Agent Application Centre Guide

For student recruitment agents & providers

Manage applications for:

- Doctoral degrees
- Foundation programmes (including New Start and Tertiary Foundation Certificate (TFC))
- Certificate programmes (excluding Postgraduate Certificates, Certificate in Languages and Graduate Certificate in Law)
- Summer Research Scholarship
- Study Abroad and Exchange
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1 Introduction

This guide provides international student recruitment agents & providers with information on using the University of Auckland’s Agent Application Centre.

The Agent Application allows you to manage applicants’ applications, including but not limited to:

- Adding a new applicant
- Adding different programmes for an existing applicant
- Tracking applications status
- Withdrawing applications
- Uploading documents

The following applications need to be managed through this Agent Application Centre. Please log into https://agent.apply.auckland.ac.nz to view and submit these:

a. Doctoral degrees

b. Foundation programmes (including New Start and Tertiary Foundation Certificate (TFC)) (accessible in the ATS Agent Application Centre later this year)

c. Certificate programmes (excluding Postgraduate Certificates, Certificate in Languages and Graduate Certificate in Law) (accessible in the ATS Agent Application Centre later this year)

d. Summer Research Scholarship (accessible in the ATS Agent Application Centre later this year)

e. Study Abroad and Exchange (accessible in the ATS Agent Application Centre later this year)

For queries, please contact the International Office on int-marketing@auckland.ac.nz
2 Agent Registration (new users only)

1. To register for access to the Agent Application Centre, please contact the International Office on int-marketing@auckland.ac.nz

2. You will receive email confirmation from the International Office once your access has been set up.

3. Once registered,
   - Sign in to https://agent.apply.auckland.ac.nz.
   - Use your username and password sent to your email.
   - Complete ‘Your contact details’ section at the Agent Registration page.

4. Click ‘Next’ to continue.
3 Agent Application Centre

Registered agents can go to: https://agent.apply.auckland.ac.nz and sign in with username and password sent to your email. If you do not have access, please refer to page 3 of this guide under the Agent Registration section.

When you login:

- The Application Centre page will appear.
- It shows the first 100 applicants associated to your agency who have had applications submitted by your agency over the past two-and-a-half years.
- If the name of the applicant is not displayed on this page, start typing the name or part of the name in the ‘Search Applicants’ field.
- To view a summary page for an applicant, click on the applicant’s name.
4 Registering a new applicant

As a registered agent, you can create new applicants from the Application Centre. Click ‘Add New Applicant’.

Details that are compulsory for your applicant at registration are:
- Last name/ Family name
- Date of birth
- Email address

*If the applicant email address exists in our system already an error message will advise you that the email address has already been used. A new, unique email address is required.*

*If you have a duplicate applicant email address, please first try to submit an alternative applicant email address.*

*If you do not have an alternative email address, please fill out an Agent Appointment form (see Appendices) and return to int-marketing@auckland.ac.nz.*

*If you have none of the above issues, you may continue with the application.*

Click ‘Check for new’ to continue.

**Note:**

Please **capitalise each word** when typing in applicants name:

- Youlin Wang → Correct
- YOULIN WANG or Youlin WANG or youlin wang → Incorrect
5 Entering an applicant’s personal details

Please select the appropriate title from the drop down menu:

At the Contact details section, the following details are required for your applicant:

- Phone number
- Mailing address
- Gender
- Date of birth
- Citizenship details (ie. Country of citizenship)
- New Zealand permanent residency status (yes or no)
- Ethnicity

The following details are optional:

- Iwi affiliations (applicable only for Maori/Pacifika students)
- Disability information
- IRD Number (this is a NZ code assigned for the purpose of paying income tax)

Steps:
1. Enter the applicant’s personal information.
2. Click ‘Next’ to continue.
3. If all required fields are completed, the Academic History page will appear.

Note:

Any incomplete ‘required’ fields will be displayed in red (see sample on the next page). They will continue to display until you complete the field and click the ‘Next’ button. You can click the ‘Next’ button at any time to check which fields are still missing.

