

## How to Change or Nominating an Agent? (Student's guide)

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

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

### Overview:

It is a student's responsibility to inform NorQuest College if they want to change or nominate an agent at any stage of their application process. All international students requesting a change of agent or nominating an agent **MUST** first submit an [Authorization for Release of Student Information](#), and these documents can be emailed to Admissions at [Admissions@norquest.ca](mailto:Admissions@norquest.ca)

If you prefer NorQuest College to share information with your agents, we would recommend that you submit the Authorization for Release of Student Information form.

Actions taken by Agents on behalf of you (their client) when an **Authorization for Release of Student Information** form is submitted:

- Admission status, including Official Offer of Acceptance letters
- Enrolment status
- Educational progress
- Financial information relating to payment of tuition and fees or funding
- Educational documentation (e.g. transcripts submitted, results of transcript / testing assessments, etc.)
- Email / written communications (strictly pertaining to admission/enrolment to a program)

In an event you would like your agent to **act** on your behalf, then you may also submit the Third-Party Authorization form.

Actions taken by Agents on behalf of you (their client) when a **Third-Party Authorization Form** is submitted:

- Submitting documents in support of your application for admission
- Cancelling your application for admission
- Make an alternate program selection if you do not qualify for your first program of choice

- Drop classes or withdraw from your program of study
- Add or swap classes on your timetable

Also, please note that at these 4 stages of your application which are mentioned below, you can either request for an agent change or you are not eligible for an agent change

**Note:**

- Out of Country Applicants: Students can change their agents up until the time that they are issued a study permit
- Out of Country Applicants: Students can change or nominating an agent representative in between their application process
- In country Applicants: Students can change their agent up until the time their program starts.
- Current Students: Student can hire different agent representative when applying for new program.
  - Students that are planning to reapply to NorQuest College and are also changing or nominating a different agent in the same process, must ensure that the same information is used as they had used in ApplyAlberta the first time that they had applied to avoid duplicate IDs
    - Be sure to use your existing MyAlberta Digital ID account. If you do not remember the password, use the 'forgot your username or password?' option
    - Make sure your full legal name and Alberta Student Number are the same as when you applied previously (Do not create a new Alberta Student Number)

Next Review Date:

June 2023