



PIONEER COLLEGE

Education Agent Induction
Training

WELCOME TO PIONEER COLLEGE



This Induction Training has been created with a view to providing all Agents appointed by Pioneer College Pty Ltd (Pioneer) with information on how to promote Pioneer in an ethical, accurate and responsible manner, and in accordance with the Pioneer College Education Agent Agreement and applicable Australian legislation.

Throughout this PowerPoint, there are links to additional information and websites which provide Pioneer Education Agents and their staff access to information which will enable them to professionally advise prospective international students about studying in Australia and about studying at Pioneer.

- Location of Pioneer College
- Course offered by Pioneer
- Familiarisation with Pioneer's Website at:
www.pioneercollege.edu.au
- Key Contacts at Pioneer.
- Complying with the Pioneer College Agent Agreement
- Current and Accurate Information about Pioneer and its Policies and Procedures
- Legislation: ESOS Act 2000 and the National Code 2018

OVERVIEW OF THE INDUCTION

- ▶ What are the penalties for breaches of the ESOS Act?
- ▶ More information on the ESOS Act
- ▶ More Information and Training for Agents
- ▶ Marketing Information and Resources
- ▶ Simplified Student Visa Framework (SSVF)
- ▶ Applying for Admission
- ▶ Managing and Monitoring Education Agent Performance and Compliance
- ▶ Invoicing and Payment of Education Agent Fees

WELCOME TO PIONEER COLLEGE



Level 1

150 Adelaide Terrace,
East Perth, WA, 6004

Email:

admin@pioneercollege.edu.au

Phone:

+61 8 6186 7713

Website:

www.pioneercollege.edu.au

PIONEER COLLEGE COURSES

BSB50420 Diploma of Leadership and Management

BSB60420 Advanced Diploma of Leadership and Management

SIT30816 Certificate III in Commercial Cookery

SIT40516 Certificate IV in Commercial Cookery

SIT50416 Diploma of Hospitality Management

SIT60316 Advanced Diploma of Hospitality Management

PIONEER COLLEGE

WEBSITE: www.pioneercollege.edu.au

All Pioneer College - Authorised Education Agents are required to access and become familiar with the Pioneer College's Website specifically:

1. The Pioneer College Prospectus
2. Each Course Flyer for Pioneer Colleges approved Scope
3. The Pioneer College Student Pre-Departure Handbook
4. The Pioneer College Student International Handbook
5. The Pioneer College Student Enrolment Application
6. All relevant and listed Pioneer College Policies and Procedures including, but not limited to:
 - Student Recruitment and Selection Policy and Procedures
 - Refunds and Cancellation Policy and Procedures
 - Student Orientation Policy and Procedures
 - Complaints and Appeals Policy and Procedures
 - Course Progress and Monitoring Policy and Procedures
 - Intervention Policy and Procedures
 - Student Code of Conduct

EDUCATION AGENT INDUCTION TRAINING

COMPULSORY REQUIREMENT

This Induction Training has been created with a view to providing all Pioneer Education Agents appointed by Pioneer College Pty Ltd (Princeton) with information on how to promote Pioneer College in an ethical, accurate and responsible manner, and in accordance with the Princeton College Education Agent's written Agreement, and according to the relevant Australian legislation.

Throughout this Induction Training PowerPoint, there are links and detailed locations for relevant and specific information and websites which provide Pioneer College's Education Agents and their staff access to information which will enable them to professionally advise prospective international students about studying in Australia and about studying at Princeton.

Pioneer COLLEGE

KEY CONTACTS

PEO/Campus Manager - Christa Moonean

peo@pioneercollege.edu.au

Marketing Manager – Abdul Chaudhry

marketingmngr@pioneercollege.edu.au

Supervisor, Student Services – TBC

spvrss@pioneercollege.edu.au

Student Services/Reception Officer – TBC

students@pioneercollege.edu.au

English/ITAS/LLN Coordinator - TBC

english.llns@pioneercollege.edu.au

PIONEER COLLEGE

Campus and General Enquiries:

Pioneer are the general contact details for Pioneer College to assist our Education Agents to make contact and to keep in touch with the Pioneer Marketing Manager and key staff.

