



Education Agent Policy

Purpose

This policy outlines how Xpert Solutions selects, appoints, manages, monitors and reviews education agents and other student recruitment representatives.

Xpert Solutions is committed to ensuring that education agents:

- act ethically and honestly
- provide accurate information
- support informed student decision-making
- act in the best interests of students
- comply with applicable legislation and contractual obligations.

This policy supports compliance with:

- 2025 Standards for Registered Training Organisations
- ESOS Act 2000
- National Code 2018
- Australian Consumer Law
- Education Agent Code of Ethics.

Definition

Education Agent: A person or organisation that recruits prospective students on behalf of Xpert Solutions.

Third Party Representative: Any organisation or individual acting on behalf of Xpert Solutions in student recruitment activities.

Conflict of Interest: Any situation where personal, financial or business interests may influence an agent's obligations to students or Xpert Solutions.

Self-Assurance: Ongoing monitoring and review activities used to evaluate agent performance, compliance and effectiveness.

High-Risk Agent: An education agent identified through monitoring activities as presenting increased compliance, quality or reputational risk.

Policy

1. Recruitment of Agents

- Xpert Solutions only engages agents that demonstrate:
 - ethical conduct
 - appropriate industry knowledge
 - understanding of Australian education requirements
 - commitment to student welfare
 - commitment to accurate information.
- Agents must support students to make informed enrolment decisions and must not engage in misleading, deceptive or unethical recruitment practices.



- Before appointment, Xpert Solutions will assess:
 - business registration status
 - relevant licences
 - education industry experience
 - previous provider relationships
 - reputation
 - complaints history
 - migration agent registration (if applicable)
 - knowledge of ESOS and National Code requirements
 - conflicts of interest
 - recruitment capacity.

2. Written Agreements

- Xpert Solutions develops and implements a written agreement with each Education Agent that is engaged to recruit students on its behalf.
- Written agreements will specify all of the following:
 - Xpert Solutions responsibilities, including that Xpert Solutions is responsible at all times for compliance with the Standards for Registered Training Organisations, ESOS Act and National Code 2018.
 - Xpert Solutions requirements for agents who represent them, including the requirement to:
 - declare in writing and take reasonable steps to avoid conflicts of interests with duties as an Education Agent of Xpert Solutions.
 - observe appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students.
 - act honestly and in good faith, and in the best interests of the student.
 - have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
 - Xpert Solutions processes for monitoring the activities of Education Agents in representing the provider, and ensuring the Education Agent is giving students accurate and up-to-date information on Xpert Solutions services
 - corrective action that may be taken by Xpert Solutions if an Education Agent does not comply with its obligations under the written agreement.
 - Xpert Solutions grounds for termination of the registered provider's written agreement with the Education Agent.
 - the circumstances under which information about the Education Agent may be disclosed by Xpert Solutions and the Commonwealth or state or territory agencies.
 - Need to provide accurate and factual responses to information requests from the VET Regulator or any other Commonwealth state or territory body or as required by law, relevant to the recruitment of students.
 - Need to cooperate with the VET regulator in the conduct of audits and the monitoring of its operations



- A list of Education Agents with whom Xpert Solutions has a written agreement will be included on Xpert Solutions's website. As a minimum this information will include the agency name, name of the principal agent, legal entity and street address.
- Xpert Solutions will advise ASQA of the third-party arrangements in place with Education Agents in accordance with clause 8.3 of the Standards:
 - Within thirty days of an agreement commencing.
 - Within thirty days of an agreement coming to an end.
- Written agreements must also include:
 - data privacy obligations
 - marketing approval requirements
 - student complaint reporting requirements
 - conflict of interest declarations
 - document retention requirements
 - performance review arrangements
 - self-assurance monitoring activities.

3. Monitoring and termination

- Xpert Solutions will maintain an Education Agent Register containing the below, The register will be reviewed regularly:
 - agreement dates
 - contact details
 - performance reviews
 - monitoring outcomes
 - complaints
 - corrective actions.
- Where Xpert Solutions becomes aware that, or has reason to believe, the Education Agent or an employee or contractor or subcontractor of that Education Agent has not complied with the Education Agent's responsibilities. Xpert Solutions will take immediate corrective action.
- Where Xpert Solutions becomes aware, or has reason to believe, that the Education Agent or an employee or subcontractor of the Education Agent is engaging in false or misleading recruitment practices, Xpert Solutions will immediately terminate its relationship with the Education Agent, or require the Education Agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- Xpert Solutions will not accept students from an Education Agent if it knows or reasonably suspects the Education Agent to be:
 - providing migration advice, unless that Education Agent is authorised to do so under the Migration Act.



- 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).
 - facilitating the enrolment of a student who the Education Agent believes will not comply with the conditions of his or her visa.
 - using PRISMS to create CoEs for other than bona fide students.
- The monitoring activities of Xpert Solutions will identify where an agent may be involved in any of the above activities. Xpert Solutions will also take into account reports from students where the number of students is a reasonable proportion of the students recruited by an agent (e.g. 3 in 10 students).

4. Marketing Materials

- Education agents will be provided with current and accurate marketing information that meets the requirements of Xpert Solutions's *Marketing Information Policy and Procedure*.
- Agents must not:
 - guarantee visa approval
 - guarantee permanent residency
 - guarantee employment
 - guarantee migration outcomes
 - provide misleading information
 - modify approved marketing materials without approval.

5. Students Welfare Responsibilities

- Agents must:
 - act in the best interests of students
 - identify students requiring additional support
 - refer students to Xpert Solutions where support needs are identified
 - avoid recruitment practices that place students at risk.

6. Continuous Improvement and Self-Assurance

- Xpert Solutions reviews agent performance through:
 - student feedback
 - complaints and appeals
 - enrolment trends
 - visa outcomes
 - conversion rates
 - monitoring reports
 - compliance incidents.
- Outcomes are recorded in the Continuous Improvement Register. Corrective actions must include:



- responsible person
- due date
- completion evidence
- effectiveness review.

7. Records

- Xpert Solutions maintains records relating to:
 - agent applications
 - due diligence assessments
 - agreements
 - training and induction
 - monitoring activities
 - student feedback
 - complaints
 - corrective actions
 - annual reviews
 - termination decisions.
- Records must be maintained securely.