



UDOC003 UniHaven Agent Handbook

Welcome Note

I wish to welcome you to UniHaven's expanding team! We are excited at the prospect of bringing education to as wide an international audience as possible. We truly believe that the pathways we have set up with super university partners will enable you to provide a compelling product to your markets and territories. We believe our pricing is fair and that it deliberately positions us as a quality education provider in a high-quality tier just under the premium segment of the market which is where we are happy being positioned.

We take very seriously our duties, obligations and expectation under Irish and international laws and will, therefore, hold all recruitment agents to the highest standards of ethics and responsible work in their collaborations with us. These aspects are non-negotiable.

We look forward to you/your company having a positive and fruitful relationship with UniHaven, one based on trust, hard work and appropriate levels of reward for us all.

Kind regards

Brian McDonald, CEO



About UniHaven

UniHaven is a proudly Irish company providing proactive pathways to tertiary education placements for overseas students. The focus is on upskilling individuals with means to study and a willingness to travel and experience university life. The company provides a haven for students where safety and security are always the priority. Starting with the result in mind, UniHaven provides students with specific pathways of study at select universities that allows them to achieve their education, life and career goals.

Vision and Mission of UniHaven

The vision is to create an international network of destination universities, provider universities, recruitment partners and education suppliers who will work symbiotically with UniHaven to widen access to university education on a global scale. Through these pathway programmes, the mission is to provide as many future international student graduates as possible with the skills they need for successful careers.

Contract

As a contracted education partner agent of UniHaven, the College requires you to sign an Agent Agreement. This clearly states the Terms and Conditions of working as a partner agency of the College supplemented by the expectations laid out in this handbook. It is important that you are familiar with the contents of this document and you will have a copy of the contract to keep for your reference.

The contract is valid for one year and is renewable and reviewable on an annual basis. When the expiry date is due, the Chief Revenue Officer will review your company's performance and renew your contract if satisfied with your efforts. Contracts are reviewed annually against set performance benchmarks that include:

- Student feedback ratings.
- The number of students enrolled per year - five minimum.
- Visa refusal rates.



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- Quality of applications.
 - Compliance with UniHaven brand and marketing guidelines.
 - Compliance with this agent handbook and the expectations set out in this document.

Partner Agent Role & Job Description

The following responsibilities summarise the agent role with UniHaven:

- Working in partnership together to deliver the best service to the student.
- Demonstrate a clear understanding of the College programmes, facilities and services and ensure accurate up to date is used in all promotional material.
- To provide impartial advice to students regarding suitability for programmes and provide reliable guidance on entry requirements for study and the application process.
- To protect the interests of minors.
- Help applicants to complete application forms accurately and submitting them on the applicant's behalf.
- Encourage appropriate applications.
- Making enquiries on behalf of the applicant and communicating responses.
- Keeping up to date with current visa regulations and helping the student with all aspects of applying for the visa. A record of all visa documentation must be maintained.
- Assisting applicants in making travel arrangements.
- To offer supportive counselling services to all applicants during their application and maintaining contact after they have arrived.
- Informing applicants of all relevant pre-arrival and induction information including deadline dates.
- Act in the best interest of the student and the College, maintaining high standards of professional conduct at all times.
- Maintain the confidentiality and integrity of information about applicants and communications with applicants, complying with data protection laws.



Sources of Information

UniHaven will keep you updated with any changes; for example, programme starts, fees, staff, and any new information by sending out emails. There may be updates that need to be added to this manual at times. These will be sent to you electronically as and when necessary. The most up-to-date and easiest place to get information from is the company website www.unihaven.ie. This should be one of your first points of contact when you have a query as most of the time you will be able to find the answer here.

Communication with UniHaven

Your point of contact for all student queries will be studywithus@unihaven.ie. Agent commercial arrangement queries should be directed to agentenquiries@unihaven.ie.

