

EDUCATION AGENT MONITORING FORM

This form is a comprehensive document utilised by the college to gather vital information about education agents. It serves as a crucial tool in assessing and verifying the performance, compliance, and quality of activities undertaken by education agents throughout their engagement with the college.

Instructions: Please fill in the form with genuine observations on the education agent.

1. Agent Details	
Agent/Agency Name:	
Country/Region:	
Address:	
Contact Person:	
Contact Email:	
Agreement Start Date:	
Agreement End Date:	
PRISMS Agent Record Verified:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Staff knowledge of the Australian Education System confirmed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Monitoring Period	
Monitoring Period From:	From _____ To _____
3. Recruitment Activity Review	
The agent acts honestly, transparently, and in good faith when recruiting students and in accordance with the relevant legislation and standards:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the agent engage in false or misleading recruitment practices	<input type="checkbox"/> Yes <input type="checkbox"/> No
The agent provides information that is accurate, up-to-date, and aligns with current college materials	<input type="checkbox"/> Yes <input type="checkbox"/> No
The agent provides accurate and current course information to the student, such as training product information, modes of delivery, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Student Quality and Compliance	
Students referred by the agent appear genuine:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Applications are complete and accurate:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any concerns regarding likely non-compliance with student visa conditions:	<input type="checkbox"/> Yes If yes, please elaborate.

	<hr style="width: 80%; margin: 0 auto;"/> <input type="checkbox"/> No
Any complaints against the agent?	<input type="checkbox"/> Yes If yes, please elaborate. <hr style="width: 80%; margin: 0 auto;"/> <input type="checkbox"/> No
Successful number of enrolment(s) during the monitoring period:	
5. Marketing and Pre-Enrolment Compliance	
Agent uses approved and current marketing materials:	<input type="checkbox"/> Yes <input type="checkbox"/> No
The agent uses the Correct name/logo of the college:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provide students with Pre-Enrolment Consultation sessions and use only approved, current college information:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provide students with comprehensive, clear, and accurate information during the Pre-Enrolment Consultation sessions:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do they promise migration outcomes or guarantee successful education assessments to the prospective students?	<input type="checkbox"/> Yes <input type="checkbox"/> No
The agent only uses materials approved by the college's CEO	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Policy & Agreement Compliance	
Complies with relevant standards and legislation:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fulfil Education Agent Engagement and Monitoring Policy and Procedure obligations:	<input type="checkbox"/> Yes <input type="checkbox"/> No
The agent breached the agreement or regulatory requirement:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Warning letter issued?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Agent suitable for continued partnership:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Agent meets obligations in the written agreement:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Agent staff have been trained/briefed on college updates and policy changes:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Corrective action previously required:	<input type="checkbox"/> Yes If yes, record details

		<hr style="width: 50%; margin: 0 auto;"/> <input type="checkbox"/> No
7. Overall Performance Assessment		
Comments/Summary:	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unsuitable	
8. Recommendations:		
9. Sign-Off		
Name	Position	Date