Monitoring Representatives and Agreement Renewal Procedures

1. Governing policy

These procedures relate to the *International Representative Policy* ("policy").

They describe how the Institution monitors the activities and performance of international representatives ("representative") who recruit international students for the Institution. The outcome of the monitoring process informs representative agreement renewal processes.

2. Scope

These procedures apply to staff involved in the monitoring of representatives and agreement renewal process.

3. Procedures

These procedures set out the four key processes involved in the monitoring of representatives and their associated agreement renewals as per **Table 1** below:

1. Annual Representative Performance Appraisal

The Institution conducts annual appraisals of its representatives to monitor performance and activities. This includes checking the accuracy of information provided to students, reviewing marketing materials, assessing product knowledge and evaluating the quality of recruitment events and ensuring honest and ethical recruitment practices.

2. Key performance indicator analysis

Analyse key performance indicators (KPIs) to monitor representative performance.

3. Recording performance appraisal and KPIs

Record performance review outcomes on the Institution's database.

4. Agreement renewal/non-renewals

Agreements are valid for two years and may be renewed subject to satisfactory performance and at the discretion of the Institution.

Table 1

Process	Responsibilities	Timeframe
1. Annual Representative Performance Appraisal		
1. At the end of each year (or more regularly as required), the Country Manager, in consultation with the representative, conducts the annual performance appraisal using the appropriate online appraisal form. 2. The Country Manager consults with the Senior Vice President (SVP) Domestic and International Development (SVPDID) if an issue is identified during the appraisal process. This may include but is not limited to: a. breach of obligations under the representative agreement; or b. breach of obligations under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code); 3. Actions to be taken and recorded on the performance appraisal form may include: a. corrective action and timelines are set for the representative by the SVPDID and in consultation with the President and Managing Director (President); or b. a recommendation that the agreement may not be renewed after two years; or c. formal warning or termination of a representative as per Representative Agreement Termination Procedures. 4. Representatives are informed, in writing, of the outcome of their appraisal including any necessary corrective action as per 3a. 5. Completed performance appraisal forms must be returned to the Associate Vice President (International Operations) (AVPIO) for recording in the Institution's database.	Country Manager; Senior Vice President (Domestic and International Development) Associate Vice President (International Operations)	Annually
2. Key performance indicator (KPI) analysis		
1. At the end of each year (or more regularly as required) the SVPDID analyses institutional data on a representative's performance against the KPIs listed in the International Representation Policy. 2. A KPI analysis report is created for each representative. 3. KPI analysis reports for underperforming representatives are referred to the Country Manager for feedback to inform the agreement renewal/non-renewal process.	Senior Vice President (Domestic and International Development)	Annually
3. Recording performance appraisal and KPI's		
1. Completed performance appraisal forms and KPI analysis reports are recorded in the Institution's database.	Associate Vice President (International Operations)	As required
4. Agreement renewal/non-renewals		

1. The representative agreement template is reviewed in advance of the expiry date, in consultation with legal consultants, Vice President (Finance) and the Quality Assurance and Accreditation team. 2. Prior to the expiry of a representative's agreement, the SVPDID reviews their performance appraisals and KPI analysis from the past two years to recommend to the President whether the agreement should be renewed. 3. The list of representative agreements for renewal is referred to the Country Managers to follow the steps outlined in the international representative agreement section (Table 1, section 2) of the Representative Engagement and Appointment Procedures. 4. The list of representative agreements that will not be renewed are referred to the AVPIO for the following action: a. send a letter of non-renewal to the representatives; b. update the Institution's database to record the non-renewal agreements; c. remove the representatives from PRISMS; and d. inform the Marketing team to remove the representatives from the Institution's website.	Senior Vice President (Domestic and International Development) Associate Vice President (International Operations) Marketing team	Prior to expiry of representative agreements

4. Roles and responsibilities

4.1 The Senior Vice President (SVP) Domestic and International Development is responsible for monitoring representatives in accordance with these procedures.

4.2 The President is responsible for approving renewal (standard)/non-renewal representative agreements.

5. Compliance and monitoring

These procedures are written in accordance with Standard 4 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and *Higher Education Standards Framework 2021*.

6. Records management

As detailed in **Table 1** above, signed representative agreements and personal details are recorded in the Institution's database.

7. Related documents

International Representative Policy

Representative Agreement Termination Procedures

Representative Engagement and Appointment Procedures

Training of Representative Procedures

Approved by the EMG on 20 February 2025