NORQUEST COLLEGE

Education Agent Commitment

Purpose

This document outlines the responsibilities and expectations of international education agents (agents) who recruit and support prospective international students applying to NorQuest College. These commitments promote ethical recruitment, accurate information, student choice, and compliance with College requirements and the applicable International Recruitment Agreement (agreement).

> Relationship to the agency agreement: This document provides operational guidance. If it conflicts with the signed agency agreement or an applicable College policy or procedure, the agreement, policy, or procedure governs.

1. Ethical Recruitment and Representation

- Recruit and refer prospective international students at the agent's own cost and in accordance with the agreement.
- Represent NorQuest College accurately, professionally, and respectfully.
- Provide students with current, accurate, complete, and transparent information about programs, admission requirements, tuition and fees, deadlines, refunds, enrolment, and available services.
- Do not promise admission, a study permit, a scholarship, employment, permanent residence, or any other outcome that only NorQuest College or another authority can determine.
- Clearly inform students that NorQuest College is not obligated to accept an application or admit an applicant.
- Accept responsibility for information and representations made by employees, representatives, or sub-agents acting on the agent's behalf.

Marketing and College Materials

- Obtain written permission from NorQuest International (NQI) before using the College's name, logo, trademarks, images, or other College-owned materials for promotional purposes.
- Use only current, approved College materials and remove or update outdated content promptly when requested.

2. Student Information and Authorization

- Enter the student's full legal name, personal email address, and personal phone number accurately in the Virtual Application System (VAS).
- Do not use an agency email address, fabricated email address, or other contact information in place of the student's personal information.
- Ensure the student receives and retains access to their VAS, MyMail, and MyQuest accounts.
- Protect student personal information and use it only for authorized recruitment and application-support purposes.

Consent and Third-Party Authorization

NorQuest College cannot share student information with an agent or accept instructions from an agent unless the student has provided the appropriate authorization.

- Use the Consent to Release Information and/or Third-Party Authorization Form.
- Complete the Consent to Release Information section when the student authorizes the College to share information with the agent.
- Complete the Third-Party Authorization section when the agent will provide instructions or make authorized decisions on the student's behalf, such as selecting an alternate program.

- Respect the scope and duration of the student's authorization

3. Application Integrity and Admissions

- Review the applicable program page and help the student understand current academic, English language, non-academic, practicum, and age requirements.
- Ensure applications and supporting documents are complete, accurate, authentic, and submitted by the applicable deadlines.
- Do not alter, fabricate, omit, or misrepresent information or documents.
- Do not advise a student to conceal previous education, refusals, immigration history, or other material information requested in an application.
- Acknowledge that the Office of the Registrar determines admission and that processing times may vary based on volume, complexity, and file completeness.

Existing Accounts and Duplicate Records

- Students who previously applied should use their existing VAS account, Alberta Student Number, and login information where applicable.
- Do not create a duplicate student account or identifier.
- If VAS displays a duplicate-record message or the student cannot access an existing account, contact Admissions at admissions@norquest.ca.

4. Student Guidance and Continuing Responsibilities

- Explain that tuition and fees may change by academic year, course, or program and that amounts shown in an offer letter are estimates based on information available when the letter is issued.
- Explain applicable tuition deposit deadlines, enrolment deadlines, add/drop dates, and refund requirements.
- Encourage students to monitor VAS, MyMail, and MyQuest regularly and respond promptly to College communications.
- Encourage participation in orientation and other pre-arrival or pre-term activities.
- Where a program includes a practicum or work component, advise the student to review whether a co-op work permit may be required and to seek appropriate immigration guidance.
- Share course-registration information promptly and encourage early registration where the program requires self-enrolment.
- Do not assume responsibility for a student's academic performance or personal conduct while the student attends NorQuest College.

5. Training, Quality, and Oversight

- Complete mandatory initial agent training within two months of execution of the agreement and before receiving access to the College's Virtual Application System (VAS).
- Complete required refresher training and participate in periodic performance reviews.
- Keep staff and sub-agents who support NorQuest applicants informed of current College requirements.
- Cooperate with College monitoring, quality-assurance, complaint-resolution, and corrective-action processes.
- Promptly disclose material errors, suspected fraud, conflicts of interest, or conduct that may affect a student or the College.

Compliance: Material misrepresentation, misuse of student information, fraudulent documentation, unauthorized use of College branding, or other serious or repeated breaches may result in corrective action, suspension, or termination under the agency agreement and applicable College processes.

6. NorQuest College Commitments

NorQuest College will support authorized agents by:

- providing current information about admissions, programs, tuition and fees, deadlines, refunds, enrolment, and relevant processes;
- providing required training and operational updates;
- processing applications through established College procedures and communicating status information through VAS, MyQuest, MyMail, or other approved channels; and
- responding to agent inquiries through the appropriate College contact.

7. Contacts

Contact	Use for
Messages through VAS	Questions or information related to a specific client application
admissions@norquest.ca	Existing VAS accounts, duplicate records, and admissions-related assistance
International@norquest.ca	General international inquiries
International.Recruitment@norquest.ca	Prospective-student and recruitment inquiries
Enrolment@norquest.ca	Enrolment status and program withdrawals
Tuition Payments	Information on how to make a tuition payment. For assistance contact: support@paymytuition.com
ar@norquest.ca	Status of tuition-fee refund requests

8. Agent Acknowledgement

By carrying out recruitment or application-support activities for NorQuest College, the agent confirms that they understand and will comply with these commitments, the agreement, and applicable College policies, procedures, and instructions.