



# Student Recruiters and **Advisors Agents Association**

## **SRAAA National Framework for Operational Excellence in Student Recruitment**

### **Chapter 1: Introduction**

#### **1.1 Purpose of the Framework**

This policy framework establishes a national regulatory structure for student recruitment agencies operating in Nigeria, in partnership with relevant Federal and state Ministries in Nigeria, including foreign consulates, international organisations, local partners and SRAAA (Student Recruitment Advisors Agents Association). It aims to ensure professionalism, accountability, and integrity in international student recruitment.

#### **1.2 Vision**

To position Nigeria as a leader in ethical and quality-driven international student recruitment through structured regulation, training, and oversight.

#### **1.3 Mission**

To protect Nigerian students, strengthen partnerships with international institutions, and promote a trusted national registry of certified student recruitment agents.

#### **1.4 Scope**

This framework covers policy guidelines, certification protocols, training requirements, stakeholder roles, compliance, monitoring systems, legal backing, and public awareness strategies.

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## **Chapter 2: Background and Justification**

### **2.1 Growth of International Education in Nigeria**

Nigeria is among the top African countries sending students abroad. The demand for foreign education has led to the rise of independent agents—many unregulated—who expose students to misinformation and risk.

### **2.2 Role of Agents**

Agents are instrumental in advising students and supporting admission. However, without oversight, unethical practices flourish, damaging Nigeria's global education reputation.

### **2.3 Need for Regulation**

Lack of a regulatory body has led to:

- Fraudulent practices
- Visa refusals due to document falsification
- Exploitation of students

### **2.4 Role of SRAAA**

SRAAA was formed to provide structure and oversight. With frameworks for training, certification, compliance, and support, SRAAA has built partnership with relevant international organisations, higher institutions, consulates, including local and federal ministries, to professionalise the sector.

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## Chapter 3: Stakeholder Roles and Governance Model

Defines responsibilities for:

- **Federal Ministries:** policy oversight
- **SRAAA:** regulation and certification
- **Agents:** compliance and ethical practice
- **Institutions/Embassies:** validation and cooperation
- **Students:** beneficiaries

Includes governance by a Joint Steering Committee and independent Advisory Panel.

### 1. Federal Ministries - FME, NUC, FMFA, NIDCOM etc

**Role:** *National Policy Oversight and Strategic Partner*

#### **Responsibilities and Functions:**

- Formulate and approve national policies on international student recruitment and agent regulation.
- Recognize and endorse SRAAA as the coordinating regulatory body for education agents.
- Provide legal and administrative support for the enactment of agent certification regulations.
- Coordinate with relevant ministries (e.g. Foreign Affairs, Justice, Communications) on cross-border education matters.
- Engage with state education boards to ensure uniform policy implementation nationwide.
- Facilitate dialogue between Nigeria and destination countries to protect Nigerian students and ensure reciprocity in education partnerships.
- Monitor implementation outcomes, conduct annual reviews, and integrate findings into national education strategy.

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### 2. SRAAA (Student Recruitment Advisors Agents Association)

**Role:** *Regulatory Authority and Certification Body*

**Responsibilities and Functions:**

- Develop and maintain certification standards, ethical codes, and best practices for education agents.
  - Design and deliver compulsory training and continuous professional development (CPD) programmes for registered agents.
  - Manage the end-to-end accreditation, licensing, and renewal processes of agents nationwide.
  - Maintain a transparent and accessible **National Agent Registry** with real-time updates on agent compliance status.
  - Monitor agent operations through audits, compliance reports, and mystery checks.
  - Investigate complaints against agents and impose disciplinary actions, including suspension and blacklisting when necessary.
  - Run the **Student Protection and Support Abroad (SPSA)** initiative to safeguard Nigerian students overseas.
  - Publish annual reports, compliance reviews, and statistical summaries to inform policy and public awareness.
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### **3. Certified Student Recruitment Agents**

**Role:** *Education Advisors and Service Providers*

**Responsibilities and Functions:**

- Provide honest, transparent, and competent advice to prospective students and their families.
- Guide students through application processes, visa preparation, and academic programme selection.
- Maintain accurate documentation and avoid falsification, manipulation, or coercion of student decisions.
- Disclose all fees, service terms, and partner affiliations to clients in writing.

- Complete SRAAA training and maintain CPD status throughout certification period.
  - Adhere strictly to the **SRAAA Code of Conduct** and NDPR-compliant data privacy protocols.
  - Report concerns and institutional feedback to SRAAA in a timely manner.
  - Collaborate with institutions and embassies ethically and within approved partnership agreements.
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#### **4. Institutions and Embassies**

**Role:** *Validation Authorities and Strategic Partners*

##### **Responsibilities and Functions:**

##### **Local and Foreign Institutions:**

- Verify authenticity of student applications and agent-submitted documents.
- Collaborate only with certified agents listed on the **National Agent Registry**.
- Submit periodic performance feedback on agent professionalism and integrity.
- Participate in joint SRAAA events, briefings, and training on compliance expectations.
- Alert SRAAA to suspicious behaviour, fraud, or misconduct observed during admissions from students or Agents.

##### **Embassies and Consulates:**

- Validate visa-related documentation submitted by agents or students.
- Participate in pre-departure briefings and seminars on immigration expectations and student rights.
- Share intelligence with SRAAA on detected fraud or visa irregularities involving Nigerian applicants.
- Promote bilateral dialogue and policy alignment with Nigeria's education and immigration authorities.

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## 5. Students and Their Families

**Role:** *Primary Beneficiaries and Participants*

**Responsibilities and Expectations:**

- Seek out and engage **only SRAAA-certified agents** listed on the national registry.
  - Provide truthful, accurate, and complete academic and financial information to advisors.
  - Participate in pre-departure briefings, student safety orientation, and feedback surveys.
  - Report concerns, abuse, or dissatisfaction with agent services through official SRAAA channels.
  - Follow the guidance and policies issued during application and enrolment to enhance study success and legal compliance abroad.
  - Actively contribute to alumni support systems and peer protection networks while abroad.
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## **Chapter 4: Certification Standards and Code of Conduct**

Establishes SRAAA's criteria for agent certification, including:

- Business registration
- Minimum student volume
- Training completion
- Compliance audits

**Code of Conduct** includes:

- Transparency
  - Integrity
  - Student-first approach
  - Data protection
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## **Chapter 5: Accreditation, Registration, and Licensing**

Steps:

1. Application
2. Review
3. Training
4. Site visit
5. Certification

Licences last two years, renewed upon compliance. Certified agents appear in the **National Agent Registry**.

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## **Chapter 6: Agent Training and Professional Development**

Mandatory modules:

- Global education systems
- Student advising
- Visa literacy
- Ethics and compliance

Delivered through:

- Online LMS
- Regional bootcamps
- Webinars

Agents must complete CPD credits to retain certification.

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## **Chapter 7: Student Protection and Support Abroad (SPSA)**

Key components:

- Pre-departure briefings
- Emergency helplines
- Welfare check-ins
- Diaspora counselling support

SRAAA collaborates with alumni groups and foreign missions to protect students.

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## **Chapter 8: Compliance Monitoring and Evaluation**

Tools:

- Annual compliance reports
- Random audits
- Mystery student testing
- Institutional feedback

Non-compliance results in warnings, suspension, or blacklisting.

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## **Chapter 9: Sanctions, Remediation, and Appeal**

Categories:

- Minor (warnings)
- Moderate (training)
- Severe (blacklisting)

Appeals are reviewed by the SRAAA Appeals Board.

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## **Chapter 10: Institutional and Embassy Engagement**

Protocols for engagement:

- Contract templates
- Verification of agents via registry
- Joint seminars with embassies

Promotes collaboration for visa integrity and student safety.

### **Protocols for Engagement between SRAAA, Certified Agents, Educational Institutions, and Diplomatic Missions**

#### **10.1 Overview**

This chapter defines the standard procedures and principles guiding cooperation between SRAAA-certified student recruitment agents and both local/foreign educational institutions and diplomatic missions (embassies and consulates). The goal is to foster transparency, trust, and accountability in the student recruitment and admissions process, ensuring the integrity of Nigeria's international education ecosystem.

