Education Agent Compliance and Performance Review Process

Step	Activity	Process	Responsibility
1	Commence annual review of agent performance	a. At census of Term 1 of each calendar year perform a review and audit of agent performance.	Manager, Global Operations and Compliance
2	Collect all documentation and other relevant information required for the agent performance review	a. Collate compliance audit outcomes, including any warnings issued to, or complaints about, the agent from records in SalesForce. b. Gather all data required for the agent performance review (application to enrolment data, visa and conversion rates)	Manager, Global Operations and Compliance
3	Review the documentation and information collected	a. If there are any substantial areas of concerns that arise from the review, an additional in-depth investigation must be conducted to determine if these issues warrant corrective action. The past performance of the agent should be considered during this investigation. b. Following the investigation process, and if the issues identified are warranted, relevant Recruitment Manager will recommend appropriate corrective actions to be taken in accordance with *Part D – Agent Compliance Monitoring and Management*	Recruitment Manager & Recruitment Officers
4	Inform the agent of the performance review outcome	Agent has met performance indicators a. If the outcome of the annual agent performance review is that the agent has met all the conditions of the Agent Agreement, the agent will continue as an approved agent of the University. Agent has not met performance indicators a. If the outcome of the annual agent performance review reveals considerable issues with the agent's performance, the agent will be required	Recruitment Manager

		to undergo corrective actions as per the *Part D – Agent Compliance Monitoring and Management*.	
5	Education Agent Management Report	a. Collate Annual Performance Review outcomes to report to key stakeholders, the SCU Education Partnership Oversight Committee (EPOC) and SCU Audit and Risk Management Committee (ARMC).	Executive Director, Global

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