

# **Code of Conduct**

## **Guidelines for Offering Danish Higher Education Programmes to International Students**

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## Preamble

This Code of Conduct is aimed at international students who are considering studying in Denmark, at agents employed by Danish educational institutions, at potential partner institutions and at other interested parties.

Danish public higher education institutions strive to ensure that talented and professionally competent international students choose to study in Denmark on the basis of the high academic quality and the international reputation of Danish higher education programmes.

Danish higher education institutions wish to improve and strengthen international cooperation and promote Denmark as an attractive high-quality place of education for international students.

Danish higher education institutions are obligated to ensure that national and international students are treated similarly and in accordance with relevant and existing legislation. However, in a number of areas international students may need particularly targeted information and special precautions and guidelines.

The Danish higher education institutions agree to provide proper, relevant and adequate information on their educational programmes, including on the quality of programmes, their placement in the Danish educational system, services offered to international students, possible tuition fees and living costs. In addition to this, the educational institutions shall offer information on the language of instruction, language requirements and other admission requirements.

The Danish higher education institutions follow the OECD/UNESCO Guidelines for Quality Provision in Cross-border Higher Education (2005), which recommends that educational institutions apply common guidelines where relevant.

The Danish higher education institutions have agreed on the following common Code of Conduct for higher education programmes, which the educational institutions undertake to comply with. This Code of Conduct supplements Danish legislation in areas where the legislation concerns international students at Danish higher education programmes.

The Danish Minister of Higher Education and Science and the Danish Ministry of Higher Education and Science acknowledge that higher education institutions who implement, comply with and support this Code of Conduct, treat international students correctly.

Unless otherwise specified, this Code of Conduct applies to entire educational programmes as well as parts of educational programmes offered by Danish and public higher education institutions.

## **1. Definitions**

### ***1.1 Agent:***

*Agent* refers to an individual, a company or an organization which offers assistance, possibly against payment, to potential international students, and which represent or act on behalf of a Danish higher education institution as part of their efforts to recruit international students.

### ***1.2 Danish Higher Education Institutions:***

In this document *Danish higher education institutions* refers exclusively to publicly recognized academies, university colleges, universities, artistic and cultural programmes and maritime educational institutions under the Danish Ministry of Higher Education and Science.

You will find a full list of these institutions on StudyinDenmark.dk:

<http://studyindenmark.dk/study-options/danish-higher-education-institutions>

### ***1.3 International Students:***

*International students* refers to students who have completed their qualifying examination outside of Denmark and who apply for admission/registration or has been admitted/registered at a programme offered by a Danish higher education institution.

### ***1.4 Partner:***

*Partner* refers to an educational institution abroad with which a Danish institution has entered into a bilateral agreement, an exchange agreement or an agreement to offer a Danish educational programme or parts of such a programme.

### ***1.5 Code of Conduct:***

*Code of Conduct* refers to these guidelines concerning international students at Danish higher education programmes to international students.

### ***1.6 Educational Programmes:***

*Educational programmes* refer to all higher education programmes or parts hereof offered by a Danish higher education institution.

## **2. General Guidelines**

### **2.1**

Guidance and information offered by Danish higher education institutions shall be based on the needs and situation of individual international students, aiming to provide the advice and information necessary to allow international students to reflect on their educational opportunities on an informed basis.

### **2.2**

The Danish higher education institutions must ensure that their marketing efforts inform correctly about the Danish higher education institutions and the programmes they offer. This also includes marketing efforts carried out by agents.

### **2.3**

Statements on educational programmes and programmes offered by other institutions must be objective.

### **2.4**

The educational institutions shall publish these guidelines on their websites in both Danish and English.

### **2.5**

The Danish Ministry of Higher Education and Science shall publish these guidelines on the website [www.StudyinDenmark.dk](http://www.StudyinDenmark.dk)

### **2.6**

In marketing efforts aimed at international students, Danish higher education institutions must state their name as well as the name of the educational programme in English and/or Danish.

### **3. 3. Information on Choice of Studies**

#### **3.1**

Danish higher education institutions shall as a minimum make available to international students the following information:

**3.1.1** A description of the programme, including information on the way the programme is structured and its progression, the language of instruction, what title is conferred on a student upon completion of the programme and an indication of whether the programme gives access to another level of study or to practicing professionally in Denmark.

**3.1.2** A description of the programme's admission requirements, including language requirements and selection criteria as well as admission and registration procedures.

**3.1.3** Information on tuition fees and on any other fees which the Danish higher education institution charges from international students in relation to the educational programme.

**3.1.4** Information on the policy of the higher education institution for reimbursing paid tuition fees.

**3.1.5** A reference to the Danish rules for communicating work and residence permits to students and a guide to the application process.

**3.1.6** A reference to the present guidelines in English and Danish.

#### **3.2**

International students must be given a description of the knowledge and the skills completing an educational programme will allow them to acquire.

#### **3.3**

Information communicated to international students must be easily accessible and presented in either English or the language of instruction.