Pioneer's staff will make them selves available and are happy to assist you whenever needed. If after completing this Induction Training PowerPoint and having access and viewed the required information, documents and College Policies and Procedures - you or any of your staff have any questions or are unsure regarding something feel free to contact the Pioneer College Marketing Manager or a staff member who will be sure to assist you.

Pioneer College

Level 1/ 150 Adelaide Terrace,
East Perth, WA, 6004

POC: Admin

Phone: +61 8 6186 7713

Email: admin@pioneercollege.edu.au

COMPLYING WITH THE PIONEER COLLEGE EDUCATION AGENT AGREEMENT

It is important that all staff working in your Agency are familiar with the Education Agent responsibilities as set out in the Pioneer College Education Agent written Agreement. These responsibilities include:

- Accurate and ethical promotion of Pioneer's courses;
- Recruit and/or assist in the recruitment of prospective students to Pioneer College;
- Provide prospective students with all necessary and relevant information including information about Pioneer's courses, facilities and services, and living and studying in Australia;
- Assist prospective students to complete and submit the enrollment application to Pioneer together with any required supporting documents;
- Sight and certify as true copies for all original supporting documents.

COMPLYING WITH THE PIONEER COLLEGE EDUCATION AGENT AGREEMENT

In performing these services on behalf of Pioneer College, Education Agents must:

- Provide student applicants with accurate and current information;
- Co-operate with and provide accurate and factual responses to information requests from the Vocational Education and Training (VET) Government regulators, and co-operate in the conduct of any audits by those regulators;
- Have a full understanding of, and maintain compliance with the ESOS Framework, the Standards for Registered Training Organisations (RTOs) 2015, the Australian International Education and Training Agent Code of Ethics and, when and as all of the above-mentioned are amended, repealed and/or replaced in the future.

CURRENT AND ACCURATE INFORMATION

- ▶ To ensure that Approved Education Agents provide the most accurate and current information to Pioneer students, Pioneer recommends that you refer to all the information available on the Pioneer Website located at:
www.pioneercollege.edu.au
- ▶ As well as information regarding Pioneer's governance, policies and procedures, courses on offer, support services and the College campus, there is a 'How to Apply' document available on the Pioneer website which explains the enrollment application process for prospective Pioneer students.
- ▶ Pioneer College website also contains additional relevant information regarding the Pioneer College enrollment entry requirements, fees and refunds, course durations, scheduled course breaks and Overseas Student Health Cover (OSHC) for students - specifically for Pioneer international students.
- ▶ To access Pioneer's current Policies, Procedures, forms and documents that are relevant and specific to our Education Agents and our students, please go to:
www.pioneercollege.edu.au

CURRENT AND ACCURATE INFORMATION

- ▶ Pioneer assist Education Agents and ensure they are ethically and accurately promoting Pioneer College, Pioneer offers various activities specifically for our approved Education Agents and their staff to access. These include, but are not limited to:
 - Regular visits to the registered Education Agent's offices by the Pioneer College CEO, Marketing Manager or nominated staff, to provide information and documentation updates and further training of agency staff as required regarding areas such as: Pioneer courses on offer, the admissions and enrollment procedures as well as to conduct a review of the agency's processes, records and the feedback received from Pioneer Students and Staff;
 - Discuss and review the outcomes and feedback between both parties regarding Pioneer's participation in Education Agent initiated exhibitions, seminars and interviews held;
 - Support and assist Education Agents and/or their staff in completing information session, refresher training and relevant VET and industry webinar sessions.

ESOS ACT AND THE NATIONAL CODE 2018

- ▶ Pioneer and official representative of Pioneer College, Education Agents are required to comply with:
 - the Education Services for Overseas Students (ESOS) Act 2000,
 - the National Code of Practice (2018),
 - the Standards for Registered Training Organisations (RTOs) 2015 and
 - the Australian International Education and Training Agent Code of Ethics, and
 - to understand the environment in which Australian VET operates.
- ▶ For VET, the Australian Skills Quality Authority (ASQA) has this responsibility. ASQA works in conjunction with the relevant government education authorities and the Department of Home Affairs (DHA).

- ▶ It protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.
- ▶ It strengthens the professionalism and integrity of the Australian education industry by imposing visa related reporting requirements on both Students and Providers.
- ▶ The Act includes the National Code 2018, which outlines the minimum standards and obligations education providers must meet when they market, offer and provide education programs and services to international students.
- ▶ Education providers must comply with the requirements of the ESOS Act and National Code 2018 to become registered and maintain registration under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

WHAT DOES THE ESOS ACT DO?

