

Can connectivity provide one
global education agent quality
framework?



Brett Blacker, CEO, English Australia

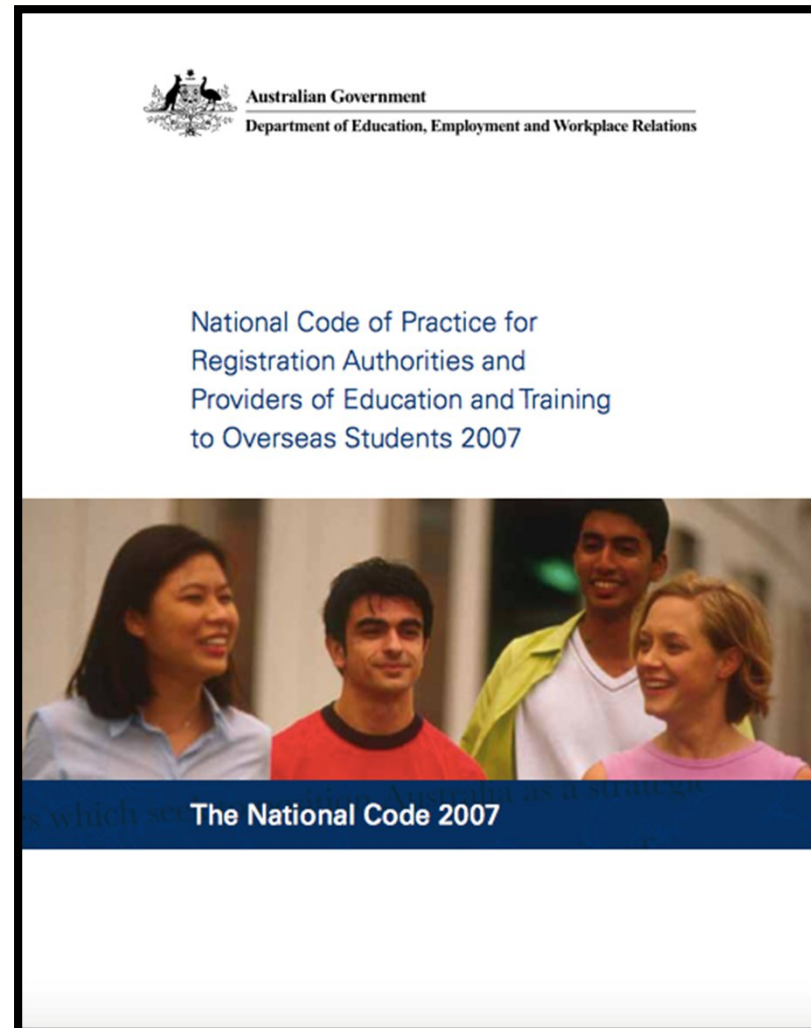
20 October 2016

Perceptions of agents



Part D – Standard 4

- Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.



Training and certification

Jump to section

[Australian Qualifications Framework \(AQF\) >](#)

[Regulations & Legislation \(REG\) >](#)

[Working Effectively \(WEF\) >](#)

[Ethics \(ETH\) >](#)

[Self Assessment - Unit A Australian Qualifications Framework](#)

[Self Assessment - Unit B Regulations and Legislation](#)

[Self Assessment - Unit C Working Effectively](#)

[Self Assessment - Unit D Ethics](#)

