

# 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?

#### We can advise on:

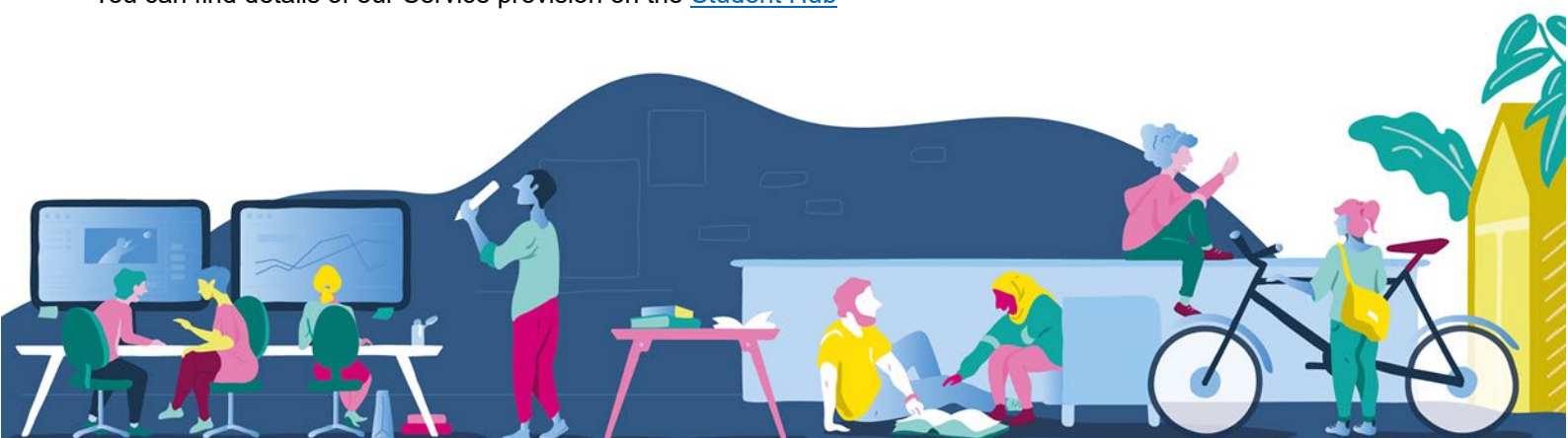
- UK Visas and Immigration (UKVI) application procedures that allow students to study or continue their studies at the University of Westminster including: Student Visas, Standard Visitor visas, Electronic Travel Authorisation (ETA) and Evisas.
- Work and other Visa options available during and after study including Graduate Route Visa and Skilled worker visa (We do not check applications for Work or Other visa routes)
- UK Student Visas for Study or Work Placement years
- Student Visa Dependant applications.
- Visa refusals, rejections and overstaying. We may however suggest you see a solicitor if you wish to appeal a refusal or Administrative Review for cases outside our competency levels.
- Immigration implications when making a change to your course, e.g. interrupting, transferring or withdrawing from your course.
- How you can protect your Student Visa immigration status and comply with the Universities Student Visa Sponsor Licence requirements.
- Visa errors, e.g., incorrect visa length or conditions attached to your visa (for instance, incorrect visa end dates and working hours).
- Lost or Stolen Passports
- Schengen Visas, (We do not check Schengen visa application forms)
- Information on residence rights For EU/EEA National Students
- EU Settlement Scheme – Pre settled and Settled status

#### We cannot advise on:

- Settlement, Family or marriage/civil partnership related visas, we can provide you with general information and suggest where to get advice on these.
- Travel to other countries outside the UK for work or study, we can signpost to relevant information
- Asylum applications

### 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 [IAA Code of Standards](#). If the advice you require is outside of our competencies, we will refer you to appropriate immigration advice services for your needs.
- Advisers will explain if there is a potential conflict of interest, and you will be given sufficient time to consider whether you wish to seek external immigration advice.
- Any advice given will be in line with the UK Immigration rules and Guidance,
- Any advice given will be in line with the University's Policies and Procedures.
- Advice and information are given in line with UK Council for International Student Advice (UKCISA/AISA) [Code of Ethics](#) for those advising international students.
- 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 the application form, supporting documents and CAS are correct before submitting your application to UK Visas and Immigration (UKVI).
- Information about you will be treated as confidential. Please also see our Confidentiality Policy, Record Keeping and Data Protection statement.
- Our services are provided free of charge, however, any costs that maybe associated with a visa application or refusal must be met by you.

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 via the [Student Centre](#). If you have a complaint which cannot be resolved, you can follow the [University complaints procedure](#),

Immigration advice and services are regulated by the Office of the Immigration Advice Authority (IAA) If your complaint cannot be resolved using the [University complaints procedure](#), you can make a complaint to the IAA.

## 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 canceling on Engage, or by contacting the [Student Centre](#)
- You will provide us with all the information/documents we request so 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. 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 you for external Immigration Advice.
- 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 contact them via the [Student Centre](#)



## Further sources of Information available to students

- Please check our [website](#) for information.
- [UK Council for International Students](#) (UKCISA) offers detailed information on immigration and many other topics for international students
- To find specialist immigration advice please see [here](#) or contact [ILPA](#), please note you may be charged for advice received from an external immigration specialist

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