

GUIDELINES FOR EDUCATION AGENTS

École Française Internationale Auckland's Expectations of Agents:

1. **École Française Internationale Auckland** expects that the agent has read and understood the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). The Code may be viewed here:
<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>
2. Name of School expects that the agent has read and understood the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (the London Statement of Principles). This is included in this guideline, and may be viewed here:
<https://enz.govt.nz/assets/Uploads/ENZ-agents-London-Statement.pdf>
3. In accordance with the Code and London Statement, **École Française Internationale Auckland** expects:
 - o the agent to conduct themselves ethically and professionally when representing **École Française Internationale Auckland**
 - o all information provided about **École Française Internationale Auckland** to families to be current, correct and honest
 - o full financial costs to be disclosed to the student and the family, with transparency about what fees are charged by agents in addition to school fees
 - o clear information to be provided about the education on offer
 - o the agent to give advice to prospective students and parents to ensure they have a full understanding of **École Française Internationale Auckland** before committing to enrolment
 - o The agent to support the student to obtain a visa, and not to be party to any fraudulent practice or documentation
 - o The agent to make every effort to ensure the student's visa application is submitted promptly to ensure that they are able to commence their enrolment on time
 - o The agent to introduce and recommend individuals who are academically and financially qualified for admission to **École Française Internationale Auckland**
 - o The agent not to engage in any false, misleading or deceptive conduct or otherwise contravene any of **École Française Internationale Auckland's** obligations under the Code
 - o The agent to facilitate communication between **École Française Internationale Auckland** and the parents of student enrolled with us by the agent, responding

- promptly to requests for assistance by **École Française Internationale Auckland**, and accurately conveying communication between parents and school staff
4. Immigration New Zealand (INZ) requires education agents and licensed immigration advisors to disclose their involvement with student visa applications. The school will disclose agent details on student offers of place as per INZ requirements. Agent performance is monitored by INZ, and the school's expectation is that agents will comply with these requirements.

École Française Internationale Auckland Commits to:

1. **École Française Internationale Auckland** will provide the agent complete and up-to-date information regarding the programmes, course structure, fee schedules, admissions policies and other important aspects to assist in the proper counselling of prospective students. At its own expense, **École Française Internationale Auckland** shall provide the agent with adequate stocks of prospectuses, information leaflets, application forms and other promotional materials.
2. **École Française Internationale Auckland** shall answer any enquiries and send all correspondence and related documents to the agent promptly.
3. **École Française Internationale Auckland** will pay commissions as agreed in the written agreement with the agency within four weeks of the student starting school. Payments will be made only on receipt of invoice, which must include the student's name, date of birth, year level and start date of enrolment.

Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (Known as the London statement)

19 March 2012

1. Introduction

1.1 Context

Increasing numbers of students now move across national borders seeking education and training opportunities in order to gain internationally recognised qualifications. The OECD publication Education at a Glance 2010 sources OECD and UNESCO Institute for Statistics, which estimated that more than three million tertiary students were educated outside their home country in 2008. Some commentators project that global demand for international education could be expected to rise to almost eight million by 2025.

The growth in the number of international students has been accompanied by an increase in the number of education agents and consultants who provide services to them. Education agents and consultants are integral and important stakeholders in international education.

1.2 Background to the Initiative

The Roundtable on the Integrity of International Education is a forum at which the UK, Australia, Canada, Ireland, New Zealand and the US meet to share knowledge and experience and identify common areas of practice and concern, as well as scope for collaboration. At the initial meeting of the Roundtable in 2010 Australia proposed developing a joint international code of ethics for international education agents which would facilitate a common approach and raise ethical standards.

The development of a 'Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants' is the initiative that flowed from that proposal. The UK, Australia, Ireland and New Zealand agreed to the statement of principles on 16 March.

Each of these countries is now working towards implementing the principles. This includes training and communications for agents.

