

International Office
Policy on International Agents

1. Purpose

The University welcomes the contributions which highly professional and reputable recruitment agents make in supporting the recruitment of international students across numerous countries on a global scale. While the operations of recruitment agencies is frequently regulated within their country of operation, this is not always the case and therefore the University, in line with best practice recommendations for the management of International Agents as published by the British Council and other guidance from UKVI and QAA, UKCISA / AISA citing good practice in this field, will endeavour to assure the quality and integrity of agency operations which support prospective international students choosing Birmingham City University. This policy outlines the principles on which those operations are based.

2. Scope

All activities and contractual agreements with Agents for the purposes of recruitment international students to study in the UK at Birmingham City University.

3. Policy

1. That procedures for the management international Agents are consistent of the British Council Guide to Good Practice for education Agents
2. That management, appointment, payments and monitoring of compliance with required standards and ethics be carried out from within International Office as part of that remit and are the ultimate responsibility of the Director of the International Office. The detail of which is outlined in the Procedure for the Management of International Agents.
3. That the process for appointing Agents ensures due diligence is undertaken during the selection process and all reasonable effort is taken to ensure that the Agent is reputable and competent. The steps taken are outlined in the Procedure for the Management of International Agents.
4. That agents, in line with BCU Code of Practice and UKCISA / AISA Code of Ethics, adhere to the highest standards of ethical and professional behaviour. This is monitored through an annual review of performance, student surveys and review of no shows and visa refusals.
5. In line with the above, that no significant charge be made by an agent to an applicant seeking advice but that the agent be rewarded for that work through a commission based payment as defined within the University international agent contract. At the point of selection, agents are asked to declare any charges they request for their services.
6. That agents comply with University policies including meeting the requirements of the Bribery Act (2010) and any other University policies and regulations. Details of which are sent to agents via the briefing pack.
7. That through a range of marketing and promotional activities including agent conferences, visits in country by Faculty and IO staff, close liaison with specialist

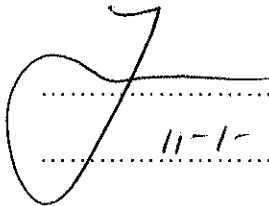
admissions officers, agents are able to provide a source of high quality information and advice adding positively to the experience of BCU international applicants and supporting the university in offering a high quality support service to its international students at all stages in their applicant journey.

8. That professional, competence, truthfulness and a primary concern for the best interests of the students be demonstrated in the operation of this policy.
9. That agents receive a copy of this and other key policies relating to international recruitment and admissions.

Signed by:

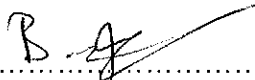
Director of International Office

Date


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Pro Vice Chancellor

Date


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