ATS Agent
Application Centre Guide

For student recruitment agents & providers
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Introduction to the ATS Agent Application Centre

This guide provides international student recruitment agents & providers with information on using the University of Auckland’s ATS (Apply to Study) Agent Application Centre.

The ATS Agent Application Centre 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

For queries, please contact the International Office on int-marketing@auckland.ac.nz

Registering for access (new users only)

To register for access to the University of Auckland’s ATS Agent Application Centre, please contact the International Office on int-marketing@auckland.ac.nz
ATS Agent Application Centre vs Agent Application Centre applications

All applications (except for the programmes listed below) need to be managed through the new ATS Agent Application Centre. Please log into https://applytostudy.auckland.ac.nz/agent

Please note that any unsubmitted applications in the previous Agent Application Centre will not be viewable in the new agent portal.

The following applications still need to be managed through the previous 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)
Using the ATS Agent Application Centre

Logging into the ATS Agent Application Centre

Registered agents can go to https://applytostudy.auckland.ac.nz/agent and log in with their username and password. If you do not have access, please see section Registering for access in this guide.

Important Note: The ATS Agent Application Centre requires the latest version of Firefox, Chrome or Internet Explorer browser.

Navigating around the ATS Agent Application Centre

Your name will appear on the top left of the page, and your agent ID number on the top right of the page.

“Register an Applicant” button:
Click to register a new applicant not linked to your agency. See Registering a new applicant in this guide.

“All Current Agency Applications” tab:
This tab displays all the applications for applicants linked to your entire agency. If you cannot find an applicant on this tab, try searching the other two tabs.

“My Current Applications” tab:
This tab displays all the applications linked to your specific agent login. If you cannot find an applicant on this tab, try searching the other two tabs.

“Other Applicants” tab:
This tab displays all applicants registered by your agency who do not have any applications or any current applications. If you cannot find an applicant on this tab, try searching the other two tabs.
Sort by function: You can sort the applications in each tab by the application submission date (or creation date if the application is unsubmitted).

Search applicants function: You can search for an applicant using their legal first name and last name, or their ID number.

Filter applications function: You can filter applications by the number of days in status, application status and semester.

Application card: Each card refers to a particular application and displays the applicant’s name, ID number, linked agent’s email address, the status of the application, and programme information.

**Important Note:** Hit the refresh button of your browser to ensure that you are viewing the most up-to-date information or if your browser appears blank.

**Viewing application cards**

An application card is generated for each application created. The same applicant can have multiple application cards depending on how many applications have been created for them.

**A** The current application status

**B** The number of days in status

**C** The applicant’s legal first name last name, and ID number

**D** The application creation date (if not submitted) or the application submission date

**E** The email address of the agent linked to the application

**F** The programme name and semester
Clicking on the arrow on an application card will take you from the ATS Agent Application Centre to the applicant overview page. See section Applicant overview page in this guide for information about that page.

**Searching for an applicant**

Use the search bar on the top of your ATS Agent Application Centre to search for an applicant using their legal first name and legal last name, or their ID number.

If you are searching for an applicant but cannot find them, try:

- Clearing all the filters (See section Clearing all filters on the next page of this guide)
- Looking under a different tab ("All Current Agency Applications" / "My Current Applications" / "Other Applicants")
- Refreshing the page

**Important Note:** Search for an applicant using their legal first and last name.

If you started registering the applicant but didn’t complete the registration, then your agency will not be linked to the applicant. Please send Form B - Agent Appointment (See Appendices in this guide) to the International Office on int-marketing@auckland.ac.nz to link the applicant to your agency.

**Filtering applications**

You can filter applications by the number of days in status, application status or semester.

**Important Note:** The filter button is only available for the "All Current Agency Applications" and "My Current Applications" tabs.

**a. Filtering by "Number of days in status"**

1. Click on the "Filter" button and select the "Number of days in status" tab.
2. Select the categories you require.
3. The search results will only list the applications whose status falls under the selected categories.
b. **Filtering by "Application status"**

1. Click on the **Filter** button and select the **Application Status** tab.
2. Select the statuses you wish in order to see all the applications that fall under those statuses.
3. The search results will only list the applications that fall under the selected statuses.

