INTERNATIONAL AGENT HANDBOOK



UNIVERSITY OF WOLVERHAMPTON

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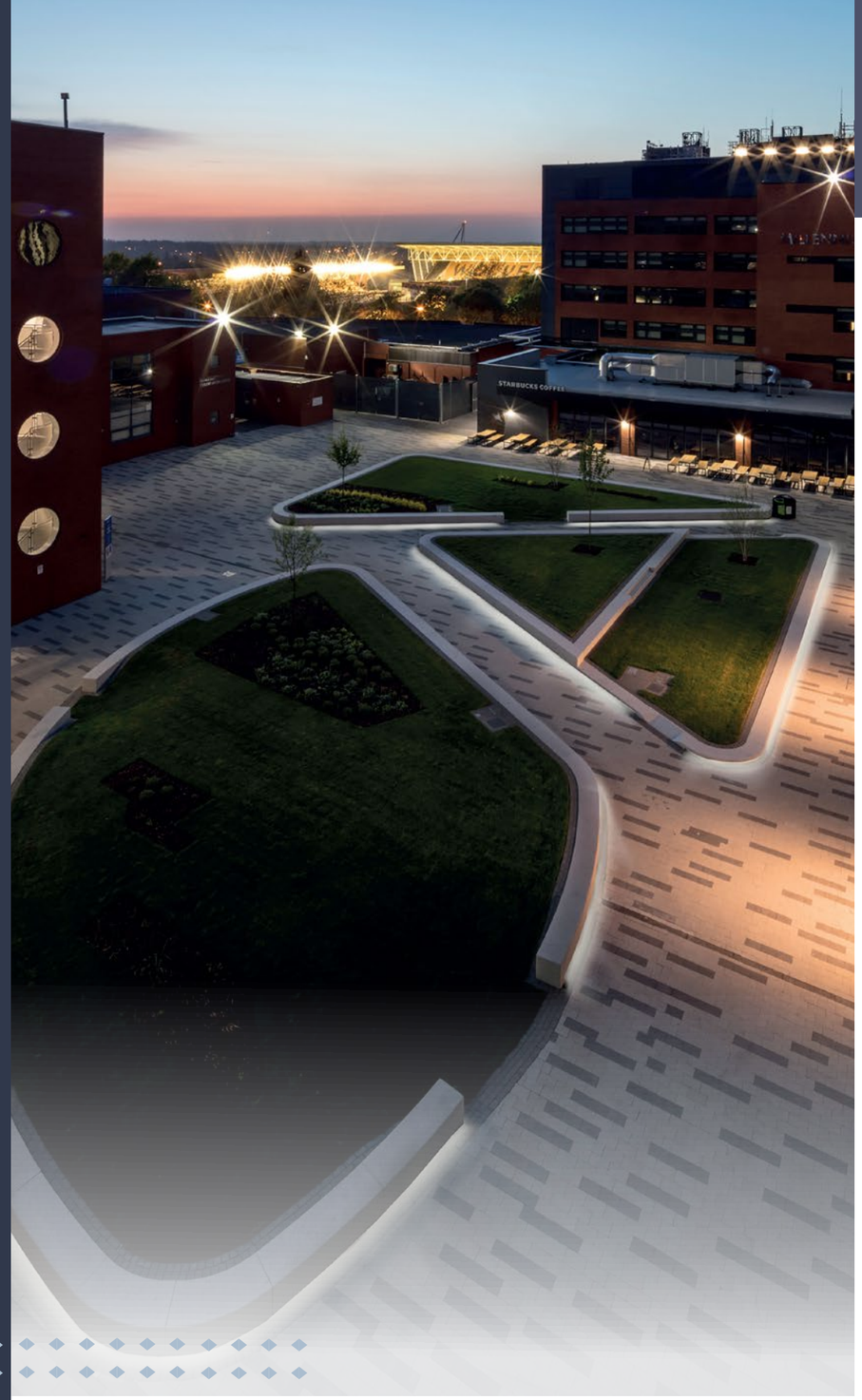


Welcome

Welcome to the University of Wolverhampton!

We are thrilled to have you join us as an official representative of the University. On behalf of myself and my colleagues in the Global Opportunities Office, I extend a warm welcome and look forward to building a strong, collaborative partnership with you.

This handbook has been created to give you a comprehensive overview of the University of Wolverhampton, our processes, and key information to assist you in supporting applicants throughout their journey. It includes details about what we offer our students, the services you can expect from us, and the expectations we have from you as our valued partner.

