



## YOUR LEEDS ARTS UNIVERSITY REPRESENTATIVE

To support and assist throughout the application process, prospective students have the option of using an official representative of Leeds Arts University.

We value our partnerships with our international agents, therefore we ensure our standards are in line with [The Good Practice Guide for providers using education agents \(PDF !\[\]\(666e09182d4cd268646ea700ea60dcdf\_img.jpg\), 4,543kb\)](#).

Applicants who use an official representative can expect the following standards of service:

- Representatives will support applicants throughout the application process, providing advice and assistance in the preparation/submission of documents and a portfolio/audition. It is, however, the applicant who must remain ultimately responsible for the management of communications.
- Representatives will have full access to applicant data contained within the application form and may discuss all aspects of the application with Leeds Arts University.
- Representatives should be honest and accurate in communicating information about Leeds Arts University to the applicant and vice versa. At no time should representatives disseminate false or misleading information to the applicant or to Leeds Arts University.
- Representatives will conduct themselves with fairness and integrity at all times
- Representatives are subject to a rigorous selection and on-going review process by Leeds Arts University
- Please note that to secure this service for our applicants, representatives receive payment from Leeds Arts University for support, advice and other services provided leading to enrolment.

## ISSUES OR PROBLEMS WITH REPRESENTATIVES

If you are concerned your chosen representative is not meeting the expectations outlined above or you have any other feedback, please contact the Internationalisation team at Leeds Arts University on [international@leeds-art.ac.uk](mailto:international@leeds-art.ac.uk)

Please include the below information:

Name		Student ID	
Current Representative		Course of Study	
Address for correspondence		Contact telephone number	



Email address		Date of complaint submission	
---------------	--	------------------------------	--

We will acknowledge receipt of your email and investigate the issues raised. We aim to communicate the outcome of your complaint within 30 calendar days, although the timescales may vary depending on the complexities of the issues raised. You will be kept informed.

Leeds Arts University reserves the right to make the final decision on the outcome of any complaint, including terminating a representative relationship in accordance with the terms of our contract.