

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 recent graduate (within the last four 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 Tier 4 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 options available after study (However, we do not check Tier 2 or Tier 5 application forms.)
- Advice on Tier 1 Graduate Entrepreneur applications.
- We can advise on Tier 4 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 Tier 4 student immigration status and comply with your Tier 4 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 working hours).
- We can advise you how to obtain a replacement visa or Biometric Residence Permit if 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 check Schengen visa application forms.

For EU/EEA National Students:

- Information on residence rights
- Worker registration

How do I use the service?

Our office hours are 9.30am to 5.00pm Monday to Friday throughout the year

- Telephone: +44(0)20 7911 5000 ext. 66080
- Email: studentadvice@westminster.ac.uk
- [Student Hub](#)

For urgent cases, e.g. if your visa application has been refused or rejected, please telephone us immediately.

- Phone for telephone advice between 10 am and 3pm Mon Tues, Thurs, Fri and 12pm – 3pm Weds, 020 7911 5000 ext 66080.
- In person appointments: Student Advice, 1st Floor, 101 New Cavendish Street, W1W 6XH or POD 2, Ground Floor Library, Harrow Site.

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If your query is not urgent:

- You can email us for advice, studentadvice@westminster.ac.uk.
- If your query is more complex you will be asked to book an appointment.
- At busy times of year there may be a longer wait to see or speak to an adviser.
- If for any reason we have to change an appointment, we will contact you.
- If you have problems accessing our service we will endeavour to make arrangements that are suitable for you.

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). We can advise on all aspects of Tier 4 visas and short term study visas. If we are unable to advise you, we will refer you to a suitable alternative source of advice.
- Advice and information is 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 020 7911 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 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 our Tier 4 Compliance team of any changes to your immigration status, contact details or other change of circumstances. Please email tier4visas@westminster.ac.uk or phone 020 7911 5000 ext 66085.

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](#)

STUDENT ADVICE

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 here: westminster.ac.uk/study/current-students/your-studies/forms-and-procedures/complaint.

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. Full details of the procedure are [here](#).

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