

CODE OF CONDUCT

Recognised Agency/Official Partner

Purpose

All agents/agencies who have been appointed by Education New Zealand (ENZ) as an ENZ 'Trained Agent', 'Recognised Agency' or 'Official Partner' are required to adhere to this Code of Conduct.

London Statement of Principles

New Zealand is a signatory to the London Statement of Principles. The Principles promote best practice among the education agents and consultant professions that support international students. All agents/agencies must comply with the following ethical principles:

ETHICAL PRINCIPLES

- PRINCIPLE 1** Agents and consultants practice responsible business ethics.
- PRINCIPLE 2** Agents and consultants provide current, accurate and honest information in an ethical manner.
- PRINCIPLE 3** Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.
- PRINCIPLE 4** Agents and consultants protect the interests of minors.
- PRINCIPLE 5** Agents and consultants provide current and up-to-date information that enables international students to make informed choices when selecting which agent or consultant to employ.
- PRINCIPLE 6** Agents and consultants act professionally.
- PRINCIPLE 7** Agents and consultants work with New Zealand and providers to raise ethical standards and best practice.

Privacy Act 1993

Agents/agencies must comply with the requirements of the New Zealand Privacy Act 1993. This includes (but is not limited to) complying with the information privacy principles, which are summarised here.

The full text of the Privacy Act 1993 is available [here](#).

Complaints Process

The complaint procedure process for all agents/agencies who have been appointed by ENZ as a Recognised Agency or Official Partner is overleaf.

COMPLAINTS PROCESS

ENZ RECOGNISED AGENCY/ENZ OFFICIAL PARTNER

(*note full details of the review process are set out in the Term Sheet)

