



Education Recruitment Agents Policy

1. Context

Education recruitment agents are commissioned by universities to advise prospective international students on their programmes and to assist them with the application process. Trinity College Dublin, the University of Dublin, herein referred to as Trinity, works with such agents as part of its internationalisation goal to attract students from around the world.

2. Purpose

The purpose of this policy is to provide a framework for transparency and accountability in Trinity's dealings with education recruitment agents, and to ensure ethical business practices from the agents with which Trinity enters into formal arrangements.

3. Benefits

- 3.1 Accurate information helps prospective students and their families to make well informed decisions and supports a smooth transition to University life.
- 3.2 Responsible business practice helps to protect the international reputation of Trinity and the Irish higher education sector.

4. Scope

- 4.1 This policy applies to all contractual arrangements between Trinity and education recruitment agents. It does not relate to arrangements with study abroad providers, who advise and assist students in applying for short-term study placements, for which there is a separate policy.



5. Principles

- 5.1 The interests of minors are protected.
- 5.2 Agents provide information to prospective students that is up-to-date, accurate and honest, in an ethical manner.
- 5.3 Transparent business relationships are developed through written agreements.
- 5.4 Student information is treated confidentially.

6. Definitions

- 6.1 **Education recruitment agents** are individuals or organisations formally commissioned by Trinity to advise prospective international students on its programmes and assist them with the application process.
- 6.2 **The London Statement** is a code of ethics for education recruitment agents, which sets out seven principles for responsible, transparent business practise by agents. It was jointly issued by education officials from the United Kingdom, Ireland, Australia, and New Zealand in 2012.

7. Policy

- 7.1 The Global Relations Office is the principal mediator for Trinity engagement with education recruitment agents. It appoints Regional Officers (based on campus) and Country Advisors (based abroad) as the principal contacts in the region concerned.
- 7.2 Schools may have direct arrangements with agents, and in these cases will nominate their own representatives as the principal contacts.
- 7.3 Before entering into any contract with a prospective agent, a due diligence check will be conducted, to ensure that agents commissioned by Trinity practise responsible business ethics. Checks will be conducted by the principal contact, in consultation with Trinity's Quality Officer.
- 7.4 Contracts between Trinity and agents will include:
 - i) Responsibilities and duties of Trinity and the agent;



- ii) Terms of payment;
- iii) Terms of commission;
- iv) Duration of the arrangement;
- v) Requirements of the London Statement;
- vi) Requirement for periodic review of the agent and the arrangement;
- vii) Termination clause outlining grounds for the discontinuation of the arrangement.

7.5 Contracts will be terminated if it is found that agents have breached the terms of their contract, this policy, the London Statement, or otherwise acted unethically, to the detriment of students and/or Trinity.

7.6 Principal contacts will provide agents with sufficient information for them to properly advise prospective students on life in Trinity. This information will be accurate and up-to-date, and extends from initial orientation to ongoing support. It may include handbooks, prospectuses, policies and regulations.

7.7 Once registered as a student at Trinity, students are subject to the policies and regulations of Trinity.

7.8 Trinity manages student information confidentially, in accordance with national data protection legislation.

7.9 Trinity maintains documentation related to engagement with agents for quality assurance purposes, in accordance with the University's Records Management Policy. This includes records of due diligence checks and periodic reviews.

8. Responsibility

8.1 University-level arrangements with education recruitment agents: Vice-President of Global Relations.

8.2 School-level direct arrangements with education recruitment agents: Head of School.



9. Related Documents

- 9.1 College Ethics Policy
- 9.2 College Record Management Policy

11. Document Control

- 11.1 Approved: 8th June 2016 by Council
 - 11.2 Date of next review: Academic Year 2018/19
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