WELCOME

I am delighted to welcome you as an official representative of the University of Kent, one of the UK’s leading universities. I hope that we will develop a strong working relationship and enjoy a long and fruitful partnership.

This handbook is designed to give you an overview of Kent’s processes, the service you can expect from us, and the responsibilities we expect of you.

Joanne Ganderton-Smith
Director, International Recruitment
OUR VALUES

We are a forward-thinking research institution, committed to the transformative power of education and research and to the development and support of our students and staff.

Our vision

Our objective is to secure Kent's position as a top 20 UK university and be a globally recognised research institution by 2020. We will build on our distinctive position as the UK’s European university to extend our reach and impact across the world and become a beacon of excellence in education and research in our region, the UK and internationally. Our global reputation will be built on the application of our knowledge and expertise to find solutions to some of the world’s major challenges.

We will achieve this through:
- the delivery of research of the highest quality, meeting international standards of excellence across the full range of our subjects
- the provision of an excellent education to our students, delivered by world-class researchers
- strengthening our reputation for excellence, regionally, nationally and internationally, through effective engagement and communication with our communities and the wider world.

Strategic objectives

Research

We aim to attain the highest standards of research, judged by international comparators, across our range of subjects; to raise Kent’s research standing and visibility worldwide and embed a research culture in our academic and innovation activities.

Education

We aim to provide an excellent education, delivered by world-class researchers and accomplished educators, to all those who have the ability and are ambitious and motivated to learn. We will do this through the provision of programmes informed by our research and designed to reflect contemporary and societal issues and which take full advantage of the facilities and resources at all our study locations.

Engagement

We aim to build a clear and distinctive reputation for excellence through strategic engagement and good communications with our regional, national and international communities, and to increase engagement with our students, staff, alumni and stakeholders in support of our ambition to become recognised as an institution of international calibre.
WORKING WITH US

What you can expect from us

• Applications will be processed quickly and efficiently
• A partnership approach to working together to provide the best level of service to our students
• A dedicated team of staff who will respond to your queries in a timely and professional manner
• Regular updates, information and materials about the University, including changes to courses and entry requirements
• Delivery of advice and training programmes including updates on UK developments in Higher Education
• Promotion of your agency through our representative webpages
• Support and advice with advertising campaigns and exhibitions
• A visit to your office, where possible, from a University of Kent staff member to carry out counsellor training on the latest Kent programmes and procedures

Your responsibilities

• Kent will be promoted in a professional, accurate and ethical manner
• You will make clear to students their obligations under the terms of their student visa and the serious consequences of non-compliance
• Information about Kent on your website, within your social media channels, and in any other promotion materials, will be accurate, up to date and prominent
• You will maintain a standard of conduct not harmful to the work, good order or good name of the University
• Your agency will submit complete, accurate, genuine applications
• At all times, you will act in the best interest of the student and the University of Kent. You will conduct all interactions with students in this manner
• You will work together with the University to ensure that advice is given to students in a professional and accurate manner
• You will stay up to date with the latest UKVI policies and procedures
• You will at all times adhere to the UKCISA code of practice
• You will abide by the Representative Obligations as listed in your University of Kent agreement
• You will disseminate information received on visits to your office from Kent staff throughout the rest of your branches
• You will be familiar with the British Council’s good practice guidance and UK information for agents available at www.britishcouncil.org/education/education-agents
WHY CHOOSE THE UNIVERSITY OF KENT?

We are proud of the University and its status as a top-ranked UK university with a global reputation.

When you recommend students a course at Kent, you can be assured that you are offering them a high quality education and a unique student experience:

• Kent is one of the world’s top universities: In the top 10% of global institutions for international outlook (QS World Rankings 2015-16), Kent is also ranked 66th out of the 800 leading institutions in the 2016 Times Higher Education’s (THE) table of the most international universities in the world
• our subjects are ranked amongst the best in the world in the 2015 QS World University Rankings by Subject
• ranked 16th in the Guardian University Guide 2016, Kent out-performs many Russell Group institutions in UK league tables
• our students are amongst the most satisfied in the UK: Kent achieved the 5th highest score for overall satisfaction in the 2015 National Student Survey
• Kent is a leading research-intensive university, ranked 17th in the UK for research intensity and judged to have world-leading research in all subjects submitted in the Research Excellence Framework 2014
• the UK’s European university: with stunning UK campuses in south-east England, less than an hour from London, and European centres in Brussels, Paris, Athens and Rome, we offer a truly international experience for your students.

Find out more at www.kent.ac.uk/internationalstudent
OUR ASSESSMENT PROCESS

The University places the interests of its students at the heart of its relationship with its representatives. We would like to ensure that prospective students always receive a professional service from our representatives, with only students appropriate for the University being referred to us for application. We will therefore monitor our representatives closely so that we can support them in providing a strong level of service for our students.

