



## University of Waikato

### *Change of Agent Process – Guidelines for Agents and Students*

Below is a guideline for when a new University of Waikato student would like to change from one agent to another.

1. The student must complete and sign the *Change of Agent Application Form*. The student can obtain a copy of this form by emailing the relevant Regional Manager or [agency@waikato.ac.nz](mailto:agency@waikato.ac.nz). Agents can also provide the *Change of Agent Application Form* to the student so the student can follow the submission process outlined above.
2. This form must be submitted by the student directly to the relevant Regional Manager or [agency@waikato.ac.nz](mailto:agency@waikato.ac.nz). Please note the email address of the student does not have to match the email address that is listed on their application, however we will ensure the request is legitimate if there is any uncertainty.
3. The relevant Regional Manager will then make an assessment on the information provided (including going back to the student if any clarity is required) after which the decision will be communicated back to the student and the new agent. Please note approving (or declining) the change of agent request is at the discretion of the University of Waikato.
4. We will contact the first agent to notify them of the outcome of change of agent request. Please note approving (or declining) the change of agent request is at the discretion of the University of Waikato.
5. If the change of agent request is approved we will confirm with the first agent and new agent what commission rates will be applied (if any) so invoices can be submitted in due course. Please note how commission rates are applied is at the discretion of the University of Waikato.
6. The relevant Regional Manager will then contact our admissions team to ensure the student is linked to the new agent in their MyWaikato agent dashboard. We will also make a note on the student's profile in MyWaikato confirming approval of the change of agent request so commission can be paid appropriately.