



Education Agents and International Admissions

At **Cranleigh School**, we work with carefully selected education agents to support some international families through the admissions process.

We are committed to ensuring that all recruitment activity is transparent, accurate, ethical, and focused on the best interests of the child and their family. Families may always contact us directly and do not need to use an education agent to apply.

Our commitment to the UK Agent Quality Framework (AQF)

If you're thinking about studying with **Cranleigh School**, you may choose to seek support from one of our authorised education agents or counsellors to help with your application.

To make sure you get the best support, the UK education sector has established the **Agent Quality Framework (AQF)**, a set of standards and resources that support agents and counsellors to:

- have up-to-date knowledge about studying in the UK
- understand the UK's visa and immigration system
- give advice that is in line with your interests and supports your study abroad journey

This UK education sector-wide initiative aims to improve the experience of international students working with education agents and counsellors to apply to study in the UK, meaning you can feel more confident that the advice you receive is accurate and that your application is being handled correctly.

Committing to the AQF is a UK Visas and Immigration (UKVI) requirement for all UK education providers who use and work with education recruitment agents and counsellors.

UKVI sponsor guidance requires licensed sponsors who use education agents to manage those relationships appropriately and to demonstrate commitment to the AQF.

We, **Cranleigh School**, are committed to the requirements set out in sponsor guidance and the four key AQF principles:

- Empowering student choice and enabling informed decision making
- Ensuring good agent governance and professionalism
- Promoting ethical agent practices, professional knowledge, and competency
- Increasing transparency and accountability

For more information about the AQF, please visit **[AQF.info](#)**

National Code of Ethical Practice for education agents

The **National Code of Ethical Practice for UK education agents** lies at the heart of the AQF. It sets out the standards and best practices that agents and counsellors representing UK education providers must follow.

As a Child Student sponsor, **Cranleigh School** is responsible for managing its agents to help ensure compliance with this code as part of its sponsor duties.

How to verify an agent

To confirm whether an agent is authorised to represent the school, please contact:

International Admissions Team
Email: admissions@cranleigh.org
Telephone: **01483 276377**

Please include:

- the agent's name
- the company name
- office location
- the name of the staff member you are dealing with, if known

What education agents can and cannot do

An authorised education agent may:

- explain our admissions process
- help families understand what documents are required
- support communication between the family and the school
- provide general information about studying at **Cranleigh School**

An education agent must not:

- guarantee admission
- guarantee a visa outcome
- provide false, misleading, or incomplete information
- alter or falsify documents
- make promises on behalf of **Cranleigh School** unless specifically authorised to do so
- present themselves as employees of the school unless they are directly employed by it

All final admissions decisions are made by **Cranleigh School**.

We expect all authorised agents to handle personal data securely, lawfully and confidentially in accordance with UK GDPR and relevant local data protection laws.

Fees and transparency

Some education agents may be paid a commission by **Cranleigh School** if a pupil enrolls successfully.

Families should ask the agent to explain clearly:

- whether the agent also charges the family a fee
- what services are included in any fee
- whether any part of the service is paid for by the school
- whether any refund policy applies

We encourage families to request this information in writing before proceeding.

Important information for parents and guardians

For pupils applying under the **Child Student** route, it is especially important that parents and guardians receive clear and accurate information about:

- admissions requirements
- tuition fees and any additional charges
- boarding arrangements, where relevant
- guardianship arrangements, where relevant
- travel, transfer, and arrival arrangements
- pastoral care, welfare, and safeguarding support
- school rules, expectations, and term dates

If anything is unclear, parents and guardians should contact the school directly. Families are always welcome to communicate with us without going through an agent.

Safeguarding and pupil welfare

The safety and wellbeing of children is central to our admissions process.

We expect any education agent representing **Cranleigh School** to communicate responsibly with pupils and parents and to present accurate information about school life, accommodation, supervision, guardianship, and welfare arrangements.

If we believe an agent has acted in a way that may compromise pupil welfare, mislead a family, or undermine trust or in the admissions process, we may suspend or terminate that relationship.

If we believe that an education agent has acted in a way that may compromise pupil welfare, mislead a pupil or family, undermine trust, or place the School's sponsor licence or compliance obligations at risk, we reserve the right to suspend or terminate our relationship with that agent immediately.

Applying directly to the school

Families do not need to use an education agent to apply to **Cranleigh School**.

Applications may be made directly through our admissions team at:

<https://admissions.cranleigh.org/user/welcome.php>

Using an agent does not guarantee admission and does not provide an advantage in the admissions process.

Complaints or concerns about an education agent

We take concerns about education agents seriously.

If you believe an agent representing **Cranleigh School** has:

- given inaccurate information
- behaved unprofessionally
- failed to explain fees clearly
- misled a pupil or parent
- mishandled documents or personal information
- acted in a way that raises safeguarding concerns

Please contact us immediately.

Complaints contact

Email: **schooloffice@cranleigh.org**

Telephone: 01483 273666

Please provide:

- your name
- the pupil's name, if relevant
- the name of the agent or company
- a short summary of the concern
- copies of any relevant emails, invoices, or documents

We will review the matter in line with our complaints, safeguarding, and compliance procedures.

Our quality assurance approach

To help maintain high standards, we:



- carry out due diligence before appointing agents
- use written agreements with our agents
- expect agents to follow ethical and compliance standards
- monitor performance, conduct, and application quality
- review complaints and feedback regularly
- take action where standards are not met

Further information

For more information about the AQF and using the services of one of our partner agents, please contact:

Lisa Costello

International Registrar

admissions@cranleigh.org