

MITP12: Education Agents Policy – Student Information

Purpose of This Policy

Menzies Institute of Technology works with education agents worldwide who help international students learn about our courses and apply to study with us. This policy ensures all agents act ethically, provide accurate information, and support students properly throughout the application process.

What This Means for You

Our education agents are carefully selected, trained, and monitored to provide honest information about courses and fees, give proper advice about visa requirements, act in your best interests, follow Australian education laws, and maintain confidentiality of your personal information. All agents are vetted and regularly assessed for quality and compliance.

How Education Agents Help You

Education agents can explain our courses and facilities, help you understand Australian visa requirements, assist with applications and documents, answer questions about student life, connect you with our admissions team, and provide application updates. All agents receive regular training about course changes and policies.

How We Select and Monitor Our Agents

Step 1: Agent Application: Potential agents submit applications including business details, references, and recruitment experience.

Step 2: Background Checks: We conduct due diligence including verification of business registration, reference checks, assessment of Australian education knowledge, and risk assessment.

Step 3: Written Agreement: Approved agents sign formal agreements outlining responsibilities, ethical obligations, monitoring expectations, and termination grounds.

Step 4: Training and Support: Agents receive comprehensive training on courses, visa requirements, and access to our agent portal with current materials.

Step 5: Ongoing Monitoring: We monitor agents through student feedback surveys, application quality reviews, performance assessments, and quarterly committee reviews.

Step 6: Performance Reviews: Regular reviews assess application quality, student satisfaction, compliance, responsiveness, and successful enrolments.

Key Information

Your Rights: You can choose whether to use an agent or apply directly. You are never required to pay an agent to apply to Menzies. You have the right to accurate information, can contact us directly anytime, and can provide feedback about your agent experience.

What Our Agents Cannot Do: Agents cannot provide migration advice (unless registered migration agents), guarantee visa approval, make false promises about outcomes, use dishonest practices, create PRISMS records except for genuine students, or share your personal information without permission.

Quality Assurance: The Marketing and Recruitment Committee oversees all agent activities. Agent performance is reviewed quarterly by senior leadership. We maintain detailed records of interactions, address compliance issues immediately, and can suspend or terminate agents for misconduct.

Need More Information?

If you have questions about your education agent or would like to provide feedback:

Contact: Marketing and Student Recruitment Manager

Email: marketing@menzies.vic.edu.au

Phone: 1300 244 002

You can also apply directly to Menzies without using an agent by contacting our admissions team.

Related Policies

MITP11 Admissions Policy and Procedure, MITP03 Student Fees and Payments Policy, MITP28 Student Support Services and Welfare Policy, MITP33 Privacy Policy and Procedure, MITP61 Marketing and Advertising Policy

Related Forms

MFM02 Education Agent Agreement Template, MFM04 Education Agent Annual Self Assessment Form, MFM05 Education Agent Reference Check, MFM13 Education Agent Performance Review Form, MFM15 Agent Risk Assessment Matrix, MS04 Student Satisfaction Survey on Education Agent

Policy Version: 15 | Last Updated: May 2025 | Next Review: May 2026

This is a summary for students. For the complete policy, visit our website or contact Student Services.

Menzies Institute of Technology | RTO Code: 21834 | CRICOS Code: 02815M

Website: www.menzies.edu.au | Phone: [INSERT PHONE] | Email: [INSERT EMAIL]