

KAMK's Cooperation with Educational Agents

Main duties and responsibilities of educational agents

General information

- act professionally and promote the agreed programme/-s with integrity and accuracy and recruit students in an honest, ethical and responsible manner;
- inform prospective students of the role of the agent;
- provide the university with market intelligence on student recruitment in the territory;
- participate only in promotional and marketing activities expressly authorised by the university;
- promote the agreed programme/-s in the agreed territory in accordance with the applicable legislation, including Finnish legislation.

Admissions

- inform prospective students accurately about the requirements of the programme, including the requirements for acceptance into programme, using the material provided by the university;
- use the university's website as the main source of information and check the information directly with a university representative if necessary;
- ensure that the prospective student fulfils the necessary admission requirements;
- inform the prospective student that Finnish higher education institutions do not charge a fee for the application process and that it is possible to apply to a higher education institution without the service of educational agent;
- ensure that the prospective student is able to pay the applicable fees and living expenses as stated by the Finnish Immigration Service and that she/he meets the conditions for obtaining a Finnish residence permit;
- inform all prospective students and students that they are personally responsible for obtaining all necessary permits and insurances;
- the educational agent has up-to-date information on the necessary documents and he/she provides the prospective student the necessary information on the programme and assists in completing the forms or applications and its attachments;
- the educational agent instructs the prospective student to
 - o if necessary, contact the admissions office directly
 - o provide an up-to-date email address for the Studyinfo
 - o respond to all communications from KAMK or the Studyinfo
- the educational agent notifies KAMK of the names of the recruited students before they start their studies.

Costs

- advise students of the method of payment of fees and other charges to the university and ensure students make all fees and charges payable to the university within given deadlines;
- ensure that information on relevant fees and charges accompany application

What the educational agent must not do

- complete or submit the application on behalf of the prospective student;
- decision on admission;
- overstate their authority;
- cooperate with third parties without our knowledge;
- provide incorrect information, e.g. mislead students about actual studying and living costs, work opportunities in Finland or give any empty promises;
- forget to inform about changes in the educational agent's company.

University

- ensures that the educational agent receives training when he/she starts working with the university and after thereafter, annual training that includes up-to-date information on Finland as a study destination, in addition to the institution's own information;
- collects applicant and student feedback to ensure a good customer experience for applicants (this is being developed at KAMK);
- promptly addresses any problems reported and seeks to rectify them.

Other

- the agent declares that neither he/she nor his/her sub-agent will allow money to buy a better and faster service in the queue
- the agent or his/her sub-agent will not use money to obtain false documents for applicants
- the agent does not finance the applicants and thus enable them to enter the country (creation of a dependent relationship).
- in the event of any of the above, the KAMK may withhold the agent's remuneration and the contract will be terminated immediately