



# OCA Education Agent Monitoring Policy and Procedure

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04.12.19	Addition of Policy	S Maher	V1.0	
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## Education Agent Policy

OCA will only enter into service arrangements with Education Agents when their service activities have been agreed to and documented in an **'Education Agent Agreement'** that is ratified and signed by the CEO.

OCA will enter and maintain education agents details in Provider Registration and International Student Management System (PRISMS)

After entering into an agreement with an Education Agent, should OCA become aware of non-compliance with the requirements of this Standard, by the agent or an employee or sub-contractor of the agent, OCA will take immediate corrective action or terminate the agreement or seek confirmation that the agent has terminated the relationship with the employee or sub-contractor.

OCA will not accept students from an education agent if we know or reasonably suspect the agent to be:

- Providing migration advice when not authorised to do so
- Engaged in, or previously engaged in, dishonest recruitment practices, including deliberate attempt to recruit a student where this clearly conflicts with the obligations of the providers under Standard 7
- Facilitates the enrolment of a student who the agent believes will not comply with the conditions of their visa
- Using PRISMS to create CoEs for other than bona fide students

## Education Agent Monitoring Procedure

OCA Education Agent Monitoring Procedure	
<b>PURPOSE</b>	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.
<b>ROLE UNDERTAKING TASK</b>	Admissions Team

### STEP 1 – Entering into an agreement with and Education Agent

No.	Who	Actions
1.1	CEO	In entering into a service agreement with an Education Agent, the CEO shall ensure that the Education Agent Contract includes: <ul style="list-style-type: none"><li>• the responsibilities of the provider</li><li>• the requirements of the agent as outlined in Standard 4.3</li><li>• the need for the agent to comply with the National Code</li></ul>



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		<ul style="list-style-type: none"> <li>• processes for monitoring the activities of the agent</li> <li>• corrective action procedures</li> <li>• scheduled student enrolment information updates</li> <li>• termination conditions (immediate where failures to meet national code or migration act 1958 requirements are encountered).</li> <li>• circumstances under which information about the education agent may be disclosed</li> </ul>
<b>STEP 2 – Monitoring and Review of Education Agent Performance</b>		
No.	Who	Actions
2.1	Students	<b>STUDENT FEEDBACK</b> a. New students who have come through an approved education agent are asked to complete the <b>Education Agent Feedback Form</b> .
	Education Agents / Marketing & Recruitment Manager	<b>MONTHLY/ QUARTERLY MEETING</b> a. Regular monthly/quarterly meetings are conducted with approved education agents. b. Prepare and disseminate agenda before the meeting. c. Ensure that areas for improvement are recorded in the <b>Continuous Improvement Register</b> and action items are recorded and assigned.
2.2	CEO / Marketing & Recruitment Manager	<b>EDUCATION AGENT PERFORMANCE REVIEW</b> a. Review the agency agreement expiry date. b. Commence review process one month prior the written agreement expiry date. c. Provide active agents with the <b>Education Agent Evaluation Form</b> . d. Schedule date of performance review.
2.3	Education Agent	a. Complete and submit the Agent Evaluation Form to the manager.
<b>STEP 3 – Management Review of Education Agent Performance</b>		
No.	Who	Actions



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3.1	<b>Marketing &amp; Recruitment Staff</b>	<ul style="list-style-type: none"> <li>a. Consolidate the student feedback form responses in relation to the agent being reviewed.</li> <li>b. Consolidate KPI information and data:               <ul style="list-style-type: none"> <li>1) Number of student enquiries received from the specific agent</li> <li>2) Number of students enrolling from the specific agent and conversion rates</li> <li>3) Number of student visa refusals</li> <li>4) Number of students dissatisfied with the specific agents' services</li> <li>5) Good performance throughout the year</li> <li>6) Record of ability to comply with regulatory requirements and provisions of the written agreement</li> <li>7) Quality, accuracy and currency of information and advice provided by the agent to students</li> </ul> </li> <li>c. Provide consolidated reports to the <b>CEO/Marketing &amp; Recruitment Manager</b>.</li> </ul>
3.2	<b>CEO/ Marketing &amp; Recruitment Manager</b>	<ul style="list-style-type: none"> <li>a. Conduct review of the education agent.</li> <li>b. Determine critical issues.</li> <li>c. Identify action items such as corrective and/or preventive measures as well as areas for improvement.</li> <li>d. Provide the final recommendation based on the performance review.</li> </ul>
3.3	<b>Marketing &amp; recruitment staff</b>	<ul style="list-style-type: none"> <li>a. Schedule the performance review meeting with the education agent.</li> </ul>
3.4	<b>Education Agent / CEO/ Marketing &amp; Recruitment Manager</b>	<ul style="list-style-type: none"> <li>a. Discuss the following:               <ul style="list-style-type: none"> <li>1) results of the performance review including critical issues identified</li> <li>2) corrective and/or preventive measures noted during the review</li> <li>3) modify / approve action items and measures from discussion.</li> </ul> </li> <li>b. Provide final recommendation to be implemented.</li> <li>c. If the performance review is satisfactory and the agent has not engaged in unprofessional conduct proceed with Step 4.</li> </ul>
<b>STEP 4 – Implementation of Agreement Renewal, Preventive or Corrective Action</b>		



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4.1	<b>Marketing &amp; recruitment staff</b>	<ul style="list-style-type: none"> <li>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 ESOS Agencies.</li> <li>b. Process the new agreement for signing of both parties.</li> <li>c. File the new agreement in the agent's file and send a copy to both parties.</li> </ul>
4.2	<b>CEO/ Marketing &amp; Recruitment Manager</b>	<ul style="list-style-type: none"> <li>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.</li> <li>e. The agent must provide a written response within 10 business days of the date of the letter.</li> <li>f. Upon receipt of the response the manager may consider the agent's performance and may recommend to:               <ul style="list-style-type: none"> <li>1) Undertake further training</li> <li>2) Suspension of appointment</li> <li>3) Renew the appointment</li> <li>4) Renew the appointment under certain conditions</li> <li>5) Terminate the agent's appointment.</li> </ul> </li> </ul>
4.3	<b>CEO/ Marketing &amp; Recruitment Manager</b>	<ul style="list-style-type: none"> <li>a. If the recommendation is termination of agent's appointment provide information to agent that the supports the agent's right to appeal for non-renewal/termination of agreement.</li> </ul>
<b>STEP 5 – Continuous Improvement, Evaluation and Review</b>		
<b>No .</b>	<b>Who</b>	<b>Actions</b>
5.1	<b>CEO</b>	<ul style="list-style-type: none"> <li>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 agenda.</li> <li>b. Implement improvement opportunities.</li> <li>c. Conduct review of the continuous improvement implementation on the assigned date or during the next Management Meeting or Compliance and Continuous Improvement Meeting.</li> <li>d. Update the Continuous Improvement Register. Make sure to note the outcome of the evaluation.</li> </ul>