

Code of Ethics for Education and Migration Agents

1. Purpose

This Code of Ethics outlines the professional and ethical standards that education and migration agents must adhere to when representing the City College Pty Ltd. The goal is to ensure integrity, transparency, and compliance in student recruitment, educational counseling, and migration-related services.

2. Ethical Principles and Professional Conduct

2.1 Integrity and Honesty

- Agents must act with honesty, fairness, and professionalism in all dealings with students, parents, and City College staff.
- Agents must provide accurate and truthful information about City College courses, entry requirements, tuition fees, and career prospects.
- Misrepresentation, misleading statements, or false promises regarding visa approvals, permanent residency, or job guarantees are strictly prohibited.

2.2 Compliance with Australian Regulations

Agents must comply with Australian laws and regulatory frameworks, including:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- ESOS Regulations 2001
- Migration Act 1958 (for migration agents)
- Migration Agents Regulations 2026
- Agents must hold the necessary registration and accreditation required for education and migration services.
- Agents must provide prospective students with official Australian Government ESOS framework material or links to this material online prior to the student's acceptance for enrolment.
- Agents are prohibited from issuing any AQF certification documentation, including testamurs and VET statements of attainment, on behalf of City College.

2.3 Conflict of Interest Management

- Agents must disclose any conflict of interest that may impact their professional responsibilities.
- Financial or personal incentives must not influence recommendations made to students.
- Agents must act in the best interests of students without prioritizing financial gains over student welfare.
- Agents must not request or accept an education agent commission for recruiting an overseas student who has commenced studying with another registered provider, except where permitted under Standard 4.8 of the National Code 2018.

2.4 Transparency in Fees and Services

- Agents must clearly outline all fees and refund policies related to student recruitment and visa services.
- No hidden fees or unauthorized charges should be imposed on students.
- Receipts and documentation for all transactions must be provided.

2.5 Confidentiality and Data Protection

- Agents must maintain confidentiality of student and applicant information in compliance with privacy laws.
- Student data should only be used for legitimate academic and migration purposes.
- Personal information should not be shared with unauthorized third parties.
- Agents are responsible for providing accurate and timely data to City College to ensure the integrity and maintenance of the Provider Registration and International Student Management System (PRISMS) database.
- Agents must securely destroy any personal information collected solely for the purpose of generating or

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verifying a Unique Student Identifier (USI) as soon as the identifier is verified and the data is no longer needed for that purpose.

2.6 Ethical Marketing Practices

- Agents must ensure that all marketing and promotional materials comply with City College branding guidelines and ASQA regulations.
- No deceptive, exaggerated, or false claims should be made in advertisements.
- All marketing content should be approved by City College before distribution.
- Agents are strictly prohibited from using the Nationally Recognised Training (NRT) logo in any marketing, online material, or corporate stationery.
- Agents must clearly identify themselves as third-party service providers delivering recruitment services in all advertisements and marketing materials.
- Agents must include City College's registered name, RTO Code (91770), and CRICOS Code (04234E) in all written or online material that is disseminated or made publicly available.

2.7 Professional Competence and Training

- Agents must attend training and professional development sessions provided by City College.
- A deep understanding of course offerings, visa requirements, and academic policies is required.
- Agents should regularly update their knowledge on Australian education and migration policies.
- Agents must maintain current knowledge and understanding of the Australian International Education and Training Agent Code of Ethics and ensure all recruitment activities align with its standards.

2.8 Student-Centric Approach

- Agents must prioritize student welfare and provide genuine guidance based on student goals and academic background.
- Ethical counseling should be provided, ensuring students understand their study options and visa obligations.
- No coercion, pressure, or misinformation should be used to influence student decisions.

3. Monitoring, Compliance, and Disciplinary Actions

- City College will regularly monitor agent performance and compliance through audits, feedback, and student reviews.
- Agents must cooperate with City College compliance checks and provide necessary documentation when required.
- Breaches of this Code of Ethics may result in warnings, corrective actions, suspension or termination of the agent agreement, and reporting to relevant regulatory bodies.
- Agents must provide accurate and prompt responses to any requests for information from the National VET Regulator (ASQA) relevant to their delivery of recruitment or support services.

4. Acknowledgment and Agreement

All agents must sign an acknowledgment form confirming that they have read, understood, and agree to comply with the City College Code of Ethics for Education and Migration Agents.

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Version Control and Document History

Version No.	Date	Nature of Amendment	Approved By
1.1	Aug 2024	Document created and approved in August 2024.	CEO
2.0	27 Aug 2026	Legislative and regulatory update: Updated references from the <i>Migration Agents Regulations 1998</i> to the <i>Migration Agents Regulations 2026</i> and incorporated the regulatory requirement prohibiting education agent commissions for recruiting an overseas student who has commenced studying with another registered provider, except where permitted under Standard 4.8 of the National Code 2018.	CEO