.

5. Procedures

Appointment

5.1 AGE is committed to appointing a number of professional education agents to represent its interests in defined areas and, to this end, may approach prospective agents and will be open to receiving expressions of interest from Education Agents seeking appointment, by signed agreement, as one of its Authorised Education Agents.

5.2 All agents interested in gaining an appointment must comply with the following procedures:

- a. Contact AGE and submit a completed *Education Agent Application Form*. The form must have all questions honestly answered, provide the contact details of at least two (2) referees (preferably other Australian international education providers) and all requested associated documentation.
- b. AGE's Chief Executive Officer (CEO) or their delegate will record and

evaluate the provided information and performance, and complete the *In-File Education Agent Checklist*, making a provisional assessment of the applicant's suitability for appointment.

- c. The first two nominated referees of those provisionally assessed as suitable will be sent AGE's *Education Agent Reference Check Form*, and the completed responses will be assessed. If the referee responses are inconsistent and/or not definitive, a third referee will be contacted and asked to complete an *Education Agent Reference Check Form*.
- d. AGE's CEO or their delegate will complete the *In-File Education Agent Checklist* and make a final assessment as to the applicant's suitability for appointment as an Authorised Education Agent, including a supporting statement documenting reasons for the recommended appointment (or non-appointment) as an Education Agent of AGE.
- e. AGE's CEO or their delegate will complete the *Education Agent Agreement*, including the Schedule, and send two (2) copies to the Education Agent's head office under an *Authorised Education Agent Appointment Letter*.
- f. The terms and conditions of the Agreement include the agent accepting responsibility and liability for the actions of its own agents acting in the capacity of sub-agents for AGE.
- g. If the agent accepts the terms of the Agreement, they will sign both copies and return them to the CEO or their delegate.
- h. The CEO or their delegate will sign the two original signed copies of the Agreement received from the agent, retain one of the two countersigned copies, and return the second to the Education Agent, together with an *Authorised Education Agent Certificate*.
- i. The Education Agent's details, and details of the Agreement, will be entered on AGE's Education Agent Database, and the Education Agent's names and relevant details will be published on AGE's website.
- j. The *In-file Education Agent File Checklist* will be completed and signed.
- k. The Education Agent will be sent copies of all AGE related course information, marketing materials, and relevant policies and procedures.

Written Agreement

5.3 AGE enters into a written agreement with each Education Agent it engages to formally represent it and enters and maintains the Education Agent's details in PRISMS.

5.4 All Education Agent Agreements will be made on a renewable annual basis.

5.5 Agreements may be signed by the CEO or their delegate, or by the Marketing Manager.

5.6 The written agreement outlines:

- a. the responsibilities of AGE, including its responsibility at all times for compliance with the ESOS Act and National Code 2018;
- b. AGE's requirements of the agent in representing the registered provider as

- outlined in Standard 4.3 of the National Code 2018;
- c. AGE's processes for monitoring the activities of the Education Agent in representing it to ensure that the Education Agent provides prospective students with accurate and up-to-date information on AGE's registered services;
 - d. AGE's corrective action that may be taken if the Education Agent does not comply with the obligations under the Education Agent Agreement, including provision for corrective action as outlined in Standard 4.4 of the National Code 2018;
 - e. grounds for termination of the Education Agent Agreement including provision for termination in the circumstances as outlined in Standard 4.5 of the National Code 2018; and
 - f. the circumstances under which information about the Education Agent may be disclosed by AGE and Commonwealth, state or territory agencies.

Training of Authorised Education Agents

5.7 AGE's Marketing Manager will provide comprehensive training to AGE's authorised Education Agents:

- a. in the legislative and regulatory requirements relating to international education in Australia;
- b. Australian requirements for, and conditions of, student visas; and
- c. AGE's programs, courses, and administrative procedures and forms.

5.8 After such training, the Marketing Manager will prepare a short *Post-Training Report* that will identify any areas for further training and development required by the Education Agent as well as the Education Agent's particular strengths. The Post-Training Report will be stored in the Education Agent's file, and a copy of this report will be sent to the Agent.

5.9 In the event that an Education Agent makes a formal visit to the AGE's premises, the CEO or Marketing Manager will ensure that the opportunity is taken to:

- a. refresh the Education Agent's knowledge and understanding of the legislative and regulatory requirements relating to international education in Australia, and Australian requirements for and conditions of student visas;
- b. review the Education Agent's performance against the established performance criteria;
- c. identify areas for refresher training;
- d. refresh the Education Agent's knowledge and understanding of the range of education and training programs; and
- e. refresh the Education Agent's supply of AGE information packs and promotional materials.

