



Australian School of Tourism and Hotel Management

EDUCATION AGENT APPLICATION FORM

(Please note all particulars must be completed)

Registered Business Name _____

Names of Proprietors or Directors _____

Year Established _____

Address _____

City and Postcode _____

Country _____

Contact Details

Phone _____ **Fax** _____

Mobile _____ **Email** _____

Website _____

Please list the services you provide or intend providing to students

Please list the names of each of your staff including your Student Advisors or Counselors (attach further pages as required)



Australian School of Tourism and Hotel Management

Do you charge students any service fees?

If YES, please provide details of what you charge and for what service.

Are you a member of an agent's association in your country?

E.g. AAERI in India. If YES, please provide details.

What country will most of your student referrals originated from?

How do you intend keeping informed about the Australian School of Tourism and Hotel Management and the details about courses we offer.

Please list two other Australian institutions that you represent.

Please note that these may be used as referees



Australian School of Tourism and Hotel Management

Education Agent Code of Conduct

The Australian School of Tourism and Hotel management in conjunction with leading Australian education organisations including the Australian Council of Independent Vocational Colleges (ACIVC) and the Western Australian Private Education and Training Industry Association (WAPETIA) has formulated an Education Agent Code of Conduct to form the basis of developing a professional relationship between the school and the agent.

The Code outlines a number of standards for agents to follow in an effort to maintain high professional standards in the marketing and delivery of education services and which safeguard the interests and welfare of students. There are two main areas of the Agent Code of Conduct. These are:

- 1) School Responsibilities
- 2) Agent Responsibilities

1) School Responsibilities

- a) The Australian School of Tourism and Hotel Management fosters and maintains a learning environment that is conducive to the success of all students.
- b) The Australian School of tourism and Hotel Management has demonstrated a strong capacity to deliver the nominated course/s, provide modern and up to date facilities and use appropriate teaching and assessment methods and materials.
- c) The Australian School of Tourism and Hotel Management undertakes to market all education and training products with absolute integrity, accuracy and professionalism.
- d) In the provision of information, The Australian School of Tourism and Hotel Management will make no false or misleading comparisons with any other provider or course.
- e) The Australian School of Tourism and Hotel Management strives to provide accurate, relevant and up to date information to agents and students prior to making an application to the school.
- f) The Australian School of Tourism and Hotel Management undertakes to supply all enrolled students with;
 - i. School Orientation / Induction
 - ii. Course Introductory Guide
 - iii. Student Handbook
 - iv. All necessary course materials



Australian School of Tourism and Hotel Management

2) Agent Responsibilities

- 1) The Education agent is aware of their responsibilities as defined in the National Code and in particular that in representing the school the Education Agent acts as a servant of the school, and further, the Education Agent undertakes to ensure that they and any of their staff are fully informed of any changes to the National Code of Practice as they may occur from time to time.
- 2) The Education Agent undertakes to ensure that the recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as detailed in materials published by the Australian School of Tourism and Hotel Management.
- 3) The Educational Agents agrees to ensure that all student selection decisions comply with equal opportunity legislation.
- 4) The Educational Agent agrees to employ appropriately qualified staff, or to train all staff who will assess the extent to which the applicant meets the pre-requisites of the course for which they are applying based on the applicant's qualifications and proficiencies.
- 5) The Educational Agent undertakes to follow the enrolment procedures as published by the Australian School of Tourism and Hotel Management and to make available all original applicant documentation to the school upon request.
- 6) The Educational Agent agrees to ensure that all applicant information collected as part of the application and enrolment process is securely kept and that the handling and devulging of all applicant information complies with Australian Privacy Legislation.
- 7) In representing the The Australian School of Tourism and Hotel Management (ASTHM), the Education Agent, agrees to abide by Items 1) to 7) of the Agent Responsibilities as outlined above and contained within the Education Agent Code of Conduct.

I have read, understood and agree to abide by the Australian School of Tourism and Hotel Management Education Agent Code of Conduct and National Code as outlined above.

Signed _____ Date _____

Printed Name _____

Position _____