



ACN: 003 863 296
CRICOS Provider Code: 02117D

LA LINGUA LANGUAGE SCHOOL

Speak College Pty Ltd (ABN: 49 003 863 296)
Level 6, 127 Liverpool Street Sydney
2000 NSW AUSTRALIA
Tel: (61 2) 9299 8166
Fax: (61 2) 9299 8712
Email: info@lalingua.com

Policy and Procedures for Education Agents

As per Standard 4 of the *National Code 2018*, La Lingua Language School follows strict regulations when recruiting or agreeing to a new partnership with Education Agents.

New Agent agreements are only entered into if a complete background check has been done on the Education agencies and they are deemed reputable within the Education industry.

La Lingua strongly prefers to work with Education agents that are registered and have a solid reputation amongst other Education providers

Agents are made full aware of the school's policies and at all times are expected to comply with these procedures and policies.

Any Education agents who have agreements with La Lingua Language School must comply with the National Code of requirements related to marketing, student information, and student recruitment/placement. To monitor this compliance, St George tracks agent performance in a number of ways:

1. Monitoring agent information and performance on the PRISMS system
2. Surveying students throughout and at the end of their courses on agent performance and information
3. Requiring industry references when forming relationships with new agents

Should any agents breach the requirements of the National Code, St George Institute of Studies will terminate any further business partnership with those Education agents.

Procedure on recruiting new agents

All agents interested in representing La Lingua Language School must complete an *Application Form for Representing La Lingua Language School*.

Once this form is received with the completed information, the Marketing Manager will complete a reference check. After a reference check is completed and the Marketing Manager is satisfied that the agent is reputable, an agent agreement is to be signed and dated.

The agent is informed from the beginning of La Lingua's policies and procedures regarding students.

Procedure on terminating relationships with agents

La Lingua may decide to terminate an agent relationship, and this will follow the procedures outlined in the *Agent Agreement* signed by both parties:

Either party can terminate this Agreement at any time by giving the other party six months prior written notice.

La Lingua Language School can terminate the Agreement at any time with immediate effect by giving notice to the Agent if the Agent breaches any provision of this Agreement.

In particular but without limiting this provision, La Lingua Language School can terminate this Agreement if La Lingua Language School becomes aware that or reasonably believes that the Agent has breached any provision of the National Code requirements as set out above.

In the event of termination La Lingua will notify the agent in writing as per the framework above.