It is important to complete this page as incomplete registration will not be captured in our system. Once completed, you can choose to complete the Application for Admission (page 8) at a later stage. Please remember to click on the ‘Save and exit’ button before closing your window.
### Application for Admission

**Required fields**

- Please enter ethnicity
- Please enter a phone number
- Please enter gender
- Please enter permanent residency status
- Please enter citizenship details

**Personal details updated.**

### Applicant Testing

All applicants must provide verified evidence of their legal name, date of birth, and citizenship, such as a verified copy of their passport, birth certificate, marriage certificate, divorce certificate, certificate of citizenship, or change of name by deed poll.

**Full legal name**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Lala</td>
</tr>
<tr>
<td>Middle name</td>
<td>Land</td>
</tr>
<tr>
<td>Last name</td>
<td></td>
</tr>
<tr>
<td>Suffix</td>
<td></td>
</tr>
</tbody>
</table>

**Preferred name**

Use the section to indicate other names.

Does Applicant have a preferred name that is different from their full legal name?
- [ ] Yes
- [x] No

Does Applicant have a previous or maiden name?
- [x] Yes
- [ ] No

### Applicant Testing’s Contact Details

- **Contact phone**
- **Mailing address**
  - **Country**
  - **Address line 1**
  - **Address line 2**
  - **Address line 3**
  - **Suburb**
  - **City / Town**
  - **State**
  - **Postcode**
- **Home address**
  - [ ] Same as Mailing address
  - [ ] Add new address

### Email address

<table>
<thead>
<tr>
<th>Email address</th>
<th>Types</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:applicant@test.com">applicant@test.com</a></td>
<td>Other</td>
</tr>
</tbody>
</table>

**Add/update email addresses**

### Applicant Testing’s Demographics

- **Gender**
  - [ ] Please enter gender
- **Date of birth**
  - [ ] Please enter date
- **Citizenship**
  - Unverified
- **Residency verification**
  - Unverified
- **Ethnicity**
  - Unverified
- **Institutional affiliations**

### Applicant Testing’s Disability Information

- Does Applicant live with the effects of a mental health condition, specific learning disability, long-term medical condition, or other disability or impairment?
  - [x] Yes
  - [ ] No

- Does Applicant need some form of assistance from Disability Services?
  - [x] Yes
  - [ ] No

### Applicant Testing’s IRD Number

Please provide Applicant’s IRD number, if known

The IRD number is a NZ code assigned for the purpose of paying income tax

Next
6 Entering an applicant’s academic history and uploading documents

- If you register the applicant through the Application Centre, you will be required to enter the applicant’s academic history (or you can click ‘Save and Exit’ to return to this section later).
- If the applicant has already self registered (see Section 8) you can review the applicant’s academic history to check it is up-to-date and accurate, and provide any missing information.

Application for Admission: Academic History

The academic history information collected on this page will help The University of Auckland determine whether or not you meet the University entrance standard and entry requirements for a specific programme.

 Academic History

English language qualifications

- What is your first language? (Please select)

Secondary school history and qualifications

- Was the last secondary school you attended in New Zealand? (Please select)
- In what country was the school? (Please select)
- Name of school
- In what year did you last attend this school?

Please list all of the formal secondary school qualifications you have attempted, completed or are in the process of completing.

<table>
<thead>
<tr>
<th>Year</th>
<th>Qualification Name</th>
<th>Country</th>
<th>VAF / Candidate Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>GCE O level(s)</td>
<td>Singapore</td>
<td>VIEW</td>
</tr>
<tr>
<td>2012</td>
<td>GCE A level(s)</td>
<td>Singapore</td>
<td>VIEW</td>
</tr>
</tbody>
</table>

Foundation Level study

- Have you completed or are in the process of completing Foundation level study? (Please select)

Important: Generally Foundation and Certificate of University Preparation programmes, sometimes referred to as bridging programmes, are designed to help students achieve the academic preparation or background necessary to move into tertiary study. Some approved Foundation Programmes, when successfully completed, provide an alternative pathway to achieving University Entrance. If you would like further details on which Foundation Programmes may be considered for University Entrance please call 0800 61 62 63 or email admission@auckland.ac.nz for further details.

Tertiary study

- Have you attended The University of Auckland? (Please select)
- Do you hold or have you partially completed a tertiary qualification from an institution other than The University of Auckland? (Please select)

Important: Your University of Auckland academic qualifications are kept on record as you are not required to enter them here. They will not be displayed in this application.

