



Managing and Monitoring Agents Policies, Processes and Procedures:

Outcome 14/ Clause 13

Rational:

Otamatea Christian School must effectively manage and monitor any agents that we contract to represent us. This is to ensure that the 'Agents'

- a. Provide international students with reliable information and advice about studying, working and living in New Zealand: and
- b. Act with integrity and professionalism towards prospective international students.
- c. Do not breach the law or jeopardise the signatory's compliance with this code.

Clause 14: Process (Agents)

I. Process

Otamatea Christian School will:

- a. carry out and record reference checks on potential 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; and
- b. enter into written contracts with each of its agents; and
 - (ba) during the term of a contract, monitor the activities and performance of its agents in relation to –
 - (i) their obligations as specified in the contract. And
 - (ii) whether they provide the international students with reliable information and advice about studying, working, and living in New Zealand: and
 - (iii) whether they act with integrity and professionalism in their dealings with prospective students; and
 - (iv) whether they have engaged in any activity or conduct that, in the opinion of Otamatea Christian school, is or may be in breach of the law or jeopardized Otamatea Christian Schools compliance with the code.
 - (bb) manage the agents by –
 - (i) terminating contracts with agents if there is evidence suggesting that those agents or their subcontracted agent—
 - (A) has been involved in any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; or
 - (B) has jeopardized the signatory's compliance with this code; or
 - (ii) taking appropriate action to address conduct or an omission by an agent in relation to the other matters described in subclause (ba)
- c. ensure that its agents have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts with the signatory.



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Procedures:

1. Referee checks within New Zealand and overseas will be carried out as much as possible.
2. Checking with Immigration on matters pertaining to immigration.
3. Requiring the Recruitment Agent to fill in an Agent Application and to sign that they have read and understand the terms of the agreement which will include reference to monitoring the performance of the Agent.
4. A record will be kept of all potential agents and their reference checks and any false, misleading or deceptive information or where the agent is in breach of the law will be recorded.
5. A written warning will be given when minor misconduct or misinformation has occurred and a set of requirements may be given that will negate it happening again. If there is a breach of conduct again the Agent will be given notice that they will have to have the contract terminated between the school and the agent if the situation is not rectified immediately.
6. Terminate contracts where serious misconduct or misinformation or breach of the law has taken place or where there is a constant pattern of minor misconduct or misinformation.
7. Agents will be supplied with the International Student Prospectus and Student Brochure so that they can provide the prospective student with all the information that they need.

This policy and its procedures will be reviewed annually in the first term of each year.

Next Reviewed May, 2022