

Supplementary submission for the Senate Inquiry into the Welfare of International Students

International Education Services Ltd

This supplementary submission addresses an erroneous claim made about the Education Agent Training Course (EATC) in a submission (no 23) made by AIEC-QUEST Bt., a Hungarian-based education agency.

AIEC-QUEST Bt. states that:

“Pieronline developed the Education Agents Training Course...this is not a solution as bad agents need only rote learn and pay to gain award, i.e. test is empirical and can be redone till pass mark attained. There does not appear to be any direct linkage between empirical knowledge it is testing and an education agent performing their role professionally and ethically”

The clear implication is that the EATC is invalid and the qualification could be gained by simply remembering facts and sitting an assessment test enough times to gain a required pass mark. We strongly reject this, and consider it a slur on the 1,186 individuals who have studied hard (typically 40-50 hours) and undertaken the EATC to date. We note:

- The formal assessment process involves individuals demonstrating their competence in a range of case studies, not simply recalling facts.
- Rote learning will not adequately prepare agents for the formal assessment, as the course content needs to be interpreted during course study and applied during the formal assessment.
- An education agent re-sitting the formal test will always be required to complete a different test version with different assessment items.
- Feedback from the agents and other individuals who have completed the EATC is positive and 86% believe it should be a requirement.

No employee of AIEC-QUEST Bt. has taken undertaken the EATC, nor completed any assessment. As the formal assessment test is not a public document, the writer of the submission has not actually seen a formal assessment test.

The assertion made in their submission is uniformed and unjustifiable.

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