

ARDEN UNIVERSITY QUALITY ASSURANCE DOCUMENT QA 45 – AGENT APPROVAL, MONITORING AND MANAGEMENT PROCEDURE (including PROGRESSION AGREEMENT)

Introduction

The purpose of this document is to provide a set of procedures for the approval, monitoring and management of UK and international *agents (progression agreements)* at Arden University. These procedures are designed to ensure that responsibilities are clearly documented and that standards are maintained and enhanced in accordance with Arden University's Regulatory Framework and reference to; UK Quality Code, Advice and Guidance: Admissions, Recruitment and Widening Access; British Council - Good Practice Guide for Education Representatives; and UKVI.

Definition

Agent:

- An organisation who is contracted to recruit students on behalf of Arden University for their undergraduate and/or postgraduate distance learning (DL) and/or blended learning (BL) programmes or apprenticeship provision. An agent is not an academic partner.

Agent arrangements can be either:

- marketing - an organisation which delivers marketing communications and/or acts in an advisory capacity to support student recruitment to Arden University programmes.

and/or

- referral – an organisation which acts to refer applications or groups of applications to Arden University for admission to a programme of study. Referral *agents* have no ongoing role in supporting progression and are only permitted to publish pre-approved marketing materials relating to Arden University programmes.

Progression Agreement:

An arrangement whereby a partner institution (normally an education organisation) refers students from a specific programme of study, delivered and assessed in English (except where agreed otherwise from the University) by the partner institution for consideration of admission to a programme of study at Arden University (including 'top-up' degree). *Progression agreements* can include entry with or without advance standing but will not guarantee entry onto a University programme.

Progression agreements will include a mapping of the syllabus and learning outcomes to ensure achievement of the previous award (including English Language requirements) is equivalent to those expected or the student would have achieved on receiving the programme of study at the University. *Progression agreements* without advance standing will only allow application for entry to the first year of study on a University programme. The partner approval procedure for a *progression agreement* is similar to that for an *agent*.

The Approval and Management Process

There are nine key stages (please see appendix 1) involved in the approval and management process for *agents (progression agreements)*, namely:

1. Proposal and Initial Commercial Appraisal
2. Due Diligence
3. Review and Approval by Head of Quality (Partnerships) and Legal Team. If a cause for concern is identified, then the proposal would be forwarded to the Registrar and Chief Operating Officer for assessment and approval. The consideration and approval of *progression agreements* will be undertaken directly by Partnership Committee.
4. Report to Partnership Committee (acting on behalf of Academic Board)
5. Written Agreement
6. Update of the Agent Register (and Collaborative and Partnership Register for *progression agreements*)
7. Report to UKVI (if applicable)
8. *Agent (progression agreement)* Training and Operation
9. Ongoing Monitoring and Review

These processes apply to all enquiries from prospective *agents* irrespective of whether those enquiries are unsolicited or have been elicited either directly or via promotional/marketing activity.

Stage 1. Proposal and Initial Commercial Appraisal

It is the responsibility of Deputy Vice Chancellor International/Director of International Office and Business Development Director, to respectively undertake an initial appraisal of the recruitment opportunity and business case for the *agent* appointment (*progression agreement*), using QA 45 Agent (inc. Progression Agreement) Proposal Form and where required the Progression Agreement Supplementary Form, (please see appendix 2).

The appraisal of *agents (progression agreements)* will include an assessment of:

- scale and nature of business expected to be undertaken; markets, programmes and profile of potential students
- current operations, including location of office(s), number of staff, marketing initiatives and the application advisory service and support
- track record and experience of working with UK HE institutions
- projected numbers
- access route to higher education programmes (*progression agreements*)

Stage 2. Due Diligence

All *agent* arrangements (*progression agreements*) are subject to a due diligence process, using QA 45 Form 2 – Agent Application Form (inc. Progression Agreements) (please see appendix 3) to ascertain legal and reputational risk. The due diligence of *agents* (*progression agreements*) will include a review of:

- legal standing (including group structure and beneficial ownership)
- conflict of interest
- owner identity, PEP and sanctions checks
- organisation and professional profile (including website, social media profiles, news and publications)
- understanding of student recruitment in the UK
- business references
- a basic evaluation of premises for UK *agents* (only where Arden University branding is requested, and potential students will be entering agent offices)
- curriculum mapping and awarding body quality audit report (*progression agreements*)

Any organisation entering into *agent* (*progression*) agreement with Arden University must be a legal entity operating in accordance with all the applicable laws, statues regulations and codes of the country in which they operate. In the case of an individual operating as a sole trader, that individual must satisfy the necessary laws for sole trader operation within the country in which their business operates. This means that the organisation or person should be registered with the appropriate authorities within their country and operating in accordance with the laws relating to a company or a sole trader.

