



# New Agent Application Procedure/Policy

## Related Documents Include:

- Admissions Policy
- Application to Become an Abbey College Partner
- Guardianship Policy

## Legal Status:

- UKVI

## Monitoring and Review

- This policy will be subject to continuous monitoring, refinement and audit by the Principal
- The marketing manager will undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
- The next official date for review is **October 2024**.

## Contents

### 1. Enquiry

- 1.1 – Routes of enquiry
- 1.2 – Enquiry to Application

### 2. Application

- 2.1 – Method of Application
- 2.2 – References

### 3. Approval

- 3.1 – Process of Approval
- 3.2 – Sign-off
- 3.3 – Rejections

### 4. Contract

- 4.1 – Logging of contracts issued
- 4.2 – Sending the contract
- 4.3 – Contract validity
- 4.4 – Contract Expiration
- 4.5 – Definitions of agent status

### Appendix

- A – Agent Application

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------



## 1. Enquiry

### 1.1 – Routes of Enquiry

Enquiries from agents are judged to come from a number of routes. These could be through the mailboxes, through the websites, by telephone, or during an education fair, amongst others. Any enquiry should be passed in the first instance to the Marketing Department, with as much information as possible, including contact details such as email address and telephone if applicable.

### 1.2 – Enquiry to Application

The Marketing Department should use their discretion in deciding whether or not to allow an agent to apply for a contract. Considerations when allowing an application could include: number of agents already working in this market, the potential for the College in this market, the quality of the initial enquiry, the agent's focus and modus operandi, and whether the agent has applied to us before.

## 2. Application

### 2.1 – Method of Application

Once the Marketing Department has decided to allow the agent to apply, a link of the 'Application to become an Abbey College partner' should be sent by email. (Annex A).

The application should be completed in full by the applicant through the website.

### 2.2 – References

The application requires the agent to give two referees. Both referees must be contacted for a reference. If the agent is an approved agent for BBSN (British Boarding Schools Network) they do not need to provide referees as the use of BBSN Approved Agents is within sponsorship requirements as confirmed in May 2023 by the UKVI.

## 3. Approval

### 3.1 – Process of Approval

The Marketing Department should always ensure that references are requested from both referees before approval is given to issue a contract to the new agent, unless they are a BBSN Approved Agent. The Marketing Department should then use the references, and his/her judgement from the answers given to the application, to decide whether or not the agent should be approved and a contract issued.

Should two references be unavailable, the marketing department can decide to issue a contract having had one reference returned, providing a member of staff has personally visited the agent's office to meet them, has met them at an industry-regulated workshop or fair or unless they are a BBSN Approved Agent.

### 3.2 – Sign-off

If the decision is approved, the Marketing Department should then pass the file to the Short Course Manager or Bursar for final approval. The Marketing Manager should ensure all of the company details are recorded electronically on CLASS. A copy of the application, the references obtained (unless they are a BBSN Approved Agent) and a signed copy of the signed contract should also be scanned and saved on CLASS.

### 3.3 – Rejections

If the decision to reject an application is made, the Marketing Department should inform the agent. The method of informing the agent is at the discretion of the Marketing Department.

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------



## 4. Contract

### 4.1 – Logging of Contracts Issued

All new contracts issued should be recorded under their name on CLASS.

When the contract has been signed and returned, a scanned copy of the signature should be saved on CLASS.

### 4.2 – Sending the Contract

The contract should be using the template saved on CLASS, which itself will be updated when issues are raised or when terms change for future use. (See Annex B).

When the contract is returned (and therefore live) the Marketing Department may send a Certificate of Representation to the agent, with their name, territory and date. This will not be done in every case, as the Certificate is primarily for use for promotional purposes.

### 4.3 – Contract Validity

The agents contact will be valid between the dates specified on the front page of the contract but can be extended or renewed at the discretion of the Marketing Department, where agreed by the agent.

### 4.4 – Contract Expiration

It is the responsibility of the Marketing Department to ensure that the contracts that are held for agents are up to date, and that new ones are issued in time when contracts are reaching their expiration date.

Upon receiving a student application from an agent, the Registrar will check the agent's file on CLASS to ensure all of the paperwork is complete and valid. If the agent does not have a copy of the contract, application form and required reference/references (unless they are a BBSN Approved Agent) then they must notify the Marketing Department who will then complete the paperwork before the student's application is processed as coming from that agent.

