

Representative Engagement and Appointment Procedures

1. Governing policy

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

They describe how staff will enact the policy and the steps taken to appoint an international representative (“representative”) to the institution, 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 will use 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 will either be a standard agreement 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 to seek an expression of interest from the representative to represent the institution. 2. Country Manager visits prospective representative office to investigate the legitimacy of the representative business. 3. Prospective representative completes an Expression of Interest form and submits to the institution by email to Country Manager. 4. EOI is reviewed, by the Country Manager, including the following: a. company profile and/or business plan including the institutions; b. region(s) of representation; c. proposed recruitment and marketing activities; d. referee checks. 5. EOI and company profile is emailed to Manager – International for review for filing and drafting of agreement. 6. EOI is emailed to the President for review and approval of a standard or non-standard agreement. 7. Representatives that are unsuccessful in the EOI process will be notified in writing.	Country Manager Manager International President and Managing Director (President)
2. International representative agreement	
1. The Manager International drafts the agreement for an approved representative using the appropriate template. 2. Agreement emailed to the prospective representative for review and the representative's signature. 3. A digital copy of the signed agreement returned to the institution by email. 4. Agreement emailed for internal approval and signature as follows: • Standard agreement to President; or • Non-standard agreement to President. 5. Copy of the counter-signed agreement emailed to the representative. 6. Copy of signed agreement saved in the institution's database. 7. A Certificate of Representation is issued upon request from the representative.	Manager International President
3. Records management	
1. Non-approved representatives recorded in the institution's database. 2. Approved representative details added to the institution's database including term of agreement. 3. Representative contact details including all regional offices added to the institution's website by Marketing Department. 4. Representative contact details including all regional offices added to Provider Registration and Student Management System (PRISMS) by Student Services.	Manager International

4. Roles and responsibilities

4.1 The Senior Vice President Domestic and International Development is responsible for overseeing representative engagement and appointment practices in accordance with these procedures.

4.2 The President is responsible for approving standard and non-standard 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. Reporting

Representative contact details will be 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 and superseded documents

International Representative Policy

Monitoring Representatives and Agreement Renewal Procedures

Representative Agreement Termination Procedures

Training of Representative Procedures

Approved by Board of Directors on 7 December 2020.