![Application Status Filter](image)

**Clearing all filters**

Click on **"Clear all filters"** which appears on the bottom right of any of the filters tabs if any filters have been selected. All the filters in all three filters tab will be cleared.

c. **Filtering by "Semester"**

1. Click on the **Filter** button and select the **Semester** tab.
2. Select the semesters you wish in order to see all the applications that fall under those semesters.
3. **"No term selected"** means that an application has been started, but no terms have been selected for it yet.
4. The search results will only list the applications that fall under the selected semesters.
**Sorting applications**

You can sort the applications in each tab by the application submission date. To sort applications click on "**Recent Submission Date**" drop box on the right of your screen.

When the arrow points down, applications are sorted in the following order:

a. Unsubmitted applications display first, from newest creation date to oldest creation date
b. Submitted applications display after that, from newest submission date to oldest submission date

When the arrow points up, applications are sorted in the following order:

c. Submitted applications display first, from oldest submission date to newest submission date
d. Unsubmitted applications display after that, from oldest creation date to newest creation date

**Logging out of the ATS Agent Application Centre**

To log out of the ATS Agent Application Centre, just close the browser. There is no log out button.
Registering a new applicant

Important Notes:

Please ensure Form B - Agent Appointment (see Appendices) has been completed and signed by the student before you start registration. All completed forms must be retained by your agency for a period of two-and-a-half years following completion of enrolment.

If the applicant’s email address exists in our system, an error message will advise you that the email address has already been used. Please complete Form B - Agent Appointment (see Appendices) and return to int-marketing@auckland.ac.nz

1 Click on “Register New Applicant” in the Agent Application Centre.

2 The screen to create the student’s identity will appear. Fill in the applicant’s first name, last name, email address and date of birth, and click “Next”.

Note: the “National Student Number” is a unique number assigned to all New Zealand students. It is not compulsory to provide this number.

Capitalise the Beginning of Each Word when typing in an applicant’s name:
Youlin Wang → Correct
YOULIN WANG or Youlin WANG or youlin wang → Incorrect
3 Fill in the applicant’s demographics and contact details, and click “Next”.

- Fill in the applicant’s demographics and contact details, and click “Next”.

4 You are now successfully linked to this applicant and can begin submitting an application.
Before starting a new application

**Important Note:** Before starting an application, please ensure that you have all the applicant’s academic transcripts and proof of English language (if the applicant has completed an English test) in PDF format as you cannot complete and submit the application without these documents.

1. The following screen will display before you start a new application for your applicant. Click "No" and "Begin" if you are making a new application for the applicant.

![Before you begin](image)

2. You will then be asked if you are applying for particular programmes.

   If you are applying for any of the programmes listed below, then click "Yes". The system will redirect you to previous Application for Admission portal.

   If you are not applying for any of the programmes listed (e.g. you are applying for undergraduate or postgraduate degrees), click "No" and "Begin". The system will redirect you to the new Apply to Study portal.

![Are you applying for any of the following programmes?](image)
3 The following screen displays the information you need to provide in order to submit an application.

Click on “Begin” to start the application.

- **Information you will need to provide**

  **Before you can submit your application:**

  - Documents that provide proof of your academic history: as you fill out your application, we will tell you what documents we need. You will not be able to submit your application without uploading these documents. **Note:** If you’re completing NCEA, CIE or IB study in New Zealand (or have in the past) we can access your results directly, so you will not need to provide transcripts for this study.

  - If you have completed an English-language test: your proof of proficiency document or the registration number of the test you completed.

  **After you submit your application:**

  - Certified proof of your identity.
Step 1: NZ study history and first language

1 Previous study (at any level) in New Zealand

Select "Yes" or "No" depending on whether the applicant has previously studied at any level in New Zealand.

If "Yes" is selected you will be asked to provide the applicant’s National Student Number (NSN). Only numbers can be entered and there is a limit of 10 digits. Providing the NSN is optional at this point.

2 First language

Click on the drop-down box with a list of languages displayed alphabetically with the five most common languages listed first.
Select the applicant’s first language.

If the first language is not listed then type in the name of the first language and select “Other (use what you typed)”.

3 Click on “Next” to proceed to the next section.
Step 2: Academic history

**Important Note:** Select "Done" after completing each section on this page.

1 Tertiary level study

Select "Yes" or "No" depending on whether the applicant has done any other tertiary study (i.e. at a university or similar institution).

If "Yes" is selected, you need to provide the country of study, institution and qualification name, and select whether the qualification is completed or in progress. Select "Done" when finished.

You do not need to declare certificate-level study, diploma-level study (if it is pre degree level study), short courses or study at the University of Auckland.

