



EDUCATION AGENT MONITORING PROCEDURE

College of New South Wales' Education Agent Monitoring Procedure	
PURPOSE	This procedure sets out how monitoring and review of the performance of the RTO's education agents will be done annually or as required. This is to ensure that the RTO only engages with reputable and honest education agents. Changes to this procedure may only be made upon approval of the CEO.
ROLE UNDERTAKING TASK	Admissions Team
DOCUMENT UPDATE	29 December 2018

STEP 1 – Monitoring and Review of Education Agent Performance		
No.	Who	Actions
1.1	Students	STUDENT FEEDBACK a. New students who have come through an approved education agent are asked to complete the Education Agent Feedback Form
	Education Agent/ Marketing and Recruitment Manager	QUARTERLY MEETING b. Regular monthly/quarterly meetings are conducted with approved education agents c. Prepare and disseminate agenda before the meeting d. Ensure that areas for improvement are recorded in the Continuous Improvement Register and action items are recorded and assigned
1.2	CEO / Marketing and Recruitment Manager	EDUCATION AGENT PERFORMANCE REVIEW e. Review the agency agreement expiry date f. Commence review process one month prior the written agreement expiry date g. Provide active agents with the Education Agent Evaluation Form h. Schedule date of performance review
1.3	Education Agent	i. Complete and submit the Agent Evaluation Form to the Manager
STEP 2 – Management Review of Education Agent Performance		
No.	Who	Actions
2.1	Marketing & Recruitment Staff	a. Consolidate the student feedback form responses in relation to the agent being reviewed b. Consolidate KPI information and data: i. Number of student enquiries received from the specific agent ii. Number of students enrolling from the specific agent and conversion rates iii. Number of student visa refusals iv. Number of students dissatisfied with the specific agents services v. Good performance throughout the year vi. Record of ability to comply with regulatory requirements and provisions of the written agreement



		<ul style="list-style-type: none"> vii. Quality, accuracy and currency of information and advice provided by the agent to students c. Provide consolidated reports to the CEO/ Marketing and Recruitment Manager
2.2	CEO/ Marketing and Recruitment Manager	<ul style="list-style-type: none"> d. Conduct review of the education agent e. Determine critical issues / review and update agent conflict of interest disclosure form (if applicable) f. Identify action items such as corrective and/or preventive measures as well as areas for improvement g. Provide the final recommendation based on the performance review
2.3	Marketing & recruitment staff	<ul style="list-style-type: none"> h. Schedule the performance review meeting with the education agent
2.4	Education Agent / CEO/ Marketing and Recruitment Manager	<ul style="list-style-type: none"> i. Discuss the following: <ul style="list-style-type: none"> i. results of the performance review including critical issues identified ii. corrective and/or preventive measures noted during the review iii. modify / approve action items and measures from discussion j. Provide final recommendation to be implemented k. If the performance review is satisfactory and the agent has not engaged in unprofessional conduct proceed with Step 4
STEP 3 – Implementation of Agreement Renewal, Preventive or Corrective Action		
No.	Who	Actions
3.1	Marketing & Recruitment Staff	<ul style="list-style-type: none"> a. Prepare the renewal of the written agreement, noting changes or additions based on the results of the performance review of the education agent and including any new directions from the DHA or DET b. Process the new agreement for signing of both parties c. File the new agreement in the agent’s file and send a copy to both parties
3.2	CEO/ Marketing and Recruitment Manager	<ul style="list-style-type: none"> d. If the result of the review is not satisfactory and the Manager has reasonable grounds to suspect that agent engaged in unprofessional conduct, the Manager may write and forward a warning letter to the agent e. The agent must provide a written response within 10 business days of the date of the letter f. Upon receipt of the response the Manager may consider the agent’s performance and may recommend to: <ul style="list-style-type: none"> i. Undertake further training ii. Suspension of appointment iii. Renew the appointment iv. Renew the appointment under certain conditions v. Terminate the agent’s appointment
3.3	CEO/ Marketing and Recruitment Manager	<ul style="list-style-type: none"> g. If the recommendation is termination of agent’s appointment provide information to agent that the RTO supports the agent’s right to appeal for non-renewal/termination of agreement.



STEP 4 – Continuous Improvement, Evaluation and Review

No.	Who	Actions
4.1	CEO	<ol style="list-style-type: none">a. Lodge any opportunities for improvement in the Continuous Improvement Log and Include critical and urgent issues in the Management Meeting and/or Compliance and Continuous Improvement Meeting agendab. Implement improvement opportunitiesc. Conduct review of the continuous improvement implementation on the assigned date or during the next Management Meeting or Compliance and Continuous Improvement Meeting.d. Update the Continuous Improvement Register. Make sure to note the outcome of the evaluation



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VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
29/12/2017	Policy Creation	College of New South Wales	v. 1.0
20/05/2023	Modify College Details	College of New South Wales	v. 1.1