



# Statement of Service

## Immigration and International Student Advice

This document sets the context within which immigration and international student advice is delivered at Teesside University.

### Background

It is a criminal offence for a person to provide immigration advice or services in the UK unless their organisation is regulated by the Office of the Immigration Services Commissioner (OISC), or is otherwise covered by the Immigration and Asylum Act 1999.

Giving advice, which relates to an individual's particular circumstances in connection with an immigration matter, constitutes *'immigration advice'* for the purposes of the legislation. This may also include employment advice where there is an immigration element to it.

### Office of the Immigration Services Commissioner (OISC)

The provision of immigration advice is regulated by the OISC. The OISC set the principles to which immigration advisers must comply with in the Code of Standards and Commissioner's Rules: <https://www.gov.uk/government/publications/oisc-code-of-standards-commissioners-rules-2012>.

Higher Education Institutions are authorised under a Ministerial Order (Part V of the Immigration and Asylum Act, 1999) to provide immigration advice and services without the need to register with the OISC.

Designated staff, responsible for the provision of immigration advice have an exemption from OISC registration and regulation by Ministerial Order under the terms of their sponsor licence. The exemption is not limited to advice on a particular immigration category; however, an advisor must be competent and equipped to provide advice in the area of immigration law at the required level.

### Ministerial Order

The Statutory Instrument 2009 Number 506 is cited as the [Immigration and Asylum Act 1999 \(Part V Exemption: Licenced Sponsors Tiers 2 and 4\) Order 2009](#).

This order is in addition to the existing orders (which remain in force) which include:

[The Immigration and Asylum Act 1999 \(Part V Exemption: Educational Institutions and Health Sector Bodies\) Order 2001](#)

[The Immigration and Asylum Act 1999 \(Part V Exemption: Relevant Employers\) Order 2003](#)





## UKCISA & AISA Code of Ethics

Teesside University is a member of the UK Council for International Student Affairs (UKCISA) and operate in accordance with the UKCISA and AISA (Association of International Student Advisers) Code of Ethics when advising international students.

<https://www.ukcisa.org.uk/Research--Policy/Resource-bank/resources/41/The-UKCISA-Code-of-Ethics-and-its-Commentary>

## OISC Codes of Standards

The International Student Advisers' at Teesside University work within the OISC Code of Standards 2016 as set out by the Immigration Services Commissioner. This code applies to those who are directly regulated by OISC and to those who are exempt by Ministerial Order.

<https://www.gov.uk/government/publications/oisc-code-of-standards-commissioners-rules-2012>

## Statement of Service

Our mission is to provide high quality, free, impartial and confidential immigration information and advice to Teesside University applicants, students, dependants and recent graduates.

Information and advice provided is based upon known information held on your student record and upon information that you provide about your situation. We expect that you will be open and honest about your circumstances, so that we can ensure you receive the correct advice.

## Immigration Advice and Record Keeping

To ensure compliance with OISC, written records of all immigration advice provided are kept. It is advisable you contact the International Advice Service if you require advice. All appointments are be conducted in a confidential and private space, where you can discuss in detail the nature of your enquiry and receive the necessary advice and support.

The **International Advice Manager** and the **International Adviser** are qualified and authorised to provide immigration advice to students at Teesside University. If the level of immigration advice you require is beyond their competence, they will refer you to an appropriately qualified external professional.

### International Advice Manager

Yolanda Lopez

Email: [Y.Lopez@tees.ac.uk](mailto:Y.Lopez@tees.ac.uk)

### International Adviser

Laura Head

Email: [L.Head@tees.ac.uk](mailto:L.Head@tees.ac.uk)

### International Adviser

Lorraine Smeltzer

Email: [Lorraine.Smeltzer@tees.ac.uk](mailto:Lorraine.Smeltzer@tees.ac.uk)

### International Adviser

Theresa Cannon

Email: [T.Cannon@tees.ac.uk](mailto:T.Cannon@tees.ac.uk)





## **Immigration and International Student Services Provided**

- Student Visa- immigration advice and applications
- Student Dependant- immigration advice and applications
- Standard Visitor Visa applications
- Electronic Visa Waiver applications
- ATAS applications
- Lost or stolen BRP immigration advice and replacement applications
- BRP error correction applications
- Working in the UK during and after studies
- Visa implications and processes associated with leave of absence, course transfer, withdrawal and suspension
- Schengen Visa- travelling in Europe
- General immigration advice on Start Up Route Visa, Skilled Worker Route Visa (formally Tier 2) and Graduate Route Visa
- General welfare and pastoral advice linked to immigration matters

## **Immigration and International Student Services Not Provided\***

- Advice relating to claims for asylum
- Advice an adviser deems to be outside their level of competence
- Immigration advice to staff members/ family members of staff members
- Advice on visas for students wishing to work in countries outside the UK
- Advice on visas for students wishing to travel to other countries outside the Schengen Area (US, Canada, Australia etc.)

\*This is not an exhaustive list and in all cases where we are unable to assist you, we will refer you to a suitably qualified practitioner.





## Cost of Services

Immigration advice services provided by the International Advice Service is offered **free of charge**.

Other costs, such as visa application fees, IHS fees, biometric enrolment fees etc. are the responsibility of the student. This information will be explained during an appointment.

## Confidentiality

We will respect your confidence at all times except in the following instances;

- where we have a legal obligation to disclose details of our discussion, or
- where we have serious concerns for the well-being of the student / others, or
- where information presented to us could directly affect the University

We may decide that it is in your best interest to contact an external organisation such as the UKVI or UKCISA for further opinions about your case. Whenever possible, we will let you know in advance of doing this. However, this may not always be practically possible when working in your best interest.

## Student Life Building (SLB) Opening Hours

Monday- Friday 8am-6pm

**Email:** [International@tees.ac.uk](mailto:International@tees.ac.uk)

**Tel:** 01642 342277

**In person:** SLB Reception

We will respond to your enquiry at the earliest possible opportunity however, at busy times of the year there may be a delay, so seeking advice at early is recommended.

## Complaints

Should you have reason to complain, in the first instance, please contact:

**Kelly Dunn: Senior Solicitor, Legal and Governance Services**

**Email:** [K.Dunn@tees.ac.uk](mailto:K.Dunn@tees.ac.uk)

**Tel:** 01642 738182

If you wish to escalate your complaint further, you can contact the **Office of Student Complaints, Appeals & Regulations:**

**Email:** [oscar@tees.ac.uk](mailto:oscar@tees.ac.uk)

**Tel:** 01642 384210

