



# INDUCTION BOOKLET

OVERSEAS MARKETING & EDUCATION AGENCY



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## A Warm Welcome to Global College Australasia

Dear Valued Agents,

It is with great pleasure and enthusiasm that I welcome you to the Global College Australasia (GCA) family! As marketing and education agents, you are not just our representatives in the field but crucial ambassadors for the values and educational excellence that GCA stands for. Your role is instrumental in guiding prospective students as they make pivotal decisions about their educational journeys.

At GCA, we are committed to providing an enriching and transformative educational experience to students from all corners of the world. This mission is made possible through your dedicated efforts in connecting GCA with the global community. We understand that representing a college is more than just a job – it's a commitment to shaping futures and fostering educational aspirations.

This induction booklet has been meticulously crafted to serve as your comprehensive guide in this journey. Herein, you will find a clear set of guidelines, policies, and ethical standards that are integral to effectively representing GCA. We believe in transparency, integrity, and professionalism, and these principles are reflected throughout this booklet.

Your adherence to these guidelines will not only facilitate smooth operations but also help maintain the trust and respect that GCA has built over the years. It is imperative that we work together to uphold the reputation of GCA as a premier institution for overseas education.

I am confident that this partnership will be a fruitful and rewarding experience for both you and the students you guide. Your commitment to excellence and dedication to your role are immensely valued. We look forward to a successful collaboration, driven by our shared goal of making a positive impact on students' lives through quality education.

Once again, welcome to GCA. Here's to a journey of success, growth, and mutual accomplishments!

See: [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

Warm regards,

Dr. Bindu Smith  
Director, Global College Australasia



## Introduction

Welcome to the Global College Australasia (GCA) Agent Induction Booklet. This resource has been developed to guide you, our valued agents, in your role of promoting and representing GCA to prospective students worldwide.

### **Purpose of this Booklet**

This booklet serves as a comprehensive yet straightforward guide to assist you in understanding the key aspects of your role as an agent for GCA. It is designed to provide clarity on the standards and expectations set forth by the college and to ensure that our collective efforts align with the highest standards of integrity and professionalism in educational recruitment.

### **Basis of the Information Provided**

The contents of this booklet are grounded in the National Code of Practice for Providers of Education and Training to Overseas Students 2018. This Code sets the nationwide standards for educational institutions and their agents in offering courses to overseas students in Australia.

### **Guide Only**

Please note that the information provided here is intended as a guide only. While we strive to present you with a thorough overview of the relevant practices and expectations, it is important to remember that this booklet does not cover all scenarios or address every potential issue that might arise in your work as an agent.

### **Responsibility and Accountability**

As a representative of GCA, you are responsible and accountable for reading, understanding, and adhering to all applicable legislation, standards, and the specific policies and procedures of GCA. It is crucial to stay informed and up to date with these guidelines, as they are essential to your successful partnership with GCA and the effective representation of our educational offerings.

## IMPORTANT

All agents including education and migration agents/lawyers only provide GCA material to prospective students.

### **Your Role in Upholding Standards**

Your commitment to understanding and applying the guidelines and standards outlined in this booklet is vital. By doing so, you help maintain the quality and integrity of GCA's educational services and ensure that prospective students receive accurate and responsible guidance.

We appreciate your dedication to your role as a GCA agent and your commitment to excellence in all aspects of your work. Should you have any questions or require further clarification on any aspect of this booklet, please do not hesitate to contact us.

**Let's work together towards a successful and rewarding collaboration.**



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

### Introduction

Australia is dedicated to maintaining the highest standards of service and care in its international education and training sector. To support this commitment, the Agent Code of Ethics (ACE) has been developed. The ACE serves as a critical component of the framework that guides the behaviour of individual education agents and agencies operating in the sector. It is particularly important for those who work with Australian international students, education providers, and fellow agents. The ACE is designed to build upon the ethical framework outlined in the London Statement and to provide specific standards relevant to Australia.

### Purpose

The Agent Code of Ethics has several important purposes:

- **Outlining Ethical Conduct:** It defines the principles and expectations governing the fair and ethical behaviours of education agents, both onshore and offshore.
- **Promoting Best Practices:** The ACE aims to foster best practices among education agents, helping them provide high-quality services to potential and existing international students and partner education providers.
- **Ensuring Quality Services:** It provides assurances regarding the quality and standards of services offered by education agents who recruit students to Australia.
- **Enhancing Reputation:** The ACE contributes to enhancing the global reputation of Australia's education system, aligning it with internationally recognised quality systems.

