

# **CODE OF CONDUCT FOR AGENTS**

## **International Programmes Office**

### **University of Ghana, Legon**

#### **1. Introduction:**

- a.** The purpose of this Code of Conduct (Code) is to provide the minimum standards of behavior expected of all Recruitment Agents (Agents) for the University of Ghana (UG).
- b.** This Code is hereby made a part of and incorporated into UG's Recruitment Agreement (the "Agreement").
- c.** The International Programmes Office (IPO) shall ensure that the Code of Conduct is made widely available and communicated to all Agents.

#### **2. Organizational Code of Conduct:**

- a.** All Agents shall strictly comply with the Agreement, UG's Basic Laws and all relevant rules and regulations governing the University including but not limited to the Code of Conduct for its Staff. Failure to adhere to UG's rules, regulations and policies may lead to the immediate termination of the Agreement without prejudice to UG's right to seek damages howsoever occasioned.
- b.** Any illegal, unconscionable and immoral activities or violations of any applicable State Laws, the Agreement, UG Rules and Regulations and/or Policies shall also result in the immediate termination of the Agreement.
- c.** The University deplores all acts of corruption or unfair dealing on behalf of or by any of its Agents.
- d.** Agents shall be required to observe the highest professional standards and must ensure that they do not engage or participate in any act or action which may adversely affect, tarnish or cause any embarrassment to UG.

#### **3. Use of Institutional Logo, Name and Emblem:**

- a.** Agents are permitted to use the logo, name or any institutional emblem of UG for promotional purposes related to the Agreement only with the written consent of UG.
- b.** Agents are not permitted to allow third parties the use of UG's logo, name or any institutional emblem.

#### **4. Prompt Communications:**

The Agent shall promptly and without delay inform UG and / or IPO of any material changes to documentation forwarded. The Agent shall ensure that all information and / or communication relating to their obligations are forwarded to UG in the appropriate manner with as little delay as shall be possible.

#### **5. Handling of Student Data:**

- a. Agents shall observe the strictest confidence when dealing with all documents relating to the Recruitment Agreement.
- b. Student information shall not be retained by the Agent under any circumstance; the Agent upon receipt of any information shall forward same to the IPO or a duly appointed/designated person for processing.
- c. All information collected in relation to or arising from the Agents' obligation, rights or otherwise under the Agreement shall be the property of UG.

#### **6. Confidentiality:**

- a. Agents shall treat as confidential and hold in confidence all documents and information supplied and or received in connection with the Agreement.
- b. Agents shall not publish or otherwise disclose or use any information other than for the performance of its obligations under the agreement.
- c. When handling any information the following principles must be observed by Agents:
  1. Collect, use, and retain only the personal information necessary for UG's international students' recruitment. Whenever possible, obtain any relevant information directly from the person(s) concerned. Use only reputable and reliable sources to supplement this information.
  2. Protect the physical security of this information.
  3. Limit all access to personal information to its direct employees and/or representatives who are duly authorized to handle said confidential information.
  4. Use personal information only for the purposes for which it was originally obtained.
  5. Obtain the consent of the person(s) concerned before externally disclosing any personal information.

**7. Gifts, Entertainment, and Favors:**

Agents are hereby prohibited from offering or receiving from any person any entertainment, gifts or otherwise as a means to solicit, induce and / or influence any decision to be taken by the said person or Agent.

**8. Sanctions:**

UG reserves the right to sanction any Agent as follows:

8.1. Suspension:

An Agent may be suspended for up to ten (10) years by the University for breaching the Agreement or this Code.

8.2. Withholding of Fees:

The University may sanction an Agent by permanently withholding any fees due said Agent for proven misconduct.

8.3. Termination:

An Agent's services may be terminated with notice of one (1) month by the University with or without cause;

An Agent's services may be terminated without notice for cause if s/he breaches any part of the Agreement or this Code.

8.4. Any sanction imposed shall be without prejudice of the University's rights to seek liquidated damages for any breach howsoever occasioned by the Agent.

8.5. Any sanction hereby imposed on any Agent may at the discretion of the University, be published in the national dailies of said Agent's country of operation and on the University's website.

I \_\_\_\_\_ have read and hereby state that I have understood the terms of this Code and agree to be bound by its terms.

Signature: \_\_\_\_\_