The organisation must also have permission from the relevant authorities to deliver the services that it is contracted to undertake with Arden University. Appropriate documentation will be sought to evidence the legal standing and stability of the organisation as part of the due diligence. The *agent* (*progression agreement* partner) must also declare any conflicts of interest in relation to other partners or individuals working with their organisation.

For UK *agents* only, additional consideration will be carried out if agent premises are planned to receive potential students on Arden University's behalf and where onsite Arden University branding has been requested. The Head of Quality (Partnerships) can decide to conduct a site visit of agent premises (prior to approval) by an appropriate member of staff from Arden University, or a third-party acting on behalf of Arden University. In the case of a third-party, the Registrar and Chief Operating Officer will be consulted to assure that the individual undertaking a site visit, is appropriately qualified and experienced to make a judgment against what would be reasonable expected to maintain Arden University standards.

Stage 3. Review and Approval by the Head of Quality (Partnerships) and Legal Team

The Head of Quality (Partnerships) or nominee and Legal Team will make an appraisal of the proposal and due diligence and decide whether to approve, using the Agent/Progression Agreement Approval Criteria Checklist (please see appendix 4). Approval will be granted where the Head of Quality (Partnerships) and Legal Team are assured an agent can deliver a recruitment service at a similar high standard to the University. In the event a cause for concern is identified then the proposal would be forwarded to the Registrar and Chief Operating Officer for a decision or Partnership Committee

Where a potential agent is deficient in a certain area of provision and it can be rectified, then advice and guidance will be given to address problem areas within a specified timescale.

The consideration and approval of *progression agreements* will be undertaken directly at Partnership Committee. A *progression agreement* will recognise the award a student receives at a partner institution but will not guarantee a place onto an Arden University programme. The proposal for a *progression agreement* will need to outline the academic fit between the partner institution and Arden University programmes.

In the circumstance an agent or progress agreement include additional arrangements or terms then approval will also be sought from Arden University Executive.

Stage 4. Report to Partnership Committee (acting on behalf of Academic Board)

All agent approval decisions will be reported to Partnership Committee and where required an overview of the proposal and rationale for the decision provided.

Stage 5. Written Agreement

A written agreement will be developed from a University template, with roles and responsibilities clearly set out and agreed before any *agent (progression agreement)* arrangement commences. The agreement will be approved by the General Legal Counsel (or nominee) and signed by the Chief Finance Officer. The agreement will include:

- financial details
- minimum student numbers
- legal aspects
- duration period
- expectations and behaviour norms
- approval of marketing collateral (where permission is granted)

The duration of agent agreements will be for three years and extended on a continual basis unless, any cause for concern is identified following ongoing commercial assessments and/or annual monitoring.

Stage 6. Update Agent Register (and Collaborative and Partnership Register for *progression agreements*)

Once the signed agreement is signed by both parties and saved as a formal record by the Head of Quality (Partnerships) or nominee, the Agent Register will be updated. The Agent Register may also be featured on the University website and will detail the full name of the agent and country of registration. Similarly, the Collaborative and Partnership Register will be updated on approval of a *progression agreement*.

Stage 7. Report to UKVI (if applicable)

In accordance with para 7.2 Student Sponsor Guidance (Document 2), details of *agents* assisting with the recruitment of international student to the University's UK study centres will be provided to UKVI via EducatorsHelpdesk@homeoffice.gsi.gov.uk. The updated list of relevant *agents* will be submitted to the UKVI each quarter by the Head of Quality (Partnerships) or nominee.

Stage 8. Agent (progression agreement) Training and Operation

Agents (*progression agreement* partners) will be provided with initial training via a Skype or face-to-face session to ensure accurate and effective promotion of the University and agreed programmes. Training will include:

- an overview of the University
- agreed programme information
- entry requirements and documentation
- application submission process
- UK HE regulatory understanding and legal requirements
- where relevant Student Route visa training
- University standards and quality expectations
- approval, review and monitoring processes
- marketing approval process

Agents will also receive on-going training and support from the University via the Agent Guidelines and a dedicated University contact, to ensure the student experience at recruitment meets University standards.

Stage 9. Ongoing Monitoring and Review

Agent agreements will be subject to an annual monitoring review, on the following aspects:

- continued legal registration
- authorisation of written information displayed by *agents* inc. website, social media and all marketing collateral
- verbal information given by *agents* on admissions advice via call recording (where possible) or the Student –Recruitment and Onboarding Survey
- *agent* professionalism with spot checks and third-party activity

In addition, there will be on-going commercial assessment on the following aspects:

- number and quality of applications
- student performance and progression

Similarly, an annual review of *progression agreements* will be undertaken by the Partnership Committee with explicit reference to student performance and management or termination of the agreement.