### Core Elements

The Agent Code of Ethics is built upon three core elements:

#### 1. Ethical Framework:

- *Integrity:* Agents are expected to be straightforward and honest in all their professional and business dealings.
- *Objectivity:* Professional judgment should not be compromised by bias or conflicts of interest.
- *Professional Competence and Due Care:* Agents must maintain professional knowledge, provide diligent service, and act with care.
- *Transparency:* Conflicts of interest should be declared to all clients, especially when service fees involve both the education provider and the prospective student.
- *Confidentiality:* Personal information must be respected and preserved, and it should not be released to third parties without proper authority.
- *Professional Behaviour:* Agents should adhere to relevant laws and regulations, dealing with clients competently, diligently, and fairly.
- *Professionalism and Purpose:* Agents should act in a manner that serves the interests of clients and society, even if it means prioritising those interests over self-interest.



## **2. Principles:**

- *Responsible Business Ethics:* Agents should avoid conflicts of interest, maintain confidentiality, and act professionally and responsibly. They must also refrain from being involved in fraudulent visa applications.
- *Providing Honest Information:* Agents should offer accurate and tailored information to students, particularly concerning language skills, capacity to pay, and level of study.
- *Transparent Business Relationships:* Agents should use written agreements, signed by students and education providers, to clarify arrangements and maintain student confidentiality.
- *Protecting Minors:* Agents must ensure adequate representation and support for minors, acting in accordance with relevant laws and regulations.
- *Providing Up-to-Date Information:* Agents should provide students with information about their accreditations, training, and memberships in professional associations.
- *Acting Professionally:* Agents should participate in training and professional development and become members of relevant professional associations.
- *Raising Ethical Standards:* Agents should work with destination countries and providers to promote ethical standards and best practices.

## **3. Standards:**

- *Organisational Effectiveness:* This involves governance, ownership, strategic planning, policies, and procedures.
- *Business Ethics:* Agents must adhere to ethical standards, disclose legal actions, provide accurate information, and disclose incentives.
- *Staff Capability:* Agents should have effective human resource management, a strong understanding of the Australian education and training system, and relevant training qualifications.
- *Agency Recruitment Practices and Standards:* This includes marketing practices, counselling students, handling complaints, fee transparency, and safeguarding personal information.



## Section 1

### Standard 1: Marketing Information and Practices

In your role as an agent for Global College Australasia (GCA), adhering to specific marketing and information practices is crucial. This section explains what you should and shouldn't do to maintain honesty and integrity in your marketing activities.

GCA's Responsibilities:

#### 1. Providing Accurate Information:

- GCA ensures that all information regarding courses and services is truthful and up to date.
- *GCA Action:* We will regularly provide you with current and accurate course descriptions, fees, and other relevant details.

#### 2. Upholding Compliance:

- GCA is committed to adhering to Australian Consumer Laws in all marketing and communication materials.
- *GCA Action:* We will monitor your marketing content for compliance and provide you with guidelines.

Agent Requirements:

#### 1. Truthful Marketing:

- Always present accurate information about GCA's courses and services in your marketing efforts.
- *Agent Action Example:* If a course is two years long, state this clearly in your promotions.

#### 2. CRICOS Information Display:

- Include GCA's CRICOS registered name and number in all forms of communication.
- *Agent Action:* Ensure "Global College Australasia (CRICOS Provider No: 03564F)" is included in all communications.

#### 3. Respecting Australian Consumer Laws:

- Your marketing must comply with these laws.
- *Agent Action:* Avoid making any false claims, such as guaranteed job placements post-course completion.

#### 4. Accurate Course Information:

- Provide complete and correct details about GCA's courses, including prerequisites.
- *Agent Action:* Clarify specific course requirements, like language skills or work experience, in your discussions with potential students. Use only GCA approved marketing materials.



**5. Consistent CRICOS Information:**

- Ensure all course-related materials feature GCA's CRICOS details.
- *Agent Action:* Include CRICOS details in email footers and on promotional materials.

**6. Checking Student Enrolment Status:**

- Verify if a student is already enrolled with another provider before facilitating their transfer to GCA.
- *Agent Action:* Inquire about a student's current educational engagement during initial consultations.

What Agents Should Avoid:

**1. No False Promises:**

- Do not make unrealistic guarantees about course outcomes, such as visas or employment.
- *Example:* Avoid telling students they are guaranteed a job or visa after course completion.

