

## Partner Agent Licence Agreement and Code of Conduct

By ticking the box at the end of our web application form you are agreeing to the key terms of our **Partner Agent Licence Agreement** and you are confirming that you will abide by our **Code of Conduct**.

This means:

- You agree that the stamp is the property of IHWO Ltd and the IH Trust;
- You agree to observe the Code of Conduct;
- You agree to inform us if you see the IHWO Partner Scheme stamp used illegally;
- You agree to stop using the stamp when it expires or if you contravene the Code of Conduct.

*(You will be sent a full hard copy of the Partner Agent Licence Agreement to sign.)*

## IH Partner Agents Scheme Code of Conduct

Each member of the IH Partner Agent Scheme will abide and agree in all respects to the following codes:

1. A member of the IH Partner Agent scheme must have been legally constituted and authorised to operate in and according to the current laws and regulations of the country in which they are situated, must conform rigorously to the rules and regulations laid down by law in that country and must have been operating for a minimum of three (3) years;
2. Members of the IH Partner Agent scheme must continue to show the highest professional and ethical standards in all their business activities;
3. Members of the IH Partner Agent scheme must carry out their business in a way that portrays their image, reputation, standing and good name of themselves, their business, International House World Organisation, all its business partners and the IH Partner Agents Scheme;
4. Members of the IH Partner scheme must have sent students to at least three (3) International House member schools within the 12 months immediately preceding the signing of this Agreement. Furthermore, members of the IH Partner Agent scheme must make all reasonable efforts to send students to other International House member schools;
5. Members of the IH Partner Agent scheme must always act with honesty and integrity when communicating about themselves and their partner institutions;
6. Members of the IH Partner Agent scheme promote themselves and partner institutions fairly by focusing on their strengths and unique selling points;
7. Members of the IH Partner Agent scheme shall not wilfully or unwittingly provide or distribute false, incomplete or misleading information;

8. Members of the IH Partner Agent scheme must act in the best interests of all clients, both current and prospective, which also must include other involved persons such as parents or sponsors, International House World Organisation and all member schools. Advice, counsel and information provided to clients should be truthful, accurate and appropriate and every effort should be taken to ensure that course arrangements sold to the client are compatible to their requirements and circumstances;
9. Members of the IH Partner Agent scheme ensure all employees are well-trained and aware of this Code of Conduct. As a minimum, employees should be familiar with the courses and facilities offered by partner institutions;
10. Members of the IH Partner Agent scheme follow the International House World Organisation guidelines when advertising partner agency status and when using the Stamp (as defined in the Licence Agreement for the Partner Agent Scheme);
11. Use of the Stamp is restricted to partner agencies. On the termination of partnership status for any reason, the agency must immediately cease to use the Stamp.