Termination

Both the *agent* and the University are entitled to terminate the agreement at any time during the Initial Term and any Renewal Term by giving not less than one months' written notice to the other party.

Upon termination, the *agent* will receive a termination letter from the University. The termination letter will request that the *agent* ceases all marketing and recruitment immediately. Where the University's marketing materials have been provided to an *agent* the *agent* will be asked to ensure that all such materials are destroyed or returned to the University within 7 days of the termination date.

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The University will cease to accept any further introductions of prospective student by the *agent* from the termination date and any remaining commission payments would be subject to the terms of the agreement.

Both the University's and the agent's obligations regarding commission and payment, confidentiality, data protection, indemnification, limitation and exclusion of liability, and insurance shall continue in force following the termination of the agreement.

Arden University may also terminate the agreement with **immediate** effect by giving written notice to the *agent* if:

- The *agent* commits a material breach of any term of the agreement which is irremediable or (if such breach is remediable) fails to remedy that breach within fourteen (14) days after being notified to do so;
- The *agent* repeatedly breaches any of the terms of the agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of the agreement;
- The *agent* suffers an Event of Insolvency;
- The *agent* suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;
- There is a change of control of the *agent* (within the meaning of section 1124 of the UK Corporation Tax Act 2010);
- The *agent* repeatedly fails to comply with the terms of the Agents Guidelines with respect to responsibilities, restrictions, processes and expected quality of students;
- In the University's reasonable opinion, the *agent* does anything which brings or could bring Arden University into disrepute or does anything which damages or could damage the reputation and goodwill of Arden University, or acts in a way that is materially adverse to the interests of Arden University.

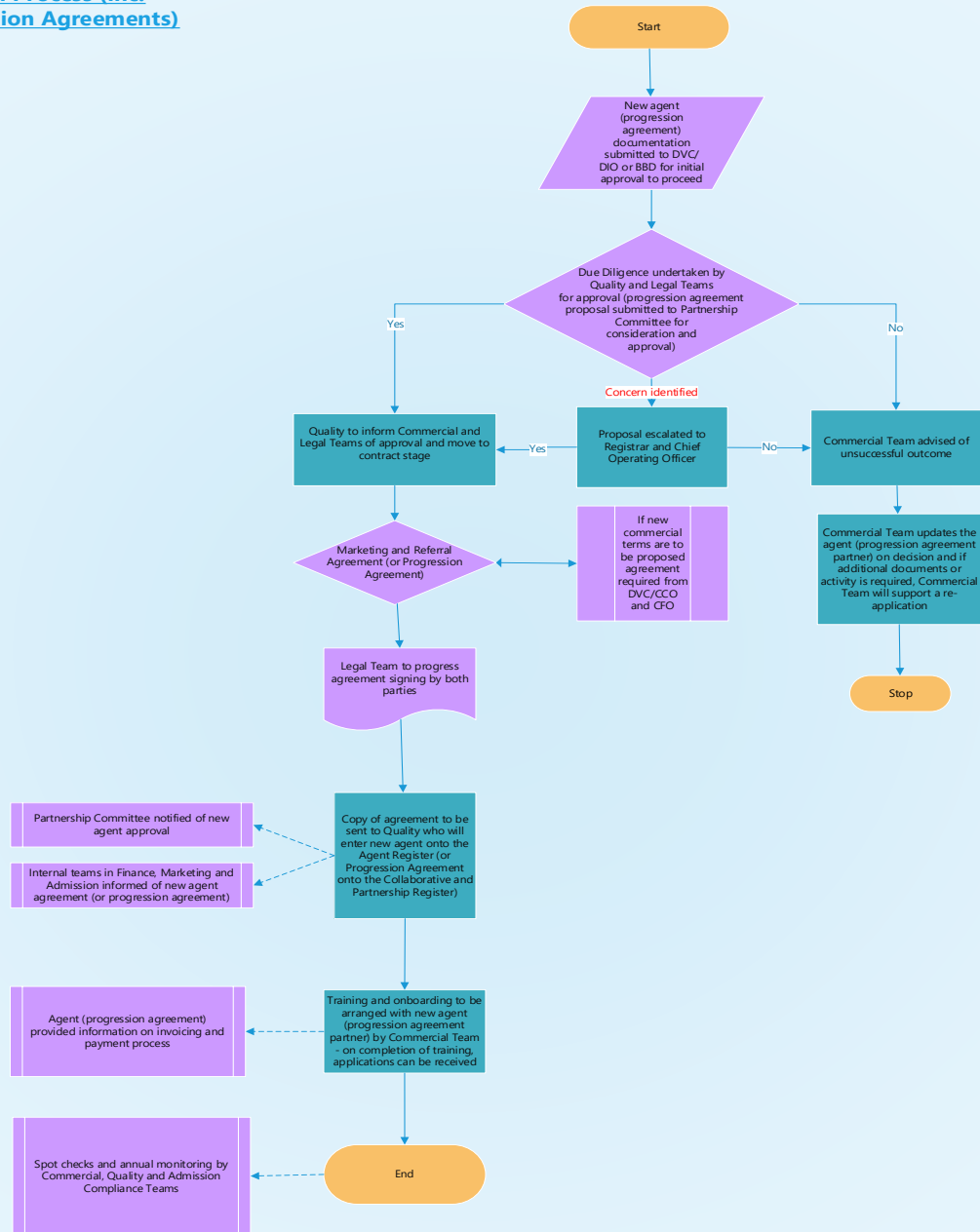
Additionally, where an *agent* is no longer a valid company or is no longer permitted to trade by law or any certificates or licenses it holds to be a valid company become invalid, the agreement will automatically terminate with immediate effect.