Education Agent Training Course

Welcome to the EATC

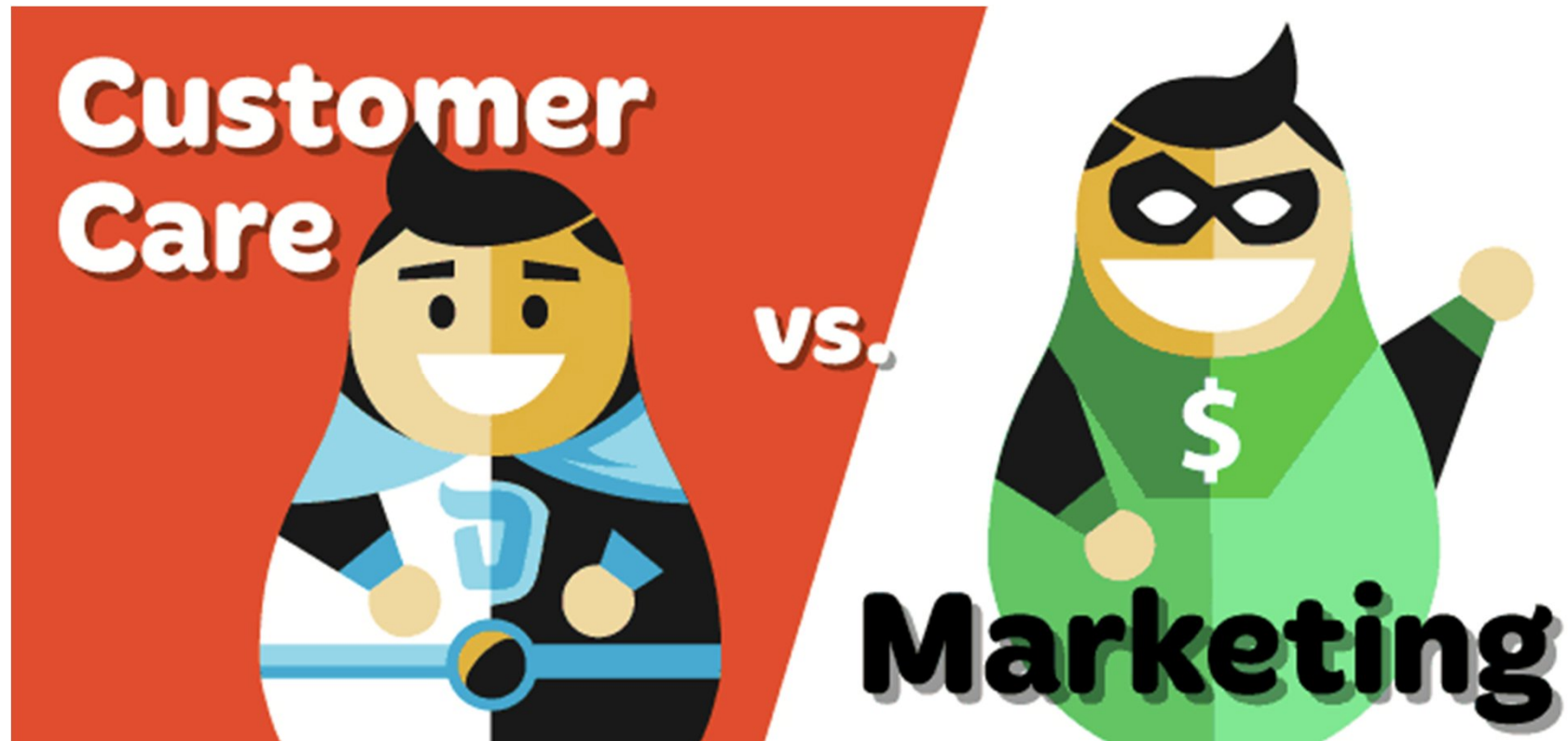
Start Course



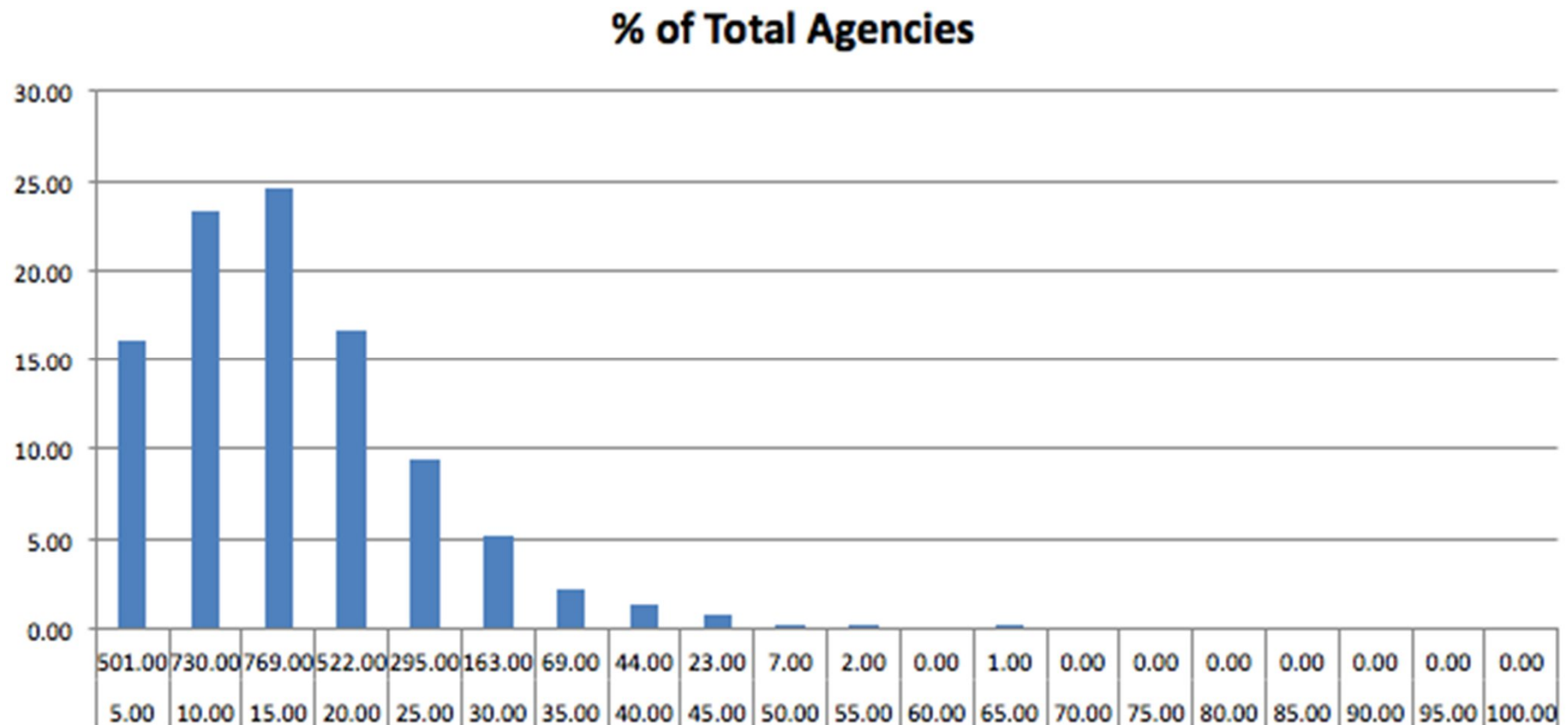
The Education Agent Training Course (EATC) is a free, online, self-paced, industry-recommended course that provides education agents with information about the Australian education system and Australia as a study destination. The course material is also a resource to help agents remain aware of changes and developments in international education.

Australian Education International (AEI) and the Department of Immigration and Border Protection

What has been the outcomes?



Agents performance



Source: Department of Education and Training – PRISMS data

Agents performance – since 1 July 2012

1,200,000



Australia's Education Agent Quality Assurance Framework

Stage 1 concluded in June 2015. This involved:

- Global survey of all stakeholders for feedback on best practice QA system
- Interviews in Singapore, India and China with offshore agents and embassy staff
- Focus group meetings in Australian cities for:
 - a) onshore agents
 - b) education providers and other stakeholders
- Report provided to Government with 23 recommendations

Australia's Education Agent Quality Assurance Framework

Stage 2 of QA Project requires a Feasibility Study,
(June 2016), with:

- A new Code of Ethics for both onshore and offshore agents
- Scoping the potential support for an independent accreditation body

Australia: Agent Code of Ethics



Australia: Agent Code of Ethics

Australia's International Education Agent Code of Ethics - Overview

Ethics	Principles	Standards
<ul style="list-style-type: none">• Integrity - being straightforward and honest in all professional and business dealings;• Objectivity - not allowing professional judgment to be compromised by bias or conflict of interest;• Professional competence and due care - maintaining professional knowledge and professional service, and acting diligently;• Transparency - declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;• Confidentiality - respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;• Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and• Professionalism and purpose - acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).	<ul style="list-style-type: none">• Agents and consultants practice responsible business ethics.• Agents and consultants provide current, accurate and honest information in an ethical manner.• Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.• Agents and consultants protect the interests of minors.• Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.• Agents and consultants act professionally.• Agents and consultants work with destination countries and providers to raise ethical standards and best practice.	<ul style="list-style-type: none">• Agents and consultants comply with the Australian Agent Quality Framework and the ACE• Agency demonstrates robust organisational effectiveness• Agency demonstrates strong business ethics• Agency supports staff capability development and ongoing education• Agency demonstrates quality and effective recruitment practices and standards

Role of Agent Associations



Other programs....

Join our English Australia *Partner Agency Program* today!

About English Australia

English Australia represents over 120 member colleges throughout Australia that provide quality English language programs to students and professionals from around the world.

About our Partner Agency Program

The English Australia Partner Agency Program recognises, supports and promotes those education and language travel agents who recruit students for quality English language programs in Australia. If you have a current agreement with at least 4 English Australia member colleges and have recruited students for those colleges in the past year, then we would love to hear from you!



www.englishaustralia.com.au/partneragency

One apple or the cart?



www.englishaustralia.com.au



www.facebook.com/EnglishAustralia



[@English_Aus](https://twitter.com/English_Aus)



www.linkedin.com/company/english-australia



QUALITY | SUPPORT | ASSURANCE 