While this guide provides essential information, it is not exhaustive. Some details may evolve over time, subject to changes in regulations or government guidelines. Therefore, we encourage you to use this handbook alongside other resources available on our website, our international prospectus, and the regular updates we send to you.

We look forward to a fruitful and long-lasting relationship with you and your organisation.

Kamran Ashfaq
Associate Director of International Recruitment



Working with the University of Wolverhampton

Your role

As one of our official representatives, you are expected to participate in the following:

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 applicants.
- 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, webinars 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.
- Visit to your office, where possible, from a University of Wolverhampton staff member to carry out counsellor training on the latest Wolverhampton programmes and procedures.

Your responsibilities

- The University of Wolverhampton will be promoted in a professional, accurate and ethical manner.
- You will make clear to applicants their obligations under the terms of their student visa and the serious consequences of non-compliance.
- Information about University of Wolverhampton on your website, 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 applicants and the University of Wolverhampton. You will conduct all interactions with applicants in this manner.
- You will work together with the University to ensure that advice is given to applicants 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 Wolverhampton agreement.
- You will disseminate information received on visits to your office from Wolverhampton 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:

  https://www.britishcouncil.org/sites/default/files/good-practice-guide-for-uk-providers-using-education-agents.pdf

- You will need to adhere with and engage with the UK Agent Quality Framework

  https://www.britishcouncil.org/education/agents-counsellors/uk-quality-agent-framework





Our assessment process

The University of Wolverhampton is committed to best practice and professionalism in working with applicants and agents.

We would like to ensure that prospective applicants always receive a professional service from our representatives, with only applicants 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

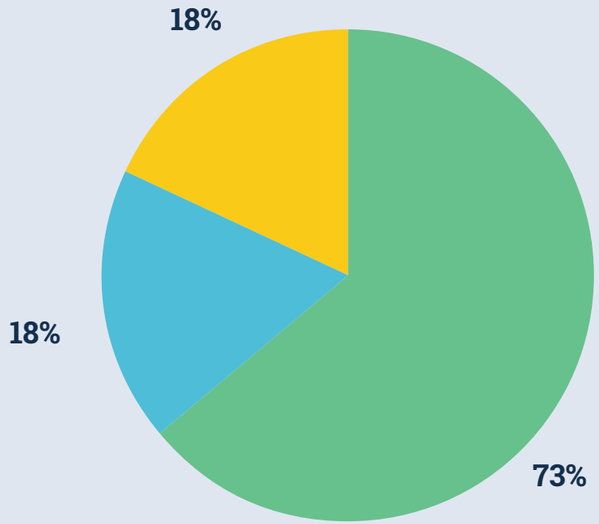
We will monitor the performance of your agency using the following methodology:

- In-country visits: where possible and appropriate, international recruitment staff from Wolverhampton will carry out visits to your offices.
- Where a visit hasn't been possible, international recruitment staff will contact your agency with an annual update email.
- Quality of applications.
- Visa refusal rate.
- Number of students enrolling at the University.
- The professionalism of your staff.
- The quality of your counselling.
- Your agency's level of engagement with the University.
- other BCA Metrics (CAS-I to enrolment & Completion).
- High levels of agent re-tagging requests.
- Adherence to the Agent Quality Framework.
- Student Complaints.

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.

Our international student body

Student body 2024/25



Frequently asked questions

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

Where is the University of Wolverhampton?

The University of Wolverhampton is a public university located in Wolverhampton in the West Midlands. It has several campuses across the West Midlands in England, including Wolverhampton and Walsall.

How many campuses are there?

The University has three main campuses: two in Wolverhampton city centre (City Campus and nearby Springfield Campus), and Walsall Campus. Birmingham, the UK's second city, is about 20 miles/32km from Wolverhampton. Each campus specialises in delivering specific subjects (not all subjects are taught at all campuses).

How many students does the University of Wolverhampton have?

The University of Wolverhampton has over 29,000 students worldwide and 2,100 staff.

How successful are Wolverhampton graduates?

The University embeds employability into all its programmes using its role in contributing to economic growth regionally and nationally to create opportunities and connections for its students. Almost 87% of the University's UK graduates from the most recent cohort were employed, in education, or running their own business according to the latest Graduate Outcomes report (published July 2021). It also showed almost 68% of our UK graduates were in highly skilled professions.

What are the term dates?

Our academic calendar is organised into three terms semesters, each consisting of 12 weeks of teaching activities.

Term 1 (August to January)
Term 2 (January to May)
Term 3 (May to September)

How safe are the campuses?