Monitoring

Annual review

We will monitor the performance of your agency using the following methodology:

• in country visits – where possible and appropriate, International Recruitment staff from Kent will carry out visits to your offices
• where a visit hasn’t been possible, International Recruitment staff will contact your agency via Skype/telephone in December to carry out training for your counsellors
• an annual end of year review will take place with the Director of your agency and a member of International Recruitment staff to discuss the previous year’s application and conversion figures, and to plan future recruitment activities

• quality of applications
• visa refusal rate
• number of students enrolling at the University
• professionalism of your staff
• the quality of your counselling
• your agency’s level of engagement with the University

Your agency’s performance will be reviewed in line with the above criteria at the end of your contract term.

Where your performance does not meet the standards we expect, we will discuss any matters for concern with you and the contract will either be allowed to continue under certain conditions, or may be terminated.

Annual representatives’ questionnaire

We will send you a questionnaire each year in order to collect the latest information about your agency and staff, the training programmes undertaken and other key factors that students may use to determine which agency is best for them.
OUR INTERNATIONAL STUDENT BODY

- Asia: 50%
- South America: 14.5%
- Europe – Non EU: 14%
- Australasia: 9.5%
- UK: 4%
- EU: 3%
- Middle East: 2.5%
- Africa: 1.5%
- Central America: <1%
- Not Known: 4%
- North America: 1%

Global student distribution.
FREQUENTLY ASKED QUESTIONS

Wherever you are in the world, some questions always come up from students, counsellors or parents. Here’s a selection:

**Where is the University of Kent?**

Kent has UK campuses at Canterbury and Medway, and European centres in Brussels, Paris, Athens and Rome. Each offers a dynamic, stimulating and safe environment for your students’ studies.

Our Canterbury and Medway campuses are located in the south-east corner of England, less than an hour’s train travel from London and within easy reach of mainland Europe.

You can find out more about each of our study locations, and the many academic, social and cultural benefits each offers, at www.kent.ac.uk/locations

**How competitive are places at Kent?**

Kent offers high-quality courses and there is competition for places. Competition varies depending on the course chosen but we advise applicants to apply early in the academic cycle.

Entry is assessed on individual merit and it is important that applicants declare their full academic history. Our published requirements are a fair reflection of the offers we make.

**How safe is the campus?**

On-campus security at Canterbury includes 24/7 campus patrols and CCTV, a night-time campus walking taxi service, free personal safety alarms, and nearly all our accommodation is protected by key card entry. There is also a night bus and preferred taxi service.

Access to the Medway campus is monitored by the gatehouse staff and members of security patrol the site 24 hours a day. There is a Police Community Support Officer based in the Drill Hall Library who regularly patrols the campus and all areas are covered by CCTV. The student accommodation at Liberty Quays features comprehensive CCTV coverage, 24-hour security and electronic entry systems.

Our online Student Guide at www.kent.ac.uk/student also has a dedicated section on student safety as well as advice on campus life, accommodation and employability.
How successful are Kent graduates?

Less than 6% of Kent graduates in 2014 were without a job or study opportunity six months after graduation.

How does a student obtain a CAS?

A student's CAS will be issued no more than three months prior to their course start date. A student must have accepted the University’s offer and met all outstanding conditions in order for the CAS to be issued. Students will also need to supply our admissions team with any extra documents that they have requested, such as a passport copy and copies of any previous UK visas. Once a CAS has been issued, the student will be sent a message via their application portal which sets out the information we have provided to the Home Office.

See www.kent.ac.uk/studentimmigration for further information.

Important dates (2016/17)

- 17-18 September 2016: Arrivals weekend
- 19-23 September 2016: Welcome week
- 26 September 2016: Autumn Term starts
- 16 December 2016: Autumn Term ends
- 25 December 2016: Christmas Day
- 26-27 December 2016: UK Public Holiday
- 2 January 2017: UK Public Holiday
- 15 January 2017: UCAS application deadline (Kent will accept late applications after this date)
- 16 January 2017: Spring Term starts
- 7 April 2017: Spring Term ends
- 14 April 2017: UK Public Holiday
- 17 April 2017: UK Public Holiday
- 1 May 2017: UK Public Holiday
- 8 May 2017: Summer Term starts
- 29 May 2017: UK Public Holiday
- 31 May 2017: International Scholarship deadline (undergraduate and taught Master’s)
- 16 June 2017: Summer Term ends
- 31 July 2017: University accommodation application deadline
ACCOMMODATION

The University has a wide range of high-quality housing options based on different budgets and needs. We offer University accommodation to all eligible new students for their first year of study, providing the University’s admissions criteria are met. Students on our foundation programmes are offered accommodation for both their foundation year and the first year of their undergraduate degree.

Canterbury

Our Canterbury campus is set within 300 acres of parkland, with spectacular views of Canterbury Cathedral, and is also within easy reach of London.