An immediate termination decision would be undertaken by the Registrar and Chief Operating Officer and all relevant stakeholders would be informed. The *agent* would normally be issued with a termination letter within 24-hours and must cease all marketing and recruitment immediately. An investigation would be undertaken by the University to ensure the appropriate handling of students and areas for resolution. The University would not be under any obligation to share the findings of an internal investigation with the *agent*.

Similarly, in the event the University or *progression agreement* partner decide to end an agreement, then the termination would be carried out in line with the terms and conditions of the agreement.

Policy Name:	Agent (inc Progression Agreement) : Approval, Monitoring and Management Procedures
Policy Reference:	QA 45
Approval Authority:	Quality & Standards Committee
Last Approved:	May 2022
Responsible SMT Lead:	Cathy Shaw, Academic Registrar
Responsible Department:	Academic Affairs
Policy Contact:	Jazz Lall, Head of Quality (Partnerships) (jlall@arden.ac.uk)
Review Frequency:	3 years

Appendix 1
UK, SR, Apprenticeship and
International Agent
Approval Process (inc.
Progression Agreements)



Appendix 2

QA 45 Agent (inc. Progression Agreement) Proposal Form

The BD should undertake preliminary checks before submitting an agency (progression agreement) proposal form. This can include:

- bankruptcy or criminal conviction checks on shareholders and directors
- assurance the agency has a valid business certificate/licence to operate
- identification of any occasion the agency had their business certificate/licence revoked
- a check if any shareholder or director has been identified as a ‘Politically Exposed Person’
- a check the agency is not subject to any ongoing litigation

This shared information will help the University undertake further investigation where required and allow BDs to reconsider agency proposals should a **major concern** be uncovered. Please not, preliminary checks by BDs are not required for progression agreement proposals.

1.	Agency (progression agreement partner) proposal nominated by:	Name: Title: Represented Region (if applicable):		
2.	Name of proposed agency (progression agreement partner):	Registered name: Click or tap here to enter text. Trading name: Click or tap here to enter text.		
3.	Main agency (progression agreement partner) address:			
4.	Type of recruitment:	DL (UK and International) <input type="checkbox"/> BL (UK) <input type="checkbox"/> BL (International) <input type="checkbox"/> Student Route <input type="checkbox"/> Apprenticeship <input type="checkbox"/> EU <input type="checkbox"/>		
5.	Please indicate if agency (progression agreement partner) premises are of a suitable and professional standard?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If no, please state what concerns have been identified and advice/action agreed with the agency (progression agreement partner)? Please click here to add details		
6.	Please indicate if the agency (progression	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		

	agreement partner) website is of a suitable and professional standard?	If no, please state what concerns have been identified and advice/action agreed with the agency (progression agreement partner)? Please click here to add details
7.	Please provide any information you found during preliminary checks on the agency	
Rationale for Proposal:		
8.	Please outline the key benefits (in bullet points) of working with the proposed agency (progression agreement partner)?	
	<ul style="list-style-type: none"> • 	
9.	Please outline current activity of the proposed agency (progression agreement partner) . What are the current aims and operations of the proposed agency (progression agreement partner) ? Click or tap here to enter text. What other HEIs/institutions does the agency (progression agreement partner) currently work with? Click or tap here to enter text. What is the annual recruitment (enrolment) numbers achieved by the agency (progression agreement partner)? Click or tap here to enter text. What is the visa success rate at the proposed agency (only applicable to Student Route agents)? Click or tap here to enter text. What is the estimated annual recruitment number proposed by the agency (progression agreement partner) for Arden University? Click or tap here to enter text.	

