

CODE OF CONDUCT

Recognised Agency

Purpose

All agencies who have been appointed by Education New Zealand (ENZ) as an ENZ 'Recognised Agency' are required to adhere to this Code of Conduct.

London Statement of Principles

New Zealand is a signatory to the London Statement of Principles. The Principles promote best practice among the education agents and consultant professions that support international students. All agencies must comply with the following ethical principles:

ETHICAL PRINCIPLES

PRINCIPLE 1	Agents and consultants practice responsible business ethics.
PRINCIPLE 2	Agents and consultants provide current, accurate and honest information in an ethical manner.
PRINCIPLE 3	Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.
PRINCIPLE 4	Agents and consultants protect the interests of minors.
PRINCIPLE 5	Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.
PRINCIPLE 6	Agents and consultants act professionally.
PRINCIPLE 7	Agents and consultants work with New Zealand and providers to raise ethical standards and best practice.

Privacy Act 1993

Agencies must comply with the requirements of the New Zealand Privacy Act 1993. This includes (but is not limited to) complying with the information privacy principles, which are summarised here.

The full text of the Privacy Act 1993 is available <u>here.</u>

Complaints Process

The complaint procedure process for all agencies who have been appointed by ENZ as a Recognised Agency is overleaf.

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COMPLAINTS PROCESS ENZ RECOGNISED AGENCY

(*note full details of the review process are set out in the Agreement)

RECEIVE COMPLAINT

Complainant advises ENZ of complaint by email at_agenthelp@enz.govt.nz

ACKNOWLEDGMENT AND PRELIMINARY ASSESSMENT

- A. ENZ advises complainant and agency of receipt of complaint;
- B. A preliminary assessment is undertaken by ENZ; and
- C. ENZ advises complainant and agency whether it will proceed with an investigation.

NO FURTHER ACTION

- A. ENZ determines to take no further action;
- B. ENZ advises complainant and agency that it will take no further action and the reason why (e.g. if a complaint is considered frivolous or vexatious, if a significant amount of time has elapsed since the event complained about or if ENZ considers the issue has been appropriately dealt with).

COMPLAINT NOT UPHELD

- ENZ Complaints Committee finds the agency has acted consistently with the Code of Conduct and standards expected by ENZ; and
- B. ENZ advises complainant and agency of the finding.

ASSESSMENT

 ENZ advises complainant and agency of this decision and invites both parties to provide information relating to the complaint to the ENZ Complaints Committee. ENZ will advise the

ENZ determines to undertake an assessment;

- Complaints Committee. ENZ will advise the complainant and agency of the timeframe for responses (which will be proportionate to the scope and complexity of the complaint as determined by ENZ); and
- C. The ENZ Complaints Committee assesses the complaint and all information provided.

COMPLAINT UPHELD

- A. ENZ Complaints Committee finds the agency has acted inconsistently with the Code of Conduct and standards expected by ENZ and determines action to be taken (this many include revoking the agency's appointment as an ENZ Recognised Agency and/or referral to external agencies); and
- B. ENZ advises complainant and agency of the finding.

ACTION

ENZ takes appropriate action against the agent/agency.