1. Objective

The objective of these guidelines is to provide clear and compliant instructions to Third Party Providers and marketing agents who intend to recruit students for the Royal Gurkhas Institute of Technology (RGIT) through a direct sales approach. Each agent and third party provider needs to comply with these guidelines. These guidelines must be regarded as a set of operating rules which must be strictly adhered to at all times.

2. Responsibilities

The Chief Operating Officer will be the primary responsible person to monitor, interpret and amend the guidelines. The Chief Operating Officer will make the final decision on non-compliance of these guidelines.

3. Scope

These guidelines are applicable to all Third Party Providers and marketing agents who recruit domestic students for RGIT Australia.

4. Guidelines

i. Third Party providers and marketing agents should train their sales representatives on marketing ethics and etiquettes prior to deploying staff for sales;

ii. Sales representatives are not permitted to complete any part of any forms (enrolment, pre-enrolment declaration, LLN) for the students;

iii. Prospective students should be fully informed about the duration and entry requirements for courses and provide the prospective students with course flyers, intake schedule, tuition fees, fact sheet, training delivery mode, student prospectus etc;

iv. From their first visits, sales representatives should retain only student enrolment forms and pre-enrolment declarations;

v. Sales representatives should not promote, discuss about any incentives, inducements such as laptop, iPad or provide any information of a job guarantee or any outcome that may persuade or influence students to make a decision;

vi. Sales representatives should not speculate on the possibility of students never having to repay loans because of a high income threshold;

vii. Sales representatives should not collect potential students’ tax file numbers, citizenship or any other personal identification information from the students;

viii. Sales representatives should not compel prospective students to sign any document such as the VET FEE-HELP loan form prior to enrolment and course commencement;

ix. Sales persons should not knock on doors that have been identified with signage to prohibit door knocking.
x. Marketing agents working on behalf of RGIT should provide RGIT weekly updates of marketing activity and relevant information (sales people, targeted demography and territory);

xi. Third Party and marketing agents should provide training and orientation to their sales representatives at least once in 3 months and for new staff or representatives immediately upon commencement of employment and as required on ethical marketing and the compliance guidelines contained in this document. Records of such training should be made available to members of the RGIT Compliance team upon request and at least once every three months;

xii. Sales representatives should be immediately terminated if they are found to have breached these guidelines through any non-compliant marketing practices and RGIT should be informed about the decision to terminate and reason for termination in writing and within 24 hours of the termination taking place;

xiii. Sales representatives must wear official identification which is clearly visible to students and members of the public;

xiv. Sales representatives should only promote RGIT courses and no other products during their interaction with prospective students;

xv. Marketing agents should not employ full-time students and anyone classified as a minor for sales purposes; and

xvi. Sales representatives should refer to and utilise only approved RGIT marketing and promotion materials and clearly indicate that they are promoting enrolment in qualifications and courses provided by RGIT Australia.

5. Compliance with ACCC

As well as adhering to section 4 of these guidelines, all marketing agents and sales representatives must follow the guide for door to door sales published by the Australian Competition and Consumer Commission (ACCC). For more information please refer to link below:


6. Revision Table

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