City St George's, University of London
Northampton Square
London
EC1V 0HB
United Kingdom

T +44 (0)20 7040 5060

International Student Advice Service: Statement of Service

Our Mission

We aim to provide high quality, free, confidential immigration advice and guidance to prospective and current City St. George's, University of London students. We can advise you on a range of issues including Student Visa Entry Clearance and in-country extension applications, challenging decisions, Standard Visitor Visa applications, eVisa corrections, ATAS, dependant rules and applications, working during and after studies.

If you are coming to City St. George's, University of London to take up a job offer or undertake work with us, you should approach the Human Resources department.

We are unable to advise on visa procedures for other countries.

Application check and send

If you are making an immigration application in the UK (e.g. to extend your visa) we would strongly advise you make an appointment with us to check your application before you apply.

We reserve the right to withdraw or limit service in, but not limited to, the following situations: you consistently fail to attend appointments; you are abusive to our staff; you are untruthful about your situation, meaning we are not able to give you accurate advice; you fail to take action agreed with an adviser.

Our Advisers

Our team consist of trained advisers with many years' experience of advising students on Student Visa applications, extensions and other student and student-related immigration matters. We are the only City St. George's staff authorised to provide immigration advice to students.

How to contact us

We can be contacted by email on Support@City · City University of London. Enquiries are checked regularly during our opening hours, and you should usually expect to receive a reply within two working days. If you do not hear from us within two working days, you can call us on +44 207 040 7040 (option 3).

If you would like an appointment with our adviser, where we can check your application, you can email us to request an appointment. Appointments can be held online or in-person.

Due to the complex nature of immigration advice, we are not able to advise you by telephone, except by pre-booked appointment.

What to expect from us:

- ✓ You will receive a prompt reply to your query – we aim to respond to all emails within two working days of receipt
- ✓ You will be treated in a courteous and non-judgemental manner
- ✓ If you attend an appointment, you will be interviewed in a comfortable and confidential space
- ✓ We will follow up on any action points as agreed in the meeting
- ✓ We will do our best to assist with your enquiry and strive to provide up to date, detailed and accurate advice and information, though we cannot ever guarantee the success of an immigration application as these decisions rest with UK Visas and Immigration
- ✓ If we are unable to advise on a particular matter, we will inform you and refer you to someone who can.

What we expect from you:

- ✓ You will arrive on time for your appointment and will let us know if you are 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 follow any action points which we agree with you.

The Immigration Advice Authority and the regulation of immigration advice

The provision of immigration advice is regulated by the Immigration Advice Authority (IAA). They set principles to which immigration professionals must comply in a Code of Standards and The Commissioner's Rules: Immigration Advice Authority - GOV.UK Higher Education institutions are authorised under a Ministerial Order (Part V of the Immigration and Asylum Act, 1999) to provide immigration advice and services and should adhere to the IAA Code of Standards.

City St. George's, University of London is a member of the UK Council for International Student Affairs (UKCISA) and operates in accordance with the UKCISA Codes of Practice for those advising international students: Codes of practice

Only the International Student Advice team are qualified and authorised to provide immigration advice to students at City, University of London. **DO NOT take immigration advice from academic staff, other administrative staff or other students.**

If the level of immigration advice you require is beyond our competence we will refer you to appropriately qualified external legal professionals. Any consultation fees charged by external agencies would need to be met by you.

Confidentiality and your data

We operate within the University's Data Protection Policy, as outlined in the Data Protection Act 1998 and General Data Protection Regulations. Further information can be found at Data Protection Policy • City St George's, University of London. Any personal data held by the service will be securely destroyed after 7 years, and you can ask for it to be destroyed at any time.

You have the right to confidentiality when you use our service. We define confidentiality as a "circle of confidentiality" within which International Student Advice Team members may discuss information about you, in an appropriate environment, e.g. to help resolve your case as efficiently as possible, or to assist with staff training and development. Any information we receive from or about you will not be disclosed to others outside our team, and we cannot talk to anyone else, such as a parent or friend, about your case without your explicit permission. The only exceptions to this are:

- When you have given your explicit consent to disclose information to an individual or
- organisation

- Where we are required to discuss your situation with Visa Compliance staff to help resolve your query
- If you or others are in immediate danger
- If the provision of such information is required by the law
- If there is any risk to the institution's Sponsor Licence.

We may decide it is in your best interest to contact an external organisation such as the Home Office or UKCISA for further advice or opinions about your case. We will not usually give your personal details, such as your name, when doing this, and whenever possible we will advise you if we intend to do this. However, sometimes this may not be practical, and we would generally assume that by coming to us for help, you are allowing us to resolve your queries in the best way we can.

The IAA requires that we keep a record of any documents we submit to the Home Office and of our interactions with students. Where possible these are held electronically. Any physical documents will be kept securely within the University facilities. Any document held by us will be locked until you are able to collect it from us.

Conflicts of interest

Under IAA rules, an adviser must not act where there is a real or potential conflict of interest between them and the client. Advisers must act objectively and, in the client's, best interests, even where they may hold different personal views or beliefs from the client. In such situations we would explain the circumstances fully and clearly to you. It may be appropriate to refer your case elsewhere or transfer it to another member of the 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 such as Careers and Counselling and can signpost students to those services if appropriate.

Giving us feedback

We are always keen to improve our service so would appreciate any feedback you have about your experience of contacting us. We welcome feedback by email or in person. If you have a complaint about our service, please let us know and we will do our best to resolve the matter quickly. You can do this by writing directly to the member of staff concerned, or to the Student Support Hub Operations Manager (Josh.Hallam@citystgeorges.ac.uk). If you are not comfortable contacting the service directly, or you have done so but do not feel your complaint has been satisfactorily dealt with, you can contact the Head of Student Support (Louise.Jennings@citystgeorges.ac.uk).