Accessible to both students and staff, the SafeZone app provides a valuable source of reassurance to people working and studying on campus. The app promotes safety in a number of ways, including giving fast access to the University's security team whenever and wherever you are on campus by allowing users to call for help and assistance when they need it most.

https://www.wlv.ac.uk/university-life/security-services/security-apps/

How does an applicant obtain a Certificate of Acceptance to Study (CAS)?

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



Why choose the University of Wolverhampton?

By studying at University of Wolverhampton, students are joining a UK university and a global community.

Each year we welcome students from over 140 nations, who join us to study at one of our UK campuses.

We are proud to be the University of Opportunity – providing our students with opportunities to succeed whatever their background, wherever they're based in the world. When you recommend the University of Wolverhampton, you recommend a university with high quality education and excellent student support:

- We were awarded four stars overall in the QS Stars ™ scheme – with the highest five stars for internationalisation, teaching, employability, facilities and inclusiveness.
- We also received a commendation – the highest possible accolade – in our most recent assessment by the Quality Assurance Agency: the independent body that evaluates standards and quality in UK higher education.
- 88% of the University's UK graduates from the most recent cohort (Class of 2023/24) were employed, in education, or running their own business according to the latest Graduate Outcomes report. It also showed 66% of our UK graduates were in highly skilled professions.
- Positive results from the latest National Student Survey (NSS 2024) have shown the University outperforming many other local universities in the region and performing above higher education sector average across a number of categories. 85% of students were pleased with the teaching on their course, while 82% felt that they benefited from learning opportunities. A number of courses scored 100% satisfaction with course teaching including: Public Health; Football Coaching and Performance; Fire and Rescue; History.
- We're changing lives for the better with world-leading research. Results of the Research Excellence Framework 2021 (published May 2022), which independently assesses the quality of research conducted at universities, showed more than half of ourresearch was judged as internationally excellent (3*) and world-leading (4*).
- Sixteen subject areas submitted has elements of world-leading research, amongst which featured research on: changing perceptions of the Black Country; eliminating gender and race discrimination; and improving health outcomes for all; demonstrating the positive impact our research has in the real world – and, of course, on our students.
- Our comprehensive support services are here to help students every step of the way, from choosing their course and making their application, to helping them stay healthy and successful while they're with us.
- We offer a varied and exciting experience on campus in the UK, with plenty of opportunities to get involved in student life and explore what the region, and country have to offer.





No.1
IN THE UK FOR TEACHING FIRST GENERATION STUDENTS[2]

55%
OF RESEARCH INTERNATIONALLY RECOGNISED[3]

OVER 60
PROFESSIONALLY ACCREDITED COURSES

5th
CHEAPEST CITY TO LIVE IN FOR STUDENTS[1]

13% cheaper overall than Birmingham

12% cheaper overall than Manchester

28% cheaper overall than London

5% cheaper overall than Coventry

88%
OF GRADUATES EMPLOYED 15 MONTHS AFTER GRADUATION[4]

1 Ranked 5th cheapest city for accommodation by studentcrowd.com 2 Daily Mail University Rankings 2024
3 Research Excellence Framework 2021 4 Graduate Outcomes Survey 2024

UK Agent Quality Framework

As an institution, we are committed to the UK Agent Quality Framework and pledge to create and maintain the highest standards of agent management. The University expects that every agent acts in an ethical and professional manner that will benefit students, agents, and the university itself.

As part of the **AQF Pledge**, The University of Wolverhampton is committed to:

- Empowering Student Choice and Enabling Informed Decision Making
- Ensuring Good Agent Governance and Professionalism
- Promoting Ethical Agent Practices, Professional Knowledge and Competency
- Increasing Transparency and Accountability

We request that you take the time to read and understand all aspects of the components outlined below:

Key components of the AQF

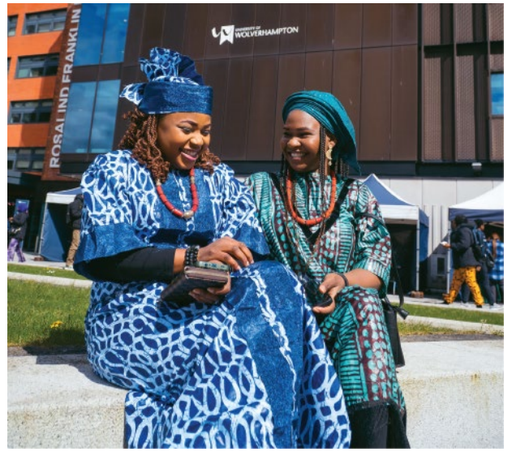
1. A student and parent guide to choosing an education agent
2. National code of ethical practice for education agents
3. Good practice guide for providers using education agents
4. Good practice guide for UK education agents partnering for quality
5. Agent Quality Framework pledge
6. British Council UK certified counsellor training
7. British Council UK agent and counsellor training and engagement hub
8. British Council database of certified counsellors -
9. AQF agency management course

The University expects all agents to adhere to the principles outlined in Agent Quality Framework, and particularly The National Code of Ethical Practice for UK Education Agents.