- List all non-University of Auckland tertiary qualifications you have gained or attempted.
  - You must provide a certified copy of your official academic transcripts with subjects undertaken and results. Transcripts not in English must be accompanied by a certified English translation.

Save and Exit
Steps:
1. Enter the required information for each academic level.

2. **For tertiary qualifications only** – for each qualification you add, you can upload the individual documents for that qualification i.e. transcript and completion evidence for an undergraduate degree. This can be submitted at the time of application. The upload limit is a 4mb document and PDF is the only file type accepted.

When you click the upload button, the following screen will appear. Make sure to tick the “I confirm that I have uploaded the correct document button.”

You are then able to edit/delete the qualification, including replacing the transcript.
Please note that once the application is submitted, you will no longer be able to replace the document or edit qualification details. Please ensure all details are correct at the “Review” page before you finally submit the application.

3. **For secondary or foundation level qualifications** – no upload button is available for these entrance qualifications. To upload these documents, please see the “Things you need to list” on page 12. An upload button for these documents will appear after a maximum of 24 hours.

4. Once all details have been entered satisfactorily, click the ‘Save and Exit’ button to return to the Applicant Summary page.

If you have reviewed previously saved academic history information and made no changes, the ‘Next’ button will be available. Click ‘Next’ to complete an application to a programme (degree, diploma or certificate).

**Note:**

In the course of the application being assessed, Applications and Admissions will often require new information, i.e. a final transcript. You will be notified by email and also in the “Things you need to do” list. Please use the “Things you need to do list” to upload further documentation. The checklist status will be “Resubmit” and will have an upload button. Please see page 12 of this guide.
7 Creating and submitting applications

After registering the applicant with the University of Auckland and completing the academic history section, you can now create an application for admission to one or more programmes (degrees, diplomas or certificates).

The pages you will use are identical to those provided to applicants. As you complete the online application, you will be notified if the applicant is not eligible for a programme due to their residency status or lack of prior tertiary study.

As an agent, you are required to confirm that you have written authority to act on behalf of the applicant. An application cannot be submitted unless this is confirmed.

You must use the official University of Auckland Agent Appointment Form to obtain written authority from the applicant. This form should be retained by your agency for a period of two-and-a-half years following completion of enrolment (See Appendix 2 or 3).

8 Checklists of things you need to do

After an application is submitted, Student Services Online will automatically assign checklists to the applicant (note there may be a delay as the system performs checks and updates information). The checklists are assigned according to your applicant’s residency status, academic history and programme selection.

- Some checklists can be completed by electronically uploading a document.
- Agents can upload documents relating to requests for information that needs to be verified (such as verified transcripts or personal information).
- Applicants cannot upload documents in support of requests for information that needs to be verified.

**Note:**
In the course of the application being assessed, Applications and Admissions will often require new information, i.e. a final transcript. You will be notified by email and also in the “Things you need to do” list. Please use the “Things you need to do list” to upload further documentation. The checklist status will be “Resubmit” and will have an upload button.
9 Application status

The progress of individual applications may be tracked by clicking on the applicant’s name on the applicant list.

<table>
<thead>
<tr>
<th>Programme</th>
<th>Plan</th>
<th>Status</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master of Urban Design</td>
<td>Urban Design (Taught 120 Points)</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>

The application status for each application is given. Please see the below table for a description of each of the new statuses you will be able to view.