WHAT ARE THE PENALTIES FOR BREACHES OF THE ESOS ACT ?

- ▶ Pioneer of the ESOS Act put Pioneer College at risk of sanctions and/or conditions being imposed on Pioneer's registration to deliver courses to overseas students.

Sanctions can include:

- a suspension certificate being issued
- the cancellation of Pioneer's CRICOS registration,
- fines and/or imprisonment.

- ▶ Conditions can also include:

- a limitation on the number of overseas students Pioneer can enroll, and
- Pioneer could be prevented from enrolling international students

- ▶ Pioneer's ESOS Framework Statement is available for all Education Agents and Students to read and contains links to the legislation and fact sheets.
- ▶ Electronic and current versions of Australian legislation applicable to overseas students can be found at the Australian Department of Education, skills and Employments website including:
 - Education Services for Overseas Students Act 2000 (ESOS)
 - ESOS National Code of Practice, 2018
 - Tuition Protection Service (TPS)
 - ESOS Framework Student Fact Sheet

MORE INFORMATION ON THE ESOS ACT

- ❑ The Education Agent Training Course (EATC) is a free, online, industry-recommended course that provides Education Agents with information about the Australian education system and Australia as a study destination. The course material is also a resource to help Education Agents remain aware of changes and developments in international education.
- ❑ Both Austrade (formerly Australian Education International) and DHA provided support in the development of the EATC. Education Agents and their staff can become Qualified Education Agent Counsellors (QEACs) and be listed in the QEAC database. Becoming a qualified counsellor helps Education Agents to demonstrate their professionalism and knowledge to prospective students, their parents and educational institutions.
- ❑ Pioneer highly recommends that the staff of all Pioneer's Agents have the QEAC qualification. There are currently more than 3,000 QEACs worldwide recruiting international students for Australia. Pioneer will notify its Education Agents of any changes; however, it is the duty and responsibility of Education Agents to enquire regularly about the validity of the information and policies they provide to students.

MORE INFORMATION AND TRAINING FOR AGENTS

MARKETING INFORMATION AND RESOURCES

Pioneer College Prospectus and Course Flyers

- ❖ As an official representative of Pioneer College, there are a number of resources available to you to help you to promote Pioneer College courses to prospective students.
- ❖ The primary source of marketing information is the Pioneer College Website located at: www.pioneercollege.edu.au the Pioneer Prospect and the Pioneer course flyers which are all available to agents electronically in a pdf document. Of course, Pioneer understands that often students also like to have hard copy flyers and/or a prospectus, as a condition of the signed Education Agents written Agreement, agents are responsible for all associated costs for the printing of Pioneer College marketing materials such as the course flyers and the prospectus.
- ❖ A pdf version of the Pioneer College flyers and prospectus, as well as all other publications and forms such as Pioneer's Student Enrollment Application Forms, policies and procedures, course fees and charges (including Tuition Fees), and other relevant Forms are available through the "Students" Tab / "Downloads" link on the Pioneer College Website.

MARKETING INFORMATION AND RESOURCES (CONT)

Joint Advertising and Using the Pioneer Logo

- ❖ Education Agents must only undertake promotional and marketing activities that are connected to or make reference to Pioneer College that have been expressly authorised by Pioneer College.
- ❖ Education Agents are required to submit all requests for advertisements and/or promotional material relating Pioneer College for written approval before publication or production via the Marketing Manager.

SIMPLIFIED STUDENT VISA FRAMEWORK (SSVF)

- As a CRICOS registered education provider Pioneer College is subject to the Simplified Student Visa Framework (SSVF) as implemented by the DHA to assess applications for an Australian Student Visas.
- Under the SSVF:
 - All international students apply for a single Student visa(subclass 500), regardless of their chosen course of study
 - All international students are required to apply for their Student Visa online
 - An immigration risk framework is used to guide the evidence of English language proficiency and financial capacity that international students need to submit with their visa application.
- All international student applicants must meet DHA's definition of a Genuine Temporary Entrant (GTE) and a Genuine Student (GS), and they may also be required to evidence genuine access to funds to support their first 12 months of study in Australia and their English Language proficiency level. They must also satisfy the other visa application criteria set by DHA, such as health and character requirements.

