

## **065. Policy for the Appointment and Monitoring of Agents**

## 065. POLICY AND CRITERIA FOR APPOINTMENT AND MONITORING OF AGENTS

<b>Policy owner:</b>	<b>Marketing &amp; Partnership Director</b>
<b>Version No.:</b>	<b>2.0</b>
<b>Review cycle:</b>	<b>Annually</b>
<b>Approval route:</b>	<b>Operations Board</b>
<b>Publication route:</b>	<b>External (IFG website)</b>
<b>Latest publication date:</b>	<b>13.02.2026</b>

All agents are expected to represent International Foundation Group (IFG) with honesty, professionalism, efficiency, and transparency.

### **Appointment of agents**

All potential agents are required to complete an agent application form either online or via the form 065 Agent Application Form 2025. The online version is on the IFG website under Agent Resources - [IFG Agent Application Form](#)

Appointment of agents follows the following criteria

1. We require confirmation on the following;
  - a. ownership of organisation
  - b. contact details
  - c. appropriate licence to operate
  - d. suitability premises from which to operate
  - e. knowledge of UK visa regulations
  - f. other institutions either in the UK or other countries represented by the agent
  - g. an overview of their marketing and student recruitment strategy
  - h. conduct details of two educational institutions who can act as references

We also ask that they confirm they will

- i. keep in touch with students after they have been enrolled and monitor their academic progress
- j. keep up to date with current visa regulations
- k. inform IFG of any charges that students make before they enroll at IFG

2. Agents are required to have received training from the British Council and to submit certification showing successful completion of the course. [Become a UK agent or counsellor | British Council](#).
3. If agents are accredited by relevant professional accreditation bodies they are expected to supply certification.
4. Prospective agents should supply at least one reference from institutions who they represent. The College will take up these references and enquire concerning the length they have represented the institution, whether or not the agent operates in a professional and ethical fashion, and success rate in terms of students enrolled in relation to applications received.
5. All agents will be asked to sign an agency agreement and be sent a copy of our code of ethics (which is not required to be returned).

### **Monitoring of agents**

Monitoring of agents will be ongoing and will involve visits to agent's offices by a member of IFG staff where possible and/or virtual meetings to discuss:

- a. Quality of applications received in terms of suitable academic and linguistic ability
- b. Updates on IFG programmes and university partners
- c. Feedback that IFG has received from enrolled students on the assistance and advice given by the agent

Agreements are renewed on a 24 month basis. However, where we believe that an agent has not fulfilled his or her duties in a professional or ethical fashion, the agreement will be terminated

### **Other key points relating to the agreement**

1. Agents should keep themselves fully informed on current immigration laws relating to student recruitment for the UK and market trends
2. All promotional material relating to IFG produced by the agent must first be presented to and approved by the IFG Marketing department
3. Agents are not allowed to issue offer letters on behalf of, or purporting to be from, IFG.
4. Agents are not allowed to take deposits from students in cash or any other form that can be diverted to the agent.
5. Agents must ensure that all prospective students receive the official IFG pre-contract information before they apply or make any financial commitment. This includes programme details, tuition fees, additional costs, refund policies, terms and conditions, and any material information that may affect a student's decision to enrol.
6. Agents must not make any guarantees or assurances regarding admission, visa approval, scholarships, accommodation availability, or progression to partner universities. Agents may only communicate information that has been formally approved or published by IFG.
7. Agents must not use high-pressure sales tactics or coercive practices. Students must be given sufficient time and clear information to make informed decisions without undue influence.

