

Education Agent Policy

POLICY NO.	GC-POL-22
EFFECTIVE DATE (THIS REVISION)	September 8, 2026
ORIGINAL ADOPTION	September 8, 2026 (new policy)
NEXT SCHEDULED REVIEW	September 2027
APPLIES TO	All education agents and sub-agents engaged to represent the College
RESPONSIBLE OFFICE	Director of Operations
REGULATORY BASIS	EQA Policy and Procedures Manual; EQA Code of Practice (international students) s.2.2; Private Training Regulation s.18(2)(j)
INSTITUTION	Guildford College PTIRU Institution No. 04470

1. Purpose

Guildford College is responsible for the education agents who work on its behalf, including all representations those agents make to prospective and enrolled students. This policy sets out how the College selects, contracts with, trains, and monitors education agents, consistent with the EQA Code of Practice.

2. Due Diligence Before Engagement

Before entering into a contract with an education agent, the College conducts and records reference checks and takes other reasonable steps to confirm the agent is not involved in conduct that is misleading, deceptive, or in breach of Canadian or foreign law.

3. Written Contract Requirement

The College enters into a written contract with every education agent it engages. Where an agent aggregator is used, a written contract with the aggregator is sufficient, provided it makes clear that sub-agents are engaged by the aggregator. Every contract sets out:

- the responsibilities of the College, including its responsibility for compliance with the EQA Manual;
- the responsibilities of the agent, including responsibility for the conduct of any sub-agents;
- the College's process for monitoring the agent's activities and the accuracy of information the agent provides to students;
- the corrective action the College may take if the agent does not comply with its obligations;
- the College's grounds for terminating the contract; and
- notice the College will provide to government, on request, about the agent.

4. Training and Information

The College provides initial and ongoing training to every engaged agent, covering admission policies, language proficiency requirements, credential assessment, programs of instruction, tuition and refund policies, grading and academic-standing policies, operating policies, and PGWP eligibility, and updates agents promptly when this information changes.

5. Monitoring and Corrective Action

The College reviews agent contracts and performance on a regular basis, including an annual review, and may use meetings, performance reports, or student surveys as part of its monitoring process. Where the College becomes aware, or has reason to believe, an agent has not complied with its contractual obligations, the College takes immediate corrective action, which may include additional information, targeted training, a probationary period, or termination of the contract.

6. Prohibited Agent Conduct

The College will not accept students from an agent it knows, or reasonably suspects, is:

- providing immigration advice, unless authorized to do so as a licensee in good standing with the College of Immigration and Citizenship Consultants, or as a member of a law society of a Canadian province or territory; or
- engaging in dishonest recruitment practices, including falsifying study permit documents or knowingly facilitating enrolment of a student who does not intend to comply with their study permit conditions.

Where the College becomes aware an agent or sub-agent is engaging in false or misleading recruitment practices, the College immediately terminates its relationship with that agent, or requires the agent to terminate its relationship with the offending sub-agent.

7. Government Reporting

The College provides, on request, complete, accurate, and timely information to the EQA Unit of the Ministry about its education agents and agency relationships, including copies of agent advertising, agent agreements, and agent review records.

Approved by: Firas Haddad
President & Senior Educational Administrator, Guildford College