# Education agent performance and conduct form

This form is to be completed by a Victorian government school representative to report on an International Student Program (ISP) accredited education agent’s performance and/or conduct and submitted to the International Education Division. When you have completed the form please email it to [international@education.vic.gov.au](mailto:international@education.vic.gov.au)**.**

## School details

|  |  |
| --- | --- |
| Details | Comments |
| School name: |  |
| School representative: |  |

## Education agent details

|  |  |
| --- | --- |
| Details | Comments |
| Education agent name: |  |
| Branch office location: |  |
| Name/s and position/s of agency staff involved: |  |
| Date: | Click or tap to enter a date. |

## Education agent performance feedback

|  |  |
| --- | --- |
| Performance areas | Comments |
| Number of students currently enrolled by agent at your school: |  |
| Number of students enrolled by agent that have withdrawn/left your school before the end of their study plan in the last 12 months: |  |
| Reasons for withdrawal  *Please indicate how many for each reason.*  *For example:*  *Transferred providers: 2*   * *Non-government school: 1* * *Foundation: 1* | 1. Transferred providers:    * To non-government school:    * To foundation:    * Interstate:    * Other: |
| 1. Returned home: |
| 1. Illness/family circumstances: |
| 1. Non-compliance of visa conditions: |
| 1. Other (please state): |
| In general, how would you rate the agent’s customer service and responsiveness? | Please select one: Choose an item.  Further comments: |

## Education agent conduct feedback

|  |  |
| --- | --- |
| Performance areas | Comments |
| Are there any issues that your school or students have encountered with this agent?  *For example:*  *School reports were not authentic (student’s academic ability did not match school reports provided); inaccurate advice provided to student about the course, welfare issues, etc.* | Please select one: Choose an item.  If yes, please specify details (including names of agency staff involved and dates, if known): |
| Please list any actions taken by your school to address the issues raised: |  |
| What was the agent’s response? |  |
| Was there any resolution? (Please list details): |  |
| Please list any other issues / areas for concern that you are aware of: |  |
| Any other comments: |  |

## Department office use only

|  |  |
| --- | --- |
| Completed | Actions |
|  | Record information in Agent Performance Log |
|  | Record information in VISIT |
|  | Forward to relevant officers / manager for follow up, if applicable (Admissions/ School Support, etc.): |
|  | Save copy in Agent SharePoint folder |
| Officer’s name: | |
| Date completed: Click or tap to enter a date. | |