

## **Education Agent Code of Conduct**

This Code sets out minimum standards of conduct for education agents ('Agents') of UK English College Pty Ltd t/as UK English College.

The standards have been developed to ensure that the highest professional standards are maintained in relation to the recruitment of student and that students' interests are protected. A reference to 'Agent' in this document includes a reference to any of their employees, contractors, or agents.

### **1. Knowledge of legislative requirements**

Agents are aware of the requirements imposed by the ESOS Framework, including the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code). Agents take steps to ensure that they and any of their staff are fully informed of any changes to the National Code as they may occur from time to time. Agents ensure that their staff have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics. In addition, the Agent abides by all relevant Australian State and Federal legislation when representing UK English College, including the *Trade Practices Act 1974* (CTH).

### **2. Ethical student recruitment**

Agents ensure that the recruitment of students is conducted always in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as detailed in UK English College materials. All marketing undertaken by the Agent maintains the integrity and reputation of the industry, UK English College and registered providers generally. Agents do not knowingly recruit or attempt to recruit students where this conflict with Standard 7 (Overseas student transfers) of the National Code.

### **3. No false or misleading statements**

Agents do not make any false or misleading statements about UK English College courses and services to the public. In particular, Agents do not give false or misleading information or advice in relation to:

- a. Claims of association between providers;
- b. Prerequisites – including English language proficiency – for entry to the course
- c. The employment outcomes associated with a course;
- d. Automatic acceptance into another course;
- e. Possible migration outcomes; or
- f. Any other claims relating to UK English College, its course or outcomes associated with the course.

### **4. Up-to-date information**

Agents regularly review all information and materials provided to the Agent by UK English College and ensure that all information and materials submitted to actual or prospective students is accurate and up-to-date.

#### **5. Fair and equitable student selection**

Agents ensure that equal opportunity principles will be applied to student selection decisions and that all student selections are conducted in accordance with UK English College policy.

#### **6. Qualified staff**

Agents employ appropriately qualified staff and train all staff who are involved in student recruitment, enrolment and selection processes to ensure that students are appropriately selected in accordance with UK English College policy. The Agent ensures that all of its staff abide by this Code of Conduct in their dealings with actual or prospective students of UK English College. The Agent ensures that all of its staff have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

#### **7. Adhering to College procedures**

Agents adhere to UK English College enrolment and other relevant policies and procedures, and promptly make available all original applicant documentation to UK English College upon request.

#### **8. Maintenance of student privacy**

Agents keep all applicant information collected as part of the application and enrolment process secure. Agents take all necessary steps to ensure that the handling and disclosure of all personal information complies with UK English College's privacy policy and the relevant Australian state and federal privacy legislation.

#### **9. Fees**

Agents are obliged to handle all course monies with care and in accordance with their fiduciary obligations and the UK English College *Education Agent Code of Conduct*. All such monies received must be passed on immediately to UK English College without set off or deduction.

If a student pays the tuition and non-tuition fees required for their enrolment (as described in the *Letter of Offer and Student Agreement*) to an Agent, UK English College will not issue the student's Confirmation of Enrolment (CoE) until the Agent has transferred those fees in full to UK English College.

If an Agent charges their own fees (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the Agent. UK English College is not responsible for the Agent's own fees and does not protect or refund those fees under any circumstances.