

Training of Representative 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 train an international representative (“representative”) of the institution so that they are equipped to provide accurate information to international students that are recruited by the representative.

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	

<p>1. Country Manager visits representative office where possible. If the country manager cannot visit in person an online training session is provided. The training includes but is not limited to:</p> <ol style="list-style-type: none"> 1. courses offered at the institution; 2. entry requirements; 3. application process; 4. accommodation options; 5. international education system in Australia including the Australian International Education and Training Agent Code of Ethics and related legislative obligations; 6. ESOS Act training; and 7. Representative Training Manual. <p>2. Country Manager arranges prospectuses to be delivered to the representative offices. Softcopy of prospectus sent to representative upon request.</p>	<p>Country Manager</p>
<p>2. Usage of marketing materials – new representatives</p>	
<ol style="list-style-type: none"> 1. In parallel with training package, the Country Manager provides instruction to representatives on how to use the institution’s marketing materials. 2. Representatives are informed when approval is required from the institution to replicate the institution’s marketing collateral including: <ol style="list-style-type: none"> 1. use of the institution’s logo; and 2. institutional photographic material. 3. Representatives are advised of the requirement for the institution’s codes, including CRICOS, to be included in all marketing material. 	<p>Country Manager</p>
<p>3. Regular updates and annual visits – all representatives</p>	

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

4. Roles and responsibilities

The Senior Vice President Domestic and International Development is responsible for overseeing representative training practices and responsibilities of Country Managers in accordance with these procedures.

Country Managers are responsible for providing 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 and superseded documents

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

Approved by Board of Directors on 7 December 2020