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#### **10.2 Objectives of Engagement Protocols**

- Ensure all institutional and embassy relationships with agents are based on verified credentials.
  - Promote shared responsibility in safeguarding students.
  - Encourage transparent, ethical partnerships that comply with both national and international standards.
  - Support consular officers in identifying and collaborating with trusted agents.
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#### **10.3 Contract Templates**

##### **Purpose**

To standardize and guide formal relationships between SRAAA-certified agents and institutions.

## Requirements

- All certified agents must sign written agreements when representing an institution.
  - Templates provided by SRAAA must be used or referenced, including clauses on:
    - Scope of services and responsibilities
    - Duration of agreement and termination clauses
    - Commission terms and disclosure requirements
    - Confidentiality and data protection obligations
    - Student dispute resolution procedures
  - All contracts must be filed digitally with SRAAA's registry for oversight and compliance auditing.
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## 10.4 Verification of Agents via National Registry

### Purpose

To ensure that institutions and embassies interact only with certified and compliant recruitment agents.

### Procedure

- Institutions and embassies must verify any agent before initiating a partnership or processing applications.
- Verification steps include:
  - Checking agent name on the **SRAAA National Agent Registry** (online portal)
  - Reviewing agent status (active, suspended, under investigation, or blacklisted)
  - Confirming scope of operation and regions served
- The Registry also provides:

- Compliance history
- List of partner institutions
- Feedback ratings from past clients and schools

### **Outcome**

Only verified agents should be allowed to represent students in matters related to university admissions, scholarships, and visa application support.

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## **10.5 Joint Seminars and Pre-Departure Engagements with Embassies**

### **Purpose**

To facilitate collaboration between SRAAA, embassies, and institutions in preparing students and agents for international study compliance and student welfare.

### **Key Activities**

- **Embassy Briefings:** Embassies organise regular briefings for agents on visa rules, documentation expectations, and fraud prevention strategies.
  - **Pre-departure Seminars:** SRAAA, in partnership with institutions and embassies, delivers sessions for students on topics such as:
    - Health and safety abroad
    - Cultural adjustment
    - Academic expectations
    - Legal rights and embassy support abroad
  - **Visa Integrity Roundtables:** Joint quarterly meetings between SRAAA, diplomatic missions, and top institutions to discuss evolving trends in student mobility and identify issues of concern (e.g. document fraud, fake credentials).
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## **10.6 Feedback and Reporting Protocol**

### **For Institutions:**

- Submit quarterly performance feedback on agents using a standard SRAAA feedback form.
- Notify SRAAA immediately if an agent is suspected of unethical or fraudulent behavior.

**For Embassies:**

- Share anonymized data on rejected or fraudulent applications linked to agents.
  - Provide advisory bulletins to SRAAA when visa policy changes affect recruitment practice.
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**10.7 Expected Outcomes**

- A stronger reputation for Nigeria's student recruitment ecosystem.
  - Higher visa success rates for applicants represented by certified agents.
  - Increased trust and collaboration between agents, institutions, and consular officials.
  - Proactive prevention of fraud and abuse in international student mobility.
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## **Chapter 11: Digital Registry and Technology Infrastructure**

Features:

- Agent profiles and performance ratings
  - Real-time updates
  - Public and institutional access
  - NDPR-compliant data protection
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## **Chapter 12: Data Privacy and Ethics**

Requires:

- Consent-based student data collection
- Secure storage and access
- Immediate breach notification

Agents are held to NDPR standards and ethical data use policies.

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## **Chapter 13: Public Awareness and Communication**

### **Channels:**

- Social media
- TV/radio campaigns
- School outreach
- Educational fairs

### **Messages:**

- “Use Certified Agents”
  - “Verify Before You Apply”
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## **Chapter 14: Funding and Sustainability**

Sources:

- Certification fees
- Institutional subscriptions
- Government and donor grants
- CPD programme income

Funds support:

- Admin, tech systems, training, and student services
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## **Chapter 15: Annual Review and Quality Assurance**

Instruments:

- Annual reports
- Surveys
- Independent reviews

Findings and feedback are included in revised standards, training, and operations.

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