



**Edvantage
Institute
Australia**

Agent Performance Review Form

Name of Agent	
Name of Account Manager who conduct the review	
Date of Review	
Review period	From _____ To _____
Review Type	<input type="checkbox"/> 6 Monthly <input type="checkbox"/> Annual

Number of Enquiries:	
Number of Enrolment with Visa granted:	
Visa refusal rate: (%)	
CoE incompleteness rate: (%)	
GTE refusal rate: (%)	

Please attach a report for the above numbers. (Mandatory)

SECTION A	To be completed by the Account Manager	
<i>Understanding of and Complying with ESOS Act 2000 requirements ASQA / Australian Visa Regulations</i>		
	Yes	No
Has the agent regularly monitored The Department of Home Affairs website (www.homeaffairs.gov.au) for changes and developments in international education services?	<input type="checkbox"/>	<input type="checkbox"/>
Is the agent aware of and access The Australian Department of Education and Training, ESOS framework website? https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx	<input type="checkbox"/>	<input type="checkbox"/>
Is the agent aware of and access the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2018)? https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx	<input type="checkbox"/>	<input type="checkbox"/>
Has the agent read and abide by education agents code of ethics? https://internationaleducation.gov.au/News/Latest-News/Documents/Australian%20International%20Education%20and%20Training%20-%20Agent%20Code%20of%20Ethics.pdf	<input type="checkbox"/>	<input type="checkbox"/>
Has the agents completed any training relating to Australian International Education systems for overseas students e.g. ISANA, PIER, MARA, AEI, Austrade or any other similar training program? <i>*ISANA training is essential for all Educational Recruitment Agents currently working in the international education industry in Australia.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Does the agent understand that students coming to Australia on a student visa must have a primary purpose of studying and must study full-time?	<input type="checkbox"/>	<input type="checkbox"/>
Does the agent have an understanding about EIA's: <ul style="list-style-type: none"> • Handbook • Courses entry requirements and admission process 	<input type="checkbox"/>	<input type="checkbox"/>
Does the agent have an understanding about EIA's: <ul style="list-style-type: none"> • Refund policy • Student Complaints and Appeals Policy 	<input type="checkbox"/>	<input type="checkbox"/>
Please list any further training undertaken by agent in the last 12 months. Attach support documentation if necessary.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ethical practices</i>	Yes	No

Has the agent complied with all requirements of EIA about advertising and course materials, application procedures and providing accurate information to students using only material provided by EIA, accurate fees and charges and supporting documentation?	<input type="checkbox"/>	<input type="checkbox"/>
Has the agent promoted EIA Courses with integrity and accuracy and recruited prospective students in an honest, ethical and responsible manner?	<input type="checkbox"/>	<input type="checkbox"/>
Has the agent only used material supplied by EIA to describe the Institute and its courses and monitor the EIA website to ensure that it is current?	<input type="checkbox"/>	<input type="checkbox"/>
Have you clearly outlined the requirement for both parties to comply with relevant legislation, including but not limited to marketing and sales practices that are not deceptive or misleading?	<input type="checkbox"/>	<input type="checkbox"/>
Has the agent clearly explained to students about their Visa requirements and responsibilities including English language proficiency levels?	<input type="checkbox"/>	<input type="checkbox"/>
Have you found the agent to be reliable and ethical?	<input type="checkbox"/>	<input type="checkbox"/>
<u>If No, please specify:</u>		
<i>Conflict management, Monitoring and Termination</i>	Yes	No
Both parties have discussed the EIA agent performance criteria listed in this form?	<input type="checkbox"/>	<input type="checkbox"/>
Both parties have discussed and clearly defined agent monitoring arrangements?	<input type="checkbox"/>	<input type="checkbox"/>
Both parties have discussed and clearly defined grounds for agent termination and appeal?	<input type="checkbox"/>	<input type="checkbox"/>
Please list any complaints received about the agent and actions taken.		
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Description of Potential Market			
From which geographical area does the agent's potential market come? Include the marketing plan set by the agent for the following 12 months (mandatory).			
What is the most suitable time of the year for EIA staff member or their representative to conduct a marketing visit to your region and / or an office visit in order to assist you in the recruitment of students? <i>(only applicable for offshore markets)</i>			
	Yes	No	N/A
Recommend for Agent Agreement Renewal?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommend for Agent Agreement Termination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommend for Agent Agreement to continue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Areas of improvement required for Agent:			
Signature of the Account Manager:			

SECTION B	To be completed by the Student Recruitment manager		
	Yes	No	N/A
Agent Agreement to be continued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agent Agreement to expire without renewal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agent Agreement to be renewed (only applicable for agreements expiring within 3 months)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agent Agreement to be Conditional renewed (list conditions bellow)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Agent Agreement to be terminated		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify reason(s) / condition(s) for above decision:				
Name		Signature		Date

SECTION C	To be completed by the Compliance Manager *only applicable if agent agreement to be lapsed, renewed, terminated		
	Yes	No	N/A
<u>Renew agent agreement</u> <input type="checkbox"/> Check and sign renewed agreement <input type="checkbox"/> Update new expiry date in the agent management portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Let the current agreement expire without renewal</u> <input type="checkbox"/> Update agent status in the agent management portal <input type="checkbox"/> Remove agent details from PRISM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Terminate agent agreement</u> <input type="checkbox"/> Update agent status in the agent management portal <input type="checkbox"/> Remove agent details from PRISM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Signature		Date