

Operational guidelines

Operational guidelines for agents

Griffith International considers the first agent to submit an application on behalf of a student as the agency that is entitled to commission. There may be many reasons why students wish to change to another agency and Griffith is willing to consider another agent as eligible for the commission in certain circumstances. Griffith International will protect the first agency's right to the commission as standard operating protocol.

Agents are encouraged to enquire if the student already has an agent working on their behalf. If this is the case, the agent is to encourage the student to remain with their original agent unless extenuating circumstances prevent them from doing so. The following guidelines are to advise agents of our requirements in specific circumstances. Please be assured that there will be no delay in processing of the student's documentation. The application process is to be viewed as the priority, with the best interests of the student at the fore.

If you are assisting the student to pay the fees, please be assured that they will be kept in the University Student Trust Account. Commission will not be paid for this student until clarification has been received. Griffith International has a process in place for "cases under dispute". Concerned agents should contact Griffith International for clarification.

Second Agent Involvement

Scenario 1: Griffith International Admissions receives two applications for the same student from different agents before an offer has been issued.

The Admissions Officer contacts the student and advises that we will be liaising with the agent for the first application received. Once confirmed, the AO advises the second agent that we will not be liaising with them for the student application and sends any offer letter to the first agent. If the student advises they wish to use the agent for the second application received, the student will be required to submit a Nomination of Agent form (refer to Scenario 2).

Scenario 2: After an offer has already been sent, International Admissions receives a request for a change of agent.

If a Nomination of Agent form has been submitted by an applicant or by a second agent on their behalf, the form will be forwarded to the relevant Regional Marketing Director for a decision. The AO will communicate the decision to the student and the agents involved, and refer them back to the Regional Marketing Director for any questions in relation to the decision.

Scenario 3: Applicant has applied for two different programs via two different agents (for entry in the same semester).

Both applications will be processed and if the student receives offers for both, the agent who submitted the application for the offer that the student accepts will be eligible for commission.

Scenario 4: Agent sends application for a student who has already applied through another agent, accepted an offer and paid tuition fees.

The University will advise the second agent that it is unable to accept the application and will advise the student to continue processing the application with the first agent. If the student insists on changing agents, the first agent remains eligible for commission and the second agent will be advised by the Admissions Officer that no commission will be paid for this student.

Scenario 5: If a student has applied through an overseas agent and accepted their offer then arrives in Australia and subsequently seeks further assistance from an onshore agent.

If the student insists in using the onshore agent, the University will advise the onshore agent that no commission will be payable for this student.

Direct application changes

Scenario 6: If a student wants to change from using an agent to communicating with the University directly.

The University will advise the agent concerned that the student now wants the University to communicate with them directly and that the University has agreed to this. The agent is entitled to commission if the student has accepted the offer through the agent and eventually enrolls.

Scenario 7: Student applies directly and then later informs Griffith they want an agent to take over responsibility for their application (or the University receives a subsequent application from an agent).

The University can agree to this as long as the agent has an Agent Agreement with the University and the student has not yet commenced their program at Griffith. The student will need to provide a Nomination of Agent Form.

The University's future communication with the student will then be via that agent. If the program applied for through the agent is different from the program applied for directly, the University will ask the student which application they want to pursue.