


RBIT-P&P for QAM

	RBIT Policy for Quality Agent Management POL16_08-07_24.2 PRO16_08-07_24.4	Policy Endorsed by Ferne Robinson, PAO/PD Policy Approved by Dr. Michelle Lee, CEO Approval Date: 1 st Mar, 2017 Next Review Date: March, 2018
Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology, National RTO Provider No: 30807, CRICOS Provider Code: 02370B		
<p>Policy Statement:</p> <p>The CRICOS-registered RTO's Marketing representatives as Educational Agents must comply with 15 standards that ensure their quality of education and professionalism is of a sufficiently high standard to enrol international students. The Marketing Representatives must demonstrate their compliance with the standards at the point of CRICOS registration and throughout their CRICOS registration period. This policy relates to Standard 4 of the National Code of Practice 2007 and must be adhered to at all times. Link: National Code Part D, Standard 4 - Education Agents</p> <p>Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology (hereinafter referred to as RBIT/RBIC) acknowledges that Australian VET regulatory compliance standards, to provide a quality service and the best marketing practice. All Marketing Representatives are equipped with skills and knowledge to assist the process to build relationship with Educational Agents.</p>		
<p>Purpose:</p> <p>This policy aims to ensure that the actions of Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology (hereinafter referred to as RBIT/RBIC) appointed Educational Agents are ethical and comply with RBIC/RBIT's obligations under the ESOS ACT, ESOS Regulations, The National Code and CRICOS compliance Standards and achieve the best practice to ensure the Educational Agents compliance with the requirements to recruit students.</p>		
<p>Execution:</p> <p>The PAO/PD/OCM, Registrar are delegated RBIT/RBIC Administrative Qualification Compliance Officers must work according to NVR, SRTO, ESOS, CRICO, National Code and regulatory compliance Standards; responsible for ensuring the effective implementation of this policy,</p> <p>All Staff also responsible to govern RBIT/RBIC daily operations to meet ASQA compliance standards; implement the RBIT/RBIC Policy and Procedures, SOPs and fully comply with all legislation and principals as outlined in this Policy.</p> <p>Policy Stakeholders</p> <p>The principal users of this Education Agent Management Policy are RBIT/RBIC Staff, Marketing Representatives and Agents.</p>		
<p>Quality Management Focus:</p> <p>RBIT has developed the Systematic Monitoring Ongoing Compliance (SMOC) Policy to govern the operational quality assurance; and Quality Assurance for Continue Improvement and Correction Action Plan (QACICA) to govern the quality service best practice standards to meet the ASQA compliance enquiries.</p> <p>RBIT/RBIC has generated an Operational Corrective Action Plan (OCAP), it's a living tool to record the Corrective schedule, action, and effective corrective outcome. We commit to provide a quality service, continue to validate training and assessment and also focus on continuous improvement needs. RBIT value feedback from students, trainer, staff, employers, and relevant stakeholders for incorporation into future programs.</p>		

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1. Scope and Definitions

Scope of Policy

This Quality Agency Management Policy applies to all RBIT/RBIC administrative Officer and Marketing Representative Officer and Admin Officer to provide a quality monitoring service, to ensure all the agent work according to compliance standards to promote RBIT/RBIC training products and the best marketing practice to serve RBIT/RBIC Student.

The Terminology

AQF: Australian Qualifications Framework.

ASQA: Australian Skills Quality Authority

Complaint: an expression of discontent, criticism, grief or fault-finding about an individual, situation or event

ESOS: Education Services for Overseas Students

Education Agents: An accredited person or legal entity with the formal authority to promote RBIT/RBIC programs and services to students or intending students in nominated regions.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

QACICA: Quality Assurance for Continue Improvement and Correction Action Plan

OCAP: Operational Corrective Action Plan

SMOC: Systematic Monitoring Ongoing Compliance

National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

PRISMS: Provider Registration International Student Management System

RBIT/RBIC: Royal Brisbane Institute of Technology and Royal Brisbane International College

RTO: Registered Training Organisations

SMS: Student Management System

USI: Unique Student Identifier

VET: Vocational Education and Training

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2. Policy

Any person who is formally engaged by RBIC/RBIT to promote its courses with the intention of recruiting students for RBIC/RBIT shall be required to be approved by the CEO who shall initiate an Agent Agreement

All persons approved as an Agent shall be required to sign an 'Agent Agreement' prior to undertaking any promotional activities on behalf of RBIC/RBIT.

