

Company Policies and Procedures

1. Introduction

This document outlines the key policies and procedures governing the operations of our student recruitment agency. These policies are designed to ensure compliance with UK regulations, maintain high ethical standards, and provide quality services to students and partner institutions.

2. Ethical Student Recruitment Policy

We are committed to conducting all recruitment activities with integrity, transparency, and professionalism.

- All information provided to students must be accurate and up to date
- No misleading claims regarding courses, visas, or employment outcomes
- Students must be supported in making informed decisions
- Recruitment practices must prioritise the best interests of the student

3. Agent Management Policy

Our agency works with independent recruitment agents operating on a commission basis.

- All agents must sign a formal agreement before commencing work
- Agents must follow the company's Code of Conduct
- Performance is monitored based on application quality and compliance
- The company reserves the right to suspend or terminate agreements in case of misconduct or non-compliance

4. Training and Development Policy

We ensure that all agents are properly trained and supported.

Initial Training

- Overview of the UK education system
- Partner institutions and course requirements
- UKVI compliance requirements
- Data protection and GDPR
- Ethical recruitment standards

Ongoing Training

- Updates on visa regulations and institutional requirements
- Regular communication and guidance
- Feedback on submitted applications

5. Data Protection and Confidentiality Policy

We are committed to protecting personal data in accordance with UK GDPR.

- Data is collected lawfully and used only for recruitment purposes
- Information is stored securely
- Access is restricted to authorised personnel only
- Data is not shared with third parties without consent unless required by law

6. Compliance with UKVI Requirements

We ensure that all recruitment activities align with UK Visas and Immigration (UKVI) standards.

- Accurate and complete documentation is required for all applications
- No involvement in fraudulent or misleading applications
- Full cooperation with partner institutions and regulatory bodies

7. Health and Safety Policy

We are committed to maintaining a safe working environment.

- Risk assessments are conducted where applicable
- Online operations are conducted securely
- Staff and agents are informed of relevant safety practices

8. Equality and Diversity Policy

We promote equal opportunities and prohibit discrimination.

- No discrimination based on race, gender, religion, disability, or background
- Inclusive practices are encouraged at all levels

9. Complaints and Feedback Policy

We maintain a clear complaints procedure.

- Complaints can be submitted via email or in writing
- All complaints are recorded and investigated
- Responses are provided in a timely manner
- Feedback is used to improve services

10. Quality Assurance and Monitoring

We maintain high standards through continuous monitoring.

- Applications are reviewed for accuracy and completeness
- Agents receive feedback and support
- Records of training and communications are maintained

- Continuous improvements are implemented where necessary

11. Personnel Vetting and Screening Policy

Before any staff member or sub-agent commences work, the following mandatory vetting procedures are completed:

- Right to Work: Verification of original documentation to confirm legal eligibility to work in the UK.
- Background Checks: Conduct of Enhanced DBS checks for all staff involved in student counselling or support.
- Reference Validation: Collection and verification of at least two professional references covering the previous three years of employment.
- Credential Verification: Authentication of academic certificates and professional memberships.
- Conflict of Interest: Mandatory disclosure of any existing affiliations with other education providers.

12. Review of Policies

These policies are reviewed regularly to ensure compliance with current regulations and best practices.

Effective Date: 10.10.2023

Company Name: Start Shining LTD