

**Agent Quality Framework (AQF) Audit Checklist**  
**based on the Good Practice Guide for UK Higher Education Providers Using Education Agents:**

This checklist can serve as a tool for Higher Education Providers to assess their compliance with the [Good Practice Guide for UK Higher Education Providers Using Education Agents](#). It covers various aspects of agent engagement and management to ensure transparency, integrity, and quality in student recruitment practices. UK Higher Education Providers might want to assess their degree of compliance with the Good Practice Guide as part of the process of signing up to the Agent Quality Framework.

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Check List	Yes/ No/ In progress	Evidence	Rating Green/ Amber/Red
<b>1. Agent Selection and Management</b>			
a. Do we have a formal process for selecting education agents?			
b. Have we conducted due diligence checks on potential agents?			
c. Do we have written agreements with our agents outlining roles, responsibilities, and expectations?			
d. Do we regularly monitor and evaluate the performance of our agents?			
<b>2. Agent Training and Support</b>			
a. Do we provide training to our agents on our institution, programs, and application processes?			

b. Do we offer ongoing support and guidance to our agents to ensure compliance with policies and regulations?			
c. Are our agents provided with updated information about changes in programs, entry requirements, and policies?			
<b>3. Transparency and Integrity</b>			
a. Do our agents provide accurate and transparent information to prospective students about our institution and programs?			
b. Are our agents prohibited from making false claims or promises to students?			
c. Do we have mechanisms in place to address concerns or complaints about our agents' conduct?			
<b>4. Financial Arrangements</b>			
a. Do we have clear policies and procedures regarding commission rates, fee structures, and financial agreements with our agents?			
b. Are these financial arrangements transparent and communicated clearly to both agents and students?			
c. Do we ensure that financial arrangements with agents comply with relevant laws and regulations?			
<b>5. Recruitment Practices</b>			

a. Have our agents signed up to the <a href="#">National Code of Ethical Practice for UK Education Agents</a> ?			
b. Are students provided with accurate information about programme costs, visa requirements, and other relevant details?			
c. Do we have processes in place to verify the authenticity of documents submitted by students through agents?			
<b>6. Student Support and Welfare</b>			
a. Do our agents provide adequate support to students throughout the application and enrolment process?			
b. Are students informed about support services available at our institution, such as academic support, accommodation assistance, and health services?			
c. Do we have measures in place to ensure the safety and well-being of students recruited through agents?			
<b>7. Compliance and Monitoring</b>			
a. Do we conduct regular audits and reviews of our agent network to ensure compliance with policies and regulations?			
b. Are there mechanisms for reporting any non-compliance or misconduct by agents?			

c. Do we take appropriate actions in cases of non-compliance or misconduct by agents, including termination of agreements if necessary?			
<b>8. Continuous Improvement</b>			
a. Do we solicit feedback from students recruited through agents to identify areas for improvement?			
b. Are there processes in place for continuous improvement of our engagement with agents, including updating policies, providing additional training, or expanding support services?			
<b>9. Documentation and Record Keeping</b>			
a. Do we maintain accurate records of all interactions and transactions with our agents?			
b. Are agreements, contracts, and other documents related to agent partnerships kept up-to-date and accessible for review?			
c. Do we retain documentation related to student recruitment and enrolment through agents for compliance and audit purposes?			
<b>10. Ethical Standards and Code of Conduct</b>			
a. Do we have a clear code of conduct or ethical standards that our agents are required to adhere to?			

b. Are agents provided with guidance on ethical behaviour, integrity, and professionalism in their interactions with students and other stakeholders?			
c. Do we take action against agents found to be in violation of ethical standards or code of conduct?			