

Prospective Education Agent Questionnaire

Thank you for your interest in becoming an education agent for King's Own Institute (KOI).

This questionnaire is designed to evaluate your Agency's understanding of the ethical obligations and compliance requirements as outlined in the National Code Standard 4 of the ESOS Act. <https://www.education.gov.au/esos-framework/resources/standard-4-education-agents>

Your responses will help KOI to assess your Agency's commitment to maintaining high standards in representing KOI and supporting prospective students effectively.

1. Explain your understanding of the ethical obligations of an education agent as outlined in Standard 4 of the National Code. Describe how your agency ensures compliance with the ESOS Act and the National Code in your daily operations.
2. Describe the process you follow to ensure that the information provided to students about KOI and its courses is accurate and up-to-date.
3. How do you manage conflicts of interest within your agency, especially those that may affect the interests of overseas students?
4. What steps do you take to verify that students meet the visa requirements and conditions before accepting their application?

5. Outline your procedure for taking corrective actions if any non-compliance with the National Code is identified in your agency. Provide an example of how you have handled a situation where an education agent under your supervision has acted unethically.

6. Please identify and briefly explain three key changes to the ESOS framework and National Code affecting Education Agents, including the 2026 prohibition on Education Agent commissions for certain onshore student transfers.

7. Do you understand and agree that Education Agent commission must not be sought, received or structured in relation to the recruitment of an overseas student who has already commenced studying with another registered provider, unless a permitted exception under the National Code applies?

8. What actions may KOI take if an Education Agent, its employee, representative, contractor or sub-agent fails to comply with National Code Standard 4, KOI's Education Agent Agreement, Education Agent Code of Conduct or other applicable ESOS requirements?

9. Please declare whether your organisation currently engages, appoints or works with any sub-agent, contractor, representative, branch office, referral partner or other third-party undertaking KOI Education Agent activities or assisting with the recruitment of students for KOI, whether in Australia or overseas.

No - We do not use any sub-agent, or other third party to undertake KOI Education Agent activities.

Yes - We use one or more such parties and will provide complete details in a separate file