

## HALLMARK INSTITUTE

### REFEREE REPORT FOR THE APPOINTMENT OF AN AGENT

Agent organisation name:

**Referee details:**

Name:

Designation:

Institution:

**Questions for referee:**

On a scale of 1 to 5, with 1 being the lowest and 5 the highest, please rate the agent on the following:

*1. Compliance*

- a. ESOS Act regulations knowledge and compliance
- b. Understanding and adherence to Department of Home Affairs regulations
- c. Counselling on visa compliance and financial obligation

*2. Business Operations*

- a. Quality of applications received from the agent
- b. Responsiveness to requests related to both admissions and marketing

*3. Quality of Staff*

- a. Professionalism
- b. Product knowledge

4. *Marketing and Promotions*

- a. Effectiveness of promotional activities organised by the agent
- b. Return on investment

  

Has this agent ever been involved in any unethical or illegal activities? ☐ YES ☐ NO

Would you recommend that we appoint this organisation as our agent? ☐ YES ☐ NO

**THANK YOU**