



Ensuring the Safety, Security & Wellbeing of HEI Students & Assets

Instrument 2: International Students

SELF ASSESSMENT **WORKBOOK**



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Instrument 2: International Students

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Salford
MANCHESTER



Instrument 2: International Students – Version 1

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ProtectED INSTRUMENT 2

International Students

1. The ProtectED approach to international student safety, security & wellbeing

This instrument is divided into five sections which follow the international student journey from selecting a university to which to apply, through to student experiences whilst studying at the institution (see **Figure 1**, below).



Figure 1. Structure of the ProtectED International Students instrument

The *ProtectED* approach is to equip international students with the knowledge and skills to safely negotiate their new surroundings in the UK. The *ProtectED* International Students' Instrument is structured sequentially around the international student experience of studying in the UK. **Section 1** of the Instrument focuses on the HEI's international student recruitment and the student's selection of a UK HEI. **Section 2** addresses the international student's needs after deciding to study at a UK HEI, but prior to arrival. **Section 3** focuses on the international student's arrival in the UK. Section 4 concentrates on the international student's orientation to the HEI, and their introduction to living in the UK. Finally, **Section 5**

addresses the support the HEI provides for international students during their studies. The *ProtectED* Safety and Wellbeing Partnership enables and supports all actions in the International Students Instrument.

2. Specific measures

1. International Student Recruitment & Students' Selection of University

A *ProtectED* university has considered the role of safety, security and wellbeing in the recruitment of international students.

1.1	The university can demonstrate that it provides information on its international student recruitment webpages about the institution's safety, security and wellbeing services.	
1.1.1	The HEI's international student recruitment webpages clearly communicate the HEI's safety, security and wellbeing services for students.	
		+ 3
<p>REQUIRED LEVEL</p> <p>The HEI's international student recruitment webpages clearly communicate its safety, security and wellbeing services relating to students.</p> <p>Information on the HEI's safety, security and wellbeing services is written in an accessible, student-facing way.</p>	<p>+ 2</p> <p>↩ All aspects of previous levels, plus:</p>	<p>↩ All aspects of previous levels, plus:</p>

1. International Student Recruitment & Students' Selection of University

1.2	The university can demonstrate that it provides evidence-based and impartial information about its location on the institution's international student recruitment webpages.	
1.2.1	Information about the geographical, cultural and historical context in which the university is located, is clearly communicated on its international student recruitment webpages.	
	+ 2	+ 3
<p>REQUIRED LEVEL</p> <p>The university's international student recruitment webpages clearly communicate the university's geographical, cultural and historical context (i.e. urban, suburban or rural campus etc.).</p> <p>Information on the university's geographical context is written in an accessible, student-facing way.</p>	<p>↩ All aspects of previous levels, plus:</p>	<p>↩ All aspects of previous levels, plus:</p>

2. Pre-Arrival to the UK

2.1	The HEI provides briefing information on safety, security and wellbeing issues to international students prior to their arrival in the UK.
2.1.1	International students are provided with safety information and the location/context of the HEI prior to their arrival in the UK.
	+ 3
<p style="text-align: center;">REQUIRED LEVEL</p> <p>The HEI provides international students with the following information prior to their arrival in the UK:</p> <ul style="list-style-type: none"> ▶ Location and weather (e.g. the HEI's location within the UK; its location within the city/town; information about the weather; what to bring and what not to bring to the UK; local culture and customs). ▶ Physical copies of (or links to) the following British Council guides: <ul style="list-style-type: none"> – <i>“Creating Confidence: Making sure your time studying in the UK is safe and enjoyable.”</i> – <i>“Safety First: Making sure your visit to the UK is safe and enjoyable.”</i> 	<p style="text-align: center;">+ 2</p> <p>↩ All aspects of previous levels, plus:</p>

Both guides were produced by the British Council in partnership with the Home Office and the Police Association of Higher Education Liaison Officers (PAHELO), and can be downloaded from: <https://study-uk.britishcouncil.org/planning/pre-departure-briefings>

