

LTC11D048

QAA Guidance Note: International Students studying in the UK – January 2012-01-23

NB – The QAA note that this document only has the status of guidance, should not be regarded as prescriptive and is NOT part of the new QAA Quality Code

The Guidance can be read in full at:

<http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/International-students.pdf>

Summary:

- For the most part UEA is already following all of the recommendations contained with the Guidance Note. However, managers should familiarise themselves with the key issues and ensure that we have addressed them effectively.

Introduction:

- Currently 8 out of 10 international students are satisfied with their overall experience of studying in the UK
- Areas that score poorly for student satisfaction are: campus integration, work opportunities and careers advice, financial support and information about costs
- The guidance should be read in conjunction with, and be informed by, the *Expectations* (what we must demonstrate) and *Indicators* (how we demonstrate our compliance) in the various chapters of the QAA Quality Code as they are finalised.
- Overseas students who do not attend the awarding University are also covered by this guidance (eg where an overseas campus is in operation)

Principles:

- An inclusive environment is provided
- Continuous improvement is informed by student feedback
- International students are represented in student engagement processes
- Clear and accessible information is provided to international students
- All staff within the institution share responsibility for the needs of international students
- All staff working with international students have access to appropriate training and development opportunities

Marketing & Recruitment:

- Marketing materials should give a fair and unambiguous picture of the institution (See Part C of the Quality Code)

- <http://www.gaa.ac.uk/Publications/InformationAndGuidance/Documents/Quality-Code-Part-C-Information-about-higher-education-provision.pdf>)
- A listing of materials that should meet this requirement is given at page 6 of the Guidance Note
- It should be clear to potential applicants that acceptance does not guarantee successful completion, residency entitlements or employment upon completion
- Where an agent is used they should follow the same principles as the institution in their dealings with prospective applicants; due diligence should be followed in their appointment followed by regular review and training as needed
- Relevant staff should be conversant with admissions procedures and the implications of visa applications

Admissions:

- The information that should be provided to applicants is given at page 11 of the Guidance Note
- Any variation in processes regarding international students compared to Home/ EU students should be highlighted
- Students should be made aware where they may need to apply for an ATAS certificate
- A contact point should be provided to resolve queries around qualification equivalency
- Where language competency is expected to develop over the period of study this should be made clear

Pre-Arrival:

- Information that should be provided prior to arrival is given at page 15 of the Guidance Note

Enrolment, orientation and student services:

- The institution should explain the respective responsibilities of the student and the institution including towards UKBA
- Orientation programmes should have a strong pastoral element. A number of issues that should be covered therein is given at page 18 of the Guidance Note
- There should be significant efforts made to facilitate integration between international and domestic students
- All staff and contracted external suppliers who manage student services and/ or support should be aware of the needs of international students
- Institutions should consider having contingency plans for housing students in the event of crises in their home countries that prevent return outside term times
- Any staff giving advice related to immigration must comply with the OISC Code of Standards (<http://oisc.homeoffice.gov.uk>)

Academic Induction and Learning & teaching:

- A list of issues that should be covered within the induction process is given at page 22 of the Guidance Note
- Institutions should ensure that international students are fully aware of what constitutes academic integrity and the consequences of academic malpractice
- International students should be prepared for an active and engaged learning experience
- Staff should be trained and supported through professional development in the development of inclusive teaching and assessment practices
- Institutions should ensure the availability of appropriate language support throughout the student's programme of study
- Where work placements form part of the programme of study, placement providers should have a good understanding of the particular needs of international students
- QA processes regarding learning and teaching should take account of the international student perspective

Employability and Careers education:

- Institutions should ensure that careers advice and support is available to international students and where possible includes references to employment opportunities in students' home countries

Graduation and departure:

- Institutions should support students in the event of 'reverse culture shock' on their return to their home country