5.10 After an Education Agent's visit, the Marketing Manager will prepare a short *Post-Visit Report* that will identify any further areas for training and development required by the Education Agent as well as the Education Agent's particular

strengths. The Post-Visit Report will be stored in the Education Agent's file, and a copy of this report will be sent to the Agent.

5.11 The Marketing Manager will work with the Education Agent to address any shortcomings or inefficiencies identified during the visit, details of which will be stored in the Education Agent's file.

5.12 In planning for an overseas trip, the CEO and/or Marketing Manager will identify the Education Agents to be visited, review their performance against the established performance criteria and identify areas for refresher training. When making the visit to the Education Agent, the CEO and/or Marketing Manager will:

- a. refresh the Education Agent's knowledge and understanding of the legislative and regulatory requirements relating to international education in Australia and Australian requirements for, and conditions of, student visas;
- b. refresh the Education Agent's knowledge and understanding of the range of AGE related education and training programs; and
- c. refresh the Education Agent's supply of AGE information packs and promotional materials.

5.13 On returning from such an overseas trip the Marketing Manager will prepare a short *Post-Visit Report* for each Agent visited, that will identify any areas for further training and development required by each Agent. The Post-Visit report will be stored in Education Agent's file, and a copy of this report will be sent to the Agent.

5.14 The Marketing Manager will work with the Education Agent to address any shortcomings or inefficiencies identified during the visit, with details being placed in the Education Agent's file.

5.15 All AGE Education Agents will be provided with, and required to participate in, at least one information and training session per year. In addition, when there are legislative, regulatory and/or administrative changes to policies and procedures pertaining to international students, AGE will provide the information and training necessary to ensure that its Education Agents remain fully compliant and professional.

Monitoring Authorised Education Agents

5.16 AGE conducts ongoing monitoring of its Education Agents. Such monitoring includes:

- a. regular Admissions Review Meetings, held by the CEO or their delegate with the Agent, to analyse:
 - (i) the number of student applications;
 - (ii) application quality and completeness;
 - (iii) conversion rate of student applications to CoEs;
 - (iv) the incidence of visa rejection; and

- (v) the conversion rate of CoEs to actual enrolments.

Performance against these indicators will be reviewed to identify additional training needs, including areas requiring further policy and/or procedural training.

- b. *Student Post-Arrival Appraisal of Agent Questionnaires* form part of the Orientation program. Completed Questionnaires will be analysed by Student Services staff, and any unusual, critical and/or negative responses or comments will be referred to the Marketing Manager, who will decide on subsequent action, which may include:
 - (i) recording the information in the Education Agent Database;
 - (ii) undertaking further investigation of the Education Agent's conduct; and/or
 - (iii) reporting the matter to the CEO for further action.
- c. Minimum weekly contact will be made with each Education Agent to discuss any emerging issues.

Performance Review

5.17 The overall performance of each Education Agent will be audited annually, approximately one (1) month before the expiry/renewal date of the Education Agent Agreement. Audit dates and outcomes will be entered on the *In-File Education Agent Checklist*.

5.18 The Marketing Manager will evaluate the performance of the Education Agent against the agreed performance criteria, as defined in AGE's *Education Agent Audit Form*, including:

- a. the Agent's compliance with the Authorised Education Agent Agreement;
- b. the number of students the Education Agent has recruited and the conversion rate of student applications to CoEs, the visa rejection rate, and the conversion rate of CoEs to actual enrolments;
- c. the reasons, where relevant, for applications from potential students not proceeding to final enrolments;
- d. information from students or third parties regarding the Agent;
- e. the quality, accuracy and currency of information and advice provided by the Education Agent to students; and
- f. the overall quality and value of the appointment to AGE.

5.19 The Marketing Manager will make a recommendation relating to the renewal of the Education Agent Agreement, and the CEO will decide whether to:

- a. renew the Education Agent's appointment for the normal duration;
- b. renew the Education Agent's appointment for a further period subject to certain conditions; or

- c. terminate the Education Agent's appointment in accordance with procedures for terminating an Agent Agreement.

Complaints and Investigation

5.20 AGE is committed to formally investigating any formal complaint received about the performance of an Agent, and to implementing an ethical and professional response to any complaint.

