

Agency Code of Conduct

Scope and Purpose: This Agency Code of Conduct outlines the ethical and professional standards expected of international student recruitment agencies representing Niagara College. It is designed to ensure that Registered agencies operate with integrity, transparency, and in the best interests of students. Adherence to this Code is mandatory for all agencies working with Niagara College, and violations may result in corrective actions, including the termination of the agreement.

Registered agency: Registered agencies are official partners of Niagara College Canada for the purpose of student recruitment.

Principles: As representatives of Niagara College, Registered agencies are expected to provide advising and services that uphold the principles outlined in the Ontario Public Colleges' International Education Standards of Practice (IESP), including:

- **Student-focused:** Prioritize the needs and well-being of students in all actions and decisions.
- **Professional:** Provide accurate information and maintain integrity in all interactions with students, their families, and educational partners.
- **Transparent:** Ensure clear and open communication, enabling students to make informed choices.
- **Collaborative:** Work cooperatively with various stakeholders to support the success of international students.
- **Culturally Sensitive and Responsive:** Recognize and respect the diversity of students and tailor support accordingly.
- **Accountable:** Take responsibility for the role in student success and address issues proactively.

- **Continuous Improvement:** Seek feedback, assess the impact of services, and make necessary adjustments to enhance quality and outcomes.

Standards of Conduct: Registered agencies of Niagara College must adhere to the following guidelines as outlined in the Agency Code of Conduct:

1. Honesty and Accuracy:

- Provide truthful and accurate information about Niagara College's programs and services.
- Ensure marketing and communications are not misleading.

2. Transparency and Professional Conduct:

- Maintain transparent communications with Niagara College and prospective students.
- Conduct interactions professionally, with respect and timely communication.
- Registered agencies must ensure that any collaborating sub-agents are disclosed to and approved by Niagara College, comply with all applicable standards, and receive training using Niagara College-approved materials. The primary agent is responsible for the compliance of their sub-agents. Unauthorized use of sub-agents grants Niagara College the right to terminate the contract.

3. Agency Fee Transparency:

- Registered agencies must clearly disclose all fees, including those for consultation, application, and visa processing.
- Any fees payable to Niagara College must be paid directly by the student or may only be paid through the registered agency with the written consent of the student. Registered agencies are not permitted to collect fees on behalf of Niagara College without explicit consent from the student.

- Collected fees must be used solely for the purposes for which they were intended and not diverted for other uses.

4. Ethical Business Practices:

- Prioritize the best interests of international students and uphold Niagara College's reputation.
- Avoid unethical practices, such as document falsification or fee misrepresentation.

5. Compliance with Laws and Regulations:

- Adhere to Canadian and provincial laws and regulations, including FIPPA (Freedom of Information and Protection of Privacy Act), PHIPA (Personal Health Information Protection Act), and PIPEDA (Personal Information Protection and Electronic Documents Act).
- Agencies representing Niagara College must ensure that any compensated representatives providing services, including immigration advisement, are duly Registered as per legal requirements. Verification of authorization credentials is mandatory for compliance.
- Follow Niagara College policies and guidelines.

6. Agent Training and Monitoring:

- Complete the Niagara College agent training program to stay informed about standards and practices.
- Participate in regular monitoring and evaluation activities to ensure ongoing compliance with this Code of Conduct.

References:

1. [Ontario public colleges' International Education Standards of Practice \(IESP\)](#)
2. https://www.auditor.on.ca/en/content/news/23_summaries/summary_AR_FU_en23.pdf

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3. https://www.auditor.on.ca/en/content/annualreports/arreports/en21/AR_PublicColleges_en21.pdf
4. <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-citizenship-representative/learn-about-representatives.html>