



# Education Agent Corrective Action Process

Step	Activity	Process	Responsibility
1	Activity of concern or failure to meet standards identified	a. Send an outline of the activity identified along with any supporting documents in question to Senior Recruitment Manager	All University staff
2	For a serious matter such as fraud, hold any current applications in the pipeline and prevent new applications in application portal	a. Advise Admissions and Agent Account Manager(s) of investigation. b. Restrict application submission in the StudyLink portal	Senior Recruitment Manager & Reporting and Systems Coordinator
3	For a serious matter such as fraud, update Agent Partner Account in SF	a. Agent status in Salesforce changed to 'on hold – pending investigation'.	Agent Coordinator
4	Investigate activity	a. Senior Recruitment Manager sends Request for Information (RFI) to the agent. b. Upon response from the Agent, the Senior Recruitment Manager analyses the evidence and provides an outcome. Note that previous history will be taken into consideration when conducting an investigation. c. Outcome to be added to Salesforce in the 'Compliance Notes' section.	Senior Recruitment Manager
5	Issue warning letter for minor breaches	a. For minor breaches, the University will issue a warning letter to the agent via email. b. Advise the Recruitment Manager and Recruitment Officer. c. The warning letter will describe the matter of concern and outline any corrective actions and/or training that the agent must undertake.	Senior Recruitment Manager
6	Respond to the warning letter	a. The agent must acknowledge and respond to the warning letter in writing within ten working days.	Agent
7	Consider agent's response to the warning letter and follow-up actions	a. The University will consider the agent's response to the warning letter. b. If the agent's response is acceptable, and the agent agrees to undertake the	Senior Recruitment Manager



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		<p>recommended corrective actions within the specified time, the University will monitor the agent's performance and assure itself that all corrective actions have been completed.</p> <p>c. In the above situation, the agent's appointment will continue as per the Agent Agreement or will continue subject to certain conditions decided by the Senior Recruitment Manager or delegate.</p> <p>d. The University may upgrade the breach from minor to major if the agent:</p> <ul style="list-style-type: none"> <li>● does not respond to the warning letter; or</li> <li>● provides an unacceptable response; or</li> <li>● does not implement the agreed corrective actions in a timely manner.</li> </ul>	
8	Issue letter of termination for major breaches	a. For major breaches, the University will issue a letter of termination to the agent.	Executive Director, Global
9	Appeal corrective action	<p>a. The agent may appeal against any corrective actions implemented by the University in writing.</p> <p>b. All relevant supporting documentation and evidence should be provided with the written appeal.</p> <p>c. The written appeal must be submitted to the University within ten working days from receipt of the warning letter (for minor breaches), or the letter of termination (for major breaches) and be addressed to the Senior Recruitment Manager.</p>	Agent/ Senior Recruitment Manager or delegate
10	Assess agent appeal against corrective action, including termination	<p>a. Assess the agent appeal against corrective action.</p> <p>b. All appeal outcomes will be decided on a case-by-case basis within 30 business days and will be evidence-based.</p> <p>c. The past performance of the agent will also be a factor of consideration to the appeal outcome.</p>	Senior Recruitment Manager or delegate



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		<p>d. During the appeal process, access to submitting new applications in the StudyLink portal will remain suspended.</p> <p>e. During the appeals process the agent partner account status will remain as it is after the initial outcome.</p>	
11	Appeal Outcome notification	<p>a. If the appeal assessment is favourable, then the Agent is notified, and application processing will resume and StudyLink portal re-activated. The University will monitor the agent's performance and assure itself the Agent is - compliant.</p> <p>b. If the appeal assessment upholds the corrective action or termination, the Agent is notified of the outcome.</p>	Senior Recruitment Manager
12	Update Agent information in University systems	<p>a. Agent Coordinator will upload all documents and outcomes to the Agent partner account in SalesForce and Agent Partner account status to be updated according to outcome.</p> <p>b. Reporting and Systems Coordinator will update student managements systems and PRISMS, if applicable, according to the outcome.</p>	Agent Coordinator & Reporting and Systems Coordinator
13	Disclose decisions to relevant stakeholders	<p>a. SCG or SCUUV will disclose any corrective actions decisions made to all relevant stakeholders. This may include The Hotel School when an agent has committed a major breach requiring termination of the Agent Agreement.</p>	Senior Recruitment Manager

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