

Rangiora High School Board



Managing Contracted Recruitment Agencies – International Students

Rationale

Rangiora High School has developed this policy to provide clear and consistent guidelines for relationships between the school and education agencies in the context of our commitment to comply fully with the Education (Pastoral Care of International Students) Code of Practice 2016.

This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 (the Code), the Procedure for the Appointment, Monitoring and Management of Education Agents and Agency Agreement.

Purpose

This policy offers guidance for managing, monitoring and reviewing contracted recruitment agencies.

Contracts

Rangiora High School will sign agreements with all education agencies who recruit students for the school.

Reference Checks

Rangiora High 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. the Agency Application Form, and other supporting documentation we deem 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 school will apply the appropriate sanctions as detailed in the Agency Agreement.

Commissions

Rangiora High School will pay commission to the agency as set out in the Agency Agreement. The commission rate will be 15% of tuition fees per year of each enrolment 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. Commission payments will be made within four weeks after the student has commenced at the school and is subject to the tuition fee being received by the school.

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 with whom the school does not have a signed Agency Agreement.

Review

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

Reporting

The Director of International Students will report directly to the school Principal on 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.

Related Policies

- Refunds and Cancellations Policy – International Students
- Managing Supervised Groups Policy – International Students
- Accommodation Policy – International Students
- Fee Protection Policy – International Students
- International Students Policy

- International Student Grievance Policy – International Students
- Refund of Fees: Group Study Tours – International Students
- School Disciplinary Policy – Rangiora High School
- Complaints and Grievances Policy – Rangiora High School

Relevant Documentation and Legislation

- [Education and Training Act 2020](#)
- [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- [Guidelines for the Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- [International Student Contract Dispute Resolution Scheme Rules 2016 The International Student Wellbeing Strategy](#)
- [Statement of Principles for the Ethical Recruitment of International Students](#)
- Accommodation Procedure – International Students
- Communications Procedure – International Students
- Marketing Procedure – International Students
- Appointment, Monitoring & Management of Education Agents Procedure – International Students
- Dealing with Grievances and Complaints Procedure – International Students
- Managing Supervised Groups Procedure – International Students
- International Student Wellbeing Procedure
- Managing International Student Enrolment Procedure
- Managing Attendance and Withdrawal Procedure – International Students
- Supporting Academic Outcomes Procedure – International Students
- Procedure for Managing Student Behaviour – International Students
- Supporting Students & Residential Caregivers during Lock Down Procedure – International Students
- Procedure for Critical Incidents – International Students
- International Student Code of Conduct
- Secondary Student Application and Contract of Enrolment
- International Student Accommodation Agreement
- Guidelines for managing Agents (SIEBA)
- Appointment, Monitoring & Management of Education Agents Procedure
- Agency Agreement
- Agent Application Form
- Agency Review Guide
- Agent Reference Check
- SIEBA Approved Agents document

Date of Review	November 2021
Date of Next Review	November 2024
Date Adopted by the Board	December 2021
Date of Amendment by the Board	

