

# **Roles and Responsibilities of International Representatives**

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UCEM's network of international representatives has been selected to offer information on UCEM programmes and to assist our prospective students through the application process.

Representatives will offer guidance and support to students in their home country from the point of initial contact and through the application process, including help in the preparation/submission of documents and supplying information across the range of UCEM programmes.

Representatives shall be honest in communicating information about themselves and about UCEM to potential students in published, verbal or any other form. They shall not knowingly or by a failure of professional standards provide or disseminate false, incomplete or misleading information about UCEM and its programmes.

All UCEM representatives are expected to act in the best interests of our students or prospective students.

UCEM representatives shall comply with all applicable national laws, regulations and official policies within their country of operation and abide by UK laws.

Representatives shall conduct themselves with due regard to the need for transparency and openness in all their dealings with client institutions and students.

Representatives will conduct themselves with fairness and integrity at all times.

If you are concerned that during or after the application process, your representative is not achieving the expectations outlined above, please contact the University College of Estate Management immediately:

[internationalfeedback@ucem.ac.uk](mailto:internationalfeedback@ucem.ac.uk)