10.	Please indicate the level of perceived risk in working with this agency (progression agreement partner)
	<p style="text-align: center;"> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> </p> <p>Please provide any further information you feel should be considered on this agency (progression agreement partner) proposal:</p> <p>Please click here to add details</p>

For Official Use Only:

Decision	Signed by	Date:
Choose an item.	Choose an item.	Click to enter a date.

Progression Agreement Supplementary Form

Please complete the following information for programmes linked to a progression agreement:

1. Name of proposed progression agreement partner	
2. Address of proposed progression agreement partner	
3. What is the partner programme and level linked to the progression arrangement?	
4. What is the Arden University programme and level linked to the progression agreement?	
5. Is any curriculum mapping required?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Curriculum mapping undertaken by	Name: Title:
7. Please provide brief details of curriculum mapping	
8. Will students entering from partner programme need to undertake any additional requirements for equivalent level and volume of relevant learning prior to progression?	Choose an item. If so, please provide details:
9. When will the first intake start for progression arrangement?	
10. Please give brief details of any financial arrangements associated with this progression (e.g. discounted fees, commission etc)	

Appendix 3

UK and Student Route Agent Application Form (inc. Progression Agreement and Apprenticeships)

Please provide a copy of your company certification of incorporation/registered business licence with this form.

By completing this document, you understand and agree that your status as a UK or Student Route Agent for Arden University is **not automatically guaranteed**. Arden University must first undertake its due diligence on you and your company. Arden University reserves the right to not enter into an agreement where a UK Agent fails to fulfil University requirements during the due diligence process. Please note, Arden University will preserve the confidentiality of all information provided in this form.

Company Profile

1. Company legal registered name as stated on the certificate of incorporation certificate/registered business licence	Click or tap here to enter text.
2. Company trading name	Click or tap here to enter text.
3. Is your organisation a limited company/sole trader/partnership/other (please state)	Click or tap here to enter text.
4. If you are a sole proprietor or partnership, please provide your tax registration number and a copy of your passport	Click or tap here to enter text.
5. Company registered address as stated on the certificate of incorporation/registered business licence	Click or tap here to enter text. Please attach a copy of your in-date certificate of incorporation with this form.
6. Current trading address (if different from company registered address)	Click or tap here to enter text.
7. If your business is a limited company, please confirm the shareholders names, dates of birth, nationality and percentage of ownership within the business	Click or tap here to enter text.
8. Company telephone number	Click or tap here to enter text.

9. Company website address	Click or tap here to enter text.
10. Company social media pages	Click or tap here to enter text.
11. Key company contact details	<p>Full name: Click or tap here to enter text.</p> <p>Job title: Click or tap here to enter text.</p> <p>Phone number: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p>
12. Please confirm all Director details	<p><u>Director 1:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p><u>Director 2:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p><u>Director 3:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p>(Please add further fields as required)</p>
13. Is your company engaged in any other business activities other than student recruitment?	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please provide brief details: Click or tap here to enter text.</p>
14. How many members of staff do you employ?	Number of staff: Click or tap here to enter text.
15. Please list all branches/offices that you operate from	Click or tap here to enter text.

<p>16. Please provide details of any agent/agent accredited training or registration undertaken by your company (e.g. British Council Training, RoATP or UKVI)</p>	<p>Name of accreditation/training/registration: Click or tap here to enter text.</p> <p>Registration or certificate number: Click or tap here to enter text.</p> <p>Copy of certificate provided:</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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Insurance

<p>17. Insurance certificates</p>	<p>Does your company have the following insurance certificates?</p> <p>Public Liability Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Employer Liability Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Professional Indemnity Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Cyber Insurance Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please provide copies with this form.</p>
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Business Operations

<p>18. Do you charge prospective students?</p>	<p>For an advisory service: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please state amount: Click or tap here to enter text.</p> <p>For application support: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please state amount: Click or tap here to enter text.</p>
<p>19. Please list any other services you offer prospective students</p>	<p>Click or tap here to enter text.</p>
<p>20. Do you already have any known connections with Arden University? (e.g. someone in your company works or will work for Arden University).</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please provide details: Click or tap here to enter text.</p>

Standards - UK Regulation

<p>21. Do you provide a Privacy Policy, Privacy Notice, Data Protection Policy or similar to prospective students, or is this available on your website?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please provide a copy with this form or the website link:</p> <p>If not, please outline the data protection measures undertaken by your company: Click or tap here to enter text.</p>
<p>22. Do you have awareness and knowledge of UK Bribery Act 2010?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>23. Do you have awareness and knowledge of the UK Modern Slavery Act 2015?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>24. Do you have awareness and knowledge of the UK Prevent duty?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

References

Please supply the name and contact details of two referees from institutions for whom you act as an agent in student recruitment (**preferably UK HEIs**).

