

PCBT Agent Management Policy & Procedure



Purpose

The RTO is committed to ensuring that any Agents which refer students to the RTO act in an ethical manner and comply with the Standards and RTO policies and procedures at all times. The RTO ensures that we:

- have a written agreement with each education agent they engage with;
- enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS);
- ensure education agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics;
- ensure education agents act honestly and in good faith;
- take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and
- not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.

Compliance

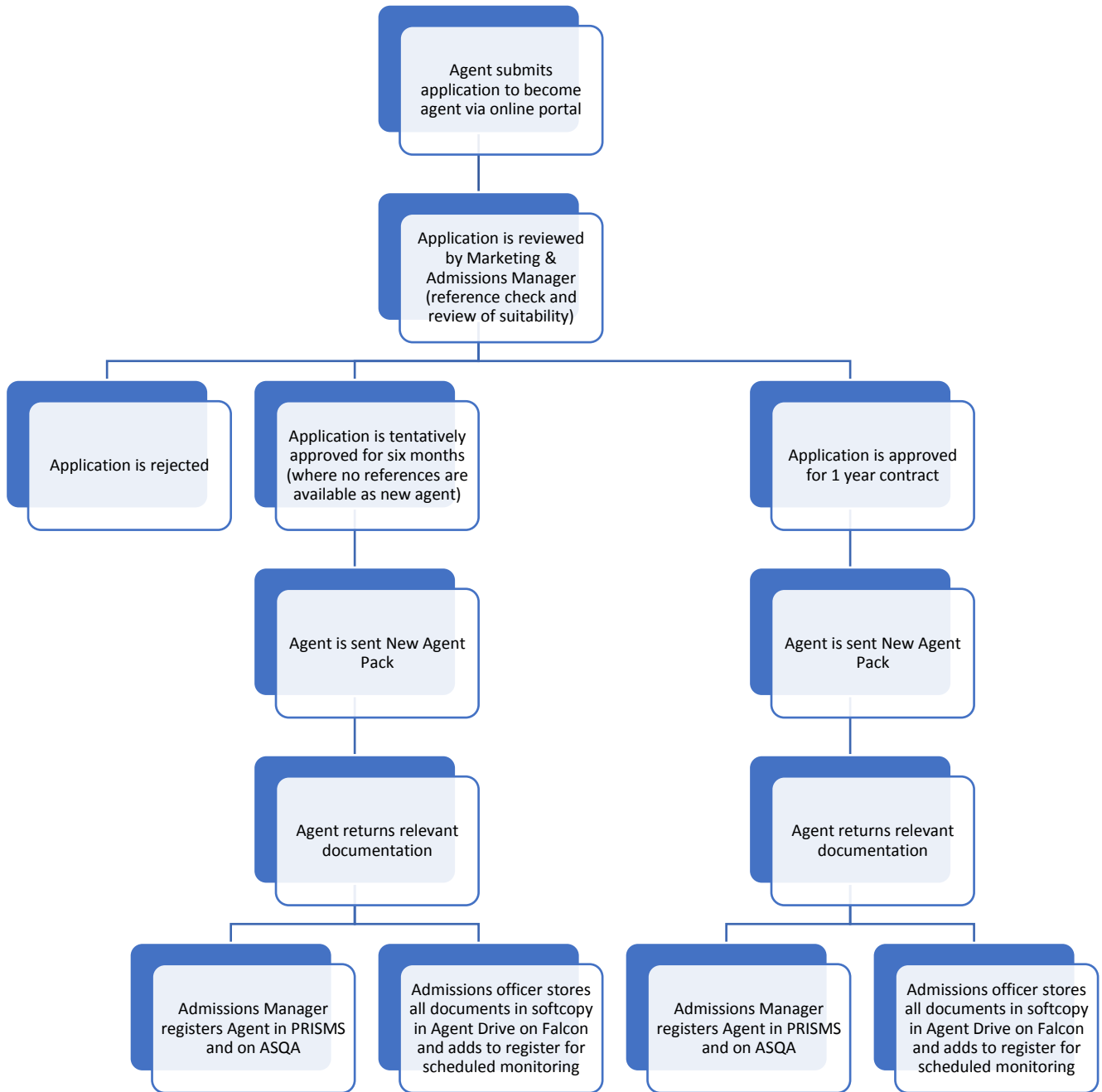
This policy relates to the following Standards: 2.3; 2.4; 8.3

