

## Code of practice for members and subscribers

### UKCISA's objectives

The primary objective of UK Council for International Student Affairs (UKCISA) is to promote the welfare and interests of international students in UK institutions. It does so in part by offering services to members and subscriber organisations, which may be educational institutions or other organisations and individuals with an interest in international students. UKCISA seeks to promote best practice amongst its members and the education sector as a whole.

### UKCISA membership

Membership of UKCISA does not imply any form of endorsement or accreditation of the standard of provision of an institution. However, member institutions are expected to behave ethically and responsibly towards their students and towards other educational institutions and their staff are expected to demonstrate the highest standards of professional conduct in working with all students. 'Professional conduct' here implies competence, fairness, truthfulness and appropriate concern for the best interests of students. Organisations which do not act in accordance with the principles set out below may be refused access to UKCISA as members, subscribers or other users of its services, and membership or subscription status may be terminated where an organisation or individual is found to be in serious breach of them. The Code below principally addresses the behaviour of educational institutions, and therefore not all parts

will be relevant to all members. Members which are not educational institutions will be expected to act ethically within the context of their own activities, for example, by giving ethical and accurate advice, providing inclusive and accessible services for international students, respecting cultural differences and acting in such a way as to enhance the experience international students have while in the UK.

### Code of practice

Members of and subscribers to UKCISA are expected to

1. Familiarise themselves with any relevant codes of practice, such as those listed in the appendix to this code.
2. Behave ethically and responsibly towards prospective, current and past students and towards other educational institutions.
3. Offer an educational experience which is fit for purpose, clearly and accurately described to students and, where appropriate, certificated by recognised qualifications. (This means accredited by a nationally recognised authority.)
4. Ensure that admissions requirements maintain appropriate academic standards, and ensure that international students admitted to courses have a reasonable expectation of successful completion of the course.

5. Offer sufficient levels of information, advice and support services to international students to enable them to make an appropriate choice of course and institution; to prepare for their time abroad; to complete the course successfully; and to progress onwards to the next stage of education or employment.
6. Ensure that students are given appropriate opportunities to experience the wider social and cultural benefits of an international education, through meaningful contact with UK students and local communities.
7. Acknowledge that the conduct of any person acting as an agent of the institution is the responsibility of that institution and must be properly trained, managed and monitored. Ensure that advisers and consultants engaged by the institution provide students with accurate, adequate and timely information and advice. They should also ensure that any charges levied are proportionate and clearly stated in advance.
8. Ensure students receive clear and detailed information about fees and other costs relating to their course of study, with reasonable advance notice given of any increases. Where deposits are charged, refund policies should be explicit and refund payments should not be subject to undue delays.
9. Be committed to the provision of staff development and resources sufficient to ensure the delivery of adequate levels of academic and other services to international students
10. Inform students of the channels for raising complaints both informally and formally within the institution, and of any avenues of complaint open to them outside it, should their complaints not be satisfactorily resolved internally.
11. Adhere to legislation, including but not limited to the requirements of the UK Home Office for sponsors under Tier 4 of the Points Based System and the requirements of the Office of the Immigration Services Commissioner for those offering immigration advice and services.

## Appendix

In the UK the following codes specifically address international student issues; UKCISA members will be expected to comply with any which are relevant to them:

- The Association of Colleges' International Charter <http://www.aoc.co.uk/about-colleges/international/international-charter>
- British Council's Guide to good practice for education agents <https://uk2.live.solas.britishcouncil.net/sites/britishcouncil.uk2/files/guide-to-good-practice-for-education-agents.pdf>
- Members providing immigration advice and services are expected to comply fully with the Office of the Immigration Services Commissioner Codes and Guidance: <http://home.oisc.gov.uk/>
- Quality Assurance Agency for Higher Education UK Quality Code for Higher Education. In particular, chapter B2 : recruitment, selection and admission to higher education and Chapter B10: Managing Higher education provision with others <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b>  
  
Quality Assurance Agency International Students studying in the UK - Guidance for UK higher education providers (updating 2015) <http://www.qaa.ac.uk/en/Publications/Documents/International-students-studying-in-the-UK.pdf>
- The UKCISA/AISA code of ethics for those advising international students <http://www.ukcisa.org.uk/Info-for-universities-colleges--schools/About-UKCISA/Membership/Codes-of-practice/UKCISA/AISA-Code-of-Ethics/>

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