



STUDENT HANDBOOK

SECTION 19 – EDUCATION AGENTS POLICY AND PROCEDURE

Australian Learning Group (ALG) has written agreements with each education agent it engages to recruit prospective students on its behalf.

A current list of agents who have an agreement with ALG can be found on ALG's [website](#).

OVERVIEW

Australian Learning Group (ALG) take reasonable measures to only have agreements in place with education agents that have an appropriate knowledge and understanding of the Australian international education industry, and provide third-party services in a transparent, ethical and compliant manner.

RANGE OF SERVICES FROM PARTNERS

ALG has third-party agreements with education agents to promote courses to and recruit prospective students. These services involve providing pre-enrolment information and assisting a student complete an application.

However, only ALG will be responsible for issuing a complete Letter of Offer to a prospective student that will outline and allow access to accurate and current pre-enrolment information that will negate any risk for misinformation to the student prior to enrolment.

HOW PARTNERS CAN EXPECT TO BE MONITORED

ALG regularly and systemically monitors the activities of its education agents and takes action, including terminating the agreement, when the education agent does not fulfil its responsibilities.

The procedures ALG use to monitor agents include:

- Application form
- Reference checks of agents prior to entering the partnership relationship
- Monitoring and soliciting student feedback on agent performance via various methods including but not limited to surveys, complaints and appeals
- Investigating student grievances where the cause of the grievance could stem from an agent i.e. misrepresentation of a course
- Acting on and investigating alerts from Government departments about agent behaviour
- Ongoing review of agent marketing practices and performance
- Providing initial and continuous training
- Conducting a formal annual review with education agents
- Ongoing reviews through regular interactions with agents

ALG will take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

MAINTAINING DETAILS OF THIRD-PARTY ARRANGEMENTS WITH EDUCATION AGENTS

ALG is responsible for entering and maintaining details of currently contracted education agents on the ALG website, PRISMS and ASQANet.