If required, you can provide multiple tertiary qualifications by clicking on "Add another Tertiary Qualification".
2 Foundation level study

Select "Yes" or "No" depending on whether the applicant has studied at foundation level (e.g. pre-university preparation programme) somewhere other than the University of Auckland.

If "Yes" is selected, then you need to provide the country of study, institution and qualification name, and select whether the qualification is completed or in progress. Select "Done" when finished.

If required, you can provide multiple foundation qualifications by clicking on "Add another Foundation Qualification".

3 Transferring credits from previous tertiary level study (optional)

If you answered "Yes" to the question on tertiary level study above, then the following optional question is displayed.

The applicant may have the option of transferring credits from previous study. If the applicant would like to transfer credits from previous study then answer "Yes" to the following question.
4 Secondary school (high school) qualifications

Please declare all the applicant’s secondary school qualifications. You can add up to six secondary school qualifications.

You need to provide the country of study, institution and qualification name, and select whether the qualification is completed or in progress. Select “Done” when finished.

If required, you can provide multiple secondary school qualifications by clicking on “Add another Secondary Qualification”.

5 Click on “Next” to proceed to the next section.
Step 3: English language, programme selection and scholarships

**Important Note:** Select “Done” after completing each section on this page.

### 1 English language test

This section will only display if an applicant is required to provide English language proficiency. Select "Yes" or "No" depending on whether the applicant has completed an English language test.

If “Yes” is selected, then you need to select the name of the English language test and the date of completion. Select “Done” when finished.

If “No” is selected, then you need to select whether the applicant is interested in attending the University of Auckland’s English Language Academy (ELA).

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2 Programme selection

You need to choose the programme type, the programme itself and the major/specialisation.

a. When you click on “Select the programme type” from the above screen, the following box appears. Select the programme type and click “OK”.

b. Click on on “Select Programme” to choose from the list of programmes associated with the programme type and click “OK”.

c. Click on “Select major/specialisation” to select a major/specialisation associated with the programme.

Some programmes do not require a major/specialisation, or can only accept a limited number of majors/specialisations. If this is the case, the system will display the following message: "You have reached the maximum number of majors/specialisations you can apply for".

When you have completed this section, click "Done".

(see sample of this screen on the next page)
3 Semester/Term selection

Select the semester/term to start the applicant's studies.

When you click on "Select Term" in the screen above, the below box with a list of options pops up. Choose a term from the available list. Click on "OK".

Please note that not all programmes and/or majors are available in every semester/term.

4 Campus selection

If a programme is run in more than one location, you will be given the option of choosing a campus location. The system will only display one campus location, if there is only one campus available for the programme.

Click on the “Campus Location” box, select one campus location and press “OK”.
5 Scholarships

Select "Yes" or "No" depending on whether the applicant has been awarded a scholarship or other funding.

If "Yes" is selected, please specify what scholarship the applicant has been awarded.

6 Click on "Next" to proceed to the next section.
Step 4: Supporting information

**Important Note:** Do not combine multiple qualifications and/or transcripts into one PDF document. Each qualification needs to be a separate PDF document.

You will be required to upload PDF documents to provide proof for the highest qualifications of an applicant’s academic history and English language proficiency. If an applicant has multiple tertiary qualifications, documents need to be provided for all those qualifications.

1. **English language test**

   If you had indicated that the applicant has completed an English language test then upload the evidence on this page.

   a. Under "**English Language test**" click on “Add Document”.

   b. On the next screen, click on "Upload File" and select the file to upload from your computer. Once the file is uploaded, it will be displayed in the box.

   Alternatively, you can provide the registration number of the English test instead of the document by clicking on “**Or enter the registration number from the test you completed**” located below the “Save” button.

   c. Click "Save".

   **Important Note:** Do not combine multiple qualifications and/or transcripts into one PDF document. Each qualification needs to be a separate PDF document.
2 Academic transcripts

Important: Uploading transcripts is mandatory in order to submit the application.


b. On the next screen, click on "Upload File" and select the file to upload from your computer. Once the file is uploaded, it will display in the box. Note: only upload PDF files.

c. Click "Save".

3 Programme-specific evidence

Some programmes will require that additional tasks be carried out, which are specific to the programme. Sometimes the tasks will be required for submission. Click on "View Details" to view instructions / what to do next or upload documents.
Note: If the programme requires the applicant’s Curriculum Vitae or Personal Statement, you can either upload these here before submission, or after submission via the “Things you need to do” section.

