
Managing the Performance of Education Agents Procedure

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1.0 Purpose

This procedure relates to the managing and monitoring of the performance of education agents engaged by Engineering Institute of Technology (EIT).

2.0 Scope

This procedure applies to all international student operations of EIT.

The Business Development Manager is responsible for this procedure.

3.0 Compliance Requirements

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

4.0 Policy

The procedure for EIT in ensuring that all its Education Agents operate ethically, in the best interest of EIT and in accordance with the requirements of the National Code of Practice Standard 4 is fivefold and based on:

- Selection of agents
- Agents contracts
- Student surveys
- Communication with agents
- Performance review.

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4.1 Selection of agents

Whenever an agent approaches EIT to provide recruitment services or EIT expresses interest in an agent providing recruitment services; each agent will be asked to complete and sign an *'Education Agent Application Form'*. This form will request information that includes, but is not limited to, the following:

- Business details including
 - Business name
 - Name of contact person
 - Postal, email, website and telephone/fax contacts
- Primary countries of operation
- Membership of professional associations
- Names of two referees
- A statement that they have never been convicted of engaging in dishonest or deceptive practices

On receiving the completed form, EIT will establish an agents file (either hard copy or electronic, or both), check the accuracy of information by phoning the agent and sending a confirmation email. EIT will also check claimed membership of professional associations and will contact referees. All outcomes of this check will be recorded on the agents file along with the application form. If any outcomes of the checks are unfavourable then EIT will take no further action and advise the agent that they will not be engaging them to provide services. If all outcomes of the initial checks are favourable, the agent will be offered a contract.

4.2 Agents Contracts

All Agents engaged by EIT to provide recruitment services will be asked to enter into a signed agreement (contract) with EIT. This contract will specify the requirements and undertakings of both parties consistent with the requirements of the National Code of Practice and ESOS Act.

The contract will be signed by both parties and a copy maintained in the agent's file.

4.3 Communication with Agents

Ongoing and open communication with agents is regarded by EIT as a critical part of the successful operation of EIT.

The Business Development Manager is responsible for such communication and will take every opportunity both in Australia and overseas, to ensure that there is regular and ongoing communication with agents. The Business Development Manager will ensure that all communications with agents; email, telephone, in writing will be logged or otherwise maintained in the agents file.

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4.4 Performance review

Once each year, at a time set to coincide with the end date for an agents contract, the Business Development Manager will prepare a report. The report (sample shown in Appendix A) is based on an analysis of the agents file and student survey results will include, but not be limited to;

- Number of students provided by agent
- Number of students, provided by agent, that EIT has reported to the Department of Immigration and Border Protection for breaches of their Visa requirements
- Comment on student satisfaction and feedback on Agent processes and services.
- Comment on responsiveness of agents to communications with the Marketing Manager and Business Development Manager.
- Areas of improvement required of the agent.

Based on this report, the Dean of Engineering, on the advice of the Business Development Manager, will extend or terminate the agents contract with EIT. As part of extending the contract, the Business Development Manager will ensure that all agent details held on file are accurate and up to date.

5.0 Supporting documentation

- Annual Report on the Performance of Education Agents
- Education Agent Referee Check form
- Code of Conduct for Education Agents
- Education Agent Agreement
- Education Agent Application Form
- Overseas Student Contact Form

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APPENDIX A ANNUAL REPORT ON THE PERFORMANCE OF EDUCATION AGENTS

Date of report:	
Period of report:	
Report prepared by:	
Name of agent:	
Number of students provided by agent in the period:	
Number of students provided by agent who have been reported to the Department of Immigration and Border Protection in the period:	
Actions taken in relation to agent resulting from student survey responses:	
Overall student satisfaction with agent:	
Responsiveness of agent to communication from EIT:	
Areas of improvement required of agent:	
Name and signature of person preparing report:	
	Follow up action
Comment from the Business Development Manager:	
Advice from the Dean of Engineering:	