### Statues related to application submission

<table>
<thead>
<tr>
<th>Status name</th>
<th>Application status message</th>
<th>What this means for an agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitting</td>
<td>Your application will be submitted shortly. Please refresh or check back later to view your status.</td>
<td>The system is submitting the application. Refresh the page to view the updated status.</td>
</tr>
<tr>
<td>Submission in progress</td>
<td>Your application will be submitted shortly. Please refresh or check back later to view your status.</td>
<td>The system is submitting the application. Refresh the page to view the updated status.</td>
</tr>
<tr>
<td>Pending</td>
<td>Your application is pending submission. This is likely because of a delay in the verification of your identity.</td>
<td>The system is waiting for the applicant’s identity to be resolved to submit the application. Identity should be resolved overnight.</td>
</tr>
<tr>
<td>Application submitted</td>
<td>Excellent, you’ve successfully submitted your application. We’re checking that we have everything we need to begin assessing your application.</td>
<td>The application has been successfully submitted.</td>
</tr>
<tr>
<td>Unsubmitted application</td>
<td>Expires XX/XX/XXXX. You have not submitted this application.</td>
<td>The application has not yet been submitted. You need to submit the application when ready.</td>
</tr>
<tr>
<td>Submission failed</td>
<td>Your application failed to submit. Please contact us for information.</td>
<td>The system has failed to submit the application. Contact the University for further assistance on <a href="mailto:int-agents@auckland.ac.nz">int-agents@auckland.ac.nz</a>.</td>
</tr>
<tr>
<td>Retry submission</td>
<td>Your application is pending submission due to an error. We will automatically attempt re-submission.</td>
<td>The system will try to submit the application again. Refresh the page to view the updated status.</td>
</tr>
</tbody>
</table>
## Statuses related to processing applications

<table>
<thead>
<tr>
<th>Status name</th>
<th>Application status message</th>
<th>What this means for an agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>On hold for admission information</td>
<td>We need you to upload admission documents before we can begin assessing your application. Please see your Things you need to do section below for what we'll need from you. If you have released your documents through My eEquals or CHESICC please allow time for us to receive these.</td>
<td>The application has been submitted but certain documents are required to make an assessment. Please check the &quot;Things you need to do&quot; list.</td>
</tr>
<tr>
<td>On hold supplementary requirements</td>
<td>We need you to submit supplementary documents before we can continue to assess your application. A list of the supplementary requirements is in your acknowledgement email or in the Things you need to do section.</td>
<td>Supplementary application documents are required before an application can be assessed. Please check the &quot;Things you need to do&quot; list.</td>
</tr>
<tr>
<td>On hold pending results</td>
<td>We are waiting for your results to be released to us. We expect to receive these on XX/XX/XX</td>
<td>This applies to NZ high school, UP Education or Taylors applications. This means assessment will only begin once the results are given directly to the University from the respective examining bodies.</td>
</tr>
<tr>
<td>Processing and assessing</td>
<td>Great, we’ve received everything we need and are assessing your application. You will receive an email within 10 working days with a decision on your application.</td>
<td>All the documents required for assessment have been submitted and the admissions team or faculty is currently assessing the application.</td>
</tr>
<tr>
<td>Waitlist</td>
<td>Your application has been waitlisted and may be approved, subject to available spaces. Please contact your [faculty contact] for further information.</td>
<td>The application has been waitlisted and may be approved, subject to available spaces. Contact the faculty for further information.</td>
</tr>
<tr>
<td>Under reconsideration</td>
<td>Your Fast Track Offer has expired. Your application will be reconsidered in January when your final results are released.</td>
<td>The applicant’s Fast Track Offer has expired. The application will be reconsidered in January when their final results are released.</td>
</tr>
<tr>
<td>Applicant withdrawal</td>
<td>You have withdrawn this application.</td>
<td>The applicant has withdrawn the application.</td>
</tr>
<tr>
<td>Declined</td>
<td>Unfortunately your application has been declined. If you have gained University Entrance then you may wish to consider [another programme at the University of Auckland]. If you have not attained University Entrance, you may wish to consider completing one of our [acceptable foundation programmes].</td>
<td>The application has been declined.</td>
</tr>
</tbody>
</table>
### Statuses related to offers on applications

