



A student guide to choosing an education agent



A GOOD EDUCATION AGENT WILL HELP YOU TO:

- STEP 1** Decide which Navitas destination is the best for your study goals
- STEP 2** Understand what course options are available
- STEP 3** Identify institutions that meet your academic and lifestyle preferences
- STEP 4** Apply to your chosen institutions
- STEP 5** Gather and submit the documents you need for your visa
- STEP 6** Prepare to come and study at a Navitas college or campus

Navitas is required to conduct due diligence on all education agents prior to engaging their services. This ensures that the agencies meets our high standards of quality and integrity.

For a list of all approved representatives, please refer to the 'Agent List' on our college/campus websites.

Use this checklist to identify good quality education agents:

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| Do the agent offices/staff seem professional and friendly? | ✓ |
| Is the education agent listed on the Global network of ICEF accredited agencies? https://www.icef.com/ias-directory/ | ✓ |
| If you know where you want to apply, is the education agent listed as an official representative on the Navitas college/campus website? | ✓ |
| What are other students saying about the education agent on social media? Note: Even the best agent can't make everybody happy but this will help you decide if they are right for you. | ✓ |

Here are some questions to ask that will help you select a good education agent:

| Questions | What you should expect from the education agent |
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| Can you tell me about the education opportunities offered in my preferred Navitas destination? | A well-trained agent will explain the education system in your preferred destination, the different regions of the destination and the colleges/campus they represent. They should give you a good understanding of the many options open to you across all Navitas colleges and campuses |
| Do you comply with the respective National Code of Conduct for Education Agents for the destination that I am seeking admissions to? | They should know what the legislation is and show you a copy. Familiarise yourself with the National Code to see how your education agent is doing. |
| Are you paid a commission by the schools/colleges/universities that you promote? | Most schools/colleges/universities pay a commission for the agent to represent them, and this covers the agent's operating costs, so the answer will usually be 'yes'. Regardless of whether the agent is paid a commission or not, they should give you high-quality and unbiased advice. |
| Do you charge any fees? Please can you provide me with a list of all potential fees, what they are for, and when they are expected? | Agent fees are typically covered by the school/college/university, but education agents may charge fees for some additional services. They should be clear with you at the start of the process if they will charge you any fees and what they are for. If you are unsure you may check with the institutions that you plan to apply to. |
| Are you licensed to act as an education agent? | Agents do not require a licence to recruit students to our colleges but agents operating in your country may require a local licence. Do your research beforehand to find out if this applies in your own country. This may include checking with your government's education department. |
| Are you a licensed immigration advisor? | There are many good education agents that are not licensed immigration advisors. They are still experts that can help you with your student visa application. It is important that you receive clear and accurate advice as the wrong immigration advice could have serious consequences. In the UK licensed advisors will be registered with the Office of the Immigration Services Commissioner (OISC) or the Law society, in Canada licensed advisors will be registered with the College of Immigration and Citizenship Consultants (CICC) or the Canadian provincial or territorial law society, and whilst in Australia licensed advisors will be registered with Migration Agents Registration Authority (MARN) or a qualified legal practitioner. Check with government sources in your own country and beware of trusting unverified information such as online forums. |
| Can I speak to a former student of yours who is currently studying at a Navitas college or campus? | Most education agents keep in touch with the students they place. Speaking to them can be a useful way to find out about their experiences. |
| Will you offer me any additional support after I arrive in the country I am studying in? | Some education agents offer additional help after you arrive, e.g. providing visa updates, accommodation support, etc. |

Remember, where and what you study is your decision.

Education agents are there to help you make an informed decision. Not to decide for you. Be open to any ideas they may suggest but remain firm about what you want. If you believe that you are not receiving the best service, contact Navitas or the college/campus you are applying to and ask them to investigate your complaint. Seek suggestions for an alternative Navitas approved education agent. Similarly, if you have had a good experience support other students by recommending them and providing reviews.



Your education agent should not offer to hold money, apply for or offer loans or make fee payments on your behalf, please contact Navitas or the college you are applying to if this occurs.