This policy & procedure aligns to ESOS National Code Part D Standards 2-4

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Procedures

Establishing and setting up agent agreements



Agent Pack contains the following documents:

- Agent Agreement (to be signed and returned)
- Australia's International Education Agent Code of Ethics – Overview (to be signed and returned)
- Relevant policies and procedures-
 - Marketing & Advertising Policy and Procedure
 - Enrolment Policy and Procedure
 - Agent Management Policy and Procedure
 - Fees, Charges and Refunds Policy and Procedure

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Agent Training and Support

The Admissions and Marketing Manager (AMM) are responsible for each approved Education Agent as a point of contact. The AMM will ensure that all Education Agents receive:

- All relevant information about PCBT courses
- an induction to PCBT's website and enrolment procedures
- up-to-date and accurate information from the PCBT's website (downloadable content) or a hard copy (upon request)

The AMM will maintain regular contact with approved Education Agents by phone, written communications and visits to the Education Agent's office (within Australia).

Where a non-compliance (with legislation, National Code or SCEI policies) has been identified, during the monitoring of the Education Agent, the Education Agent in question will receive training or additional information by PCBT. Refer to contract for more information on how breaches are addressed.

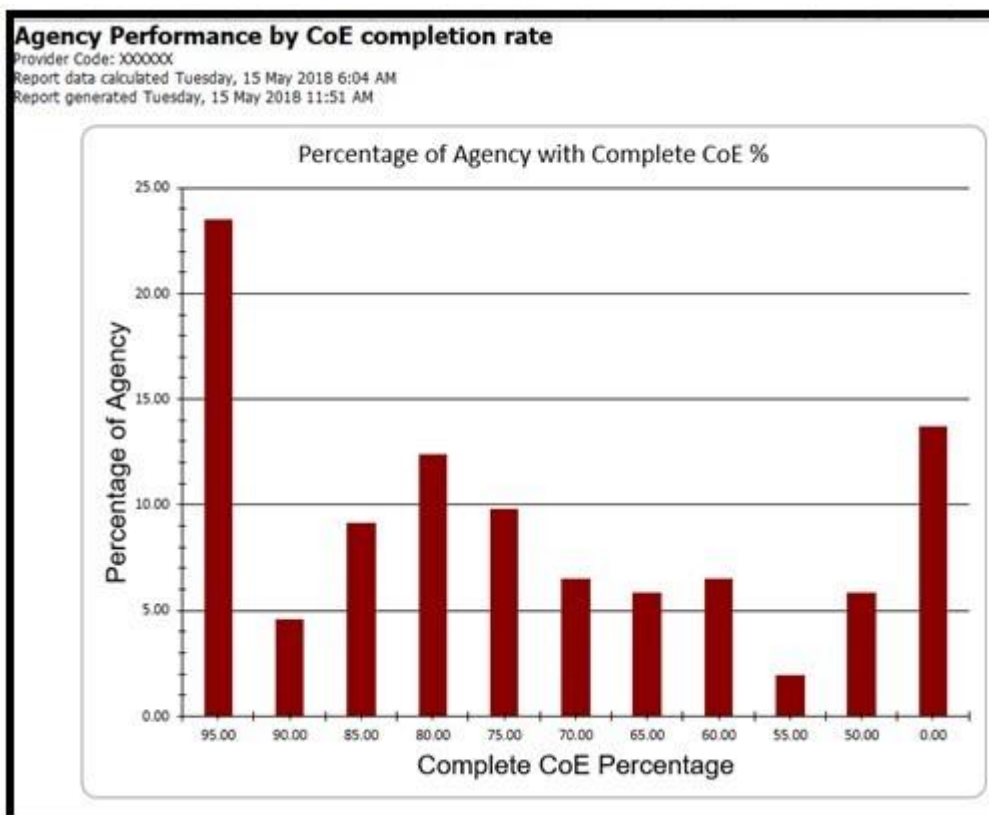
Education Agents are encouraged to complete the Education Agent Training Course through PRISMS or to be trained by PCBT staff.

