

# EA-Performance Review Report



**R O S E W O O D**  
INTERNATIONAL COLLEGE

Performance Review Assessment	
Agent ID	
Agent Name	
Agent Address	
Agent Sub Branches	
Contract Expiry date	
Contract Signed/Expired	
Territory	

Rank Performance on the following scale: 1 = Exceeded Expectations, 2= Met expectations, 3= Failed to meet expectations			
	1 = Exceeded	2= Met	3= Failed
<b>Performance Criteria (KPI's)</b>			
(As per contract)			
Target Students			
Actual Students			
% change from last review period			
<b>Compliance</b>			
National Code 2018			
ESOS Act			
Department of Home Affairs requirements			
Agent Code of Ethics			
<b>Customer Service</b>			
Application processing			
Response to enquiries			
Student satisfaction			
Admissions staff satisfaction			
<b>Marketing and Promotion</b>			
Request for additional marketing materials			
Use of marketing materials			
Outcome of promotional activities			
Effective use of marketing budget			
<b>Incentives</b>			



Did agent offer incentives?			
<b>Training and qualifications</b>			
Has agent completed any further training or professional development			
Details of training and professional development			
<b>Other Comments or feedback concerning partnership</b>			

Once completed, corrective action should be identified and undertaken by completing an Opportunity for Improvement form and following the Opportunity for Improvement process. Final document is to be saved onto the Education Agent's file.