

Recruitment & Monitoring Education Agent



R O S E W O O D
INTERNATIONAL COLLEGE

This form is to be filed onto the Education Agent's file as evidence of managing their process to become an Agent for Rosewood International College.

Recruitment Process

Stage	Process	Templates and Forms
1. Identify suitable Agent		
2. Appoint Agents	<ul style="list-style-type: none"> • Agent completes Application Form • Undertake Background Check of Agent • Assess the Application to determine suitability • Notify the Agent of outcome of application 	<ul style="list-style-type: none"> • EA-Application Form • EA-Application for EA Letter • EA-Recruitment and Monitoring - Business Referee Report • EA-Recruitment and Monitoring - Process Checklist • EA-Rejection Letter • EA-Acceptance Letter • EA-Education Agent Agreement • EA-Certificate of Appointment • Request for Marketing Materials
3. Ongoing Agent Management	<ul style="list-style-type: none"> • Record Agent Agreement and file onto Server or in Database 	<ul style="list-style-type: none"> • Database • Hard File • Register listing Education Agents



4. Monitoring and Review	<ul style="list-style-type: none">• Rosewood International College will conduct an annual Performance Review of the Education Agent on or near the anniversary of the Agreement coming into effect• The Agent will be given fourteen (14) calendar days notice of the Performance Review• The Annual Review will include:<ul style="list-style-type: none">○ conducting an Agent Feedback Survey, being sent to students who had engaged the Agent within that 12 month period○ interviewing students who are currently enrolled with the Institute○ reviewing the Agents Agreement, documentation and website to ensure compliance with the National Code, the Agent Code of Ethics and this Agreement• Where corrective action is identified, the Institute will contact the Education Agent to discuss how their performance can be improved. Corrective Action will be reported on the Institutes “Opportunity for Improvement Form” and minuted at the monthly Quality & Compliance Meeting• Complete a Performance Review Report, which includes a review of the following:<ul style="list-style-type: none">○ Performance Criteria (KPI’s)○ Compliance with the National Code 2018, ESOS Act, Department of Home Affairs, Agent Code of Ethics○ Customer Service	<ul style="list-style-type: none">• EA-Recruitment and Monitoring• EA-Agent Feedback Survey• Minutes of meeting with Agent• EA-Renewal Letter• EA-Rejection Letter
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	<ul style="list-style-type: none">○ Marketing and Promotion○ Incentives○ Training and Qualifications	
5. Exit	<ul style="list-style-type: none">● The Institute terminate services due to Agent not complying with terms and conditions within the Agreement● Agent terminates contract● Contract ended and neither party wishes to renew	<ul style="list-style-type: none">● EA-Intent to Terminate Agreement



Education Business Referee Report

COMPANY DETAILS	
Name of Agent	
Reference Check	Phone/Email/Post
Date checked	
Reference's Name	
Position within the Organisation	
Name of the Organisation	
Phone	
Email	
Skype	
BACKGROUND INFORMATION	
What is the nature of your business relationship with the applicant?	
How long have you had a business relationship with the applicant?	
What do you consider are the applicant's key strengths?	
Do you have any comments or issues that may impact on the applicant's knowledge, skills and ability to produce outcomes?	
MARKETING AND RECRUITMENT	
Do you have any comments on the applicant's ability to recruit students and generate business?	
How do you find the quality of applications and students being submitted by this applicant?	



Any additional comments	
DECLARATION	
The referee declares that the information provided above is true and correct at the time of completing this Reference Report	
Signed: (referee or interviewed by)	
Date:	



Process checklist: New Agent Application

Agent Name:				
Territory:				
	Action	Officer	Date	Comments
1	<ul style="list-style-type: none">Send Agent Application form			
2	<ul style="list-style-type: none">Receive application form from AgentAll sections of application completedSigned by the AgentReferees provided			
3	<ul style="list-style-type: none">Application AssessedReferees contactedApplication assessed against organizational objectivesAgent marketing plan assessed			
4	<ul style="list-style-type: none">Application ApprovedGenerate Letter of AcceptanceGenerate 2 copies of International Education Agent AgreementSend signed documents to the International Education Agent for signing.Request 1 copy to be returnedApplication RejectedSend Rejection Letter			
5	<ul style="list-style-type: none">Received signed International Education Agent AgreementGenerate International Education Agent CertificateSend marketing materials eg: Student Prospectus to agent			
6	<ul style="list-style-type: none">Enter Agent Details on database/spread sheet			



Ethics	Principles	Standards
<ul style="list-style-type: none"> • 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; and • 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). 	<ul style="list-style-type: none"> • Agents and consultants practice responsible business ethics. • Agents and consultants provide current, accurate and honest information in an ethical manner. • Agents and consultants develop transparent business relationships with students and providers through the use of written agreements. • Agents and consultants protect the interests of minors. • Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ. • Agents and consultants act professionally. • Agents and consultants work with destination countries and providers to raise ethical standards and best practice. 	<ul style="list-style-type: none"> • Agents and consultants comply with this framework and the ACE • Agency demonstrates robust organisational effectiveness • Agency demonstrates strong business ethics • Agency supports staff capability development and ongoing education • Agency demonstrates quality and effective recruitment practices and standards