

Policy Name	International Agent Recruitment and Management
Policy Number	G012
Approval Authority	Board of Directors
Responsible Officer	Campus Director
Operational Responsibility	Admissions Director
Purpose	The purpose of this policy is to articulate LCI Melbourne's (LCIM) commitment to ethical, transparent, and high-quality international student recruitment through the appointment, training, monitoring, and management of international education agents. This policy provides a clear governance framework that ensures agents act in the best interests of prospective students, uphold LCIM's values, and comply with all relevant legislative, regulatory, and quality assurance requirements.
Scope	This policy applies to all LCIM staff involved in international recruitment and admissions activities, and to all contracted onshore and offshore international education agents engaged to recruit students into LCIM higher education programs. It supports and gives effect to LCIM's Strategic Plan by ensuring international recruitment activities contribute to sustainable growth, student quality and success, institutional reputation, and long-term regulatory and financial sustainability.
Policy Statement	<p>LCI Melbourne is committed to integrity, fairness, transparency, and student-centred recruitment practices. We recognise that international education agents play a critical role in supporting informed student choice and access to education, and we expect all agents to represent LCIM accurately, ethically, and lawfully.</p> <p>LCIM has zero tolerance for dishonest, misleading, or unethical recruitment practices. All agents must act in accordance with Australian laws and regulations, student visa requirements, and LCIM policies and procedures. We are committed to ensuring that students recruited through agents receive accurate information, appropriate guidance, and equitable access to support services.</p> <p>This policy aligns with national regulatory frameworks governing international education and reflects LCIM's responsibility to safeguard students, institutional reputation, and compliance obligations.</p>
Policy Principles	<ul style="list-style-type: none"> • Ethical Recruitment – All recruitment activities must be honest, transparent, and in the best interests of prospective students. • Student-Centred Practice – Recruitment decisions prioritise student suitability, academic preparedness, and wellbeing. • Regulatory Compliance – All agents must comply with ESOS legislation, the National Code, visa requirements, and related regulations. • Accountability and Oversight – Agent performance is monitored,

	<p>reviewed, and managed through documented agreements and governance processes.</p> <ul style="list-style-type: none"> • Capacity Building – Agents are provided with accurate information, training, and resources to represent LCIM appropriately. • Continuous Improvement – LCIM regularly reviews agent arrangements to identify risks, address issues, and improve recruitment quality.
Responsibilities	<p>Board of Directors and Executive Leadership</p> <ul style="list-style-type: none"> • Endorse and oversee the implementation of this policy. • Ensure agent governance is embedded within institutional risk and compliance frameworks. <p>Director of Admissions</p> <ul style="list-style-type: none"> • Oversee the selection, appointment, training, monitoring, and termination of international agents. • Ensure agent agreements, reviews, and records are maintained. • Ensure staff involved in agent management understand and comply with this policy. <p>Admissions and Marketing Staff</p> <ul style="list-style-type: none"> • Engage with agents professionally and consistently. • Provide accurate and up-to-date program, admissions, and marketing information. • Report any concerns regarding agent conduct or performance. • International Education Agents • Represent LCIM accurately and ethically. • Comply with all contractual obligations, visa requirements, and applicable laws. • Act in the best interests of students at all times.
Agent Lifecycle Governance	<p>LCIM establishes and maintains a governance framework for the engagement and oversight of international education agents to ensure ethical practice, regulatory compliance, and alignment with institutional strategy.</p> <p>Under this framework, LCIM will:</p> <ul style="list-style-type: none"> • Approve agent engagement through documented agreements and defined authorities. • Set minimum standards for ethical conduct, capability, and compliance. • Maintain oversight of agent performance and risk at an institutional level. • Detailed requirements for agent selection, onboarding, training, performance monitoring, remuneration, and review are prescribed in the International Agent Recruitment and Management Procedure.
Compliance, Monitoring and Corrective Action	<p>All staff and agents acting for or on behalf of LCI Melbourne must comply with this policy and associated procedures. Failure to comply may result in disciplinary action, contract termination, or other corrective measures</p> <p>LCIM maintains zero tolerance for unethical, misleading, or non-compliant agent conduct. Where risks or breaches are identified, LCIM will apply proportionate corrective action in accordance with approved procedures to protect students, regulatory compliance, and institutional reputation.</p>

	Processes for investigation, escalation, suspension, and termination of agents are defined in the International Agent Recruitment and Management Procedure.		
Relevant Legislation	Education Services for Overseas Students Act 2000 (ESOS) Commonwealth Register of International Courses for Overseas Students (CRICOS) National Code of Practice for Providers of Education and Training to Overseas Students 2018 Australian Qualifications Framework Australian Education International and Training Agent Code of Ethics		
Key Related Documents	International Agent Recruitment and Management Procedure		
Date Approved	3 July 2024		
Date of Commencement	July 2024		
Date for Review	M3 2027		
Documents superseded by this Policy	Agent Selection and Agreement Policy		
Amendment History	New Policy		
Signed and dated for LCI Melbourne	Professor Warren Bebbington	Minutes special meeting July 2024	3 July 2024

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Policy/Policy Category	Governance
Responsible Officer	Director of Finance
Stakeholders	Board of Directors Executive Management Administrative Staff LCIM Admissions Staff
Review Date	M3 2027
Approved by Board of Directors	
Change and Version Control	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Dean and Principal	New policy	27/10/2020	27/10/2020
2.0	Finance Director	Minor and non-substantive changes	3 July 2024	3 July 2024
3.0	Admissions Director	Revision to Policy	M2 2026 February	M2 2026 February