

Managing and Monitoring Education Agents

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

Education agents play an important role in the lives of international learners and their families. The Code (clause 2.1) defines an education agent as "a person, body, or organisation acting on behalf of a signatory in relation to any aspect of their international learners' enrolment and study, including accommodation, and includes a subcontracted agent."

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 Code of Practice requires schools to effectively manage and monitor education agents they have contracted to represent them. Schools must ensure that these education agents:

- provide international learners with reliable information and advice about studying, working, and living in New Zealand
- act with integrity and professionalism towards prospective international learners
- do not breach the law or jeopardise school compliance with the Code.

The international director is responsible for managing and monitoring agents.

We also follow NZQA recommendations to **manage risk** .

Contracting education agents

When contracting a new education agent, we exercise due diligence in checking the agent is legitimate and effective. We:

- request a company or agency profile
- carry out careful reference checking to gain information about their experience, conduct, and reputation (references may be sought from other signatories, international learner families, other commercial partners, New Zealand government agencies, and personal referees)
- conduct an interview (where possible), asking about their training, experience, and scope of operations
- ensure that agents have good communication skills.

Written contracts

We have a written contract with each education agent we use. Regular, biennial review and renewal of agent contracts helps us develop a trusted partnership with agents, address any problems as they arise, or discontinue a contract if necessary. When reviewing a contract, we

seek an assurance from the agent that their conduct remains ethical, and does not jeopardise our compliance with the Code.

We seek legal advice on agent contracts as needed.

Contracts with education agents include:

- expectations of agent behaviour and the roles and responsibilities of the agent and of the school
- the commission, timing, and circumstances for payment
- responsibilities for communicating with parents and legal guardians
- declarations of potential conflicts of interest and adherence to ethical standards and obligations under the Code
- requests for key information
- procedures for monitoring agent performance

- conditions for  **terminating the contract.**

Supporting and monitoring education agents

We support our education agents by meeting with them regularly. This ensures that they have complete and accurate information about studying in New Zealand and at our school.

We monitor the behaviour of agents to check whether they:

- are meeting their obligations as outlined in their contract
- are providing international learners with reliable information and advice
- have acted with integrity and professionalism
- have engaged in activity which may be in breach of the Code or the law

We monitor the behaviour of agents by seeking feedback from international learners and their parents/guardians/caregivers, and by carrying out performance reviews.

Addressing concerns

We have clear procedures for addressing concerns about agent performance and/or conduct, and for terminating the contract if necessary.

If we have concerns (e.g. a complaint about an education agent we work with or evidence of misconduct), we take appropriate action to mitigate risk to our international learners.

Depending on the nature of the concern and of any evidence, we may:

- request more information
- issue a formal warning letter
- conduct an investigation
- outline corrective measures for the agent to action

- set a probation period
- offer more training.

If termination is required by the Code or in follow up to any of the actions above, we may seek legal or other professional advice before notifying the agent.

Legislation

- Immigration Advisers Licensing Act 2007

Resources

- **London Statement of Principles** ☐ (New Zealand is a signatory to these principles)
- Immigration Advisers Authority: **Who needs a licence?** ☐
- NZQA | Mana Tohu Matauranga o Aotearoa: **Education agents for schools** ☐

Release history: [Term 4 2022](#), [Term 4 2021](#), [Term 2 2020](#), [Term 4 2019](#)