- We have over 5,400 bedrooms, most of which have been recently refurbished or are newly built
- Over 800 rooms are available at the newest accommodation at Turing College
- Since 2010, over £120m has been invested in high quality accommodation and catering facilities
- We offer a wide range of affordable accommodation prices, with around 1,050 rooms priced at under £4,500 per annum
- We have shorter contract lengths than many other UK universities
- Over 85% of bedrooms are self-catering and nearly 60% are en suite
- High speed Wi-Fi and wired internet access is available across campus
Medway

Our Medway students live at Liberty Quays, part of a new waterside village located on the banks of the River Medway, close to local shops and the town centre, and just a short walk from our Medway campus.

- Over 1,100 study bedrooms are available
- All rooms have en suite facilities
- High speed internet connection is available in all rooms
- There are opportunities to apply for accommodation for years 2 and 3
- The retail plaza at Liberty Quays includes a variety of restaurants and shops

You can find more information about our housing options, including videos and virtual tours, at www.kent.ac.uk/accommodation

Eligibility

Accommodation will be offered to full-time undergraduate students in their first year of study provided the following criteria are met by 31 July in the year of entry:

- new full-time undergraduate students who select Kent as their first choice university and who apply before 31 July in the year of entry will be offered University accommodation
- insurance, late, adjustment and clearing applicants will be offered accommodation subject to availability
- postgraduate students who are holding an unconditional offer from Kent and who apply before 31 July in the year of entry will be offered University accommodation. Any postgraduate whose academic registration is shorter than 51 weeks will not be allocated to Woolf College as this is for students registered for a full year
- postgraduate students are required to pay a deposit when they make an application for on-campus accommodation. The deposit is currently £260
- a student’s online application must be received by 31 July in the year of entry
- accommodation offers for both undergraduate and postgraduate students will be sent by email from mid August in the year of entry onwards.

Any postgraduates who do not qualify for University accommodation due to late application and who need further guidance on finding off-campus housing, can contact the University’s Accommodation Office and find information about living off campus on our accommodation webpages.

Rooms for students with disabilities

A number of rooms have been adapted for students with disabilities and/or wheelchair users. These rooms are located on the ground floor with good access. Students should indicate any special requirements when they apply online for accommodation.
**Languages**

**English language entry requirements**

Many international students are required to have a suitable grade in a Secure English Language Test (SELT) in order to meet the UK's visa requirements. The SELTS accepted at Kent are outlined in the tables right.

If your students are from a majority English-speaking country, are studying (or have studied), recognised qualifications in English at an international school, or have completed a qualification equivalent to a UK Bachelor’s degree in a majority English-speaking country, they may not need to submit a SELT.

Please note that some degree programmes, particularly at postgraduate level, may require higher SELT scores. For details of all of our English language requirements, see www.kent.ac.uk/ems/eng-lang-reqs

**Pre-sessional English courses**

Kent offers a number of courses in English for Academic Purposes (EAP) for students who need to improve their English language skills in order to study at university level. If your students need to raise their English language skills to the equivalent of 6.5 or 7.0 in IELTS (meeting level B2, as specified by the UK Home Office), they can attend one of our intensive pre-sessional courses in EAP. Satisfactory achievement on one of these courses can be used to meet Kent's English language entry requirements in place of other external language examinations.

### English language entry requirements: pre-sessional courses, JYA English PLUS and International Foundation Programme (IFP)

<table>
<thead>
<tr>
<th>Qualification</th>
<th>JYA English PLUS</th>
<th>EAP* course 37 weeks</th>
<th>EAP* course 28 weeks</th>
<th>EAP* course 17 weeks</th>
<th>EAP course 10 weeks</th>
<th>EAP course 6 weeks</th>
<th>IFP (see p34)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>4.5 – 6.0 incl</td>
<td>4.5 incl two at 4.5</td>
<td>5.0 incl two above</td>
<td>5.0 incl two each</td>
<td>5.0 incl</td>
<td>5.5 incl</td>
<td>5.0 incl</td>
</tr>
<tr>
<td></td>
<td>4.5 in each subtest</td>
<td>5.0 in each subtest</td>
<td>5.0 in each subtest</td>
<td>5.0 in each subtest</td>
<td>5.0 incl</td>
<td>6.0 incl</td>
<td>5.0 incl</td>
</tr>
</tbody>
</table>

Key: R = reading; W = writing; S = speaking; L = listening

* Requirements for progression to Kent Law School programmes are higher. For requirements for the five-week pre-sessional course and the eight-week pre-IFP course, see www.kent.ac.uk/ip

IELTS is the only approved SELT provider acceptable to UK Visa & Immigration (UKVI). For pre-sessional, foundation, and JYA English PLUS programmes, IELTS tests must be taken at a UKVI-approved test centre. See www.kent.ac.uk/ems/eng-lang-reqs for details.

