

International Student Support

Conditions of Service

What the International Student Advice Team does

The International Students Advice team at Liverpool John Moores University (LJMU) provides free and confidential advice and information on UK visas and immigration related matters to current LJMU students, applicants to LJMU and recent LJMU graduates, and their families.

Advice and information includes; student visa entry clearance applications, student visa applications in the UK, working rights during and after studies, dependants, members of your family visiting you, travelling abroad/returning to the UK, implications of deferring, taking a leave of absence or withdrawing from studies, change of course/sponsor, and information on other types of UK visas and immigration permission, including for European Economic Area and Swiss nationals.

Who are the International Student Advice Team?

The International Student Advice team are part of the Student Advice and Wellbeing Services team, within the Department of Student and Academic Services, at Liverpool John Moores University.

The International Student Advisers are

- Caroline O'Rourke
- Rebecca Higgins
- John Kayan

The Student Advice and Wellbeing Services Manager is

- Jo Bleasdale

Conditions of Service – Provision of Advice

The International Student Advice team provides advice in good faith, based on information that you give us about your situation. We endeavour to ensure that our advice is accurate however, it is important to note that immigration legislation is subject to change, often at short notice. We cannot accept responsibility for any errors or omissions, for consequences arising from the use of our advice nor for decisions made by the Home Office, UK Visas and Immigration (UKVI) or other agencies. It is your responsibility to check the visa requirements which apply to you before you take any action about your situation.

The International Student Advisers are specifically trained on study related visas and immigration permission. Where you require advice that is outside of the International Student Advisers area of competence or training, we may refer you to specialist external immigration advisers.

Please note. We are unable to provide immigration advice and services to you if you are already being advised or represented by another agency (this includes solicitors, immigration advisers and/or lay advisers), as this could present a conflict of interest which may not be in your best interest.

The regulation of Immigration Advice and Codes of Standards and Ethics

The International Student Advice team offer LJMU students information and advice in line with the Codes of Practice of the [Office of the Immigration Services Commissioner](#) (OISC)

LJMU is a member of the [UK Council for International Student Affairs](#) (UKCISA) and we operate in accordance with their Code of Ethics for those advising International Students .

The International Student Advisers attend regular training and updates from UKCISA and are members of the Association of Student Immigration Advisers (AISA).

Data Protection and Confidentiality

The International Student Advice team operate in accordance with the [2018 Data Protection Act](#). This Act aims to ensure that personal information is used in a way that is fair to individuals and protects their rights. We will not pass on personal information about you to anyone outside LJMU, subject to the following exceptions:

- Where we have your explicit verbal or written consent to disclose the information;
- Where we believe you or others are in danger;
- Where we are required to do so by law, for example, breaches in visa conditions may need to be reported to UKVI if required, in line with LJMU's Student Sponsor License responsibilities;
- Where we are otherwise required to do so by law

We would always encourage you to pass on the information yourself and would attempt to obtain your consent, if at all possible.

Liaison and correspondence

It may be appropriate for the adviser to liaise with a third party, for example, your Faculty, Registry or UKVI. This is so that we can advise you accurately about your situation and the impact of this on visa issues.

In line with our professional requirements, the International Student Advisers may discuss visa/immigration issues with other members of the Student Advice and Wellbeing Services team or with the UK Council for International Student Affairs (UKCISA). We do not identify you by name if we speak to UKCISA about your situation. The purpose of doing this is so that we can offer you clear, accurate and professional advice.

Record Keeping

It is professional practice for International Advisers to keep written case notes on students and their enquiries. All case notes, related documents and email communication are kept secure electronically in LJMU's Customer Relationship Management (CRM) system within the Service, with access restricted to International Student Advisers and the Student Advice and Wellbeing Services team. In line with the OISC code of standards, case notes are kept for a period of six years. After this time, they are destroyed securely.

Statistics

We keep general statistics about students who use our service along with the nature of their enquiry. They are used to monitor and improve the effectiveness of our service for students and to report patterns and trends to senior management at LJMU.

Comments, suggestions and complaints

We welcome your feedback and suggestions for how we might improve and develop the service we provide to our students. We are happy to receive comments by email at InternationalAdvice@ljmu.ac.uk

If you have a complaint regarding our service, please let us know or email InternationalAdvice@ljmu.ac.uk and we will do our best to resolve the matter swiftly and informally. If you are still unhappy, please see the [University's Student Complaint Procedure](#):

How to contact us

- Check our website:

www.ljmu.ac.uk/discover/student-support/international-student-support

- Attend our in person/ online workshops and information sessions

We organise regular workshops and information sessions on a number of visa and immigration related matters including on applying for/ extending student visas, working in the UK during/after studies, Travelling and Schengen Visas, Brexit and options for European students and other topics (see website for details).

- Email advice

If our website and workshops have not answered your questions in full, you can email us on InternationalAdvice@ljmu.ac.uk. Please provide your name, student number, type of visa you are holding or intending to apply for, visa expiry date along with your questions.

We aim to respond within 3 working days (5 working days during busy periods) and often respond much sooner.

- One to one appointments

If you wish to have an in person, telephone or online video/audio call (eg, via zoom or MS Teams) appointment, these are bookable through the LJMU website.

You can expect the International Student Advisers to

- Provide you and any members of your family accompanying you to a free, confidential and non-judgemental service
- Provide advice and information about your immigration status from experienced staff in accordance with the Code of Standards issued by the Office of the Immigration Services Commissioner and the UKCISA/AISA Code of Ethics;
- Provide access to up to date information relating to the particular needs of international students and their families through our website
- Run workshops/ information sessions on a range of issues affecting international students;
- Seek your views on how to meet your needs and how we might make improvements.

The International Student Advisers expect you to:

- Seek advice at the earliest opportunity and particularly if problems arise;
- Comply with the UK Immigration Rules and the conditions of your visa;
- Provide us with accurate information when seeking advice;
- Show respect for our staff and other service users;
- Keep appointments or inform us as early as possible if you are unable to attend;
- Give us feedback on the service you have received from us.

Other Sources of Advice:

The UK Council for International Students Affairs (UKCISA)

www.ukicsa.org.uk +44 20 7788 9214 (Monday to Friday 1-4pm).

The Council for International Education offers free confidential telephone advice on immigration matters and they provide information on a range of student related topics

The Office of the Immigration Services (OISC)

www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner

You can search the OISC website for registered independent immigration advisers

UK Government Home Office and Visas and Immigration (UKVI)

www.gov.uk/visas-immigration

You can find visa applications forms, policy guidance and obtain information about visa eligibility and immigration rules for all types of visas applied for inside and outside of the UK.

Alternative Sources of Immigration Advice

Immigration Law Practitioners' Association (ILPA) www.ilpa.org.uk

Joint Council for the Welfare of Immigrants (JCWI) www.jcwi.org.uk

The Advice on Individual Rights in Europe (AIRE) Centre www.airecentre.org/

Citizens Advice Bureau (CAB) www.citizensadvice.org.uk/immigration/