

Agent Monitoring Form

AGENT DETAILS

Company Name:			
Head Office Address:			
City:		Country:	
Telephone:		Facsimile:	
Email:		Website:	

KEY PERFORMANCE INDICATOR

Are your staff aware of your company's legislative responsibilities as an Agent Recruiting international students to Australia for study (ESOS Act, National Code) and other relevant legislation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are staff adequately trained and experienced to counsel prospective students coming to Australia for study?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does your company have appropriate facilities to effectively counsel prospective students?		
<input type="checkbox"/> Yes (Please provide details)	<input type="checkbox"/> No (Please provide reasons)	
Have your company's staff completed any of the following Agent training courses?		
<input type="checkbox"/> AEI Education Agent Training Course (EATC) – PIER Online (provide evidence)	<input type="checkbox"/> ISANA National Code Tutorial (provide evidence)	

Agent Knowledge of Chambers School of Business

Do your staff provide accurate information regarding:		
CSB programs available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Ensuring each student understands the program/s they have been offered a place in?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Entry Requirements (Academic and English Language)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How to understand and accept the international Student Letter of Offer	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tuition fees and other costs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
CSBs Refund Policy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Teaching methods, assessment, qualifications?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

CSB's Policies relating to students including Complaints and Appeals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Campus location?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Department of Home Affairs regulations (i.e. attendance, course progress, work entitlements, change of provider, change of address)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Accommodation options available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Agent performance for Chambers School of Business

Does your company comply with the terms of the current Agent Agreement and any associated conditions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How many applications has your company submitted to CSB since appointment/last review?	Your Answer	
How many students from your company have enrolled at CSB since appointment/last review?	Your Answer	
Provide reasons why applications from prospective students did not progress to enrolment? Please write the reasons here		
Provide the number of student visa refusals (if any) for CSB:	Your Answer	
What is the conversion rate from applications to enrolments during the same calendar year to CSB from your company?	Your Answer	

CSB staff completing this part of the form

STUFF DETAILS

Name:		Position:	
Office Address:			
Signature		Date:	

I declare the above information to be true and correct and in line with requirements of CHAMBERS SCHOOL OF BUSINESS.

OUTCOMES

ACTIONS (Where Required)

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REVIEW OUTCOME

- Review Successful
- Review Successful – Further Action Required (see above)
- Review Successful – With Conditions (see above)
- Review Unsuccessful – Further Action Required (see above)
- Review Unsuccessful – Consider Termination (see above)

PRINCIPAL CSB

Name:			
Signature		Date:	