### English language entry requirements: undergraduate degrees and above

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Undergraduate foundation (sciences)</th>
<th>Undergraduate degree</th>
<th>JYA</th>
<th>Pre-Master’s International Management</th>
<th>Postgraduate* degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>5.5 incl 5.5 in each subtest</td>
<td>6.5 incl 6.0 R&amp;W 5.5</td>
<td>6.5 incl 6.0 in R&amp;W 5.5</td>
<td>5.5 incl 5.5 in each subtest</td>
<td>6.5 incl 6.0 R&amp;W 5.5</td>
</tr>
<tr>
<td>TOEFL (IBT)**</td>
<td>70 Overall 90 Overall</td>
<td>90 Overall</td>
<td>90 Overall</td>
<td>70 Overall</td>
<td>90 Overall</td>
</tr>
</tbody>
</table>

Key: R = reading; W = writing; S = speaking; L = listening

* The above are minimum requirements, some programmes have higher entry requirements; for details, please see www.kent.ac.uk/ems/eng-lang-reqs

** In addition to the Overall score, minimum scores are needed in each TOEFL (IBT) component

For undergraduate degree level study and above, the University will accept IELTS taken at any IELTS test centre. The University also accepts TOEFL (IBT), Pearson Test of English (PTE Academic) and Cambridge English: Advanced and Cambridge English: Proficiency. See www.kent.ac.uk/ems/eng-lang-reqs for details.
Our pre-sessional courses are delivered at our campus in Canterbury. The length of programme your student will need to attend will be determined by their existing English language ability:

- 37 weeks beginning in the October before they intend to start their degree
- 28 weeks beginning in January
- 17 weeks beginning in May
- 10 weeks beginning in June
- six weeks beginning in July
- five weeks beginning in August
- eight weeks beginning the October before a student starts the January International Foundation Programme (IFP).

We also offer a six-week pre-sessional course at our centre in Brussels.

Other language programmes

Whist studying for a Kent degree, students can continue to develop their English language through our In-sessional English skills programme which is provided free of charge to international students.

Our Centre for English and World Languages (CEWL), also offers a wide range of world language modules which students can take for credit or in their free time.

These include:
- Arabic
- French
- German
- Italian
- Japanese
- Mandarin
- Portuguese
- Russian
- Spanish
FEES AND FUNDING

The standard international (non-EU) fees for full-time students starting in the year 2016/17 are:

<table>
<thead>
<tr>
<th>Course/Programme</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Foundation Programme (IFP):</td>
<td></td>
</tr>
<tr>
<td>- Laboratory-based or practical</td>
<td>£13,500</td>
</tr>
<tr>
<td>- Non-laboratory</td>
<td>£12,750</td>
</tr>
<tr>
<td>Junior Year Abroad</td>
<td>£13,500</td>
</tr>
<tr>
<td>Undergraduate and postgraduate standard non-laboratory programmes</td>
<td>£13,340</td>
</tr>
<tr>
<td>Undergraduate and postgraduate standard lab-based or practical programmes</td>
<td>£15,920</td>
</tr>
</tbody>
</table>

Please note that some courses, particularly postgraduate, may charge more than the standard fee. For the latest details on fees, please see www.kent.ac.uk/finance-student/fees

Other living costs
To help your students estimate their likely living costs, we have an online calculator at www.kent.ac.uk/finance-student/livingcosts.html

Paying fees
Tuition fees are charged for each year of study and are due at the start of the academic year. Some international students may be required to pay a proportion of their tuition fees before their arrival at Kent. An instalment plan is also available.

Fees can be paid by a variety of methods, including online at epay.kent.ac.uk/epay

Fee discounts
- If a student pays their full year’s tuition fee before 31 August, they are granted an early payment discount of 2%
- Undergraduate students who pay for their entire degree (three or four years of tuition fees) by 31 August will have the fees frozen at the start of their course and receive a 5% discount on the total cost
- Students receive a 10% discount on the first year’s tuition fees if they have a sibling at Kent, are the child of a Kent graduate, or are themselves a Kent graduate returning to take a privately funded degree. See www.kent.ac.uk/finance-student/fees/loyaltydiscount.html

For full details of Kent’s various discount options, please see www.kent.ac.uk/finance-student

Scholarships
Kent offers a range of generous scholarships for international students at undergraduate and postgraduate level. These include our International Scholarships for Undergraduate Students and International Scholarships for Taught Master’s Students, each worth £5,000 per annum (for up to three years of study for undergraduate students).

