



University of
Southern
Queensland

Guidelines for the appointment of Education agents

1. Purpose

These Guidelines articulate the role and functions of Education agents and the framework for their appointment and management.

2. Policy scope and application

These Guidelines apply to all staff of the University of the Southern Queensland and all Education agents appointed by the University.

3. Definitions

Please refer to the University's [Definitions Dictionary](#).

4. Role of Education agents

An Education agent is a person or organisation engaged by the University via a formal agreement to undertake approved international student recruitment, marketing and/or promotional activities on behalf of the University.

Education agents are appointed only for the purpose of international student recruitment, unless specified otherwise in a current formal written agreement between the University and an Education agent.

Education agents must not represent themselves as having any function other than that specified in a current formal written agreement with the University.

In acting as agents of the University, Education agents must abide by the requirements of the written agreement with the University, and by the requirements of the Education Services for Overseas Students Act 2000 (ESOS Act) and the associated National Code of Practice.

5. Appointment and Management of Education agents

Education agents are appointed by entering into formal written representative agreements with the University.

All Education agent agreements must comply with University policies and with Australian and Queensland government legislation.

Prior to entering into a formal written agreement with an Education agent, the University must secure requisite information regarding a potential representative in order to satisfy itself that the potential representative will appropriately represent the University and will not pose undue risks to the University, to its students and to its prospective students.

In line with the UniSQI Education Agent Application Form and considering all the available information, Education agents should demonstrate:

- Demonstrated potential to recruit quality students on a consistent basis
- Proven reputation for ethical conduct
- Strong position in a growing market
- Knowledge and understanding of ESOS framework
- Commitment to provide comprehensive and ongoing services to students
- Willingness to undergo intensive training on UniSQ programs and services
- Well-developed marketing and administrative processes
- Good record of success in student visa approval rates

Education agent agreements are approved, and signed on behalf of the University, by the Pro Vice-Chancellor (International) only if the Pro Vice-Chancellor (International) is satisfied that the bona fides of the potential agent have been established and documented.

Agent agreements are valid for the period specified in the written agreement.

Prior to the conclusion of a current written agreement, a review of the performance and standing of the Education agent must be undertaken.

Renewal of a written agreement may be approved by the Pro Vice-Chancellor (International) provided that performance and standing is found to be satisfactory.

Education agents are remunerated by the University through payment of commissions based on enrolments attributable to specific recruitment activity by an Education agent.



Processes associated with the appointment and management of Education agents, including due diligence investigations, risk assessments, development of written agreements, and reviews of performance and standing, are undertaken by the International Office.

6. Roles and Responsibilities

The Pro Vice-Chancellor (International) is responsible for approving and signing international agency agreements on behalf of the University.

The Pro Vice-Chancellor (International) is responsible to the Vice-Chancellor for the development and implementation of processes associated with the appointment and management of Education Agents.