For further information, please visit:
https://www.britishcouncil.org/education/agents-counsellors/uk-quality-agent-framework



Source: The National Code of Ethical Practice for UK Education Agents. Pg. 3



How to apply

The University offers a very wide range of courses covering a broad range of disciplines, as well as courses at various levels. Up-to-date information on courses is available online on the University's website.

How to apply to the University of Wolverhampton

Undergraduate and postgraduate taught applications

You can submit the application using your agent portal, completing all relevant fields and uploading all relevant documents. Once submitted, you can monitor the progress of the application via the portal.

Research applications

PhD applications are professionally managed by our dedicated doctoral school, please email: DoctoralCollege@wlv.ac.uk



Hints and tips for application forms

Following these tips will allow applications to be processed without any delays. Please remember you should support applicants with the application process, and should not write the references or complete personal information for them.

- Please ensure Surname and First names are completed in CAPITAL LETTERS.
- The applicant's home address should be entered in the HOME ADDRESS section along with a valid personal email address for the applicant and an agent email address.
- The date of birth should be checked before the application is submitted as sometimes applicants enter the current year instead of the year they were born. The date should be written in dd/mm/yyyy format.
- The DISABILITY/SPECIAL NEEDS section must be completed. The codes that need to be entered are described on the notes for guidance, which accompany the application form.
- Details requested in section 6 are sometimes submitted on a separate sheet, which is acceptable. All applicants must complete the Criminal Convictions question as applicants cannot be processed when this is left blank.
- Ensure you have applied for the correct course, changes will not be possible at the CAS stage.
- All documents must be uploaded onto e:Vision, you must ensure correct documents are uploaded and put straightforward descriptive keywords for each document. Documents to include are: copy of passport; qualifications (final certificate and transcripts); most recent English Language qualification (IELTS or accepted equivalence); and a satisfactory personal statement.

Entry requirements

Entry requirements vary for every course and are available in prospectuses and online. Each application received will be assessed against the entry requirements for the specified course. Please visit: **wlv.ac.uk/international/your-country** for more information:

An English language entry requirement is applicable for all international students. Some courses, however, require a higher level of English proficiency. If the applicant has not achieved the required level of English language, they can apply for the Oxford International Digital Institute English Language Level Test (OIDI ELLT).

Advanced standing

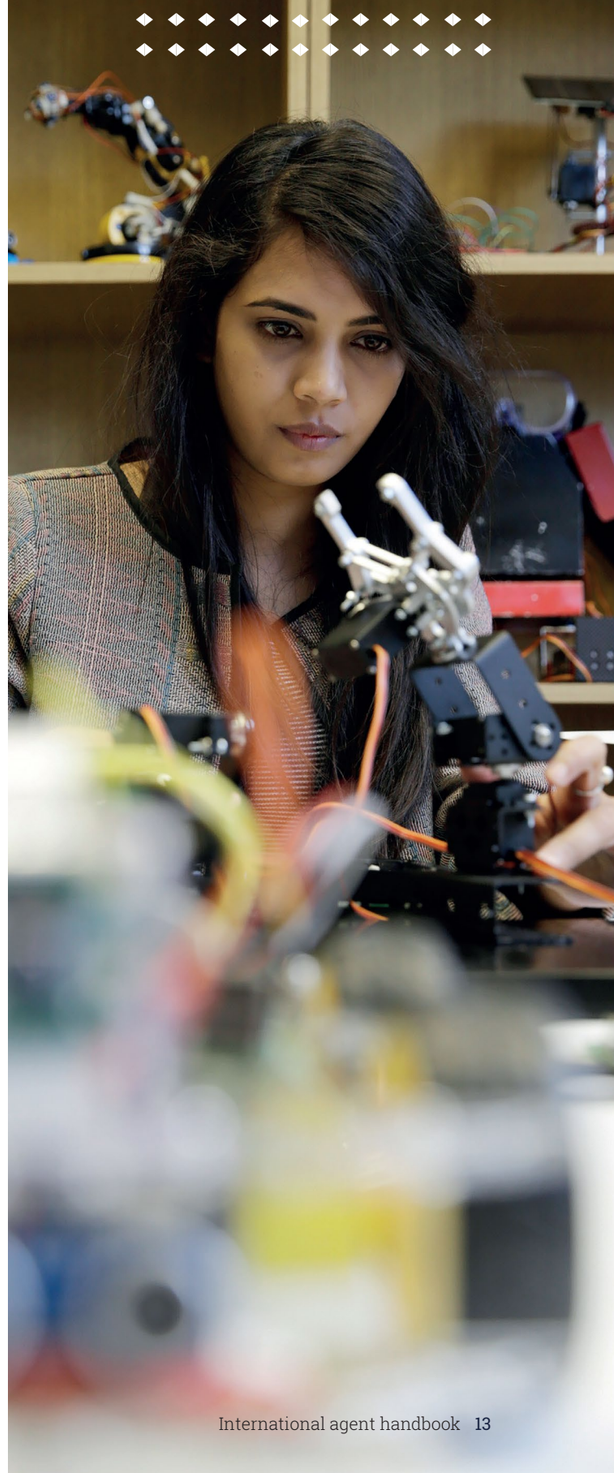
In some cases, it may be possible for applicants to enter their chosen undergraduate course in Year 2 or 3, rather than at the beginning of the course. For applicants to be considered for this, they must submit a detailed application providing a certificate and transcript showing subject areas they have covered in previous study. All such applications will be considered on an individual basis and may have to be sent to the relevant academic school for approval.