	Referee 1	Referee 2
Company name	Click or tap here to enter text.	Click or tap here to enter text.
Contact name	Click or tap here to enter text.	Click or tap here to enter text.
Job title	Click or tap here to enter text.	Click or tap here to enter text.
Address	Click or tap here to enter text.	Click or tap here to enter text.
Telephone Number	Click or tap here to enter text.	Click or tap here to enter text.
Contact Email Address	Click or tap here to enter text.	Click or tap here to enter text.

Thank you for completing this form, please ensure where necessary you include the following documentation:

Company certification of incorporation/registered business licence	Yes <input type="checkbox"/> No <input type="checkbox"/>
Agent/agent accredited training certificate (if available)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Relevant insurance certificates	Yes <input type="checkbox"/> No <input type="checkbox"/>
Privacy policy or website link	Yes <input type="checkbox"/> No <input type="checkbox"/>

Supplier Account Details

In the event your application is successful, to avoid any unnecessary delays please complete the following accounts details:

Please provide your company registration or licence number	Click or tap here to enter text.
Please provide your tax registration number	Click or tap here to enter text.
Please provide your company turnover for the previous year	Click or tap here to enter text.

Please note Arden University terms

Arden University operates a purchase order requisition (POR) system and only invoices supplied with a POR number will be processed for payment. To avoid invoices automatically being placed on hold please do not accept an order without a POR from an Arden University representative. All purchase invoices are paid electronically via BACS transfer.

Bank Account Details

Please submit all invoices to: Purchase Ledger Department, Arden University, Arden House Middlemarch Park, Coventry CV3 4FJ. Email: pledger@arden.ac.uk Telephone: 024 7651 5700. **Arden will pay only UK bank charges and are not responsible for any charges your bank applies. ***Arden will only pay commission to a bank account which is in the name of the individual or company specified above in this form.

Name of your accounts contact	Click or tap here to enter text.
Position	Click or tap here to enter text.
Email address	Click or tap here to enter text.
Telephone number	Click or tap here to enter text.

Please complete the following:

Beneficiary name	Click or tap here to enter text.
Bank name and address	Click or tap here to enter text.
Sort code	Click or tap here to enter text.
Account number	Click or tap here to enter text.

Declaration:

Signed by	
Position in company	
On behalf of (company name)	
Date	

To be completed by the Finance Team at Arden University

Name of person requesting work	Click or tap here to enter text.
Is the supplier performing a contracted service? If yes, please describe why this needs to be performed by a contractor	Click or tap here to enter text.
Average annual spend	Click or tap here to enter text.
Value of contract	Click or tap here to enter text.
Renewal terms (please specify) annual / quarterly / monthly / one off?	Click or tap here to enter text.
Brief description of service/work	Click or tap here to enter text.
Signed by (Requestor) and date	Click or tap here to enter text.
Approved by (HOF), signed and date	Click or tap here to enter text.
Management signed and date	Click or tap here to enter text.

International Agency Application Form (inc. Progression Agreement)

Please provide a copy of your company certification of incorporation/registered business licence with this form. If your certification or licence is not in English, then please ensure a translated copy (using an official translation service) is provided.

By completing this document, you understand and agree that your status as an International Agent for Arden University is **not automatically guaranteed**. Arden University must first undertake its due diligence on you and your company. Arden University reserves the right to not enter into an agreement where an International Agent fails to fulfil University requirements during the due diligence process. Please note, Arden University will preserve the confidentiality of all information provided in this form.

Company Profile

25. Company legal registered name as stated on the certificate of incorporation certificate/registered business licence	Click or tap here to enter text.
26. Company trading name	Click or tap here to enter text.
27. Is your business a limited company/sole proprietorship/partnership or other (please state)	Click or tap here to enter text.
28. If you are a sole proprietor or partnership, please provide your tax registration number and a copy of your passport	Click or tap here to enter text.
29. Company registered address as stated on the certificate of incorporation certificate/registered business licence	Click or tap here to enter text.
30. Company trading business address (if different from company registered address)	Click or tap here to enter text.
31. If your business is a limited company, please confirm the shareholders names, dates of birth and their percentage of ownership within the business	Click or tap here to enter text.