<table>
<thead>
<tr>
<th>Status name</th>
<th>Application status message</th>
<th>What this means for an agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Congratulations, we have approved your application! You now need to accept your offer. If you’ve changed your mind please decline the offer as soon as possible.</td>
<td>The applicant has received a firm offer for the application. Please encourage your applicant to accept their firm offer at the earliest opportunity. Agents cannot accept or decline offers. The applicant must log into their student portal with their login details to do so.</td>
</tr>
<tr>
<td>Conditional offer</td>
<td>Congratulations, we have approved your application subject to some conditions! You now need to accept your offer and then meet the conditions specified. If you’ve changed your mind please decline the offer as soon as possible.</td>
<td>The applicant has been given a conditional offer for the application. Please check the offer letter or &quot;Things you need to do&quot; list for a description of the conditions. Please encourage your applicant to accept their conditional offer at the earliest opportunity. Agents cannot accept or decline offers. The applicant must log into their student portal with their login details to do so.</td>
</tr>
<tr>
<td>Meet conditions</td>
<td>We are waiting for you to meet the conditions of your offer. This may mean we still need more admission documents from you or we are assessing the documentation you have provided. The conditions you need to meet are listed in the Things you need to do section above.</td>
<td>There are still documents that need to be uploaded or items that need to be completed in order for the applicant to meet the conditions of the offer. Please refer to the &quot;Things you need to do&quot; list.</td>
</tr>
<tr>
<td>Conditions met</td>
<td>Fantastic! You've met the conditions of your offer. You now need to accept the offer before you can enrol. If you’ve changed your mind please decline the offer as soon as possible.</td>
<td>The conditions of the offer have been met and if the applicant has accepted their conditional offer, a firm offer letter will be issued. Please encourage your applicant to accept their conditional offer at the earliest opportunity. Agents cannot accept or decline offers. The applicant must log into their student portal with their login details to do so.</td>
</tr>
<tr>
<td>Offer accepted</td>
<td>You have accepted this offer.</td>
<td>The applicant has accepted their firm offer.</td>
</tr>
<tr>
<td>Offer declined</td>
<td>You have declined this offer.</td>
<td>The applicant has declined their offer.</td>
</tr>
<tr>
<td>Offer expired</td>
<td>This offer has expired.</td>
<td>The offer has expired. Submit a new application or contact the University admissions team on <a href="mailto:admission@auckland.ac.nz">admission@auckland.ac.nz</a> to see if the expiry date can be extended.</td>
</tr>
</tbody>
</table>
## Statuses related to enrolment

<table>
<thead>
<tr>
<th>Status name</th>
<th>Application status message</th>
<th>What this means for an agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrol</td>
<td>Fantastic, you have accepted your offer. You can now enrol in courses.</td>
<td>The applicant still needs to enrol and enrolments are open for their intake.</td>
</tr>
<tr>
<td>Enrolment not open</td>
<td>Fantastic, you have accepted your offer. Enrolment opens on XX/XX.</td>
<td>The applicant still needs to enrol, but the enrolment period for their intake has not yet opened.</td>
</tr>
</tbody>
</table>
10 Applicant self-nomination of an agency/provider

Applicants can register themselves at https://apply.auckland.ac.nz

- International applicants who self register and complete their own applications are prompted to select an agency from a list of approved agencies/providers.
- If they do so, the applicant is asked to confirm their selection.
- After the agency/provider has been confirmed by the applicant, the agency/provider is able to view the applicant’s academic history and programme applications.

11 Accept, decline, withdraw and delete applications

- Agents may delete applications that have not been submitted.
- Agents may withdraw submitted applications.
- Agents cannot accept or decline an offer of place in a programme made to an applicant.

Applicants may accept or decline an offer of place - **agents are not able to accept or decline an offer of place for their applicants**.

Applicants can accept or decline an offer of place by going to https://apply.auckland.ac.nz.

**Note:**

Applicants will require login details to accept or decline their offer (see Section 12 in this guide).

12 Login details for applicants

Login details are provided to applicants according to the way their applications were received and any agency requirements.

- If your applicant has self-registered then he/she will have login details already.
- If you have registered your applicant, login details will be sent to them once an application is submitted (unless your agency is approved to delay login details going out until after an offer is made).
- If your agency is set up to prevent offer letters going to their applicants, login details will be sent to your applicants 24-48 hours after an offer is made. This allows you that time to advise your applicant of any offers in advance of any communications from the University.

If an applicant does not receive login details they can select ‘I forgot my password’ and use their email address to retrieve a temporary password.
13 Updating applicant’s personal details

If your agency initially registered the applicant, you can update their personal details through your Agent Application Centre.

Applicants who self register cannot have their personal information updated by their representative agent/provider. If the applicant’s personal information is incorrect:

- ask the applicant to update their own record (see Section 12 in this guide for information on login details for applicants) or
- contact the University for assistance on int-questions@auckland.ac.nz

14 Communications from the University

Agents receive all acknowledgements and offer letters for their applicants. These are usually copied to the applicant as well.

If your agency wishes to prevent these letters from going to the applicant then you must contact the International Office at int-marketing@auckland.ac.nz so that it can be set up.

Communications relating to applicants who self register and nominate an agency will be sent to the email address of the primary contact of the agency.

15 Expiry of agency link to applicant

Two-and-a-half years after the initial link to your agency, the link between the applicant and your agency will automatically expire. This means that the applicant will no longer be visible in your Agent Application Centre.

If the applicant wishes to reinstate the relationship with your agency, the applicant and your agency need to complete Form B – Agent Appointment (See Appendix 2 or 3 in this guide) and email it to the International Office at int-marketing@auckland.ac.nz

16 If two agencies claim the same applicant

An applicant may only be linked to one agency at any given time. If two agencies lay claim to the same applicant, the system will place a hold on the applicant. This means:

- Only the original agency will be able to see all the applications associated with the applicant and action applications until the issue is resolved by the International Office.
- The last agency to lay claim to the applicant will not be able to view the applicant in the Agent Application Centre.

Resolving this scenario:

If an applicant wishes to be represented by the last agency, the applicant along with the original agency and the last agency need to complete Form A – Change of Agent (See Appendix 4 or 5 in this guide) and email it to int-marketing@auckland.ac.nz

The agent whom the applicant wishes to cease relationship with, will no longer be able to view the applicant in their Agent Application Centre.
17 Appendices

These forms are available by contacting int-marketing@auckland.ac.nz

**Appendix 1: Agent Application Centre Access Form**

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**Agent Application Centre Access Form**

For employees of international student recruitment agencies/partners

Please submit the completed form to int-marketing@auckland.ac.nz

<table>
<thead>
<tr>
<th>EMPLOYEE INFORMATION: To be completed by agent/employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name: _____________________________ Date of birth: ___ / ___ / _______</td>
</tr>
<tr>
<td>First name(s): ___________________________ Gender: □ Male □ Female</td>
</tr>
<tr>
<td>Email address: __________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMPLOYEE ACKNOWLEDGEMENT: To be completed by agent/employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have read and understood the University of Auckland’s IT policies and the notices set out below governing the use of University computing facilities. I agree to abide by them and to accept liability for loss or damages suffered by the University as a result of my use of these services in breach of the University’s IT policies and the notices set out below.</td>
</tr>
<tr>
<td>Name of Signatory (Please print): ___________________________</td>
</tr>
<tr>
<td>Signature: ___________________________ Date: ___ / ___ / _______</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY AUTHOURISATION: To be completed by agency owner/director</th>
</tr>
</thead>
<tbody>
<tr>
<td>I warrant that the employee is eligible to use the computer services as indicated. I agree that this Agency / Partner will be responsible for the appropriate use of this computer service, and accept liability for any damages or costs incurred through breaches of the University of Auckland's IT policies and the notices set out below, governing the use of these services.</td>
</tr>
<tr>
<td>Agency: ___________________________</td>
</tr>
<tr>
<td>Name of Signatory (Please print): ___________________________</td>
</tr>
<tr>
<td>Signature: ___________________________ Date: ___ / ___ / _______</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IMPORTANT NOTICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. The University of Auckland's IT policies</td>
</tr>
<tr>
<td>II. Obligations of Employees of Agencies</td>
</tr>
<tr>
<td>a) The employee will not disclose their password to anyone and will take all possible measures to keep any access codes or passwords or personal identification codes confidential and private.</td>
</tr>
<tr>
<td>b) The employee will not reveal their login or any other information particular to their employment to any other person. The employee will not leave passwords written down on any documents or in any accessible location.</td>
</tr>
<tr>
<td>c) The employee will change their password regularly and whenever there is any indication that it may have been compromised.</td>
</tr>
<tr>
<td>d) The employee will use computer facilities and software only for approved purposes as consistent with their agency agreement and will only access, copy, distribute or update systems, software, documentation or data as authorised.</td>
</tr>
<tr>
<td>III. The NZ Privacy Act 1993</td>
</tr>
<tr>
<td>The personal information requested on this form will be stored in databases managed by the University. This information will be used directly in the provision of these computer services. All of the fields in this form must be completed, or the form will be returned and the service will be denied. Contact the International Office to review or correct personal information held by the University with respect to this service.</td>
</tr>
</tbody>
</table>
Appendix 2: Form B – Agent Appointment Form

Form B: Appointment of Agent Form

Please submit the completed form to int.marketing@auckland.ac.nz

SECTION ONE: To be completed by student

University of Auckland Student ID: ___________________________

Student name: ___________________________ Date of birth: _______ / _____ / _______

Email address: ___________________________

I, ___________________________, certify that I wish to appoint

(agency name) ___________________________ to act on my behalf as my

agency service provider. I authorise this agency provider to submit enrolment applications to the University on my behalf.

SECTION TWO: To be completed by new agency service provider

On behalf of my agency, I confirm that this student has entered a relationship with our agency.

Agency name: ___________________________

Name of agent: ___________________________

Agent email: ___________________________

Date: _______ / _____ / _______

SECTION THREE: To be completed by student to the best of his/her ability

Why have you decided to appoint this agency?

______________________________

SECTION FOUR: To be completed by student

Authorization for new agency service provider to access student information held by the University of Auckland student services online

I, the student, authorise the above Agency and any designated employees acting on their behalf to access any enrolment applications made by me or on behalf of me to the University (“my Application”) through Student Services Online (SSO).

I understand that access by the Agency to my Application will be solely for the purpose of advising, submitting and tracking progress of my Application to the University and the Agency will not disclose any information in my Application to another person without my written permission.

I confirm to the University of Auckland that I will allow the Agency to act on my behalf through SSO for a period of two years and six months from the date of this signing of this consent. I understand that I may withdraw consent to my Application(s) at any time by notifying the Agent or the University in writing.

Student Signature: ___________________________ Date: _______ / _____ / _______

For University of Auckland staff use only

Date received: ___________________________

Date actioned: ___________________________
Appendix 3: Form B – Agent Appointment Form - Chinese

Form B: Appointment of Agent Form (代理人指定表)

Please submit the completed form to int-marketing@auckland.ac.nz

SECTION ONE: To be completed by student in English (由学生用英文填写)

University of Auckland Student ID (奧克蘭大學學生ID):

Student name (學生姓名):

Date of birth (出生日期):

Email address (電郵地址):

本人

证明，本人希望指定

(代理機構名稱)

作為我的代理服務提供商

代表本人行事。本人授權該機構提供商本人向大學提交申請。

SECTION TWO: To be completed by new agency service provider in English

On behalf of my agency, I confirm that this student has entered a relationship with our agency.

Agency name:

Name of agent:

Agent email:

Date:

SECTION THREE: To be completed by student to the best of his/her ability in English (由學生用英文盡其所能回答)

Why have you decided to appoint this agency? (你为何决定指定该机构?)

SECTION FOUR: To be completed by student (由学生填写)

授权新代理服务提供商访问奥克兰大学学生在线服务所保存的学生信息

本人（学生）授权上述代理机构以及代表其行事的任何指定员工，通过学生在线服务（SSO）访问本人或代表本人向大学（“我方服务”）提出的任何入学申请。

本人了解该代理机构对我的申请的访问仅为提供建议、提交申请并跟踪本人提交入学申请的进度，未经本人书面许可，代理机构不得向他人或组织他人访问我的申请中的任何信息。

本人向奥克兰大学确认，本人将允许该代理机构代表本人访问SSO，期限为自签署本同意之日本起两年零六个月。本人理解，本人可通过书面形式通知代理人或大学，随时撤销授权代理人访问本人申请的同意。

Student Signature

(学生签名):

Date (日期):

For University of Auckland staff use only

Date received

Actioned by

Date actioned
### Appendix 4: Form A – Change of Agent Form

**Form A: Change of Agent Form**

Please submit the completed form to [marketing@auckland.ac.nz](mailto:marketing@auckland.ac.nz).

#### SECTION ONE: To be completed by student

<table>
<thead>
<tr>
<th>University of Auckland Student ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student name:</td>
</tr>
<tr>
<td>Date of birth:</td>
</tr>
<tr>
<td>Email address:</td>
</tr>
</tbody>
</table>

I, [student name], certify that I have informed my current agency service provider (agency name) that I wish to end my relationship with them.