2. Pre-Arrival to the UK

2.2	Arrival process.	
2.2.1	Prior to their arrival in the UK, international students are informed and aware of travel, academic registration, accommodation, opening a bank account, visa and immigration, and police registration.	
	+ 2	+ 3
<p style="text-align: center;">REQUIRED LEVEL</p> <p>The HEI provides international students with the below information prior to their arrival in the UK:</p> <ul style="list-style-type: none"> ▶ Travel information to the university from possible arrival points (airport, train / bus station, port). If the HEI welcomes students at airports / stations etc., this should be clearly communicated. ▶ The university's academic registration process. ▶ 'International Student Orientation Week.' ▶ Information about, and the procedure for, allocating university accommodation. This communication takes place early enough to enable the student to apply for, and be allocated, accommodation prior to arrival. 	<p>↩ All aspects of previous levels, plus:</p>	<p>↩ All aspects of previous levels, plus:</p>

- ▶ A 'white list' of accredited private landlords for international students, and the 'Right to Rent' scheme. This communication takes place early enough to enable the student to search for accommodation before they arrive in the UK.
- ▶ The process of opening a UK bank account (e.g. required documentation), and nearest bank branches to the university. The university may wish for students to read the EducationUK/British Banking Association guide '*International Students Opening up a UK bank account.*' Visit: https://www.bba.org.uk/wp-content/uploads/2014/01/AE249_BBA_International_Students_Oct12.pdf
- ▶ British Council '*First steps: A pre-departure guide for international students coming to the UK.*' The guide can be downloaded from: <https://study-uk.britishcouncil.org/planning/pre-departure-briefings> (scroll to the bottom).
- ▶ UK Student Immigration and Visa requirements, and the assistance available from the HEI. The HEI may wish to use the following web links:

- ‘Tier 4 (General) Student Visa’ UK Government information about applying for a student visa <https://www.gov.uk/tier-4-general-visa/overview>
- ‘Student visas’ <https://study-uk.britishcouncil.org/planning/visas>

- ▶ Information about what to do if held up at immigration; for example, details of who the student can contact at the university for help.
- ▶ Relevant international students are informed that they need to register with the police, the process (e.g. documents required), the police stations at which to register, and any assistance available from the university.

2. Pre-Arrival to the UK

2.2 Arrival process.		
2.2.2 The HEI provides international students with a list of accredited education agents or consultants.		
	+ 2	+ 3
REQUIRED LEVEL	<p>↙ All aspects of previous levels, plus:</p> <p>All the HEI's accredited education agents or consultants have achieved the <i>British Council Foundation Certificate for Agents</i> (https://www.britishcouncil.org/education/education-agents/training-agents), and are included in the British Council database of trained agents (http://www.bcagent.info/gal/).</p>	<p>↙ All aspects of previous levels, plus:</p>
GOOD PRACTICE		
<p>UKCISA (2014) Code of Practice for Agents</p> <p>UKCISA have a code of practice for education agents and consultants. For more information, visit: http://www.ukcisa.org.uk/Info-for-universities-colleges--schools/About-UKCISA/Membership/Codes-of-practice/Code-of-practice-for-members/</p>		

CASE STUDY

University of Salford

The University of Salford has a list of approved education consultants/agents who can provide education counselling services to international students. All education consultants/agents are trained by the University of Salford.

Visit <http://www.salford.ac.uk/international/education-consultants> for more information.

2. Pre-Arrival to the UK

2.3 Information for parents and guardians.		
2.3.1 The HEI provides relevant pre-arrival information about the university, its city/location and services to address the concerns of parents and guardians of international students.		
	+ 2	+ 3
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	↙ All aspects of previous levels, plus:
<p>The HEI provides information for parents/guardians, including:</p> <ul style="list-style-type: none"> ▶ Contact points ▶ Details of student support services ▶ Relevant assurances around safety, security and wellbeing. 	<p>The HEI provides parents/guardians of international students with physical copies of (or links to) the British Council document:</p> <ul style="list-style-type: none"> ▶ <i>“Safety First: The essential personal safety guide for international visitors and workers to the UK.”</i> <p>The guide was produced by the British Council in partnership with the Home Office and the Police Association of Higher Education Liaison Officers (PAHELO), and can be downloaded from: https://study-uk.britishcouncil.org/planning/pre-departure-briefings</p>	