#### **3.4.**

International students must be given an informed basis on which to base their choice of studies, for which reason information must be available well in advance of the application deadline for the programme in question.

## **4. Partners and Agents**

### **4.1**

In the event that a Danish higher education institution enters into an agreement with a partner, the institution in question must ensure that the international educational components live up to the quality standards of the institution.

### **4.2**

Danish higher education institutions must ensure that the facilities and services of partners adequately meet the requirements stated in the present guidelines.

### **4.3**

Prior to entering into an agreement with an agent, Danish higher education institutions must ensure that the agent is competent, well-informed and in all respects dedicated to safeguarding the interest of international students and the institution. The agent must inform international students about his/her relation to the educational institution.

### **4.4**

If an institution cooperates with an agent on recruiting international students, the Danish higher education institution must ensure that the agent is acting in accordance with the present Code of Conduct and in accordance with legislation in the country in which recruitment takes place. Cooperation agreements must contain a clause stating that cooperation shall cease in the event that the agent does not act in accordance with the present Code of Conduct.

### **4.5**

A cooperation agreement between a Danish higher education institution and an agent must contain a clause stating who is to remunerate the agent, if relevant, as well as the scale of these remunerations.

### **4.6**

Danish higher education institutions are obligated to monitor that their agents comply with the cooperation agreement. The institution is also obligated to keep informed about how international students experience dealing with the agent.

### **4.7**

The Danish higher education institution is responsible for admitting students. International students shall, if relevant, pay tuition fees and other fees to the educational institution in accordance with the legal provisions on this subject.

## **5. Admission Requirements**

### **5.1**

Information about admission requirements and selection criteria must be easily accessible to international students. Danish higher education institutions are obligated to monitor that international students meet admission requirements, including language requirements, for individual programmes.

### **5.2**

In the event that an international student is not admitted to a programme he or she has applied for, a written rejection letter shall be sent to the student in question. The written rejection letter must include a complaint guide.

### **5.3**

International students may be charged fees covering the processing of applications and any qualifying courses. It is the responsibility of the higher educational institution to inform in advance international students about any fees charged.

## **6. Quality and Services**

### **6.1**

Higher education institutions shall only offer educational programmes that are accredited or approved in accordance with the legislation in force. Information on accreditation or approval must be clearly stated in the information about the programme. Higher education institutions shall also continuously carry out quality assurance of their own educational programmes in accordance with the legislation in force.

### **6.2.**

Higher education institutions must make information on the rights, obligations and avenues of complaint of students at the Danish institution in question available. This information must be available in either English or the language of instruction.

### **6.3**

Higher education institutions must ensure that their relevant teachers and professors are qualified to teach in the language of instruction used in the relevant programme.

### **6.4**

Higher education institutions must also ensure that international students are able to use the facilities of the educational institution, such as libraries, IT facilities and relevant parts of the website and intranet of the educational institution in English.

### **6.5**

International students must be given access to information that clearly describes the services and any additional services provided by the higher education institution. The information must specify whether the additional services provided by the higher education institution are subject to fees.

### **6.6**

Danish higher education institutions are obligated to help international students integrate in the local study environment, academically as well as socially.



## **6.7**

In order to ensure a high academic level and the exchange of cultural knowledge, higher education institutions must, as far as possible, strive to place international students in student groups with a different background from that of the international student and with a substantial proportion of Danish students.

## **6.8**

Danish higher education institutions must offer international students guidance on the educational programme and on subsequent employment opportunities.

## **7. Conditions for Staying in Denmark**

### **7.1.**

Danish higher education institutions must offer guidance to international students on the rights and duties related to having legal residence in Denmark.

### **7.2**

International students with study-dependent residence permits issued after 1 January 2015 are entitled to work up to 20 hours per week and to work full-time in the months of June, July and August. International students with study-dependent residence permits issued prior to 1 January 2015 have the right to work up to 15 hours per week and to work full-time in the months of June, July and August.

### **7.3**

In the event that an international student with a study-dependent residence permit ceases to participate actively in their educational programme without proper justification, the relevant higher education institution is required to inform the Danish Agency for Labour Market and Recruitment (STAR). STAR has the right to revoke the residence permits of students if they do not participate actively in their educational programmes. Assessing whether an international student participates actively must be in accordance with the applicable rules on active participation in programmes of the institution and with legislation in general.

## **8. Follow-up Actions**

### **8.1**

The involved higher education institutions have chosen to establish a common Code of Conduct of their own accord. It is the responsibility of the individual institutions to adhere to this Code of Conduct.

### **8.2**

The involved institutions shall discuss annually the status of compliance with the guidelines within their respective cooperation bodies and shall also inform the Danish Ministry of Higher Education and Science of the results of these discussions.

## **9. Entry into Force, Duration and Evaluation**

### **9.1**

These guidelines will come into force on September 1<sup>st</sup> 2015 following adoption by the Danish higher education institutions.

### **9.2**

The guidelines shall be in force until the higher education institutions and the Danish Ministry of Higher Education and Science find it necessary to adjust or renew them.