



Cambridge Melchior College

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Agents' Training Policy

1. Cambridge Melchior College's Marketing Office undertakes to provide for accepted and contracted agents an information pack detailing the College's procedures and to provide information needed by the agent for the successful promotion of the College.
2. The agent will be required to attend any in-country training that is made reasonably available to the agent by the College. This is to ensure that the quality of provision and representation of the College and its recruitment processes are maintained.
3. Agents will be trained to assist international students with placement, registration and admissions.
4. Agents will be trained in the College's enrolment process, particularly in that they will make an initial assessment of a student's suitability for their selected programme. In making the initial assessment, the agent will have special regard to the following factors: previous qualifications/experience, programme entry requirements, English Language proficiency, visa status and financial means. After an initial assessment, the application will be finally assessed by the College and a decision will be made as to whether or not to accept the student at the College.
5. Agents will be trained in communicating to prospective students that the College will only assign Certificates or Letters of Sponsorship to those students who, to the best of the College's knowledge, meet the requirements of UKVI as specified in the regulations concerning immigration, and who are likely to meet the conditions of their permission to enter or stay in the UK.
6. Agents will be trained to instruct applicants from overseas that they must comply with UKVI policies particularly in respect of attendance; notification of change of contact details and/or personal circumstances; and satisfactory progress at the College during their period of study. They must make students aware that they (students) must give good reasons along with supporting evidence for absence which will be accepted only if the College finds them genuine and convincing, **and that 10 consecutive occasions of unauthorised absence or an overall attendance rate of less than 90% will be reported to UKVI.**
7. Agents will be trained to instruct applicants from overseas that the College will keep copies of all students' passport pages showing personal details (including biometric information), leave stamps and immigration status documents, including evidence of entitlement to study in the UK and the period for which they have permission to stay. The College will update these records as required. They must let students know that it is their (the students') responsibility to ensure that they notify the College immediately if there is any change of contact details or any other change in their personal circumstances.

8. Agents will be trained to instruct applicants from overseas that they must provide details of their next of kin at the time of application and notify the College immediately should there be any change pertaining to their next of kin.
9. Agents will be trained to instruct applicants from overseas that the College will report to UKVI if any student fails to enrol on their programme within the enrolment period.
10. Agents will be trained to instruct applicants from overseas that the College will report to UKVI if any student discontinues their studies. This includes deferrals of study.
11. Agents will be trained to instruct applicants from overseas that the College will report to UKVI if there are any significant changes in students' circumstances e.g. if the length of a programme shortens.
12. Agents will be trained to instruct applicants from overseas that if the College receives any information that suggests a student is breaching the conditions of their stay, UKVI will be notified immediately.
13. Agents will be trained to instruct applicants from overseas that students at the College will only be allowed to re-sit examinations or repeat any part of their course up to twice per individual examination, unit or module.
14. Agents will be trained to instruct applicants from overseas that all courses at the College will lead either to an approved qualification or to a College certificate.
15. Agents will be trained to instruct applicants from overseas that the College will assess whether or not a prospective student meets the financial (maintenance) requirements in accordance with UKVI regulations.
16. Agents will be trained to instruct applicants from overseas that if staff at the College discover that a student has supplied false information or documents to support his/her application for admission to the College, his/her admission will be terminated and UKVI will be notified immediately.
17. Agents will be trained to assist students in defining specific educational goals, career paths and preferences for programmes and qualifications, programme fees, financial budgets, and other student-related criteria.
18. Agents will be trained in order for them to be able to provide information about student life in the United Kingdom to international students, to introduce them to the United Kingdom's multicultural environment and to draw their attention to opportunities for higher education.
19. The duties of an agent are:
 - a. To understand the academic ability, preferences and goals of the student.
 - b. To determine the most appropriate study programme for the student.
 - c. To map out a possible educational and training path for their student.
 - d. To monitor the student's progress and determine whether they are on course for successful completion of the academic programme, including whether their goals and priorities have changed.

20. Appropriate discussions and training will be provided by the College so that all our agents are able to perform the above-mentioned duties to the best of their ability, while reflecting the provision of the College honestly and knowledgeably.

Documents made available by the College for the purpose of agent training:

1. Policy and Procedures relating to Student Admissions and Enrolment
2. Policy and Procedures for the Handling of Deposits, Fee Payments and Refunds
3. Programme entry requirements
4. Higher Education Routes or career pathways after successful completion of the course of study
5. Information on accommodation (can be found in Pre-arrival Pack)
6. Information on British culture and student life in the UK (can be found in Pre-arrival Pack)