2. Pre-Arrival to the UK

2.4 Information collected by the HEI.		
2.4.1 The HEI collects certain information about the international student prior to their arrival.		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
<p>The HEI collects information about the international student prior to their arrival to the UK, including:</p> <ul style="list-style-type: none"> ▶ Arrival plans ▶ Accommodation choice. <p>Collection of this information should help the HEI plan its services for international students in advance, or identify cases in which students have not organised accommodation (e.g. help with indicator 3.1.2).</p>		

2. Pre-Arrival to the UK

2.5 The role of the <i>ProtectED</i> Safety & Wellbeing Partnership (PSWP).		
2.5.1 PSWP supports coordination and completeness of pre-arrival information provided to international students.		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
PSWP supports coordination and completeness of pre-arrival information provided to international students.		

3. Arrival

3.1 Immediate arrival.	
3.1.1 The HEI enables safe travel of international students from their point of arrival in the UK, to the university or accommodation.	
	+ 3
REQUIRED LEVEL	+ 2
The HEI provides safe travel directions on how to get to the university campus or accommodation.	<p>↙ All aspects of previous levels, plus: The HEI organises the collection of international students from the bus/train station or airport.</p> <p>CASE STUDY</p> <p>Aston University 'Meet & Greet Service' Aston University provide a free 'meet and greet' service for new students arriving to Birmingham International Airport during Welcome Week. New students are welcomed at the airport by 'Aston Aunties' - current Aston University students who volunteer to help new students settle into university life. A coach takes new students from the airport to the University campus. Visit http://www.aston.ac.uk/new-student/international-students/meet-and-greet/ for more information.</p>
	↙ All aspects of previous levels, plus:

3. Arrival

3.1 Immediate arrival.	
3.1.2 The HEI facilitates international students' immediate access to safe accommodation (or access to safe temporary accommodation) upon their arrival.	
+ 3	
+ 2	
REQUIRED LEVEL	<p>↙ All aspects of previous levels, plus:</p>
<p>The HEI should ensure that international students have access to accommodation upon arriving at the university. To do this, international students should be able to obtain the keys to their on-campus accommodation, upon arriving at the university.</p> <p>International students arriving outside normal office hours and/or who are unable to access their accommodation are provided with temporary, safe accommodation by the HEI.</p> <p>Information received from students in 2.4.1. (above) should help with this process.</p>	<p>↙ All aspects of previous levels, plus:</p>

3. Arrival

3.2 Accommodation.		
3.2.1 Off-campus student accommodation: the university's responsibility for international students renting from private landlords.		
	+ 2	+ 3
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	↙ All aspects of previous levels, plus:
<p>The HEI maintains a 'white list' of accredited or recommended private landlords.</p> <p>The HEI or SU provides students with information resources to help them be successful first-time renters.</p> <p>The HEI or SU inform students of the 'Right to Rent' checks and what it means for them.</p>	<p>The HEI acts as guarantor with accredited landlords for international student rent deposits.</p>	
GOOD PRACTICE	CASE STUDY	
<p>NUS Ready to Rent</p> <p>The NUS Ready to Rent programme provides training and resources to enable students to have a safe and successful time in the private rented sector, such as a house-hunting checklist, advice on contracts, deposits etc. Visit http://www.nusconnect.org.uk/winning-for-students/</p>	<p>Housing Hand UK rent guarantor service</p> <p>Housing Hand are a company that provide a guarantor service for UK and international students. For a fee which is less than 6–12 months rent, Housing Hand offer to be the student's guarantor, thus enabling them to rent accommodation without having to provide 6–12</p>	

