



The **Association of Australian Education Representative in India (AAERI)** is the professional body and is registered under societies Act 1880, Registration No. S-31213 of 1997.

This **Code of Conduct & Ethical Practices**, adopted by the society is a tool to support members in their work and articulates a set of standards for the International students recruited in Australia.

AAERI's Code of Ethics draws from and is consistent with, the objectives outlined by its Mission Statement:

1. Aims and Objects for which Society is established are as under:

1.1 To provide a forum whereby authorised representatives / agents of Australian education institutions can meet to discuss and exchange ideas and information on studying in Australia for the betterment of Australia's international students / education industry and the interests of all members.

1.2 To promote and foster cooperation among all members of the group to ensure that the Australia's international student / education industry is not brought into disrepute due to the actions of any member.

1.3 To develop, revise and monitor adherence to a code of ethical practices for all members to follow and to take punitive action against all and any member who breaches the code of ethical practices.

1.4 To cooperate and coordinate efforts with the Australian High Commission and its various departments (Education, Home Affairs and Trade) in the promotion of study opportunities in Australia for Indian students to ensure that a good standard of services is maintained.

1.5 To conduct business activities ie., conducting educational fairs etc. that will raise revenue for the Association to achieve its objects

1.6 To cooperate with all Government and all official parties concerned with maintaining a good standard of services in promoting overseas education opportunities for Indian citizens.

1.7 To lobby to Australian education institutions in the interest of the members of the Association.



1.8 To enter into collaborative arrangements with National and International Organisations and Government Bodies, to further the activities of the Association.

2. General Member Responsibilities

2.1 All AAERI members and their staff **must have a strong working knowledge of the education system in Australia, as well as of the specific institutional clients they serve.** They must also update themselves regularly with all relevant legislation, regulations and information.

2.2 All AAERI member must provide accurate information to students concerning the requirements of the course they are intending to study, as well as the specific nature of the institution to which a student is being recruited – such as whether study will be at the main university; a branch campus in; or a franchised /partnership campus or a study center.

The Code of Ethics reflects its members' collective commitment to the principles of professional competence, integrity, professional responsibility, respect for people's rights, dignity and diversity, and social responsibility.

3. Applicable Frameworks

AAERI Members also abide to the following:

- ESOS Act, 2000
- National Code Part D, Standard 4
- London Statement, 2012 - Ethical Statement and Principles (British Council)
- Australian International Education and Training - Agent Code of Ethics

AAERI members should strive to **“live by the code”**, not simply look at it. The subscription to AAERI Code of Conduct and Code of Ethical Practice by its membership will strengthen the association's identity, in turn further strengthening the effectiveness of the Code.

It is anticipated that the Code will be reviewed and updated at regular intervals, in order to continually reflect the identity and values of the membership, the dynamic nature of AAERI, and its relevance in the international education sector.

Ethical Frame Work & Principles: When ethical values conflict , AAERI members have a responsibility to decide which will take priority. In this process of decision making, the following **Ethical Frame work and principles** should be incorporated:

3.1 Australian International Education & Training - Agent Code of Ethics

- **Integrity** – being straightforward and honest in all professional and business dealings;
- **Objectivity** – not allowing professional judgment to be compromised by bias or conflict of interest;
- **Professional competence and due care** – maintaining professional knowledge and professional service, and acting diligently;
- **Transparency** – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student.
- **Confidentiality** – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- **Professional behaviour** – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly;
- **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 trust and confidence of stakeholder groups (individual clients, the public, business and government).

3.2 London Statement 2012, Principles

- **Principle 1:** AAERI member practise responsible business ethics.
- **Principle 2:** AAERI member provide current, accurate and honest information in an ethical manner.
- **Principle 3:** AAERI member develop transparent business relationships with students and providers through the use of written agreements.
- **Principle 4:** AAERI member protect the interests of minors.
- **Principle 5:** AAERI members provide current, accurate, and up-to-date information to enable international students to make informed decisions when selecting an agent or consultant.



- **Principle 6:** AAERI members act professionally, with due care, competence, and integrity in all dealings
- **Principle 7:** AAERI member work with destination countries and providers to raise ethical standards and best practice.

4. Conflicts of Interest

Conflicts of interest may arise when an AAERI member's dealings with an international student result in, or may influence, or be perceived to result in, influence over the member's capacity to work in an impartial manner.

When a conflict of interest is foreseeable, or actually occurs, members must identify the conflict of interest, declare it to the relevant authority and take appropriate action (e.g. referral to another party, record keeping, mediation, or follow up).

5. Compliance & Verification of the applicant and documents

As a member of AAERI you will:

5.1 At all times work to uphold the StudyAustralia brand and represent applicants with a genuine intention to undertake study in Australia.

5.2 Demonstrate due diligence has been undertaken by providing full supporting evidence with every application at time of lodgement, irrespective of evidence level.

5.3 Must not be involved in arranging finances for a client for visa or study purposes, or assist in obtaining or submitting false or misleading documents, or misrepresent the client's circumstances (Example but not limited to: identity, academic, employment, financial, or English language details).

5.4 Avoid providing false or misleading information in relation to a visa application and correct any such statements where you become aware of them. To that end, you are responsible for ensuring that false or misleading information is not provided as part of visa applications by taking all reasonable steps to verify that supporting documents submitted as part of a visa application are genuine.

