

## **SAE Institute Policy**

### **INT02 International Education Agent Management**

#### **1. Policy Statement**

SAE Education Ltd in the United Kingdom, trading as SAE Institute, recognises the role of International education agents in the recruitment of students and the need for quality management systems which are effective in ensuring a high standard of service in the interest of the Institute and the reputation of higher education provision in the UK.

SAE Institute is part of the Navitas group, and shares its strategic commitment to provide high quality of service and support to all students, and to comply with relevant United Kingdom government regulations, as well as addressing the specific circumstances and needs of international students.

#### **2. Purpose**

The purpose of this policy is to inform authorised International Education Agents, and the SAE Institute staff managing those agents, of their responsibilities and obligations while engaged in the business of recruiting students and prospective international students for SAE Institute in the UK.

#### **3. Scope**

This policy pertains to all International Education Agents of SAE Institute who are involved in promoting the Institute and recruiting prospective International students for study in the UK, as well as to those within SAE Institute responsible for managing these agents.

Where any inconsistency or lack of clarity exists between this policy and provisions of the UKBA Guidance for Tier 4 sponsors, or those of any Navitas policies or procedures relating to the recruitment of international students or the management of Education Agents, then the provisions of those documents shall prevail.

#### **4. Associated Policies and Procedures**

This policy should be read in conjunction with the following policies and procedures:

- INT01 International Student Policy

#### **5. Associated Documents**

This policy should be read in conjunction with the following policies and procedures:

- UKBA: Policy Guidance for Tier 4 Sponsors (latest edition)
- QAA: Quality Code for Higher Education
- QAA: Guidance for Higher Education Institutions – International students studying in the UK
- UKCISA: Good Practice Guides and Best Practice Case Studies.

## **6. Policy**

- 1) Introduction

SAE Institute will not use agents who demonstrate a lack of honesty or integrity and will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the United Kingdom Education Industry.
- 2) SAE Institute only engages the services of agents with whom they or Navitas have a formal, written agreement. This outlines the agent's responsibilities and those of SAE or Navitas, as well as detailing processes for monitoring and correcting agent activities, and termination conditions.
- 3) SAE Institute or Navitas ensures that affiliated education agents receive formal training in regards to effective promotion of the organisation, and will provide ongoing support to agents inclusive of up-to-date and accurate marketing information.
- 4) SAE Institute will not accept students from or enter into an agreement with any agent that is known or reasonably suspected to have:
  - a) Been engaged in dishonest practices;
  - b) Facilitated the enrolment of a student that the agent believes or should know would not comply with the conditions of that student's visa;
  - c) Been negligent, careless or incompetent or engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of United Kingdom education and training.
- 5) Should SAE Institute become aware of any of the above in relation to an agent with whom an agreement already exists, this shall constitute grounds for the termination of that agreement.
- 6) SAE Institute and Navitas monitor and evaluate the ongoing processes and activities of education agents, to ensure their integrity and compliance with SAE Institute and Navitas policies. Employed methods may include: meetings, teleconferences, spot checks, and surveys of students recruited by these agents. Should SAE become aware of an existing agent being involved in any careless, negligent, incompetent behaviour or unethical advertising and recruitment practices, immediate corrective and preventative action will be taken.
- 7) As prescribed by regulation, the Institute will inform the UKBA of the agent involved in a student's application through the Sponsor Management System (SMS).
- 8) Marketing Information and Practices
  - a) SAE Institute will endeavour to ensure that the marketing of its education services and programmes for international students is undertaken in a professional manner, with integrity and accuracy, whether by SAE Institute or

by any agent or entity approved to act on its behalf. The provisions of Policy G02 Public Information shall apply in all circumstances.

- b) All Marketing materials will
  - i) Clearly identify the Institute's name
  - ii) Conform with the Middlesex University marketing guidelines for any courses validated by Middlesex University
  - iii) Will not provide any false or misleading information about:
    - Associations with other providers
    - Employment outcomes
    - Automatic articulation into other courses
    - Migration outcomes
    - Other inaccurate claims.

## **7. Policy History**

*Original: July 2009 policy adapted and approved.*

*Revised: April 2011*

*Revised: October 2011 (Approved CEO)*

*Updated: March 2012 (Approved CEO)*

*Review date: December 2012*