



*JP International  
College  
Pty Ltd*

## **Education Agent Manual**

2017

### **JP International College Pty Ltd**

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This manual has been created with the view to providing all approved agents with information on how to promote JPIC courses in an ethical, accurate and responsible manner and in accordance with Government legislation. This manual also explains the JPIC policies and procedures which are of relevance to education agents.

JPIC reserves the right to alter any of the content in marketing materials as well as its policies and procedures at any time without prior notice. We will notify our agents of any changes, however it is the duty and responsibility of agents to inquire regularly about the validity of the information and policies they provide to students.

## **Definition**

In this document, an 'Agent' is defined as a person and/or company approved by JPIC to assist with the marketing, promotion and recruitment of JPIC and its courses to genuine students.

## **Criteria for the Appointment of Agents**

In order to be eligible for representation, education agents must provide the following information:

- JPIC's Agent Agreement duly dated and signed.
- ABN (Australian companies only)
- Certificate of Registration
- Supporting evidence of physical existence (licence, etc.) for all branches, sub-agents &/or outlets.
- Referral letter from other education providers (if applicable)

Agents must maintain a high standard of marketing and advertising integrity in recruiting students for JPIC and may be asked from time-to-time to demonstrate examples of professional standards they have adopted that have resulted in student/client satisfaction. This is part of JPIC's quality assurance and compliance requirements.

JPIC Agents must have an understanding of legislation that regulates international education in Australia. This includes the ESOS Act, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ('the National Code'), DIBP & DOI requirements for overseas students and AQTF 2010 & DETA regulations for advertising.

JPIC Agents must also ensure that, to the extent their services are provided on behalf of JPIC, they comply with all requirements of the National Code.

More information can be found on the following websites:

<https://internationaleducation.gov.au/Regulatory-information/Pages/Regulatoryinformation.aspx>

<http://www.border.gov.au/Trav/Stud>

Moreover, JPIC strongly encourages all its agents to undertake professional development. For example: <http://www.pieronline.org/eatc/> to help ensure they are up to date with international education requirements.

## Student Recruitment

Agents must provide prospective students with accurate information about JPIC's courses, fees, payment procedures, services, resources, terms and conditions of enrolment and the regulations and guidelines applicable to students.

Agents are strictly forbidden to offer discounts on JPIC's tuition fees. Such practice is a serious breach of JPIC's Agent Agreement and will result in JPIC terminating the agent agreement with immediate effect.

In order to enrol potential students with JPIC, agents must use and submit the latest version of JPIC's International Student Application Form duly filled in with the necessary supporting documentation such as qualifications and proficiencies. Agents are advised to download the Application Form from our website to ensure they are accessing the most up-to-date version of the form.

**Note:** Should an out-dated version of the application form be used or provided without any supporting documentation JPIC reserves the right to refuse an application.

Agents must confirm there are available places in the requested course prior to recruiting a student.

All applications must be signed by the applicant. JPIC reserves the right to refuse an application, should it be provided without any signature.

Note: Students are entitled to apply for their initial enrolment with more than one approved agent and ultimately choose the agent they feel will best represent their interests.

Once a student has made the initial full payment of their first instalment, JPIC will not allow a student to change their agent unless:

1. JPIC receives a written release letter from the primary agent, or
2. JPIC finds out or reasonably suspects that an agent is engaged in dishonest practices, facilitating the enrolment of students who do not comply with their visa requirements or have engaged in false or misleading recruitment practices.
3. Where JPIC has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3 (National Code), JPIC will terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 (National Code) and the education agent has terminated the relationship with that individual employee or sub-contractor.
4. Note that points 2 & 3 will result in an immediate cancellation of the authorisation of that agent to represent JPIC.

Agents must affix their company stamp (or write their company name) on the application form at the allocated space provided. Failure to do so may result in the student being considered as a direct enrolment, therefore resulting in the Agent not receiving commission.

Upon receipt of a valid and complete application form with valid supporting evidence, JPIC will issue the agent with an Offer Letter, a student invoice and an agent invoice (student invoice minus commission and GST if applicable).

**Note:** that receipt of an Offer Letter alone does not guarantee entry to JPIC. It is only a provisional offer. Should a starting date be unavailable, JPIC reserves the right to reject an Offer Letter or defer the starting date mentioned on it.

**Note:** that all communication will be by email and thus only an electronic confirmation of enrolment (eCOE) will guarantee a confirmed entry (see below).

### **Student Enrolment**

For an eCoE to be issued, agents must ensure that JPIC is in receipt of the whole amount of the first instalment, the tuition fees, material fee (if applicable) and a minimum of 12 months OSHC (if applicable). Also a copy of a valid passport and a valid visa must be provided.

Entry requirements for vocational courses must be met and these requirements include: English proficiency, educational pre-requisites and visa status. JPIC's entry requirements are clearly displayed on our website [www.jpic.act.edu.au](http://www.jpic.act.edu.au).

Agents must immediately transfer payments received from students to enable JPIC to issue an eCoE in the shortest timeframe possible.

If the full amount is transferred to JPIC, agents must invoice JPIC in order to claim their commission.

### **Student Cancellations and Refunds**

Please refer to JPIC's website for more information regarding the cancellations and Fees and Refund Policy.

