

# Code of Conduct

for

Danish Institutions of Higher  
Education under the  
Ministry of Education

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## 1. Definitions

This Code of Conduct (CoC) applies to all institutions of higher education under the Ministry of Education, hereinafter named 'institutions'.

In accordance with the usage of the Danish Agency for International Education and the OECD, international students are defined as students who come to Denmark from abroad to study either a part of their study programme or to complete a whole study programme.

The CoC also applies to exchange students within the limits laid down in the agreements entered into by the exchanging institutions.

The CoC is worded to comply with current Danish legislation.

## 2. Background

The Danish government aims to attract highly qualified international students, with a view to improving the quality of Danish educational institutions and making them more attractive and competitive on the global educational market.

As a natural consequence of this, in recent years there has been an increased focus on the conditions allowing institutions to admit international students, aiming to create the basis for international study environments that can benefit both Danish and international students.

Concurrently with these efforts, cooperation with public institutions and private enterprise in Denmark has revealed an increasing need for the recruitment of staff with backgrounds other than Danish with a view to employment both in Denmark and in international departments and subsidiaries abroad.

## 3. Aims

The aim of the CoC is to formulate and propagate unequivocal ethical guidelines for the recruitment, admission and education of international students. The CoC thus clarifies the educational and financial rights of international students in connection with recruitment, admission and the completion of their education.

It is the responsibility of institutions to ensure that the guidelines laid down in this document are adhered to at all times.

The Ministry of Education will take the CoC into consideration in connection with the inspection of institutions. In the same way, Immigration Service may take the CoC into consideration when assessing the basis for issuing a presumptive refusal order to a particular institution. In such cases, the CoC will be used as tool to assess whether institutions live up to the ethical guidelines to which they have agreed, and which have been sanctioned by the Ministry of Education.

## 4. Goals and strategy

The institutions agree that this CoC, taken as a whole, contributes to the quality assurance of their activities involving international students.

The institutions aim to create an international learning environment for both Danish and international students, thereby improving the international competencies and international outlook of students. The institutions will contribute to setting the agenda for international higher education in cooperation with the best comparable educational institutions from other countries.

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The institutions will work to develop their portfolio of study programmes in both Danish and English, and to promote the admission of international students to study programmes conducted in Danish and English.

### **5. International marketing and recruitment**

#### **5.1 Study programmes offered**

Institutions only offer study programmes that are accredited, quality assured or approved in conformity with current Danish legislation. Information about study programmes offered may be found on the websites of the respective institutions.

#### **5.2. Marketing channels**

Institutions market their study programmes internationally on the internet, through the printed word, at education fairs and through international cooperative partners, including agents, educational institutions, former students and the Danish Agency for International Education (IU).

#### **5.3. Information about study programmes offered**

Institutions shall in all situations ensure that potential applicants receive updated and reliable information. The institutions' guidance and information services shall target the needs and general situation of each international student, aiming to provide the guidance and information necessary for the international student to reach a decision on a solid and well-informed basis.

Institutions shall on their websites describe the academic status of each international study programme in relation to other international and Danish study programmes.

Institutions shall on their websites provide international students with information concerning: accreditation, language requirements, tuition fees, the possibility of applying for bursaries and other forms of financial support, curricula, styles of teaching and working together, the arrangement of semesters and study projects (including requirements concerning final examination projects), types of assessment, re-examination and the title that the graduate of the programme is entitled to use.

Institutions shall compile descriptions, guidelines and quality assurance parameters for study programmes offered to international students. Institutions will direct students to courses in Danish language or courses introducing Danish culture or society, or will themselves offer such courses.

#### **5.4. International cooperative partners/agents**

When using cooperative partners/agents, institutions shall ensure that such partners/agents comply with legislation in the country from which students are recruited, and with this CoC. Before entering into a cooperative agreement with an agent, an institution shall make certain that the agent is competent and well-informed, and will in every respect safeguard the interests of international students and of the institution in question.

Institutions are responsible for procedures concerning the admission of an international student and for the work done by cooperative partners/agents in connection with the admission of international students.

#### **5.5. Contractual provisions**

Institutions and their cooperative partners/agents shall sign a mutual agreement/contract which contains a reference to this CoC and to legislation in the country from which students are recruited. The standard form of this contract shall be publicly available on the institutions'

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websites, along with the names and nationalities of cooperative partners used by the institutions. Furthermore, all types of financial transactions between the students, cooperative partners/agents and the institutions shall be transparent to the students.

Institutions shall sign written contracts with all international partners who supply international students to the institutions. These contracts are to be renewed annually.

The contract will describe the mutual obligations binding cooperative partners/agents and the institutions. Agents must inform prospective students about admission regulations, visa requirements, student guidance and counselling services, tuition fees, the cost of books and other study materials, accommodation and living costs in Denmark, and the possibility or otherwise of getting a part-time job and doing leisure activities. Agents are moreover obliged to present a student contract (see section 6.2.) from the individual educational institution.

### **5.6. Quality control of cooperative activities**

Institutions shall regularly run a quality check of their cooperation with each individual partner. If serious or repeated breaches of contract occur, cooperation will be suspended.