<p>welfare/housing-and-community/ready-to-rent; and http://www.nus.org.uk/en/advice/housing-advice/deposits/ for more information.</p>		
<p>CASE STUDY</p> <p>Unipol Accreditation Scheme</p> <p>Unipol Code is an accreditation scheme for private sector student accommodation. The Unipol Codes have been developed in partnership with local universities and Students' Unions. Visit https://www.unipol.org.uk/the-code for more information.</p>	<p>months rent in advance, as a deposit.</p> <p>Housing Hand state that they work with over 100 universities and "can help set up an in-house guarantor service or provide blanket cover for university-owned accommodation."</p> <p>Visit https://www.housinghand.co.uk/partners/universities/ for more information.</p>	

3. Arrival

3.3 International student police registration process.		
3.3.1 The HEI has optimised the process of police registration for relevant international students.		
	+ 2	+ 3
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	↙ All aspects of previous levels, plus:
<p>The law requires international students from specified countries to “register either with the Overseas Visitors Record Office in London or their local police [...]” within 7 days (https://www.gov.uk/register-with-the-police).</p> <p>The HEI provides clear information to remind relevant international students about police registration, including:</p> <ul style="list-style-type: none"> ▶ Where to go ▶ How to get there ▶ Opening times ▶ Documents required. 	<p>The HEI arranges for international students required to register with the police, to meet at a designated location on campus and travel together to a police station.</p> <p>The HEI organises transportation to a police station for international students required to register with the police.</p> <p>The HEI has designated a member of staff to be ‘International Student Liaison Officer’ and organise such collective activities for international students.</p>	<p>The HEI collaborates with the police to arrange a system to register international students on campus (e.g. using a mobile police station).</p> <p>Police registration for international students is coordinated with other local HEIs.</p>

3. Arrival

3.4 Opening a UK bank account.		
3.4.1 The HEI facilitates new international students opening a UK bank account.		
	+ 2	+ 3
REQUIRED LEVEL	+ 2	+ 3
<p>The HEI provides information to international students on how to open a UK bank account. This may be a talk during orientation week.</p> <p>The HEI may wish to keep an up-to-date log of the specific documents each bank or building society requests from international students in order to open a bank account. This information, when shared with international students, could help facilitate their ability to open an account quickly.</p>	<p>☛ All aspects of previous levels, plus:</p> <p>The HEI facilitates new international students opening a UK bank account with an on-campus bank branch. This could be done by arranging appointment blocks with the bank manager, or bank representatives coming to the Students' Union at a specific time/day.</p> <p>HEI-organised bank meetings with the on-campus bank branch are communicated to international students as an opportunity to open a UK bank account with minimal waiting.</p>	<p>☛ All aspects of previous levels, plus:</p> <p>Bank representatives from all local banks come to campus during orientation week to help students choose, and open, their bank accounts</p> <p>OR</p> <p>The HEI partners with an on-campus bank branch manager to provide partially completed account application forms to new international students.</p>
CASE STUDY		CASE STUDY
<p>Oxford University 'International students' guide to opening a Bank Account'</p> <p>The guide helpfully provides a comparison table of the main banks in Oxford — including the</p>		<p>Oxford University 'Meet the banks'</p> <p>As part of their Orientation Programme, Oxford University invites representatives from all the banks in Oxford to campus to meet new students.</p>

documents required to open an account at the bank. This information enables a student to decide which bank to open an account with, and the documents required to do so.

Oxford University's 'Opening a bank account in Oxford: A guide for European and International Students', is available here: https://www.ox.ac.uk/sites/files/oxford/field/field_document/Oxford%20Bank%20guide%20for%20European%20and%20International%20students%202015_0.pdf

The banks provide information and start the process of opening students' bank accounts. Students are informed of this in advance so they are able to have their documents in order.

The 'Meet the Banks' event is held on 3 different days to ensure students are able to attend.

See https://www.ox.ac.uk/sites/files/oxford/field/field_document/Oxford%20Bank%20guide%20for%20European%20and%20International%20students%202015_0.pdf for more information.

3. Arrival

3.5 The role of the <i>ProtectED</i> Safety & Wellbeing Partnership (PSWP).		
3.5.1 PSWP supports the coordination of international student arrival, accommodation arrangements, police registration and UK bank account opening.		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
PSWP supports coordination of international student arrival, accommodation arrangement, police registration and UK bank account opening.		