Other scholarships available include:

Undergraduate scholarships
- The Kent Scholarship for Academic Excellence - £2,000 per year for exceptional students who achieve AAA at A Level (or specified equivalents such as International Baccalaureate 35 points) or AAB at A level (or specified equivalents) where one of the subjects is either Mathematics or a Modern Foreign Language

Postgraduate scholarships
- Scholarships for study at our centres in Brussels, Paris, Athens and Rome
- Santander Scholarship – up to £5,000 (for one year) towards a full-time taught or research Master’s degree. Open to nationals of one of the 11 countries of the Iberian and Latin American Santander Universities network
- Christine and Ian Bolt Scholarship – up to £10,000 for one year of research in the USA

Creative and sports scholarships
- Music Performance Scholarships – usually between £1,000 to £2,000 per year
- Sports scholarships – financial support of between £300 to £5,000 per year, plus other benefits including free sports membership

We also offer a number of partial tuition fee scholarships for International Foundation Programmes (for one year of study), worth £2,500 each.

See www.kent.ac.uk/scholarships for details of these and the other country- and subject-specific scholarships available.
HOW TO MAKE A STUDENT APPLICATION TO KENT

Undergraduate

Applications for undergraduate programmes need to be made through UCAS (www.ucas.com). Once an application has been submitted, you are required to send notification, along with supplementary documentation, to Kent’s International Recruitment staff so that the application can be assigned to your agency. The supplementary documentation you submit should be one of the following:
• an agency authority form, signed by the student
• a copy of the UCAS application form complete with agency stamp
• an email from the student stating that they have received counselling from your agency.

Postgraduate Taught

You can make applications for postgraduate taught courses directly to the University via our Agent Application System, Kent Vision, at https://evision.kent.ac.uk.

Any applications you submit through this system will automatically be assigned to your agency. If you require login details to access our Agent Application System, please email us at international@kent.ac.uk.

Postgraduate Research

You can make applications for postgraduate research courses directly to the University via our Agent Application System at https://evision.kent.ac.uk. Any applications you submit through this system will automatically be assigned to your agency. If you require login details to access the Agent Application System, please email us at international@kent.ac.uk.

Students interested in applying to study a PhD at Kent are recommended to contact the Director of Graduate Studies in the school where they wish to pursue their research, prior to submitting their application. A list of our academic schools is available at www.kent.ac.uk/departments/academic.

If a student has already identified a potential research supervisor they should contact them directly to discuss their research proposal. This will allow the University to ensure that we have the relevant expertise and facilities in order to supervise the student’s research project.

Students wishing to pursue a PhD in the Kent Business School are not required to make contact with a potential supervisor prior to the application being submitted.

Foundation

Applications to study on our International Foundation Programme can either be made through UCAS (www.ucas.com), or directly to the University via the Agent Application System (https://evision.kent.ac.uk).

If a student will be submitting other applications to Kent through UCAS, the application for the International Foundation Programme must also be made through UCAS.

After submitting an application through UCAS, you will need to send notification, along with supplementary documentation, to International Recruitment staff so that the application can be assigned to your agency. The supplementary documentation you submit should be one of the following:
• an agency authority form, signed by the student
• a copy of the UCAS application form complete with agency stamp
• an email from the student stating that they have received counselling from your agency.

If a student is not planning on submitting other applications to Kent through UCAS, the University will accept the application via the Agent Application System (https://evision.kent.ac.uk). Any applications you submit via our Agent Application System will automatically be assigned to your agency.

If you require login details to access our Agent Application System, please email us at international@kent.ac.uk.

Pre-sessional

Applications to study on one of the University’s pre-sessional English Language courses can be made directly to the University via our Agent Application System (https://evision.kent.ac.uk). Any applications you submit through this system will automatically be assigned to your agency.

If you require login details to access our Agent Application System, please email us at international@kent.ac.uk.

Full details of our pre-sessional courses, including start dates and entry requirements, can be found online at www.kent.ac.uk/ip.
Assisting students

We encourage our representatives to assist students in completing their application forms accurately, truthfully and completely. Under no circumstances, however, should a representative complete the application form on the student’s behalf or prepare the student’s personal statement.

Representatives are also not permitted to prepare a student’s references, although you are able to submit the completed references on your student’s behalf.

If you do submit a reference after application, this should either be:
- a pdf of an official letter-headed document from the referee’s institution
or
- an email sent from the referee’s institutional email account (eg @kent.ac.uk). If the reference is in email format, the header of the original email, which includes the sender’s email address, must be included.

Please check references carefully to ensure that they relate to the individual applicant and are not standard institutional testimonials.

Please refer to our Procedure Guide on the Agent Portal for further guidance.
CLAIMING COMMISSION

How to claim commission

The University of Kent will process commission payments for students who have applied via our representatives and who go on to register with us. The main bulk of commission payments will be processed in October, with a further payment round in February.

International Recruitment staff will contact you with the list of your students who have submitted applications to the University for this academic year. The list will include information on whether a student has registered, and if so, details of their course fees and the amount of commission which is due. You can then draw up an invoice based on this information, which should be submitted to us by 1 December.

Please ensure that the following information is included in your invoice:
- full University address
- date of issue
- invoice number
- details of student, tuition fee paid and commission being claimed
- your agency’s payment details which should include bank name and address, account name, account sort code, account number and IBAN No, and SWIFT code for international transfers.

Upon receipt of invoice, payment should be received within 8 weeks.

Please note that the percentage of commission paid to your agency will be listed in your agency agreement. On some occasions a student may be claimed for by more than one agency. In such instances the case will be reviewed by the International Recruitment team and a final decision taken as to which representative the commission payment will be made to.

Our commission process

September
Students register at the University of Kent

Mid-October
International Recruitment staff contact your agency with a list of registered students

By 1 December
You must submit your commission invoice to International Recruitment

January/February
Payment is made to representatives

January
Students register at the University of Kent

February
International Recruitment staff contact your agency with a list of registered students (January starters)

By 1 March
You must submit your commission invoice for January starters to International Recruitment

April/May
Payment is made to representatives
SWITCHING REPRESENTATIVES

Kent has multiple representatives in most of the countries we recruit in. We therefore appreciate that on occasion a student may employ the services of more than one agency during the application process. Should a student wish to switch agency then we will need to be notified with either an email from the student directly, or by receipt of a signed agency authority form from the student’s new agency. Upon receipt of this notification we will inform the student and both agencies that our records have been updated.

Commission payments

When a student has employed the services of more than one representative, the International Recruitment team will make a final decision as to how commission will be paid. This decision will take a number of factors into account, including:
- which agency first submitted the application to the University
- which agency provided most assistance to the student
- application records
- information given by the student
- additional evidence such as emails or scanned copies of forms.
LEGAL ASPECTS

There are three English laws that you will need to be familiar with and operate within when recruiting students on behalf of Kent:

- Data Protection Act 1998
- Freedom of Information Act 2000
- Bribery Act 2010

Data Protection Act 1998

This law applies to the personal data we have about living individuals. The University must comply with the Act in how it handles information. In practice this means only using the data in ways the individual would expect and keeping the data secure.

Personal data is defined by the Act as sensitive and non-sensitive. Sensitive data should be treated with particular care and security.

Non-sensitive data includes name, address, telephone, previous institutions and grades.

Sensitive data includes (as worded in the Act):
- the racial or ethnic origin of the data subject
- their religious beliefs or other beliefs of a similar nature
- their physical or mental health or condition
- their sexual life
- the commission or alleged commission by the data subject of any offence.

How the Data Protection Act 1998 affects you

When a student makes an application to the University, this act applies immediately.

At the point that a student employs the services of an agency to support them through the application process the student consents for the agent to act on their behalf. Kent is able to update agents on offer progress of any student applications tagged to their agency. This is to aid them with supporting their students through the application process.

Once the agent’s students have registered, we will inform the agent of all their registered students, the programmes the students registered onto and the commission due to the agency. This is so we can be clear on the exact number of registrations the agency sent to Kent and commission payments due to the agency.

After graduation we can confirm which students an agent previously had registered at Kent and the programmes they were registered on. This is to help ensure the accuracy of each organisation’s records.

Under the Act, we cannot disclose any personal information to a third party (including a parent or guardian) without the written consent of the student.

Freedom of Information Act 2000

This law gives everyone a general right to access information held by the University. Kent is a public institution and some of our funds come from the UK Government, so the act allows any member of the public to ask us anything about any aspect of our business.

The person who requests the information does not have to say how they will use the information and the University must respond within 20 working days. The Act does allow us to withhold certain types of information including personal data and commercially sensitive data.

How the Freedom of Information Act 2000 affects you

Previous requests regarding representatives have centred on the commission payments the University makes to companies, usually with detailed requests regarding bonuses and targets.

We will not provide data that may cause commercial harm to an organisation. However, we may disclose non-commercially sensitive information such as:
- the names of the companies we use
- the overall value of payments to each company over a period of time, so long as these values do not indicate the pricing information negotiated with the company
- contract details, with pricing information removed.

Further information about the Data Protection Act and Freedom of Information Act can be found on the Information Commissioner’s website (www.ico.org.uk)
Bribery Act 2010

The Bribery Act 2010 applies to all Higher Education institutions including the University of Kent.

The Act makes it a criminal offence:
• to give, promise or offer a bribe
• to request, agree to receive or accept a bribe
• to bribe a foreign public official whether in the UK or overseas.

The University will be committing a corporate offence if it fails to prevent bribery by its staff or other persons working on its behalf. Penalties for offences include imprisonment of up to 10 years and/or fines for individuals and, for a corporate offence, a fine and the possibility of prosecution or civil recovery action against the individuals concerned. The statement which follows sets out the University’s position.

The University of Kent is committed to conducting its business fairly, honestly and openly, to the highest standards of integrity and in accordance with all relevant legal requirements. All members of staff and any other persons working on the University’s behalf (whether paid or not) are asked to consider whether any payment made by them might appear to be a bribe and to note that under no circumstances should they:
• give, promise or offer a bribe
• request, agree to receive or accept a bribe
• bribe a foreign public official in the UK or overseas.

