

# Ontario Public Colleges Agent Training

Version 4

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Launch date: December 5, 2025

Completion deadline: June 5, 2026

As part of Seneca Polytechnic's ongoing commitment to excellence and compliance with the **International Education Standards of Practice (IESP)**, we are pleased to inform you of the launch of a new training program for all our valued agency partners.

All counsellors and staff members involved in student recruitment and support are highly encouraged to complete the new Ontario Public Colleges Agent Training module. This training is essential to ensure alignment with provincial standards.

Completing the training validates counsellors' and agency partners' expertise in Ontario's IESP and recruitment practices, enhancing their credibility and trust with students and institutions.

Upon successful completion of the training, participants will receive a Certificate of Completion with a unique identification number. Additionally, the status of your completion will be published on a [public website](#) as part of the transparency and accountability measures under the Standards of Practice.

If you have an active agreement with multiple Ontario public colleges, you only need to complete the training once, as a province-wide verification system is in place.

As a registered agency with Seneca, you will receive an email inviting you and your team members to complete the training.

If you have any questions about this training program, please contact us at [international.agency@senecapolytechnic.ca](mailto:international.agency@senecapolytechnic.ca) or for technical assistance with the training

module, please contact [support@iCent.app](mailto:support@iCent.app).

### **Resources:**

- [iCent - Agent User Guide](#)

### **FAQs:**

#### **How long does the training take?**

- The program can be completed in as little as 30 minutes. It does not need to be completed in one sitting. Users may save their progress and return later.

#### **Is the training required for Seneca agents?**

- The training is recommended for new Seneca agents at the time of onboarding and will be required for agency agreement renewal from April 1, 2027 onward.

#### **Is there a minimum score required to pass?**

- Certificates are issued based on completion. There is no minimum required score.

#### **Does my certificate expire?**

- Currently, there is no expiry date for this certificate.

#### **How can I register for the training?**

- All Seneca agents will receive an invitation to complete the training as part of the onboarding or renewal process.

#### **What topics does this training cover?**

- In line with the International Education Standards of Practice (IESP), the content focuses on ethical practices for international education agents.

#### **I already completed the training by invitation from another institution. Do I need to complete it again?**

- No, if you have an active agreement with multiple Ontario public colleges, you only need to complete the training once, as a province-wide verification system is in place.

tags : registered-agent