4. International Student Orientation

4.1 International Student Orientation programme.		
4.1.1 The HEI provides an International Student Orientation programme that gives practical advice on living in the UK.		
		+ 3
REQUIRED LEVEL	+ 2	
<p>International students learn how to live in the UK, including information on:</p> <ul style="list-style-type: none"> ▶ British culture ▶ Using public transport ▶ Being able to find the way around campus and the local area ▶ Registering with a doctor ▶ Opening a bank account ▶ Cycling and road safety ▶ Driving ▶ Going out. <p>The security and safety implications of each element is discussed, if appropriate (e.g. how to be safe using public transport, when cycling, when withdrawing money from an ATM, etc.).</p>	<p>↩ All aspects of previous levels, plus:</p> <p>The HEI consults with students for feedback on the orientation programme, focussing on practical advice on living in the UK. The feedback should be used to build upon good practice and to make improvements, where necessary, to future orientation programmes. Steps should be taken to maximise student engagement.</p>	<p>↩ All aspects of previous levels, plus:</p> <p>The HEI runs a week-long induction programme for international students, including opportunities for students to socialise and make friends.</p> <p>CASE STUDY</p> <p>University of Sheffield ‘Orientation Programme’</p> <p>The University of Sheffield run a week-long orientation for international students. The schedule of events includes campus tours, city centre walks, social events, introduction to various academic and student support services and the Students’ Union.</p> <p>For more information visit: https://www.sheffield.ac.uk/international/welcome/arriving/orientation http://www.sheffield.ac.uk/ssid/newstudents/orientation-week/schedule</p>

CASE STUDY

University of Warwick 'Orientation'

The University of Warwick international students' orientation provides education on how to arrive safely on campus, register with a doctor, start the process of opening a bank account, immigration issues, police registration and security concerns.

For more information, visit: <http://www2.warwick.ac.uk/study/international/welcometowarwick/>

4. International Student Orientation

4.1	International Student Orientation programme.	
4.1.2	The HEI provides an International Student Orientation programme that includes a mental health and wellbeing, and student welfare services briefing.	
	+ 2	+ 3
REQUIRED LEVEL		
<p>A talk is given by HEI Student Services staff about student welfare, and student mental health and wellbeing services at the university.</p>		
CASE STUDY		
<p>University of Sheffield 'Orientation Programme'</p>		
<p>Part of the University of Sheffield's week-long orientation for international students includes an overview of the various support services at the University, as well as an introduction to the Student Advice Centre. Both talks are given on multiple days.</p>		
<p>For further information, visit: https://www.sheffield.ac.uk/international/</p>	<p style="text-align: center;">↙ All aspects of previous levels, plus:</p> <p>The HEI consults with students for feedback on the orientation programme, focussing on mental health and wellbeing, and student welfare services. The feedback should be used to build upon good practice and to make improvements, where necessary, to future orientation programmes. Steps should be taken to maximise student engagement.</p>	<p style="text-align: center;">↙ All aspects of previous levels, plus:</p> <p>The HEI runs a week-long induction programme for international students, based around issues of student mental health and wellbeing, and student welfare services.</p>

[welcome/arriving/orientation](#) and
[http://www.sheffield.ac.uk/ssid/newstudents/
orientation-week/schedule](http://www.sheffield.ac.uk/ssid/newstudents/orientation-week/schedule)

4. International Student Orientation

4.1 International Student Orientation programme.		
4.1.3 The HEI provides an International Student Orientation programme that includes a security and safety briefing.		
		+ 3
REQUIRED LEVEL	+ 2	
<p>A talk is given by HEI Security staff about safety and security services at the university, the risks to them as international students, and mitigating actions — how to be ‘street smart’ and remain safe and healthy whilst at university.</p>	<p>↙ All aspects of previous levels, plus:</p> <p>The HEI consults with students for feedback on the orientation programme, focussing on security and safety issues.</p> <p>The feedback should be used to build upon good practice and to make improvements, where necessary, to future orientation programmes.</p> <p>Steps should be taken to maximise student engagement.</p>	<p>↙ All aspects of previous levels, plus:</p> <p>The HEI runs a week-long induction programme for international students, based around issues of student security and safety.</p>
<p>CASE STUDY</p> <p>University of Sheffield ‘Orientation Programme’</p> <p>The University of Sheffield’s international students’ orientation week includes a safety and security talk <i>“from a local Police Officer about tips and advice for keeping you and your belongings safe”</i>.</p>		

The talk is given three times during the week.