Please ensure your applicants apply for the correct course as we are unable to change it at the Certificate of Acceptance to Study (CAS) stage.

Assisting applicants

We encourage our representatives to assist applicants in completing their application forms accurately, truthfully and completely. Under no circumstances, however, should a representative complete the application form on the applicant's behalf or prepare the applicant's personal statement. Representatives are also not permitted to prepare an applicant's references, although you are able to submit the completed references on your applicant'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, signed and stamped by the referee or
- an email sent from the referee's institutional email account (eg @WLV.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.



Claiming commission

Commission will only be paid once an applicant has fully enrolled at the University of Wolverhampton and paid their fee for the course. Your commission rate is detailed in your agency agreement.

For students who continue onto a degree or master's programme after completion of an English pre-sessional programme, commission will be paid for the first year of the degree in addition to commission for the English language course, providing that students have been referred by you for each course and that applications for both courses have been received for processing by the Global Opportunities Office (or if it is a UCAS student, details of the student's application must be sent to your main point of contact).

- Commission will not be paid on students that have withdrawn from the University for whatever reason.
- Commission will not be paid for students enrolling on a second main programme after completing the first eg. commission will be payable for a Bachelor's degree; however if that student goes on to enrol on a Master's programme, no commission will be payable.
- All applications must be uploaded onto e:Vision.
- Invoices should be submitted to the University on your company headed paper after each intake, including student names/ student number/ date of birth.
- Once received and approved, the Global Opportunities Office will pass a request for payment to the Finance Department of the University.
- Commission payments are made in Sterling and can be paid via telegraphic transfer to bank accounts in other countries or by cheque to UK bank accounts only.

Please ensure invoices state full payment details i.e., payee name, bank details, bank address, etc. Please note commission is payable ONLY for international Applicants. If an applicant is classed as a home student, you will not be eligible to claim commission. Home students are advised to apply through UCAS.

High visa refusals result in significant financial and reputation damage to the University of Wolverhampton. As an education agent, your responsibilities include advising, counselling all prospective students on the student visa route and ensuring that they are aware of the policy, regulations and guidance. For information on the new student route and the regulations, visit: wlv.ac.uk/international/visa-and-immigration

Applicants changing representatives

The University of Wolverhampton actively discourages transferring or seeking to transfer any student or applicant from or to another agent. This is because situations arise where the initial agent undertakes the majority of the work with the application and support, to then find out the applicant has gone elsewhere so they won't be paid commission for their work. However, if there is evidence of problems or a lack of support from the initial agent resulting in the applicant needing to transfer, we accept that a change can be necessary, and we will investigate the issues fully if the agent in question is another of our representatives.

If a transfer is necessary then an "Agent Nomination" form is required with as much detail as possible on the issues encountered. The applicant must inform the original agent that they have transferred. Payment disputes in which more than one agent claims for a student will be settled by the University, at our discretion. We will make a fair and reasonable judgement in each case but will not pay out more than the value of the single commission payment for the enrolment.



