

# BRITISH COUNCIL AGENT AND COUNSELLOR TRAINING SUITE

## FREQUENTLY ASKED QUESTIONS

### What is the 'British Council Agent and Counsellor Training Suite'?

The 'British Council Agent and Counsellor Training Suite' is a practical, professional training programme for international education counsellors and education agents whose role is to recommend the UK as a study destination to international students. Participants can choose from multiple levels of study from Assistant to Advanced level and only those who successfully complete to Certificate level will be considered as fully trained, certifying them as a British Council Trained Agent or Counsellor.

- Levels are:
1. Assistant
  2. Associate
  3. Certificate
  4. Advanced

This revised 2019 agent training suite has taken the existing well regarded and recognised British Council Agent Training course and updated it to reflect the changing context around UK education for international students.

### Who should take a course within the training suite?

This training suite is designed primarily for those whose role is to recommend the UK as a study destination to international students, including school counsellors, college counsellors, teachers, education agents. The multiple levels of training encourage and track professional development on an on-going basis, emphasising professionalism, ethical behaviour, excellence in support and service provision.

### Am I eligible to take any course within the 'Training Suite'?

To gain British Council 'trained' recognition, participants are required to progress through the levels starting at Assistant, moving to Associate and finally to Certificate to achieve 'fully trained' status to be considered as a British Council Trained Agent. Individuals who currently work in or are intending to work in a role to support international student recruitment to the UK, will be eligible to undertake the training.

### Why should I take the course?

The new training suite will provide international counsellors and education agents with advice on all aspects of preparing international students for a UK education. Our training for education agents is recognised and respected around the world. Training is completed online at your own pace.

***It will develop your knowledge of:***

- the UK education and training system
- the attractions for students in the UK
- quality assurance systems and how they operate
- student lifestyle issues
- welfare and support for international students
- application processes and entry requirements

***By the end of the course, you'll be able to...***

- identify the main aspects of UK education and quality assurance
- collaborate with and learn from peers by engaging with communities of practice
- explore key resources for counselling students
- identify aspects of your professional practice to develop
- explore key areas of ethical conduct for agents, advisors and counsellors
- demonstrate understanding of specialist entry applications

**What topics will you cover?**

The aim of the training programme is to develop knowledge of the following:

- the UK education and training system; courses and qualifications at each level
- the attractions for students considering studying and living in the UK
- student lifestyle issues – living costs, travel and accommodation
- quality assurance mechanisms and how they operate
- course fees and scholarships
- UK application procedures and standard entry requirements; visa and immigration regulations
- professionalism and ethical behaviour
- working with UK institutions and academic readiness
- visa and immigration compliance for UK institutions and students
- GDPR and intellectual property
- child safeguarding
- ethics

**What is the pricing per course?**

The prices are as follows;

- Assistant and Associate levels - £200
- Certification and Advanced levels - £300
- Full suite - £600 (saving of £100)

**I have already completed British Council agent training, what are the new levels and differences?**

The new British Council Agent and Counsellor Training Suite supports the professional development of counsellors and agents by providing continued learning at various levels for their individual and agency requirements. There is no final exam, instead there are knowledge checks throughout each section with a final unit assessment at every level. Education agents are welcome to complete the courses at their own pace and courses can be accessed globally, across all suitable digitally enabled devices.

**I have already completed British Council agent training, is the training still valid?**

Current training awards are valid until their normal expiry date. Once you have become certified through the new online training suite, future recertification becomes quicker – you will only need to take either the Certificate level or Advanced level course to renew your status.

### How long is the certification valid for?

The certification is valid for two years and then can be renewed by undertaking the full training again or by moving on to the Advanced level training.

### I have already started British Council agent training; will the original training still be available and valid?

If you have started the training in the original format, it will continue in its current form until the completion date. It remains valid training until expiry date when the new full online training suite will require to be taken to ensure a full understanding of the new content within that training.

### Training Levels

The online training will cover multiple levels as stated in the table below.

The training suite is designed for education advisors at various levels of seniority within agencies, colleges and schools. The training provides progression from new entrants into international education to those very experienced with the sector. The aim is to increase individual and agency capabilities and capacities to promote UK education. It is also designed to promote and reward ethical and professional behaviour and to improve the quality of agents and counsellors by providing a British Council professional development route.

	<b>Award</b>	<b>Cost (£)</b>
<b>Level 1</b>	Assistant	£200
<b>Level 2</b>	Associate	£200
<b>Level 3</b>	Certified	£300
<b>Level 4</b>	Advanced	£300
	Full Suite	£600 (saving £100)

An exception to this online training is the advanced level, where learners would be asked to submit an online portfolio which would then be reviewed by a member of British Council staff. Please note that this level is currently under review.

### Is there a time-limit for completing the Assistant or Associate level to then take Certificate?

Each level must be completed within one year. For example, if you complete Assistant level in March 2019, you must then complete Associate level by March 2020 in order to proceed and complete the Certificate level by March 2021. These completed levels will result in becoming a fully certified British Council Trained Agent. There is a maximum time limit of three years from start to finish. However, if you choose not to aim for Certificate, your Assistant or Associate level award is valid for two years, the same as the Certificate.

### Who developed the course?

The British Council has offices in six continents and over 100 countries connecting the best of UK culture with a global audience. The course was developed by global British Council International Education Services specialist staff.

<https://agent-training.britishcouncil.org>

### How do I apply?

The agent and counsellor training suite will be available from 5<sup>th</sup> March 2019.

Please email [agent.enquiries@britishcouncil.org](mailto:agent.enquiries@britishcouncil.org) or visit [agent-training.britishcouncil.org](https://agent-training.britishcouncil.org) for further information.