

### 1. How do TAFE colleges attract international students?

Most international students are recruited by education agents.

Sometimes international students can apply directly, for example in WA they can apply directly to TAFE International WA.

Generally, recruitment of international students is aligned to priority industries and workforce shortages.

### 2. Do they use the services of education agents.

Yes, each TAFE will have a register of Education agents they use and written agreements with each education agent.

Education agents are often key to promoting regional locations that are not as well-known as the big cities and providing the exposure that can otherwise be hard to find.

### 3. Details of the commissions and bonuses paid

On average TAFEs pay 15% commission to education agents for VET/HE students. In some states the commission maybe a little higher for ELICOS students or higher volumes of students. This information is commercial in confidence and documented in individual agent contracts. TAFE sections of dual sector universities adhere to the commercial in confidence requirements of their universities.

### 4. What steps are taken to ensure the integrity of the agents they use?

Each TAFE has documented procedures to engage and monitor education agent integrity as required by the ESOS Act.

All TAFEs require referees. Some States require a government reference for new education agents.

A suite of activities is in place to ensure integrity including:

- documented Quality Management systems that must be adhered by the education agent
- reviews of viability and any indications of unethical behaviour
- background research which can include interviews and industry feedback
- evidence of understanding of the Australian international education industry
- training of education agents on ethical practices
- regular reporting of performance to established TAFE governance bodies.