

TrEd Agent Handbook

Our Education Agents play a vital role in the recruitment and marketing of Education services in the Australian International Education industry. Agents must interpret the needs of students and the college while maintaining compliance with regulatory bodies that govern the industries. This handbook is aimed at providing beneficial information on how to effectively promote our services while maintaining compliance with relevant legislation through policies and procedures.

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www.tredcollege.edu.au

studynow@tredcollege.edu.au

CRICOS Code: 03741E

RTO Code: 40797

Table of Contents

1. Welcome Message from CEO
2. Locations
3. Courses
4. Admissions Process
5. National Code 2018 Standard 4
6. Agents Must NOT
7. Expectations
8. AQF
9. Policies & Procedures
10. Useful Links
11. Contact Information



Introduction

Welcome and congratulations on joining our team at TrEd College as one of our Education agents. Reading an entire book can seem like a big task, so we have summarised and given relevant weblinks where you can read further information and get information needed in detail whilst using this booklet as a guide to information relevant to you and your clients while looking for courses that are best suited to their needs. This booklet goes hand in hand with the TrEd College Prospectus 2022.

Key Subjects

This booklet covers:

- Pre-enrolment information
- Intake Dates
- Courses
- Policies and Procedures

Message from CEO

I would firstly like to acknowledge the traditional owners and custodians of this land upon which our College is built on. 'We would like to begin by acknowledging the Traditional Custodians of the land on which we deliver courses today, and pay our respects to their Elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today.'



Thank you for choosing to work with TrEd College and welcome to our team. Together let us work together to ensure our students get the best and complete their course with quality education and training.

TrEd College has been in the industry since 2009 dealing mostly with domestic Australian students and traineeships. We have recently extended our services to International Students and agents. Our courses are very extensive, relevant and range across various industries mostly in healthcare and management.

At TrEd College our team members come with years of industry knowledge and experience as well as maintaining their currency to ensure our students and agents only get quality outcomes. Our purpose is to transform the lives of students through quality Education and Training.

Thank you

Nutan Srivastava

TrEd Locations

TrEd Sydney

HeadOffice:

17 Khartoum Road

Macquarie Park

New South Wales 2113

TrEd Canberra

26 Mort Street

Braddon

Australian Capital Territory

2612

TrEd Adelaide

Level 7 50 Grenfell St, ADELAIDE,
South Australia

5000

Course List

Below is our list of courses that are catered for International Students. Enquire within for intake dates at various campuses

CRICOS CODE	COURSE NAME	DURATION (WEEKS)
103184H	Graduate Certificate in Statutory Child Protection	52
104620G	Advanced Diploma of Leadership & Management	52
104382E	Diploma of Leadership & Management	52
099232K	Diploma of Nursing	104
105719K	Diploma of Child, Youth & Family intervention	78
103185G	Diploma of Practice Management	52
107027M	Diploma of ECEC	52
107026A	Certificate III ECEC	52
0100047	Certificate IV Ageing support	36
107028K	Certificate IV Dental Assisting	36
107025B	Certificate III Dental Assisting	36
0100046	Certificate III Individual Support	24
099231M	Certificate III Pathology Collection	36
Non-CRICOS	OBA Nursing	
107384A	PTE Prep	12
107383B	General English	70

Course List

Admissions Pre-enrolment

- ☐ Student given TrEd Prospectus, Handbook and Website info
- ☐ Student submits Statement of Purpose
- ☐ Student Submits GTE Form
- ☐ Student submits Academic Certificates
- ☐ Student submits English Proof
- ☐ Any other document relevant to admissions

Admissions Enrolment

- ☐ Student Interview conducted
- ☐ Student sent Offer Letter (conditional or full)
- ☐ Student sent Student Agreement
- ☐ Student sent International Student Handbook
- ☐ Student sent Invoice to be paid to Tred
- ☐ Any other document relevant to student admission is sent

Admissions Enrolment

- ☐ Signed Letter of Offer and Student agreement
- ☐ Receipt of payment
- ☐ Any additional documents requested
- ☐ Upon receipt of the above COE is issued and sent

Post Enrolment Section Title

- ☐ Student Orientation
- ☐ Collection of any requested documents
- ☐ Student ID processed
- ☐ Commencement of Classes
- ☐ Course progression leading to completion

Related Relevant Information

International Student Prospectus

This booklet provides information on courses and pricing

International Student Handbook

The handbook provides summary of student policies and procedures as well as student related information pre and post enrolment

TrEd College Website

All up to date information is provided on our website. Please check on a regular basis for updated Information

Agent Agreement

The formal expectations of agents are detailed in the Colleges formal Agent Agreement -International. This agreement complies with ESOS/National Code requirements

Agent Reports and Reviews

All agents as per the ESOS/National Code requirements are to be reviewed on a regular basis. TrEd will review agents annually using all relevant information and statistics taken from college records and those provided by PRISMS agent reports.