Monitoring of Agents

The monitoring process will include:

The AMM will download the relevant reports from PRISMS

Agency Performance by CoE completion rate



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Agency Performance by CoE completion rate		
Provider Code: XXXXXXX		
Report data calculated Monday, 21 May 2018 6:05 AM		
Report generated Tuesday, 22 May 2018 3:00 PM		
Complete CoE %	Number of Agencies	Percentage of Total Agencies
95.00	112	14.34
90.00	9	1.15
85.00	19	2.43
80.00	30	3.84
75.00	49	6.27
70.00	32	4.10
65.00	63	8.07
60.00	42	5.38
55.00	24	3.07
50.00	82	10.50
0.00	319	40.85

Agency Performance by Institution Detail

Agency Performance by Institution Detail															
Provider Code: XXXXXXX															
Report data calculated Tuesday, 15 May 2018 6:04 AM															
Report generated Tuesday, 15 May 2018 8:55 AM															
Agency	Total Number Of CoEs	Transferred	Transferred %	Provider Decision	Provider Decision %	Non Compliance	Non Compliance %	Deferment / Suspension	Deferment / Suspension %	Non Commencement	Non Commencement %	Total Incomplete CoEs	Incomplete %	Visa Refusal %	Visa Cancelled %
Agency 1	10	0	0.00	0	0.00	0	0.00	0	0.00	2	20.00	2	20.00	0	0
Agency 2	5	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0
Agency 3	10	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0
Agency 4	30	1	3.30	0	0.00	0	0.00	0	0.00	7	23.30	8	26.70	20	36.7
Agency 5	7	1	14.30	0	0.00	1	14.30	0	0.00	1	14.30	3	42.90	28.6	0
Agency 6	24	0	0.00	0	0.00	0	0.00	0	0.00	3	12.50	3	12.50	12.5	0
Agency 7	27	0	0.00	0	0.00	0	0.00	0	0.00	14	51.90	14	51.90	70.4	0
Agency 8	7	0	0.00	0	0.00	0	0.00	0	0.00	2	28.60	2	28.60	28.6	0
Agency 9	33	0	0.00	0	0.00	0	0.00	0	0.00	4	12.10	4	12.10	0	60.6
Agency 10	41	1	2.40	0	0.00	0	0.00	1	2.40	8	19.50	10	24.40	22	4.9
Agency 11	28	1	3.60	0	0.00	0	0.00	1	3.60	2	7.10	4	14.30	0	71.4
Agency 12	34	2	5.90	0	0.00	0	0.00	0	0.00	9	26.50	11	32.40	17.6	0
Agency 13	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0
Agency 14	15	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0
Agency 15	15	1	6.70	0	0.00	0	0.00	0	0.00	0	0.00	1	6.70	0	13.3

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Agency Performance by Institution Summary

Agency Performance by Institution Summary								
Provider Code: XXXXXX								
Report data calculated Tuesday, 15 May 2018 6:04 AM								
Report generated Tuesday, 15 May 2018 11:40 AM								
Agency Business Name	Total Number Of CoE	Number Of Incomplete CoE	Completion Rate%	Earliest Date For CoE Involvement	Recent Date For CoE Involvement	Visa Refusal %	Visa Cancelled %	
Agency 1	108	29	73.10	12/07/2012	18/04/2018	0	11.1	
Agency 2	10	2	80.00	09/05/2016	09/01/2018	0	0	
Agency 3	6	2	66.70	14/08/2013	18/02/2015	0	100	
Agency 4	2	0	100.00	24/03/2016	26/07/2016	0	0	
Agency 5	5	0	100.00	04/11/2016	04/03/2017	0	0	
Agency 6	10	0	100.00	23/08/2016	16/11/2017	0	0	
Agency 7	30	8	73.30	13/08/2014	08/06/2017	20	36.7	
Agency 8	59	16	72.90	06/02/2013	16/03/2018	0	0	
Agency 9	7	3	57.10	22/11/2012	24/01/2014	28.6	0	
Agency 10	24	3	87.50	17/03/2017	14/12/2017	12.5	0	
Agency 11	3	2	33.30	27/07/2012	27/07/2012	66.7	0	
Agency 12	37	7	81.10	06/11/2012	06/04/2018	13.5	5.4	
Agency 13	59	13	78.00	07/11/2012	17/11/2016	0	0	
Agency 14	27	14	48.10	30/10/2013	11/02/2016	70.4	0	
Agency 15	18	8	55.60	20/07/2012	26/03/2014	38.9	5.6	
Agency 16	2	0	100.00	03/12/2012	03/07/2013	0	0	
Agency 17	6	6	0.00			100	0	
Agency 18	7	2	71.40	08/09/2016	20/03/2017	28.6	0	
Agency 19	33	4	87.90	15/08/2014	22/09/2016	0	60.6	

