

AGENT DETAILS

Company name:

Head Office Address:

City: Country:

Telephone: Facsimile:

Email: Website:

AGENT KNOWLEDGE AND OFFICE FACILITIES

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?

Yes No

Does your company have appropriate facilities to effectively counsel prospective students?

Yes (provide details)

No (provide reason)

Are staff adequately trained and experienced to counsel prospective students coming to Australia for study?

Yes

No (provide reason)

Have your company's staff completed any of the following Agent training courses?

AEI Education Agent Training Course (EATC) – PIER Online (provide evidence)

ISANA National Code Tutorial (provide evidence)

AGENT KNOWLEDGE OF FEDERATION UNIVERSITY AUSTRALIA

Do your staff provide accurate information regarding:

Federation programs available?

Yes No

Ensuring each student understands the program/s they have been offered a place in?

Yes No

Entry Requirements (Academic and English Language)?

Yes No

How to understand and accept the international Student Offer and Acceptance Agreement?

Yes No

Tuition fees and other costs

Yes No

Federation University Australia's Refund Policy?

Yes No

Teaching methods, assessment, qualifications?

Yes No

Federation University Australia legislation relating to students including Complaints, Grievances, Rights and Responsibilities and Transfers?

Yes No

Campus locations?

Yes No

Department of Immigration and Citizenship (DIAC) regulations (i.e. attendance, course progress, work entitlements, change of provider, change of address)?

Yes No

Accommodation options available?

Yes No

AGENT PERFORMANCE FOR FEDERATION UNIVERSITY AUSTRALIA

Does your company comply with the terms of the current Agent Agreement and any associated conditions?

Yes No

How many applications has your company submitted since appointment/last audit?

How many students from your company have enrolled at Federation University campuses since appointment/last audit?

Provide reasons why applications from prospective students did not progress to enrolment?

What is the conversion rate from applications to enrolments during the same calendar year to Federation University from your company?

Provide the number of student visa refusals (if any) for Federation University Australia:

PERSON COMPLETING THIS FORM

Name: Position:

Office Address:

Signature: Date:

I declare the above information to be true and correct and in line with requirements of Federation University Australia and relevant legislation.

FEDERATION UNIVERSITY AUSTRALIA OFFICE USE

ONLY COMMENTS

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ACTIONS AND OUTCOMES (where required)

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AUDIT OUTCOME

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

Name:

Position:

Signature:

Date: