

The background is a deep blue gradient. A large, semi-transparent grid pattern, resembling a globe or a sphere, is centered in the upper half. On the left side, there are several flowing, ribbon-like lines that curve downwards and outwards, creating a sense of motion and depth.

QISAN

Recognition **for agents**

Assurance **for institutions**

Protection **for students**

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## Why QISAN?

It has become a major concern for institutions worldwide, government bodies and students that some educational agents are using unethical and sometimes illegal practices to recruit international students.

Many institutions will now not use educational agents for recruitment purposes for fear of giving their university a bad name in the global education field. This is having a detrimental effect on universities, agents and students.

Educational agents and counsellors need to be confident that the needs of the students they send abroad to study are catered for. This may include, as well as a good education and efficient meet and greet service, good accommodation options and varied social and welfare support.

QISAN was founded in 2007 with the main ethos of;

- **Protection for students**
- **Assurance for institutions**
- **Recognition and ongoing support/monitoring for agents**

## QISAN for agents/counsellors

### Recognition/membership

As accredited QISAN agents, you will be recognised by your peers, students, educational institutions worldwide, VISA offices and other government bodies as a professional and ethical agent/agency.

Educational institutions will recognise you as someone they can trust to represent them and who will recruit students with the appropriate qualifications, English Language levels and financial means, to be enrolled on to the most appropriate programme of study.

### Agent training

As a QISAN member you will have access to regular training opportunities with recognised qualifications. Online options are available.

### Training will include the following topics:

- The international education marketing roles and responsibilities in international education.
- Managing issues and critical incidents.
- Communication in culturally diverse workplaces.
- Managing client services and processes in international education.
- Managing effective workplace relationships.
- Ethics in student recruitment.

### Membership application process

Please fill in our application form, which can be found on our website [www.qisan.com](http://www.qisan.com) or alternatively contact us at: [information@qisan.com](mailto:information@qisan.com)

**Kate McCormack** Membership Manager.

[www.qisan.com](http://www.qisan.com)

### Benefits of membership

#### Marketing

- Use of QISAN logo on letterheads, business cards, website, Facebook etc.
- Display of QISAN accreditation certificate.
- Opportunities for marketing on the QISAN website and newsletter.
- Your profile sent to reputable institutions worldwide on request.
- Access to QISAN's unique student referral network [www.qisan.com/referralservice.htm](http://www.qisan.com/referralservice.htm)
- Constant marketing of your services through 'QISAN Communicate'.

#### Networking

- Access to our networking area of the QISAN website 'QISAN Communicate'.
- Discounted places at education conferences /seminars.

#### Recognition/training

- Your company profile highlighted on the QISAN website.
- Regular training opportunities with recognised qualifications. Online options are available.
- The best universities and other educational institutions worldwide will recognise the advantages of appointing QISAN members as their agents.

## QISAN for institutions

We enable institutions to contact QISAN accredited agents and other QISAN institution members worldwide in order to build partnerships and recruit international students.

By joining QISAN, educational institutions can be confident that they will be represented in a professional, ethical manner and that their image will not be tarnished.

Since its inception, QISAN has expanded its portfolio of services in an effort to become the 'Total Solution' to your international development needs.

## Application process

Institutions can fill in our application online [www.qisan.com](http://www.qisan.com) or alternatively contact our Membership Manager:  
Kate McCormack [information@qisan.com](mailto:information@qisan.com)

## If accepted as a full member and on receipt of payment, you will receive:

- Secure Certificate of Membership.
- Assistance with development of international academic partnerships.
- Artwork of QISAN Logo for use on your business cards, letterheads, publicity materials and website etc.
- Access to QISAN's unique referral network.
- Invitation to submit articles for the QISAN newsletter.
- Invitation to QISAN conference as and when organised.
- Access to QISAN member services as described on the website.
- Institutional banner on QISAN website, linked to your institutions home page plus a QISAN profile page.

- Opportunities to market your institution on the QISAN website.
- Membership of student referral network.
- Access to the QISAN agents training programme, for use with your agents.

## Increased student recruitment

- Database of educational agents worldwide, which will be continually updated.
- Access to QISAN's unique student referral network.
- Regular newsletter keeping you up to date with international education developments.
- Advice/support on student recruitment best practices, establishing 'true intent to study', policy guidance etc.
- Access to the QISAN helplines.

## Recognition

- Secure certificate of membership.
- Artwork of QISAN Logo for use on your business cards, letterheads, publicity materials, website, Facebook, Twitter etc.
- Access to the QISAN/ASIC training programmes and events, which will be used to enhance the quality of your international student recruitment processes.
- Discounts for conferences in the UK and worldwide.

## Marketing

- Constant marketing through 'QISAN Communicate'.
- Invitation to submit articles for the QISAN newsletters.
- Institutional banner on QISAN website, linked to your institutions home page.
- Access to a database of institutions worldwide to assist with developing collaborative partnerships.
- Substantial discounts for education/agent fairs worldwide, including WEBA international fairs.

Recognition for agents  
**Assurance for institutions**  
Protection for students

“By joining QISAN, educational institutions can be confident that they will be represented in a professional, ethical manner and that their image will not be tarnished.”

# QISAN

for students

As students prepare to study overseas, they need to be able to talk in confidence with a trained counsellor and trust that he/she will give honest, educated and ethical advice on the best universities and other educational institutions to suit their requirements.

