**Agent Application Form**

Please complete all sections of this form in English. Applications will only be considered when ALL questions are completed, and all supporting documentation is supplied.

# **Business Details**

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| --- | --- |
| **Company name**  (or legal entity; state name and whether this is a registered company, partnership or incorporated entity): |  |
| **Trading name** (if different from above)**:** |  |
| **Business registration number:**  If in Australia, provide Australian Business Number (ABN) or Australian Company Number (ACN)  OR equivalent if the Agent is located in another country |  |
| **Place(s) of registration:** |  |
| **Business address** (include state/region and country)**:** |  |
| **Company Director/Principal** |  |
| **Position:** |  |
| **Telephone:** |  |
| **Website:** |  |
| **Email:** |  |
| **Skype:** |  |

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| **Invoicing address**  **Attention** (name and position)**:** |
| **Full postal address** (including state/region and country)**:** |
| **Email address:** |

**Do you have additional offices/branches?** Yes 🞏 No 🞏 (if yes, please provide details below)

|  |  |  |
| --- | --- | --- |
| **1** | **Office/Branch name:** |  |
| **Business address and contact:** |  |
|  |  | |
| **2** | **Office/Branch name:** |  |
| **Business address and contact:** |  |
|  |  | |
| **3** | **Office/Branch name:** |  |
| **Business address and contact:** |  |
|  |  | |
| **4** | **Office/Branch name:** |  |
| **Business address and contact:** |  |

1. **Business Background and History**

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| **How long have you been in business as an education agent? \_\_\_ years \_\_\_ months** |
| **Is your office involved in any other business activities other than student recruitment?**  Yes 🞏 No 🞏 (if yes, please provide details) |
| **Which Australian educational institutions do you currently represent?** |

1. **General Information**

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| **How do you propose to promote the International Health & Science Institute?**  🞏 **Brochures** 🞏  **Education Agent website** 🞏 **Student seminars** 🞏 **Internet**  🞏 **Exhibitions** 🞏 **Other (please specify)** |
| **Which three potential markets do you wish to recruit students for the International Health & Science Institute?**  1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Which subject areas do you believe would be of interest to prospective students in your potential market?** |
| **What is the most suitable time of the year to conduct a marketing trip to your region or a visit to your office to recruit students?** |
| **What services do you provide to students?** |

1. **Compliance**

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| **Have any of your staff completed the Qualified Education Agent Counsellor Course which is available on https://www.icef.com/academy/courses/education-agent-training-course-eatc/?**  Yes 🞏 No 🞏 |
| **Do you have the knowledge and a good understanding of the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018 as an Education Agent?**  Yes 🞏 No 🞏 |
| **Do you regularly monitor the Department of Home Affairs website** [**www.homeaffairs.gov.au**](http://www.homeaffairs.gov.au) **and the Department of Education website** [www.education.gov.au](http://www.education.gov.au) and the TEQSA website [teqsa.gov.au](http://www.teqsa.gov.au)**?**  Yes 🞏 No 🞏 |
| **Do you understand that students coming to Australia on a student visa must have a primary purpose of studying and must study full time?**  Yes 🞏 No 🞏 |
| **Do you understand that you must not make any guarantees about achieving residential status in Australia, but that you can refer students to the DHA website referred to above?**  Yes 🞏 No 🞏 |
| **Are you prepared to comply with the requirements of the International Health & Science Institute regarding advertising, course materials and application procedures, and provide accurate information to students?**  Yes 🞏 No 🞏 |
| **Are you prepared to use material supplied by the International Health & Science Institute to promote our courses?**  Yes 🞏 No 🞏 |
| **Will you make yourself or a senior resource in your company available to discuss the student progress, poor attendance or any issues that may arise during the study with IHSI:**  Yes 🞏 No 🞏 |

