

## **INTERNATIONAL STUDENT DEPARTMENT: MANAGING RECRUITMENT AGENCIES POLICY**

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**Rationale:**

The college undertakes to comply with the managing and monitoring agent outcomes of the Code of Practice.

**Purpose:**

This policy provides guidance for managing relationships between the college and the partner education agencies. This policy should be read in conjunction with the Agency Agreement, and the Education (Pastoral Care of International Students) Code of Practice 2021.

**Guidelines:***Contracts:*

The college will sign agreements with all education agencies who recruit students for the college.

*Reference checks:*

The college will enter working relationships with reputable agencies, once a reference check has been carried out and all supporting documentation has been submitted by the agency, i.e. an Agency Application Form, and other supporting documentation the college deems necessary. Results of reference checks will be recorded by international staff.

*Ethical conduct:*

New Zealand is a signatory to the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (To be known as the London Statement of Principles) and operates under the Education (Pastoral Care of International Students) Code of Practice 2016. Recruitment agencies will be informed about, and will comply with, the requirements of the Code and the London Statement of Principles.

*Action for breach:*

Where agencies are found to contravene the Code and/or the London Statement of Principles, the college will apply the appropriate sanctions as detailed in the Agency Agreement.

*Commissions:*

The college will pay commission to the agency as set out in the Agency Agreement. The commission rate will generally be 15% of tuition fees for the year of enrolment and the college reserves the right to make other commission or incentive arrangements with selected agencies by special negotiation.

The college will generally pay commissions to contracted agencies upon receipt of an invoice. Commission payments will be made within four weeks after the student has commenced at the college and is subject to the tuition fee being received by the college.

The college may elect to make special arrangements with trusted agencies to allow the agency to withhold commissions from tuition payments due to the college. Such arrangements are at the sole discretion of the college and no commissions should be withheld by an agency without prior agreement from the college.

Where a student does not see out the entire period of their enrolment at the college, the college may, on a case by case basis, decide whether or not to request a refund of all or any part of any commission fees paid to an agency.

The college will have no obligation to pay commission fees to any agency with whom the college does not have a signed Agency Agreement.


*Agency monitoring and review:*

The college will review the conduct and performance of its agencies as a part an annual self-review. The school will collect and record appropriate evidence of agency reviews.

*Reporting:*

The International Director will report directly to the Principal on the performance of the college's contracted agencies and report any breaches of the Code that may lead to the termination of an agency contract.

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| Policy reviewed and tabled annually: | October |
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| Presiding Member Signature: |  |
| Date:                       | 25 October 2023   |