

EDUCATION AGENT CODE OF CONDUCT

Sydney Beauty And Dermal Institute is requiring all new and prospective education agents to abide by the SBDI Education Agent Code of Conduct as detailed below.

This code of conduct will form part of your agreement to be a recognised and authorised education agent acting for and on behalf of Sydney Beauty And Dermal Institute.

Each registered and authorised education agent shall receive updated information via PowerPoint presentation and booklet, including an orientation in to the institute and induction into the policies and procedures relevant to their role as a registered and authorized education agent.

AUTHORISED AND REGISTERED EDUCATION AGENTS are to ensure:

- All marketing activities relating to SBDI must formally approve by marketing officer also we will monitor your website regularly
- Regular face to face meeting or telephone meetings
- Discuss any marketing activities
- Both parties have the students best interest at heart
- Collect student feedback regarding support received from their registered and authorised education agent
- Smooth communication between the college, registered and authorized education agent and student
- All registered and authorized education agents have read the registered and authorised education agent manual
- Recruit and assist in the requirement of prospective students to undertake courses at SBDI in accordance with the policies of SBDI
- Provide prospective students with any necessary information required under the ESOS Act including information about the courses
- Assist in completing and submitting application forms, ensure that only signed and completed application are submitted SBDI
- Participate in Regulatory Body (ASQA) and Internal Audits by SBDI Compliance Specialist as required.

AUTHORISED AND REGISTERED EDUCATION AGENTS WILL NOT:

- Engage in dishonest practices
- Engage in false or misleading recruitment practices
- Should not providing immigration advice where not authorized under the Migration Act 1958
- Facilitate the enrolment of student who the registered and authorized education agent believes will not comply with the conditions of his or her student visa
- Give false or misleading information relating to course fees payable or acceptance into a course
- Recruit or attempt to recruit a prospective student who the registered and authorized education agent knows to have engaged the services of another representative of SBDI

- Submit an application to SBDI on behalf of a student if the registered and authorized education agent is aware the prospective student has applied to other education providers
- If the registered and authorized education agent to incorporate the agent commission as a part of the tuition fees, as set out in the written agreement, then that entire sum must be kept in a designated account until the student commences study
- Collect course tuition fee on behalf of SBDI

SYDNEY BEAUTY AND DERMAL INSTITUTE WILL:

- Provide all registered and authorised education agents with up to date information including course fees, course duration, and special promotion via mail or email.
- Provide quality training and assessment across all courses
- Assist student to adjust to study and life in Australia as well as provide welfare officers at the college and external support provided to students on request
- In the case where a student extends their course of study and if the registered and authorized education agent has engaged their services to extend the student's enrolment and forwarded the extension to commission will be paid accordingly.

COMMUNICATION WITH SBDI AND STUDENTS

To enable concise, timely and open lines of communication with Students and Sydney Beauty And Dermal Institute, registered and authorised education agents are to ensure timely and accurate communications, through letters, emails and telephone in addition to utilising their website for communicating, up-to-date information.

CONFIDENTIALITY:

- SBDI complies with the Privacy and Personal Information Protection Act 1998, the registered and authorised education agent must keep all information provided to them by SBDI confidential, including student information and the terms of this agreement.

DISCRIMINATION AND EQUAL OPPORTUNITY

Registered and authorized education agents are not to tolerate any unlawful form of harassment, discrimination or victimisation.

For further information please refer to the:

- Disability discrimination act 1977
- The racial discrimination act 1975
- The sexual discrimination act 1984
- The anti-discrimination act 1991

REFUND POLICY:

- If a student's visa application is refused by DIBP and supplies SBDI written notification, all prepaid commission has to be refunded to the SBDI within Two (2) weeks.
- If a student withdraws from a course and supplies SBDI written notification of more than 28 days before the course commencement date, all prepaid commission has to be refunded to the SBDI within Two (2) weeks.