Tuition fees

What applicants need to know

Your tuition fee varies according to your chosen course, your level of study, and classification as either international or home student (which depends on your nationality and residency over the past three years).

To find out the cost of tuition fees for your chosen course, you can check the individual course page on our Course Finder: **wlv.ac.uk/courses**

The table below outlines tuition fees cost for courses starting in May 2026.

Study level and mode (all courses are full-time)	Fee for 2025/26
Undergraduate (non-lab based)	£17,600
Undergraduate (lab-based FSE only)	£21,564
Postgraduate Taught (non-lab based)	£18,645
Postgraduate Taught (lab-based, FSE only)	£19,859
Postgraduate Taught with professional placement (non-lab based)	£19,745
Postgraduate Taught with professional placement (lab-based, FSE only)	£20,959
BNurs (Hons) Nursing (starting April 2026)	£18,000
Master of Research (MRes)	£22,000
MPharm (starting September 2025)	£22,000

We advise all students to ensure they have read and understood the terms and conditions of the University of Wolverhampton Tuition Fee Policy: **www.wlv.ac.uk/about-us/governance/legal-information/policies-and-regulations/**

For more details and updated fees, visit: **wlv.ac.uk/international/fees**

How to pay, including deposits

Deposits

All international applicants must pay a deposit before we can issue their Confirmation of Acceptance for Studies (CAS). The deposit amount varies depending on which country they are applying from.

Please ensure applicants check their offer letter for more information. If they have any questions about their deposit fee, please contact us by emailing: **international@wlv.ac.uk**

Other Costs

In addition to tuition fees, there may be further costs such as:

- **Visa costs** - Information on visa costs can be found on the UKCISA website: **ukcisa.org.uk**
- **Immigration Health Surcharge (IHS)** - this fee has been introduced by the UK Government. Students need to pay the healthcare surcharge if applying for a visa or immigration application for more than 6 months. Students must pay £776 per year, this charge will be applied when a visa application is made

Living costs

All applicants must provide UKVI with evidence they can pay their living costs*, maintenance, and tuition fees.

- They will need to provide evidence of 9 months of living expenses at **£1,171** per month (**£10,539** per year).
- If their course lasts for less than nine months, they will need **£1,171** per month of the course (eg. **£7,026** for six months). Remember: this is in addition to the outstanding tuition fee balance.
- If they will be bringing dependants to the UK, they will also need to meet a financial requirement as part of their visa application. Dependants are required to have **£680** per month (e.g. **£6,120** for a nine month course or **£4,080** for a six month course).

*living costs are subject to sudden change, please check with UKVI you have the correct amount.

Financial evidence

All applicants must provide a bank statement that covers 28 days. The money must be in their bank account or their parents' personal account; it cannot be in any other relative or friend's account (unless they meet the UKVI definition of an official financial sponsor).

If using a parents' bank account, applicants will also be required to submit additional supporting documents with their application, such as their birth certificate and a letter from your parents confirming their relationship to them and that they give them consent to use their account for funding the applicant's studies and living costs.

The money must be in the account at the time applicants apply for the visa and must have been constantly in the account for a minimum of 28 days before the date of their visa application. The final closing balance cannot be more than 31 days before the date of their visa application.

How to pay fees

Applicants/students can pay their tuition deposits and fees:

Convera is our requested payment method for deposits to ensure that you are able to begin the process or requesting your CAS letter in e:Vision

Convera is a fast and reliable service that allows you to pay in your local currency via bank transfer or by using a wide range of local online payment options including Alipay, UnionPay and more, without incurring any transaction charges.



Scholarships

The University of Wolverhampton is committed to investing in student talent from all over the world to create the best opportunities for students to reach their potential. We have a wide range of scholarships available to students who can demonstrate academic and personal excellence. Below are just some of the scholarship schemes available:

Lord Paul Excellence Scholarship

The University of Wolverhampton looks to reward those students who have achieved excellent grades in their studies prior to entering their chosen undergraduate or postgraduate taught programme. The value of these scholarships ranges from £1,000 to £4,000 per year of study on their chosen programme

Global Opportunities Regional Scholarships

The University of Wolverhampton has 20 scholarships of £3,000 per year for students from the following regions: Sub-Saharan Africa, Middle East and North Africa, East Asia and Pakistan, Europe, The Americas.

Alumni Scholarship

All University of Wolverhampton graduates who choose to remain at the University for their postgraduate taught programmes receive an Alumni Scholarship of £2,000. For those achieving achieve a First Class degree, the Alumni Scholarship is valued at £3,000.



