

Statement of Service on Immigration Advice

1. Our area of competency

The International Student Advisory Team (ISAT) is the dedicated team within Student Support Service and UEA to deliver immigration and visa advice. We aim to provide high quality, free, confidential immigration advice and guidance to prospective and current UEA Students. We can advise on the follow areas:

- Tier 4 visas,
- Short-term Study visas,
- Visa corrections and replacements,
- Family visas,
- ATAS,
- Doctorate Extension Scheme (DES),
- Conditions and responsibilities attached to your visa (working, attendance, breaks in study, etc.),

We are only able to advise students, prospective students, students' family members and prospective students' family members. Staff need to refer to the Human Resources Department or an independent legal adviser.

2. Our advisers

Our advisers are members of and receive regular training from UKCISA, AISA and ILPA. ISAT are the only UEA advisers authorised by the Office of the Immigration Services Commissioner (OISC) to provide immigration advice to students. ISAT adhere to the Office of the Immigration Services Commissioner (OISC) Code of Standards, Commissioner's Regulations, and the UK Council for International Student Affairs' (UKCISA) Code of Ethics.

3. Visa Application Service (VAS)

If you are making an application in the UK we can help you to fill in and complete your application and check that you have all the documents that you need to provide and in the correct format. The Student Support Service will post your application and your documents to the Home Office on your behalf, provided that the application is complete and correct. There is no charge for this service.

We reserve the right to withdraw or limit this service in the following:

- Not attending a visa workshop,
- Failing to attend appointments with an adviser,
- Using abusive language or disrespecting any staff members,
- Not disclosing material facts about your situation (i.e. criminal convictions, previous visa refusals, etc.), which leads us to giving you inaccurate advice,
- Failure to take action that was agreed with an International Adviser.

(list is not exhaustive)

Confidentiality and your data

Any information provided by clients will be handled with sensitivity, care and discretion and in accordance with the UEA Student Support Service Confidentiality and Data Protection Policy.

Conflict of interest

Advisers must act objectively and in the client's best interest even where they hold different personal views or beliefs from the client. Under OISC rules an adviser must not act where there is a real or potential conflict of interest between themselves and the client (student). In such situation where there is conflict of interest we would clearly explain the circumstances to you. It may be appropriate to refer your case elsewhere or transfer it to another member of the International Students Advisory Team.

Referrals

Sometimes we are unable to help with your enquiry as it is outside our area of expertise and training. We work closely with other services in the University and we can signpost you to the service appropriate to you. A list of Legal Services available in Norwich can also be provided for cases outside our area of expertise and competence.

Complaints procedure

If you have a complaint about our service you can make an informal complaint to the Head of Student Services / Senior Student Adviser to immigration.complaints@uea.ac.uk and we will do our best to resolve the matter quickly. If you are still not satisfied with the result of your informal complaint you can start the formal complaining process non-academic complaint procedure.

4. What to expect from us

- You will receive a prompt reply to your query – we aim to respond to all emails within 2 working days, during peak times or closures this may be longer,
- We will advise you of any correspondence we receive regarding your application / case within 3 working days of receipt,
- Confidential advice and guidance in accordance with the Confidentiality and Data Protection Policy,
- We will follow up on any action points as agreed in the meeting,
- We strive to provide up to date, detailed and accurate information and advice, however, we cannot ever guarantee the success of an immigration application as these decisions are taken by the UK Visa and Immigration, part of the UK Home Office,
- To be referred to other internal or external services if we are unable to advise you on a particular matter,
- To confirm in writing via email what has been discussed during the meeting with the adviser in particularly difficult situations.
- You will be treated in a courteous and non-judgemental manner, in accordance with values and principles of UEA, in particular with mutual respect, dignity and professionalism regardless of age, disability, gender identity, race, sexual orientation, religion or beliefs,

5. What we expect from you

- You will arrive on time for your appointment and will let us know if you're unable to attend or are going to be late,
- You will provide us with all the relevant information about your situation, and let us know promptly if anything changes,

- You will not take advice from other staff or other students on immigration matters.
- You will follow any action points which we agree with you,
- You will check your UEA email regularly and reply to our email,
- You accept that the University accepts no liability in any way if your immigration application is refused. Your immigration status is your responsibility,
- You will use appropriate and non-abusive language with our staff,
- You will be acknowledging and accepting the principles and values of UEA, in particular treating each other with mutual respect, dignity and professionalism regardless of age, disability, gender identity, race, sexual orientation, religion or beliefs.

6. Contact details

Via email jsat@uea.ac.uk

Drop-ins from Monday to Thursday between 2pm and 3pm

Appointments are available in slots of half an hour / an hour every day from Monday to Friday between 10am and 4pm.

Appointment via email studentsupport@uea.ac.uk

Appointment via phone 01603 592761