APPLYING FOR ENROLMENT

Pre-Application Requirements

► Education Agents advise prospective students on:

- Academic courses available including course structure, contact hours, delivery modes, locations and outcomes.
- Academic entry requirements for each course.
- English language proficiency requirements.
- DHA requirements of GTE and GS.
- Tuition fees, OSHC and living costs associated with studying in Australia.
- Pioneer's admission/enrollment processes.

► **Note:**

All forms referred to and associated policies can be located and accessed through the link on the Pioneer College Website at:
www.pioneercollege.edu.au

APPLYING FOR ENROLMENT (CONT'D)

Enrolment Application

- ▶ **The applicant and the Education Agent complete and sign (both are required):**
 - The Pioneer College – Enrollment Application Form
- ▶ **The Education Agent is to check that the Application is fully completed, accurate and signed, by both - and that all the relevant and required supporting documentation is copied, certified and attached and that all the Pioneer College's entry requirements have been met.**
- ▶ **The fully completed Enrolment Application and certified supporting documentation are sent to:**
 - admin@pioneercolleg.edu.au

APPLYING FOR ENROLMENT (CONT'D)

Assessment of Applications

- ▶ **Enrolment Applications will all be reviewed and assessed by the Pioneer College Marketing Manager and/or Admissions Officer. Wherever practicable, applications received will be processed within the following timeframes:**

For onshore enrolment applications - one (1) business day, and

For offshore enrolment applications - three(3) business days.

NOTE: Students who are applying for credit transfers /credits should allow up to five (5) business day.

- ▶ **Notification of the application assessment outcomes will consist of:**
 - ❑ Pioneer initial GTE/GS requirements or Pioneer course entry requirements are not met, the application is declined, and no offer is issued.
 - ❑ Pioneer the initial GTE/GS requirements are met, but Pioneer entry requirements need further evidence; a request for further information will be sent to the applicant via the Education Agent.
 - ❑ Pioneer both GTE/GS requirements and other Pioneer entry requirements are met, a 'Letter of Offer' is issued to the applicant via the Education Agent.
 - ❑ A conditional 'Offer of Admission – International Student Enrolment Agreement' may be issued with additional requirements such as satisfactory assessment of financial capacity, an additional pre-admission interview or future completion of an approved pathway program.

APPLYING FOR ENROLMENT (CONT'D)

- ▶ Should a student applicant's *Enrolment Application* (and supporting documentation) be Pioneer by Pioneer College (via the Marketing/Admissions Manager) - Princeton College will issue the student applicant with a written “**Letter of Offer**” – to enrol at Pioneer College – this Letter will include the Pioneer College “**Student Acceptance Agreement**”, and copies of all relevant attached documentation from Pioneer College (as per the Pioneer College “*Student Enrolment and Selection Policy and Procedure*”).
- ▶ Pioneer applicants may be contacted by a nominated Pioneer College staff member for the purpose of arranging a pre-enrolment interview with a Pioneer College Marketing or Admissions staff member.
- ▶ Unsuccessful student applicants will be advised that their application has been declined.

APPLYING FOR ENROLMENT (CONT'D)

Student Acceptance of Enrolment Offer

- ▶ Applicants are required carefully read this **Letter of Offer** and all relevant documentation attached **PRIOR** to signing the attached “**Student Acceptance Agreement**” which includes the enrolment terms and conditions and other accompanying information.
- ▶ Education Agent's are required to clearly explain the enrolment terms and conditions and the enrolment acceptance process – ensuring that the applicant fully understands all the Pioneer terms and conditions, attached information, and the relevant Pioneer College Policies and Procedures, including all required payments for course fees, the students financial commitment and Princeton's Refunds and Cancellation Policy & Procedure.
- ▶ Applicants are required to submit certified copies of all relevant supporting documentation and attached evidence.
- ▶ Applicants who have read the full enrolment terms and conditions and all relevant supporting information and documentation , AND who successfully meet all the enrolment terms and conditions – Pioneer to then complete, sign and submit the Pioneer College – “**Student Acceptance Agreement**” document.