5.5 Inform or Notify the Department of Home Affairs (via email at integrity.newdelhi@dfat.gov.au) as soon as possible if you reasonably suspect that a document is false or misleading and cannot verify it, or if you reasonably believe that a student seeking assistance to study in Australia is not a genuine student.



5.6 Agree that where false or misleading information has been found to have been provided in an application this information can be shared by Home Affairs to the AAERI visa sub-committee in a manner that does not breach the Privacy Act 1988.

5.7 Keep the Immi account always updated with the latest contact details

6. Code of Conduct - Sub-agents - Third parties

6.1 The Principal agency (AAERI member having head & branch office - owned or franchised) is the one who has a direct contractual relationship with the Australian Education providers & they are listed on the Australian Education provider's website.

6.2 The Principal agency should interact directly with the potential student, apply for admission, carry out genuine student (GS) assessment and lodge the appropriate student visa

6.3 The Principal agency must lodge all visa applications with "Immi account" belonging to the principal agency.

6.4 The Principal agency consents to AAERI disclosing the Agency's Immi account details to the Department of Home Affairs.

6.5 AAERI directs that Principal agencies (AAERI member) abide by the clauses in their contract with the universities / institutes and recommends that if the contract allows use of "sub-agents", the list of "engaged sub-agents" be declared to the universities / institutes.

If the arrangement with the third party is solely of generating leads and the third party may be an education agent or otherwise, the third must not go beyond making a referral and the full process applications and visa must be handled by the Principal agency. If the third party is handling a part of the process such as lodging the visa, it must be declared to the universities / institutes by the Principal agents and the third party should ideally be listed on the university / institute website.

6.6 From the leads generated from sub agents, the Principal agency must remain responsible for admissions processing, genuine student (GS) assessment and lodgement of appropriate student visas. The Principal agents are the agents of the University / Institute and that is a responsibility that should not be outsourced.

6.7 The Principal Agent, as recorded in PRISMS, must conduct all genuine student (GS) checks and other compliance checks on behalf of the education provider. Where any



other agent, person or third party is involved in the visa process, such involvement must be fully disclosed and authorised; failing which, it will be considered a breach of this Code of Conduct, as it compromises the integrity and accountability of the required checks

6.8 Effective 1 April 2026, in accordance with the AAERI Code of Ethical Practice, any member receiving remuneration, whether directly or indirectly, from education providers **shall not charge students any service fees** for placement or admission-related services.

6.9 The AAERI member **should advertise in an ethical manner and follow the “AAERI Advertising Policy”** set by the AAERI

6.10 The AAERI member must use only authorized material (including logos) from education institutes they represent and with only whom they have concluded a written agreement.

6.11 The AAERI member must have a counsellor who has completed the PIER certification at all times

7. Cessation of Membership

7.1 Failure to meet or abide by any of the rules and regulations of the Association at any time.

7.2 If the member is found to be involved in any subversive, communal, or other activity in violation of the laws of the land. This includes cases where a police investigation is initiated against an AAERI member or any of its contracted licensees, franchisees, partners, or associates operating under the brand of the principal agent. The actions of such entities shall be deemed to be those of the principal agent. Accordingly, where police action is taken against any such entity or person in relation to the business, the principal agent shall be suspended from membership with immediate effect until the investigation is concluded and the agency is formally cleared by the authorities.

7.3 Repeated instances of failure to comply with the clauses within the code of conduct and ethical practices, particularly those pertaining to ‘compliance & verification of the applicant and documents’ and ‘Code of Conduct - Sub agents - Third parties’ above will result in a suspension of AAERI membership.

7.4 If the conduct of the member is such as to bring disrepute to the Association



7.5 Repeated instances of conduct that is found to have damaged the Study Australia brand or brings the reputation of AAERI into disrepute.

7.6 Failure to pay subscription for membership for three months from the due date.

7.7 Due to insanity, resignation or death / dissolution of the member.

7.8 The AAERI member and/or their sub-agents, partners, franchisees, or third parties must inform clients and remove all AAERI branding from their website and promotional materials in the event that their AAERI membership is suspended or ceases. The member further acknowledges that any suspension or cessation of membership may be disclosed to relevant authorities and universities/institutes, as required.

8. Appeal and Readmission of Members

8.1 A person who ceases to be member of the society may apply to the Executive Committee in writing for readmission and the decision of the Executive Committee shall be final.

8.2 Where a breach of the Code of Conduct and Ethical Practice is reported in writing, the member concerned shall be given fifteen (15) days to respond, provide an explanation, or present a defence. The matter shall be reviewed by the Executive Committee, whose decision shall be final

Declaration

The AAERI member affirms that they have read and understood this declaration and that all information and documents submitted to education providers and the Australian Government are true, accurate, and complete to the best of their knowledge. The member agrees to comply with all rules and regulations prescribed by AAERI and to adhere to the AAERI Code of Conduct & Ethical Practice, and any other policies or guidelines as may be issued from time to time.

The member further consents to the collection, use, and disclosure of relevant information, where required, to and between Australian and Indian government authorities, Australian education providers, and other authorised agencies, in accordance with applicable laws and regulatory requirements.

Name: _____ Signature: _____

Agency Name: _____

Date: _____ Place : _____