Note: Information relating to scholarships does change from time to time. While the University endeavours to keep this information as up to date as possible, it cannot be held liable for any inaccuracies.

Chevening Scholarship

University of Wolverhampton is proud to be a Chevening partner. Chevening is the UK Government's international awards scheme aimed at developing global leaders. Funded by the Foreign and Commonwealth Office (FCO) and partner organisations.

Women in STEM scholarships

The University of Wolverhampton has 20 Women in Science, Technology, Engineering and Maths (STEM) scholarships of £3,000 for undergraduate students. The University is committed in supporting the UN Sustainable Development Goals (SDG) and empowering women worldwide in STEM subjects.

> "My decision to pursue a career in biotechnology was pretty straightforward, knowing that I can use biology to solve current problems and benefit society. The University of Wolverhampton with the British Council Scholarship for Women in STEM is helping me achieve this."

Maria C Serrano Hernandez – Colombia
MSc Applied Microbiology and Biotechnology
(Graduated 2022)

Accommodation fees

The University of Wolverhampton has over 1,000 accommodation places at all three of our campuses. All our halls of residence are located close to the campuses and are owned by the university. We aim to provide value for money accommodation, which is safe and a comfortable living environment.

Living in halls makes it easier to start university life and make friends. All halls are self-catered and are equipped with free internet Wi-Fi access, study space and storage.

Students can apply for accommodation once they receive a conditional offer for their course, this can be done via the e:Vision system. If applicants have any queries, they should email the Accommodation Hub on: **cityaccommodationhub@wlv.ac.uk** or call:**+44 (0)1902 321 268**.

Our university-owned accommodation is within easy walking distance of campus facilities including lecture theatres and the library. All students can travel for free between campuses using the university shuttle bus service. For student safety, there is 24-hour security, CCTV on every campus, and rooms fitted with smoke alarms and secure locks.

Applicants can find all the information about accommodation, including current fees, what's included, and how to apply at: **wlv.ac.uk/accommodation**





Accommodation fees 2025/26			
Campus/ type of accommodation	Weekly cost	42-week license (cost for an academic year)	52-week license (cost of a calendar year)
City: standard	£101	£4,242	£5,252
City: en-suite	£119	£4,998	£6,188
Walsall: en-suite	£119	£4,998	£6,188

Pre-arrival information

Travelling to Wolverhampton

Birmingham International Airport is the closest airport to the university, it has a railway station with frequent, direct services to Wolverhampton and good connections to Walsall and Telford.

Wolverhampton bus and train stations are very close to each other. Students living at Telford or Walsall campuses should catch a train directly to those towns (and not go via Wolverhampton). National Rail Enquiries has details of train routes, including those from airports: **nationalrail.co.uk**

Notes on enrolment

International students need to bring the following items with them BEFORE they can complete their enrolment:

- Passport
- Unconditional offer letter
- Original qualification certificates

Once they have completed their enrolment online, their documents need to be checked and enrolment confirmed.

How to obtain a student ID

Once enrolled, students will need their student identification (ID) card to get on to campus and use the facilities. ID cards should be obtained from one of the University's libraries as soon as possible after enrolment.

Students will need an electronic photo for the ID card. This can be uploaded to e:Vision before arrival or can be taken by the library staff on the day.



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.

Print

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

Please note that the most up-to-date information of all our programmes, including duration, course fees, additional entry requirements, course information, programme leader contact information, and much more in online at: **wlv.ac.uk/courses**

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 Wolverhampton's in-house design team in order to ensure they are consistent across all markets and meet the University's corporate brand guidelines.

Recruitment fairs

The University of Wolverhampton will sometimes take part in roadshows / exhibitions in your country. Staff from the Global Opportunities Office and/or academic schools will attend

We may ask you to represent the University of Wolverhampton at any of events we are unable to attend. In accordance with your contract, if you are requested to help in this manner, then you may be entitled to claim commission.

The Global Opportunities Office will provide the materials that are required at the event. These will be couriered to the venue before the event.

Your involvement in recruitment fairs and roadshows may include:

- assisting on the stands at recruitment fairs when requested, with preparation before and activities after the event
- arranging 1-2-1 counselling sessions with prospective students and staff members from the University of Wolverhampton
- following-up with prospective students from the recruitment fair with any queries they may have
- producing marketing material that have been approved by the Global Opportunities Office
- after the event: submitting any applications for prospective students by logging into your agent portal through e:Vision. If you are having issues with logging in, please email: **Evisionsupport@wlv.ac.uk**

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.

Social media

We encourage you to promote the university through its social media channels.