APPLYING FOR ENROLMENT (CONT'D)

Disclaimer

- ▶ Pioneer College has strategies in place to manage the College Selection and Enrolment process and to ensure that the enrolment requirements stipulated are consistently applied to all student enrolment applications received. Pioneer College reserves the right to seek further information or documentation, to vary tuition fee enrolment deposits, the packaging arrangements, and/or impose quotas for certain courses and/or student cohorts, in order to manage the DHA provider risk index and assessment level allocated to Pioneer College effectively.
- ▶ Students are only be required to make payment for the non-refundable application fee, the initial enrolment deposit and OSHC(if applicable). Students are also required to send the College evidence of all payments made – these are to be emailed to: admissions@princetoncollege.com.au
- ▶ On receipt of the students complete and signed "[Student Acceptance Agreement](#)" Pioneer will issue the students CoE/s – on receiving their CoE/s from Princeton, the student may apply for their visa.
- ▶ If the students visa **is granted**, the student is then able to makes their travel arrangements to Australia. Students must ensure that they then attend their pre-Pioneer Pioneer College Student Orientation session – held on the College Campus as indicated in the Pioneer Orientation Invitation Letter to be emailed to the student by the Princeton Student Services Staff. Once they have attended their scheduled Student Orientation Session at the Pioneer Perth Campus, this will represent the conclusion of their enrolment process.
- ▶ Where a student's visa application has been **refused**, the student is eligible to apply for a refund (refer to the students Letter of Offer to enrol, their International Student Handbook, and the College's Refunds and Cancellations Policy & Procedures. Students must submit a copy of the [DHA rejection Notice](#) to the students *Request for Refund* form – the Pioneer these to Pioneer College via email: admissions@princetoncollege.com.au

EDUCATION AGENTS

Managing Performance and Compliance

- ▶ **Pioneer to the Pioneer College's written and signed (by both parties) Education Agent Agreement specifically each parties agreed “Responsibilities”, and in accordance with:**
 - ❖ the Pioneer College Education Agent Policy and Procedure, and
 - ❖ the ESOS Act 2000 and the National Code 2018,

- ▶ **Pioneer College will regularly monitor and evaluate each approved Education Agent's activities and performance.**

- ▶ **Pioneer College will undertake a full audit of its Education Agents at least annually and will consider the following:**
 - ❖ The Education Agent's compliance with the Education Agent Agreement;
 - ❖ The Education Agent's compliance with all legislation or regulations applicable to the provision of education to overseas students in Australia;
 - ❖ The number of student applications, offers and enrolments referred by the Education Agent and associated conversions rates;
 - ❖ The quality, accuracy and currency of information and advice provided by the Education Agent to students (including information provided on the Education Agent's website and other marketing);
 - ❖ Available information on the academic progression of students referred by the Education Agent;
 - ❖ Student visa approvals and refusals for students referred by the Education Agent; and
 - ❖ Any feedback or information received from our students, staff and other third parties regarding the Education Agent.

EDUCATION AGENTS

Managing Performance and Compliance

- ▶ **Pioneer part of the Education Agent Audit, Pioneer will also identify additional training requirements for the Education Agent and/or their staff. All Education Agent training and visits conducted will be recorded on the Education Agent “Meeting Sheet” located within each approved Education Agent’s College file.**
- ▶ **Pioneer College will take the necessary and appropriate action - which may include the termination of an Education Agents Agreement with Pioneer - whenever Pioneer College has identified, or becomes aware of, any Education Agent’s or their staff’s activities and/or behaviors and practices that are - in Pioneer College’s opinion - not compliant or consistent with:**
 - ❖ Pioneer Princeton College’s Written and signed Education Agent Agreement;
 - ❖ All relevant legislation and/or Standards; and/or
 - ❖ Pioneer information and/or instructions provided to the Education Agent by Princeton College.
- ▶ **Pioneer College will conduct an annual survey of all Education Agents with a view to obtaining feedback on Princeton’s processes, training, management and support services from Education Agents and to use this information to continuously improve our marketing, recruitment and selection activities and procedures. Survey results and any associated actions or recommendations will be reported in writing by the Marketing Manager and CEO.**

EDUCATION AGENTS

Managing Performance and Compliance

- ▶ **Upon completion of an Education Agent audit, Princeton's Marketing Manager or his/her nominee may recommend one of the following:**
 - Maintain the Education Agent's current appointment (this may require a new Agreement to be issued);
 - Maintain the Education Agent's current appointment subject to certain conditions;
 - Allow the Education Agent's current appointment to lapse upon expiration of the current Education Agent Agreement (only where there is less than six (6) months remaining); or
 - Terminate the Education Agent's appointment in accordance with the relevant termination clauses of the Education Agent Agreement.

