

JLSC Languages & Skills College

INTERNATIONAL AGENT POLICY

Purpose

This policy and related procedure in accordance with the UK Border Agency National Codes relates to the managing and monitoring of Agents performance engaged by JLSC.

Scope

This policy/procedure applies to all international student operations of JLSC.

Responsible Parties

International Student Recruitment and the General Administration Manager are responsible for this procedure.

Procedure

The procedure for JLSC in ensuring that all its Agents operate ethically, in the best interests of the organisation and in accordance with the UK Border Agency National Code, is based on five principals:

- Selection of Agents
- Agents Contracts
- Student Surveys
- Communication with Agents
- Performance Review

Selection of Agents

Whenever an Agent approaches JLSC to provide recruitment services or JLSC expresses an interest in an Agent providing recruitment services; each Agent will be asked to complete and sign an Assessment Form. This form will request information that includes, but is not limited to, the following:

Business name
Name of contact person
Postal, email, website, telephone & fax contacts
Primary countries of operation
Membership of professional associations
Reference details

On receiving the Assessment form JLSC will establish an Agents file, check the accuracy by contacting the Agent and sending an email confirmation. JLSC may check accreditations and references. All results of such checks will be recorded on the Agents file with associated details. If any outcomes of these checks are unfavourable then JLSC will take no further action and advise the Agent they will not be engaging them to provide further services. If all outcomes of initial checks are favourable the Agent will be offered a contract.

Agents Contracts

All Agents appointed by JLSC to provide recruitment services will be asked to enter into a signed contract. This contract will specify the requirements and undertakings of both parties consistent with the requirements of the UK Border Agency National Code. The contract will be signed by both parties and a copy retained in the Agents file.

Communication with Agents

Ongoing and open communications with Agents is regarded by JLSC as a critical part of its successful operation. The Marketing Manager is responsible for such communication and will take every opportunity both in the UK and overseas to ensure that there is regular ongoing communication with its Agents. The Marketing Manager will ensure that such communication is recorded and logged within the Agents file.

Performance Review

The Marketing Manager will prepare an annual report based on an analysis of the Agents file and student survey results, which will include, but not be limited to:

- the number of students provided by the Agent
- the number of students provided by the Agent who have been reported to the UK Border Agency
- comment on student satisfaction
- comment on responsiveness of Agents to communications with JLSC
- areas of improvement required of the Agent

On the basis of this peer review and on the advice of the Marketing Manager JLSC will extend or terminate the Agents contract. As part of extending the contract the Marketing Manager will ensure that all the Agent details held on file are accurate and up-to-date.

ANNUAL AGENT PERFORMANCE REPORT

Date of Report	
Period of Report	
Report prepared by	
Name of Agent	
Number of students provided by Agent during the period	
Number of Students provided by the Agent in the period reported to the UK Border Agency	
Actions taken by Agent from student survey responses	
Overall student satisfaction with Agent	
Responsiveness of Agent to communications with JLSC	
Areas of improvement required of Agent	
Signature of person Preparing report	

FOLLOW UP ACTION

Comment from Marketing Manager	
Advice from JLSC	