Education Agent Training Processes

Step	Activity	Process	Responsibility
1	Onboarding Training	a. Send an email to the newly contracted agent to complete onboarding training within 30 days of being signed. b. Log training completed in Salesforce.	Recruitment Officer
2	Compliance Training	a. Arrange at least one training session per calendar year with each Agent b. Training session will include, but not be limited to the legislative and regulatory requirements relating to international education in Australia, including the National Code Standards and Modern Slavery requirements and their obligations under the Agency Agreement. c. Log training completed in Salesforce.	Recruitment Officer & Recruitment Manager
3	Admissions Training	a. Arrange at least one training session per calendar year with each Agent b. Training session will include, but not be limited to SCU admissions, applications process, fees, and refund procedures. c. Log training completed in Salesforce.	Admissions Officer & Recruitment Manager
4	Product Training & information	a. Arrange at least one training session per calendar year with each Agent b. Training session will include, but not be limited to SCU course and marketing information. c. Log training completed in Salesforce.	Recruitment Officer
5	Agent Newsletter	a. Regular communication will be sent out to Agents via an Agent newsletter. b. This will include updates or changes relating to the university and its courses.	Recruitment Managers & Marketing Officers
6	Check the newly signed agent has completed onboarding training	a. Check the Activity Dashboard monthly to confirm that all newly contracted agents have completed the onboarding training course. b. Contact the relevant Recruitment Officer and provide an additional month	Manager, Global Operations and Compliance

		extension to complete the training course.	
7	Check Compliance, Admissions and Product training has been completed	a. Check the Activity Dashboard tri-monthly to confirm which contracted agents have had training. b. Provide Status Report to Senior Managers. c. Agents that have not completed the training will	Manager, Global Operations and Compliance

Document Version Control	
Agent Appointment Procedure Table Ver. 22.8.2024	Approved by the Executive Director, Global 18.09.2024