Agent Performance by CoE completion rate

Agent Performance by CoE completion rate			
Provider Code: XXXXXX			
Report data calculated Tuesday, 15 May 2018 6:04 AM			
Report generated Tuesday, 15 May 2018 11:44 AM			
Complete CoE %	Number of Agents	Percentage of Total Agents	
95.00	148	38.34	
90.00	19	4.92	
85.00	21	5.44	
80.00	35	9.07	
75.00	19	4.92	
70.00	21	5.44	
65.00	20	5.18	
60.00	17	4.40	
55.00	8	2.07	
50.00	21	5.44	
0.00	57	14.77	

Agent Performance by CoE completion rate raw data

Agent Performance by CoE completion rate raw data																											
Provider Code: XXXXX																											
Report data calculated Tuesday, 15 May 2018 6:04 AM																											
Report generated Tuesday, 15 May 2018 12:03 PM																											
CoE Code	CoE Status	CoE Created	CoE Proposed Start Date	CoE Proposed End Date	CoE Actual Start Date	CoE Actual End Date	CoE Location Name	SCV Created Date	Variation Reason	Student Name	Student Gender	Student Date of Birth	Student Nationality	Course Code	Course Name	Course Status	Course Sector	Agent Given Name	Agent Family Name	Agency Business Name	Agent Business State	Agent Business Country	Agent Business Phone	Agent Email	IsAgentActive?	Visa Event Date	Visa Status
0000001	Cancelled	11/05/2012	14/07/2012	24/05/2013	18/07/2012	25/02/2013	0000	12/01/2013	Student borrows cessation	Student 1	MALE	00	X	0000	0000	CANCELLED	VEY	A1	A2	XXXX	X	X	999999	X	Yes		
0000002	Cancelled	20/04/2012	28/05/2012	18/05/2013			0000	30/02/2013	Non-commencement of stud	Student 2	MALE	00	X	0000	0000	CANCELLED	VEY	A2	A3	XXXX	X	X	999999	X	Yes	15/03/2011	Refused
000000107	Finished	03/07/2013	25/07/2013	19/06/2015	25/07/2013	19/06/2015	0000			Student 3	FEMALE	00	X	0000	0000	CANCELLED	VEY	A3	A4	XXXX	X	X	999999	X	Yes		
000000108	Finished	13/11/2015	09/02/2015	11/12/2015	09/02/2015	11/12/2015	0000			Student 4	FEMALE	00	X	0000	0000	REGISTERED	VEY	A4	A5	XXXX	X	X	999999	X	Yes		
000000109	Cancelled	03/02/2014	20/07/2013	30/06/2016			0000			Student 5	FEMALE	00	X	0000	0000	CANCELLED	VEY	A5	A6	XXXX	X	X	999999	X	Yes		
000000110	Cancelled	16/05/2014	08/02/2013	31/12/2014			0000			Student 6	FEMALE	00	X	0000	0000	REGISTERED	VEY	A6	A7	XXXX	X	X	999999	X	Yes	27/08/2014	Refused
000000111	Cancelled	11/03/2015	20/07/2013	12/06/2015	20/07/2013	04/12/2015	0000			Student 7	MALE	00	X	0000	0000	CANCELLED	VEY	A7	A8	XXXX	X	X	999999	X	Yes		
000000112	Finished	16/07/2014	21/07/2014	19/06/2015	21/07/2014	19/06/2015	0000			Student 8	MALE	00	X	0000	0000	CANCELLED	VEY	A8	A9	XXXX	X	X	999999	X	Yes		
000000113	Finished	22/01/2015	09/02/2015	04/12/2015	09/02/2015	04/12/2015	0000			Student 9	FEMALE	00	X	0000	0000	CANCELLED	VEY	A9	A10	XXXX	X	X	999999	X	Yes		
000000114	Finished	14/05/2013	25/07/2013	20/06/2014	25/07/2013	20/06/2014	0000			Student 10	FEMALE	00	X	0000	0000	CANCELLED	VEY	A10	A11	XXXX	X	X	999999	X	Yes		
000000115	Finished	12/10/2012	11/02/2013	08/12/2013	11/02/2013	08/12/2013	0000			Student 11	FEMALE	00	X	0000	0000	CANCELLED	VEY	A11	A12	XXXX	X	X	999999	X	Yes		
000000116	Finished	02/02/2015	09/02/2015	04/12/2015	09/02/2015	04/12/2015	0000			Student 12	FEMALE	00	X	0000	0000	REGISTERED	VEY	A12	A13	XXXX	X	X	999999	X	Yes		
000000117	Finished	29/04/2013	06/02/2013	21/06/2013	06/02/2013	21/06/2013	0000			Student 13	MALE	00	X	0000	0000	CANCELLED	VEY	A13	A14	XXXX	X	X	999999	X	Yes	24/11/2012	Cancelled
000000118	Finished	19/02/2015	08/02/2014	17/06/2015	08/02/2014	17/06/2015	0000			Student 14	FEMALE	00	X	0000	0000	CANCELLED	VEY	A14	A15	XXXX	X	X	999999	X	Yes		
000000119	Cancelled	29/05/2012	23/07/2012	21/06/2013			0000			Student 15	FEMALE	00	X	0000	0000	CANCELLED	VEY	A15	A16	XXXX	X	X	999999	X	Yes		
000000120	Finished	11/02/2016	08/02/2016	17/06/2016	08/02/2016	17/06/2016	0000			Student 16	FEMALE	00	X	0000	0000	REGISTERED	VEY	A16	A17	XXXX	X	X	999999	X	Yes		

