



Agent Handbook

2023 – 2025

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Welcome to University of Roehampton

We are delighted to welcome you as an official representative of the University of Roehampton.

We believe passionately in the benefits of an international university education.

We pride ourselves on the guarantee we make to all our students: learning with inspiring teachers working at the cutting edge of their subject areas to enable them, whatever their background, to reach their full potential.

We have a long history of welcoming international students to the university and, to help us to achieve this we rely on the help and support from our recruitment representatives globally. We recognise the key role you play in our success and are committed to delivering the highest level of support to our contracted recruitment partners.

This handbook is designed to give you an overview of our processes, what you can expect from us and the responsibilities we expect from you.

We look forward to continuing our work together and hope to enjoy a long and fruitful partnership.

Neil Haddock

Head of International Recruitment

Our Values

At Roehampton, we change lives by helping our students to develop the confidence, knowledge, and the adaptability they need for a successful graduate career and fulfilling life.

We are a supportive, close-knit, and inclusive community, where anyone can fit in and feel inspired to do their best. We have a proud history in higher education stretching back for more than 180 years. Through the oldest of our four Colleges, Whiteland, we have been providing higher education to women for longer than any other university in the country.

Our values, of community, engagement, and partnership, are built on this rich history, with a belief that regardless of their background, we can help all our students realise their ambitions.

Our Purpose

- Change lives by helping our students to develop the confidence, knowledge, and adaptability they need for a successful graduate career and fulfilling life.
- Understand and help to improve our world through a spirit of curiosity and discovery.
- Support, encourage and challenge each other in a friendly and inclusive community that values people as individuals.

Our Strategy

Building our resilience and adapting to meet the challenges ahead.

We will develop and promote widely an engaging portfolio of programmes, which adapts to meet changing student and employer demand. We will diversify our activities, explore ways in which we can deliver education innovatively and continue to ensure that we focus our resources in the most effective way possible.

Enhancing our reputation for excellence in teaching and research

We will create an environment in which our staff can make a positive and lasting contribution to the lives of our students and to the wider world and build upon our reputation for innovation and excellence. We will ensure our curriculum equips all our students, of every background, for success in their graduate careers.

Creating a student experience that enriches the lives of all our students, fosters a culture of positive wellbeing and values their voices.

We will create a community that gives all our students the opportunity to develop their interests and skills beyond their course of study, encouraging them to grow as individuals. We will place wellbeing at the heart of our activities and ensure the views of our students continue to influence the way in which we deliver the services we provide to them and the decisions we make.

Building opportunities for our staff to develop and grow in a community that is open to the world.

We will foster an inclusive environment, built on mutual trust, that recognises and rewards the commitment of our staff and gives them opportunities to develop. We will continue to welcome staff from all over the world, and encourage our staff to build partnerships locally, nationally, and internationally.

Working with us

At Roehampton we value our partnerships with our Agents. As a partner of the University of Roehampton we have policies in place to ensure that we are upholding our responsibilities to our partner organisations, as well as various expectations in return. Please find a brief outline below:

Your responsibilities

- To know University of Roehampton: our USPs, courses, admissions requirements etc. The international officer managing your region will also be on hand to provide detailed information.
- To provide excellent support and give guidance to students wishing to pursue a degree at the University of Roehampton; and assist from enquiry/application until they register at the University (and please keep a record of the student throughout).
- To keep up to date with UK visa requirements relating to UK Higher Education (we know this often changes so we have our Immigration Officer on hand to provide expert advice).
- To visit the University as often as possible. We have a beautiful campus, and we are always happy to show our representatives around! If this isn't possible then we often host workshops, familiarisation events, and online training (e.g., Teams) which should take place at least annually.
- To let us know if you are preparing marketing information about the University – we are happy to provide content, but we would also need to approve any final material before being published.

What can you expect from us?

