UTP37 – Recruitment Agent Management Policy and Procedure

Title: UTP37 - Recruitment Agent Management Policy and Procedure

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Contents

1. Policy

To ensure that UTA Institute of Technology's (UTAIT) marketing operation meets meets the requirements of the Standard 2.2 and 2.3 of the Standards for Registered Training Organisation 2015, this policy outlines UTAIT 's practices in managing its education recruitment agents. UTAIT is committed to ensuring all Education Agents act ethically and appropriately when representing UTAIT. This policy aims to ensure that the actions of UTAIT's appointed Education Agents are ethical and comply with UTAIT's obligations under the Standards for Registered Training Organisation 2015.

2. Scope

The Recruitment Agent Management Policy and Procedure is applied to all marketing staff and all UTAIT's appointed Education Recruitment Agents.

3. Responsibilities

The Director - Compliance/ or delegation is responsible for the implementation of this policy and to ensure that marketing staff, Education Recruitment Agents are aware of its application and that marketing staff implement its requirements.

4. Related documents

- UTF37 Agent Agreement

- UTF37-01 Agent Review Form
- UTA37-02 Agent Survey Form
- UTA37 - 03 Agent Application Form
- UTA37 - 04 Agent Reference Check Form

5. Policy

UTAIT will only appoint Education Agents whose company is registered in Australia. All appointed Education Agents must have completed the UTF37 Agent Agreement to become an official Education Agent for UTAIT and had a referee check completed by the Director - Compliance or a delegate.

UTAIT will monitor its Education Agent's performance and activities using a variety or methods which include:

  - Informal and formal feedback.
  - Agent visits and meetings.
  - Reports from Education Agents and other external stakeholders.
  - Performance benchmarks.

UTAIT will not engage in any activities with an Education Agent who has been found to be dishonest,

lack integrity or have engaged in unethical behavior.

If UTAIT becomes aware, or reasonably suspects that the Education Agent, or an employee or sub contractor of the Education Agent has acted in breach of the UTF37 Agent Agreement, UTAIT will terminate the agreement immediately.

UTAIT retains the right to veto any Education Agent activity that in UTAIT's opinion is not compliant with:

> ➢ The Education Agent Agreement; or
> ➢ Any Relevant Legislation; or
> ➢ Any information provided to the Education Agent by UTAIT.

6. Procedure

6.1 Education Agent Appointment

1. Education Agents are required to complete and forward the UTAIT's Education Agent Application Form along with certified copies of proof of business to UTAIT Marketing Manager.
2. The UTAIT Marketing Manager has the final responsibility to check the credential of the Education Agent and accepting or rejecting an application.
3. The UTAIT Marketing Manager will assess the application of the Education Agent and will only accept the application where the applicant has demonstrated that they have the appropriate knowledge and understanding of the Australian Vocational Education and Training industry. This will be undertaken via referee checks and evaluation of any previous dealings. Referee checks will be conducted by the Marketing Manager
4. Once reference checks have been completed, the UTAIT Marketing Manager is to reassess to determine if suitable to appoint.
5. When the applicant has been assessed as satisfactory, the UTAIT International Marketing Manager prepares the Agent Agreement and sends the agreement to the Education Agent where both parties sign.
6. Where the application has been rejected the Education Agent will be notified in writing.
7. A copy of the signed Education Agent Agreement is retained by UTAIT and the Education Agent is added to the list of approved agents and this list is made public on the UTAIT's websites. Education Agent details are loaded into the Student Management System by the UTAIT International Marketing Manager.

6.2 Education Agent Monitoring

1. The performance of each Education Agent will be reviewed by UTAIT annually by the following methods:
   - Informal and formal meeting
   - Benchmarking
   - Survey outcome from students referred by the education agent
2. UTAIT will consider the performance of the Education Agent to decide whether to:
   - Maintain the Education Agent's appointment;

- Appoint the Education Agent for a further period subject to certain conditions;
- Amend the Education Agent's commission to be reflective of their performance
- Terminate the Education Agent's appointment in accordance with Education Agent Termination within this Procedure.

3. In considering the performance of the Education Agent under Item 2, UTAIT will consider:
- The Education Agent's compliance with the Education Agent Agreement and any conditions placed on the Education Agent by UTAIT.
- The number of Students the Education Agent has recruited,
- Any feedback or information from students or third parties regarding the Education Agent;
- The quality, accuracy and currency or information and advice provided by the Education Agent to students; and
- The quality of the appointment as assessed by UTAIT.

6.3 Education Agent Termination

1. If UTAIT becomes aware, or reasonably suspects that the Education Agent has acted in breach of the conduct set out in the UTF37 Agent Agreement, UTAIT will terminate the Agent Agreement immediately.

2. The UTAIT Marketing Manager once deciding to terminate the Agent Agreement, should:
- Receive approval and instruction by the UTAIT Director - Compliance for the termination.
- Write to the Education Agent to advise that his or her appointment has been terminated.
- In cases where the grounds for the termination is due to the Education Agent having acted unethically, notify the relevant government agencies.
- Notify the Admissions and Marketing teams of the termination of the Education Agent and advise staff that no further applications are to be accepted from the Education Agent.

7. Revision History

Version	Continuous Improvement Reason	Continuous Improvement Change
1.0	Original document	
1.1	revised	

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