Agent Review and Monitoring Flowchart

FORMAL REVIEW & ACTIONS DATA COLLECTION & INSIGHT Gather agent performance data: Annual Agent Review Report - Applications, offers, CAS & enrolments completed - Visa refusals, non-enrolments, Report shared with wider team to completions action, implement and follow-up Decisions on renewals, probation, or Fraud and compliance reports - Student feedback & market intelligence termination Data from Enroly and Planning Targeted improvement plans for dashboards medium-risk agents Agents notified of probations, Initial analysis by Agent Relations improvement plans or terminations. Manager **FEEDBACK & CONTINUOUS IN-YEAR MONITORING & INTERVENTION** PERFORMANCE ANALYSIS **IMPROVEMENT** Comparative review by Agent Continuous dashboard monitoring of: Ongoing - Visa refusal & enrolment trends Lessons learned fed back Relations Manager, International Recruitment Team, International - Quality of applications & fraud incidents Admissions Team and Compliance - Student feedback & engagement levels - Recruitment planning and Internal compliance reviews market targeting Benchmarking against AQF and Regular meetings with high risks agents - Agent training **UKVI BCA metrics** Trigger intervention steps where issues content Early flagging of high-risk agents - Annual onboarding and → Targeted training / refresher sessions selection criteria and regions → Corrective Action Plan Begin new cycle in → Reduced or paused CAS allocations November → Formal warning or probation → Termination if no improvement

Reassess performance after intervention

How it works

Bournemouth University maintains a robust, data-driven monitoring system to ensure all agents and sub-agents operate ethically, compliantly, and effectively in line with UKVI, AQF, and institutional standards. Agent performance is tracked continuously and formally reviewed each academic year through the Agent Review Cycle

Annual Review Window:

The formal performance review runs November - March, ensuring evidence-based decisions on renewals and terminations before the next recruitment cycle.

Continuous Oversight:

Between April and October, BU maintains live monitoring through data dashboards, compliance meetings, and feedback loops - ensuring early action if agent behaviour or outcomes deviate from expected benchmarks.

Responsive Intervention:

The framework allows BU to act dynamically in-year, combining support and accountability to uphold compliance and maintain high-quality recruitment outcomes.