**2. Avoid Misleading Information:**

- Do not provide incorrect details about GCA's courses.
- *Example:* Accurately represent course fees and duration in your communications.

**3. Ethical Recruitment:**

- Refrain from making negative comparisons with other educational institutions.
- *Example:* Focus on the strengths of GCA's offerings rather than comparing them to other institutions.

**4. Honest Marketing Practices:**

- All promotional activities should be honest and straightforward.
- *Example:* Use genuine student testimonials and avoid fabricating success stories.

**Your Role as a GCA Agent**

Your role in guiding students to make informed decisions is invaluable. Clear communication is key. Always ensure that the information you provide is current, accurate, and aligns with the student's best interests. By committing to these standards, you enhance both GCA's and your own reputation as trusted education agents.

For any queries or further guidance on upholding these standards, please contact GCA.





## Section 2:

### Standard 2: Recruitment of an Overseas Student

As an agent representing Global College Australasia (GCA), your approach to recruiting overseas students must be in line with our standards and ethical guidelines. Below are the key practices and principles to follow in your recruitment activities.

#### **GCA's Responsibilities:**

1. Providing Comprehensive Course Information:
  - GCA ensures that all course details, including duration, structure, and mandatory training components, are accurately described and easily accessible.
  - *GCA Action:* We will regularly update and distribute detailed course information to agents.
2. Setting Clear Admission Criteria:
  - GCA establishes clear language proficiency and educational qualification requirements for student enrolment.
  - *GCA Action:* We will provide you with specific admission criteria for each course.
3. Defining RPL Policies:
  - GCA has clear policies and processes for recognising prior learning (RPL).
  - *GCA Action:* Where RPL is requested please refer to GCA admissions team. Guidelines are available to assist prospective students.

#### Agent Requirements:

1. Providing Clear and Accurate Information:
  - As an agent, you must offer clear and understandable information to assist students in making informed decisions.
  - *Agent Action:* Use the provided course information to explain course details, such as duration and structure.
2. Checking Student Qualifications:
  - It's essential to verify that prospective students meet GCA's language and educational qualifications for enrolment.
  - *Agent Action:* Review language test scores and academic records to ensure they align with GCA's criteria.
3. Informing About RPL:
  - Agents should inform students about GCA's RPL policies and processes.
  - *Agent Action:* Advise students on how their past educational or professional experiences might contribute to course credits.



**Key Information to Provide Before Enrolment:**

- Course Requirements:
  - *Agent Action:* Detail specific language and academic requirements for course eligibility.
- Course Details:
  - *Agent Action:* Clearly explain the course curriculum and any practical training components.
- Facilities and Resources:
  - *Agent Action:* Describe GCA's campus amenities and available learning resources.
- Partnership Arrangements:
  - *Agent Action:* Outline any collaborations GCA has with other educational institutions or organisations.
- Fees and Policies:
  - *Agent Action:* Using GCA materials only. Clearly communicate all fees, potential changes, and enrolment policies.
- ESOS Framework:
  - *Agent Action:* Provide students with information about their rights and responsibilities under the ESOS framework.
- Welfare Arrangements:
  - *Agent Action:* Discuss the support services GCA offers, especially focusing on student welfare.
- Accommodation and Living Costs:
  - *Agent Action:* Offer an overview of the living costs and accommodation options in the vicinity of GCA.

**Additional Requirements:**

- Documented Policies:
  - *Agent Action:* Utilise GCA's documented policies for assessing student qualifications.
- Literacy Requirements:
  - *Agent Action:* Discuss language requirements for courses that do not have English language prerequisites.
- Record Keeping:
  - *Agent Action:* Keep accurate records of any enrolment you have facilitated.



- Inform About Course Duration Changes:

What Agents Should Avoid:

- Misleading Recruitment:
  - Do not encourage applications from students who do not meet the set qualifications.
  - *Example:* Refrain from suggesting that students with insufficient language skills apply for a course.
- Compromising Course Integrity:
  - Ensure that any information regarding courses, RPL, or course credits are not perceived as automatically granted and there is a process that must align with the educational framework and do not dilute the course's value.
  - *Example:* Do not recommend that an award of credit is guaranteed that would allow a student to skip essential course modules.

Your role is crucial in maintaining the high standards and integrity of GCA's educational offerings. We appreciate your commitment to these guidelines. For any queries or further guidance, please reach out to us.



