

International Education Agents

This policy outlines how Ruawai College meets the requirements of Code Outcome 14.

At Ruawai College we effectively manage and monitor any **education agents** that act on behalf of our school. We ensure that agents provide international learners with reliable information and advice about studying, living, and working in New Zealand; act with integrity and professionalism; and do not breach the law or jeopardise our compliance with the Code of Practice.

Ruawai College uses recruitment agents to identify and/or recruit potential international learners, whether individually or in a group, either overseas or in New Zealand. If an international learner is recruited by an agent, the agent has a record of all contractual and financial arrangements.

The international director is responsible for managing and monitoring agents.

When using agents, we follow NZQA recommendations to manage risk to our school, international learners, and the reputation of the international education sector. See **Managing risk** (NZQA).

Contracting education agents

When deciding whether to contract a new education agent, we consider their professional integrity and ensure as far as possible that they have not been involved in any conduct that is false, misleading, deceptive, or in breach of the law. We research and assess the suitability of the agent, including checking their:

- identity and credentials (e.g. licensed under the Immigration Advisers Licensing Act 2007)
- business background
- experience with international learners
- knowledge of New Zealand, our school, and legal and regulatory requirements.

We carry out and document robust reference checks to gain information about the agent's experience, conduct, and reputation.

When we are confident that the agent will provide quality advice to international learners, work with professionalism and integrity, and not breach the law or jeopardise our compliance with the Code, we enter into a **written contract** that sets out the terms and conditions for working together. We seek legal advice on agent contracts as needed.

Support for agents to uphold contracts

As required by the Code of Practice, we ensure that agents have the information they need to understand both their contracted obligations and the obligations of the school under the Code. We support agents to meet their responsibilities by meeting with them regularly.

Monitoring education agents

As required by the Code of Practice, we monitor the activities and performance of agents to check whether they:

- are meeting their obligations as specified in their contract
- are providing international learners with reliable information and advice about studying, working, and living in New Zealand
- have acted with integrity and professionalism in their dealings with international learners
- have engaged in activity or conduct that may be in breach of the law or that jeopardises our compliance with the Code.

We monitor the activities and performance of agents by seeking feedback from international learners and their parents/guardians/caregivers, and by carrying out performance reviews. We ensure that our monitoring process provides sufficient evidence for us to be confident that the agent is performing as required. We consider the agent's performance in relation to the outcomes of the Code.

Part of our monitoring process is to review existing agent contracts. Regular, biennial review and renewal of agent contracts helps us to check that the contract still meets our requirements as a signatory. We discuss the services an agent has provided before deciding whether or not to renew their contract.

Addressing concerns

As required by the Code, we take appropriate action to address any concerns we may have about agent activities and performance. We follow Code Guidelines to help us determine **appropriate actions** and may seek legal or professional advice. Our actions depend on considerations such as:

- the seriousness of alleged misconduct
- the education agent's past performance
- the quality of our evidence relating to alleged misconduct
- whether more information is needed
- the level of risk to our international learners.

Also see **Concerns and Complaints Policy**.

We terminate our contract with an agent if there is evidence which, on balance of probabilities, shows that the agent:

- has been involved in any serious, deliberate, or ongoing conduct that is false, misleading, deceptive, or in breach of the law, or
- has jeopardised the signatory's compliance with the code.

Related policies

- **International Learner Concerns and Complaints**
- **Concerns and Complaints Policy**
- **Risk Management**
- **Communicating with Parents of International Learners**

Legislation

- Immigration Advisers Licensing Act 2007

Resources

- NZQA | Mana Tohu Matauranga o Aotearoa:
 - **Education agents for schools**
 - **Guide to managing education agents** (for the London Statement of Principles, see link to Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants)
- Immigration Advisers Authority: **Who needs a licence?** ☐