1. **Referees**

|  |  |  |  |
| --- | --- | --- | --- |
| Please indicate two business referees we can contact. | | | |
| **Last Name:** |  | **Last Name:** |  |
| **First Name:** |  | **First Name:** |  |
| **Position:** |  | **Position:** |  |
| **Company:** |  | **Company:** |  |
| **Address:** |  | **Address:** |  |
| **Phone:** |  | **Phone:** |  |
| **Mobile:** |  | **Mobile:** |  |
| **Email:** |  | **Email:** |  |

1. **Declaration**

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| --- | --- |
| I am interested in representing the InternationalHealth & Science Instituteas an education agent and I agree to do so in an honest and professional manner. I agree to:   * Regularly monitor policies and changes to the policies as reported on the DHA website. * Regularly monitor policies and regulations and changes to these policies and regulations as reported on the Commonwealth Department of Education Website (education.gov.au). * I have read the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018) and agree to adhere to the relevant Standards. * All responsibilities of agent and I have read and understand education agent policy and procedures * I am aware that in becoming an education agent for the InternationalHealth & Science Institute that my details will be published on www.ihsi.com.au (future website) and will comply with the requests of IHSI stemming from the obligations of a Higher Education provider as listed below in Appendix 1. | |
| **Applicant’s Name:** |  |
| **Applicant’s Signature:** |  |
| **Applicant’s Position:** |  |
| **Date:** |  |

**Education Agent Application Guidelines**

This application package is for Education Agents who have:

* Never been registered as an Education Agent for the InternationalHealth & Science Institute

or;

* Not been registered in the last 12 months

**Further Information**

Visit the InternationalHealth & Science Institute website [www.ihsi.com.au](http://www.ihsi.com.au) for details. Alternatively, you can send an email to

[marketing@ihsi.com.au](mailto:marketing@ihsi.com.au)

**Who Needs to Register?**

Education Agents who use, or purport to use experience in education consulting procedures to provide advice and

assistance to an overseas student wishing to study at the InternationalHealth & Science Institute must register as an Education Agent.

**Before Applying**

Before making an application, you should access the following

information and read it:

* Education Services for Overseas Students (ESOS) Act 2000
* National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2018)
* InternationalHealth & Science Institute website ([www.ihsi.com.au](http://www.ihsi.com.au))

It is also recommended that you visit:

* Department of Home Affairs website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
* Department of Education website [www.education.gov.au](http://www.education.gov.au)

**Application**

If you decide to apply to become an International Health & Science Institute Education Agent, you have to:

* Complete the Education Agent Application Form by answering ALL questions
* Provide the contact details of two (2) academic referees
* Provide proof of Qualified Education Agent Counsellor Certificate if you have passed the online Education Agent Training Course (EATC)
* Provide proof of business registration (certified copies) from your country
* Proof of any academic qualifications or professional recognition
* Any other supporting documentation to assist in your application

All the above information **MUST** be in **English**  if you are located in Australia **or translated into English** from a notary office in your country if you do not have an office in Australia. Please send certified copies only.

**Sending Your Application**

The completed application, with attachments should be emailed to:

[ceo@ihsi.com.au](mailto:ceo@ihsi.com.au)

OR

[admissions@ihsi.com.au](mailto:admissions@ihsi.com.au)

OR

[marketing@ihsi.com.au](mailto:marketing@ihsi.com.au)

International Health & Science Institute recommends that you keep a copy of the application for your file.

**Communication**

IHSI is required to keep your contact details on International Health & Science Institute’s database. In addition, IHSI will use your business phone, business address and email address to advise receipt of your application, for any urgent notification and other administrative issues relating to your business. Please keep your business contact updated at all times. IHSI will **NOT** be responsible for any delays caused by business contact changes without proper notification.

**Application Assessment**

The standard processing time for an application is 5 business days from the receipt of a completed application. If you do not provide all the information required, your application may be delayed.

An incomplete application will only be held by International Health & Science Institute for up to 30 days, and if further information required has not been received within 30 days after the request has been sent, your application will lapse automatically without further notice.

