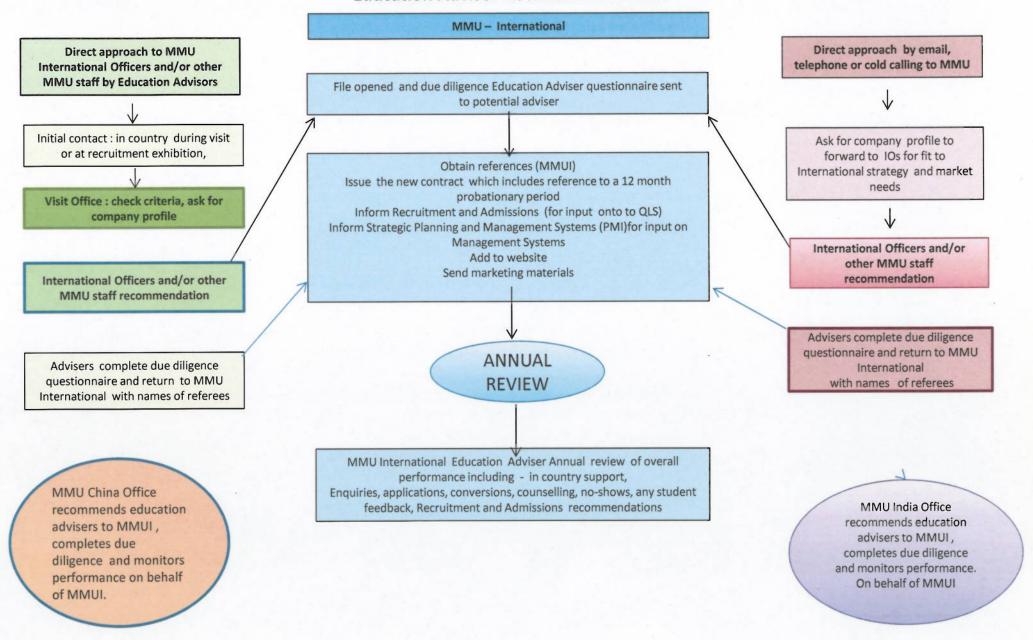
Education Advisor Recruitment Process



Education Advisor Recruitment Process MMU - International MMU - R&A International Education **Contract Process Admissions Team** Advisors Enter education adviser name on QLS when inputting application Populate contract template. Must include registered address of Education information Adviser, name of legal signatory and their contact details. Email .pdf file of contract and Anti-Fraud and Corruption Policy Statement (contract contains link to MMU's Bribery Act Compliance Statement) to Director of MMUI signs contract, Education Advisor, keep copy on file (electronic and paper) in MMU International Record on Management System Sign contract, keep copy and return one Receipt of signed copy of contract to MMU International, final signed copy on file signed copy to MMU International Send Certificate of Representation for display in each branch office of **Education Adviser** Establish marketing requirements and send out promotional materials regularly Receive and market MMU Send marketing information to Education Advisors MMUI staff visit Education Advisers offices in country for open days, staff training and MMU updates. Assist MMUI staff at in country · To ensure that up to date events such as exhibitions, open promotional materials are in evidence days in offices, visits to schools, MMUI staff to report back on visit Reports will impact on MMU International Education Adviser Annual review advertising regarding staff, premises, location, of overall performance including - in country support, Follow up activities When counselling students report on Enquiries, applications, conversions, counselling, no-shows, any student Update MMUI of any marketing suitability of room and support from \leftrightarrow feedback, Recruitment and Admissions recommendations. MMUI staff intelligence, staff changes advisers regarding materials, web International Officers in country Ensure that up to date access and follow-up promotional materials are available for counselling sessions

Education Advisers Process Charts 2014

Education Advisor Recruitment Process

MMU - International

Education
Advisors with probationary contract

Education Advisers with Trial period

This trial period has now been replaced by the new contract which includes reference to a 12 month probationary period. All advisers will be issued with a contract which will be reviewed annually

MMU International staff are consulted regarding the recruitment of further advisers in their markets

The due diligence questionnaire is sent to the adviser. When completed questionnaire is received a file is opened in MMUI

A contract is issued to the adviser referencing the 12 month probationary period

Enter Adviser details on the website
Establish marketing requirements and send out promotional materials
regularly

Send marketing information to Education Advisor

Send marketing information to Education Advisor Record on Management System

MMU International Education Adviser Annual review of overall performance including - in country support,

Enquiries, applications, conversions, counselling, no-shows, any student feedback, Recruitment and Admissions recommendations. MMUI staff-International Recruitment Managers in country.

Decision is then made to either continue with the agreement or to terminate or in certain cases continue with probationary period.

MMU - R&A International Admissions Team

Enter education adviser name on QLS when inputting application information

Advisers on probation are also Recorded on Strategic Planning and Management System (PMI) as trail advisers

Receive and market

Complete questionnaire and return to

MMUI

- Assist MMUI staff at in country events such as exhibitions, open days in offices, visits to schools, advertising
- · Follow up activities
- Update MMUI of any marketing intelligence, staff changes

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Ensure that up to date
 promotional materials are
 available for counselling sessions

- MMUI staff visit Education Advisers offices in country for open days, staff training and MMU updates.
- To ensure that up to date promotional materials are in evidence
- MMUI staff to report back on visit regarding staff, premises, location,
- When counselling students report on suitability of room and support from advisers regarding materials, web access and follow—up

Education Advisers Process Charts 2014

Annual Review of Education Advisors

Education MMU International Office Advisors The Purpose of the Annual Review is to look at the overall performance of contracted advisers and advisers with the 12 month Probationary contract. Data is collated with regards to applications and conversions MMU IRMs provide input regarding performance and Education advisers report on support application decisions, turnaround We also look at response to regular updates from MMUI, use time, CAS, Fam Visits, staff visits, of Education Advisers Zone and website for up to date payment of commission information Positives If a complaint is received Quality applications Negatives from a student we request and conversions that this is put in writing Lack of conversions · Understanding of formally with detailed Staff changes Tier 4 regulations account of complaint. If No shows i.e. possible we ask that the Withdrawals intention to study, student visit MMUI for Negative feedback academic further discussion. If the from MMUI staff, qualifications, complaint is in breach of any students, R & A staff financial support code of conduct then the Breach of agreement documents relationship may be · Student support terminated. from initial enquiry Complaints may also be to pre-departure received from MMUI staff support and regarding the standard of in information Terminate country support and followrelationship up. The MMUI member of staff may also recommend termination of a relationship Continue relationship, or agreement and extend contract

MMU R & A to provide input of quality of applications, support documents and observance of application procedures

MMU - R&A International

Admissions Team