4 Click on “Next” to proceed to the next section.
Step 5: Review and submit application

The last page of the application will require you to provide additional information, review the application, tick "I Agree" to a declaration and then submit the application.

1 Additional Information

You need to select the highest qualification of the applicant’s parents and the applicant’s occupation required by the Ministry of Education and/or the University for reporting purposes.

Review & submit your Application

Additional Information

The information collected in this section is for statistical use by the Ministry of Education and the University of Auckland. It will not be possible to identify any individual whose information has been used to produce those statistics. Your answers will not affect your entry to the University or to a particular programme.

What is the highest qualification held by your parent or caregiver?

- Masters degree

What was your main activity or occupation in New Zealand as at or October in the year before your intended enrolment?

- Overseas

2 Review your application

You then need to review the application. You can go back to edit the application by clicking on one of the blue bars on the process bar at the top of the page.

You can make changes or replace documents, before submitting the application. If you make any changes, ensure that you select either "Next" or "Save and exit" at the bottom before you proceed to another page. Note that clicking "Save and exit" will just save the application but will not submit it.

Important Note: You will be unable to make any changes once you submit the application. Please ensure all details are correct before you click "Submit".
3 Applicant declaration

The final step is the declaration. You must tick “I Agree” to respond on the applicant’s behalf before clicking on "Submit Application". (Note: the sample below only contains a snippet of the declaration text.)

![Declaration](image)

4 Application submission

After clicking the “Submit Application” button, you will see a confirmation page.

Click on the “See your applications” button to go to the applications overview page, which will list all the applications for your applicant in the ATS Agent Application Centre, any applications submitted via the previous Agent Application Centre (excluding doctoral and foundation programmes), and the "Things you need to do" checklist.
After submitting an application

Application status after submission

A different application status message will be displayed depending on the application processing stage. Note: refresh the page to get the latest application status.

a. Immediately after an application has been submitted, the status will show as “Submitting”.

b. Once the application has been successfully received by our system, the status will show as “Application Submitted”.

c. If the application is pending submission as the applicant’s identity has to be verified by the University's identity system, the status will show as “Pending”.

d. If the application submission was unsuccessful, the status will show as “Submission Failed”. Please contact the University for assistance on int-questions@auckland.ac.nz.

Applicant overview page

The applicant overview page contains two sections:

a. “Things you need to do” - a checklist of additional documents that need to be submitted or items that need to be completed depending on the programme.

b. “Your applications” - a list of all the applications for that applicant (except for any applications that were unsubmitted in the previous Agent Application Centre).
“Things you need to do” checklist

After an application is submitted, checklists will be assigned to the applicant according to their residency status, academic history and programme selection.

(Note: there may be a delay as the system performs checks and updates information).

There are two sections:

a. **“Urgent items”**: these are items that are required for the application assessment process/decision.

b. **“Other items”**: these are less urgent items. Often these can be provided after an offer is made.

Each checklist item is displayed with a name, instructions and status.

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**Important Note**: In the course of the application being assessed, Applications and Admissions may require new information, such as a final transcript. You will be notified by email and also in the “Things you need to do” list.

Please read the instructions stated in the “Things you need to do” list and if required, upload further documentation.
Application status

Viewing the status of an application

The progress of applications may be viewed in the ATS Agent Application Centre or on the applicant overview page. Clicking on the arrow on an application card will take you from the ATS Agent Application Centre to the applicant overview page, that displays the “Things you need to do” and the list of the applicant’s applications:

Status viewed in the ATS Agent Application Centre:

Status viewed on the applicant overview page:

Statuses 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 above for what we’ll need from you. If you have released your documents through My eQuals or CHESICCC 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>
</table>
| Approved          | 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. | 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. |
| Conditional offer | 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. | The applicant has been given a conditional offer for the application. Please check the offer letter or "Things you need to do" 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. |
| Meet conditions   | 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. | 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 "Things you need to do" list. |
| Conditions met    | 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. | The conditions of the offer have been met and once 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. |
| Offer accepted    | You have accepted this offer.                                                               | The applicant has accepted their firm offer.                                                                                                               |
| Offer declined    | You have declined this offer.                                                               | The applicant has declined their offer.                                                                                                                     |
| Offer expired     | This offer has expired.                                                                     | The offer has expired. Submit a new application or contact the University admissions team on admission@auckland.ac.nz to see if the expiry date can be extended. |
### 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 can now 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 enrolment period for this intake has not yet opened. Once open, the applicant can enrol in courses.</td>
</tr>
</tbody>
</table>
Managing your applicants

Applicant self-nomination of an agency/provider

Applicants can register and submit applications themselves.