## Section 3:

### Standard 3: Written Agreements

As an agent for Global College Australasia (GCA), it is crucial to understand your role in facilitating the course enrolment process, particularly in guiding prospective students to adhere to GCA's policies and procedures. While GCA is responsible for the formalities of course enrolment and fee management, your role as an agent involves providing accurate information and directing students to GCA for their enrolment needs.

GCA's Management of Course Enrolment:

#### 1. GCA's Handling of Enrolments:

- GCA is responsible for creating and managing all enrolments for prospective students.
- *Agent Action:* Guide students to GCA for their enrolment process.

#### 2. Exclusive Management of Course Fees:

- GCA exclusively handles all aspects of course fee administration, including setting, collecting, and refunding fees.
- *Agent Action:* Inform students that all fee-related matters will be handled directly by GCA.

Agent Guidelines for Course Enrolment:

#### 1. Directing Students to GCA:

- Agents should refer students to GCA for any formal enrolment processes.
- *Agent Action:* Provide GCA's contact details for enrolment inquiries and processes.

#### 2. Advising on Enrolment Procedures:

- While not directly involved in enrolment, agents can help students understand the process of obtaining and accepting enrolment offers from GCA.
- *Agent Action:* Explain the general steps involved in the GCA course enrolment process.

#### 3. Informing about Essential Enrolment Information:

- Agents can advise on the types of information typically required for GCA course enrolment.
- *Agent Action:* Offer guidance on expected enrolment details like course options, prerequisites, and general fee structures.



Prohibitions for Agents:

**1. Refrain from Managing Enrolments:**

- Agents should not engage in drafting, managing, or finalising any written enrolments.

**2. Do Not Handle Fees:**

- Agents are not to collect or discuss specific course fees with students, as this is managed solely by GCA.

**3. Avoid Misrepresenting Role:**

- Do not imply that agents are responsible for managing course enrolments or fee arrangements.



## Section 4:

### Standard 4: Education Agents

#### **GCA's Responsibilities:**

1. Providing Formal Agreements:
  - GCA ensures detailed written agreements are in place with each agent.
  - *GCA Action:* Regular updates and reviews of agreements to reflect evolving practices and regulations.
2. Maintaining Agent Records:
  - GCA is tasked with keeping agent details updated in the Provider Registration and International Student Management System (PRISMS).
  - *GCA Action:* Conduct periodic verifications and updates of agent information in PRISMS.
3. Agent Training and Support:
  - GCA provides essential training and resources to help agents understand their roles and responsibilities, including adherence to the Australian International Education and Training Agent Code of Ethics.
  - *GCA Action:* Organise training sessions and distribute current materials on ethical recruitment practices.

#### **Agent Requirements:**

1. Adhering to the Agreement:
  - Agents are expected to operate within the framework of their formal agreement with GCA.
  - *Agent Action:* Regularly review the agreement's terms and ensure adherence in all activities.
2. Ensuring Accurate Representation:
  - Agents must act ethically and honestly, prioritising the interests of overseas students.
  - *Agent Action:* Provide accurate and transparent information about GCA's courses and policies to prospective students.
3. Activity Monitoring and Reporting:
  - Agents should align their activities with GCA's standards and report any significant issues or deviations.
  - *Agent Action:* Regularly assess your recruitment practices and communicate any challenges to GCA.



4. Compliance with Regulations:

- Agents are required to comply with the National Code and avoid unethical practices.
- *Agent Action:* Stay informed about the National Code and ensure all recruitment activities are compliant.

5. Avoiding Unethical Practices:

- Agents must not engage in any form of unethical recruitment or unauthorised migration advice.
- *Agent Action:* Practice due diligence in all operations and uphold high ethical standards.

Key Elements of the Agent Agreement:

- **Outlined Responsibilities:** Clear definition of responsibilities for both GCA and agents within the agreement.
- **Quality Assurance and Monitoring:** GCA monitors agent activities, expecting agents to uphold high standards.
- **Non-Compliance Consequences:** Actions outlined in the agreement for cases of non-compliance, including potential termination.

Agent Conduct Standards:

- **Conflict of Interest:** Agents are required to declare any conflicts of interest.
- **Confidentiality and Transparency:** Handling student information confidentially and conducting business transparently are imperative.
- **Continuous Knowledge and Training:** Agents must keep their knowledge about the Australian education system and GCA's offerings up to date.

Maintaining Accurate Records:

- **GCA's Role:** Keeping precise and current records of all agents in PRISMS.
- **Agent's Role:** Providing GCA with updates to their information for PRISMS records.

