



PURPOSE:

This policy is to provide clear and consistent guidance for relationships between the school and education agencies. This policy should be read in conjunction with the Agency Agreement, and the Education (Pastoral Care of International Students) Code of Practice 2016.

MANAGING RECRUITMENT AGENCIES:

CONTRACTS

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

REFERENCE CHECKS

The school will enter into 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 school deems necessary. Results of reference checks will be recorded by international staff.

New agents may be given a 12 month period agreement and it may be reviewed at the end of this period for a satisfactory agent.

CHOOSING GOOD AGENTS

Ensuring the agent is a fluid communicator in English as well as their home country language.

Ensuring the agent has knowledge of NZ and its education system , and /or is actively interested in developing this.

Showing preference for agents who have completed training about learning, living and working in NZ.

Recognising the experience an agent brings including supporting students to study in NZ schools.

Ensuring that the agents have copies of the Code of Practice and summary pamphlet available in languages that represent their clients.

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.

IMMIGRATION ADVICE

We recognise some agents may be also licensed immigration advisers or exempt. These are the only agents who can give immigration advice. (A person is exempt from the licensing requirement if they are outside New Zealand and advise on student visas only. They can advise on and assist with student visa applications. However, they cannot advise on any other visa type including guardian visas, visitor visas, working holiday visas, work visas or residence visas.)

ACTION FOR BREACH

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

COMMISSIONS AND HOLDING OF STUDENTS FUNDS

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

The school will generally pay commissions to contracted agencies upon receipt of an invoice. Agents may invoice the school after the student has attended school for a minimum of 2 weeks.

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

Where a student does not see out the entire period of their enrolment at the school, the school 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 school will have no obligation to pay commission fees to any agency or person with whom the school does not have a signed Agency Agreement.

NO student funds are to be held by agents, payments must be forwarded and must be in the gross amount

AGENCY MONITORING AND REVIEW:

The school will review the conduct and performance of its agencies when issues arise. The school will collect and record appropriate evidence of agency reviews.

REPORTING:

The staff member in charge of international education will report directly to the school Principal on any concerns over the performance of the school's contracted agencies and report any breaches of the Code that may lead to the termination of an agency contract.

Approved : Board of Trustees Meeting Date 26/09/2017



Signature of Chairperson

Reviewed 25/9/2018, 10/09/2019, 22/9/2020