Standard 4 National Code 2018

As per the National code, 'Registered providers must ensure the education agents they engage with act ethically, honestly and in the best interest of overseas students. This means that registered providers must ensure its education agents declare and take all reasonable steps to avoid conflicts of interest with its duties as an education agent of the registered provider. This provision is to ensure transparency in the education agent's activities. Examples of conflicts of interest include, but are not limited to:

1. when the agent charges services fees to both overseas students and registered providers for the same service;
2. where an education agent has a financial interest in a private education provider; or
3. where an employee of an education agent has a personal relationship with an employee of the education provider.

Registered providers must also ensure education agents observe appropriate levels of confidentiality and transparency in dealings with overseas students while acting honestly and in good faith. Education agents must also have appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics. Registered providers should ensure any education agents they engage with, including offshore agents, have up-to-date and accurate marketing information.

The Australian International Education and Training Agent Code of Ethics is based on the

London Statement. These requirements ensure education agents adhere to and practice responsible business ethics, and that education agents understand their obligations to provide current, accurate and honest information to overseas students to help them make informed decisions about study in Australia.'

In line with the above, the following pages outline Agent dos and don'ts.



Agents Responsibilities

- Promote courses in the Territory agreed upon
- Apply in writing to the College in order to recruit from additional countries and cities other than the Territory
- Recruit suitable prospective students to undertake courses
- In accordance with the College's procedures and requirements recruit and assist in the recruitment of students
- Assist people to become students and for that purpose provide all necessary information about Programs and assistance in completing forms or applications and submitting these to the College
- Assist people to become students of the College and for that purpose provide all necessary assistance in completing forms or applications for obtaining a student visa. The College representatives must not however, provide students with 'immigration advice' as defined in the Migration Act 1958 (Cth), unless they are separately registered to do so
- Arrange for the English language assessment testing of prospective students to be carried out by qualified persons in accordance with English Language entry requirements
- Ensure students meet or will meet all entry requirements for courses in which students apply to enrol
- Perform other services, including provision of reports and information requested by the College and/or in accordance with this Agreement.
- Comply with the requirements of the National Code 2018
- Uphold the high reputation of the College and of the Australian international education sector
- Ensure that relevant fees as per the Offer Letter and Offer Acceptance Letter are deposited directly into the College's International Account to be held as per the Tuition Protection Scheme, when the Offer Acceptance Letter is signed by the student.
- Provide and assist the College to carry out market intelligence and market surveys about the recruitment of students in the Territory
- At all times comply with the requirements of Standard 4 of the National Code
- Remain aware of all legislation relating to students under the Australian Government's Department of Home Affairs This information must be passed onto prospective students

Agents Must Not

- Receive, hold or bank any fees and charges payable to the College by a prospective student or deduct any amount from such fees and charges
- Recruit students from any other countries and cities other than their Territory Agreed upon
- Engage in any dishonest practices, including suggesting to prospective students that they can come to Australia on a student visa with a primary purpose other than study
- Facilitate applications for students who do not comply with visa requirements
- Discount fees to students in any way
- Make any representations or offer any guarantees to students about whether they will be granted a student visa or not or Permanent Residency upon completion
- Engage in false or misleading recruitment practices
- Make any false or misleading comparisons with any other education provider
- Make inaccurate claims of association with the College or other education provider
- Give inaccurate information to a prospective student about acceptance into a course for which they have applied or into any other course
- Undertake any advertising or promotional activity about a course or the College without written permission from the Director, Marketing
- Engage in false or misleading advertising,
- Not use College logos and branding without approval
- Give inaccurate information to a prospective student about the fees and charges payable to the College
- Charge any additional fees to a prospective student other than those fees stated by TrEd College in the agreement and offer letter.
- Give false or misleading information or advice in relation to the employment outcomes associated with a course
- Engage in dishonest practices including deliberately attempting to recruit a student who has been studying their principal course at another provider for less than six months.
- Use or access PRISMS on the College's behalf
- Use any registered or unregistered Mark or trade mark of the College without written consent.

