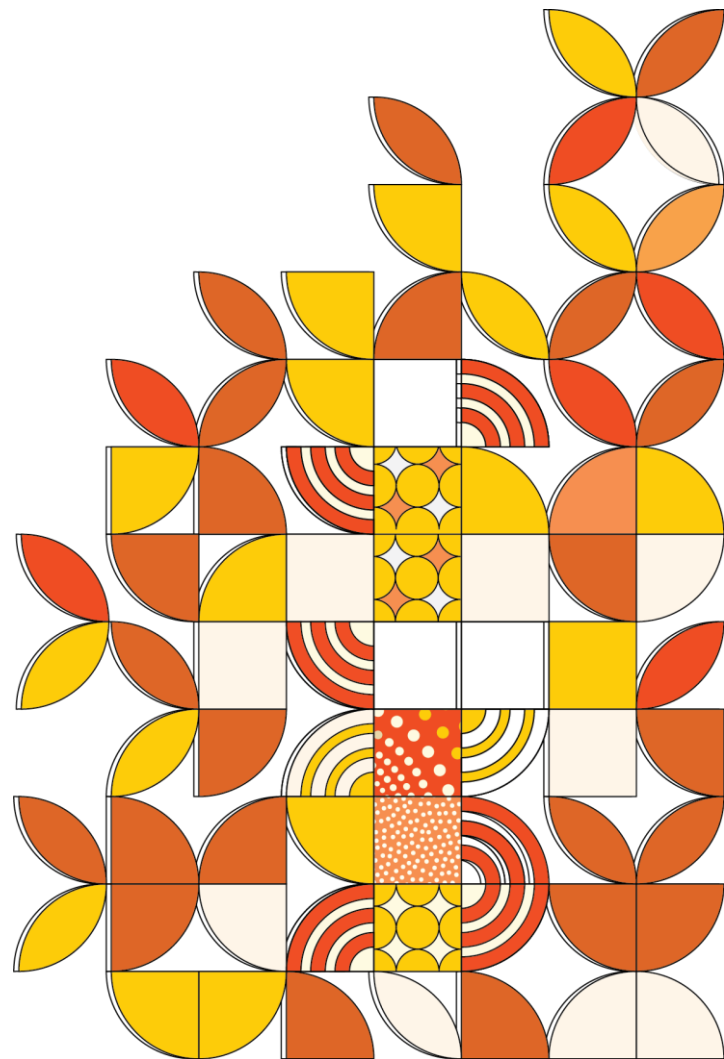


Agents Appointment, Monitoring and Management Policy



SECTION 1

Purpose

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

Scope

2. This document applies to all recruitment agents that IHM engages with for student recruitment and promotion of all courses delivered by IHM.

Definitions

3. Refer to IHM's [Glossary of Terms](#).

Suite documents

4. This procedure is linked to the following documents:
 - 4.1 Agents Appointment, Monitoring and Management Procedure.
 - 4.2 Other documents listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy Principles

5. IHM will appoint and monitor student recruitment agents based on the following principles:
 - 5.1. There are clear responsibilities and accountabilities in decisions relating to the selection, appointment, review and management of Agents.
 - 5.2. The standards set out in this policy and accompanying procedure are consistently applied at IHM.
 - 5.3. The requirements for Agent selection and monitoring are clear, transparent and equitable.
 - 5.4. IHM provides adequate and appropriate training and information to Agents, including information on their obligations under the ESOS Act 2000 and the National Code 2018 as well as obligations to act in good faith, honestly, and in the best interest of students.
 - 5.5. IHM provides adequate marketing materials and support to Agents to assist in their recruitment of students.
 - 5.6. IHM will only pay commission to Agents who have a current signed agreement with IHM.
 - 5.7. IHM expects that Agents will act honestly, in good faith and in the best interest of the student.
 - 5.8. The performance of Agents will be reviewed on a continuous basis through relevant data and criteria.

5.9. IHM will terminate agreements with any Agent should IHM become aware of the Agent engaging in false or misleading recruitment practices, and does not comply with IHM Policies, the ESOS Act 2000 and the National Code 2018.

Responsibilities

6. The Chief Operating Officer has overall responsibility for this policy.

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> Agents Appointment, Monitoring and Management Procedure Marketing of Courses to Offshore and Overseas Students Policy Marketing of Courses to Offshore and Overseas Students Procedure
Related Legislation, Standards and Codes	<ul style="list-style-type: none"> Education Services for Overseas Students Act 2000 Freedom of Information Act 1982 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 4) Privacy Act 1988
Date Approved	16.08.2023
Date Endorsed	21.08.2023
Date of Effect	21.08.2023
Date of Next Review	31.07.2026
Approval Authority	Executive Management Committee (endorsed by Board of Directors)
Responsibility for implementation	Chief Operating Officer
Document Custodian	Head, Marketing and Sales
Responsible Department	Marketing Department
PinPoint Doc ID	IHM-APPMMP1-3.2

Change History

	Version Control	Version 3.2
Change Summary	Date	Short description of change, including version number, changes, who considered, approved etc
Version 1	05/06/2018	Original document
Version 2	18/03/2020	Transfer into updated template
Version 3	14/08/2023	Transfer into updated IHM template and separation of policy and procedure into separate documents.
Version 3.1	28/10/2023	Re-wording of Principles to be in line with other IHM Policies, and minor formatting and stylistic changes
Version 3.2	09/04/2025	Minor changes, update template