



Education Agents Data Project

Recognising the contribution of education agents to Australia's international education

The Department of Education and Training is giving all CRICOS registered education providers access to reports about the education agents they engage to recruit overseas students.

This will help providers better understand the enrolment outcomes of education agents they work with. It will result in the vast majority of education agents being recognised for their high quality and the important contribution they make to Australia's international education sector.

The department is committed to continuing to improve the transparency and quality of education agents working with education providers, and will work with the sector to ensure unintended consequences do not occur as a result of data sharing.

What do providers need to do to access the reports?

Recent amendments to the Education Services to Overseas Students Act 2000 (ESOS Act) which came into effect on 16 August 2017 allow the department to share education agent performance information with providers.

As a result, from 30 November 2017 providers will no longer need to declare that they have notified all of their education agents of privacy requirements in order to access the reports. All providers' CoE administrator users will be able to request access from their "Change my Details" page in PRISMS to access reports.

What do the reports look like?

Current reports

As at November 2017, performance reports break down enrolment outcomes for overseas students recruited through a particular education agency. These outcomes include whether a student went on to:

- successfully complete their enrolment
- transfer to another provider
- notify early cessation of their studies
- have their studies terminated for non-payment of fees or disciplinary reasons
- be reported for unsatisfactory course progress or course attendance
- defer or suspend their studies.

Education providers will only see reports for their own students recruited through education agencies. Providers will not see information about students from other providers recruited through education agencies. Report data is based on an education agent being recorded against a student's Confirmation of Enrolment (CoE) by the provider. Providers should also note that education agents cannot directly control the outcomes listed themselves, they are simply indicators of student enrolment outcomes.

Future reports

The department is intending to develop reports on education agents' visa outcomes, broken down by visa refusals, cancellations and cessations.

The department is considering performance reports on education agents' average performance by country and sector, which could eventually be shared publically. If this proceeds, the department will consult closely with the sector and education agents to ensure there are no unintended consequences or misinformation as a result of this data sharing.

What are the next steps?

- Short term – Agency performance reports will be available to providers through PRISMS on **30 November 2017**.
- Medium term – The department will work with industry to evaluate the existing reports and enhance them with student visa information. This will be undertaken **between January and March 2018**.
- Long term – The department will undertake regulatory reform to mandate the collection of agent involvement on CoEs. We will continue to work with industry to develop further reports for all providers i.e., aggregated data showing average agent performance across the international education sector. In the longer term, the department will consider releasing data for the public to view. It is anticipated that the majority of this work will be completed by **late 2018**.

How can providers engage with the department?

The department is committed to engaging with education providers and agents as it improves on current data sharing. Future enhancements to the performance reports will be carefully tested with education providers and agents. The reports aim to increase transparency about education agent performance in the sector and recognise the majority of education agents for their high quality services.

The department will host meetings with industry peak bodies and the PRISMS User Group to test changes.

Please refer to the International Education Agents - Frequently Asked Questions (FAQ) <http://internationaleducation.gov.au/Regulatory-Information/Pages/Education-Agents-FAQ.aspx#ProviderReports> for more information about the agent performance data reports.

Any feedback, concerns or suggestions can be sent to prisms@education.gov.au.