For more information visit:

[https://www.sheffield.ac.uk/international/
welcome/arriving/orientation](https://www.sheffield.ac.uk/international/welcome/arriving/orientation)

[http://www.sheffield.ac.uk/ssid/newstudents/
orientation-week/schedule](http://www.sheffield.ac.uk/ssid/newstudents/orientation-week/schedule)

4. International Student Orientation

4.1 International Student Orientation programme.		
4.1.4 The HEI provides an International Student Orientation programme that includes a local police introduction.		
		+ 3
REQUIRED LEVEL	+ 2	<p>↙ All aspects of previous levels, plus:</p> <p>The HEI organises a more informal 'meet and greet' with a police officer, for example: tea, cake and a chat.</p>
<p>A Higher Education Liaison Officer or local police officer introduces themselves to the international students during International Student Orientation.</p> <p>Information about the location of the local police station, its hours of operation, a local telephone number to call for assistance, non-emergency number and emergency number, are provided to students.</p>		<p>↙ All aspects of previous levels, plus:</p>

4. International Student Orientation

4.1 International Student Orientation programme.		
4.1.5 The HEI provides an International Student Orientation programme that includes an introduction to the Students' Union.		
	+ 2	+ 3
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	↙ All aspects of previous levels, plus:
<p>Students' Union officers—particularly Students' Union International Officers (if applicable)—meet with international students to explain what they do, the services available for international students, and the student societies on campus.</p> <p>CASE STUDY</p> <p>University of Sheffield 'Orientation Programme'</p> <p>The University of Sheffield's week-long orientation for international students includes a talk about the Students' Union and what it can offer. This talk is given multiple times during the week.</p> <p>For more information visit: https://www.sheffield.ac.uk/international/welcome/arriving/orientation; and</p>		

http://www.sheffield.ac.uk/ssid/newstudents/orientation-week/schedule		
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4. International Student Orientation

4.1 International Student Orientation programme.		
4.1.6 The HEI provides an International Student Orientation programme that includes session(s) specific to postgraduate students.		
	+ 2	+ 3
REQUIRED LEVEL	<p>☛ All aspects of previous levels, plus:</p> <p>The HEI runs a bespoke induction programme tailored to the needs of postgraduate international students.</p> <p>Ideally, this programme is repeated for the new postgraduate international student intake at relevant points throughout the academic year.</p>	<p>☛ All aspects of previous levels, plus:</p>
CASE STUDY	CASE STUDY	
<p>University of Sheffield ‘Orientation Programme’</p> <p>The University of Sheffield’s week-long orientation for international students includes social events for postgraduates.</p> <p>For more information visit: https://www.sheffield.ac.uk/international/welcome/arriving/orientation and</p>	<p>University of Warwick ‘Orientation’</p> <p>The University of Warwick has a postgraduate orientation for international students. This orientation is in addition to the programmes on offer during International Orientation week and Welcome Week.</p> <p>For more information, visit: http://www2.warwick.ac.uk/study/international/events/</p>	

[http://www.sheffield.ac.uk/ssid/newstudents/
orientation-week/schedule](http://www.sheffield.ac.uk/ssid/newstudents/orientation-week/schedule)

[orientation/postgraduates/](#)

4. International Student Orientation

4.2 International Student Office.		
4.2.1 The HEI provides an International Student Office that is well-publicised, accessible and friendly.		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
<p>The HEI's International Student Office is well-publicised to international students through the HEI website, publicity literature and other communication channels.</p> <p>The HEI's International Student Office is well-signposted, easy to find and accessible.</p> <p>Staff in the HEI's International Student Office are friendly and have good communication skills.</p>		

