



Education Agent Appointment Process

Step	Activity	Process	Responsibility
1	Prospective agent to access <i>Agent Application Form</i>	a. The prospective agent completes the form accessible from the SCU public facing web site. https://www.scu.edu.au/study/international-study/education-agents/becoming-an-agent/	Agent
2	Complete the <i>Agent Application Form</i>	a. Complete all sections of the form and provide supporting documentation. b. Provide the details of at least two current referees who have agreed to give references. c. Return the completed form and all related documents to SCU via the website.	Agent
3	Checking details provided on the <i>Agent Application Form</i>	a. Ensure the authenticity of agent details provided in the form (business history, registration, office location, etc.). b. In Salesforce: <ul style="list-style-type: none"> change status of the prospective agent to 'submitted for conversion'. 	Recruitment Officer
4	Conduct check for previous termination	a. Check if the agent has previously been terminated for misconduct or unethical behaviour by SCG, SCUUV or THS	Recruitment Officer
5	Conduct reference checking	a. Send <i>Agent Reference Check Form</i> to the referees. b. If there is no response from at least two referees after five working days, the prospective agent may provide an alternate referee's details. If the prospective agent is unable to do so, this may negatively affect the prospective agent application. c. Review all referee responses on the reference check form to verify the suitability of contracting the prospective agent. SCU requires a minimum of two positive references to proceed with an agent contract.	Recruitment Officer
6	Application evaluation	a. Decision to appoint made based on investigation outcomes.	Recruitment Officer



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		<ul style="list-style-type: none"> b. If approved, a recommendation is sent to Regional Manager for a confirmation of appointment. c. If not approved, Agent will be informed of this outcome. 	
7	Conduct final evaluation	<ul style="list-style-type: none"> d. A final assessment of all available information and documentation is conducted, and the prospective agent is assessed for contracting. e. Based on this final assessment, a recommendation is sent to the Senior Vice President, Partnerships, SCU Ventures and Director, Recruitment, SC Global for a final decision. f. If approved, the agent is offered an Agent Agreement via the standard process. g. If not approved, the agent will be informed of this outcome. 	Recruitment Manager
8	Provide approved agent with StudyLink access and Agent Certificate	<ul style="list-style-type: none"> a. All approved agents will be provided access to the StudyLink Partner Portal. b. The Agent's Certificate will be emailed with copy to Recruitment Officer with request to arrange training as per Part B – Agent Training. Reminders will be sent if required. 	Reporting and Systems Coordinator & Recruitment Officer

Document Version Control	
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