- We will try to visit our partner agents as often as possible to provide information and training about the University as well as anything else you might need to successfully promote the University - either during a country visit or via Teams (if a visit is not possible).
- We will provide a new Agent Handbook every two years, when we renew your contract, detailing core information regarding the University, its courses, processes, and policies.
- The University will provide all relevant material including prospectus, application forms, brochures, admission policy and procedures, fee policy, refund policy and other relevant information to the agent on an annual basis.
- Your relevant International Officer will maintain regular communication by means of Teams, Visits, Emails, Phone calls, Webinars.
- We will always endeavour to process decisions on applications within 5 days.

Why Roehampton?

International students coming to Roehampton will be joining a welcoming community with students from across the world and from all types of backgrounds, taught by staff engaged in world-leading research. Our campus environment creates a strong community feel, encouraging students to work in groups and inspiring creativity.

You'll find a cosmopolitan atmosphere on campus with over 140 different nationalities our student body and reflecting the growing international reputation of the University.

- We are London's only parkland campus university, with first-rate academic, sporting and leisure facilities.
- We offer a modern university with a distinctive collegiate history dating back to 1841.
- We are the most research-intensive modern university in the UK, according to Research Excellence Framework (REF) 2014.
- We're ranked in the top ten universities for student satisfaction at postgraduate level in UK (PTES) 2022.
- We have an award-winning library that features over 300,000 books and online resources for its students.
- We offer a diverse student community with students representing over 140 countries.
- We have a friendly, safe and supportive campus community with excellent teachers and researchers working at the cutting edge of their subject areas.
- We've been awarded 'Silver' status in the National Teaching Excellence Framework (TEF). A nationally recognised mark of quality for the education offered to current students and applicants.
- We offer some of London's most affordable on-campus accommodation 30 minutes from Waterloo station and walking distance to Richmond Park



Academic Departments



Faculty of Business and Law

Our Faculty of Business and Law believes that businesses and legal professionals should always have a social conscience, and that we should all be socially responsible in everything we do. These values are embedded in our teaching and research.

[View](#)



School of Education

The School of Education is renowned for its high-quality teaching and research and is one of the principal teacher training providers in the UK.

[View](#)



School of Arts, Humanities, and Social Sciences

Dedicated to nurturing holistic growth, our faculty consists of experts who have made their mark on the global stage through pioneering research and innovative teaching approaches.

[View](#)



School of Life and Health Sciences

Our outstanding undergraduate and postgraduate degrees are divided into four main areas of study: anthropology, ecology, health sciences, and sport and exercise science.

[View](#)



School of Psychology

We offer outstanding undergraduate and postgraduate degrees in three distinct areas; psychology, the arts and play therapies, and counselling psychology. Most of our courses are accredited by the British Psychological Society and provide you with the skills you need to achieve your career ambitions.

[View](#)



Graduate School

The centre of the research student community at the University of Roehampton.

[View](#)

Preparatory Programmes

For students who need to develop their academic study skills and English language ability, we offer the following pathway programme:

- **Pre-sessional English courses:** If you have already applied for a programme at Roehampton, you do not need to fill in another application form. Just email us at internationaladmissions@roehampton.ac.uk to let us know that you would like to take a Pre-sessional English course.

Our Review Process

Agent Agreement

The contract will be valid for 2 years. Performance will be reviewed every year with emphasis on successful recruitment numbers, low visa-failure, continuation and completion rates, and ethical behaviour.

The contract will allow termination if the agent does not comply with the Universities desired practices and vice versa.

Financial details such as commission payments to the agent are clearly stated and agreed upon in the Agreement.

Performance monitoring

The agent's performance will be closely monitored by the University/International Office by means of:

- Visa refusals (where appropriate)
- The number of students who fail to enrol.
- The number of students who successfully register.

The contract will not be renewed, and the University may consider terminating the agreement at any time if:

- The student feedback is unacceptable regarding the service and orientation supplied by the agent.
- The agent is found to be representing admissions details in a manner which is unrepresentative or misleading.
- The visa refusal rate is too high and causes concern with regards to the retention of HTS.
- The non-continuation rate of students supplied by the agent is too high and causes concern regarding the retention of our Tier 4 sponsor status.

