

Operational Guidelines for Agents

The operational guidelines outlined in this document are to be viewed as definitive for Griffith International.

Griffith International takes the view that the first agent to submit an application on behalf of the student is the agency that is entitled to the commission. It is understood that there may be many reasons for students to wish to change to another agency and Griffith International is willing to consider another agent as eligible for the commission, in certain circumstances. As can be appreciated, **Griffith International must be seen to protect the first agency's right to the commission.**

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 should be no delay for the processing of the student 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.

Second Agent Involvement

Scenario 1

Griffith International Admissions receives two applications (within a short period of each other and) before an offer letter has been issued:

1. The Admissions Officer contacts the student and asks which agent he/she intends to use. That is the agent to whom the offer letter will be sent.
2. The other agent is advised accordingly.

Scenario 2

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

1. If the change-of-agent request has come from the new agent, the Admissions Officer will confirm with the student that they want to change to this new agent.
2. An offer letter is sent to the new agent and the original agent is advised.
3. Any complaints, and queries about commission etc, are referred to the Regional Marketing Manager.

Scenario 3

If the applicant has applied for two different programs via two different agents (for entry in the same semester): the prospective student will be required to make a choice of program. Commission will be paid to the agent that submitted the application for that program.

Scenario 4

If an agent sends an application for a student who has already applied through another agent and paid the tuition fees:

The University will advise the second agent that it is unable to accept the application and will advise student to continue processing the application with the first agent.

Scenario 5

If a student has applied through an overseas agent, arrives in Australia, and subsequently seeks further assistance from an on-shore agent:

The University will point out to the student that any service they may require is offered by the University. They should seek assistance from an Admissions Officer in person, or via email. The University will continue to regard the student as a client of the original agent. If the student insists in using the on-shore agent, the University will advise the on-shore 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 any commission payable if the student eventually enrolls. If the agent later requests a copy of the eCoE for their records, the University will advise the agent to request a copy of the eCoE from the student directly.

Scenario 7

If a student applies directly and then later informs the University that they want an agent to take over responsibility (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 is **not** already studying at Griffith. The University will enter the agent in the student's record and, if the student has not yet accepted, the agent will be entitled to 100% commission. If the student has already accepted, the agent will be entitled to 50% commission. In both cases, the student will need to provide a Nomination of Agent Form (Appendix 1).

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 the student wants to pursue.

If the applicant is currently a student at Griffith (including GELI and QIBT), there is no need for agent assistance. Commission will not be paid.

NOMINATION OF AGENT FORM

- **Student must complete and sign this form**
- **Agent must submit full application on behalf of the student to the University.**

The completed form and student's new application have to be submitted to the University before the agent nominated will be accepted as the student's representative

Student No: _____ Date of Birth: _____

Program applied for: _____

Family Name: _____ Given Names: _____

Reason(s) for agent nomination:
