

Sourcing an agent/broker	Yes	No
Is the agent/broker on the ACPET preferred agent/broker list?		
If the agent/broker is not on the ACPET preferred agent/broker list, have you identified if the agent/broker has agreed to abide by the ACPET Code of conduct for agents/brokers?		
Agent/broker written agreement		
Have you developed a written agreement/contract to be formalised between the RTO and the agent/broker, inclusive of the following conditions?		
➤ Clearly defined expectations and responsibilities of the ACPET member and agent/broker		
➤ Clearly defined courses on offer by the ACPET member		
➤ Clearly outlined the requirement for both parties to comply with relevant legislation, including but not limited to marketing and sales practices that are not deceptive or misleading		
➤ Clearly defined third party arrangements which may apply?		
➤ Conflict resolution arrangements for student enrolments?		
➤ Clearly defined monitoring arrangements?		
Demonstrated understanding of ACPET members requirements		
Evidence to demonstrate the following information has been clearly communicated and understood by the agent/broker	Yes	No
(Suggestion:- Demonstrated evidence of the following information having been provided to the agent/broker must be recorded should it be required at any time. E.g. dispute, audit)		
Has the agent/broker been adequately trained and assessed in accordance with provider expectations, including compliance with all relevant legislation?		
Is the agent/broker able to demonstrate an understanding of the ACPET members guidelines when assessing a potential students desire to participate in a course and intention to complete a course?		
Is the agent/broker able to demonstrate an understanding of the ACPET members guidelines and to ensure a potential student is made aware of and understands relevant policies and procedures?		

Evidence to demonstrate the following information has been clearly communicated and understood by the agent/broker (Suggestion:- Demonstrated evidence of the following information having been provided to the agent/broker must be recorded should it be required at any time. E.g. dispute, audit)	Yes	No
<p>Is the agent/broker able to demonstrate a clear understanding of the ACPET Members guidelines and requirement to ensure the potential student is made aware of and clearly understands the following:-</p> <ul style="list-style-type: none"> Course pre requisites Course tuition fees Textbook fees and any other charges All requirements relative to VET FEE Help or FEE Help meeting the cost of the ACPET member's course. Any other specific entry requirements prior to enrolment 		
Employment outcomes as a result of the student completing the ACPET member's course will be clearly defined and not in any way misrepresented.		
The agent/broker will not promote themselves as an agent/broker for the ACPET member NOT as a provider.		
Strict confidentiality of potential and existing student details must be maintained.		
No prospective students under the age of 18 will be referred unless adequate representation from a guardian and/or legal counsel is recorded and has informed consent before any money is exchanged and that the prospective student has the legal capacity to enter into any commitment.		
Monitoring arrangements		
The ACPET member has clearly defined systematic monitoring arrangements in place to ensure compliance with the ACPET Code of Conduct for agents/brokers in addition to the Standards for RTOs 2015?		
A responsive intervention strategy is in place for any non-compliance identified.		