

AGENT'S CODE OF CONDUCT

This code applies to all approved recruitment agents (the "Agent") to ensure that they conduct themselves with pride, honesty, and integrity, and in a manner that reflects the highest ethical standards of International Management and Sports College ("IMSC") as a trusted and high-quality education provider.

More specifically, we expect each of our Agent to carry themselves in the following manner:

I. Ethical, Reliable and Trustworthy

1. IMSC's Agents are to promote IMSC, its programmes, and its services, in a correct, accurate and appropriate manner, and shall not contravene any expectation as may be stated in any contract to be entered into between the prospective students and IMSC.
2. IMSC's Agents must not engage in any unethical practices such as making claims, warranties, representations or statements which may be false, untrue, ambiguous, misleading, inaccurate or fraudulent.
3. IMSC's Agents undertake to conduct student recruitment in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as defined in materials published by IMSC so that prospective students can make informed decisions.
4. IMSC's Agents undertake to adopt good attitudes and deploy only truthful and ethical sales techniques during recruitment at all times.
5. IMSC's Agents undertake **not** to guarantee or deem to provide a sense of guarantee to prospective students with any success rate for admission to an institution of higher learning, and any approval of any application for securing any pass (e.g. student's pass), national status (PR, citizenship) from any government bodies. Any decision on such matter is at the discretion of the relevant authority and IMSC can have no influence or jurisdiction on them. This position must be made absolutely clear to all prospective students.
6. IMSC's Agents undertake **not** to guarantee or deem to provide a sense of guarantee to prospective students with any employment opportunities. IMSC's Agents further undertake not to provide job replacement services for a fee. They must also not attempt to entice prospective students with promises of salaries or allowances for trainees on work attachment / internships.
7. IMSC's Agents undertake to conduct themselves with integrity and in a manner that will reflect positively and maintain the positive name of IMSC.

II. Student focus

1. IMSC's Agents undertake to only recommend courses that are aligned to the prospective students' educational / training goals.
2. IMSC's Agents are to advise prospective students and/or their parents to ensure they have a full understanding of IMSC's courses / programmes before committing the prospective students into any particular course / programme. To that end, IMSC's Agents are to

introduce and recommend suitable courses / programmes to prospective students who would qualify, both academically and financially, for admission to IMSC.

3. IMSC's Agents are to perform pre-course counselling to prospective students, but are not to execute selection of students on behalf of IMSC. Student selection will be under the sole charge of IMSC.

III. Service Excellence

1. IMSC's Agents undertake to adhere to the highest standard of service required of all of IMSC's staff. In achieving that, IMSC's Agents are to ensure that:
 - a. They are familiar with IMSC's policies;
 - b. They are familiar with Singapore's laws and regulations pertaining to, amongst others, the Private Education Act in Singapore.
 - c. They are familiar with the Committee for Private Education's EduTrust scheme, the requirements and regulations pertaining to the governance of private education institutions in Singapore, and to keep abreast of any changes or developments to them.
2. IMSC's Agents undertake not to bring the Singapore education system, IMSC, any of its education partners, and other Agents appointed by IMSC to disrepute by engaging in unfair trading / student recruitment practices.
3. IMSC's Agents undertake to exercise due care, diligence and competence in carrying out their duties and refrain from any negligent or incompetent acts or omissions which may compromise the integrity and good repute of IMSC, any of its education partners, other Agents and Singapore.

Interested applicants are strongly advised to **only** apply for any of IMSC's programmes either through IMSC's list of approved agents, or through IMSC directly. The list of approved agents may be found on IMSC's website.

Please email us at admin@imsc.edu.sg or call us at 6423 0668 should you have any queries.