

Code of Conduct:

As an extended part of the workforce of MMIA, a private learning institution that strives for academic excellence and credibility, all recruitment agents representing MMIA must demonstrate ethical and professional behaviors in executing their duties. Besides the expected exhibition of excellent customer service and job competency, MMIA want all its recruitment agents to abide strictly to the following code of conduct:

- a) **Protect Student Confidentiality:** In the course of work of a recruitment agent, he may be exposed to a substantial amount of confidential student data. It is the responsibility of all agents to protect the confidentiality of all student information and use the information strictly for the purpose of course application and administration issues only. Other than information requests from MMIA, any request made by any other external agencies on student information must not be entertained.
- b) **Deploy Ethical Sales Techniques:** In the marketing of training courses and provision of pre-course counselling service, agents are not to exert any form of pressure selling or provide any form of untrue/exaggerated/ambiguous/misleading information about the school, the programmes or any other false claims. Agents are strictly advised to deploy truthful and ethical sales techniques and attitudes at all times.
- c) **No Acceptance of Favors:** All agents are strictly prohibited from accepting any form of favors from potential or current students. Commission of any form will be handled between the school and its agent. Agents are not allowed to collect any form of fees from the students on behalf of MMIA.
- d) **No Selection of Students:** The agents' roles are to help the school market its programmes, offer pre-course counselling service and assist the school & student in the course application phase. Agents are not to select students on behalf on the school. Student selection will be under the charge of MMIA.
- e) **Total Compliance to Relevant Singapore Laws:** Agents must be aware of the relevant Singapore Laws and Regulations that govern foreign students on student passes. Agents are not to give untrue/exaggerated/ambiguous/misleading information on these Laws and Regulations to the students. They must not go against these Laws and Regulations.
- f) **Advertisement & Publicity Materials:** Agents who wish to publicise information regarding MMIA, its programmes or any items related to MMIA must clear the contents of the publicity materials with MMI management prior to distributing the information. Only approved publicity materials by MMIA can be used for any advertisement or publicity.
- g) **Demonstration of Professionalism:** All agents must maintain a professional attitude at work. They must be meticulous, careful and competent in executing their duties, placing the interest of students as a top priority. Their behaviour and actions must not at any time compromise the good name of Singapore and MMIA. Agents must refer to MMIA for clarification when in doubt or when any form of additional information or support is needed.

All MMIA's agents must abide by the code of ethics to continue to uphold the good name of the school and Singapore. The school will not tolerate any form of actions and behaviors of agents that tarnish the good name of the school and Singapore. The school will constantly seek feedback directly from the students to monitor the performance of the agents. Any agent found to be wanting in his actions or behaviors will be severely dealt with by MMIA management. MMIA is only interested to partner with deserving agents who uphold proper and ethical conduct and discharge his duties with integrity, transparency and pride.