

Managing the performance of Agents

1. Purpose

This policy and related procedure in accordance with the ESOS National Code relates to the managing and monitoring of Agents performance engaged by Nova Institute.

2. Related Standards

ESOS Standard 4

3. Scope

This policy/procedure applies to all international student operations of the Nova Institute.

4. Responsible Parties

PEO and General Administration Manager are responsible for this procedure.

5. Procedure

The procedure for the Nova Institute in ensuring that all its Agents operate ethically, in the best interest of the institute and in accordance with the requirements of the ESOS National Code is fivefold and based on

- Selection of Agents
- Agents Contracts
- Student surveys
- Communication with Agents
- Performance review

Selection of Agents

Whenever an Agent approaches Nova Institute to provide recruitment services or the Institute expresses interest in an Agent providing recruitment services; each Agent will be asked to complete and sign an information sheet. This sheet 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 information sheet the Institute 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. The RTO 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 information sheet. If any outcomes of the checks are unfavourable then the Institute 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.

Agents Contracts

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

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

Communication with Agents

On going and open communication with Agents is regarded by Nova Institute as a critical part of the successful operation of the Institute.

The Marketing 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 marketing manager will ensure that all communications with agents; email, telephone, in writing will be logged or otherwise maintained on the Agents file.

Performance review

Once each year at a time set to coincide with the end date for an Agents contract the Marketing manager will prepare a report. The report (sample attached) 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 who have been reported to DIAC
- Comment on student satisfaction
- Comment on responsiveness of Agents to communications with marketing manager.
- Areas of improvement required of Agent.

On the basis this report the PEO on the advice of the Marketing Manager will extend or terminate the Agents contract with the Institute. As part of extending the contract the Marketing manager will ensure that all agent details held on file are accurate and up to date.

APPENDICES- see attachment performance review procedure diagram

ANNUAL REPORT ON PERFORMANCE OF 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 DIAC 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 Institute.	
Areas of improvement required of Agent	
Signature of person preparing report	
	Follow up action
Comment from Marketing Manager	
Advice from PEO	