



Recruitment Agent Code of Conduct

It is mandatory of ICASTEC to focus on agent's selection and management. ICASTEC take serious views in monitoring the external recruitment Agent. All recruitment Agents are to meet the following code of conducts before ICASTEC agrees to renew the contract.

Our code of conduct for Recruitment Agent includes:

1. Agent must be aware of:

- EduTrust requirements
- Immigration and Checkpoint Authority (ICA) policies, procedures related to Foreign students
- Rules and Regulations of ICASTEC.
- Agent undertakes not to violate any of these laws and regulations.

2. Agent undertakes to ensure that the recruitment of student is conducted at all times in an ethical and responsible manner and consistent with the requirements of the relevant course or curriculum as defined in materials published by ICASTEC.

3. Agent shall not collect any fees from prospective student.

4. Agent shall ensure all the materials and advertisements information is truthful and does not include any misleading or malicious comments must be reviewed and approved by ICASTEC before publish to public. Agent shall comply with the CPE's Advertising Code for PEI (published 10th April 2012 and implemented on 9th July 2012).

5. Agent agrees to employ appropriately qualified staff, or to train all staff to assess the extent to which applicant must meet the pre-requisites of the course for which they are applying based on the applicant's qualifications and proficiencies.

6. Agent must strictly comply with ICASTEC selection and enrolment procedures and to provide all original applicants upon request.

7. Agent agrees to ensure that all applicant information collected shall be securely kept in accordance to ICASTEC confidentially of students' data policy.

8. Agent must not contravene or fail to meet any expectation stated in the contract.

9. Agent must not engage in any unethical practice such as making claims, warranties, representations or statements which may be false, untrue, ambiguous, misleading, inaccurate or fraudulent.

10. Agent must apply principles of fair trading in recruiting students and must not engage high-pressure sales, "bait and switch" advertising or similar unfair practices or tactics.

11. Agent must not be negligent, careless or incompetent such that they compromise the integrity of ICASTEC and Singapore's reputation.

12. Agent must follow the PEI's procedure to clarify any doubt and any other information deemed necessary by ICASTEC.



新加坡国际烹理协会培训与教育学院 ICAS Training & Education College (ICASTECH) Pte Ltd

RCB No. 200512999K

13. ICASTEC's Agent agrees to abide by agent Code of Conduct 1 to 12 and make known other rules or policies that may be made by ICASTEC at any time without prior notice.

14. The code of conduct will also be applicable to any staff or person engaged by ICASTEC to recruit students on his behalf. (Please also refer to policies on unethical sales tactics.)