### 4.5 – Definitions of Agent Status

Agents are defined on CLASS as follows:

#### Prospective:

- Documentation (references and signed contract) pending

#### Active:

- Have an in date agency contract

#### Inactive:

- Former prospective agents who had not returned paperwork (would have been prompted 3 times)
- Have not sent any students in the last 3 years to date

#### Suspended:

- Agents with whom we no longer want to work (and vice versa).

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------



# Appendix A

## Application to Become an Abbey College Agent

### Contact Details

Name of Agency	
Full address, including town/city and state/region	
Postal code (if applicable)	
Country	
Telephone number	
E-mail address	
Skype ID/other social media contacts	
Website	
Name of contact person	
Position/job title	

Produced by: CS Date: 10/01/2016 Checked by: GM Date: 26/10/23 Approved by: MNJ Date: 26/10/23

Abbey College in Malvern Ltd (Number 08661073)

Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4GF

Member of ENGLISH UK, Accredited by the British Council for the teaching of English as a Foreign Language, DfES Reg. No. 8856026



Do you have offices in other locations?  (If yes, please give addresses and contact details, including phone/email if applicable.) Please continue on a separate sheet if necessary.	①	②
--	---	---

## Agency Information

Year of foundation	
Number of staff employed	
Number of students sent to the UK in the last 12 months	<input type="checkbox"/> 0 – 25 <input type="checkbox"/> 26 – 50 <input type="checkbox"/> 51 – 100 <input type="checkbox"/> 101 – 200 <input type="checkbox"/> 200 - 499 <input type="checkbox"/> 500+
Method of advertising  (please select all that apply)	<input type="checkbox"/> Internet <input type="checkbox"/> TV/Radio <input type="checkbox"/> Newspapers <input type="checkbox"/> Presentations <input type="checkbox"/> Fairs <input type="checkbox"/> Mailings
Does your agency produce its own brochure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, how many copies are distributed?	
Do you charge schools for entry into the brochure or website? If so, give details.	

Produced by: CS    Date: 10/01/2016    Checked by: GM    Date: 26/10/23    Approved by: MNJ    Date: 26/10/23



Do you run any of your own overseas educational fairs? Please give details.		
Do you charge separately for visa advice? Please give details.		
Where do you advertise courses? (Please circle all that apply.)	Local	National      International
Are you interested in arranging training for your staff about Abbey College via Skype or other video conferencing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please give details of any approved certification or accreditation which your agency has received (e.g. Approved agency awards, British Council Agent Training etc).		
How did you hear about Abbey College?		
Have you previously met a representative of Abbey College?	<input type="checkbox"/> Yes, Name..... <input type="checkbox"/> No	
Date/place of meeting		
Courses interested in (please select all that apply)	<input type="checkbox"/> Academic (GCSE/IGCSE, AS/A Level, Foundation) <input type="checkbox"/> English All Year	<input type="checkbox"/> Vacation (Summer/Easter) <input type="checkbox"/> Group Courses
Which other UK organisations do you represent?		

## References

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------



Please nominate two schools or institutions (preferably in the UK) that you have previously worked with, to act as your referees (If you are a BBSN Approved Agent then we do not require references).

1) Company Name: .....  
Contact Person: .....

Position: .....

Telephone: .....

Email: .....

Postal Address: .....

.....

How long have you been working with this company? .....

2) Company Name: .....  
Contact Person: .....

Position: .....

Telephone: .....

Email: .....

Postal Address: .....

.....

How long have you been working with this company? .....

**Please indicate which of the following procedures you use to screen potential clients, in order to determine that they are serious students who intend to complete their full course of study overseas. Please tick as appropriate:**

- Consider students' level of English and academic ability (if applicable) before accepting their applications.
- Verify that any existing qualifications presented are genuine.
- Request to see proof of the students' ability to support themselves financially during their course, e.g. bank statements.
- Check visa/travel history as required for UK visa purposes.
- Keep student and parent contact details on file after the student has started the course, and update parents as required during the course.

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------



Please describe any other screening procedures below:

### **Additional information/comments to support your application**

### **Bank Details and Signature**

**What will be the name under which all bank transfers will be made?**

Bank Name:

Branch Name:

Country:

Account Name:

Account Number:

Swift Code:

**This form was completed by:**

Name:

Signature:

Date:

Produced by:	CS	Date:	10/01/2016	Checked by:	GM	Date:	26/10/23	Approved by:	MNJ	Date:	26/10/23
--------------	----	-------	------------	-------------	----	-------	----------	--------------	-----	-------	----------