32. Company telephone number	Click or tap here to enter text.
33. Company website address	Click or tap here to enter text.
34. Company social media pages	Click or tap here to enter text.
35. Key company contact details	<p>Full name: Click or tap here to enter text.</p> <p>Job title: Click or tap here to enter text.</p> <p>Phone number: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p>
36. Please confirm all Director details	<p><u>Director 1:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Nationality: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p><u>Director 2:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Nationality: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p><u>Director 3:</u></p> <p>Full name: Click or tap here to enter text.</p> <p>Date of birth: Click or tap here to enter text.</p> <p>Nationality: Click or tap here to enter text.</p> <p>Email address: Click or tap here to enter text.</p> <p>(Please add further fields as required)</p>
37. Is your company engaged in any other business activities other than student recruitment?	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please provide brief details: Click or tap here to enter text.</p>

38. How many members of staff do you employ?	Number of staff: Click or tap here to enter text.
39. Please list all branches/ offices that you operate from	Click or tap here to enter text.
40. Please provide details of any agent accredited training undertaken by your company (e.g. British Council Training or UKVI)	Name of accreditation / training: Click or tap here to enter text. Copy of certificate provided: Yes <input type="checkbox"/> No <input type="checkbox"/>

Business Operations

41. Do you charge prospective students?	<p>Solely for an advisory service: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please state amount: Click or tap here to enter text.</p> <p>Solely for application support: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so, please state amount: Click or tap here to enter text.</p>
42. Please indicate what other services are offered by your company for which you may or may not charge. Please select from the following:	
<input type="checkbox"/> Interviewing facilities on premises <input type="checkbox"/> Pre-departure briefing meetings for students <input type="checkbox"/> Assistance with students' visa requirements (if applicable) <input type="checkbox"/> Assistance with students' travel arrangements <input type="checkbox"/> Other, please give details: Click or tap here to enter text.	
43. Do you know of any other connection you may already have with Arden University? (e.g. someone in your company works or will work for Arden University).	Yes <input type="checkbox"/> No <input type="checkbox"/> If so, please provide details: Click or tap here to enter text.
44. Do you use sub-agents to support recruitment activity?	Yes <input type="checkbox"/> No <input type="checkbox"/>

	If yes, please provide the names of the sub-agent used: Click or tap here to enter text.
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Standards – UK Regulation

45. Do you have awareness and knowledge of UK Bribery Act 2010	Yes <input type="checkbox"/> No <input type="checkbox"/>
46. Do you have awareness and knowledge of the UK Modern Slavery Act 2015?	Yes <input type="checkbox"/> No <input type="checkbox"/>
47. Do you have awareness and knowledge of the UK Prevent duty?	Yes <input type="checkbox"/> No <input type="checkbox"/>
48. Do you have awareness and adherence to data protection regulation and laws operating in the UK or within your own country?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide a copy of your Privacy Policy or Data Protection Policy

Insurance

49. Where applicable in-country, please confirm whether you possess the following insurance certificates (or domestic equivalent): Note: please attach a copy of all relevant insurance certificates.	1. Public Liability Insurance <input type="checkbox"/> 2. Employers' Liability Insurance <input type="checkbox"/> 3. Professional Indemnity Insurance <input type="checkbox"/> 4. Cyber Insurance <input type="checkbox"/>
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References

Please supply the name and contact details of two referees from institutions for whom you act as a representative in student recruitment (**preferably UK HEIs**).

	Referee 1	Referee 2
Company name	Click or tap here to enter text.	Click or tap here to enter text.
Contact name	Click or tap here to enter text.	Click or tap here to enter text.
Job title	Click or tap here to enter text.	Click or tap here to enter text.

Address	Click or tap here to enter text.	Click or tap here to enter text.
Telephone Number	Click or tap here to enter text.	Click or tap here to enter text.
Contact Email Address	Click or tap here to enter text.	Click or tap here to enter text.

Thank you for completing this form, please ensure where necessary you include the following documentation:

Company certification of incorporation or registered business licence	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If sole proprietor or partnership, a copy of your passport	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Agent accredited training certificate (if available)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Relevant insurance certificates	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Supplier Account Details

In the event your application is successful, to avoid any unnecessary delays please complete the following accounts details:

Please provide your company registration or licence number	Click or tap here to enter text.
Please provide your tax registration number	Click or tap here to enter text.
Please provide your company turnover for the previous year	Click or tap here to enter text.

Please note Arden University terms

Arden University operates a purchase order requisition (POR) system and only invoices supplied with a POR number will be processed for payment. To avoid invoices automatically being placed on hold please do not accept an order without a POR from an Arden University representative. All purchase invoices are paid electronically via BACS transfer.

Bank Account Details

Please submit all invoices to: Purchase Ledger Department, Arden University, Arden House Middlemarch Park, Coventry CV3 4FJ. Email: pledger@arden.ac.uk Telephone: 024 7651 5700. **Arden will pay only UK bank charges and are not responsible for any charges your bank applies. ***Arden will only pay

commission to a bank account which is in the name of the individual or company specified above in this form.