5.21 AGE has a policy of ensuring that its students have every opportunity for effective, ethical and professional representation by approved agents. An integral part of AGE's Student Grievance Handling Policy and Procedure is that complaints made by students (on the Grievance Form), and/or other parties, about the behaviour and practices of any of AGE's Authorised Education Agents will be formally investigated and acted upon as follows:

- a. Where there appear to be grounds for concern, the CEO will send an *Authorised Education Agent Warning Letter* to the Agent, specifying the nature of and grounds for the concern, indicating the consequences of failing to satisfy AGE that there had been no examples of unprofessional conduct, and requesting a response within ten (10) business days of receipt of the letter. An extension to the time limit may be granted on application.
- b. If the Education Agent responds to an *Authorised Education Agent Warning Letter* within the set timeframe, the CEO will evaluate the responses to the substance of the complaint, taking into account:
 - (i) the Education Agent's actual responses;
 - (ii) the known performance history of the Education Agent; and
 - (iii) other relevant information.
- c. Depending on the conclusions drawn from the investigation, the CEO may:
 - (i) maintain the Education Agent Agreement appointment without conditions;
 - (ii) maintain the Education Agent appointment subject to certain conditions;
 - (iii) suspend the Education Agent appointment, making re-appointment subject to training and agreement to comply with certain defined conditions; or
 - (iv) terminate the Agent's appointment immediately.
- d. The outcome of the formal investigation will be recorded in AGE's Complaints and Appeals Register, in the Education Agent's file and in AGE's Education Agent Database.
- e. If the CEO should find that a complaint made about an Education

Agent's behaviour was vexatious, and if the complainant is a current student of AGE, the CEO will refer the issue to the Registrar (or equivalent officer) for formal investigation and, depending on the outcome of the investigation:

- (i) the student may be placed on probation;
 - (ii) the student's enrolment may be suspended for a set duration; or
 - (iii) the student's CoE may be cancelled and the student reported to the Department of Education and Training and the Department of Home Affairs via PRISMS.
- f. The outcome of the formal investigation will be recorded in AGE's Complaints and Appeals Register, and on the student's file.

Renewal of Authorised Education Agent Agreements

5.22 If, following completion of the annual Education Agent Audit, the CEO is satisfied that the Education Agent has operated professionally and ethically, has effectively represented AGE's interests, and has referred significant numbers of prospective students to AGE programs and courses, with a high conversion ratio, a renewal of the Authorised Education Agent Agreement may be offered to the Agent. Procedures for renewal of Agreement are as follows:

- a. The CEO or their delegate will complete a new AGE Education Agent Agreement, updated to include any new legislative and regulatory requirements, and send two (2) copies to the Education Agent's head office under an *Authorised Education Agent Reappointment Letter*.
- b. If the Education Agent accepts the terms of the *Authorised Education Agent Agreement*, they will sign both copies of the agreement and return them to the CEO.
- c. The CEO or their delegate will sign the two original signed copies of the Agreement received from the agent, retain one of the two countersigned copies, and return the second to the Education Agent, together with an *Authorised Education Agent Certificate*.
- d. The new *Authorised Education Agent Agreement* will be stored in the Education Agent's file, and any necessary changes will be made to AGE's Education Agent Database and website.

Termination and Non-Renewal of Authorised Education Agent Agreements

5.23 Should AGE at any time become aware of an Education Agent being negligent, careless or incompetent, or of having engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the reputation of AGE and/or the integrity of the Australian education and training system, AGE shall take immediate corrective and preventive action.

5.24 Preventative action could include training sessions for Education Agents, ensuring they have all the material they need to represent the provider accurately

and professionally.

5.25 Corrective action may include provision of additional information/material or targeted training in, for example, the expectations of the provider; or termination of the agreement with the Education Agent.

5.26 If, following completion of the final Audit of an existing *Authorised Education Agent Agreement*, the CEO has reasonable grounds for believing or suspecting that an Education Agent has engaged in unethical, unprofessional and/or criminal conduct, and/or the Education Agent's student referral and conversion rates are too low to warrant their retention as an Education Agent, the CEO may send an *Authorised Education Agent Warning Letter* which:

- a. specifies the grounds for concern;
- b. indicates the consequences of failing to satisfy AGE that there had been no examples of unprofessional conduct, and/or indicates AGE's concerns about the Agent's referral and conversion rates; and
- c. requests a response within ten (10) business days of receipt of the letter (an extension to the time limit may be granted on application).