Similarly, under no circumstances should any staff member or other person working on the University’s behalf ask other(s) to act on his/her behalf in this way.

The University’s Anti-Bribery and Corruption Policy is available at: www.kent.ac.uk/governance/policies-and-procedures/index.html

Other current relevant University documents include the following:
• Fraud Prevention and Whistleblowing: www.kent.ac.uk/governance/policies-and-procedures/whistleblowing.html
• Ethical Conduct of External Activity: www.kent.ac.uk/governance/policies-and-procedures/documents/Ethical_conduct.pdf

Transparency International UK has published guidance on Anti-Bribery Principles for not-for-profit organisations. The guidance is available on the web at http://issuu.com/transparencyuk/docs/ti-uk_nfp_guidance

If you are at all uncertain as to whether any action would constitute bribery you should consult the International Recruitment team.

UKVI recruitment requirements

The University of Kent has high quality and rigorous recruitment practices and we expect our overseas representatives to follow these same high standards.

We require you to:
• have checks in place to ensure that we jointly recruit only genuine applicants who have a strong motivation to study and the financial means to complete their chosen programme
• be fully satisfied that an applicant has both the academic and English language skills to complete their chosen programme
• ensure that the student’s prime purpose for coming to the University of Kent is to study; any student who has other motivations, such as working in the UK, should not be considered
• check that the applicant’s certificates and supporting documents are genuine
• assess whether the applicant has genuine reasons for choosing the University of Kent
• ensure that the applicant is aware of the University’s fee payment requirements and has the financial resources to meet these
• conduct an in-depth interview with every prospective student applicant to investigate their immigration history and to ensure that there have been no previous visa refusals. The interview should also identify any previous periods of study within the UK and any immigration transgressions such as overstaying or failure to attend
• ensure that any student applicant who has previously studied in the UK has sufficient allowable time to complete the programme that s/he has applied for.

Students whose prime motivation is to work in the UK should not be recruited. Where doubts exist, you should discuss these with the University so that a joint decision can be made on the applicant. Similarly, if any matters of concern arise following submission of an application, please refer these to the University immediately.

On an annual basis we provide UKVI with a list of Kent’s official representatives.
MARKETING AND PROMOTION

We promote the University via a number of marketing channels and, as our representatives, we also rely on your local market knowledge to help us identify the best opportunities.

We are happy to consider joint marketing projects on an individual basis. In order to be considered, we will expect a comprehensive business proposal.

Education fairs

We seek to attend in-country education fairs that offer the opportunity to talk to a large number of high-quality students and offer a good return on investment.

At events organised by an external group, such as the British Council, we may ask for your assistance. In this case, we would prefer an experienced counsellor who is fully trained to talk about Kent, rather than an interpreter or a counselor who is unfamiliar with Kent.

We expect that representatives will be able to confidently counsel prospective students with little intervention from us, especially at busy events.

Please send us the assistant’s name as far in advance as possible, so we can arrange for them to have a name badge.

Unless requested, please do not send more than one assistant.

In print

We are happy to help you advertise the University of Kent in suitable publications in your country. We are able to produce adverts suited to both online and print publications.

General advertising

If you would like us to consider an advertising opportunity, please send the details to the International Officer responsible for your country or region and include some basic market research, for example, the readership numbers and who it is aimed at as well as the kind of advert you need. Adverts must be created by the University of Kent’s in-house design team in order to ensure they are consistent across all markets and meet the University’s corporate brand guidelines.

Advertising attendance at exhibitions, visits to your offices

We are happy to supply copies of our logo to be used within advertisements. The Kent logo should not be altered in any way and usage guidelines, such as minimum height requirements, should be adhered to. Full branding guidelines are available at www.kent.ac.uk/brand

We will supply all images from our media library. Do not use other images and please do not source images from the internet.

If we do ask you to create artwork on our behalf, please send a copy for approval via email to the International Officer with responsibility for your country or region prior to publication.

Online

The University website is our most important resource for connecting with potential students. We are happy to support online and mobile marketing campaigns to promote events and the University in particular.

Details of any proposed online campaign should be provided in line with requirements for general advertising stated above.

Social media

Our social media channels are also a good resource for prospective students who are keen to get a sense of what Kent is like. Our current social media channels are:

Facebook: www.facebook.com/UniversityofKent
Twitter: www.twitter.com/unikent
Instagram: www.instagram.com/unikentlive/
LinkedIn: www.linkedin.com/company/university-of-kent
YouTube: www.youtube.com/user/UniversityofKent
Flickr: www.flickr.com/photos/universityofkent/
Weibo: www.weibo.com/universityofkent

We are also present on WeChat and can be easily found on a search of the site.

There may be some social media sites in your region that Kent does not currently engage with. We would be interested in running campaigns using these sites.
Ordering additional materials

The main marketing materials we use are the Undergraduate Prospectus, the Graduate Prospectus, the International Student Guide, and the University of Kent website.

