



Australian College of Culinary and Management  
**ACCM**

# Australian College of Culinary and Management Pty Ltd

RTO-45886-CRICOS-04038J

## Agent policies and procedure - Agent recruiting overseas students

ESOS/NCP	The Education Services for Overseas Students 2000 (ESOS Act) requirements and include obligations under the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, which is made under and forms part of the ESOS Act (the National Code 2018).
SRTOs 2025	<p>Compliance Standards Division 1,2 Standard 2.1, 2.2, 2.5, Standard 4.8 of the National Code 2018, Standard 4.7 of the National Code 2018</p> <p><a href="https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information#std2.1">https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information#std2.1</a></p> <p><a href="https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information#std2.2">https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information#std2.2</a></p> <p><a href="https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-diversity-and-inclusion#std2.5">https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-diversity-and-inclusion#std2.5</a></p> <p><b>Standard 4 of The National Code Refer to</b> <a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD4.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD4.aspx</a></p>
Legislative Context	<p>The ESOS Act 2000 ( Cth)</p> <p>The ESOS Regulations 2019 (Cth )</p> <p>National Vocational Education and Training Regulator Act 2011 (Cth)</p> <p>Standards for Registered Training Organisations (RTOs) 2025</p> <p>Education Services for Overseas Students (ESOS) Act 2000</p> <p>VET Student Statistical Collection Guidelines</p> <p>Student Identifiers Act 2014</p> <p>Migration Act 1958 (Cth)</p>
Related Policies and forms	<p>Student Handbook</p> <p>Education Agent Registration Form</p> <p>Students Fees and Refund Policy Procedure</p> <p>Agent agreement</p> <p>Promotional materials, including course information</p>
Student	A person who holds an Australian Student Visa and is an 'overseas students' as defined by ESOS act
CRICOS	Commonwealth register of Institutions and courses for overseas students

## **Policy**

Australian College of Culinary and Management Pty Ltd (ACCM) RTO-45886 CRICOS-04038J will ensure that all Education Agents are informed that Australian law requires providers of education and training courses to overseas students to be registered and sets out other requirements with which ACCM and its agents must comply. ACCM is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as part of the ESOS requirements. The agent has been made aware of the requirements of the ESOS Act by ACCM and has agreed to comply with those requirements. The agent provides services of finding suitable prospective students for enrolment and study at ACCM and other institutions that have formal articulation arrangements with ACCM.

## **Purpose**

The purpose of this policy and procedure is to demonstrate the procedure for agent registration and practicing for international students and also ensure our Education Agents have appropriate knowledge and understanding of the Australian International Education Industry and Training Agent Code of Ethics. Australian law requires providers of education and training courses to overseas students to be registered, and sets out other requirements with which ACCM and its agents must comply. These are known as the Education Services for Overseas Students 2000 (ESOS Act) requirements and include obligations under the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, which is made under and forms part of the ESOS Act (the National Code 2018).

## **Scope**

- This policy/procedure applies to all prospective international student.
- Marketing officers to represent ACCM to recruit prospective international Students.
- Prospective International education Agents.

## **ACCM shall supply to Agents:**

- Education Agent Registration Form
- Promotional materials, including course information
- Students Fees and Refund Policy Procedure
- Student Handbook
- Agent agreement

1. The agent shall assist applicants to become students, and for that purpose provide all necessary information about courses and assistance in completing forms or applications and submitting these to ACCM. Agents in Australia must not, however, provide students with 'immigration advice' as defined in the Migration Act 1958 (Cth), unless they are separately registered to do so under the Act.

## **Agents will provide the following, on behalf of the student, to ACCM:**

- completed application form
- certified copies of most recent academic record (i.e. evidence of the applicant meeting academic entry requirements) – originals must be sighted
- certified copies of English test results (i.e. IELTS result or other acceptable English level assessment results as evidence of the applicant meeting minimum English level requirement)

any other document that may assist in 's assessment of the applicant's academic and English level. All documents must be in English and prepared by a qualified professional translator

Upon the receipt of the preceding documents, ACCM will:

- Provide the following documents:
- Offer of Enrolment letter and Enrolment acceptance agreement ACCM's Acceptance of Offer Agreement form for student to sign Upon receipt of the Acceptance of Offer Agreement, enrol the student in the relevant course

2. The agent should: utilise the Letter of Offer and details and Student Welfare Services provided by ACCM for the student to apply for passport and visa assist the student to fill in the visa application form and other forms required by the Embassy, inform students of visa conditions liaise with ACCM and relevant DHA office on behalf of the student during the process of visa application wherever necessary notify ACCM upon receiving the PVA or other form of

notification from DHA. (Student Visa Officer will attach a Reference Number/Case Number to the student’s application once the PVA/visa application commences) notify ACCM of the outcome of the PVA/visa assessment as soon as this is known, with a copy of the outcome of the Pre-visa Assessment, as notified to the family/student by a letter from DHA arrange for all fees as stated in the Letter of Offer to be paid to ACCM, by telegraphic transfer or bank draft

3. Upon the payment of fees by the student, ACCM should:

- provide receipts of payment
- arrange for Confirmation of Enrolment letter (eCoE)
- provide these details to the agent or directly to DHA office as required

4. Upon the student obtaining a visa from the DHA office, the agent should:

notify ACCM of the details of the student’s travel itinerary, including the flight number and arrival time at Melbourne airport.

5. Upon the student’s arrival, ACCM shall commence registration procedure, which involves:

taking a copy of the student’s passport, reinforcing the student’s visa conditions, issuing a student card, updating the student’s information in the ACCM database and student’s file, and informing the student that their personal details will be protected under the Australian Privacy Act.

6. ACCM’s registrar notifying DHA via PRISMS within 14 days of the details of each accepted student, all new students receiving a Student Introductory Pack which contains, amongst other items, the Student Handbook

The agent must provide ACCM with all the relevant information if a student will not commence a course at ACCM after confirmation of enrolment has already been issued. The Colleges’ student administration will report via PRISMS and notify the Secretary of Department of Education and Director of TPS in writing within 5 days.

For further information you can visit- <https://www.accm.vic.edu.au/policies>

#### **6. Education Agent Commissions for Onshore Transfers:**

Under Standard 4.8 of the National Code 2018, ACCM is permitted to give an education agent a commission where the education agent commission is in relation to the recruitment of an overseas student:

- who becomes an accepted student of ACCM on or before 31 March 2026; or
- for the courses delivered by ACCM, as specified in the CoEs, for which the student’s visa was granted;
- for a course that commences after the students’ completion of their principal course of study with the other registered provider.

Unless Standard 4.8 applies, Standard 4.7 of the National Code 2018 states ACCM will not give an education agent commission to an education agent, where the education agent commission is in relation to the recruitment of an overseas student who has commenced studying in a course with another registered provider.

#### **Version History**

Version	Date	Reason for upgradations	Prepared By
1.0	Oct 2021	Initial document	CEO/Director
1.1	August2022	Updated on registration	CEO/Director
2.0	Oct 2025	RTO standard update 2025	CEO/Director
2.1	May 2026	Change with education agent’s commission for onshore transferring students	CEO/Director