Application process

***** We are currently working on a new Agent Portal that will allow agents to apply for multiple students from one account. We will send you updates as soon as this is live. *****

Access the Roehampton online application form and find more information on the Roehampton University website <https://www.roehampton.ac.uk/how-to-apply/>

Undergraduate programmes

Direct applications: International and EU students should apply directly using the Roehampton online application form. This application route is not available to UK students.

UCAS applications: Undergraduate UK students can make an application through UCAS.

Postgraduate taught programmes

Direct applications: International and EU students should apply directly to Roehampton using the Roehampton online application form.

Postgraduate research and Professional Doctorates

Please visit the Graduate School webpage for full details on applying for research programmes:

<https://www.roehampton.ac.uk/graduate-school/>

A full academic calendar can be found on the University of Roehampton website:

<http://www.roehampton.ac.uk/Current-Students/Term-dates/>

Fees and Scholarships

Tuition Fees

Tuition fees are listed on the course pages so please visit our website for up-to-date fees for individual courses.

For general finance information you can visit our Financial Support and Guidance page please visit:

<https://www.roehampton.ac.uk/student-support/financial-support-and-guidance/>

For international specific funding information please visit our international pages please visit:

<https://www.roehampton.ac.uk/international/fees-and-support/>

Scholarships

We offer a range of scholarships, including those that recognise academic excellence and those that support students with talent in music, sports and esports. We also offer scholarships to high-achieving international students and those referred by a Roehampton alumnus.

Available Undergraduate and Postgraduate International Scholarships can be found here:

- [International Undergraduate Scholarships](#)
- [International Postgraduate Scholarships](#)

Accommodation:

Fees for University of Roehampton accommodation can be found on individual halls of residence pages, or you can download an overview of accommodation fees (PDF) for the current academic year.

Fees include all utilities, internet access, contents insurance and safety testing for personal electronic goods.

Please refer to the website for up-to-date information

<https://www.roehampton.ac.uk/accommodation/>

Claiming commission

Procedures

It is the agency's responsibility to 'claim' the student at the point of application by tagging. This is very easily done on the University's online application system in the dedicated agent details section. Agencies should register as student's agent at the time of application or within one month of submitting the application to the University.

If you are making a UCAS application on behalf of a student and it is not possible to include the agency details – please email agents@roehampton.ac.uk to notify the University that the student has made the application through your agency.

The University may, on occasion, undertake spot checks on UCAS applications to ensure that claims for commission are following University guidelines.

Commission Claims and Invoicing

The Representative shall submit initially a commission claim using the template provided (Agent Commission claim template), and once approved, an invoice for commission to Roehampton within the following time periods. We will endeavour to make the payment for your invoice within 30 working days after the issuing date.

- Between 30 October and 30 November 2023/24, for Students enrolled on Courses commencing in September 2023/24.
- Between 28 February and 30 March 2024/25, for Students enrolled on Courses commencing in January 2024/25.
- Between 30 May and 30 June 2024/25, for Students enrolled on Courses commencing in April 2024/25.

Please follow the steps below when sending us your commission claim:

- ensure you send your claim within the timeframe specified in the contract.
- fill in the Agent commission claim Excel document and send it only to agents@roehampton.ac.uk
- issue the invoice after your claim has been approved and send it only to agents@roehampton.ac.uk

Our international team

Market specific contact Information

- The Americas: [Amanda Lunberg](#)
- North America, Norway: [Ben Treadwell](#)
- South Asia: [Tom Girandon](#)
- UK International, EU countries: [Lidia Dabrowska](#)
- East & Southeast Asia: [Kaka Huang](#)
- South Asia Regional Office: [Vidhi Mistry](#)
- China Regional Office: [Bob Zhang](#)
- Middle East & Africa: [Uchechi Ogbonna](#)

Administration:

- International Agent Engagement Officer: [Tess Sandulescu](#)

NEWS

We are currently making the following upgrades. You will receive a notification once these are live.

- New Agent webpage on our website
- New Agent Portal