RBIC/RBIT will not enter into an agreement with any education agent or potential education agent if it knows or reasonably suspects the education agent to be:

- Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);
- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
- Providing immigration advice where not authorized under the Migration Act 1958 to do so.
- All agents who are approved by RBIC/RBIT and have a signed agreement as an agent shall be paid an agents fee as outlined in their specific agreement.
- The agreement, conditions, and authorization to promote RBIC/RBIT relates to the 'agent' named in the agreement and, any sub-contractors or employees of the agent must be authorized by RBIC/RBIT
- The original signed agent agreement shall be kept in the Agents file and the agent shall also receive a copy.

Consistency with RBIT-SMS database

For consistency and accuracy, the agents' details need to be recorded on RBIT-SMS database and updated on a regular basis. This includes, but is not limited to:

- Agent full contact details
- Agreed upon commission rates for courses
- Referrals
- ID record (ABN number)

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3. Procedure

Step	Procedure	Responsible Person
1. Agent Application and Agreement	<p>Marketing Compliance Officers are responsible to explore and discuss with the potential agent according to the RBIT/RBIC quality agency policies and procedures to govern training services operates; the Marketing compliance officers MUST ensure manage and update the Agents Portfolio according ESOS Education Agents standards.</p> <p>Step 1</p> <ul style="list-style-type: none"> • RBIT/RBIC Marketing Compliance Officer sends the Agents Application Kit which includes: <ul style="list-style-type: none"> ✓ Policies - Student Handbook ✓ ESOS Act 2000 (as amended in 2012) ✓ National Code ✓ Draft of Agreement with schedule of commissions attached (2 copies s with to be signed by the agent) ✓ Business Plan • Education Agents are required to complete and forward the RBIT/RBIC Education Agent Application Form along with certified copies of proof of company registration and business and marketing plan to a RBIT/RBIC Marketing Compliance Officer. <p>Step 2</p> <ul style="list-style-type: none"> • On receipt of the completed application forms check to make sure all the details have been completed it and accurate and send to PAO for approval and sign off. <p>Step 3</p> <ul style="list-style-type: none"> • Marketing Officer is responsible to send 1 signed copy of the agreement & attached schedule of commission fees back to the agent and make up an 'agents file' with our copy of the signed agreement & schedule of commissions. <p>Step 4</p> <ul style="list-style-type: none"> • Marketing Officer is responsible to record the agent in the 'RBIT/RBIC Register of Agents on SMS with the date of expiration of the agreement. <p>AGENT Information Checklist</p> <ol style="list-style-type: none"> 1) Provide the Agent application to the Educational agency and request to return with copy of company registration, ABN and marketing/business plan. 2) Check the ABN, CAN and ASIC using the ABN lookup website: http://abr.business.gov.au/ 3) Do the reference check for three referees listed in the Agency Application page 2 4) Then prepare the agency agreement starting for the bronze level or review previous agreement and agent KPI for renewal of agency agreement 5) Agency agreement is for one year 6) Create the Agent profile in SMS and PRISMS 	Marketing Compliance Officers

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- 7) Send the agency agreement and make sure both party sign
- 8) Send Marketing Kit, this includes: RBIT brochure, Student Application Form, Price List, Course Flyers, Academic Calendar, Study Plan and Student Handbook.
- 9) Issue the Agent certificate of representation
- 10) Post or hand the Certificate of representation
- 11) Record all documentation in SMs and archive in their Agent folder

If agent breaches the agreement and does not comply with the ASQA standards it will occur of termination of agreement.



ROYAL BRISBANE INSTITUTE OF TECHNOLOGY
Dynamic Management Group Pty Ltd T/A Royal Brisbane Institute of Technology
A.C.N. 095 915 812 A.B.N. 74 095 915 812 National Organisation Number: 10887 CRICOS Provider Code: 02179B

