# Training of Representative Procedures

## 1. Governing policy

These procedures relate to the *International Representative Policy* ("policy"). They describe how the Institution trains international representatives ("representative") to provide accurate information to international students they recruit.

## 2. Scope

These procedures apply to staff involved in the training of representatives appointed by the institution.

## 3. Procedures

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

*1. Training package – new representatives*

*2. Use of marketing materials – new representatives*

*3. Regular updates and annual visits – all representatives*

*4. Recording training and visits*

**Table 1**

| Process | Responsibilities |
|---|---|
| **1. Training program – new representatives** | |

| | |
|---|---|
| 1. The Country Manager visits the representative's office where possible. If the Country Manager is unable to visit in person an online training session is provided. The training includes but is not limited to:<br>1. courses offered at the Institution;<br>2. entry requirements;<br>3. the application process;<br>4. accommodation options;<br>5. the international education system in Australia including the Australian International Education and Training Agent Code of Ethics and related legislative obligations;<br>6. ESOS Act training; and<br>7. the Representative Training Manual.<br>2. The Country Manager arranges prospectuses to be delivered to the representative's offices. A softcopy of prospectus is sent upon request. | Country Manager |
| **2. Usage of marketing materials – new representatives** | |
| 1. In parallel with the training package, the Country Manager provides instruction to representatives on how to use the institution's marketing materials.<br>2. Representatives are informed when approval is required from the Institution to replicate its marketing collateral including:<br>1. use of the Institution's logo; and<br>2. the Institution's photographic material.<br>3. Representatives are advised of the requirement for the Institution's codes, including CRICOS, to be included in all marketing material. | Country Manager |
| **3. Regular updates and annual visits – all representatives** | |

| | |
|---|---|
| 1. The International Development team regularly updates all representatives with a digital newsletter.<br>2. The Country Manager conducts regular site visits to a representative's offices (where possible). Site visits include the following:<br>1. ensure representatives display institutional marketing materials according to the Institution's guidelines;<br>2. institutional updates, for example, new course offerings;<br>3. additional training as requested. | Country Manager |
| **4. Recording training and visits** | |
| 1. All training and visits to representatives' offices conducted by the Country Manager are recorded in the institution's database. | Country Manager |

## 4. Roles and responsibilities

4.1 The Senior Vice President Domestic and International Development oversees representative training practices and responsibilities conducted by Country Managers.

4.2 Country Managers provide training and conducting site visits with representatives.

## 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, all training and representative visits are recorded in the institution's database.

## 7. Related documents

- *International Representative Policy*
- *Monitoring Representatives and Agreement Renewal Procedures*
- *Representative Agreement Termination Procedures*

**Approved by EMG on 20 February 2025**