



Australian Higher Education and National Code

Bond University Agents Mandatory Training

The following slides provide important Australian Higher Education and Compliance information. As an official Bond education agent, it is important that you are familiar with this content.

Following completion of reviewing the slides you are asked to complete an assessment to assess your understanding.

This assessment is mandatory and should take no more than 10 minutes.

Important Australian Education Legislation



TEQSA

Responsible for regulating and assuring the quality of all providers of higher education in Australia. The Australian higher education sector includes public and private universities, Australian branches of overseas universities, university colleges and institutes of higher education.

Education Services For Overseas Students (ESOS) Act 2000

The Act is legislation that protects and enhances the reputation of quality in Australian education offered to International students as well as offers tuition fee protection. It protects the integrity of the student visa program, and any breaches are taken seriously with penalties.

National Code of Practice

The National Code of Practice sets nationally consistent standards for the delivery of courses to overseas students. There are 10 Standards within the National Code.

National Code Standards



There are 10 standards under the National Code. Bond agents must adhere to the following:

Standard One: Marketing, Information and Practices

- Provide accurate information about a course to potential Bond students
- Include the CRICOS code on all Bond marketing material
- Not promote Bond courses as a pathway to residency in Australia

Standard Two: Recruitment of an Overseas Student

- Ensure the student meets the entry requirements for both academic, English language and work experience if any for a course before enrolling
- Provide the student with the indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course
- Share Bond's cancellation and refund policies

Standard Three: Formalisation of Enrolment and Written Agreements

- Ensure the student accepts their Bond offer, reviewing the details of course, duration, total fee for the enrolled program, and other requirements for study.
- If a student is under 18 years of age, their parent or legal guardian must accept the offer on their behalf.

National Code Standards



Standard Four: Education Agents

- Ensure agent employees have completed Bond's agent onboarding and ongoing agent training
- Not engage in unethical practices or have a conflict of interest that may result in the termination of the agent agreement
- Ensure students are recruited only from the approved agent territories as per your Bond agent agreement

Standard Five: Younger Overseas Students

- Advise of Bond's *Welfare Arrangements for Students Under the Age of 18 Policy*
- Ensure you have a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter issued by Bond University for an under 18 student before applying for a student visa

Standard Six: Overseas Student Support Services

- Ensure the student attends Bond's compulsory Orientation program, where important information related to student support services, safety, complaint and appeal process, emergency and health services, and academic skills services are shared

National Code Standards



Standard Seven: Overseas Student Transfers

- Ensure the student understands that no release will be provided before completing six months in the enrolled course, unless in an exceptional case.
- Any claim for a refund if requested for a release must be done from the student's home country, and the refund will be done in the account from which the initial fee is paid.

Standard Eight: Overseas Student Visa Requirements

- Ensure the student understands that course progress and attendance requirements are in place
- Remind students that poor attendance is a violation of student visa conditions for some courses

Standard Nine: Deferring, Suspending or Cancelling the Students Enrolment

- Ensure the student gets advice from DHA if requesting a deferral after the visa approval

Standard Ten: Complaints and Appeals

- Refer students to Bond's internal complaint & appeal process if a complaint is brought to your attention

Agent Code of Ethics



The Agent Code of Ethics (ACE) provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector.

Under the ACE, an Agent must always:

- act honestly, in good faith, and in the best interests of the student
- be straightforward, fair and ethical in business dealings
- be objective - don't be biased
- be professional and focus on the student's success
- be truthful, open and honest
- respect confidentiality
- respect Australia's laws

Resources available to Bond Agents



The following resources are available to Bond University approved agents, should you require any further resources please contact your International Regional Manager

Bond University webpage

<https://bond.edu.au/>

Agent Resources Webpage

- Agent Responsibilities / Bond Expectations
- ESOS Act
- GTE forms
- Applications and admissions
- Campus Tours
- Marketing resources
 - University study guides
 - Logos
 - Images
 - Webinar series
 - University Rankings



<https://bond.edu.au/agent-resources>

Agent Bond Onboarding Tool

Agent Bond is an interactive tool for agents to explore Bond University and the Gold Coast.

Agents are tasked with the mission to discover why we are Australia's leading university for student experience.



<https://explore.bond.edu.au/>

Bond University program study guides

All program study guides can be accessed on the agent resources webpage



<https://bond.edu.au/agent-resources/brochures>

Bond Agent Agreements



All agents recruiting international students to Bond must have a valid written agreement.

The agreement specifies the markets (territories) where the agent is allowed to recruit students from. Agents are not permitted to recruit students from outside of these territories. If an agent wishes to expand their territories, they must submit a formal request to agents@bond.edu.au for consideration.

By signing the agreement, Agents agree to:

- Actively promote the various program offered by Bond University to prospective students within approved territories of recruitment and provide accurate information to prospective students.
- Comply with the ESOS Act and National Code.
- Agree to be ethical and honest in recruiting genuine students to Bond University.
- Provide each student, current information relating to cost of living and studying within Australia.

Living Expenses

The Department of Home Affairs (DHA) requires students to have the financial capacity to cover living costs of at least \$24,505 AUD per year (not including course fees). This means students will need approximately \$2,042 AUD per month for accommodation, food, utilities and entertainment.

These costs do not factor in things like program tuition fees, required textbooks, public transport or medical expenses. It is important to consider pre arrival costs such as Overseas Student Health Cover (OSHC) as well as student visa and initial flights when budgeting.

International students are permitted to work up to 48 hours per fortnight, our Bond Careers Development Centre can support students to find part-time work.

Genuine Temporary Entrant (GTE)



A genuine student has the following profile:

- Academic capability to study in their enrolled course
- English language capability to study in their enrolled course
- Financial capacity to study and live in Australia
- Original and genuine documents to support the student's visa application and enrolment

All overseas applicants for student visas must also show they are coming to Australia temporarily to gain a quality education. This is known as a genuine temporary entrant requirement.

Genuine Temporary Entrant (GTE)



Potential circumstances in Australia

- Ties to Australia which would present as strong incentive to remain in Australia
- Level of knowledge of proposed course of study and education provider
- Previous study and qualification(s)
- Planned living arrangements
- Financial stability

Value of the course to the student's future

- Is the course(s) consistent with the student's current level of education
- Relevance to past or proposed future employment in home country or a third country
- Expected remuneration in home country or third country which could be gained using the qualification(s) from the course(s) of study

Student's immigration history

- Previous visa applications for Australia or other countries including visa refusals or cancellations.



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