

# HOW DO WE FILTER OR SELECT OUR AGENTS?

To register as an agent, an individual or an organisation must be in the full time business of international education recruitments with successful track record and provide us with two academic references. This is just the beginning...

## 01

Now, an Agent must get certified by our compliance team in order to benefit from our services. Certification process is extremely detailed and carefully designed by the industry experts. It begins by asking the agent to fill 7 long forms and provide evidences for details filled in the form. The idea is certainly not to torture an agent by asking them so many questions but every detail asked in the form has relevance and help our compliance team to understand the quality and level of the agency.

### BRIEF ABOUT DETAILS COLLECTED IN THE CERTIFICATION PROCESS

#### Company Details

- Validation
- Website and Information published on it
- Details of Legal authorization to operate, business licensure and certification/credentials

#### Governance Details

- Membership in relevant professional associations
- Total number of staff and counsellors ( their Cv's )
- Staff's responsibilities, professional experience, educational background

#### Students and Families Served

- References from the students and their families served recently
- Random interviews during Skype session with available students

#### Branch Offices

- Similar details on Staff members in each branch
- Governance and Monitoring mechanism of Branches
- Legal and Business model

#### Analytics

- Number of institutes and Countries of representation
- Application analytics from Leads to Conversion
- Courses , Level and Areas of Specialisation

#### Compliance, IT and Quality Control

- Kind of technologies used by the Agent
- How do they monitor quality and intentions of a student
- Staff training system and evaluating, how does every counsellor stay up to date about new courses, visa rules, impact on students and careers due to geopolitical changes ?
- Quality of Communication with Institutions
- Use of Sub-Agents and the Quality control on selection and refining applications
- Pre- Enrolment briefing content and mechanism
- Details on Post Enrolment services

## 02

Interviewing the Owner and other key people of the business, such interviews are recorded for future references. Separate recording of the office facilities, random student and staff interviews are also done. The aim of the interview is to validate the information filled in the certification form by questioning them and identifying any errors or false information provided.

## 03

Continuous Monitoring of agents using UniAgents CRM, live tracking of Lead to Conversion. Our technology platform provides us invaluable intelligence and allow us to rate agents effectively.

## 04

**It doesn't ends here...** any agent can be reported for any defaults or unlawful and malpractices by Institutions, parent and students. Once blacklisted, their access gets restricted and the status of the account becomes "Blacklisted". Considering the amount of information we have about this agent for them to start a new agency in different name is impossible.

