

UNIVERSITY OF ESSEX

STUDENTS*
UNION

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IMMIGRATION ADVICE POLICY

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SU ADVICE IMMIGRATION ADVICE POLICY

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Provision of Immigration Advice

SU Advice provides a confidential and impartial service to University of Essex students. Advice is offered free of charge and without discrimination.

SU Advice has advisers based at Colchester and Southend campuses and provide ad hoc support to students at the Loughton East 15 campus. We are only able to offer advice and information to University of Essex students, prospective Essex students and their families.

The SU Advice advisers are expected to operate within the UKCISA (UK Council for International Student Affairs) [Code of Ethics](#) for those advising international students and the OISC (Office of the Immigration Services Commissioner) [Code of Standards 2016](#).

SU Advice advisers are not able to offer advice and services relating to asylum and are only able to offer advice within our level of competency.

Immigration Advice and the OISC

Immigration advice and services are regulated by the Office of the Immigration Services Commissioner (OISC), and we as service have to abide by the Commissioner's Code of Standards, the OISC Guidance on Competence and the OISC Complaints Scheme.

By virtue of the Immigration and Asylum Act 1999 (Part V Exemption: Educational Institutions and Health Sector Bodies) Order 2001, SU Advice are exempt from registration with the OISC.

SU Advice are able to provide advice and assistance on applications that are within the Immigration Rules, including: Student visa extensions (made within the UK), Student Dependant (extensions made within the UK and 'Baby born in the UK' applications made within the UK), Migrant Change of Circumstances and BRP Replacement. Senior members of the team may provide support with complex applications if deemed to be within the remit of knowledge and expertise. We will also provide information only on the different visa routes available for students wishing to stay in the UK for work after their studies but are unable to provide individual advice on these applications.

All other immigration matters will be referred to alternative services such as the University of Essex International Services Team, UKCISA (UK Council for International Student Affairs) or a specialist immigration solicitor regulated by the OISC.

It is the responsibility of the SU Advice Manager and Deputy Manager to carry out an annual review of all OISC Codes of Conduct and Guidance and to ensure compliance.

The OISC has the power to investigate complaints made about immigration advice and services provided by an institution. For more information please see the OISC website. <http://www.oisc.gov.uk/>

Responsibility for an Application

SU Advice will provide information and advice regarding the application form and documents as provided by the applicant. Advisers will inform the applicant if their application is deemed to be at risk of refusal or rejection based on the information provided by the applicant at the time of application. Any action taken by the applicant is at their own risk.

Responsibility for the content of an application lies with the applicant. The applicant should ensure they provide true and accurate answers in the relevant application form. Similarly, the applicant is responsible for providing true, accurate and genuine evidential documents to support their application. Applicants are strongly advised to familiarise themselves with the relevant [UK Home Office guidance](#) and [Immigration Rules](#).

SU Advice Application Check Service

SU Advice administers an application check service. under our policy, the provisions of the service are as follows:

- SU Advice is only able to give immigration advice on Student visa extension applications (and those of their dependants) made within the UK
- Immigration advice is available on an appointment basis only. No individual advice will be given in reception or over the telephone.
- SU Advice appointments are offered on a first come, first served basis but students are required to attend a Visa Workshop prior to an appointment being offered.
- SU Advice appointments are usually 45 minutes long (unless stated otherwise). If a client is more than 15 minutes late to an appointment they may not be seen, however, if available, a new appointment will be offered.
- SU Advice aims to see as many students as possible, however, during the busier periods (Sept – Dec) we cannot always guarantee an appointment

before a student's visa expiry date. If this is the case the client will need to make their application direct to the UKV&I before their current visa expires. No responsibility will be taken for late applications due to appointment unavailability.

- In order to ensure we can see as many students as possible clients may be restricted to a maximum of two appointments per extension during the busier periods.
- SU Advice has no influence over the UKV&I and the decision made.
- The clients' application remains their responsibility at all times

Responsibility for Conduct of Client's Case

Miss Sian Lovesy, SU Advice Manager (or the Deputy SU Advice Manager in her absence) has overall responsibility for the conduct of client cases. In an emergency, please contact the Information Centre on Square 3 in the first instance.

Correspondence with SU Advice

SU Advice will correspond via e-mail with clients in the first instance, but may also write or telephone clients regarding their applications. Records will be kept of interaction with clients.

SU Advice Insurance

SU Advice is covered by professional indemnity insurance