



FAIRFIELD INTERMEDIATE SCHOOL

Managing and Monitoring Education Agents

OUTCOME 14: MANAGING AND MONITORING EDUCATION AGENTS (clauses 58/59 of the Code of Practice)

RATIONALE:

To effectively manage and monitor education agents to ensure they provide international school learners with reliable information and advice about studying, working and living in New Zealand, act with integrity and professionalism towards prospective international school learners and do not breach the law or jeopardise compliance with the Code.

GUIDELINES and PROCEDURES:

1. To carry out and record reference checks on potential education agents to 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
2. Enter into written contracts with each education agent .
3. During the term of a contract monitor the activities and performance in relation to the following;
 - a) Obligations as specified in the Fairfield Intermediate School Agent agreement
 - b) The provision of reliable information and advice about studying at Fairfield Intermediate School, working and living in New Zealand
 - c) Acting with integrity and professionalism in their dealings with international students at Fairfield Intermediate School
 - d) Any engagement in an activity or conduct that in the opinion of Fairfield Intermediate School may be in breach of the law
4. Manage the Education Agent by:
 - a) Terminating Fairfield Intermediate School contracts with an agent where there is evidence, on balance of probabilities, which shows that the agent has been involved in any serious, deliberate, or ongoing conduct that is false, misleading, deceptive, in breach of the law or has jeopardised Fairfield Intermediate School's compliance with the code
 - b) Taking appropriate action to address conduct or an omission in relation to other matters of the law
 - c) Ensuring that the agent has access to and maintains up to date information relevant to their duties as specified in the Agent agreements

EVIDENCE:

1. The Fairfield Intermediate School website with Agent information
2. The Fairfield Intermediate School International Student Facebook page with Agent information
3. The Fairfield Intermediate School prospectus.
4. The Information Handbook for International Students and Parents.
5. Agent References where applicable

6. Police vetting of Agents where applicable
7. Agent Evaluations by the Department
8. Agent Evaluations at local school regional meetings with other Directors
9. Agent agreements with clear responsibilities
10. Termly meetings and reviews with Education Agents

EVALUATION:

1. The International Student Director in conjunction with the School Principal and Finance Officer shall report to the Board of Trustees on a minimum of twice a year with reference to the effectiveness of the procedure. Where required the report will be at the conclusion of each school term.
2. Any new Fairfield Intermediate School International Department Education Agents shall be reported to the Board of Trustees on a minimum of twice a year with reference to the effectiveness of the procedure.

CONCLUSION:

1. This policy will be compliant with the NZQA Pastoral Care of International Students Code of Practice 2021.
2. This policy will reflect the ongoing changing environment of the Fairfield Intermediate School's international student agent recruitment

Approved Date: June 2023

Review Date: June 2024

Signature: (Director of International Students).....

Signature (Principal).....

Signature (Board of Trustees Chairperson)

This policy is to be reviewed annually.