# 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**.**

## 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| Number of students enrolled by agent that have withdrawn/left your school before the end of their study plan in the last 12 months: |  |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. |