

STUDENT ADVICE

Immigration Statement of Service

This statement outlines the level of advice and support that we provide to assist international students with immigration issues. The service is available to prospective, current and recently graduated (within the last 4 months) international students of the University of Westminster. Prospective students must have accepted an offer to study on a course at the University.

What Advice and Information can the Student Advisers provide?

For Student Visa Students:

- UK immigration procedures and visa extensions that allow students to study or continue their studies at the University of Westminster, in line with the Office of the Immigration Services Commissioner (OISC) Code of Standards.
- Employment regulations during studies.
- General advice on Work and other Visa options available after study – (We do not check applications for Work or Other visa routes)
- We can advise on Student Visa Dependant applications.
- We can advise you on visa refusals or rejections. We may however suggest you see a solicitor if you wish to appeal a refusal or Administrative Review for cases outside our competency levels.
- We can advise you on the immigration implications of making a change to your course, e.g., interrupting/suspending or withdrawing from your course.
- We can advise you on how you can protect your Student Visa immigration status and comply with your Student Visa conditions.
- We can assist you if there is an error with the length of your visa or conditions of your visa (for instance, incorrect visa end dates and working hours).
- We can advise you how to obtain a replacement visa or Biometric Residence Permit (BRP) yours has been lost or stolen.
- We do not give advice on residency, or marriage/civil partnership related visas but can give you general information and suggest where to get advice.
- We do not give advice on visas for travel to other countries outside the UK, we can signpost to relevant information
- We do not check Schengen visa application forms
- We can advise on the Graduate Route. including how to apply and what to expect during the application process. (We do not check individual Graduate Route applications)



For EU/EEA National Students:

- Information on residence rights
- EU Settlement Scheme

How do I use the service?

You can find details of our Service provision on the [Student Hub](#)

What can you expect from our service?

- Our advisers are authorised and trained to provide general casework and advice in line with the OISC Code of Standards (excluding matters related to asylum and appeals). If the advice you require is outside of our competencies, we will refer you to appropriate immigration advice services for your needs.
- Advice and information are given in line with UK Council for International Student Advice (UKCISA/AISA) Code of Ethics for those advising international students.
- Advice is free of charge, non-judgmental and impartial without discrimination.
- Although we make every effort to ensure the advice we offer is accurate, the ultimate responsibility for any visa application is your own. You need to check your form and documents and CAS are correct before submitting your application to the Home Office.
- Information about you will be treated as confidential. Please also see our Confidentiality Policy, Record Keeping and Data Protection statement.

What do we expect from you?

- If an appointment is made, you will do your best to keep it, and let us know as soon as possible if you are unable to attend by cancelling on Engage, phoning +44 (0)207 911 5000 ext. 66080, or emailing studentadvice@westminster.ac.uk
- You will provide us with all the information/documents we request in order that we may provide you with the appropriate advice and information for your needs.
- If the advice or information that you require relates to a UK visa extension, we recommend that you contact us a minimum of two months before your visa expires either in person or by email. If you seek advice from us less than 2 weeks from your visa expiry date, we cannot guarantee that we will be able to assist you and may have to refer to an external agency.
- The University requires you to inform the University Visa Compliance team of any changes to your immigration status, contact details or other change of circumstances. Please email visacompliance@westminster.ac.uk or phone +44(0) 203 506 4275



Further sources of Information available to students

- Please check our [website](#) for information.
- UKCISA, the UK Council for International Students, offers detailed information on immigration and many other topics for international students on their [website](#).
- Immigration solicitors: there are many law firms and immigration advice services in London. You will be charged a fee for advice and services can be expensive. Please check the cost before booking an appointment.
- Some firms Offer a free initial 30-minute consultation;
- To find a specialist immigration lawyer please click follow this [link](#)
- To find a regulated immigration adviser please click [here](#)

How can you help us improve our service?

- We welcome your suggestions for improvements and would like you to let us know.
- What you think of our service. In the first instance please email us at studentadvice@westminster.ac.uk.
- We hope you will be happy with our service, but should you have any issues of concern, please email the Student Advice and Funding manager in the first instance at studentadvice@wesminster.ac.uk.
- If you have a complaint which cannot be resolved by the manager, you can follow the [University Complaints procedure](#)
- Immigration advice and services are regulated by the Office of the Immigration Services Commissioner. If your complaint cannot be resolved by using the University complaints procedure, you can make a complaint to the [OISC](#).

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