

## AGENT'S RESPONSIBILITY

Sydney Met education agents have important role to play in recruiting Sydney Met students. Sydney Met expects that our agents act ethically, honestly and in the best interest of students.

Following the National Code 2018, Sydney Met will ensure that it will:

- have a written agreement with each education agent they engage with;
- enter and maintain all education agent details in Provider Registration and International Student Management System (PRISMS);
- ensure its education agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics;
- ensure its education agents act honestly and in good faith;
- take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and
- not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.

ESOS requires agents (but not limited to):

- Refer students who genuinely intend to be temporary entrants to Australia for the purpose of achieving successful education outcomes at Sydney Met and who then plan to utilise the skills gained through study in Australia to return home (or to an alternate country) to gain employment
- Ensure students receive accurate and current information about Sydney Met, including campus locations, facilities, entrance requirements, information about the Sydney Met course, and tuition fees
- Ensure students receive information about living in Australia, the local environment, costs of living and accommodation options
- Ensure that the Sydney Met course is right for your client based on your client's experience, English level and previous qualifications including information on content, duration, qualifications, tuition fees and payment/refund policies
- Ensure students are aware of the conditions of their student visas and ensure they comply with these conditions
- Do not engage in dishonest practices and not providing immigration advice where not qualified to do so.

Agents must not:

- Engage in dishonest practices including counselling students that they can arrive in Australia on a student visa with a primary purpose other than that of study
- Identify students who do not comply with visa conditions yet still proceed with sending an application to Sydney Met
- Engage in false or misleading marketing/advertising or recruitment practices
- Provide false or inaccurate information about a course at Sydney Met
- Provide false or inaccurate information about employment or migration outcomes associated with a Sydney Met course
- Commit to/guarantee a student that Melbourne Polytechnic will accept a prospective student into a course at Sydney Met
- Advertise or market Sydney Met in any way without prior consent from Sydney Met's Marketing Office
- Sydney Met recommends that authorised agents visit the Department of Home Affairs's (DHA) website for updates and visa enquiries.