



Education Agent Non-Renewal and Termination Process

Step	Activity	Process	Responsibility
1	Non-Renewal identified	a. As per the <i>Part C Agent Compliance and Performance Reviews</i> .	
2	Investigate Non-Renewal Request	a. Senior Recruitment Manager assesses request and provides an outcome. Note that previous history will be taken into consideration when conducting an investigation. b. If the non-renewal request is denied, renewal of the Agency Agreement will be offered, along with potential performance requirements.	Senior Recruitment Manager
3	Inform the Agent of the Non-Renewal decision	a. Where the non-renewal request is supported, the determination and rationale are emailed to the Agent in accordance with the existing Agent Agreement's term end date.	Executive Director, Global
4	Notification and systems update	a. Notify the relevant staff from SCG, SCUW and Admissions of the Agent non-renewal. b. Update student systems, Salesforce, StudyLink and PRISMS.	Reporting and Systems Coordinator and Agent Coordinator
Step	Activity	Process	Responsibility
1	Termination identified	a. As per the <i>Part C - Agent Compliance and Performance Reviews</i> or <i>Part D – Agent Compliance Monitoring and Management</i>	
2	Conduct final evaluation of Termination	a. A final assessment of all available information and documentation is conducted. b. Based on this final assessment, a recommendation is sent to the Executive Director, Global for a final decision.	Senior Recruitment Manager
3	Inform Agent of Termination decision	a. The determination and rationale are emailed to the Agent giving the following notice periods: i) in the event of termination due to non-performance: 30 days; or	Executive Director, Global



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		ii) in the event of termination due to breach of contract: the University may terminate the Agent Agreement immediately.	
4	Notification and systems update	<p>a. After the expiry of the appeal period or finalisation of an unsuccessful appeal by the Agent, relevant staff from SCG, SCUUV and Admissions are notified of the Agent non-renewal.</p> <p>b. Update student systems, Salesforce, StudyLink and PRISMS to reflect Termination.</p>	Reporting and Systems Coordinator and Agent Coordinator

Document Version Control	
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