You must:

- Maintain consistent communication with the team regarding the progress of each applicant.
- Inform the College of any changes to your company that may affect your working relationship with UniHaven.
- Complete progress forms and reports on your recruitment activities on an annual basis or when your contract is due to be reviewed.
- Have a good level of English, knowledge of the international market and education systems, as well as experience working within the education system and knowledge of visa application processes.
- Keep your own counsellors up to date on any changes in procedures and programmes available at the College.



Promotion

UniHaven promotes the College through several marketing channels and may depend on your local market knowledge to help us identify opportunities.

Education fairs and Exhibitions

UniHaven will attend fairs and exhibitions in your country from time to time. You may be asked for your assistance during these events in the form of advertising, providing staff at the stands and nurturing the recruited applicants after the fair. The College will provide the materials that are required at any event. Under your contract, if you are requested to help in this manner, then you may be entitled to claim commission on any student that meets the conditions set out in this manual.

Social Media

The college social media channels are also a good resource for prospective applicants to gain an insight into the College. The current social media channels of the College are:

- Facebook.
- LinkedIn.
- Twitter.
- Instagram.
- Online events.

UniHaven is happy to participate in virtual events when appropriate. If the College takes part in an online exhibition targeted at a specific region, it will encourage students to get in contact with their local representatives.



Programmes

Up-to-date information on the degree programmes students will progress to is available online on the respective university's website, as well as in prospectuses and other promotional materials. All regulated qualifications are recognised internationally and follow the guidelines and conditions set out by Quality and Qualifications Ireland (QQI). Here are some examples of the College's progression opportunities, and if you would like to receive further details, please contact studywithus@unihaven.ie.

Programme and Pathway Stream	Progression Route	Study Areas
QQI Level 5 Specific Purpose Certificate in International Foundation Studies – Business and Humanities Pathway Stream	Entry to the first year of university degree programmes that lead to awards at levels 6, 7 and 8 on the Irish National Framework of Qualifications (NFQ).	<ul style="list-style-type: none">• Business• Management• Marketing• Law• Arts• Social Sciences• Humanities• Hospitality
QQI Level 5 Specific Purpose Certificate in International Foundation Studies – Engineering and Science Pathway Stream	Entry to the first year of university degree programmes that lead to awards at levels 6, 7 and 8 on the Irish National Framework of Qualifications (NFQ).	<ul style="list-style-type: none">• Engineering• Science• Medical• Sports• Computer Science• Data Science• Cybersecurity



Entry requirements

The entry criteria listed below are designed to ensure that all applicants interested in studying the programme will not only have a reasonable expectation of successfully completing the programme but also doing so in such a way as to meet the entry criteria for the undergraduate degree programme they wish to study at the partner HEI.

- Age
 - Applicants must normally be 17 years old but will be 18 years old by the end of the programme.
- Academic
 - Applicants must hold a certificate of secondary education at GCSE level or equivalent to include a minimum pass grade in maths and a minimum pass grade in four other subjects. For a detailed list of entry criteria on a country-by-country basis, email studywithus@unihaven.ie.
- English Language
 - All applicants whose first language is not English and who have not been educated through the medium of English must be able to show English language ability as follows:
 - An English level of Council of Europe B1+ Proficiency Level^{1,2} /IGCSE C/IELTS 5.0 or equivalent.
 - IELTS 5.0 overall with no less than 5.0 in the written component and 4.5 in the listening, speaking, and reading components.
 - In certain circumstance, results in examinations other than those outlined above may be accepted as proof of competence in the English language as decided on by the Academic Director under the oversight of the Admissions Board.

¹ <https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale>

² QQI Awards Standards for Pre-Higher Education Foundation Awards for International Students (2015)



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- English language certification must have been awarded within two years of start date of the programme.

Application Procedure

Once your student has chosen the programme that they wish to apply for, they need to complete an application form and provide the supportive documents required. Each application will be evaluated against the determined entry criteria by the admissions team. Once completed, the recruitment and admissions office will notify you of the outcome via email. The applicant must accept or decline the offer in writing within 14 days of receiving the offer. Students offered a place on a UniHaven programme will be given a conditional offer letter from the College and the destination university.

