

## Procedure for the Agent Authority Form

### 1.0 Changes from April 2025 to December 2025

1. *Removed references to the International Office and replaced with Agent Management Team of Marketing, Recruitment and Communications.*
2. *Removed references to old posts from the International Office and replaced with new posts in Marketing, Recruitment and Communications.*
3. *Removed references to International Regional Managers, replaced with International Recruitment Team.*
4. *Added Clause 5.2.6 in the event that the Docusign form is unavailable.*
5. *Updated Paragraph 9 from reviewing the Agent Authority Form every 2 years to every intake.*

### 2.0 Introduction

This procedure covers:

- Use of the Agent Authority Form.
- What form we will accept.
- Processing the forms.
- What commission rate will be used.
- The responsibility of Agents, Admissions, Administration.

### 3.0 Principles

- 3.1 The administration of Agent Authority Forms will be dealt with by the Agent Management Team of the Marketing, Recruitment and Communications department comprising of the Agents Officer and Agents Administrator overseen by the Associate Director International Recruitment.
- 3.2 The purpose is to build an effective and efficient process of tagging agents to the applicant's record ensuring the correct commission rate is allocated.
- 3.3 The procedure aims to provide clarity both to the International Recruitment Team and Agents on the process and when the Agent Authority Form should be used.

### 4.0 Scope

- 4.1 In the event of an applicant requesting or making a change of Agent during the application process, the University may split the commission payable between Agents (as decided by the University), but the total amount payable will not at any time exceed the amount that would have been paid to a single Agent.

- 4.2 Any dispute will be determined by the University, acting reasonably, but in its sole discretion, and may reference the latest Agent Authority Form submitted to the Agent Management Team by the applicant.

## 5.0 Procedure

### 5.1 **Use of the Agent Authority Form**

- 5.1.1 The Agent Authority Form should be used if the applicant has requested to change the agent during the application process.
- 5.1.2 UCAS applicants must completed the Agent Authority Form so that the record can be tagged as they cannot select the agent on their application.
- 5.1.3 The applicant has made a direct application then during the application process decides to appoint an agent to assist them with the application/visa application process
- 5.1.4 A Potential Agent's application is being processed and a decision has not been made as yet, then the applicant should be asked to complete the Agent Authority Form indicating that they wish the agent to act on their behalf so once their application has been signed off, the admissions team can tag the records.

### 5.2 **What forms will be accepted**

- 5.2.1 We will only accept the official BCU Agent Authority Form that has been completed via Docusign which can be located at this link:  
[www.bcu.ac.uk/agentauthorityform](http://www.bcu.ac.uk/agentauthorityform)
- 5.2.2 Agents must send the applicant the link ([www.bcu.ac.uk/agentauthorityform](http://www.bcu.ac.uk/agentauthorityform)) and only the applicant should complete the form on Docusign.
- 5.2.3 Agents must not send a version of their authority forms as they will not be accepted and the agent will be instructed to ask their applicant to complete the official BCU Agent Authority Form.
- 5.2.4 The applicant must complete and submit the Form before the start of the enrolment period to the Agent Management Team.
- 5.2.5 Forms received **after** the start of the course as per the University Academic Calendar will not be considered.
- 5.2.6 In the event that the Docusign Web Form is unavailable, the Agent Management Team will request the Web Changes team to temporarily update the link so a Microsoft Word Document version of the Agent Authority Form can be downloaded and completed by applicants. This is only to be used only between the dates that the Docusign Web Form was unavailable and any Word document versions received outside of these dates will be rejected.

### **5.3 Processing the Agent Authority Form**

- 5.3.1 Upon notification that a new Agent Authority Form has been completed, the Agents Administrator will login to Docusign for it to be processed.
- 5.3.2 The Agents Administrator will tag the applicant record in SITS by going first to the Application Decision & Entry Clearance Screen and then to the APF screen from the Other menu. Where an applicant is has appointed the Agent after the application was made, the Agent will be tagged and the 'Prev. Direct App' field in the ADF sub-screen will be marked with Y. Where an applicant is changing agent, the previous agent will be moved to the 'Previous Agent' field in the ADF sub-screen.
- NB: This process discontinues the use of the Double Agent code and now the current registered Agent of the applicant will now be able to see the application in their portal and in CAS Shield once the process has been completed.
- 5.3.3 A copy of the completed and accepted Agent Authority Form will then be uploaded to the Application Record.

### **6.0 Commission Rates**

- 6.1 If the applicant has changed agent, then the commission will be split between both agents.
- 6.2 If the applicant has made a direct application, then appoints an agent to assist with the application, then the commission is reduced by 50%.
- 6.3 Applicants can only change the agent once. If they change a third time then the commission goes to the first two agents.

### **7.0 Responsibilities**

- 7.1 Agents are responsible to for making sure the applicant selects their agency name when making the initial application. If this does not occur, then it is the responsibility of the agent to share the link to the Agent Authority Form with the applicant and ask them to complete it. Any Agent Authority Forms coming from the agent's email addresses will be rejected.
- 7.2 The International Recruitment Team are to train and inform agents of this procedure.

### **8.0 Complaints/Disputes**

Any dispute will be determined by the University, acting reasonably, but in its sole discretion, any may reference the latest Agent Authority Form sent to the Agent Management Team by the applicant.

#### 9.0 Maintenance of Form/Review

The form will be reviewed every intake and if any updates are needed, amendments will be made to Docusign.