INVOICING AND PAYMENT OF EDUCATION AGENT FEES



- ▶ Education Agent commissions and associated incentives are only paid after Pioneer College has received the relevant student's full tuition fee payment in accordance with their "*Letter of Offer / Student Acceptance Agreement*", specifically for the relevant course of study that the student has commenced at Pioneer College, and after the cut-off date where students are able to withdrawal from a course without incurring a full financial/academic penalty.
- ▶ Education Agents must submit a correct invoice to Pioneer College strictly in accordance with the requirements of the signed Education Agent Agreement. The agreed Education Agent's commission rate is clearly stated within the relevant Education Agent's signed written Agreement.

INVOICING AND PAYMENT OF EDUCATION AGENT FEES

CONT'D

- ❑ Education Agents are to submit their Invoices for payment to:
admin@pioneercollege.edu.au

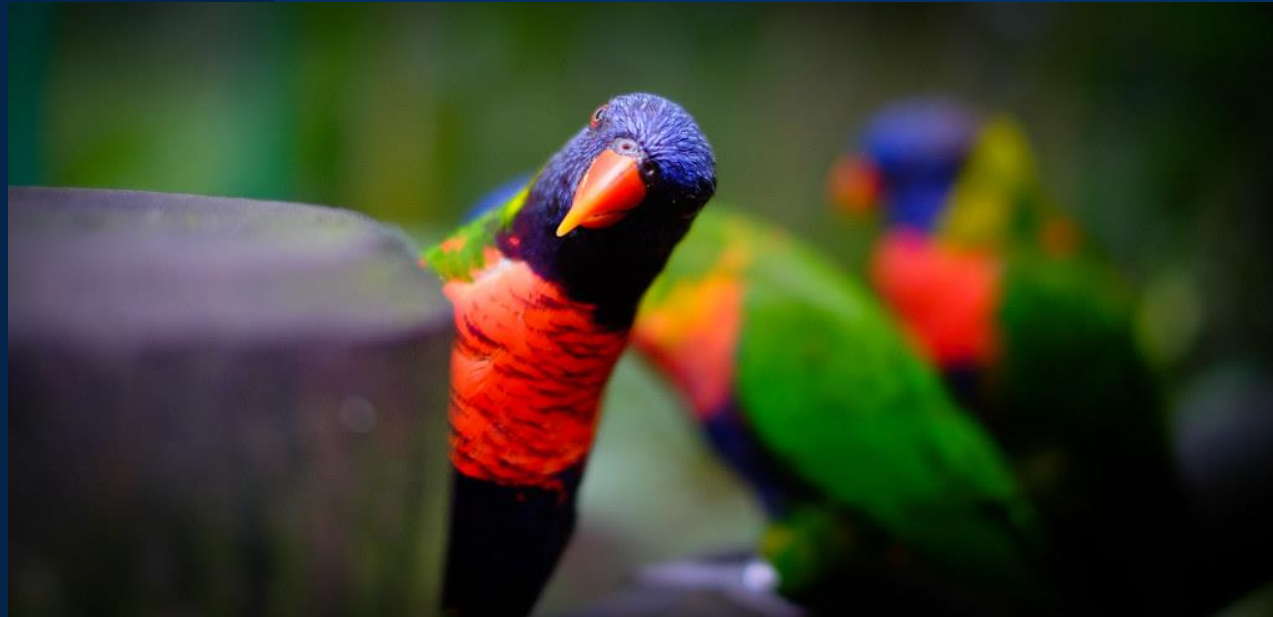
Invoices must include the following details:

- Full company/business registration details (including ABN if in Australia)
- Unique Invoice number
- Relevant Student(s) full names
- Pioneer College student ID for each student
- Each student's date of birth,
- Tuition Fees Paid by each student
- % rate seeking for Commission
- Total amount being claimed (in AUD \$) for Education Agent Fee
- Total GST payable (if applicable)

- ❑ Any issues, concerns and/or enquiries Education Agents may have in relation to their commission claim are to be directed to the Pioneer College Marketing Manager by email at: agents@princetoncollege.com.au



ANY QUESTIONS ?



THANK YOU FOR YOUR SUPPORT

