



# International Education Agent Questionnaire

Please take the time to answer the following questions so that we can better understand your business, and work with you more effectively.

1. Legally registered name of company: \_\_\_\_\_

**Head office**

<b>Physical Address:</b>		<b>Telephone:</b>	
<b>Contact name:</b>		<b>Fax Number:</b>	
<b>Contact Title:</b>		<b>Email:</b>	
<b>Website:</b>			
<b>Type of Business Entity:</b>			

2. Year company incorporated/established: \_\_\_\_\_

3. What is the main focus of your business? (Mark with an x)

<i>Educational Travel</i>	<i>for business/professionals</i>
<i>for adults</i>	<i>Holiday Travel</i>
<i>for teenagers</i>	<i>Other</i>
<i>for groups</i>	

4. Professional affiliations or memberships relating to educational travel

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5. How did you hear about EQUALS?

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6. Names of owners and staff:

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6. Qualifications and credentials of staff:

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**7. Government regulations and/or licenses required for operation as a student recruiter / education agent in your home country:**

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**8. To which countries do you send students?**

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**9. How many students do you counsel and/or place each year? How many come to Australia?**

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**10. List some of the universities, colleges, companies and/or programs you represent:**

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**11. What services do you provide to students?**

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**12. What are your service charges to students?**

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**13. What are your refund policies with regard to cancellations by the student?**

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**14. What are your hours of operation/accessibility to students?**

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**15. What type of marketing and promotion do you undertake?**

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**16. Do you create your own publications, and if so what are the charges for advertising if any?**

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**17. Have you or your staff members ever visited Australia? Please describe your knowledge/experience of Australia and of Australian educational programs and systems.**

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**18. Please list some Australian references, or other references if none from Australia. Make sure to include a name and phone number or email address for each reference.**

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19. Are you willing to display EQUALS' logo and link to our website on your website?

Yes                      No                      Unsure

20. Please provide an estimate of the number of students you will refer to the EQUALS International in the upcoming year?

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21. With the cooperation of EQUALS, are you able and willing to organise and support EQUALS's special events and projects in the agent's country.

Yes                      No                      Unsure

Agent Delegate: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Please return the completed questionnaire, and an electronic copy of your business license, to:

Agent Applications & Review Panel  
Attention: Marie Chittleborough, Chief Operating Officer  
Email applications and supporting information to: [mchittleborough@equals.com.au](mailto:mchittleborough@equals.com.au)

### Office Use Only

Date Received: \_\_\_\_\_ Reviewer: \_\_\_\_\_

Verified Application:              Yes              No              Business Licence Received & Current:      Yes              No

#### Checklist:

Verified and validated referees (minimum of 2) – refer to F 787 Agent Reference Check Form	Yes	No
The agent offers a well-designed and current website for students interested in studying English.	Yes	No
The agent is able and willing to advertise its representation of EQUALS in print or other appropriate media on a regular basis.	Yes	No
The agent has English-speaking staff able and willing to communicate on a regular basis with representatives of EQUALS.	Yes	No
The agent is able and willing to conduct information sessions at agreed venues as organised by, or in cooperation with, the EQUALS International?	Yes	No
The agent is able and willing to offer information seminars about EQUALS on a regular basis?	Yes	No
The agent will translate certain information and promotional materials into local languages for events and projects organised by the agent or EQUALS?	Yes	No

Notes: .....

Approved Agent? Yes      No                      If Yes, Date Agency Agreement Sent : \_\_\_\_\_



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## Monitoring Performance/Review:

Education Agent monitoring will occur at least annually or more frequently as required. The review process is performed by the COO or their nominated delegate and where required, the Education Agent's delegate. The Agent will make every reasonable effort to comply with the review process.

The review process is consultative and requires the Agent to:

- Advise EQUALS of any changes to the information provided on this Questionnaire; and
- Verify their compliance with the requirements of the Agent Agreement; and
- Verify their adherence to the conditions of engagement as outlined below by return email or by initialling and returning the hard copy to the EQUALS delegate.

Acceptable performance monitoring strategies include:

- regular face-to-face meetings with agents onshore or offshore;
- telephone/teleconference meetings;
- regular reports from agents;
- surveys of students recruited by particular agents;
- surveys of parents of the students recruited by particular agents;
- performance benchmarks included in agreements;
- spot checks by providers, for example, to observe agents at work at education fairs; or
- surveys of agents.

## Conditions of Engagement:

Adherence to required legislation and guidelines, including;

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Guide for Providers of Education and Training Services to Overseas Students
- ESOS Act 2000 (and ESOS Amendment Act 2010) & ESOS Regulations 2001
- Standards for Registration to Deliver Education Services to Overseas Students
- Training and Skills Commission - Code of Practice – Overseas Students

EQUALS must not accept or continue to accept overseas students recruited by an agent, or authorise an agent to use PRISMS on their behalf, if they know, or reasonably suspect the agent to be:

- Engaged in dishonest practices, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.
- Engaged in false or misleading advertising and recruitment practices.
- Using PRISMS to create eCoEs for other than bona fide students.