

# Global Application and Mobility Ecosystem



**FREQUENTLY**  
Asked Questions





### Are we an Agency?

Are we an Agency? No, we are not an Agency nor do we endorse them. We are an independent website providing institutions a total solution to streamline and automate international student recruitment process.

### Who are the agents listed on **Uniagents.com?**

The UniAgents global agent community consists of more than **9000 educational consultants** from over **100 countries** offering services to students like educational counseling, university/institution selection, study visa assistance, immigration assistance, overseas work permit and other services related to educational consultants.



# How can UniAgents help in Marketing and Promotions ?

With UniAgents, you can enhance your marketing efforts with more customized and relevant information. By registering on UniAgents, you receive more visibility on our portal. All Institutions on UniAgents will have an Institution Profile on the UniAgents portal, which can be viewed by a Million Students, Agents and other visitors globally.

To learn more about how you can market and promote your institution using UniAgents, please visit:  
<http://www.uniagents.com/ins-marketing/index.php>



## How can UniAgents help in connecting you to Agents?

UniAgents supports an effective platform with which you can connect with a million registered students and **9000+ agents** from over **100 countries**.

- 1.) All registered agents can search and contact institutions from their agent account and send institutions interests/enquiries to represent them. The registered institutions from their account can manage these interests/enquiries and then appoint them.
- 2.) The institutions can subscribe for different subscription plans and receive benefits as per the subscription plan. There are limitations in contacting the number of agents in each plan.

To learn more about subscription plans, please visit  
<http://www.uniagents.com/ins-marketing/subscription-plan.php>

## How to Subscribe?

When you have decided upon your subscription plan, please fill in your personal information: <http://www.uniagents.com/ins-marketing/buy-now.php>

Once your information is submitted you will receive an invoice along with implementation sheet within 2 working days and a key account manager will be in touch with you.

# How to Upgrade ?

If you want to upgrade your account, select the subscription plan and fill in your personal information. Once your information is submitted you will receive an invoice along with implementation sheet within 2 working days and a key account manager will be in touch with you.

## What do you get in a free trial?

You receive access to our system for a total of 7 days . The 7 days free trial allows you to:

- Add/View marketing material (soft copies of brochures/leaflet) which will be visible on your UniAgents institution profile and could be useful for agents and students
- Add/View and Track History of applications.  
\*\*This feature will be deactivated after 7 days of free trial
- Manage Interests from Agents and direct Online Enquiries from Students
- Add/View courses and manage intakes which will be visible on your UniAgents institution profile and could be useful for agents and students
- Find 5 agents from a database of 9000+ agents and view their profile and contact information and appoint them  
\*\*This feature will be deactivated after 7 days of free trial
- Download easy to understand CSV excel reports  
\*\*This feature will be deactivated after 7 days of free trial
- Add and View Users / Application Administrator and assign agents to them  
\*\*This feature will be deactivated after 7 days of free trial



# What is a Basic Account?

A Basic Account is available for the full amount of **99\$ per month**. This includes the most basic features of our system. This Account is ideal for institutions with experience in international student recruitment looking to add a limited amount of international students from specific regions.

# What is an Advanced Account?

An Advanced Account is available for the full amount of **299\$ per month**. This includes the most advanced features of our system. This Account is ideal for institutions with a varying degree of experience in international student recruitment looking to add a larger amount of diversified students.

# What is a Personalized Account?

A Personalized Account is only available to certain institutions for an estimated fee of **899\$ per month**. This Account is ideal for institutions looking for an easy assurance of international student recruitment.

**For more information on Subscription plans, please check:**

<http://www.uniagents.com/ins-marketing/subscription-plan.php>

To see if you are eligible, please fill in:

<http://www.uniagents.com/ins-marketing/assured-targets-eligibility.php>

## How long does it take before I start seeing results?

The system can only start after the delivered implementation sheet has been approved and our expert team does the necessary market research. Afterwards, we recommend you a minimum duration of how quickly you can see the results through UniAgents. On average it takes a minimum of 3 months before you see results.

Alternatively you can subscribe for the personalized account where we will appoint one dedicated account manager on behalf of institution who will liaise with all agents and will be responsible to achieve the targets.

## What is the minimum duration of subscription plan?

The minimum duration of each subscription plan is **12 months**.