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 will be asked to confirm their selection.

After the agency/provider has been confirmed by the applicant, the agency/provider will be able to view the applicant’s academic history and programme applications.

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.

**Important Note:** 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 the following website and logging in with their login details: [https://applytostudy.auckland.ac.nz](https://applytostudy.auckland.ac.nz). Please ensure you communicate this URL to the applicant (it is also provided in the offer letters).

Note: applicants will require login details to accept or decline their offer (See next section Login details for applicants for more information).

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.
Updating applicant’s personal details

If your agency initially registered the applicant, you can update their personal details through your ATS 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 Login details for applicants in this guide) or
- contact the University for assistance on int-questions@auckland.ac.nz

Communications from the University

Agents receive all acknowledgement s 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.

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 ATS 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 Appendices in this guide) and email it to the International Office at int-marketing@auckland.ac.nz

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 ATS 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 Appendices) 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 ATS Agent Application Centre.
Appendices

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

Appendix 1: Agent Application Centre Access Form

Agent Application Centre Access Form
For employees of international student recruitment agencies/partners

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

EMPLOYEE INFORMATION: To be completed by agent/employee

Last name: ___________________________ Date of birth: ___ / ___ / ______
First name(s): ___________________________ Gender: ☐ Male ☐ Female
Email address: ___________________________

EMPLOYEE ACKNOWLEDGEMENT: To be completed by agent/employee

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.

Name of Signatory (Please print): ___________________________

Signature: ___________________________ Date: ___ / ___ / ______

AGENCY AUTHORIZATION: To be completed by agency owner/director

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.

Agency: ___________________________

Name of Signatory (Please print): ___________________________

Signature: ___________________________ Date: ___ / ___ / ______

IMPORTANT NOTICES

i. The University of Auckland’s IT policies
It is a condition of use that all Users abide by the terms and conditions of the University of Auckland’s IT policies when accessing Student Services Online. As implied or explicit in the University of Auckland agency agreement, Users are required to abide by the statutes and regulations of the University of Auckland and to comply with the reasonable requirements of the University of Auckland. You must read the following IT policies carefully as a reasonable requirement:


ii. Obligations of Employees of Agencies
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.
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.
c) The employee will change their password regularly and whenever there is any indication that it may have been compromised.
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.

iii. The NZ Privacy Act 1993
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.
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, ____________________________, (agency name) certify that I wish to appoint the person listed above 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

Authorisation 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 to my Application will be solely for the purpose of assisting, submitting and tracking progress of my Application to the University and the Agency will not disclose any information in my Application to any other 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 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 (奥克兰大学学生ID): 

Student name (学生姓名): __________________________ Date of birth (出生日期): ___/___/_______

Email address (邮箱地址): 

本人: __________________________ 证明，本人希望指定

(代理机构名称): __________________________ 作为我的代理服务提供商

代表本人行事。本人授权该机构提供代理人向大学提交入学申请。

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: ___/___/_______

Company stamp

SECTION THREE: 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)

Why have you decided to appoint this agency (你为什么决定指定该机构)?


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

授权新代理服务提供商前往奥克兰大学学生在线服务的学生活动

本人 (学生) 授权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 ("我的申请") 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信息、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透露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，期限为自签章同意之日起两年零六个月。本人理解，本人可通过书面形式通知代理机构终止，随时解除授权代理机构代表本人申请的同意。

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 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 have informed my current agency service provider ____________________________ that I wish to end my relationship with them.

(agency name)

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

**Form A: Change of Agent Form (代理人变更表)**

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

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

University of Auckland Student ID (奥克兰大学学生ID): 

Student name (学生姓名): 

Date of birth (出生日期): / / 

Email address (电邮地址): 

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。

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

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 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 FOUR: To be completed by student to the best of his/her ability in English (由学生用英文尽其所能填写)**

Why have you decided to change agents (你为什么决定更换代理人)?

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**SECTION FIVE: 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特约的学生信息

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（“我的申请”）提出的任何入学申请。

本人了解该代理机构的申请的访问仅为提名建议。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透露本人申请中的任何信息。

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起的两年内。本人理解，本人可以（通过书面形式通知代理人或大学）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): / / 

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For University of Auckland staff use only  

Date received  

Actioned by  

Date actioned