Addressing Non-Compliance:

- **GCA's Role:** Taking immediate corrective action in cases of agent non-compliance.
- **Agent's Role:** Rectifying any non-compliance promptly upon notification.

Avoiding Unethical Practices:

- **GCA's Stance:** GCA strictly prohibits any engagement with unethical recruitment practices.
- **Agent's Responsibility:** Ensuring practices align with ethical standards and safeguarding student interests.



As part of the GCA network, your adherence to these standards and guidelines is crucial. Together, we can ensure a transparent, compliant, and successful recruitment process.

For any assistance or queries, GCA is always here to support you.

#### Note on Standard 5 - Younger Overseas Students

As a representative of Global College Australasia (GCA), it is imperative that you adhere to the following strict instruction regarding the recruitment and enrolment of younger students:

GCA does not recruit or enrol students who are under the age of 18 years. Consequently, Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, which pertains to younger overseas students, is not applicable to our operations.

As a GCA agent, you are required to comply with this policy without exception. This means:

**No Engaging Younger Students:** You must not engage in recruitment activities targeting individuals under 18 years of age for enrolment at GCA.

**Verification of Age:** In your recruitment practices, you are required to verify the age of prospective students to ensure they meet our age criteria.

**Immediate Reporting:** If you encounter applications from students under the age of 18, you are required to immediately report these cases to GCA for appropriate handling.

Failure to adhere to this strict policy will result in immediate review and potential termination of your agreement with GCA. We rely on our agents to uphold our policies and maintain the integrity of our enrolment practices.

This instruction is non-negotiable and integral to our compliance with educational regulations and standards. An understanding and cooperation in this matter are greatly appreciated.





## Standards for Registered Training Organisations (RTOs) 2015

### Marketing and Advertising Do's and Don'ts

#### Do's:

1. **Provide Accurate Information:** Ensure all marketing and advertising materials provide clear, accurate, and up-to-date information about GCA, training, and assessment.
2. **Use only GCA's Name:** Marketing material should only use Global College Australasia (GCA) name and include our RTO Code: 45088.
3. **Include Training Product Information:** When promoting specific training products, include the code and title of that product as published on training.gov.au and CRICOS.education.gov.au

Example: SIT30821 Certificate III in Commercial Cookery

4. **Be Transparent About Financial Support:** GCA will inform you if required to include in your marketing material subsidies, or financial support. In this event we will clearly detail the applicable support and any repayment information.
5. **Obtain Consent for References:** If mentioning other individuals or organisations, you must obtain their consent in writing and provide to GCA for approval prior to advertisement.
6. **Use NRT Logo Correctly:** If using the nationally recognised training (NRT) logo, you are required to adhere to the specified conditions of use.
7. **Distinguish Between Accredited and Non-Accredited Training:** (Not applicable to overseas marketing)

Clearly differentiate between nationally recognised training leading to AQF certification and any non-accredited training offered by GCA.

8. **Keep Marketing Material Up to Date:** Ensure that all your marketing materials are current and reflect the training products on GCA's scope of registration.
9. **Include RTO Code in Online Content:** On websites, social media, online directories, and online advertisements, prominently display our RTO Code: 45088 and training product information where applicable.
10. **Comply with Consumer Protection Laws:** Abide by all relevant consumer protection laws in the jurisdictions where your RTO operates.



**Don'ts:**

1. **Don't Guarantee Success:** Do not guarantee a learner's successful completion of a training product, completion in a manner that doesn't meet requirements, or a specific employment outcome beyond our control.
2. **Don't Use Other Businesses' Names:** Marketing materials should only use GCA's name, not that of your or any associated business conducting advertising, marketing, or recruitment on our behalf.
3. **Don't Include Non-Current Training Products:** Avoid including non-current training products in marketing materials unless they are on GCA's scope of registration.
4. **Don't Mislead About Employment Outcomes:** Do not make misleading claims about employment outcomes following course completion.
5. **Don't Use NRT Logo Incorrectly:** Only use the NRT logo for training products registered on GCA scope of registration.
6. **Don't Mention Non-Current Training Products:** Refrain from mentioning non-current training products that are not on GCA's scope of registration.
7. **Don't State Unconfirmed Outcomes:** Only claim that a training product enables learners to obtain a licensed or regulated outcome if confirmed by the industry regulator.
8. **Third-Party Compliance:** Overseas agents are classed as third parties for marketing, we must ensure you comply with the marketing and advertising requirements and must be clear that you are recruiting on our behalf.