# How many students will I get if I contact 50 agents a month?

UniAgents is a technology that connects you to 9000+ educational agents from over 100 countries and brings efficiency and effectiveness in your international student recruitment process. In order to get the maximum out of it, you need to maintain a healthy relationship with potential agents and make sure to contact them as proactively and frequently as possible. If possible, don't be shy and visit their office for on spot admissions.

We do not commit the number of students, except if you are subscribed to a Personalized Account, but we can assure you that through UniAgents you will achieve a peak in your international student recruitment numbers per intake or year.

## Is it important to sign a contract with each agent you appoint on UniAgents?

It's advisable to have a binding legal agreement / contract before you appoint an agent through UniAgents. UniAgents is not liable for commission and representation arrangements.



## What is this monthly promotion?

The monthly promotion is a special newsletter promotion, which is sent on a monthly basis to all registered agents every month. For institutions with a Basic account we include their details in the newsletter sent to agents in 35 preselected countries as prescribed by institution. In Advanced and Personalized account, we send their details to all registered agents in over 100 countries.

## Which reports are available on UniAgents?

The advanced reporting mechanism of UniAgents allows you to analyze your data in a meaningful and easy to understand CSV-excel format. UniAgents provides you a feature to download vital reports and information of each activity in an excel format. With UniAgents you can generate Application Reports, Agent Reports, Application Administrator and other User Reports, Payment Reports, Assessment Reports and CSV Reports.



### What do the Basic Reports show ?

The Basic Reports allows you to download CSV excel reports of Agents, Application Administrator, Application Forwards and CSV Downloads.

### What do the Advanced Reports show ?

The Advanced Reports allows you to download CSV excel reports of each activity of your recruitment process which includes generating Application Reports, Agent Reports, Application Administrator and other User Reports, Payment Reports, Assessment Reports and CSV Reports. Using our advanced search toolbar you can use various filters and can download desired information like Course wise and Intake wise reports.

### Can a Basic Account still do screening & assessment through the system ?

No, the feature of assessment and screening of applicant is only available in Advanced and Personalized account. Assessments are a vital part of determining student knowledge. UniAgents provides you with a feature to conduct online assessment and screening of students applying to an institution.

### How is the dashboard customized?

At UniAgents we believe that marketing analysis, no matter the size or type of the institution, is a crucial part of the recruitment process. The interactive Dashboard allows you to see the real statistics of your applications on individual basis and provides you analytics of your agents and application administrator's performance. In the Personalized account, the Dashboard is fully customized as per institution requirements.

### What is meant with 100% Assurance of Targets?

In most cases this means that UniAgents promises to deliver a number of students whose tuition fees outweighs the institution's cost. However, this is still dependent from institution to institution. After receiving the implementation sheet from the institution and our expert team has done the needed market research, we will define a target for an intake or a year.

To find out if you are eligible, please go on our website and fill in the necessary form.

<http://www.uniagents.com/ins-marketing/assured-targets-eligibility.php>

## What does the money back guarantee refer to?

If UniAgents fails to deliver the predefined targets or fails to generate the revenue equals to the subscription fee, UniAgents will fully refund your subscription fee only in form of a credit note that will enable you to purchase anything of same or less value from [www.unigents.com](http://www.unigents.com) . Please read the refund policy under terms and conditions before you subscribe for personalised service.

## What does a Dedicated Account Manager mean?

A dedicated account manager takes care of a single institution that has been subscribed to our Personalized account. As he or she is used to working with the UniAgents ecosystem and has a vast experience of the different markets, they know how to maximize their efficiency in handling large amounts of agents. In essence, they handle the entire process for student enrollment, communicate with the agents, provide corresponding updates and match any pre-defined student targets.

## How will I enjoy extra visibility as a personalized account ?

As a Personalized account, your institution profile will be visible as a Featured Institution and ranked higher on the UniAgents portal. In our weekly and monthly newsletter to all registered agents, we will promote your institution as a Featured Institution.

## What are my benefits as a Pearson Centre ?

UniAgents provides all Pearson Centres a FREE Featured account (Pearson Sponsored). This tool will grant access to a variety of International Students and Consultants as well as allows Pearson Centres to proactively search for agents from specific regions of the world and look for diversified students.

To learn more about how Pearson Centre will get benefit, please visit:  
<http://www.uniagents.com/ins-marketing/pearson-benefits.php>





For general enquiries and information please write to

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