Name of your accounts contact	Click or tap here to enter text.
Position	Click or tap here to enter text.
Email address	Click or tap here to enter text.
Telephone number	Click or tap here to enter text.

Please complete the following:

Swift number	Click or tap here to enter text.
Account number	Click or tap here to enter text.
IBAN number	Click or tap here to enter text.
Currency of account	Click or tap here to enter text.
Beneficiary name	Click or tap here to enter text.
Bank name and address	Click or tap here to enter text.

Declaration

Signed by	
Position in company	
On behalf of (company name)	
Date	

To be completed by Finance Team at Arden University

Name of person requesting work	Click or tap here to enter text.
Is the supplier performing a contracted service? If yes, please describe why this needs to be performed by a contractor	Click or tap here to enter text.
Average annual spend	Click or tap here to enter text.
Value of contract	Click or tap here to enter text.

Renewal terms (please specify) annual / quarterly / monthly / one off?	Click or tap here to enter text.
Brief description of service/work	Click or tap here to enter text.
Signed by (Requestor) and date	Click or tap here to enter text.
Approved by (HOF), signed and date	Click or tap here to enter text.
Management signed and date	Click or tap here to enter text.

Appendix 4

Agent/Progression Agreement Approval Criteria Checklist (UK, Apprenticeship and Student Route) - adapted where required for international agents

Name of Agent/Progression Agreement Partner:

Criteria:	Assessment Method	Requirement	Sufficient Evidence	Lead	Comments
<u>Organisation overview and profile</u> <i>indication of an organisation's business image, competencies and approach</i>	<ul style="list-style-type: none"> Adequate completion of the Agent proposal form and application form 	Mandatory	Choose an item.	Quality	
	<ul style="list-style-type: none"> Adequate location and office frontage via Google Maps (for UK Agents only) 	Preferred	Choose an item.	Quality	
	<ul style="list-style-type: none"> Adequate website in terms of overall presentation (inc. level of English), accuracy of content and secure link (for UK Agents only) 	Mandatory	Choose an item.	Quality	

	<ul style="list-style-type: none"> Adequate website compliance with Companies Act 	Mandatory	Choose an item.	Quality	
<u>Legal and professional standing</u> <i>to illustrate an organisation's adherence to minimum legal and professional standards</i>	<ul style="list-style-type: none"> Confirmation of company registration Creditsafe Summary 	Mandatory	Choose an item.	Legal	
	<ul style="list-style-type: none"> Companies House filing search (for UK Agents only) 	Mandatory	Choose an item.	Legal	
	<ul style="list-style-type: none"> Director review (inc. PEP and sanction check) 	Mandatory	Choose an item.	Legal	
	<ul style="list-style-type: none"> Shareholder review (inc. PEP and sanction check) 	Mandatory	Choose an item.	Legal	

	<ul style="list-style-type: none"> Confirmation of all necessary insurance 	Mandatory	Choose an item.	Quality	
	<ul style="list-style-type: none"> Confirmation of Privacy Policy 	Mandatory	Choose an item.	DPO	
<u>Ethics, Standards and Integrity</u> <i>to provide an insight into an organisation's business conduct</i>	<ul style="list-style-type: none"> Has the Agent completed any sector recognised training (e.g. British Council)? 	Preferred	Choose an item.	Quality	
	<ul style="list-style-type: none"> Confirmation of two satisfactory business references (ideally from other UK HEIs) 	Mandatory	Choose an item.	Quality	
	<ul style="list-style-type: none"> Confirmation of Tier-4 and visa regulation knowledge (if applicable) 	Mandatory (for BL international Agents)	Choose an item.	Quality	
<u>Premises (only applicable for UK Agents, where there will be onsite Arden</u>	<ul style="list-style-type: none"> Premise available for duration of agreement 	Mandatory	Choose an item.		

<u>University branding and applicants will enter Agent premises)</u> <i>to illustrate an organisation's duty of care, level of responsibility for health and safety and adherence of obligations and standards as expected by the University</i>	<ul style="list-style-type: none"> • Fire Safety 	Mandatory	Choose an item.		
	<ul style="list-style-type: none"> • Disabled access - if not met then a full statement of how the obligation would be fulfilled by the organisation 	Preferred	Choose an item.		Please provide details of any alternative provision:
	<ul style="list-style-type: none"> • First Aid 	Preferred	Choose an item.		
	<ul style="list-style-type: none"> • Safeguarding • Health and Safety Policy 	Preferred	Choose an item.		

Due Diligence Summary:

Comments:

Approved by: Choose an item.

Approved on: Click or tap to enter a date.