

**CSIET Non-US Based F-1 Recruitment Agency  
Model Standards and Likely Sources**

1. <b>Stewardship:</b>	<b>Likely Source</b>
<p>a. Agencies must commit to a training process, as determined by the partner school, for initial and continued education about the school and admission process;</p>	<ol style="list-style-type: none"> <li>1. Most schools do not provide any training to agencies they work with. Agencies can require a school information packet and develop its own version of a school brochure including up-to-date school information to promote the school properly. Agencies should request this information from schools.</li> <li>2. The above-mentioned process of information exchange and brochure development (if any) should be included in the agreement with schools/US partners as a record that training is required.</li> <li>3. A record of connection with school, demonstrating that information has been collected and disseminated to agencies and their employees.</li> <li>4. Attendance records from training sessions.</li> </ol>
<p>b. Agencies demonstrate the ability to carry out fiduciary responsibility to all program participants;</p>	<ol style="list-style-type: none"> <li>1. Financial records from previous fiscal years (payments to schools/partners....)</li> <li>2. In China, cash flow statement, profit/loss statement, income statement or financial audit.</li> </ol>
<p>c. Agencies act ethically, honestly, professionally, responsibly and in the interest of students and natural parents at all times;</p>	<ol style="list-style-type: none"> <li>1. Terms should be included in the contract sent to the natural families, along with handbook(s) and government regulations.</li> <li>2. Agencies include terms to protect the interest of students (and natural parents) involved in the agreement.</li> <li>3. Student surveys.</li> <li>4. Training content (about school and what schools expect).</li> </ol>
<p>d. Agencies have a clear process for the submission and adjudication of complaints;</p>	<ol style="list-style-type: none"> <li>1. This process should be included in the terms/handbook/website and in the contract sent to the natural families.</li> <li>2. Process needs to be clearly and stated.</li> <li>3. Agencies show a complete and clear complaints process on their website in an obvious place.</li> </ol>

<p>e. Agencies adhere to local and international law wherever and whenever applicable.</p>	<ol style="list-style-type: none"> <li>1. This should be stated in the terms and the contract sent to natural families.</li> <li>2. There should be an absence of outstanding complaints.</li> <li>3. There should be no official notification from the government regulating bodies/institutions.</li> <li>4. Terms of adherence to local and international law should be included in agreements with schools and partners.</li> </ol>
<p><b>2. Transparency:</b></p>	
<p>a. Agencies accurately disclose U.S partner agencies, sub-agents and educational institutions with whom they have a documented business relationship. Specifically, agencies must disclose to students/natural families the names of their partner agencies, sub-agents and schools;</p>	<ol style="list-style-type: none"> <li>1. Participation terms from the contract sent to the natural families, handbook, application form.</li> <li>2. Terms noting US partner agencies and sub-agents are included in agreement with students/natural families.</li> <li>3. Partners can be listed on the website and in the contract/agreement with students/natural parents.</li> </ol>
<p>b. Agencies disclose their ownership, governance and organizational structure in an accurate and detailed manner;</p>	<ul style="list-style-type: none"> <li>● In the country where the agency is based, constituents should have access to info on ownership/governance/structure; agencies have to make this information available upon request. Such information should be held in the local office, on file so CSIET and other relevant constituents can have access to it.</li> </ul>
<p>c. The nature of the partnership between the agency and US partner institution is clearly stated in the form of a contract or written agreement;</p>	<ol style="list-style-type: none"> <li>1. Letter of Agreement</li> <li>2. Nature of partnership being exclusive or non-exclusive should be stated in the agreement.</li> </ol>
<p>d. Written agreements/contracts between the agency and school are signed by both parties; agreements/contracts display all itemized fee schedules, refund policies and other policies as applicable by law; such contracts/agreements avoid any misrepresentation and do not make promises or guarantees that cannot be met;</p>	<ol style="list-style-type: none"> <li>1. Letter of Agreement</li> <li>2. Itemized fee schedules, refund policies, etc. are stated in the agreement with students/natural parents.</li> <li>3. Program literature/marketing materials/websites</li> </ol>
<p>e. Written agreements/contracts between the agency and student/natural parents must clarify that the agency does not collect any commissions based on</p>	<ol style="list-style-type: none"> <li>1. Participation terms from the contract sent to natural families.</li> <li>2. Handbook and application form.</li> </ol>

<p>financial aid or scholarship; also, contracts with students/natural parents stipulate confidentiality and the limits therein, as guaranteed by privacy laws; these contracts/agreements display all itemized fee schedules, refund policies and other policies as applicable by law; such contracts/agreements avoid any misrepresentation and do not make promises or guarantees that cannot be met;</p>	<ol style="list-style-type: none"> <li>3. Commission structure is stated in the agreement with the school.</li> <li>4. Confidentiality - Program materials, marketing materials do not include personal student data.</li> </ol>
<p>f. Agencies stand by the veracity of documentation, including: financial capability, grades, transcripts, teacher recommendations, English language capability and any other documentation/scores used for the purpose of admissions;</p>	<ol style="list-style-type: none"> <li>1. This can be stated in the contract and handbook. Documents must be signed by school representatives, doctors, bank officials, etc. Documentation must be authentic. The agency must provide translated materials (ex. contracts, handbooks, applications, transcripts) for the purpose of audit.</li> <li>2. In the agreement with students/natural parents, agencies include terms requiring genuine, verified documentation.</li> </ol>
<p>g. Agencies fully disclose the practice of collecting payments/fees/commissions:</p> <ol style="list-style-type: none"> <li>i. If agencies receive payments from students/natural families, this practice must be disclosed to partner schools;</li> <li>ii. If agencies receive commissions from partner schools, this practice must be disclosed to students/natural parents;</li> <li>iii. If agencies compensate sub-agents, independent contractors, consultants and/or franchisees, this practice must be disclosed to students/natural parents and partner schools.</li> </ol>	<ul style="list-style-type: none"> <li>• Contracts/Agreements (these practices must be disclosed in the contract; though it is not required that programs divulge specific amounts).</li> </ul>
<p>h. Agencies shall not knowingly be a party to a placement based solely on athletic skill and ability, whether initiated by a student, a natural or host family, a school, or any other interested party. Agencies should provide transparency and report to partners/schools any F-1 student for whom participation in</p>	<ol style="list-style-type: none"> <li>1. Program literature</li> <li>2. Sample student application</li> <li>3. Agencies provide a student's academic score/talent.</li> <li>4. Agencies make clear to US schools in the contract that they do not recruit based on athletic ability. Placement</li> </ol>

<p>interscholastic varsity athletics was the sole motivating factor at the time of application.</p>	<p>is not a guarantee of athletic participation.</p>
<p>i. Agencies shall secure written, student-specific acceptance from the DSO (Designated School Official), PDSO (Principal Designated School Official), school principal or other designated responsible school administrator prior to the international student's departure from his or her home country.</p>	<ol style="list-style-type: none"> <li>1. The acceptance can (not "must") be verified through the issuance of the I-20.</li> <li>2. School enrollment confirmation forms.</li> <li>3. A record of student travel itinerary for comparison with date of enrollment.</li> </ol>
<p><b>3. Engagement:</b></p>	
<p>a. Agencies train their recruitment personnel (including, but not limited to, employees, sub-agents, independent contractors, consultants and franchisees) annually in relevant standards, practices, procedures and content areas. Recommended resources include:</p> <ol style="list-style-type: none"> <li>i. The US secondary school education system; <ol style="list-style-type: none"> <li>1. Principles of Good Practice (NAIS, NAFSA, TABS);</li> <li>2. Enrollment Management Practices (EMA, AISAP);</li> <li>3. <u>CSIET Standards for Long Term International Student Exchange Programs</u>;</li> </ol> </li> <li>ii. US Regulatory Requirements (SEVP);</li> <li>iii. International Student Recruitment Standards/Guidance (*AIRC, NACAC Code of Ethics).</li> </ol>	<ul style="list-style-type: none"> <li>• Agencies provide training material, attendance records, signed forms indicating participation in online training (if any).</li> </ul>
<p>b. The agency shall respond in a timely and appropriate fashion to complaints received from international students, natural parents, schools or others concerned with the program and its quality.</p>	<ul style="list-style-type: none"> <li>• Written policy.</li> </ul>
<p><b>4. Partnership:</b></p>	
<p>a. The agency is accountable for actions taken and representations made by partners (including, but not limited to sub-agents, independent contractors, consultants and franchisees). All partners must adhere to CSIET's Model</p>	<ol style="list-style-type: none"> <li>1. Terms stating adherence to CSIET's Model Standards on International Student Recruitment are included in agreement signed with partners.</li> <li>2. Translated copy of Model Standards.</li> </ol>

Standards on International Student Recruitment.	
<p>b. The agency collaborates with US-based agencies and schools that operate in a manner consistent with <u>CSIET Standards for Long Term International Student Exchange Programs</u>.</p>	<ol style="list-style-type: none"> <li>1. This can be satisfied by organizations working with CSIET certified organizations from the US.</li> <li>2. Non-US F-1 recruitment agencies have on file a translated copy of <u>CSIET Standards for Long Term International Student Exchange Programs</u>, available for review by their home based personnel.</li> </ol>
<p>c. The agency collaborates with US schools based on criteria consistent with <u>CSIET's Model School Policy</u> (Section 4, <i>School Expectations of International Student Exchange Programs</i>).</p>	<ol style="list-style-type: none"> <li>1. This can be satisfied by including Section 4 of the Model School Policy along with the training materials and info provided by the individual school.</li> <li>2. Non-US F-1 recruitment agencies have on file a translated copy of <u>CSIET's Model School Policy</u>, available for review by their home based personnel.</li> </ol>