



**This document is primarily intended for:**

Deans/Heads of Department/School/  
Learning Partnerships Office  
Admissions staff  
Student Experience Officers  
Directors of Studies

**Queries:**

**First point of contact –**  
Assistant Registrars in the Faculty/School

*Technical /specialist contacts: International  
Relations Office; Student Immigration  
Service, Student Services*

## Quality Assurance Code of Practice

### Support of International Students

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#### 1 Purpose and scope

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- 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

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- 2.1 To establish a framework for the evaluation and audit of activities concerned with the support of international students.
- 2.2 The relevant Faculty/School or Department is responsible for identifying appropriate support mechanisms for international Distance Learning students. It should draw on the expertise of the relevant professional services as necessary.

#### 3 Facilities, Advice and Support for International Students

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- 3.1 [QA38 Induction of Students](#) provides general guidance and principles for the provision of induction to students at the University.
- 3.2 Student Services are responsible for working together with relevant staff in the Students' Union, Academic Skills Centre, Student Immigration Service and Faculties and School in order to support the induction and integration and support of international students.
- 3.3 Student Services, working in conjunction with the Student Experience Officers, the Skills Centre, and the Induction Operations Group, is responsible for ensuring the co-ordination of pre-arrival information and the induction programme for all new campus-based international students. This will include:

- ensuring information to enable students to prepare successfully to come to the University of Bath
  - providing information regarding the location of and transport/access to the University
  - arranging satisfactory reception arrangements
  - providing information on living in Bath, banking, postal, telephone, insurance, transport, shopping arrangements, medical care, social and cultural conventions.
- 3.4 Student Services 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 Residential Life and Wellbeing 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. The Student Immigration Service will support colleagues in admissions teams<sup>1</sup>, providing expert advice as part of document checking. The Students' Union also provides support for international students through the activities of Welcome ' Week, Peer Mentoring schemes and bespoke activities
- 3.5 The International Mobility Manager, working with Student Services, 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.
- 3.6 Student Services, in conjunction with the Students' Union will promote social interactions through organised events, during Welcome Week and participation in broader Students' Union activities throughout the year.
- 3.7 Student Services is responsible for ensuring that international students requiring specialist assistance are referred, as appropriate, to other services. These will include:
- Accommodation Service
  - Chaplaincy
  - Advice and Support Service (Students' Union)
  - Student Counselling and Mental Health
  - Wellbeing Service
  - Medical/Dental Centre
  - Disability Service
  - Student Money Advice.
- 3.8 The Student Immigration Service will keep international students informed as required via email, online information, advice sessions and workshops of any relevant immigration information to OISC level 2 regarding Tier 4, the Doctorate Extension Scheme (DES), start-up visa and Short Term Study routes, both for applicants and current students. It will provide information and advice about Tier 2 and Tier 5 and other visa categories as appropriate to ensure that all international students remain compliant with their visa conditions and that the institution upholds its Tier 4 licence duties.
- 3.9 Student Services will also keep international students informed as required via email of 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.

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<sup>1</sup> Admissions teams are defined in QA22 Recruitment, Selection and Admission of Students

- 3.10 Responsibilities of staff and students with regard to Tier 4 visas, and policy and procedures on attendance monitoring are available on the University's [visa webpage](#). Staff should communicate promptly with the Student Immigration Service to update student records as and when required.
- 3.11 The Students' Union will make representations in support of international students and their student experience.
- 3.12 The Pro-Vice-Chancellor (Learning and Teaching) will ensure that there is satisfactory provision for English language support and that adequate accommodation is made available for induction events and for social activities.
- 3.13 Details of medical provision will be provided for on and off-campus facilities by the Student Services, particularly during induction, and information on the conditions for international students to receive National Health Service care will be explained by the Student Immigration Service.
- 3.14 Equality, Diversity and Inclusion, working closely with the Students' Union, will support relevant services of the University in providing information and raising awareness 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 be obtained from the [Disability Service](#).
- 3.15 In the event of an international crisis, the University's [Procedure](#) for responding to significant events overseas sets out responsibilities for communicating with affected students and staff.
- 3.16 Upon request, or as a result of a referral, the Student Services team will provide financial advice appropriate to the needs of international students.

## 4 Staff Development

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- 4.1 Undergraduate Admissions and Outreach, Postgraduate Taught Recruitment and Admissions, Student Immigration Service 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.
- 4.2 The Student Immigration Advisers will undertake sufficient training to give the appropriate level of immigration advice to international students. They will only advise within their level of competency. A training log demonstrating competencies will be held by the Student Immigration Operations Manager. The Head of Student Immigration will attend advice sessions regularly to supervise advisers and ensure consistency of advice.
- 4.3 Student Immigration Service 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.

## 5 Monitoring and Review

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- 5.1 Student Services and Student Immigration Services will seek to evaluate their support work through focus groups, annual satisfaction surveys and international student representation on relevant University committees.

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<b>Related Documentation:</b>	
QAA: <a href="#">Supporting and Enhancing the Experience of International Students in the UK</a>	
<b>Authors:</b>	Student Services Student Immigration Services Equality, Diversity and Inclusion