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Agent Performance by Institution Summary

Agent Performance by Institution Summary								
Provider Code: XXXXXX								
Report data calculated Tuesday, 15 May 2018 6:04 AM								
Report generated Tuesday, 15 May 2018 12:17 PM								
Agency Business Name	Agent Family Name	Agent Given Name	Address	State/City	Country	Total Number Of CoE	Number Of Incomplete CoE	Completion Rate%
XXX	A1	A1	X XX XXX	X	X	2	0	100.00
XXX	A2	A2	X XX XXX	X	X	7	0	100.00
XXX	A3	A3	X XX XXX	X	X	126	46	63.50
XXX	A4	A4	X XX XXX	X	X	22	10	54.50
XXX	A5	A5	X XX XXX	X	X	6	0	100.00
XXX	A6	A6	X XX XXX	X	X	12	4	66.70
XXX	A7	A7	X XX XXX	X	X	1	0	100.00
XXX	A8	A8	X XX XXX	X	X	10	1	90.00
XXX	A9	A9	X XX XXX	X	X	8	2	75.00
XXX	A10	A10	X XX XXX	X	X	8	2	75.00
XXX	A11	A11	X XX XXX	X	X	22	5	77.30
XXX	A12	A12	X XX XXX	X	X	41	9	78.00
XXX	A13	A13	X XX XXX	X	X	4	1	75.00
XXX	A14	A14	X XX XXX	X	X	10	4	60.00
XXX	A15	A15	X XX XXX	X	X	3	0	100.00
XXX	A16	A16	X XX XXX	X	X	45	9	80.00
XXX	A17	A17	X XX XXX	X	X	35	8	77.10
XXX	A18	A18	X XX XXX	X	X	45	7	84.40

Institution Reliance by Agency

Institution Reliance by Agency			
Provider Code: XXXX			
Report data calculated Tuesday, 15 May 2018 6:04 AM			
Report generated Tuesday, 15 May 2018 12:23 PM			
ID	Business Name	Count Of CoEs	Percent Of Total
AG1	AGENCY	5,424	32.85
AG2	AGENCY	1,137	6.89
AG3	AGENCY	1,052	6.37
AG4	AGENCY	439	2.66
AG5	No Agency	419	2.54
AG6	AGENCY	374	2.27
AG7	AGENCY	304	1.84
AG8	AGENCY	302	1.83
AG9	AGENCY	275	1.67
AG10	AGENCY	236	1.43
AG11	AGENCY	208	1.26

The overall performance of each Agent will be audited annually, in line with the Agent Register.

The responsible AMM or appointed rep will evaluate the Agent's performance against the agreed performance criteria as defined in the PCBT Agent Audit Form.

The AMM will make a recommendation relating to the renewal of the partnership agreement, and the Principal Executive Officer will decide whether to:

- Renew the Agent's appointment;
- Renew the Agent's appointment for a further period subject to certain conditions; or
- Breaches have been identified and the matter is referred to the PEO for review and rectification.

Where a breach has been identified, the following process will be followed:

Should PCBT at any time become aware of an Agent being negligent, careless or incompetent or of having engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the reputation of the College and/or the integrity of the Australian education and training system, the College shall take immediate corrective and preventative action, where:

- Preventative action could include training sessions for agents and ensuring they have all the

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- material they need to represent the provider accurately and professionally;
- Corrective action may include providing additional information/material or targeted training in, for example, the expectations of the provider; and
- Corrective action may also include termination of the agreement with the agent.