#### SECTION TWO: To be completed by **CURRENT** agency service provider

On behalf of my agency, I confirm that this student has ended his/her relationship with our agency.

| Agency name: |
| Name of agent: |
| Agent email: |
| Date: |

#### SECTION THREE: To be completed by **NEW** agency service provider

On behalf of my agency, I confirm that this student has entered a relationship with our agency.

| Agency name: |
| Name of agent: |
| Agent email: |
| Date: |

#### SECTION FOUR: To be completed by student to the best of his/her ability

Why have you decided to change agents?

#### SECTION FIVE: To be completed by student

Authorisation for **NEW** agency service provider to access student information held by the University of Auckland Student Services Online.

I, the student, authorise the Agency indicated in Section Three above and any designated employees acting on their behalf to access any enrolment applications made by me or on behalf of me to the University (“my Application”) through Student Services Online (SSO).

I understand that access by the Agency to my Application will be solely for the purpose of advising, submitting and tracking progress of my Application to the University and the Agency will not disclose any information in my Application to another person without my written permission.

I confirm to the University of Auckland that I will allow the Agency to act on my behalf through SSO for a period of two years and six months from the date of the signing of this consent. I understand that I may withdraw consent to the Agent having access to my Application(s) at any time by notifying the Agent or the University in writing.

**Student Signature:**

Date: |

**For University of Auckland staff use only**

| Date received |
| Actioned by |
| Date actioned |


**Appendix 5: Form A – Change of Agent Form – Chinese**

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**Form A: Change of Agent Form**

Please submit the completed form to int-marketing@auckland.ac.nz

<table>
<thead>
<tr>
<th><strong>SECTION ONE:</strong> To be completed by student in English (由学生用英文填写)</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Auckland Student ID (奥克兰大学学生ID):</td>
</tr>
<tr>
<td>Student name (学生姓名):</td>
</tr>
<tr>
<td>Date of birth (出生日期):</td>
</tr>
<tr>
<td>Email address (电邮地址):</td>
</tr>
</tbody>
</table>

本人证明，本人已通知当前的代理服务提供商（代理机构名称），希望结束与他们的业务关系。

<table>
<thead>
<tr>
<th><strong>SECTION TWO:</strong> To be completed by current agency service provider in English</th>
</tr>
</thead>
<tbody>
<tr>
<td>On behalf of my agency, I confirm that this student has ended his/her relationship with our agency.</td>
</tr>
<tr>
<td>Agency name:</td>
</tr>
<tr>
<td>Name of agent:</td>
</tr>
<tr>
<td>Agent email:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SECTION THREE:</strong> To be completed by new agency service provider in English</th>
</tr>
</thead>
<tbody>
<tr>
<td>On behalf of my agency, I confirm that this student has entered a relationship with our agency.</td>
</tr>
<tr>
<td>Agency name:</td>
</tr>
<tr>
<td>Name of agent:</td>
</tr>
<tr>
<td>Agent email:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SECTION FOUR:</strong> To be completed by student to the best of his/her ability in English (由学生用英文尽其所能回答)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why have you decided to change agents (你为什么决定更换代理人)?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SECTION FIVE:</strong> To be completed by student (由学生填写)</th>
</tr>
</thead>
<tbody>
<tr>
<td>授权新代理服务提供商访问奥克兰大学学生在线服务特有的学生信息</td>
</tr>
</tbody>
</table>

本人学生)授权上述代理机构以下的任何人员的任何岗位，该代理机构在SOS访问学生在线服务的任何同学。我声明，本人同意将代理机构的全部信息提供给上述代理机构。

本人提供的所有信息是真实的，信息提供给上述代理机构。在任何情况下，本人同意将代理机构的全部信息提供给上述代理机构。

本同意将上述代理机构代表本人访问SOS，日期为自签署本同意之日起两年六个月。本人理解，本人同意将代理机构代表本人访问SOS，日期为自签署本同意之日起两年六个月。本人理解。

**Student Signature** (学生签名):

| Data (日期): |

---

<table>
<thead>
<tr>
<th><strong>For University of Auckland staff only</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date received</td>
</tr>
<tr>
<td>Actioned by</td>
</tr>
<tr>
<td>Date actioned</td>
</tr>
</tbody>
</table>