



International Students: Reference Check 12-1010:

Purpose of Policy:

To ensure that Prospective International Students Marketing Agents provide accurate and reliable referees.

Accurate Information about Referees:

Prospective International Students Marketing Agents of Hospitality Training Australia must present accurate and updated information in regard to their referees. This information includes: Contact names, Position, Organisation, Phone numbers, emails, fax and address.

Reliable and qualified Referees:

Prospective International Students Marketing Agents of Hospitality Training Australia must use referees from educational institutions, preferable but not necessarily Australian educational institutions.

Referee Report:

A Referee Report would be sent to the referees expecting a minimum information such as:

- Agent registered with Institution
- Period institution dealing with the Agent
- Quality of applications being submitted by the Agent
- Profile of the students referred by the Agent
- Attendance record of the students referred by this Agent
- Performance record of the students referred by this Agent
- Level of satisfaction with the advertising and marketing strategies of the Agent.
- Level of satisfaction with the Agent recruitment processes
- Level of cooperation and support of the Agent with post enrollment issues/problems that their students may have.
- Complaints from Students or Parents in regard to the Agent

This information will be assess and evaluated before sending the Agent the HTA International Agents Agreement.

Policy Authorisation:

Responsibility: C.E.O.

Confirmation Date: 16/08/07 Signed:

Version No: **2**
Policy and Procedure Manual

Hard Copy: Marketing Manual

Electronic Record: **Computer AF00032 – Simon Phillips Machine**