

What does this mean for me?

You will be pleased to know that no further action or additional work is required from you. Clause 12 of your institution's contract with us covers all affiliates of IDP. Therefore any students that apply via the India virtual counselling service will be included within the existing agreement.

What about systems and quality standards?

This is an example of where the service will be enhanced through the integration of IDP and Hotcourses' respective areas of strength. We have a robust document verification process and applications are crosschecked before being submitted to ensure full compliance with the quality standards and safeguards set by our clients and also the immigration authorities. All virtual counsellors are being trained on OSCAR as well as undergoing full counselling and destination training to the same level as our physical counselling staff. This is to ensure that they are consistently adhering to IDP core principles. Our established approach reinforces detailed client knowledge allowing counsellors to provide impartial support to help the student attend the best study destination for that individual.

Will this change the support we receive?

Your dedicated IDP Client Relations Manager will continue to be your contact. We will be able to assist with queries you may have about the virtual counselling model and the students that come via this route, as well as of course to provide ongoing support to help you to work effectively with the IDP global network.

Benefits to you and to our students

We believe that the combination of IDP's physical network and expertise with this comprehensive digital offering will present new and innovative ways for us to service both our students and clients. In doing so this will increase our reach and widen the pool of prospective students that you can access, thereby endeavoring to secure a more diverse mix of subjects and study levels.

We find ourselves in a digital first world and students in India are becoming increasingly tech savvy. Our postmillennial target audience habitually uses virtual platforms to research their study options, submit applications and then to seek out further information to help them make their final choice of destination. This model allows prospective students greater flexibility to receive counselling in a way that best suits their needs.

Do you have a question which is not answered below? No problem - please email us at usa.info@idp.com.