Agent Portfolio Checklist



Divider 1: RBIT AGENT Information Checklist		
Tick/Initials	TQM	Agent Admission Index
	DMG TQM 36 150010 v4.6	Agent Application Form
	DMG TQM 36 150010 v4.6	Agent Business and Marketing Plan
	DMG TQM 36 150010 v4.6	Agency's ASIC <input type="checkbox"/> Business Profile <input type="checkbox"/> ABN <input type="checkbox"/> ACN <input type="checkbox"/> or International Company Registration Number <input type="checkbox"/>
	DMG TQM 36 150010 v4.6	Reference Check Form *If yes, prepare Agency Agreement *If No, send courtesy letter
	DMG TQM 36 150010 v4.6	Current Agency Agreement <input type="checkbox"/> Approved by Marketing Director / dated _____ <input type="checkbox"/> Signed by Marketing Director / dated _____ <input type="checkbox"/> Signed by Agent / dated _____
	DMG TQM 36 150010 v4.6	Agreement Renewal 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
	DMG TQM 36 150010 v4.6	<input type="checkbox"/> Action Delivery: Send Marketing Kit (RBIT brochure, Student Application Form, Price List, Course Flyers, Academic Calendar, Study Plan and Student Handbook)
	DMG TQM 36 150010 v4.6	SMS / PRISMUS Agent Profile
	DMG TQM 36 150010 v4.6	Agent Certificate of Representation
Divider 2: Agent Monitoring Progress Checklist		
Tick/Initials	TQM	Agent Profile Index
	DMG TQM 36 150010 v4.6	Weekly Visit / Contact and Recruitment Record and Report
	DMG TQM 36 150010 v4.6	Monthly Student's Intake Review and Matrix Report
	DMG TQM 36 150010 v4.6	Every 6-Monthly Performance Review Process and Record <input type="checkbox"/> Regular face to face meeting and/or site visits (Visiting Schedule for Agent) <input type="checkbox"/> Telephone / Teleconference Meetings <input type="checkbox"/> Audit of Agent Documentation <input type="checkbox"/> Regular Agent Report <input type="checkbox"/> Surveys of students and/or parents of students recruited by the agent (Quality Education Agent Survey)
	DMG TQM 36 150010 v4.6	KPI <input type="checkbox"/> Performance against agreed benchmarks (Performance Review Assessment)
	DMG TQM 36 150010 v4.6	Action taken as a result of survey review/ complaint/ resolution: <input type="checkbox"/> Warning Letter of Non-Compliance
Divider 3: Agent Performance Checklist		
Tick/Initials	TQM	Agent Profile Index
	DMG TQM 36 150010 v4.6	Yearly agent performance review report (Nominate Agent of the year)
	DMG TQM 36 150010 v4.6	Reissue an agent certificate of representation
	DMG TQM 36 150010 v4.6	Dissolution of Agreement
Divider 4: QA Review – Agent Termination process check list		
Tick/Initials	TQM	Agent profile Index
	DMG TQM 36 150010 v4.6	Termination Process Check List <input type="checkbox"/> Incident Report
	DMG TQM 36 150010 v4.6	Termination Letter
Divider 5: Cross Reference		
Tick/Initials	TQM	Agent Profile Index
	DMG TQM 36 150010 v4.6	Past Agreement
Signature		

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1. References-Related Regulations

Related Regulation	Hyperlink Reference
AQF	www.aqf.edu.au
NVR – RTO 2015	https://www.legislation.gov.au/Details/F2014L01377
Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/Users_Guide_to_the_Standards_for_Registered_Training_Organisation
ESOS Act 2000 (QLD)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf
National Code	http://www.teqsa.gov.au/sites/default/files/National_Code_2007.pdf.pdf
CRICOS	http://cricos.education.gov.au/
Vocational Education, Training and Employment Act 2000 (QLD)	https://www.legislation.qld.gov.au/LEGISLTN/REPEALED/V/VocEdTrEmA00_140630.pdf
Copyright Act 1968 (Commonwealth)	https://www.legislation.gov.au/Details/C2014C00291
Privacy Act 1988	https://www.oaic.gov.au/privacy-law/privacy-act/
ASQA	https://www.asqa.gov.au/
Archives Act 1983	https://www.legislation.gov.au/Series/C2004A02796
Evidence Act 2008	http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/51dea49770555ea6ca256da4001b90cd/29D0A298DD86D40DCA2574C50026F9C8/\$FILE/08-47a.pdf
DIBP	https://www.border.gov.au/
PRISMS	https://prisms.education.gov.au/Logon/Logon.aspx
Queensland Libraries and Archives Act 1988	www.legislation.qld.gov.au/LEGISLTN/CURRENT/L/LibrarArchA88

2. Supporting Documentation

Related Regulation	Hyperlink Reference
Student Information on the Unique Student Identifier (USI)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf
Users' Guide Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/Users_Guide_to_the_Standards_for_Registered_Training_Organisation
Staff Hand Book	http://www.rbit.qld.edu.au/compliance/StaffSOP
Staff Master TQA Guide	http://www.rbit.qld.edu.au/compliance/StaffSOP
Divisional SOPs	http://www.rbit.qld.edu.au/compliance/StaffSOP
Staff Induction	http://www.rbit.qld.edu.au/compliance/StaffSOP