Fees

The fees for all programmes will be published by the College and distributed to your offices as soon as they are available each year. Fees are also available on the website. The specific programme fee for a student's chosen programme will be stated on their offer letter. This will explain the fee structure.

Commission

To claim commission payments, your agency should forward an invoice directly to agentenquiries@unihaven.ie which contains the following:

- Name and Address of your agency.
- Contact Number of your agency.
- Names of students.
- Commission Claimed for each student.
- Account details that the commission should be paid to.



Ethics Code

UniHaven place business ethics and corporate social responsibility at the forefront of all business dealings, including those with suppliers, both direct and indirect, recognising that they are key stakeholders in the success of the business. Not surprisingly, the requirements are very high; the College expects its suppliers to share the company's legal, ethical, and moral expectations and to be quality driven. This section sets out these requirements and how the College expects your compliance with the same. In return, the company strives to be a fair and honest partner, firmly believing that relationships built on trust and integrity will be sustainable and beneficial for all.

There are three areas where College would like your support and commitment with a minimum expectation being the compliance with all applicable local and international legislation and compliance with the London Statement³ on which this code is based in all aspects at all times.

- People and Community
 - To support and respect the protection of human rights within their areas of influence.
 - To prohibit all forms of modern slavery, including Forced Labour - Bonded Labour - Compulsory Labour - Child Labour.
 - To support the principles of Equality, Fairness, Inclusion and Respect when dealing with the recruitment and selection of employees.
- Governance and Compliance
 - To comply with the concepts, principles, and recommendations in the Organisation for Economic Co-operation and Development Guidelines for Multinational Enterprises.
 - To comply with all relevant Irish legislation and also legalisation in countries where UniHaven operates as outlined in and implied from written agreements.

³ https://www.britishcouncil.org/sites/default/files/london_statement.pdf



The College looks to seek assurance that agents are working to expected levels in several different ways depending upon:

- The legislative requirements associated with the service you are providing.
- The source country of the services and the risk that poses.
- The level of spend.

Please note that UniHaven may terminate an agreement with an agent who violates this Code/the London Statement or refuses, if asked, to take part in a remediation plan. The College will also cease to deal with agents who do not demonstrate that they meet the ethical and corporate social responsibility standards or compliance with relevant laws. Likewise, the College looks to reward and recognise excellent performance and innovation with its agents.

The College will communicate the Code to all agents regularly. As the risk profile increases, the College will step up assurance processes proportionally to include one, some or all the following methods:

- Direct communication and agent sign off.
- Specific contract clauses.
- Completion of a Supplier Code of Conduct questionnaire.
- Third-party to Code of Conduct questionnaire assessment where required.
- Physical audit of promotional material, processes, and procedures.

Please note site visits, if required, will be specifically agreed upon with both parties before commencement to demonstrate compliance and to provide transparency.



Behaviour and Performance

Agent behaviour and performance will be monitored by the Chief Revenue Officer supported by the Recruitment and Admissions Officer, especially by

- Analysing the quality of student applications in terms of their quality, accuracy, timeliness, and completion.
- Considering feedback from applicants in cases where they have a different understanding of the programme and its requirements to those communicated to Agents publicly and directly via College correspondence thereby highlighting potential misleading Agent communication.
- Spot-checking Agent publications and communications for accuracy with College Agent agreements and requirements.

Any concerns or issues identified will be dealt with as a matter of urgency by the Chief Revenue Officer with action taken ranging from correction up to and including contract termination as allowed for under the terms of UDOC009 UniHaven Agent Agreement Rev 1.

Review of Agent/Exit Option

- Agent performance will be reviewed annually evaluated against that which was agreed upon in their Agent Agreement.
- This review will determine whether to renew the contract with or without conditions or whether to consider termination of the agreement.