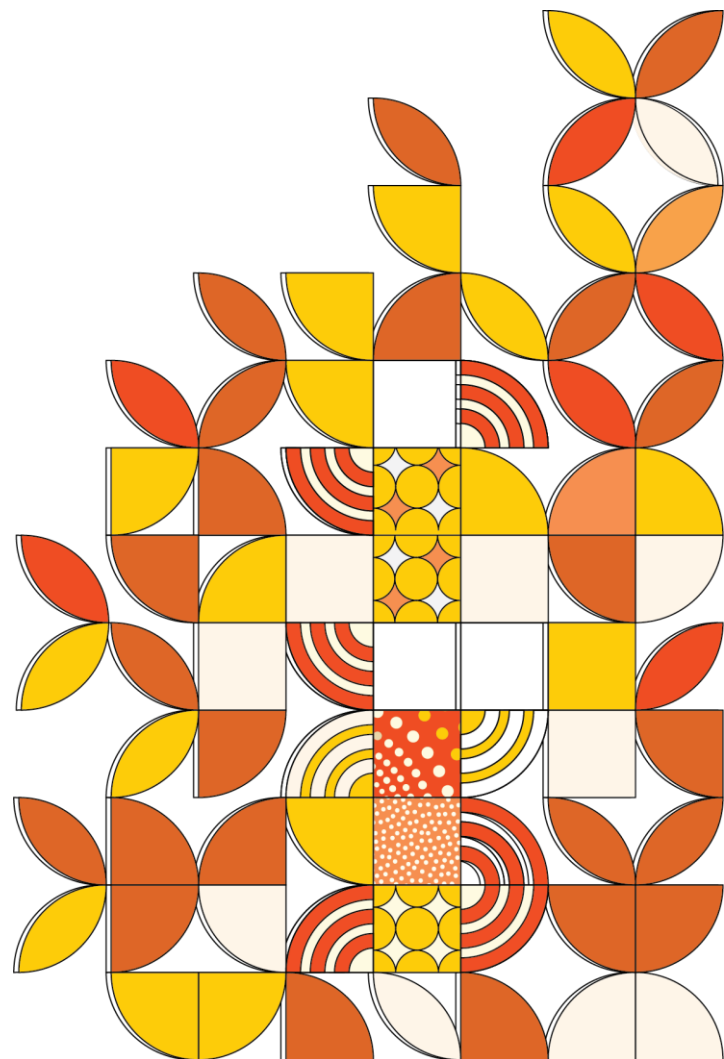


Agent Appointment, Monitoring and Management Policy



SECTION 1

Purpose

1. This document sets out the Institute of Health and Management's (IHM) policy in relation to the recruitment, management, and termination of International Student Recruitment Agents (Agents).

Scope

2. This document applies to all recruitment agents that IHM engage with for student recruitment and promotion of its courses.

Suite documents

4. This procedure is linked to the following documents:
 - a) Agent Appointment, Monitoring and Management Procedure
 - b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy

5. **Principles**
 - a) Ensure IHM:
 - a. Selects high quality Agents.
 - b. Provides adequate training and information for Agents, including their obligations under the ESOS Act 2000 and National Code 2018.
 - c. Provides adequate marketing materials and support to Agents to assist with their recruitment.
 - d. Manage the Agents in a professional and responsible manner.
 - e. Only pays commission to Agents who have a current agreement with IHM.
 - f. Reviews International Recruitment Agents performance on continuous basis, and
 - g. Terminate agreements with any International Recruitment Agent that does not comply with IHM Policies, the ESOS Act 2000 and National Code 2018.

Responsibilities

6. The Chief Operations Officer has the overall responsibility of this procedure. Other responsibilities are outlined within the procedure.

SECTION 3

Associated Information

Related Internal Documents	Marketing of Courses to Offshore and Overseas Students Procedure
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Related Legislation, Standards and Codes	Education Services for Overseas Students Act 2000 Freedom of Information Act 1982 Information Privacy Act 2000 (VIC) National Code of Practice for Providers of Education and Training to Overseas Students 2018 Privacy Act 1988 Privacy and Personal Information Protection Act 1998 (NSW)
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Responsible Department	Marketing Department
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Change history

Change Summary	Version Control		Version 3.0
	Date	Version	Short description of change, incl version number, changes, who considered, approved etc
	05/06/2018	Version 1	Original document
	18/03/2020	Version 2	Transfer into updated template
	14/08/2023	Version 3	Transfer into updated IHM template and separation of policy and procedure into separate documents.