Some of the services that QISAN member agents provide; high quality and ethical advice on where to study, realistic guidance on their qualifications, English language development and opportunities for securing a place at a top international university, good counselling on preparing application forms, efficient response from applications, experienced staff to prepare them for their visa interview, pre-departure assistance with flights, accommodation and cultural difficulties they may experience.



## Efficient student welfare service by the host institution

Confidence that all their realistic needs will be met whilst overseas through an efficient social and welfare support programme.

## Protection for students/reassurance for parents

QISAN members have been fully referenced from universities, other educational institutions they have represented and students previously assisted. So they will know that the agent they are talking to has good experience and has their best intentions at heart.

## Contact with colleges/universities worldwide

Students also get free access to the QISAN student referral network. They will be required to fill in a short enquiry form, detailing their preferred country of study/course requirements etc.

Applications will be forwarded directly to the appropriate institutions and will be tracked by QISAN staff. This will be developed into an 'App' in the near future.

Students will also be informed of the nearest QISAN accredited agent who can assist them further with their application, funding, accommodation, VISA applications and pre-departure briefing.

## Student feedback

Students are given the opportunity to give feedback on the performance of QISAN member agents using our student social media application.



[www.qisan.com](http://www.qisan.com)

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Assurance for institutions  
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# How are QISAN agents approved?

## Approval

Initially agents who are already known to work to high standards as identified by organizations such as British Council, IDP (Australia), NAFSA (USA) and VIECA (Vietnam) etc. will be invited to join the association.

Every agent also completes an application form, submits a profile and signs an ethics agreement with QISAN.

## References

All agents must submit three references from colleges or universities which they have represented. New references will be taken for each member on renewal.

## Approval committee

A committee, formed from the founder members, approves membership applications and monitors performance and adherence to the QISAN code of practices.

Details of all accredited agents will be forwarded to the relevant government and VISA offices worldwide and to educational members of QISAN. All QISAN accredited members will be entitled to show the QISAN logo.

## Secure certificates

QISAN will be using secure printed certificates. Each certificate will have 10 security measures to ensure authenticity. The authenticity of each certificate can be checked via our website.

## 'Code of ethics'

As part of our quality control we exercise, we do ask that all of our members abide by the 'Code of ethics' for educational representatives. You can find this on our website [www.qisan.com](http://www.qisan.com) and go to 'Code of ethics'.

## Membership criteria for agents

- Provide recruitment support services to international students and their parents.
- Adhere to the QISAN 'code of ethics'.
- Demonstrate effective administrative systems are in place for the monitoring of student recruitment.
- Establish robust procedures to ensure only genuine students are recruited to study genuine courses at genuine institutions.
- Have robust student interview procedures in place.
- Have systems in place to check students qualifications are genuine and appropriate for the courses they are applying for.
- Have sufficient checks to ensure students finances are available for study.
- Maintain good communications with VISA offices.
- Keep themselves informed of programmes, fees, accommodation etc. regarding the institutions they represent.
- Visit institutions they represent at least once every two years.
- Undertake any training available from organisations such as the British Council, PIER, QISAN and from the institutions you represent.
- Comply with all relevant local and national laws and regulations governing the operation and licensing of educational agents.
- Be in operation for at least 2 years (associate membership is available for start up companies).
- Keep QISAN and your representative institutions informed of any change of address and other contact details.
- QISAN members are expected to promote the ethos of QISAN membership to individual students, governing bodies, institutions and to advise on editorial opportunities in local or national press and TV.
- Display the QISAN logo on all published material including their website with a link to [www.qisan.com](http://www.qisan.com)
- QISAN members are expected to work in a spirit of co-operation with the country QISAN president and other QISAN members to enhance the quality and professional standing of their profession by embracing the code of ethics as set out by QISAN.



# QISAN Communicate

'QISAN Communicate' is a new networking area of the QISAN website which will allow you to contact other QISAN member agents/institutions and students directly and interactively.

As part of 'QISAN Communicate' you can:

## Market your services

- Populate your own profile on the QISAN web site to market to institutions, agents and students worldwide.
- Continually update your services, via a news feed, which will be accessed by all members.

## Continual professional development

- QISAN agents will be able to update their own professional development file which will be used to update your QISAN profile.
- Visit our training area of 'QISAN Communicate' for details of upcoming training sessions, seminars and conferences.

## List of education fairs world wide

- Visit our list of education fairs worldwide, for which you will receive substantial discounts.

## QISAN databases

- The up to date QISAN accredited agent database can be accessed by Institutions, via 'QISAN Communicate'.

## Student social media applications

- Students will have access to a social media application which will allow them to contact institutions and agents directly and also comment on the support received from agents and institutions.



## Contact us

For more information regarding QISAN, please contact us using the contact details below;

Postal Address:

13 Yarm Road,  
Stockton on Tees,  
TS18 3NJ  
England

Telephone: **+44 (0)1740 617 920**

FAX: **+44 (0)1740 768 171**

Membership Manager: Kate McCormack

Email: **information@qisan.com**

Alternatively you can visit our website

**www.qisan.com**



facebook.com/QisanNews



@QISAN\_LTD





# QISAN

Quality International Study Abroad Network

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