St Matthew's Collegiate School's Expectations of Agents:

1. St Matthew's Collegiate School expects that the agent has read and understood the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). The Code may be viewed here: https://www2.nzqa.govt.nz/tertiary/the-code/

2. St Matthew's Collegiate School expects that the agent has read and understood the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (the London Statement of Principles). This may be viewed here: https://www.enz.govt.nz/assets/Uploads/ENZ-Agents-London-Statement.pdf

3. In accordance with the Code and London Statement, St Matthew's Collegiate School expects:
   - the agent to conduct themselves ethically and professionally when representing St Matthew's Collegiate School
   - all information provided about St Matthew's Collegiate School to families to be current, correct and honest
   - full financial costs to be disclosed to the student and the family, with transparency about what fees are charged by agents in addition to school fees
   - clear information to be provided about the education on offer
   - the agent to give advice to prospective students and parents to ensure they have a full understanding of St Matthew's Collegiate School before committing to enrolment
   - the agent to support the student to obtain a visa, and not to be party to any fraudulent practice or documentation
   - the agent to make every effort to ensure the student's visa application is submitted promptly to ensure that they are able to commence their enrolment on time
   - the agent to introduce and recommend individuals who are academically and financially qualified for admission to St Matthew's Collegiate School
   - the agent not to engage in any false, misleading or deceptive conduct or otherwise contravene any of St Matthew's Collegiate School's obligations under the Code
   - the agent to facilitate communication between St Matthew's Collegiate School and the parents of student enrolled with us by the agent, responding promptly to requests for assistance by St Matthew's Collegiate School, and accurately conveying communication between parents and school staff

4. Immigration New Zealand (INZ) requires education agents and licensed immigration advisors to disclose their involvement with student visa applications. The school will disclose agent details on student offers of place as per INZ requirements. Agent performance is monitored by INZ, and the school's expectation is that agents will comply with these requirements.

St Matthew's Collegiate School Commits to:

1. St Matthew's Collegiate School will provide the agent complete and up-to-date information regarding the programmes, course structure, fee schedules, admissions policies and other important aspects to assist in the proper counselling of prospective students. At its own expense, St Matthew's Collegiate School shall provide the agent with adequate stocks of prospectuses, information leaflets, application forms and other promotional materials.

2. St Matthew's Collegiate School shall answer any enquiries and send all correspondence and related documents to the agent promptly.

3. St Matthew's Collegiate School will pay commissions as agreed in the written agreement with the agency within four weeks of the student starting school. Payments will be made only on receipt of invoice, which must include the student's name, date of birth, year level and start date of enrolment.