

Rangiora High School Board of Trustees



Procedural Policy: Agents – 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 Agency Agreement, and the Education (Pastoral Care of International Students) Code of Practice 2016.

Purpose

1. The school will sign agreements with all education agencies who recruit students for the school.
2. 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. the Agency Application Form, and other supporting documentation we deem necessary. Results of reference checks will be recorded by international staff.
3. 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.
4. 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.
5. The 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.
6. The school will generally pay commissions to contracted agencies upon receipt of an invoice. Commission payments will be made within 4 weeks after the student has commenced at the school and is subject to the tuition fee being received by the school.
7. 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.
8. 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.

9. The school will have no obligation to pay commission fees to any agency with whom the school does not have a signed Agency Agreement.

Related Policies

- International Students Procedural Policy – Refunds & Cancellations
- Managing Supervised Groups Policy – International Students
- Complaints and Grievances Policy
- Accommodation Policy – International Students
- Travel and Medical Insurance Policy – International Students
- Fee Protection Policy – International Students
- International Students Policy

Relevant Documentation and Legislation

- Guidelines for managing Agents (SIEBA)
- Agency Agreement
- Agent Agreement Guidance Notes (SIEBA)
- Agent Application Form
- Agency Review Guide
- London Statement of Principals
<https://enz.govt.nz/assets/Uploads/ENZ-Agents-London-Statement.pdf>
- Agent Reference Check
- SIEBA Approved Agents document
- The Education (Pastoral Care of International Students) Code of Practice 2016
<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>
- Education (Pastoral Care of International Students) Code of Practice 2016 Guidelines
<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/school-guidelines-code-of-practice.pdf>
- International Students Dispute Resolution Scheme 2016
<http://legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748772>
- International Student Wellbeing Strategy, Ministry of Education
<https://www.education.govt.nz/assets/Documents/Ministry/Strategies-and-policies/internationalStudentWellbeingStrategyJune2017.pdf>

Date of Review	2018
Date of Next Review	2021
Signed by the Board Chair	

