



GLANZEND GLOBAL LIMITED RC:1791640

International Education Agency

STAFF HANDBOOK

1. Introduction

1.1 Welcome Message

Welcome to **Glanzend Global Limited**, an International Education Agency committed to supporting students in achieving global education goals through ethical, transparent, and high-quality advisory services.

This handbook outlines our policies, standards, and expectations to help you perform your role effectively and ethically.

1.2 Mission Statement

To provide accurate, ethical and professional education counselling that empowers students to make informed International study decision.

1.3 Vision

To be a trusted global partner in International Education recognized for integrity, excellence, and student success.

1.4 Core Values

- Integrity and honesty
- Transparency and fairness
- Student-centered service
- Continuous learning
- Cultural respect and inclusivity

2. About the Agency

2.1 Who We Are

Glanzend Global Limited is an indigenous company wholly Nigerian owned. It was Incorporated on 10th May, 2021 with Registration No. 1791640 and commenced

business in June, 2021. The company is a certified International Education Agency that assist students in choosing and enrolling in educational institutions abroad

2.2 Our Services

- Student counseling and course selection
 - Application and admission assistance
 - Visa guidance
 - Pre-departure briefings
 - Accommodation and travel support
 - Partner institution relations
 - Marketing and recruitment support
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3. Employment Policies

3.1 Equal Opportunity

We are committed to providing equal employment opportunities regardless of race, religion, gender, age, disability, or nationality.

3.2 Working Hours and Attendance

- Standard working hours: 8:00 AM – 4:30 PM, Monday to Friday
- Punctuality is expected; notify your manager if you are late or absent.
- Overtime must be approved in advance.

3.3 Leave Policies

- Annual, sick, and public holiday leave as per employment law.
- Submit leave request in advance

3.4 Code of Conduct

Employees are expected to:

- Maintain professional behavior at all times.
 - Uphold honesty, transparency, and fairness in counselling.
 - Protect student and institutional confidentiality.
 - Avoid conflicts of interest.
 - Refrain from accepting personal gifts, or favors from students or Institutions.
 - Report unethical practices immediately.
 - Respect cultural diversity and avoid discriminatory behavior.
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4. Ethical Standards and Compliance

4.1 Adherence to Regulatory Frameworks

Staff must comply with all relevant regulations, such as:

- **National Code of Ethical Practice (UK)**
- **ICEF, British Council, or QEAC Code of Ethics**
- **Data protection laws (e.g., GDPR)**

4.2 Anti-Fraud, Anti-corruption, and Misrepresentation

- Never falsify student documents or information.
 - Ensure accuracy of admission and visa applications.
 - Staff must not accept or offer bribes or kickbacks
 - Misrepresentation can result in dismissal and legal action.
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5. Student Services Procedures

5.1 Student Counseling

- Conduct needs analysis (academic background, goals, budget).
- Provide unbiased information about study options.
- Record counseling sessions in CRM.

5.2 Application Process

- Verify documents before submission.
- Communicate regularly with students and institutions.

- Track application progress and updates.

5.3 Visa Support

- Provide accurate visa information based on official sources.
- Avoid offering immigration advice beyond authorized limits.
- Maintain confidentiality and data accuracy.

5.4 Pre-departure and Post-Arrival Support

- Conduct pre-departure briefings.
 - Provide guidance on accommodation, travel and cultural adjustment.
 - Assist with airport pickup.
 - Maintain student contact for welfare and satisfaction follow-ups.
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6. Document Verification and Compliance

To maintain integrity and partner trust:

- Verify all academic records using official verification systems (e.g., WAEC, NECO, Digitary, Parchment).
- Cross-check Institutional accreditation via NUC, WHED, CHEA, or relevant bodies.
- Keep digital logs of all verifications for audit purposes.
- Follow internal SOPs for fraud detection and escalation.

7. Partner Institution and Relationship Management

7.1 Communication

- Communicate professionally with partner Universities and Colleges.
- Adhere to partnership contracts policies.
- Never misrepresent an Institution's courses or ranking.
- Use official channels for all correspondence.
- Respond promptly and professionally.
- Report feedback from students to improve collaboration.

7.2 Representation Standards

- Use approved marketing materials.
- Do not alter logos, messages, or images without permission.

- Attend partner training and certification programs.
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8. Marketing and Recruitment

8.1 Advertising Guidelines

- Ensure all promotional content is accurate and approved.
- Avoid misleading claims about admissions or scholarships.

8.2 Events and Fairs

- Prepare event plans and reporting.
 - Represent the agency and partner institutions professionally.
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9. Data Protection and Confidentiality

- Protect personal data under applicable privacy laws (e.g., GDPR).
 - Store student data securely (Password-protected or encrypted systems)
 - Use CRM and shared systems responsibly.
 - Do not share student information with third parties without consent.
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10. Health, Safety, and Wellbeing

- Maintain a safe, clean and ergonomic workplace.
 - Follow environmental sustainability practices (digital workflows, waste reduction, and energy efficiency).
 - Report hazards, accidents, or unsafe behavior immediately.
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11. Professional Development and Training

- Participate in regular training (e.g., ICEF, British Council, partner webinars).
- Stay updated on education systems and visa policies.
- The agency encourages continuous learning through workshop and online courses

- Seek feedback and engage in continuous improvement.
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12. Disciplinary Procedures

Breaches of policy may result in:

1. Verbal warning
2. Written warning
3. Suspension or termination

All disciplinary actions will follow due process and documentation.

13. Employee Welfare and Grievance Handling

- The agency promotes a respectful and inclusive workplace.
 - Employees may raise complaints confidentially to HR or management.
 - The agency ensures fair hearing and resolution of all grievances.
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14. Acknowledgment

I, _____, acknowledge that I have read and understood the **Glanzend Global Limited Staff Handbook** and agree to follow all policies and procedures.

Signature: _____

Date: _____