5.27 If the Education Agent responds to the *Authorised Education Agent Warning Letter* within the set timeframe, the CEO will evaluate the performance of the agent, taking into account:

- a. the Education Agent's response to the Warning Letter;
- b. whether the Education Agent engaged in unprofessional conduct;
- c. the Education Agent referral and conversion rates; and
- d. other relevant considerations.

5.28 Depending on the conclusions drawn from the performance evaluation outlined above, the CEO may either renew the Education Agent appointment, or renew the Education Agent appointment subject to certain conditions, such as:

- a. requiring the Education Agent to undertake further training;
- b. requiring the Education Agent to improve their referral and conversion rates;
- c. suspending the Agent's appointment and make re-appointment subject to agreement to comply with certain defined conditions; or
- d. terminate the Education Agent appointment immediately.

5.29 Termination of an *Authorised Education Agent Agreement* will be automatic if the CEO knows, or, based on reasonable grounds, concludes that the Education Agent has, or most probably has, engaged in criminal or unprofessional conduct.

5.30 If the Education Agent identifies the cause of a recognised breach as being one of that Education Agent's employees or sub-agents, and if the Education Agent provides demonstrable evidence in support and takes immediate action to dismiss the responsible employee and/or terminate the sub-agent's agreement, the CEO may

decide to retain that Agent, but may also require that the agent undertake additional training as specified.

5.31 Termination or non-renewal of an *Authorised Education Agent Agreement* will be most probable if:

- a. the Education Agent's performance, as measured by student referrals and conversion rates, is unacceptably low;
- b. the Education Agent has misrepresented Australia's legislative and regulatory requirements relating to international students;
- c. the Education Agent has misrepresented AGE and the programs, courses and services offered by its associated and agent providers; or
- d. the Education Agent has, in any other manner, been non-compliant with the terms and conditions of their Authorised Education Agent Agreement with AGE.

5.32 When the CEO decides to terminate or not renew an Authorised Education Agreement appointment, the following applies:

- a. the decision and reasons will be conveyed to the relevant Education Agent, using the *Authorised Education Agent Termination Letter*, and the termination will take place when the Agent is formally served that notice;
- b. the relevant government departments will be notified of the termination, and the grounds for the termination if the termination resulted from suspected unprofessional conduct;
- c. details relating to the audit and decision will be entered on the Education Agent's file;
- d. the Education Agent's name will be removed from the AGE website;
- e. the Education Agent's students will be notified of the termination/non-renewal, and invited to submit a *Change of Agent Request Form*; and
- f. AGE will ensure that no further referrals and applications will be accepted from the terminated Education Agent.

5.33 On termination of an *Authorised Education Agent Agreement*, the agent must:

- a. submit all applications and fees from prospective students received up to the termination date;
- b. cease all promotional activity on behalf of AGE, its subsidiary and associated providers;
- c. submit no further student applications; and
- d. immediately cease using any advertising, promotional or other material supplied by AGE and return all material to AGE by registered mail or a reputable international courier.

5.34 All commission payments owing to an Education Agent whose Education Agreement is terminated or not renewed from fee payments made by their clients prior to the expiry date of their Education Agreement will be honoured.

5.35 If an Authorised Education Agent Agreement is terminated on the basis of demonstrated or reasonably suspected unethical, unprofessional and/or criminal behaviour, the CEO will inform the Accounts Department and AGE will immediately cease payment of agent commission fees that would otherwise become payable from the date of termination.

5.36 In situations where AGE terminates an *Authorised Education Agent Agreement* for unethical practice, that Education Agent will be paid commission arising from all fee payments made prior to the cessation of the Agreement, and commission will cease to be paid in relation to all subsequent fee payments by the students they represented.

5.37 If the *Authorised Education Agent Agreement* is terminated or not renewed on the basis of inadequate referrals, applications and conversions, the CEO will inform the Accounts Department and AGE will immediately cease payment of agent commission fees which would otherwise become payable from the date of termination.

5.38 In situations where AGE decides not to renew an Education Agent's Agreement for reasons other than unethical practice, that Education Agent will be paid commission arising from all past and future fee payments made in relation to all courses for which current CoEs have been issued.

5.39 The termination of the *Authorised Education Agent Agreement* by either party does not affect any accrued rights or remedies of either party.