We will send you one printed copy of each of our core publications as part of our mailout to representatives which takes place annually in August. PDFs of each publication can also be downloaded from the Kent website.

If you would like additional copies of our printed publications or any of our other marketing materials, including images or videos, please contact the International Officer with responsibility for your country or region.

and we will consider all proposals. We would need more information regarding the nature and reach of the site.

Online exhibitions

Our International Recruitment team are happy to participate in online exhibitions and virtual events where a clear benefit is demonstrated. If we take part in an online exhibition targeted at a specific region, we will encourage students to get in touch with the local representatives.

If you are organising your own online event, it is important that the appropriate IT support is available to us, as well as the security of the site. A realistic breakdown of the commitment required of our International Recruitment staff should also be included in proposals.
OUR INTERNATIONAL RECRUITMENT TEAM

International Recruitment
The Registry, University of Kent
Canterbury, Kent CT2 7NZ, UK

T: +44 (0)1227 824904
F: +44 (0) 1227 823247
E: international@kent.ac.uk

Director
Joanne Ganderton-Smith
J.M.Ganderton-Smith@kent.ac.uk
(Market responsibilities: Japan, Taiwan, Turkey)

Assistant Director
Sue Hopkinson
S.Hopkinson@kent.ac.uk
(Market responsibilities: Botswana, Kenya, Malaysia, Mauritius, Singapore, South Africa, Tanzania, Uganda, Zambia, Zimbabwe)

PA to Director and Assistant Director
Hayley Snoding
H.Snoding@kent.ac.uk

Senior International Officer
Daniel Silman
D.R.Silman@kent.ac.uk
(Market responsibilities: Australia, Azerbaijan, Indonesia, Iran, Iraq, New Zealand, Philippines, Saudi Arabia)
Senior International Officer
Janie Kingsley
J.Kingsley@kent.ac.uk
(Market responsibilities: China and Hong Kong)

International Officer
James Banner
J.T.Banner@kent.ac.uk
(Market responsibilities: Brazil, Cambodia, Laos, Myanmar, Russia, South Korea, Switzerland, Thailand, Ukraine, Vietnam)

International Officer
Aaron Hauptmann
A.Hauptmann@kent.ac.uk
(Market responsibilities: Cameroon, Ghana, Kazakhstan, Nigeria and Pakistan)

International Officer
Maxwell Howells
M.B.Howells@kent.ac.uk
(Market responsibilities: Georgia, Norway, UK)

International Officer
Kimberly Tritton
K.Tritton@kent.ac.uk
(Market responsibilities: Bangladesh, Brunei, Canada, India, Nepal, Sri Lanka, USA)

International Officer
Diane Weston
D.Weston-363@kent.ac.uk
(Market responsibilities: Argentina, Bahrain, Caribbean, Chile, Colombia, Egypt, Ecuador, Jordan, Kuwait, Lebanon, Mexico, Oman, Peru, Qatar, UAE, Uruguay, Venezuela)

International Administration Manager
Sarah Harrison
S.F.Harrison@kent.ac.uk

Senior International Support Officer
Luke Shepheard
L.Shepheard@kent.ac.uk
(Representative support for Azerbaijan, Georgia, South Korea, Switzerland, Taiwan, Turkey, Vietnam)

International Support Officer
Michelle Baldwin
M.L.Baldwin@kent.ac.uk
(Representative support for China, Hong Kong and UK)

International Support Officer
Hannah Ellerby
H.Ellerby@kent.ac.uk
(Representative support for Botswana, Cameroon, Egypt, Ghana, Indonesia, Kenya, Malaysia, Mauritius, Nigeria, Philippines, Singapore, South Africa, Tanzania, Uganda, Zambia, Zimbabwe)

International Support Officer
Charlie Greenwood
C.Greenwood@kent.ac.uk
(Representative support for Argentina, Australia, Brazil, Brunei, Canada, Chile, Colombia, Equador, Japan, Mexico, New Zealand, Peru, Sri Lanka, Uruguay, USA, Venezuela)

International Support Officer
William Lowry
W.J.H.Lowry@kent.ac.uk
(Representative support for Bahrain, Bangladesh, India, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, UAE)

International Support Officer
Caroline Wiggins
C.E.Wiggins@kent.ac.uk
(Representative support for Cambodia, Caribbean, Kazakhstan, Laos, Myanmar, Nepal, Norway, Russia, Thailand, Ukraine)

International Marketing Officer
Nathan Crouch
N.A.Crouch@kent.ac.uk

Finance Officer
Sarah Gillett
S.Gillett@kent.ac.uk

This booklet was produced in April 2016. The University of Kent makes every effort to ensure that the information contained in its publicity materials is fair and accurate and to provide educational services as described. However, the courses, services and other matters may be subject to change. For the most up-to-date information, see: www.kent.ac.uk