

Study First Group Ltd

Address: International Student Services, Sussex Innovation Centre, Science Park Square, Brighton BN1 9SB, United Kingdom

Company Registration Number: **7087579**

Telephone: **+44 (0)1273 72 55 77**

Email: **admissions@studyfirstgroup.com**

Website: **www.studyfirstgroup.com**

1. Purpose of the Agreement

This Agreement sets out the services to be provided by the Recruitment Agent and the responsibilities of the student. It ensures full compliance with the National Code of Ethical Practice for UK Education Agents and the requirements of UK institutions that hold a UKVI Student Sponsor Licence.

2. Our Commitment to Ethical Practice

Study First Group Ltd is committed to the principles of the **National Code of Ethical Practice for UK Education Agents** and the standards required of UK education providers on the **UKVI Register of Licensed Student Sponsors**. We work closely with partner institutions to ensure that all responsibilities linked to the UKVI Student Sponsor Licence are met.

All counsellors advising UK-bound students complete the **British Council's UK Agent and Counsellor Training** and hold individual certification demonstrating their knowledge of the UK as a study destination.

We adopt sector-wide best practices using the **AQF Good Practice Guide for UK Education Agents – Partnering for Quality**.

3. Student Guide to Choosing an Education Agent

In accordance with UK university requirements, our students confirm their commitment to reading the official **Student Guide to Choosing an Education Agent**:

https://www.britishcouncil.org/sites/default/files/student_and_parent_guide_to_choosing_an_education_agent.pdf

By accepting this Student Services Agreement, the student confirms that they have read and understood the guide referenced above.

4. Recruitment Agent Services and Associated Charges

4.1 Free Services (No Fee Charged to the Student)

Study First Group Ltd offers the following services free of charge to qualified students with a complete set of documents:

- Guidance on university or school placement
- Support with application submission
- Assistance with offer letters and communication with institutions
- General advice, where no specialised advisory hours are required

4.1.1 Registration Fee (If Applicable)

A registration fee may be charged in cases where additional commitment is required from our consultants. Any such fee will always be:

- Justified
- Clearly communicated
- Agreed in writing before payment

4.2 Paid Services (Only If Requested and Agreed in Advance)

Fees may apply for specialist or additional services, such as:

4.2.1. Visa Assistance

Fees depend on the complexity of the case and the time required

The student will receive:

- A clear written quote
- An explanation of the service
- An invoice
- Work will begin only after payment is received

4.2.2. Specialist Consultations

This includes, for example:

- Full Scholarship applications
- Personalised guidance for Medical School and Top-Ranking universities
- Assistance with document revision
- Research degree placement support

Clear pricing will always be provided in advance.

5. Fee Transparency commitment

Study First Group Ltd guarantees that:

- All fees are clearly provided in writing
- Students only pay for the services they choose
- No hidden or unexpected charges will apply
- All fees are fair and reasonable
- Invoices are itemised

6. Student Responsibilities

Students must:

- Provide accurate and honest information
- Submit documents promptly
- Inform the agency of any changes in circumstances
- Comply with immigration and university regulations
- Provide genuine documents

7. Complaints and Feedback Procedures

Complaints can be made via:

Email: info@studyfirstgroup.com

Phone: +44 (0)1273 72 55 77

Postal Address: International Student Services, Sussex Innovation Centre, Science Park Square, Brighton BN1 9SB, United Kingdom

Study First Group Ltd will:

- Acknowledge complaints within **5 working days**
- Provide a full response within **15 working days**

8. Data Protection (GDPR)

Personal data is processed only for:

- Application submission
- Visa support (if applicable)
- Advisory services
- Compliance monitoring

A full Privacy Notice is available on our website and via this link <https://www.studyfirstgroup.com/data-policy>

9. Ethical and Professional Standards

Study First Group Ltd commits to:

- Objective, accurate advice
- No misleading information
- Student-centred guidance
- Maintaining staff training and competence
- Upholding all principles of the National Code of Ethical Practice

10. Cancellation Policy

All fees paid to Study First Group Ltd are **non-refundable**, as work on the student's file begins immediately upon payment.

In some cases, certain **application related fees** may be refundable **only if the student does not receive an offer**, but this will be clearly stated in writing **before** the student pays the fee.

If a fee is refundable under these specific conditions, this will be explicitly communicated and agreed in advance.

No other refunds will be issued once payment has been made.

11. Agreement Duration

The Agreement remains in effect until:

- Services for the chosen application are completed, or
- Visa support concludes, or
- Either party cancels in writing