Expectations

The student/agent relationship can be very influential in choices made for the student as most students rely on agents to give advise on Education services. Therefore, Agents have a moral responsibility to represent the student and their interest in offering them a course that is best suited to their needs. The connections between the College, Agents and the students should be of benefit all three parties.

The **Education Agent** can expect the college to provide them with up to date marketing materials and information. Treat the students with respect and fairness. The trust that students place in agents must be well founded as the costs to students, the College, your business and the Australia's international education reputation in general can be great if a strong and ethical position is not maintained.

The College expects agents to promote the college while being well informed and ensuring that genuine educational outcomes are reached communicating the information accurately and with integrity.

The Students can expect that everybody with an education recruitment role with support and assist them to select and maintain their course and make the transition to life and study in Australia as easy as possible. We should all ensure that we have knowledge and understanding of the systems put in place to assist students and all parties involved.

The **Australian Government** has to ensure that protecting students, the intentions, obligations and entitlements of all involved are clearly recognised. The Australian Government expects us all to be compliant with legislation and recruit genuine students who wish to obtain educational outcomes.

Therefore, we all need to work together with the above expectations and beyond to ensure we uphold the integrity of Education in Australia producing innovators and Global leaders that studied in Australia.

The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning. AQF qualifications allow both domestic and international students to start at the level that suits them best and allows them to progress to higher awards according to their interests and abilities.

The AQF is important as it:

1. Provides a clear structure for the level of each qualification
2. Allows students to build their qualifications from lower to higher levels
3. Allows one education institution to clearly understand the level of a qualification awarded by another and provide appropriate credit
4. Corresponds to the student visa subclass that a student receives when they study in Australia
5. Is endorsed by all Australian governments and is therefore recognised around Australia and by other countries.

Australian qualifications are grouped according to the educational sector in which they are most commonly issued, as listed in the table below. A qualification normally offered in one sector may sometimes be provided by an institution in a different sector e.g. Schools may offer a Certificate III course within their senior school program; some Universities may offer a Diploma; and some Vocational Colleges may offer Bachelor Degrees. Some courses do not award a formal qualification, as listed on the AQF table, even though they offer excellent education and outcomes. For example:

1. Many English language courses (ELICOS)
2. Some foundation studies courses
3. Non-award course

Important policies & procedures

Admissions

All information from pre-enrolment, enrolment to post enrolment. All policies are on website and student handbook

Course & Attendance Progress

Students need to follow the internal policies and procedures of attendance and course progress. All policies are on website and student handbook

Complaints & Appeals

Students can appeal at anytime during their student journey. All policies are on website and student handbook with time frames.

RPL,CT & RCC

Students are entitled to RPL and credit transfers. All policies are on website and student handbook

Agent Monitoring

Agents will be monitored. All policies are on website and part of your agent agreement.

Cancellations, suspensions & deferments

All policies are on website and student handbook so please go through these before enrolment with student.

Work placements

Some courses have work placement component which needs to be followed. All policies are on website and student handbook

Tuition & Refunds

Students are entitled to refunds dependant on circumstances. All policies are on website and student handbook.

Resources and Links

Education Services for Overseas Student (ESOS) Legislation Framework

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

National Code 2018

<https://www.legislation.gov.au/Details/F2017L01182>

Professional International Education Resources (PIER)

www.pieronline.org

Australian Council for Private Education and Training

<https://www.iteca.edu.au/>

Australian Qualifications Framework

<https://www.aqf.edu.au/>

Australian Education International (AEI)

<https://internationaleducation.gov.au/Pages/default.aspx>

Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS)

www.cricos.deewr.gov.au

Department of Home Affairs <https://www.homeaffairs.gov.au/>

English Australia

www.englishaustralia.com.au

International Education Association of Australia

www.ieaa.org.au

ISANA: International Education Association

www.isana.org.au

Australian Skills Quality Authority

<https://www.asqa.gov.au/>

AHPRA <https://www.healthstaffrecruitment.com.au/ahpra/>

Australian Nursing Midwifery Council

<https://www.anmac.org.au/>



Admissions

For all admissions and marketing:

E: studynow@tredcollege.edu.au

W: www.tredcollege.edu.au

P: +61 (02) 9870 7688

A: Suite 2, 17 Khartoum Road,
Macquarie Park (Sydney) NSW 2113
Australia