

SUGGESTED QUESTIONS TO ASK YOUR AGENT

Make the best choice when deciding to study in New Zealand.



BUSINESS CREDENTIALS

Experience and credentials

- How long have you been in the education agent business, and what are your credentials?
- Are you a licensed immigration adviser? (This is if a prospective agent is New Zealand-based or you are applying for a visa, other than a student visa. You can find a licensed immigration adviser via the Licensed Immigration Adviser Association <https://liaassociation.com/>)

Partnerships and contracts

- How many New Zealand education providers do you work with, and who are they?
- Do you have a contract with my chosen education provider?
- Do you have a contract with a “master agent” who has a contract with my education provider?

Performance metrics

- What are your conversion rates (from application-to-offer, from offer-to-enrolment) visa approval rates?
- Can you provide testimonials and/or references from previous students (clients) who have studied in New Zealand?

Service satisfaction

- What are my options if I am not satisfied with the service provided by your agency?

EXPERIENCE WITH NEW ZEALAND

Personnel and staff

- Have you or any of your staff been to New Zealand, or studied in New Zealand?

Knowledge of requirements

- Can you explain the academic entry/English language requirements for tertiary study?
- What are the different types of visas required for my study in New Zealand? Can you direct me to the information on the different types of visas available? (including those for my family e.g. partner, dependents)

Life and culture

- What is student life like in my chosen region/city of New Zealand?
- What do you know about life in New Zealand and Māori culture?

Scholarships and support

- What are the scholarship opportunities available to me?
- What support will you provide once I am/my child is in New Zealand?

**THINK
NEW®**

