Quality Assurance Code of Practice

QA31 Recruitment and Support for International Students

1. Purpose and Scope
1.1. These procedures apply to all international students on programmes of study leading to an award of the University. They also cover international visiting or exchange students.

1.2. These procedures may be varied under the terms of an Institutional Agreement where a programme of study is delivered as a collaborative initiative with a partner institution.

2. Objectives and Principles
2.1. To state the principal elements of good practice in the recruitment and support of international students.

2.2. To establish a framework for the evaluation and audit of activities concerned with the recruitment and support of international students.

2.3. The relevant Faculty/School or Department is responsible for identifying appropriate support mechanisms for international Distance Learning students and should draw on International Student Advice expertise as necessary.

3. Roles and Responsibilities
3.1. The Head of International Student Recruitment, in conjunction with the Deputy Head of International Student Recruitment, is responsible for ensuring that a targeted and strategic approach is adopted to the planning of international recruitment activities.

3.2. The International Student Advice Team are responsible for working together with relevant staff in the Students' Union, Academic Skills Centre, Faculties and School in order to support the induction and integration and support of international students.

3.3. The International Student Advice Manager working in conjunction with the Head of International Student Recruitment, the Head of Student Services, the Student Experience Officers, the Academic Skills Centre, and the Induction Working Group, is responsible for ensuring the co-ordination of pre-arrival information and the induction programme for all new campus-based international students.

3.4. The Mobility Manager, working with the International Student Advice Manager, is responsible for ensuring that an induction programme is available to all new visiting and exchange students, whether they attend in Semester One or Two.
3.5 The Pro-Vice-Chancellor (Learning and Teaching) will ensure that adequate accommodation is made available for induction events and for social activities.

3.6 The International Student Advice Team will provide immigration advice to OISC level 2 regarding Tier 4, the Doctorate Extension Scheme (DES), Tier 1 Graduate Entrepreneur) and Student Visitor Visa routes, both for applicants and current students and provide information and advice about Tier 2 and Tier 5 as required and work closely with the Compliance Manager to ensure that all international students remain Tier 4 compliant.

3.7 The International Student Advice Manager is responsible for ensuring that international students requiring specialist assistance are referred, as appropriate, to other student services. These will include:
- Accommodation Service
- Chaplaincy
- Advice and Representation Centre (Students’ Union)
- Student Health and Wellbeing
- Medical/Dental Centre
- Student Disability Advice
- Student Funding Advice

3.8 Deans, Heads of Departments/the School are responsible for ensuring that staff with appropriate experience and expertise are appointed to carry out international recruitment activities.

4. Marketing and Promotion to International Students

4.1 The International Relations Office will take all reasonable steps to ensure that marketing material circulated in its name by agents or representatives is appropriate and accurate.

4.2 The International Relations Office and Student Services will ensure that information relevant to the needs of non-UK students is included in University promotional materials. The needs of prospective students, their families and sponsors will be considered. The Undergraduate Prospectus and the website will state clearly what is available to international students concerning:
- academic programmes and resources
- accommodation
- assessment and progress arrangements
- cultural and other amenities
- English language requirements for individual programmes of study/research and the arrangements for assessment
- entry requirements
- support and advice
- the full costs of study (including where appropriate bench and other fees)
- a postgraduate brochure will be made available for international students outlining similar general information to that contained in the Undergraduate Prospectus.

5. Recruitment of International Students

5.1 The International Relations Office will support international recruitment activities according to a schedule published on an annual basis.
5.2. Any arrangement for facilitating international recruitment via agents or representatives will be approved by the Pro-Vice Chancellor Internationalisation and monitored annually by the Head of International Student Recruitment. The International Relations Office will negotiate any commission payments but will not consider any agreement in which an agent or representative proposes to charge individual applicants for advice and guidance.

5.3. International Relations Office advisers must inform potential candidates of the correct route for applications, including details of the relevant clearing-house where appropriate (e.g. UCAS).

5.4. The International Relations Office and International Student Advice Team will ensure that international students are briefed on sources of financial assistance offered by the University, including hardship and scholarship provision and the services of the Student Information and Funding Advisers.

5.5. Where individual departments undertake recruitment activity, staff should be trained and equipped for the evaluation of international qualifications and must be aware of sources of advice and guidance in the Admissions Office and Graduate Schools.

6. **Facilities, Advice and Support for International Students**

6.1. The International Student Advice Team will ensure that appropriate information is available online to enable students to prepare successfully to come to the University of Bath and will facilitate current student engagement and networking opportunities via Facebook and Weibo.

6.2. Information regarding the location of and transport access to the University will be distributed by the International Student Advice Team in advance of students' arrival and satisfactory reception arrangements made.

6.3. Information on living in Bath, banking, postal, telephone, insurance, transport, shopping arrangements, social and cultural conventions will be drawn to the students’ attention by the International Student Advice Team.

6.4. The International Student Advice Team will organise an induction programme for non UK students on arrival to help them adapt culturally and socially to their new environment, including information sessions, campus tours and social events. The team will work with colleagues across the institution including Faculties and School, to ensure that all students (including international) will gain an understanding of University structures and expectations, facilities, services and basic regulations. ISAT will support colleagues in Admissions, providing expert advice as part of the Document Checking process. The Students’ Union also provides support for international students through the activities of Freshers’ Week and Peer Mentoring Schemes.

6.5. The International Student Advice Team, in conjunction with the Students’ Union will promote social interactions through organised events, during Freshers’ Week and participation in broader Students’ Union activities throughout the year.
6.6. The International Student Advice Team will keep international students informed as required via email, of any relevant immigration information or other official regulations, social events on and off campus, and any relevant University issues. In addition they will send an email newsletter 3 times a year with information relevant to the student lifecycle.

6.7. The Students' Union will make representations in support of international students, particularly through the International Students' Association.

6.8. The Pro-Vice-Chancellor (Learning and Teaching) will ensure that there is satisfactory provision for English language support.

6.9. Details of medical provision will be provided for on and off-campus facilities and information on the conditions for international students to receive National Health Service care will be explained.

6.10. The International Student Advice Team will ensure that relevant services of the University are aware of the religious, cultural and dietary needs of international students, and will keep international students informed of any provisions made. Specific information for international disabled students can obtained from the Disability Advice Team: Student Disability Advice - University of Bath.

6.11. In the event of an international crisis, the International Student Advice Team will be the principal agent in assisting and advising international students registered with the University. The International Relations Office will help coordinate any necessary communications with students.

6.12. Upon request, or as a result of a referral from a member of the International Student Advice team, the Student Funding Advisers will provide financial advice appropriate to the needs of international students.

7. Staff Development
7.1 The International Relations Office and Student Services will ensure that all its advisers are appropriately trained through access to internal and external development. External sources of training will include the UK Council for International Student Affairs (UKCISA) and the British Council.

7.2 The International Student Advisers will undertake sufficient training to give the appropriate level of immigration advice to international students.

7.3 The International Relations Office and Student Services will work with the University Staff Development Unit, and with the Recruitment and Admissions Office to support development activity for departmental/school admissions and support staff.

8. Monitoring and Review
8.1 The International Relations Office will seek to evaluate the success of its promotional, recruitment work and Student Services its support work through focus groups, annual satisfaction surveys and international student representation on relevant University committees.
### Statement Details

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|               | University Learning Teaching and Quality Committee | 24 May 2011 Minute 92 ii)  
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**Related Documentation:**
QAA: [International students studying in the UK - Guidance for UK higher education providers](#)

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