

UCL Student Immigration Advice Statement of Service

UCL Student Immigration Advice provides a specialist student-focussed immigration advice service on immigration matters relating to study at UCL. Advice and guidance is available to both prospective and current UCL students and their dependants free of charge.

The team work very closely with UCL Student Immigration Compliance. Both teams act in accordance with [UCL's Student Privacy Notice](#), the [Data Protection Act 2018](#) and the Office of the Immigration Services Commissioner (OISC) [code of standards](#). UCL is a member of the UK Council for International Student Affairs (UKCISA) and adheres to its [code of ethics](#).

Confidentiality

UCL Student Immigration Advice is committed to maintaining student confidentiality and has taken steps to ensure that service users information is accessible only to those authorised to have access to such information and is used only for appropriate purposes. Those that use our service are advised that we define confidentiality as a “circle of confidentiality” within which team members may discuss details about your case, in an appropriate environment, to ensure informed advice is given and to assist with staff training and development. Information we receive from or about you will not normally be disclosed to others outside our team, however there are some circumstances where your information may be disclosed outside of the team, such as:

- if the provision of such information is required by other legal or regulatory obligation;
- maintaining compliance with UCL's institutional responsibility to meet Tier 4 sponsor duties;
- when you are refused a Tier 4/Student visa;
- if it is necessary to discuss your situation with colleagues in the Student Immigration Compliance Team or other university staff to help resolve your query;
- when you have given your explicit consent to disclose information to an external agency;
- if you or others are in significant risk of harm.

To help ensure confidentiality, in person advice is delivered in a private room.

Immigration advice

UCL Student Immigration Advice is regulated to give immigration advice under the Office of the Immigration Service Commissioner (OISC) guidelines. The OISC is an independent organisation that regulates immigration advisers, ensuring they are fit and competent and act in the best interest of their clients. The team attend regular training events to be able to comply with these guidelines.

The team provides advice and guidance on UK visas & immigration routes which allow prospective and current UCL students and their dependants to study at UCL.

The team does not provide immigration advice and services to UCL staff members.

The team will not advise students who require advice and services relating to asylum, nationality and 'Domestic Violence' or otherwise outside the competence of the advisers but will help you to find a suitably qualified adviser who is able to provide such advice.

The team uses a range of methods to provide advice and guidance including in person appointments, email, telephone and virtually. We will endeavour to respond promptly to emails to our team and students will receive a first response within 5 working days. Please note that during peak periods, it may not be possible to respond immediately to a request for advice.

We may withdraw an adviser from your case if we believe there to be a conflict of interest between you and the adviser. We will withdraw our service where a student displays inappropriate behaviour, e.g. where a student is hostile towards an adviser.

Tier 4 Compliance

UCL Student Immigration Advice works very closely with UCL Student Immigration Compliance which is responsible for ensuring that both UCL and its students comply with Tier 4 regulations. As such all members of the Student Immigration Advice and Compliance teams share information in order to provide a comprehensive student-focussed service that helps both students and UCL meet their Tier 4 compliance requirements.

Data Protection and Record keeping

UCL is required by law to comply with data protection legislation. The UK's regulator for the legislation is the Information Commissioner's Office. It is the commitment of the University to ensure that every current employee and registered student complies with this Act to ensure the confidentiality of any personal data held by UCL, in whatever medium. For information about UCL's Data Protection Policy see: <https://www.ucl.ac.uk/legal-services/data-protection-overview>

To help deal with your case, UCL Student Immigration Advice record details of you and your case. This may contain personal and sensitive data. Personal data is data which can be used to identify you, for example, your name, date of birth, address, telephone number etc. Sensitive data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

Under the General Data Protection Regulation (GDPR) we are required to let you know how we use that data, and ask your permission. The record of your case is kept with restricted access in our electronic case management system, which is held by UCL Student and Registry Services.

We will always give you a copy of everything in your case record if you request it and we will not record your information unless you provide your consent. The team will keep you informed of the progress of your case and will contact you as soon as possible to notify of the outcome of your case or when any new information about your case becomes available. Case notes and files are stored for six years and after this time they are securely destroyed.

Location

Student Immigration Advice is based in Student and Registry Services. Students are able to book an appointment with an adviser in a private room using our [contact form](#).

Concerns or complaints

We endeavour to provide you with a respectful, professional and confidential service. However should you have any concerns about the advice you have received, please in the first instance address this with your adviser so that matters can be addressed quickly and informally.

If you are not able to resolve your concerns with the adviser, you may wish to raise a formal complaint using the [UCL Student Complaints Procedure](#).

If you are not satisfied with the outcome of the complaints procedure above or you do not wish to complain to the University directly, you have the right to make a complaint at any time, directly to OISC using the contact details given below:

Website: <https://www.gov.uk/government/publications/oiscs-complaints-scheme-complaints-form-english>

<https://www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser>