

International Education Agents - Procedures

1. Purpose

1.1 These procedures outline the University's process for the appointment and management of International Education Agents (agents).

1.2 These procedures must be read in conjunction with the linked International Education Agents – Operational Policy.

2. Scope and application

2.1 These procedures apply to all University staff and all International Education Agents appointed by the University.

3. Definitions

3.1 Refer to the University's Glossary of Terms for definitions as they specifically relate to policy documents.

4. Appointing International Education Agents

4.1 This section must be read in conjunction with Section 5 of the International Education Agents – Operational Policy.

4.2 New appointments

4.2.1 The International Partnerships team conduct an initial appraisal and decide whether to proceed with the review of a potential agent seeking to be appointed by the University.

4.2.2 An Expression of Interest form is sent to the perspective agent. All questions in the form must be addressed for the perspective agent to be considered.

4.2.3 The completed Expression of Interest form is assessed by the International Partnerships team.

4.2.4 When deemed satisfactory to proceed, the completed Expression of Interest form is submitted to the Director, International for approval with a recommendation to proceed with the appointing the perspective agent.

4.2.5 Upon approval, a formal written agreement is generated by the International Office, signed by the Director, International and sent to the perspective agent for counter-signing.

4.2.6 A UniSC Agent Welcome pack is provided to the agent on return of the counter-signed agreement.

4.2.7 The agent details are added to the UniSC website and remain there for the duration of the agreement or until the agreement is terminated.

4.2.8 The agreement is valid once signed by both parties and commences on the date specified in the agreement.

4.2.9 When the counter-signed agreement is received, a copy is uploaded to StudyLink. The original document is recorded and filed in the University's official contract management system.

4.3 Re-appointment of International Education Agents

4.3.1 An assessment of the performance and standing of each agent must be undertaken prior to the expiry of the current agreement. The outcome of the review is documented in StudyLink.

4.3.2 Following assessment, a recommendation is made to the Director, International regarding agreement renewal.

4.3.3 Agents approved for renewal are sent a new written agreement.

APPROVAL AUTHORITY

Pro Vice-Chancellor (Global and Engagement)

RESPONSIBLE EXECUTIVE MEMBER

Pro Vice-Chancellor (Global and Engagement)

DESIGNATED OFFICER

Director, International

FIRST APPROVED

25 October 2011

LAST AMENDED

25 July 2024

REVIEW DATE

25 July 2029

STATUS

Active

5. Remuneration

5.1 Commission rates are detailed in the written agreement.

6. Representative agreement termination

6.1 The behaviour, performance, and actions of agents is continuously monitored.

6.2 Issues arising with agents are referred to the Director, International for action. The Director, International determines whether the agent's behaviour, performance or actions warrant termination of the agreement and when required initiates the termination process.

6.3 An agent agreement can be terminated when they breach provisions of their agreement, in particular, when the agent has engaged in unethical practices as described in the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

5.3 When it is determined that an agent agreement be terminated the agent is informed of the termination in writing and a copy of the communication is recorded in StudyLink.

7. Monitoring agent performance

7.1 Outside of the formal appointment or re-appointment process, agent performance is monitored on an ongoing basis, using key indicators to determine performance. Key indicators include:

- (a) quality of applications received;
- (b) conversion of offers to matriculations;
- (c) number of visa rejections and reasons for rejection;
- (d) adherence to contractual obligations;
- (e) complaints from applicants or students regarding representative behaviour; and
- (f) noted performance of subagents engaged by the agent.

7.2 The Partnerships team, in consultation with the Director, International, determines suitable action to address any underperformance of an agent. The agent can be required to engage in further training, the date and format of which is recorded in StudyLink.

9. Authorities and responsibilities

9.1 The Pro Vice-Chancellor (Global and Engagement) is authorised to make these procedures and related guidelines for the operation of University Policy. These procedures and related guidelines must be compatible with the provisions of the International Education Agents – Operational Policy.

9.2 The Director, International is authorised to make associated documents to support the application of policy documents. These must be compatible with the provisions of the respective policy document.

9.3 This policy operates from the Last Amended date, will all previous procedures related to International Education Agents are replaced and have no further operation from this date.

9.4 All records relating to International Education Agents must be stored and managed in accordance with the Information Management – Governing Policy.

9.5 This policy must be maintained in accordance with the Policy Framework – Procedures and reviewed on standard five year policy review cycle.

9.6 Any exception to this policy to enable a more appropriate result must be approved in accordance with the Policy Framework – Procedures prior to the deviation of the policy document.

9.7 Refer to Schedule C of the Delegations Manual in relation to the approved delegations detailed within this policy document.

END

RELATED DOCUMENTS

- International Education Agents - Operational Policy
- Management of Contracts and Memoranda of Understanding (MOUs) - Operational Policy
- Management of Contracts and Memoranda of Understanding (MOUs) - Procedures

LINKED DOCUMENTS

- International Education Agents - Operational Policy