Representative Engagement and Appointment Procedures

1. Governing policy

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

They describe how the Institution appoints international representatives ("representative") for purposes of international student recruitment.

2. Scope

These procedures apply to staff involved in the appointment of representatives and to prospective representatives seeking to be appointed as a representative of the institution.

3. Procedures

These procedures set out the three key processes involved in the appointment of representatives as per **Table 1** below:

1. Expression of interest

All prospective representatives are required to submit an expression of interest to the Institution outlining their company profile. The Institution uses the completed expression of interest to determine appropriateness of appointment.

2. International representative agreement

The International Representative Agreement ("agreement") is a written agreement between the representative and the Institution that sets out the obligations of both parties for a set duration. An agreement is either a standard or a non-standard agreement, for example, a non-standard agreement may have variations in the clauses.

3. Record management

Representative information is captured on the Institution's databases and external systems as required by legislation.

Table 1.

Process	Responsibilities
1. Expression of interest (EOI)	
1. Initial contact is made with the prospective representative either by: a. The prospective representative contacts the Institution expressing interest to represent the Institution; or b. The Country Manager contacts the prospective representative and arranges a visit to their office to ensure the business is legitimate. 2. The prospective representative completes an Expression of Interest (EOI) form and submits it to the Country Manager by email. 3. The EOI is reviewed by the Country Manager, including the following: a. the company profile and/or business plan; b. region(s) of representation; c. proposed recruitment and marketing activities; d. referee checks. 4. The EOI and company profile is emailed to the Associate Vice President (International Operations) (AVPIO) for review and filing 5. The EOI is emailed to the President for review and approval of a standard or non-standard agreement. 6. Unsuccessful representatives are notified in writing.	Country Manager Associate Vice President (International Operations) President and Managing Director (President)
2. International representative agreement	
1. The AVPIO drafts the agreement for an approved representative using the appropriate template. 2. The agreement is emailed to the prospective representative for review and the representative's signature. 3. A digital copy of the signed agreement is returned to the Institution by email. 4. The signed agreement is forwarded for approval and signing as follows: 1. Standard agreement to the Senior Vice President (Domestic and International Development); or 2. Non-standard agreement to the President. 5. The AVPIO emails a copy of the counter-signed agreement to the representative and saves a copy in the Institution's database. 7. A Certificate of Representation is issued upon request from the representative.	Senior Vice President (Domestic and International Development) Associate Vice President (International Operations) President
3. Records management	
1. The AVPIO records all representatives who are not approved in the Institution's database. 2. The AVPIO adds approved representative details, including the term of the agreement, to the Institution's database. 3. The AVPIO informs the Marketing team of representative contact details and regional offices for uploading to the Institution's website. 4. The AVPIO requests Student Services to add representative contact details including all regional offices to Provider Registration and Student Management System (PRISMS).	Associate Vice President (International Operations)

4. Roles and responsibilities

4.1 The Senior Vice President (Domestic and International Development) oversees representative engagement and appointment practices and approves standard representative agreements.

4.2 The President approves non-standard representative agreements.

4.3 The Associate Vice President (International Operations) administers all representative engagement and appointment activities.

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. Reporting

Representative contact details are provided to PRISMS and added to the Institution's website in accordance with federal legislation requirements.

7. Records management

As detailed in **Table 1** above, representative details are recorded in the Institution's database and original signed agreements between the representative and the institution are filed and saved.

8. Related documents

International Representative Policy

Monitoring Representatives and Agreement Renewal Procedures

Representative Agreement Termination Procedures

Training of Representative Procedures

Approved by EMG on 20 February 2025