- wlvinternational
- @wlvinternational
- /wlvinternational
- /uniwolverhampton



Legal aspects

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

- Data Protection Act 2018
- Freedom of Information Act 2000
- Bribery Act 2010

Data Protection Act 2018

The General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018 work together to form the UK's data protection law. They apply to personal data we collect and hold about living individuals. The University must process all personal data in accordance with the law. Personal data can be any information that identifies or potentially identifies a natural person. Special category personal data poses a higher risk to the rights and freedoms of individuals and should be treated with particular care and security. Personal data includes (but is not limited to) name, address, telephone numbers, previous institutions and grades achieved. Special category personal data includes information about an individual's:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sex life
- sexual orientation.

Please refer your agency agreement for details about how you must comply with all applicable requirements of the Data Protection Legislation.

How the Data Protection Act 2018 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. University of Wolverhampton 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 the University of Wolverhampton and commission payments due to the agency. After graduation we can confirm which students an agent previously had registered at the University of Wolverhampton 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. University of Wolverhampton 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 (**ico.org.uk**)



Legal aspects

Bribery Act 2010

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

For advice about the University's Anti-bribery policy please contact: **transparency@wlv.ac.uk**

Transparency International UK has published guidance on Anti-Bribery Principles for not-for-profit organisations. The guidance is available at: **https://archive.transparency.org.uk/publications/anti-bribery-principles-and-guidance-ngos**

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

UKVI recruitment requirements

UKVI recruitment requirements The University of Wolverhampton 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 ability to complete their chosen programme. The applicants should have clear reasons for choosing the UK, for choosing the course and for choosing the University of Wolverhampton. These reasons should be detailed, personal to the applicant and non-generic.

- Be fully satisfied that an applicant has sufficient English language skills to successfully complete their chosen programme. Applicants should have the ability to confidently engage in general conversation in the English language and discuss their course, study and career plans in depth.

- Ensure that the student's prime purpose for coming to the University of Wolverhampton 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. Applicants must ensure that all required documents are genuine and readily available if requested by the UKVI. Submission of fraudulent documents or failure to provide the necessary documentation upon request will result in an unsuccessful application.

- Assess whether the applicant has genuine reasons for choosing the University of Wolverhampton and that the student has fully researched the course that they apply for, including knowing something of the modules that they would like to undertake. The applicant should clearly state how the course links with their previous study, employment or future career aspirations.

- Ensure that the applicant is aware of the University's fee payment requirements and has the financial resources to meet these for each year of their study. Applicants should know their course fees, living costs and be able to clearly explain/evidence how they will cover these costs.

- Ensure that the applicant is aware accommodation costs at the University of Wolverhampton and the Wolverhampton area. Applicants should be clear on their planned living arrangements during their studies and explain how they intend to finance their accommodation.

•Conduct an in-depth interview with every prospective student to ensure that there is a strong academic background and a good immigration history i.e. there are no previous visa refusals or curtailments for reasons other than early completion. The interview should also identify any previous periods of study within the UK as well as addressing any gaps in study.

- Obtain copies of all previous visas granted for the UK and copies of all previous visa refusals (both UK and non-UK visa refusals).

- 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 and meets the academic progression requirements. If there are uncertainties, you should discuss these with the University so that a joint decision can be made on the applicant.

- Personal statements must be in the applicant's own words. Reasons for why the applicant chose the UK, the University of Wolverhampton and the course must be detailed and specific to the applicant. The applicant should also justify any gaps in study and plans post studies.

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 University of Wolverhampton representatives.

High visa refusals result in significant financial and reputational damage to the University of Wolverhampton, as well as risk to the sponsor licence. As an education agent, your responsibilities include advising and counselling all prospective students on the student visa route and ensuring that they are aware of both the university and UKVI policy, regulations and guidance. For information on the student route and regulations, visit: wlv.ac.uk/international/visa-and-immigration



Key Contacts

Global Opportunities Office
University of Wolverhampton
Wulfruna Street
Wolverhampton WV1 1LY

Tel: **+44 (0)1902 322 474**
Email: international@wlv.ac.uk

For the most up-to-date information available, please visit the University's website: wlv.ac.uk/international

International Admissions
Tel: +44 (0)1902 322 230 or (0)1902 323 505
Email: internationaladmissions@wlv.ac.uk

Visa and Immigration Support
Tel: +44 (0)1902 322 267 or (0)1902 323 340
Email: visa-enquiries@wlv.ac.uk

International Agent Liaison Officer
Email: internationalagents@wlv.ac.uk