

Immigration Advice at The University of Law June 2020

Who are Student Immigration Compliance & Advice?

Student Immigration Compliance & Advice (SICA) at The University of Law is composed of our English Language Assessment, International Student Advice and Visa Compliance teams.

International Student Advice are responsible for providing advice and support to prospective and current students on student immigration and visas.

Visa Compliance assess any requests for Tier 4 sponsorship from prospective and current students and are also responsible for on-course monitoring, including attendance.

English Language Assessment are responsible for the University's English Language Policy and creating and implementing any English language assessments for international students.

What can SICA help me with?

We can help international students with immigration and visa queries relating to studying in the UK. We offer advice about applying for a Tier 4 visa, Tier 4 visa conditions (e.g. working during your studies), changes of circumstances and resit exams.

I have a question about visas, how do I get advice?

We recommend that you read our [Visa Requirements webpage](#) in the first instance, as you can find the answers to most of your questions there. It includes detailed information about applying for a Tier 4 Student visa and how to receive a Confirmation of Acceptance for Studies (CAS) from the University.

If your questions are not answered on the Visa Requirements webpage, please write to us at **one** of the following addresses:

English Language Assessment – englishassessment@law.ac.uk

International Student Advice – visaadvice@law.ac.uk

Visa Compliance Team – visacompliance@law.ac.uk

How do I contact SICA?

The best way to contact us is by writing to one of the addresses above. We aim to respond to most emails within 2 working days, but this may take longer during busy periods and depending on the nature of your query.

I would like to make an appointment with International Student Advice, how do I arrange this?

Please write to visacompliance@law.ac.uk and we will send you an email with further instructions on how to make an appointment.

Can you discuss my situation with my parents/relative/friend/adviser instead of me?

Unfortunately, we are unable to do this. We are only able to advise you directly as the student requesting visa sponsorship (applicants) or visa holder (current students). This is due to [Data Protection](#) law in the UK. It is also always best to communicate with you directly to prevent any misunderstanding about the UK visa regulations.

Can you give me advice about applying for a visa for another country?

Unfortunately, we are only able to give advice on immigration and visas for study in the UK, as we are not qualified to advise on visas for other countries. We recommend that you contact the nearest Consulate or Embassy for that country in the first instance.

Are you able to give me advice about permanent residency or settlement in the UK?

Unfortunately, we are only able to give advice about immigration and visas for study in the UK. If you require advice about non-study related immigration, you can find external advisors through [Office of the Immigration Services Commissioner \(OISC\)](#) or the [Immigration Law Practitioner's Association \(ILPA\)](#).

How long will it take for you to reply to me? I need an urgent response.

We aim to respond to all queries within 2 working days, but this may take longer during busy periods and depending on the nature of your query. If we determine that a query is urgent, we will aim to respond as soon as possible. Sending multiples emails or chasing for a response will not speed up the handling of your query, but actually delays our response time to you and others. Your patience while waiting for a reply is much appreciated.

Can I speak to a specific member of the team?

Our email account is monitored by all members of the team and we update your student record after each communication. Therefore, any member of the team will be able to assist with your query. We do not usually allocate student queries to a sole member of the team, as this can delay the response time. If it is determined that your query needs to be escalated to a senior member of the team, it will be allocated to the relevant manager or the Head of Immigration Compliance & Advice.

Can you give me advice over the telephone?

Firstly, it can be difficult to verify identity over the telephone and we need to safeguard your information in accordance with [Data Protection Act 2018](#). We are also required to keep records of our communication with applicants and students under [OISC Guidelines](#) and for our regulators such as [UK Visas and Immigration](#). Moreover, it is much better for you to receive advice in writing so that you can refer to it later and so that any important information is not misinterpreted.

If you have a genuine emergency, you can telephone SICA on +44 (0)1483 216588. If we determine your query is not an emergency, you will be asked to send us an email.

Where is my CAS?

Applicants receive their CAS after they have completed all the steps in our CAS request process. You can find further guidance in the Receiving a CAS section on our [Visa Requirements webpage](#).

I don't understand the guidance, what do I do?

We will always refer you to our [Visa Requirements webpage](#) and other resources in the first instance. If something is unclear or if you still have questions which are not answered by these resources, you can contact us for assistance.

Why am I being asked to read the guidance first, instead of just answering my questions?

We are a small team and we are reliant on students reading our guidance in the first instance. Our [Visa Requirements webpage](#) and other resources are based on feedback from students and so it is likely that you will find the answer to your question there. If you can't find the answer to your question, you can then contact us.

Does SICA keep a record of the advice you give?

Yes, we are required to do this under [OISC Guidelines](#) and for our regulators such as [UK Visas and Immigration](#).

Will my query be treated as confidential?

Yes, we will handle your query in accordance with [OISC Guidelines](#) and the [Data Protection Act 2018](#). You can also find the University's Data Retention Policy and Privacy Policy on [this webpage](#).

How do I know that the advice you are giving me is correct?

We provide immigration and visa advice to students in accordance with [OISC Guidelines](#). We also regularly participate in continued professional development and training, attend meetings with the UK Home Office and participate in professional bodies within the higher education sector.

What if I am not happy with the advice I receive from your department?

We would encourage you to write to the Head of Immigration Compliance & Advice in the first instance at visacompliance@law.ac.uk to discuss any concerns you have. If you are still unhappy with the advice provided by our department, please refer to the University's [complaints procedure](#).

Please note that we expect all applicants and current students to follow the University's [Bullying and Harassment Policy](#) and [Student Charter](#) when communicating with our teams.