



## Agency Agreement Application

(Please note all particulars must be completed. Please forward a copy of your Business Profile with this agent application)

**Registered Business Name:** \_\_\_\_\_

**Names of Proprietors or Directors:** \_\_\_\_\_

**Year Established:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**City and Postcode:** \_\_\_\_\_ **Country:** \_\_\_\_\_

### Contact Details

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Website:** \_\_\_\_\_

**Please list the services you provide or intend providing to students**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Number of Qualified Student Counselors working in the organisation:** \_\_\_\_\_

**Please list their names and Qualifications:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Please list the names of each of your staff including your Student Advisors or Counselors (attach further pages as required)**

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**Are you a member of an agent's association in your country? E.g. AAERI in India; If YES, please provide details.**

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**List of countries represented?**

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**List of Australian Institutes Represented?**

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**No. of Students sent to Australia per year:** \_\_\_\_\_

**Please List two referees from Australian Educational Institutes that your Agency represents.**

**Referee 1**

Contact Name(s): \_\_\_\_\_ Position: \_\_\_\_\_

Organization: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

**Referee 2**

Contact Name(s): \_\_\_\_\_ Position: \_\_\_\_\_

Organization: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

**Education Agent Code of Conduct**

South Pacific Institute has adopted an Education Agent Code of Conduct to form the basis of developing a professional relationship between the college and the agent. The Code outlines a number of standards for agents to follow in an effort to maintain high professional standards in the marketing and delivery of education services and which maintain the interests and welfare of students. There are two main areas of the Agent Code of Conduct.

Sher-E-Punjab Pty. Ltd. Trading as South Pacific Institute.  
Level 7, 140 Queen Street, Melbourne, VICTORIA 3000, AUSTRALIA  
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Phone +61 3 9642 8999, Fax + +61 3 9642 8001  
[www.sp.vic.edu.au](http://www.sp.vic.edu.au), [info@sp.vic.edu.au](mailto:info@sp.vic.edu.au)  
RTO 21967, CRICOS 02857A



## Responsibilities:

1. Institute Responsibilities.
2. Agent Responsibilities

### 1. Institute Responsibilities

- I. South Pacific Institute encourages and maintains a learning environment that is favorable to the success of all students.
- II. South Pacific Institute has demonstrated a strong capacity to deliver the nominated course/s, provide modern and up to date facilities and use appropriate teaching and assessment methods and materials.
- III. South Pacific Institute agrees to market all education and training products with absolute integrity, accuracy and professionalism.
- IV. In the provision of information, South Pacific Institute will not make any false or misleading comparisons with any other provider or course.
- V. South Pacific Institute endeavor to provide accurate, relevant and up to date information to agents and students prior to making an application to the college.
- VI. South Pacific Institute agrees to supply all enrolled students with; Institute Orientation/Induction, Course Introductory Guide, Student Handbook and all necessary course materials.

### 2. Agent Responsibilities

The minimum standards of conduct for agents of Sher-E-Punjab Pty. Ltd. Trading as South Pacific Institute ('College') have been developed to ensure that the highest professional standards are maintained in relation to the recruitment of student and that students' interests are protected.

A reference to Agent in this document includes a reference to any of their employees, contractors or agents.

#### 1) Knowledge of legislative requirements

Agents are aware of the requirements imposed by the ESOS Framework, including the ESOS Act and National Code of Practice. Agents take steps to ensure that they and any of their staff are fully informed of any changes to the National Code of Practice as they may occur from time to time. In addition, the Agent abides by all relevant Australian State and Federal legislation when representing the College, including the *Trade Practices Act 1974* (CTH).

#### 2) Ethical student recruitment

Agents ensure that the recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as detailed in College materials. All marketing undertaken by the Agent maintains the integrity and reputation of the industry, the College and registered providers generally. Agents do not knowingly recruit or attempt to recruit students where this conflict with National Code Standard 7.

#### 3) No false or misleading statements

Agents do not make any false or misleading statements about College courses and services to the public. In particular, Agents do not give false or misleading information or advice in relation 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; or
- e) Any other claims relating to the College, its course or outcomes associated with the course.



**4) Up to date information**

Agents regularly review all information and materials provided to the Agent by the College and ensure that all information and materials submitted to actual or prospective students is accurate and up to date.

**5) Fair and equitable student selection**

Agents ensure that equal opportunity principles will be applied to student selection decisions and that all student selections are conducted in accordance with College policy.

**6) Qualified staff**

Agents employ appropriately qualified staff, and train all staff who are involved in student recruitment, enrolment and selection processes to ensure that students are appropriately selected in accordance with College policy. The Agent ensures that all of its staff abide by this Code of Conduct in their dealings with actual or prospective students of the College.

**7) Adhering to College procedures**

Agents adhere to College enrolment and other relevant procedures and promptly make available all original applicant documentation to the College upon request.

**8) Maintenance of student privacy**

Agents keep all applicant information collected as part of the application and enrolment process secure. Agents take all necessary steps to ensure that the handling and disclosure of all personal information complies with the College's privacy policy and the relevant Australian state and federal privacy legislation.

**9) Fees**

Agents handle all course moneys with care and in accordance with their fiduciary obligations. All such money received must be passed on immediately to the College without set off or deduction.

I have read, understood and agree to abide by South Pacific Institute's Education Agent Code of Conduct and National Code as outlined above.

Printed Name: \_\_\_\_\_

Signed: \_\_\_\_\_

For and on behalf of: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_