4. International Student Orientation

4.3 The role of the <i>ProtectED</i> Safety & Wellbeing Partnership (PSWP).		
4.3.1 PSWP takes collective responsibility for the organisation and delivery of an effective International Student Orientation programme.		
		+ 3
REQUIRED LEVEL	+ 2	↙ All aspects of previous levels, plus:
PSWP takes collective responsibility for supporting the organisation and delivery of an effective International Student Orientation programme.	↙ All aspects of previous levels, plus: PSWP takes collective responsibility for tracking the performance of the International Student Orientation programme, including aspects that worked well, those requiring improvement, and any issues that need to be addressed in future programmes.	

5. During Study

5.1 Holiday periods.		
5.1.1 The HEI ensures that there are adequate provisions for international students during holiday periods.		
		+ 3
REQUIRED LEVEL	+ 2	<p>↪ All aspects of previous levels, plus:</p>
<p>The HEI ensures adequate provision of services (e.g. shops, catering, access to hardship funds or mental health support) during the holiday periods.</p> <p><i>NB: Access to shops and catering may be more important for universities based in rural locations.</i></p>	<p>↪ All aspects of previous levels, plus:</p> <p>The HEI or SU facilitate trips or social events for international students during holiday periods.</p>	
	CASE STUDY	
	<p>Keele University 'Christmas at Keele'</p> <p>Keele University Student Services team have created a 'Christmas at Keele' leaflet detailing the provision of events, activities and trips for those who choose to stay at the University during the holiday period. The leaflet also provides information about the holiday hours of the university students services centre, Students' Union, university catering, library</p>	

and the local bus services. Finally, the leaflet provides information about the Standalone charity for adults who are estranged from their family.

For more information, visit:

<https://www.dropbox.com/s/uwaq5g5hpr5goq3/Keele%20Student%20Services%20Christmas%20at%20Keele%202015-16.pdf?dl=0>

CASE STUDY

HOST UK

HOST UK is a national charity – established in 1987 by the British Council, Foreign & Commonwealth Office and the Victoria League – to increase international understanding and friendship by giving international students a visit to a British home. International students can spend one day, one weekend or three days over the Christmas festive period.

HEIs subscribe to HOST UK through an annual subscription which is on a sliding scale, dependent on the number of international students. Over 80 HEIs are HOST UK members.

For more information, visit: <http://www.hostuk.org>; <http://www.hostuk.org/academic-institutions/>

5. During Study

5.2 Ongoing international student mental health and wellbeing issues.		
5.2.1 The HEI is aware of the ongoing wellbeing and mental health needs of international students, to enable an evidence-based approach.*		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
<p>The HEI collects data on the nationality of those who use University Welfare, Psychological Services and Student Services.</p> <p>The HEI uses this data to identify key issues for international students' wellbeing and mental health in order to better target these services.</p>		

*This links to indicators in ProtectED Instrument 1 – Student Wellbeing and Mental Health.

5. During Study

5.3 The role of the <i>ProtectED</i> Safety & Wellbeing Partnership (PSWP).		
5.3.1 PSWP takes collective responsibility for managing and tracking international student safety and wellbeing throughout their time at university.		
		+ 3
	+ 2	↙ All aspects of previous levels, plus:
REQUIRED LEVEL	↙ All aspects of previous levels, plus:	
PSWP takes collective responsibility for managing and tracking international student safety and wellbeing throughout their time at university.		

Instrument 2: International Students

The *ProtectED* Code of Practice is the first code of practice and accreditation scheme designed to support higher education institutions in ensuring student safety, security and wellbeing.

ProtectED recognises that universities have a wider role to play in supporting their students — not only while they are on campus, but throughout their student experience.

The *ProtectED* Code of Practice currently comprises five parts — ‘Core Institutional Safety & Security’ and four issue-focused instruments. This extensible structure enables *ProtectED* to holistically address safety, security and wellbeing across the wider student experience.

www.Protect-ED.org



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