

AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING Agent Code of Ethics

Introduction

Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The Agent Code of Ethics (ACE) is a critical component of this framework and provides a guide to the expected professional behaviour of individual agents and agencies working with Australian

Ethical Framework

The Australian education and training sector expects education agents to adhere to seven ethical principles, as outlined in the London Statement, that are supported by an underlying ethical framework of:

- x Integrity – being straightforward and honest in all professional and business dealings;
- x Objectivity – not allowing professional judgment to be compromised by bias or conflict of interest;
- x Professional competence and due care – maintaining professional knowledge and professional service, and acting diligently;
- x Transparency – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;
- x Confidentiality – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- x Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and
- x Professionalism and purpose – acting in a manner that will serve the interests of clients and the wider society even at the expense of self interest; recognising that dedication to these principles is the means by which the profession can earn the

Principle 4: Agents and consultants protect the interests of minors
x Ensuring that

Australia's International Education Agent Code of Ethics Overview

Ethics	Principles	Standards
<ul style="list-style-type: none"> x Integrity being straightforward and honest in all professional and business dealings; x Objectivity not allowing professional judgment to be compromised by bias or conflict of interest; x Professional competence and due care r maintaining professional knowledge and professional service, and acting diligently; x Transparency declaring conflicts of interest to all clients, especially when service fees are charged to the client. 		