1.3 Purpose

This high-level Statement of Principles promotes best practice among the education agents and consultant professions that support international students. The Statement of Principles is a unifying set of understandings for the recruitment of, and related services provided to, students in international education which serve to promote best practice among education agents and consultants. The Statement will be reflected in each country's approach to international education.

A report on activity will be presented to the Roundtable meeting in 2013. A number of factors which could be addressed under each principle when developing initiatives and actions are provided in an Attachment to this Statement of Principles.

2. Ethical Framework

The Statement of Principles is based on an underlying ethical framework of:

Integrity – being straightforward and honest in all professional and business dealings;

Objectivity – not allowing professional judgment to be compromised by bias or conflict of interest;

Professional competence and due care – maintaining professional knowledge and professional service, and acting diligently;

Transparency – declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;

Confidentiality – respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;

Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and

Professionalism and purpose – acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).

3. Principles

Principle 1 agents and consultants practice responsible business ethics.

Principle 2 agents and consultants provide current, accurate and honest information in an ethical manner.

Principle 3 agents and consultants develop transparent business relationships with students and providers through the use of written agreements.

Principle 4 agents and consultants protect the interests of minors.

Principle 5 agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.

Principle 6 agents and consultants act professionally.

Principle 7 agents and consultants work with destination countries and providers to raise ethical standards and best practice.

Attachment to the London statement

19 March 2012

This Attachment to the London Statement of Principles provides suggestions on a number of factors that could be addressed under each of the principles.

Principle 1: agents and consultants practise responsible business ethics

- Avoiding conflicts of interest
- Observing appropriate levels of confidentiality and transparency
- Acting professionally, honestly and responsibly
- Refraining from being party to any attempt by students or others to engage in fraudulent visa applications
- Acting in the best interests of the student at all times
- Declaring conflicts of interest
- Being transparent in fees to be paid by students and commissions paid by providers
- Providing clear avenues for handling complaints and resolving disputes
- Complying with relevant laws and regulations.

Principle 2: agents and consultants provide current, accurate and honest information in an ethical manner

- Providing realistic and appropriate information that is tailored to the individual student's circumstances, particularly in relation to language skills, capacity to pay and level of study
- Specifying the rights and responsibilities of the student in the country of destination
- Refraining from claiming a direct government endorsement or privileged relationship with a public official or member of the government where one does not exist; including for example the misuse of national brand logos
- Providing a registration number or other identifier on advertising material
- Using institutions' officially approved material in promoting providers with whom agents have an agreement.

Principle 3: agents and consultants develop transparent business relationships with students and providers through the use of written agreements

- Signed by the student and the agent
- Signed by the provider and the agent
- Include information on the arrangements put in place by agents and consultants on behalf of the student, such as itemised payment schedules of fees and services, and refund and transfer policies
- Provide details on information provided under Principles 1 and 2, as a means of guiding agents and consultants to give appropriate information to students so that both students and agents understand what has been agreed to
- Maintain student confidentiality
- Are archived in an appropriate manner so that the agreements can be made available to the student or an appropriate authority within a reasonable timeframe.

Principle 4: agents and consultants protect the interests of minors

- Ensuring that the prospective student has adequate representation and support from a guardian and/or legal counsel during meetings with the agent or consultant and that this is recorded as informed consent before any money changes hands
- Ensuring that the client has the legal capacity to enter into any commitment
- Acting not only in accordance with relevant laws and regulations, but competently, diligently and fairly as befits dealings with minors.

Principle 5: agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ

- Providing information to students about the accreditations the agents have met, the training they have undertaken, the memberships they hold to professional associations or processes undertaken to become registered and accredited education agents and consultants
- Providing information about themselves that support comparison of registration, qualifications and experience.

Principle 6: agents and consultants act professionally

- Participating in training courses and professional development wherever possible

- Becoming members of professional associations and networks that promote and support best practice in the recruitment of international students.

Principle 7: agents and consultants work with destination countries and providers to raise ethical standards and best practice

- Sharing information on best practice in the recruitment of international students by education agents and consultants.