If your application is approved, the CEO or Marketing manager will:

* Send you an Agent application form
* Send you the Education Agent Agreement for your signature
* Request the signed Agreement to be sent back for processing
* Once the signed Agreement is returned, a Certificate of Representation will be forwarded to you as an evidence of registration.

# Appendix 1

TEQSA does not regulate education agents. As per the TEQSA Act, it regulates all registered providers that offer higher education qualifications in or from Australia, as well as some standalone ELICOS providers.

TEQSA monitors providers’ compliance with the requirements of the Education Services for Overseas Students Act 2000 and associated legislative framework (the ESOS framework).

Under standard 4 of the National Code, registered providers are responsible for ensuring that their education agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia’s international education sector.

In particular, higher education providers delivering to overseas students must:

* have a written agreement with each education agent
* not accept students where it suspects the education agent of engaging in dishonest recruitment practices
* take immediate corrective action where it believes or becomes aware of an education agent that has not complied with its responsibilities under relevant ESOS and migration legislation.

**Provider actions**

All higher education providers must ensure that:

* Education agents that they have contracts with are published on their website and that this listing is correct and up-to-date.
* Student engagement policies and procedures are in place and followed. This includes monitoring international students’ engagement in learning and their academic progress and taking action where students are at risk.
* Robust oversight is in place for all contracts with education agents. This includes monitoring performance, ensuring students referred by agents are genuine and engaged in learning and taking prompt corrective action in the event or likelihood of misrepresentation or unethical conduct.
* Staff managing relationships with education agents are aware of the responsibilities and obligations incumbent on providers under the Higher Education Standards Framework and National Code, as well as institutional policies and procedures.

**Relevant standards**

**Higher Education Standards Framework (Threshold Standards) 2021**

**Standard 1.3.4:**

* Processes that identify students at risk of unsatisfactory progress and provide specific support are implemented across all courses of study.

**Standard 1.3.5:**

* Trends in rates of retention, progression and completion of student cohorts through courses of study are monitored to enable review and improvement.

**Standard 7.1.1:**

* Representation of the higher education provider, its educational offerings and charges, whether directly or through agents or other parties, is accurate and not misleading.

**Standard 7.1.4:**

* Agents and other parties that are involved in representing the higher education provider are bound by formal contracts with the provider, their performance is monitored and prompt corrective action is taken in the event or likelihood of misrepresentation or unethical conduct.

**Standard 7.1.5:**

* Representations, whether expressed or implied, about the outcomes associated with undertaking a course of study, eligibility for acceptance into another course of study, employment outcomes or possible migration outcomes are not false or misleading.

**National Code of Practice for Providers of Education and Training to Overseas Students 2018**

**Standard 4.1:**

* The registered provider must enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent’s details in PRISMS.

**Standard 4.2:**

The written agreement must outline:

* 4.2.1 the responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
* 4.2.2 the registered provider’s requirements of the agent in representing the registered provider as outlined in Standard 4.3
* 4.2.3 the registered provider’s processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider’s services
* 4.2.4 the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
* 4.2.5 the registered provider’s grounds for termination of the registered provider’s written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
* 4.2.6 the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

**Standard 4.3:**

A registered provider must require its education agent to:

* 4.3.1 declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
* 4.3.2 observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
* 4.3.3 act honestly and in good faith, and in the best interests of the student
* 4.3.4 have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

**Standard 4.4:**

* Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent’s responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.

**Standard 4.5:**

* Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.

**Standard 4.6:**

* The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:
  + 4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act
  + 4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
  + 4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
  + 4.6.4 using PRISMS to create CoEs for other than bona fide students.

**Further information**

Australian Government Department of Education: Standard 4 - Education Agents

### Version Control

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| --- | --- | --- | --- |
| **Date** | **Version** | **Author** | **Changes** |
| 2021 | 1.0 | IHSI | Initial version |
| 12/02/25 | 2.0 | MS | Added obligations under Standard 4 and Code |
| 15/04/25 | 2.1 | IHSI | Verified all info and made corrections to the QEAC link; changed phone in the header |
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