

Agent's Commitment

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

| | |
|---------------------------------|--|
| Functional Category: | Operations |
| Parent Policy: | Agent Relationship Management – Operational Document |
| Approval Date: | June 8, 2021 |
| Effective Date: | June 8, 2021 |
| Procedure Owner: | NorQuest International |
| Procedure Administrator: | Manager, International Recruitment |

Agent's Commitment: (Towards their Clients (Prospect Students) and NorQuest College)

- 1.1 The Agent at their sole cost and expenses, will recruit and refer prospective International Students to the College for application and admission to and enrolment in programs offered by the College.
- 1.2 The Agent shall ensure that all prospective International Students meet the qualifications and satisfy requirements for admission to the College and comply with all existing deadlines and administrative procedures established by the College.
- 1.3 The Agent shall promote the College to International Students as a well-established and respected institution of learning.
- 1.4 The Agent must make sure that students' full legal name and contact information is correctly entered in the application in ApplyAlberta so that students obtain all log-in information to the student's MyMail and MyQuest account after applying. The Agent may not provide their office's email address or fake email address in the application.
 - 1.4.1 We cannot share student information with agents until AUTHORIZATION FOR RELEASE OF STUDENT INFORMATION is shared with college. The Authorization for Release of Student information form can be emailed to Admissions@norquest.ca after applying through ApplyAlberta.
 - 1.4.2 if an agent will be making any decisions on a student's behalf (e.g. to select an alternate program choice if they are waitlisted) that the student needs to complete and submit the 3rd Party Authorization form
- 1.5 Agents must encourage students to check their MyMail account and participate in all College events, especially the ones that are scheduled prior to the term start date (Orientation).

- 
- 1.6 Agents must inform the students, if they have previously applied to NorQuest College, that they should always use the same Alberta Student Number and login information for their MADI/ApplyAlberta account. (If they create a new Alberta Student Number, this will result in a duplicate ID number in our system, and will slow down processing for the student considerably). To look up the existing ASN, please visit the **<https://learnerregistry.ae.alberta.ca/Home/StartLookup>**
 - 1.7 The Agent shall encourage students to enrol in their courses as EARLY as possible when registration opens. They should also, share course registration information in time with student, if they are assisting student with this.
 - 1.8 Agent should inform the student the tuition & fees are subject to change each academic year and vary between courses and programs. Tuition and fees provided on the offer letter are best estimates as known at the time of issuing the letter.
 - 1.9 Agents must check whether the program includes a practicum or work component, and encourage a student to apply for a co-op work permit together with a study permit, if applicable in their situation.
 - 1.10 All information regarding the College provided by the Agent to International Students must be current, accurate and complete. Also, Agents are liable for any information provided by their sub-agents.
 - 1.11 The Agent shall neither promise nor give any assurances to prospective International Students concerning acceptance of any application or admission into any program offered by the College, as this can be confirmed only by the Office of the Registrar.
 - 1.12 The Agent shall inform all International Students of the refund policy and enrolment deadlines (add/drop dates) established by the College in respect of which the College shall provide up-to-date information to the Agent as requested.
 - 1.13 The Agent shall not be responsible for the International Student's academic performance or personal behaviour while the International Student is attending the College.
 - 1.14 The Agent shall clearly inform all International Students that the College has no obligation whatsoever to accept any application from or admit any individual whether qualified as an International Student

**NorQuest College's
Commitment**
(towards their Agents)

- 1.15 Agents are expected to do mandatory agent training within two months of signing agent agreement. Also, Agents are responsible to do yearly follow up training and an annual performance review meeting.
- 1.16 The College shall inform and **provide the Agent with current program and course information, brochures, promotional materials, tuition and fees policy and share application process relevant to the recruitment of International Students.** We will support our partners by providing **Agent training session and do promotion activities**, so they can recruit well informed students.
- 1.16.1 **Use of NorQuest College Logo** – Agents shall request for permission from NorQuest International when using the College's logo for promotional purposes such as printing it on flyer for fairs, promotional banners, etc.
- 1.17 The College shall inform and provide the Agent with the current and relevant Rules as well as the **current refund policy and enrolment deadlines** established by the College in respect of International Students.
- 1.18 **NorQuest College processes applications** based on the date when transcripts are received for evaluation. **Processing times vary depending on numbers of applications received.** We make every effort to process in date order so as to ensure a fair and consistent process for all applicants. We sometimes prioritize applications for an upcoming term as they are more urgent (e.g. Fall 2021 applications may be prioritized over Winter 2022 applications).
- 1.18.1 To **check the updated current processing time**, you can visit the [Contact Admission page](#) and select "my application"
- 1.19 **Agents can contact the following areas for further inquiries on their client's application** or if they have to connect with any areas of the college:
- .1 Admissions@norquest.ca – can email regard application status, submitting official documents, study permit
 - .2 International@norquest.ca – can email regarding immigration concerns



- .3 International.recruitment@norquest.ca-
Prospective International student advising
- .4 Enrolment@norquest.ca – can email regarding
student’s enrolment status and withdrawal from
program
- .5 sf@norquest.ca – to get consolidated fee receipt
- .6 ar@norquest.ca – to check status on tuition fee
refund status.

Disclaimer:

The College shall not be responsible, and shall have no liability for any information provided or representations made by the Agent or any other party in any manner whatsoever relating to the College’s information, programs, services or in respect of any other matter.

June 2023

Next Review Date: