Metavision Institute Pty Ltd
A.C.N 102 838 844

Education Agent Recruitment & Management Policy

Purpose

This policy outlines the principles and mandatory requirements for the recruitment, engagement, management, monitoring, and termination of education agents who formally represent Metavision Institute to prospective international students. The primary purpose is to ensure all agent activity is conducted ethically, honestly, and in the best interests of international students, thereby upholding the reputation of Metavision Institute and Australia's international education sector.

Scope

This policy applies to:

- All current and prospective staff of Metavision Institute involved in the selection, appointment, training, monitoring, and management of education agents.
- All education agents, their employees, and sub-contractors engaged by Metavision Institute to formally represent its education services.

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 5 (Institutional Quality Assurance)		
Domain 7: Representation, Information and Information Management		

This policy and associated procedures ensure compliance with:

- Education Services for Overseas Students (ESOS) Act 2000 and ESOS Regulations
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), specifically Standard 4: Education Agents.
- Australian International Education and Training Agent Code of Ethics (ACE).

1. Policy

Metavision Institute is committed to the following principles in its engagement with education agents:

1.1 Metavision Institute always remains responsible for compliance with the ESOS Act and National Code 2018, regardless of any agreements with an agent.

1.2 Agents must act ethically, honestly, and in the best interests of international students.

1.3 All information provided by agents to prospective students must be accurate, current, non-misleading, and consistent with Metavision Institute's official marketing material.\

1.4 A thorough and documented due diligence process must be completed prior to agent appointment and contract renewal.

1.5 Agent performance and compliance must be continuously monitored, and corrective action must be taken immediately upon awareness of non-compliance.

1.6 Agents must declare and take reasonable steps to avoid conflicts of interest with their duties.

1.7 Agent selection and management must align with Metavision Institute's strategic recruitment objectives and contribute positively to student quality, retention, and visa integrity.

1.8 A formal, written Agent Agreement must be executed before engagement, and agents must participate in mandatory induction and ongoing training to maintain current knowledge of legislative and course requirements.

1.9 The relationship with an agent must be immediately terminated if the agent, or their representative, is found to be engaging in false or misleading recruitment practices, including the provision of unauthorized migration advice.

2. Implementation

3. Responsibilities

Role	Responsibility
Chief Executive Officer	Final approval and sign-off for all agent appointments and major contract terminations.
Marketing Manager	Oversees the implementation of this policy; manages agent relationships, performance, training, and monitoring; maintains the Education Agent Register and PRISMS (Provider Registration and International Student Management System) data.
All Staff	Report any suspected breaches of this policy or unethical agent conduct to the Marketing Manager immediately.
Education Agent	Must comply with this Policy, their Written Agreement, the National Code, and the Agent Code of Ethics.

Definitions

Term	Definition
ACE	The Australian International Education and Training Agent Code of Ethics. A voluntary code detailing the ethical standards expected of all education agents recruiting international students for Australia.
Agent / Education Agent	An individual or organisation that has entered into a formal, written agreement with Metavision Institute to formally represent Metavision Institute and promote its education services to prospective international students.
Agent Agreement	The formal, written contract between Metavision Institute and the Education Agent, outlining the terms, conditions, responsibilities, and obligations under which the agent represents Metavision Institute.
CoE	Confirmation of Enrolment. A document issued by Metavision Institute via PRISMS to an international student confirming their enrolment in a course or courses registered on CRICOS.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students. The public register of Australian education institutions approved to offer courses to students studying in Australia on student visas, and the courses offered.

ESOS Act	The Education Services for Overseas Students Act 2000 (Cth). The legislative framework governing the delivery of education services to international students in Australia.
HESF 2021	The Higher Education Standards Framework (Threshold Standards) 2021 (Cth). The legislated standards that all registered higher education providers must meet to ensure quality and compliance.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018. A set of nationally consistent standards for providers offering courses to Overseas Students.
International Student	A person who holds an Australian student visa (subclass 500 or equivalent) or is seeking to enrol in a CRICOS-registered course while on a student visa.
PIER EATC / AEATC	The (Australia) Education Agent Training Course. The free, online course covering the Australian education system, legislative framework, and ethics.
PRISMS	Metavision Institute Registration and International Student Management System. The database used by the Australian Government to monitor the enrolments of international students and manage Provider and Agent registration details.
Provider	Metavision Institute (or the name of the entity), the Registered Provider responsible for delivering education services to international students and for compliance with the ESOS Act and National Code.
QEAC	Qualified Education Agent Counsellor. The certification achieved by an agent's staff member upon successful completion and passing of the formal EATC examination, demonstrating specialist knowledge.

Related Documents

Category	Documents
Policies	Student Grievance, Complaints and Appeals Policy
	Marketing and Student Recruitment Policy.

Version Control

Field	Detail
Document Title	Education Agent Recruitment and Management Policy
Approved by	Governance Board
Version No.	V1.0.1
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Custodian	Chief Executive Officer