

## Fact Sheet 9: Agent Agreements

**Policy Statement:** Danford College follows a firm practice in the recruitment of education agents domestically and internationally to ensure honest and professional representation of Danford College with the highest integrity.

The college will not knowingly recruit an agent if it is reasonably suspected that the agent is engaged in, or has previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);

- a) facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa;
- b) using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
- c) providing immigration advice where not authorised under the Migration Act 1958 to do so.

Agents, who wish to become a Danford College 'Approved Agent', must follow the process as set out below. It is the responsibility of the Marketing Manager/ Officer to ensure that communication between Danford College and all agents is efficient and effective.

### How can my company become an approved Agent for Danford college?

Agents can make an enquiry about becoming a Danford College approved through the:

- Agent telephoning Danford College;
- Agent visiting Danford College and or Danford College's website;
- Agent emailing or writing to Danford College with an (EOI) Expression of Interest;
- Agent meeting a Danford College representative either domestically or internationally;
- New agents can also be sourced, with assistance, from:

Optional:

- i. QEAC Database <https://pieronline.org/qeac>  
Austrade
- ii. The Australian Embassy
- iii. Existing Danford College approved agents
- iv. AEI offices
- v. Marketing Managers from other local institutions in Australia

### What is process for becoming an approved agent with Danford College?

#### 1. Submit a completed Application Form & accompanying documents

- A copy of your Business Profile;
- A copy of your ABN/ACN business and/or company name registration evidence or business permits;
- A copy of your membership to professional membership i.e. AEI, AEERI;
- Optional: A copy of MARA registration certificate;
- A minimum of two Australian Institution referees;
- Recommended: Qualified Education Agent Counsellors Certificate (QEAC);

Exception: If you are unable to produce two Australian Institution referees you will need to provide the following documentation to the Marketing Manager for approval:

- the completed Application Form;
- Two personal references;
- Business profile,
- ABN/CAN or business permit;
- Mandatory: Qualified Education Agent Counsellors Certificate (QEAC);
- Optional: A copy of MARA registration certificate;

#### 2. Undergo a Reference Check

The College will conduct a reference check by telephone or email.

#### 3. Agent Decision

- If your status has been approved, your company will be advised and Danford College will issue you with an Agreement.
- If your application has been rejected the College will notify you of the decision via email.

#### 4. Agent Agreement

- An Agreement will be developed and signed by the Marketing Manager and sent to you for your signature.
- Two copies of the Agreement (including Schedule 1 & 2 and cover letter), are sent via post or email to the prospective Agent. The Agent is instructed to sign & return both copies along with the Schedules to Danford College to be signed by the CEO.
- The duties and responsibilities of the Agent & Danford College are stipulated in Danford College Agency Agreement.

#### 5. Send Approved Agent Danford College Information

Once the Agreement has been signed you will be sent further information including:

- a) Certificate of Representation,
- b) Agent Zone login details letter
- c) Promotional material pack including:
  - Agent log-in to RTO Mgr

- Certificate of Representation
- Course Guides & brochures
- Danford College Student Handbook,
- the course flyers/brochures,
- Danford College course intake dates;
- Fees & charges
- Other marketing material that may assist the agent to represent Danford College

### College Tour

#### Australian Based Agents:

- Meeting with CEO & college tour. Including information on courses & facilities available to ensure the agent will pass on relevant information to prospective students.

#### Overseas Based Agents:

- The Marketing Officer will, where possible, arrange for a College Representative - who may be travelling to that specific region - to meet with the agents, view their premises & practices as well as informing them about the courses and facilities available at Danford College; to ensure the agent will pass on relevant information to prospective students.

#### Virtual Tour

- New Agents are sent a Zoom link to view the College facilities online by way of an orientation

#### Renewal of Agent Agreement

- Complete Agent Performance Review document
- Update Company documents

The Marketing Manager will assess all applications based on:

- The quality of the documentation provided by the Agent;
- The applicant's business references;
- The business reference checks from 2 active providers in Australia;
- The education Agent declaring and taking all reasonable steps to avoid 'Conflicts of Interest'<sup>1</sup> with its duties as an education agent of Danford College;

#### Agent Updates

On a biannual basis the Marketing Officer will send an 'Agent Information Update Form' to "existing" agents requesting their current information and whether promotional material is required.

If the "active" agent is based in Australia, the Marketing Officer can arrange to visit the Agent.

If the "active" agent is based overseas, the Marketing Officer can, where possible, arrange for a College Representative – who may be travelling to that specific region – to visit with the agent.

The Marketing Officer will ensure that all existing agents have current information on applicable "specials", new procedures and enquiry/enrolment information. An 'Agent Newsflash' will be published and sent every six months to Danford College approved agents and will detail the latest college updates.

#### Communication with Education Agents

Management of the activities of the agent network is primarily the responsibility of the marketing department, Danford College ensures there is timely and relevant communication with its Education Agents by maintaining:

- Contact via emails, phone calls, other electronic media, face to face visit and campus tour
- Copies of communications relating to updates, commission payment and individual Agency Agreements are retained on Danford College server by the Marketing Manager.

#### Changes in Legislation

In the event of legislative changes which affect the relationship between Danford College and the Agent, the College will send the change in writing in the form of email/letter or drop off by one of our marketing officers and acknowledgement from the Agent is required in the same form.

Danford College may also request an updated business profile from the agent if it is deemed necessary. Any changes accepted must be part of the new agreement between the agent and Danford College.

#### Education Agent Termination

Where Danford College becomes aware of, or reasonably suspects that an Education Agent, their employee or sub-contractor has breached Danford College Agent Agreement, the ESOS Act 2000, or the National Code 2018, Danford College will terminate the agreement. This includes, but is not limited to the Education Agent, their employee or subcontractor:

- Being engaged in, or being previously engaged in dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of the registered provider under the National Code 2018;

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<sup>1</sup> When the Agent charges services fees to both overseas students & registered providers for the same service;  
• Where an education Agent has a financial interest in a private education provider; or

- Where an employee of an education Agent has a personal relationship with an employee of the education provider;



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Head Office - William Street Campus

Level 8, 277 William Street Melbourne 3000 VIC

King Street Campus

Level 7, 310 King Street, Melbourne 3000 VIC

Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664

support@danford.edu.au

[www.danford.edu.au](http://www.danford.edu.au)

Star Gazers Education Pty Ltd T/AS Danford College  
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa;
- Providing immigration advice where not authorised under the Migration Act 1958 to do so.

The Marketing Manager in consultation with the Compliance Department may terminate and Education Agreement at any time or may decide not to renew the agreement. Reasons for both must be recorded in the Agent Profile.

Terminated agreements or agreements that are not renewed are marked as inactive in Danford College list of agents and will be removed from PRISMS accordingly.

Any suspended Education Agents may appeal any decision made by Danford College, in line with the college Complaints & Appeals Policy.