

## **Standard 4 of the National Code of Practice 2018**

CQUniversity is dedicated to ensuring that all education agents representing the University adhere to ethical standards, honesty, and prioritise the best interests of international students. This commitment upholds the reputation of Australia's international education sector. The University will oversee and manage agent performance to maintain high standards and safeguard the integrity of the international education sector, in accordance with Standard 4 of the National Code of Practice 2018.

### **Agent Engagement**

CQUniversity will process student applications exclusively from offshore and onshore agents who are officially contracted and publicly listed on the University website with an approved and signed contract on record. We maintain a formal written agreement with each education agent to clearly outline our expectations and responsibilities. The International Directorate will document and maintain the Agent Management strategy and procedures. The Agent Management Operations Manual will be updated regularly to include detailed procedures for reviewing and assessing agent performance.

### **Agent Training and Information**

CQUniversity will provide contracted agents with approved promotional materials and document regularly. CQUniversity conducts agent trainings which also covers ESOS responsibilities, CQUniversity products, campus information, and relevant legislative changes. We ensure agents are knowledgeable about and comply with the Australian International Education and Training Agent Code of Ethics, supported by comprehensive training, performance reports, pipeline analysis, visa success rates, PRISMS reports, student feedback, and thorough reference checks.

### **Performance Monitoring and Compliance**

Any allegations of false or misleading advertising, recruitment practices, or breaches of contract will be managed according to Section 26 of the International Education Agent Contract and documented appropriately. Suspected misconduct will be managed immediately, and appropriate actions are taken promptly and confidentially.