Institutions shall keep a watchful eye on the activities of their cooperative partners/agents and ensure that the information given to international students is evaluated through conversations with students who have been enrolled.

Institutions shall use the online forum which the Danish Agency for International Education plans to launch in the fourth quarter of 2010 to keep up to date and exchange positive and negative experiences concerning agents.

In all matters relating to the admission of international students, institutions shall maintain a close and positive dialogue with applicants to ensure that international students have all relevant information at their disposal.

## **6. Admission procedures**

### **6.1. Conditions for admission**

Only students who meet the admission requirements for the study programme may be enrolled. This includes cases in which the institution judges that the student can be awarded credits for previously completed activities.

The institution shall conduct a personal interview with applicants in advance of admission in such a way that it is possible to ascertain the identity and motivation of the applicant and his/her academic and linguistic skills (the interview can be conducted using Skype or similar technology). A student contract shall be signed as part of the admission procedure.

### **6.2. Student contract**

A student contract shall contain all necessary information about the study programme and the educational institution in question, including the financial conditions and other payment arrangements attached to the programme. The student contract shall be accessible on the institution's website – including a link to information about visa regulations, accommodation, living costs, health insurance, part-time jobs, cultural information, etc.

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The student contract contains information about:

- Starting the course
- A link to the curriculum
- The active participation of students in the study programme
- Guidance and counselling services
- Tuition fees and conditions of payment
- Other charges and expenses
- The procedure for obtaining a residence permit
- Help available to find accommodation
- Insurance matters
- Refunding of tuition fees

The CoC will be accessible on the institutions' websites and will be sent out along with the student contract.

### **6.3. Languages and language requirements**

Institutions shall post information on their websites concerning the language of instruction used in each study programme. Institutions shall supply information regarding language requirements for admission and the language skills required of students in relation to each curriculum. Students shall be informed as to how they can acquire the necessary language skills.

In the case of study programmes offered in English, non-native speakers of English are required to take an IELTS or comparable test.

Language requirements form part of an all-round assessment of the applicant. Institutions normally require a minimum score of 6 in the IELTS test.

## **7. Completing study programmes**

### **7.1. Active student participation**

The level of active participation of international students is to be registered according to the provisions of the 'Executive Order on the granting of residence and work permits to students', so that lack of active participation on the part of a student will be discovered very quickly. A judgement as to whether a student is actively participating will be made in accordance with current legislation in this area.

- If an international student terminates a study programme on her/his own initiative or that of the institution, the institution in question shall inform the Danish immigration authorities (The Danish Immigration Service) of this.
- The guidelines concerning active student participation will be made more precise when the 'Executive Order on the granting of residence and work permits to students' has been finalised.

Institutions shall provide information on their websites about their various measures to support the active participation of international students, for example through a mentor scheme using more experienced students, tutors or members of staff. The website shall also inform international students that they are entitled to free guidance/counselling through the national Student Counselling Service ([www.studraadgiv.dk](http://www.studraadgiv.dk)).

### **7.2. Providing information during the course**

The information given to international students shall be updated, reliable and easily accessible. All information of interest to international students shall be available in English.

### **7.3. Integration**

Institutions shall lay down principles for the composition of classes or groups, so that within each study programme the best possible relationships may be established between students of different nationalities, including Danish and international students, and individual consideration can be taken with regard to specific cultural elements. To promote integration and an international environment, institutions shall ensure when admitting students that the number of international students from one particular country does not exceed 20% on any particular study programme.

Institutions shall organise activities and make suggestions as to how staff and students may be inspired to meet across national and cultural boundaries in their leisure time, and how Danish students can take their share of the responsibility for the highest possible degree of integration throughout the programme. Full use should also be made of the opportunities offered regionally and locally.

## **8. Student counselling and careers guidance**

Institutions shall inform international students of the opportunities for individual guidance and counselling. In practice, this will take the form of personal guidance at the particular institution, guidance by phone or interactively on the internet, or through international cooperative partners and educational institutions.

Institutions shall ensure that the guidance offered is objective and neutral, based on the personal needs of the student and his/her study background. The institution shall point out the kinds of help and support available to international students who experience problems in the course of their studies.

International students shall be offered guidance about obtaining work and residence permits with a view to seeking work in Denmark on the completion of their study programme. International students shall be offered guidance about applying for jobs on the completion of their study programme.

## **9. Staff language qualifications**

Institutions shall ensure that staff who teach, service or offer guidance to international students either have, or can acquire, the necessary skills in English and intercultural communication, as well as a knowledge of matters of intercultural relevance.

## **10. Implementation of the CoC**

The CoC is to be made available to all international students. It will be posted on the individual institutional websites and sent to international students along with the student contract in connection with the established admission procedures.

## **11. Respect for the letter and the spirit of the CoC**

Institutions shall ensure that all staff, cooperative partners/agents and international students are aware of this CoC, so that all may act in the best interests of the individual international student so that he/she may be able to complete the study programme in a satisfactory manner.