If the Agent has received commission from JPIC and requests a refund on the behalf of a student, the Agent must return the commission payment (if applicable) to JPIC before a refund request can be processed.

### **Remuneration for Agents**

JPIC will remit the agreed commission within two weeks after the student officially starts their course. The same will apply for every subsequent full instalment of tuition fees from the student (at the start of each term). Each remittance of commission would be made by JPIC upon receipt of an original invoice from the authorised agent.

JPIC will not pay any commission to any agent should the overseas student enrolled not be granted a visa.

## **Review of Practices, Procedures and Performance of Agents**

In accordance with our quality assurance and compliance regime, JPIC will review the practices and procedures of authorised agents by undertaking Agent Reviews at least once per year or more frequently where there is information that suggests (or JPIC knows or reasonably suspects) that an agent may be acting inappropriately.

JPIC retains the right to veto any agent activity that is considered as non-compliant with JPIC's quality assurance and compliance regime and/or any governing legislation, agreed-upon under the terms and conditions or information stated in this manual.

In order to ensure that authorised agents have provided accurate information to their students prior to their enrolment, JPIC will from time to time conduct internal reviews/surveys with students. These reviews/surveys will provide JPIC with information related to the Agent recruitment/management process and may affect the outcome of the continuation of the Agent's Agreement.

In the case of major or continuing non-compliance or where there is information that agents are acting inappropriately, JPIC will cancel the authorisation granted to the agent to represent JPIC and will notify relevant authorities and students involved.

In addition, should an agent not have performed to JPIC's satisfaction, the authorisation to represent JPIC may be suspended or cancelled.

## **Advertising Guidelines**

1. Agents must seek JPIC's approval prior to the release of any advertisements, promotional materials, use of JPIC's legal and trading names as well as JPIC's logo.
2. In any advertisement promoting JPIC, only JPIC's legal name or trading name must be used.
3. No reference may be made in any advertisement or material promoting JPIC to a competing provider or the courses it conducts.
4. Qualifications must be listed using their correct and complete titles and course codes. All such information features in JPIC's marketing materials.
5. Agents must ensure that advertised course fees and payment structure is accurate and correct as stipulated by JPIC.
6. Advertising and promotional materials must be undertaken in a professional and ethical manner, maintaining the integrity and reputation of JPIC and the education industry.
7. Advertising and promotional materials must not give false, ambiguous or misleading information or advice in regards to:
  - a. claims of association between providers
  - b. the employment outcomes associated with a course
  - c. automatic acceptance into another course
  - d. possible migration outcomes
  - e. any other claim relating to JPIC, its course or outcomes associated with the course

- f. Agents must provide the following information to potential students before enrolment with JPIC:
- The requirements for acceptance into a course;
  - The course content and duration, qualification offered if applicable, modes of study and assessment methods;
  - Campus location and general description of facilities, equipment and learning resources available to students;
  - Relevant information on living in Australia, including indicative costs of living and accommodation options;
  - Indicative course-related fees including advice on the potential for fees to change during the student's course or part of the course and applicable refund policies;
  - Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.

Should JPIC have evidence or reasonably suspect that an agent is breaching the above-mentioned guidelines, it reserves the right to immediately suspend or cancel the authorisation of that agent to represent JPIC without any notice.

### **Change of tuition fees**

In the event JPIC decides to change its fee structure:

- Existing students will pay the same fee at the time of enrolment until completion of the same course.
- Students to whom a letter of offer and invoice has been issued for a course to start will be allowed to enrol at the same price unless the letter of offer's validity has expired.
- If a letter of offer's validity has expired and the student or his/her representative requires a new letter of offer to be issued, a new letter of offer with the new fee structure will be issued.
- Students to whom an eCoE has been issued for a course to start will be allowed to pay the same fee at time of enrolment until completion of the same course.
- If an eCoE's validity has expired or the student or his/her representative requires a new eCoE to be issued (e.g. postponing a course start date), a new eCoE with the new fee structure will be issued.
- Agents will be informed 3 months in advance in writing (e.g. email or letter) of the new fee structure in order to adjust any pre-approved internal marketing material related to the promotion of JPIC and its courses.
- All JPIC's promotional materials will be amended or appended when possible (e.g. it may not be possible to dispose immediately of brochures because of price change) and distributed to agents &/or potential students accordingly.
- JPIC's website will be amended as soon as practicable to indicate the change at least 3 months in advance. Both current fees and new fees will be indicated with a cut-off date.

## **Immigration advice from Education Agents**

It is necessary for individuals to be registered as migration agents by the Migration Agent Registration Authority (MARA) in order to provide immigration advice to others.

### **Education agents:**

- Must limit their advice about immigration matters to explaining information that is publicly available.
- Must not provide substantial comment on the information other than to help students understand the information if English is not the student's first language.
- Should limit their advice to student issues alone.
- Can complete student visa applications for their students and act as a point of contact for DIBP during the progress of an application.

Registered Migration Agents undergo a rigorous registration process and continuing professional development. This is due to the large number of visa types and the frequent changing of visa regulations and conditions.

A non-Registered Migration Agent is not permitted to give advice as this is a breach of Government legislation.

### **Reference Checks by Other Educational Institutions**

JPIC will only consider acting as a referee to Agents who have successfully completed the six (6) month probation period and are appointed as an Agent on a long-term basis.

