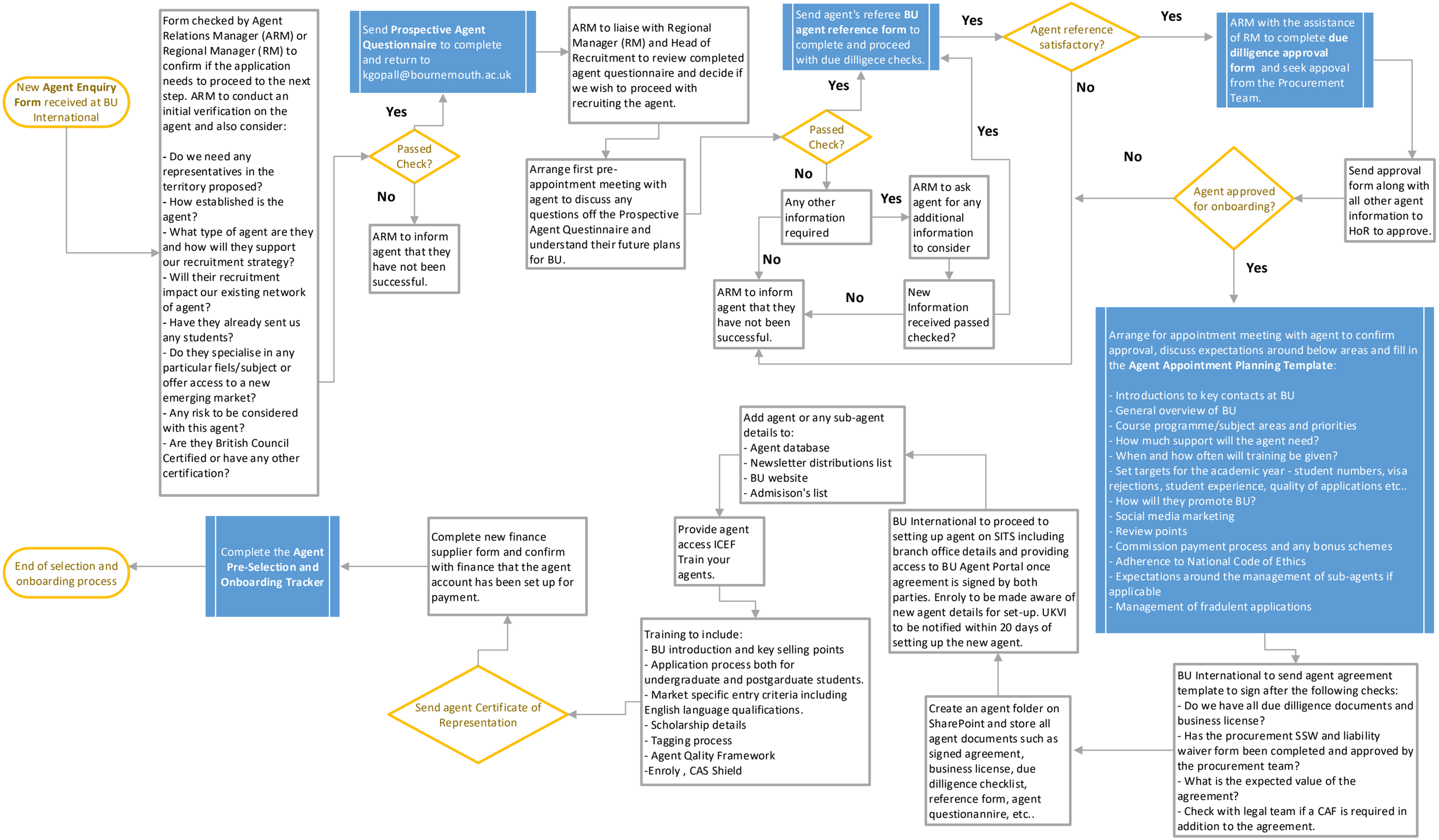Bournemouth University (BU) Agent Selection and Onboarding Process