**Note:** All GCA agents and details are posted on [PRISMS.education.gov.au](http://PRISMS.education.gov.au)

By following these do's and don'ts, we can engage in marketing and advertising practices that are compliant with the Standards for Registered Training Organisations (RTOs) 2015 and consumer protection laws.



## Resources and Further Information

Below, you'll find valuable resources and information to assist you in your role of supporting students in accessing GCA courses.

1. [Department of Home Affairs \(DHA\):](#)
  - Department of Home Affairs - Education Agents
  - DHA provides information on visa requirements, student visas, and updates on immigration policies.
2. [Australian Government Department of Education and Training:](#)
  - Study in Australia - Education Agents
  - This official website offers a directory of registered education agents in Australia who can assist international students.
3. [TEQSA \(Tertiary Education Quality and Standards Agency\):](#)
  - TEQSA - Information for Education Agents
  - TEQSA provides resources for education agents, including regulatory information, standards, and quality assurance.
4. [Australian Government National Code of Practice for Providers of Education and Training to Overseas Students 2018:](#)
  - National Code 2018
  - This official document outlines the standards and requirements for education providers and can be a valuable reference for education agents.

These resources cover a wide range of topics related to education and migration in Australia and can be valuable for education agents assisting international students.

**All education agents should also consider attending training sessions and webinars offered by relevant authorities to stay updated with the latest information and regulations.**





## Glossary of Terms:

This glossary is designed to help agents understand and comply with the Agent Code of Ethics as they represent Global College Australasia (GCA) and work with international students and education providers in Australia.

- **Agent Code of Ethics (ACE):** A set of guidelines and standards for education agents and agencies working within the Australian international education and training sector.
- **London Statement:** A foundational ethical framework for international education agents, focusing on responsibility, integrity, transparency, and professionalism.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students. A database of all Australian education providers offering courses to people studying in Australia on student visas.
- **Ethical Framework:** Principles guiding agent behaviour, including integrity, objectivity, professional competence, transparency, confidentiality, and professional behaviour.
- **Integrity:** The quality of being honest and having strong moral principles in professional dealings.
- **Objectivity:** The practice of agents making decisions and providing advice without personal bias or conflicts of interest.
- **Professional Competence and Due Care:** The responsibility of agents to maintain knowledge and skills and to provide diligent and careful services.
- **Transparency:** The obligation of agents to disclose any conflicts of interest, especially when service fees involve both education providers and prospective students.
- **Confidentiality:** The requirement to respect and protect personal information, not releasing it to third parties without proper authority.
- **Professional Behaviour:** The expectation that agents adhere to relevant laws and regulations and deal with clients competently, diligently, and fairly.
- **Responsible Business Ethics:** The practice of avoiding conflicts of interest, maintaining confidentiality, and acting professionally and responsibly.
- **RTO Standards:** Standards for Registered Training Organisations, which provide a national framework for the delivery of quality training and assessment services in Australia.
- **National Code:** A set of nationally consistent standards that govern the protection of overseas students and delivery of courses to those students by providers registered with CRICOS.



- **PRISMS:** Provider Registration and International Student Management System. A system used by education providers to manage the enrolment of international students.
- **RPL (Recognition of Prior Learning):** A process for giving students credit for skills, knowledge, and experience gained through work and life or through other courses.
- **ESOS Framework:** Education Services for Overseas Students framework. Australian government regulations designed to protect the interests of overseas students and uphold the quality of education providers.
- **Visa Requirements:** Conditions set by the Australian Department of Home Affairs that international students must meet to study in Australia.
- **Agency Recruitment Practices:** Standards and guidelines for how agents should conduct student recruitment, including marketing practices and counselling students.
- **CRICOS Provider No:** A unique number assigned to Australian education providers who are registered to offer courses to international students.
- **Australian Consumer Laws:** Laws designed to protect consumers, including international students, and ensure fair trading in Australia.
- **Migration Act 1958:** Australian legislation governing immigration and the rights and responsibilities of migrants, including international students.
- **NRT Logo:** Nationally Recognised Training logo used in Australia to signify that a training program leads to qualifications recognized under the Australian Qualifications Framework (AQF).
- **Training.gov.au:** The official national register of information on training packages, qualifications, courses, units of competency, and Registered Training Organisations (RTOs) in Australia.
- **Consumer Protection Laws:** Laws and regulations aimed at safeguarding the rights of consumers, including students, in the marketplace.