

Introduction

The spirit of this code of conduct is to provide guidelines as to what is deemed to be ethical practices of Authorised Representative whom are carefully selected and interviewed to represent Stansfield College in the selection and referral of students to study in the college..

The code of conduct also ensures that the interest of any student referred to study in the college is well protected. The interest in this code refers to quality of education and the well being of the student as a whole.

Definition(s)

An Authorised Representative [hereinafter referred as AR] for the purposes of this code of conduct refers to an individual or an organisation, appointed by Stansfield College purely to refer or introduce suitable or eligible students to study at Stansfield College, Singapore.

Stansfield College refers to a learning institution wholly owned by the Stansfield College Group Pte. Ltd.

This code of conduct is not exhaustive and is to be treated as part of the agreement.

Objectives

1. Authorised Representatives shall at all times conduct themselves with integrity and in a manner that will reflect positively on the image of their profession and that of Stansfield College as reliable and trustworthy providers of high-quality education and training
2. Stansfield College wishes to foster a relationship with the AR who will not tarnish the reputation and goodwill of Stansfield College in particular as a preferred University of London degree provider.
3. Stansfield College wishes to ensure that the promises and undertakings made by the AR on behalf of Stansfield College is authorised and is delivered to the potential students.
4. Stansfield College wishes to ensure that only trusted and reliable AR's are contracted for the purposes of selecting and referring of potential students.

Code of Conduct for Authorised Representative

1. The AR must conduct themselves with integrity and in a manner that will reflect positively on Stansfield College in particular and Singapore as a trusted and high quality education provider.
2. The AR must at all times maintain the highest professional standards, be ethical, and act with due diligence.
3. The AR must at all times respect the confidentiality of students personal particulars.
4. The AR must adhere in all respects to the Stansfield College's terms and condition of International Students (<http://www.stansfield.edu.sg>) and keep abreast of any changes or developments to it.
5. The AR must proactively seek clarification about any matters or changes arising that relate to the promotion of Stansfield College as a trusted, high quality education provider and participate in any Authorised Representative refresher courses, if they are offered.
6. The AR is not allowed to charge any other fees except those stated in the Stansfield College's promotional materials.
7. The AR is strictly prohibited from collecting any form of fees on behalf of Stansfield College.
8. Authorised Representatives shall promote themselves and Stansfield College in a professional and ethical manner and shall ensure that their

business activities reflect best practice and demonstrate fairness, consideration and objectivity in their actions.

9. AR shall be honest in communicating information about themselves, the college (Stansfield College) and potential students in published, oral or any other form. They shall not knowingly or by a failure of professional standards provide or disseminate false, incomplete or misleading information.
10. AR shall promote themselves and Stansfield College fairly and without recourse to unfavourable or negative comparisons with other institutions, or otherwise employ unfair or unprofessional practice to damage the interests of other institutions.
11. AR shall act at all times in the best interests of students or prospective students as well as that of Stansfield College. They shall offer advice and counselling and provide information to students, and where appropriate their parents, in a manner consistent with this principle.
12. AR shall conduct themselves with due regard to the regulatory conditions in the market(s) in which they operate. They shall comply with all applicable national laws, regulations and official policies.
13. AR shall conduct themselves with due regard to the need for transparency and openness in all their dealings with client institutions.
14. AR shall be alert to ethical dilemmas and potential conflicts of interest and seek guidance or objective advice for clients if such situations arise.
15. AR shall show appropriate sensitivity to and respect for other cultures and value systems and shall not discriminate or tolerate discrimination on the part of others on the basis of ethnic or national origin, gender, sexual orientation, religion, disability or age.
16. AR shall ensure that all laws and by laws of Singapore is briefed to the potential students.
17. AR shall be liable to the potential students directly for any form breach or misrepresentation made which is against the terms of appointment and Code of Conduct.
18. AR shall ensure that the potential students receive a copy of the "Stansfield College Code of Good Practice for Education Authorised Representatives" at the point of contact and that any complaints arising from the service of that Authorised Representative should be referred through the International Office.

Stansfield College's Commitment to Authorised Representatives

1. Stansfield College is committed to providing support and regular communication to AR (to both individual or groups of Authorised Representatives).
2. As part of Stansfield College's commitment to AR accepting the conditions of the Authorised Representative Code of Conduct, they shall:

Communicate to all AR (by a variety of means), in a timely and accurate manner, new information pertaining to each Authorised Representative's sphere of influence, which is imperative or advantageous for Authorised Representatives to be able to operate and prosper.

3. To ensure AR Certification remains a meaningful and a valuable industry status for Authorised Representatives, Stansfield College reserves the right to update and change any aspect of the AR Code of Conduct and criteria.
4. Should Stansfield College decide to change aspects of the Authorised Representative Certification code and associated criteria, Stansfield College shall issue an updated Authorised Representative Code of Conduct for each Authorised Representative.
5. To ensure that the reputation and standing of AR is upheld, Stansfield College shall investigate any alleged or suspected breach of the code of conduct by a AR, in an objective, unprejudiced, timely, and discreet manner; and with the assistance of any other institutions, businesses, or person Stansfield College sees fit.
6. If AR is found to be in breach of the Code, Stansfield College will issue the AR a formal letter outlining the Authorised Representative's non-compliance and seek adequate redress, to be defined on a case by case basis.
7. Any subsequent or continuing non-compliance occurring within a time frame defined on a case by case basis will result in Stansfield College lapsing the Authorised Representative's Certification with immediate effect.
8. However, should any upheld complaint be considered by Stansfield College to be extremely serious in nature, Stansfield College reserves the right to terminate an Authorised Representative's certification with immediate effect at any point in the process.

Stansfield College Authorised Representative Certification Criteria

Authorised Representative Certification is conditional on the Authorised Representative fulfilling the following criteria:

1. Registering for, attending and completing an official Stansfield College workshop, to be conducted by a key member of STANSFIELD COLLEGE .
2. Answering correctly at least 75% of the test questions at the conclusion of the Stansfield College Education training day.
3. Ensuring a minimum of 75% of students introduced are eligible and enrolled on any of the programmes with Stansfield College.
4. Signing the Stansfield College Authorised Representative Code of Conduct.

By signing this code of conduct and contract of appointment, the Authorised Representative hereby solemnly agrees to comply with all terms and conditions of the contract of appointment.

The Authorised Representative further consents and agrees to honour and abide by the Code of Conduct, failing which, Stansfield College reserves the right to repudiate the contract of appointment and sever all ties.

This Code of Conduct is signed by

FOR THE AUTHORIZED REPRESENTATIVE
INTERNATIONAL STUDY PROGRAMME
(PLEASE PRINT)

Full Name of Company

Company Seal

Street Address

City, Region Country Postal Code

Telephone No:

Fax No:

Email

Contact Person

Position

Signature

Date Signed

Business Registration No _____

(please state country of registration)