

Agent Appointment and Management Policy

Purpose

1. The purpose of this Policy is to outline the principles underlying the appointment and management of TITAN HIGHER EDUCATION (TITAN/THE) agents in accordance with the *Tertiary Education Quality and Standards Agency Act 2011*, the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Education Services for Overseas Students Act 2000 (ESOS)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*.

Scope

2. This Policy applies to:
 - a) all TITAN staff involved in the appointment and management of agents;
 - b) all agents appointed by TITAN for the purpose of recruiting international students for its higher education courses.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the TITAN website.

Suite documents

4. This Policy is linked to the Agent Appointment and Management Procedure.

Policy

Principles

5. TITAN recognises that agents are often the first point of contact with prospective students, on behalf of TITAN and the Australian international education industry. TITAN will ensure through its recruitment, training, management and review of agents that it appoints agents who:
 - a) are competent;
 - b) act ethically and appropriately in accordance with the legislative and regulatory framework governing the recruitment of international students to study with education providers in Australia;
 - c) employ mechanisms to identify non-genuine students;
 - d) protect the interests of all prospective students and uphold the reputation of TITAN and the education system in which it operates.
6. All agents appointed by TITAN will be subject to due diligence prior to appointment and engaged through a formal agreement.
7. All appointed agents must be registered in the relevant country, state or province in which they are located and will be subject to TITAN's formal application, reference check and ongoing performance monitoring procedures.

8. TITAN will ensure that all agents and their staff:
 - a) are appropriately trained to properly represent TITAN and its admission requirements, courses and student services;
 - b) comply with the requirements set out by TITAN including with the *ESOS Framework* and the *National Code 2018*;
 - c) receive prompt updates for any changes to its services or courses according to the provisions in the **Agent Appointment and Management Procedure** and the **Communication and Marketing Policy**.
9. The performance of agents is monitored on an ongoing basis and comprehensively reviewed annually. The Board of Directors is responsible for the broad oversight of the review of agents.
10. TITAN is committed to undertaking prompt corrective action in the event or likelihood of an agent engaging in false or misleading marketing or information dissemination or engaging in dishonest or unethical conduct.

Associated information

Related Internal Documents	Agent Appointment and Management Procedure Communication and Marketing Policy Agent Agreement Agent Review Form Corrective Action Notification, Review and Ongoing Monitoring of Agents Form Privacy Policy Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education Quality and Standards Agency Act 2011</i> <i>Education Services for Overseas Students (ESOS) Act 2000</i> <i>Australian Qualifications Framework 2013</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> Australian International Education and Training Agent Code of Ethics Simplified Student Visa Framework
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Change history

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	7-Jul-20	V1.1 administrative updates
	8-Dec-21	V1.2 updated for HESF 2021 and administrative updates
	21-Jun-23	V1.3 administrative updates following TEQSA registration

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