5.40 Any decision to terminate an Authorised Education Agent Agreement and the reasons for it may be disclosed to other parties, including the Education Agent's employer, and in accordance with privacy legislation and regulations.

Change of Agent/Release Letter

5.41 In situations where AGE terminates or chooses not to renew an Authorised Education Agent Agreement, the CEO will ensure that the students represented by that Education Agent are advised in writing of the termination/non-renewal of the *Authorised Education Agent Agreement* and request them asking to complete and submit a *Change of Agent Request Form*, identifying a new Agent from the list of Authorised Agents published on AGE's website.

5.42 In situations where a student wishes to change their Education Agent for reasons other than the termination of their agent's *Authorised Education Agent Agreement*, the student must complete and submit:

- a. a *Change of Agent Request Form* identifying their preferred new Agent, with appropriate documentation; and
- b. a *Release from Agent Letter* from the student's existing Education Agent; or, where such a letter is not available,
- c. a statement identifying how remaining with their existing Agent would not be in their best interests.

5.43 On receiving such an application, a check will be undertaken to see if the proposed new agent is one AGE's Authorised Education Agents. If the preferred new agent is not an AGE Authorised Education Agent, the application will be rejected.

5.44 If a student provides a *Release from Agent Letter* from their agent and/or demonstrates, to the satisfaction of the Marketing Manager, that their best interests are not served by remaining with their existing agent, and the proposed new agent is an AGE Authorised Education Agent, the Marketing Manager will approve the change, with the following conditions:

- a. If the student has existing CoEs for study with AGE and/or its associated providers, the change of Education Agent will not take effect until:
 - (i) the student has paid all fees relating to that student's existing CoEs for study with AGE and its associated providers, including CoEs for extended course packages, and the payment of the Education Agent Fees relating to those CoEs; or
 - (ii) the student discontinues their study with AGE and/or its associated providers and withdraws, with or without a *Release Letter*.

5.45 In situations where the student has no existing CoEs for study with AGE and/or its associated providers, AGE will agree with the requested change, providing it is in no way detrimental to the student's wellbeing.

5.46 Once a change of Agent has been approved and is scheduled to be implemented as specified above, the Marketing Manager will:

- a. write to the existing Education Agent to inform them of AGE's approval of the student-initiated change of Agent and informing them of their ongoing commission payment entitlements;
- b. write to the new Education Agent informing them of AGE's approval of the student-initiated change of Agent and informing them of their future commission payment entitlements;
- c. make the necessary changes to the AGE Education Agent Database;
- d. organise (through the Accounts Department) all commission payments due to the student's existing Agent; and
- e. arrange for commission payments related to subsequently provided CoEs to be made to the student's new agent.

6. Related Legislation and Documents

6.1 The following documents are related to this policy and procedure:

- a. Authorised Education Agent Agreement
- b. Authorised Education Agent Appointment Letter
- c. Authorised Education Agent Certificate

- d. Authorised Education Agent Reappointment Letter
- e. Authorised Education Agent Termination Letter
- f. Authorised Education Agent Warning Letter
- g. Change of Agent Request Form
- h. Education Agent Application Form
- i. Education Agent Audit Form
- j. Education Agent Reference Checks Form
- k. In-File Education Agent Checklist
- l. Monthly Admissions Meeting Agenda Template
- m. Monthly Admissions Meeting Minutes Template
- n. Post-Training Report Template
- o. Post-Visit Report Template
- p. Student Post-Arrival Appraisal of Agent Questionnaires
- q. Student Grievance Handling Policy and Procedure.

Applicable External Standards and Codes

6.2 This policy and procedure complies with the following standards and codes:

| Standards / Code | Standards / Clauses |
|--|--|
| Higher Education Standards Framework (Threshold Standards) 2021 www.legislation.gov.au/Details/F2021L00488 | Under <i>Standard 7 – Representation, Information and Information Management</i> : ► Standard 7.1 |
| National Code of Practice for Providers of Education and Training to Overseas Students 2018 www.legislation.gov.au/Details/F2017L01182 | ► Standard 4 – Education agents |

7. Feedback

7.1 AGE staff and students may provide feedback about this document by emailing support@guildmusic.edu.au for such feedback to be incorporated into a future review.

8. Document Control

| Approval Review | Details |
|---------------------|--------------------------------|
| Governing authority | Executive Management Committee |
| Responsible officer | CEO |
| Endorsed by | Board of Directors |
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