

International Taura - Contracted Agents

Uepū	Aramātauranga
Owner	Tumuaramātauranga
Approved by	Te Ohu
Date first approved	December 2008
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1.0 Te Pūtake

Te Wānanga o Aotearoa recognises that the proper behaviour and conduct of accommodation and recruitment agents is vital to the well-being of international taura and the reputation of Te Wānanga o Aotearoa.

Te Wānanga o Aotearoa will uphold its values, adhere to the Code of Practice and be guided by the Code Guidelines when contracting Agents.

This Tikanga Whakahaere specifically relates to *Outcome 2: managing and monitoring agents* of the Code of Practice.

2.0 Tikanga Whakahaere

TWoA Values	Principles
Te Aroha Having regard for one another and those for whom we are responsible and to whom we are accountable	2.1. Te Wānanga o Aotearoa will properly select, appoint, induct and monitor the performance of agents, by <ol style="list-style-type: none"> a. carrying out and recording reference checks on potential agents to ensure as far as possible that they have not been involved in any conduct that is false, misleading, deceptive, or in breach of the law; and b. entering into standardised written Agent contracts with each of its agents (which clearly outlines roles, responsibilities, ethical standards, monitoring and complaint and dispute resolution); and c. ensuring that agents have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts.
Te Whakapono The basis of our beliefs and the confidence that what we are doing is right	2.2. Te Wānanga o Aotearoa will select recruitment agents with reference to profile, location, market experience, and quality of service. 2.3. Te Wānanga o Aotearoa will select accommodation agents with reference to experience, references, confirmation of an undertaking to comply with the Code of Practice.

TWoA Values	Principles
	2.4. A written contract must be signed by both agent and Te Wānanga o Aotearoa before any recruitment or accommodation placement of international taura commences.
Ngā Ture The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner	2.5. Te Wānanga o Aotearoa will ensure that agents have access to promotional information, information related to the Code, and any other relevant material, on an ongoing basis, to enable agents to provide (as applicable) international taura with information required as minimum to be received by international taura under the Code of Practice.
Kotahitanga Unity amongst iwi and other ethnicities, standing as one	2.6. Te Wānanga o Aotearoa will monitor and regularly review the performance and conduct of agents, including the use of feedback from international taura, sector and government stakeholders, to ensure that agents are fulfilling their contractual and other obligations under the Code of Practice. 2.7. Te Wānanga o Aotearoa will investigate all allegations or complaints, against or related to agents involving any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; and or any unethical behaviour; and/or conduct which may jeopardise compliance with the Code of Practice. 2.8. Te Wānanga o Aotearoa will terminate contracts with agents if there is evidence suggesting that those agents or their subcontracted agents have: <ul style="list-style-type: none"> a. been involved in any serious, deliberate, and ongoing conduct that is false, misleading, deceptive, or in breach of the law; or b. jeopardised the compliance of Te Wānanga o Aotearoa with the Code of Practice, or c. not acted in with integrity and professionalism towards prospective international taura.

3.0 Whanuitanga

This tikanga whakahaere applies to all Governance and Kaimahi of Te Wānanga o Aotearoa.

4.0 Whakamāramatanga

These are the definition of terms that are used throughout the document.

Term	Description
Agents	For the purposes of this Tikanga Whakahaere, Recruitment Agents and or Accommodation Agents

Term	Description
Code of Practice	Education (Pastoral Care of International Students) Code of Practice 2016
Code Guidelines	Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 - Tertiary
Dispute Resolution Scheme (DRS)	International Student Contract Dispute Resolution Scheme established under section 238J of the Education Act 1989.
Ethical standards	For the purposes of this Tikanga Whakahaere, those outlined under <i>Outcome 2: Managing and monitoring agents</i> of the Code Guidelines.
International Taura	An international student as defined by section 238D of the Education Act 1989, being person who is not then a domestic student and in relation to a provider, means an international student enrolled by the provider.
Provider	For the purposes of this Tikanga Whakahaere, Te Wānanga o Aotearoa.
Recruitment Agents	A person, body or organisation, acting on behalf of a provider or signatory, and includes a subcontracted agent, involved in the identification and or recruitment of potential international taura, whether individually or in a group, or in an overseas market or in New Zealand.
Accommodation Agents	A person, body or organisation, acting on behalf of a provider or signatory, and includes a subcontracted agent, involved in managing or assisting in the placement of international taura, whether individually or in a group, in appropriate accommodation.

5.0 Ngā Hononga

The following tikanga whakahaere applies to this tikanga whakahaere:

- International Taura – Safety and Well-being
- International Taura – Payment, Protection and Refund of Fees
- International Taura – Grievance and Dispute Resolution
- International Taura – Insurance
- International Taura – Accommodation
- International Taura – Emergency and Critical Incidents

The following documents apply to this tikanga whakahaere:

- Education Act 1989
- Education (Pastoral Care of International Students) Code of Practice 2016
- Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 – Tertiary
- Procedure Reference??