



## **IMMIGRATION SUPPORT SERVICE IMMIGRATION ADVICE AGREEMENT**

The Immigration Support Service offers confidential and impartial immigration advice to students registered at the University for the duration of their studies. This includes advice on entry clearance applications and support in submitting leave to remain applications in-country. The University is permitted to offer such services under the regulation of the Office of Immigration Services Commissioner (OISC). There is no charge for our services.

If you wish to engage the services of the Immigration Support Service, please read the information below carefully, you will be asked to confirm that you agree as part of the online enrolment process. Please note that your agreement to these terms is implied when you engage the services of the Immigration Support Service.

### **The Immigration Support Service:**

1. Will keep you informed of progress on any action that we have taken on your behalf. We will contact you via your personal email address before you are registered or via your Queen's University Belfast email address once you are registered, unless an alternative method is agreed.
2. Will advise you of any additional action you need to take.
3. Reserves the right to refuse to accept an immigration case where we have grounds to believe that you have not been honest with us. In this case, we will provide you with details of alternative sources of help. Where there is a cost incurred when using an alternative source of help, this will be borne by you.
4. Will refuse to submit a visa application on your behalf if we assess that the application does not meet the conditions required and is therefore likely to be refused.
5. Will keep records of your application and our advice. These will be retained in accordance with our data retention policy. You are entitled to request a copy of your records.
6. Will respect your confidence at all times, except where we have a legal obligation to disclose details of our discussion or where we have serious concerns for the wellbeing of yourself or other people.
7. Will contact other University departments for information about your studies in order to carry out the University's compliance functions as a Student Sponsor.
8. May decide it is in your best interest to contact an organisation such as the Home Office or the UK Council for International Student Affairs for further advice or guidance about your case. Whenever possible we will advise you if we intend to do this.
9. Will make every effort to ensure that the immigration advice we give is accurate and up-to-date. Queen's University Belfast shall not be liable if any resulting application or process is unsuccessful.

### **Your responsibilities:**

1. Your immigration status is your responsibility. Whilst the advisers make every effort to ensure that the advice they give is accurate and up-to-date, you accept that Queen's University Belfast shall not be liable in any way if your immigration application is refused.
2. Do not take or act on immigration advice from any other member of staff, including academic staff or other students.



3. If you change your contact details, you must inform the University by updating your details on Queen's Online immediately.
4. If there is a change to your circumstances, for example a change to your course; family or financial situation in the UK, you must report this to the Immigration Support Service immediately.
5. We expect you to be open and honest about your circumstances, as the quality and accuracy of the advice you receive will depend on the information you give us.
6. It is your responsibility to make arrangements to provide your biometrics to the Home Office within their specified deadlines.
7. You are strongly advised to retain your own copy of all paperwork relating to your immigration status.
8. We are committed to providing a high-quality service to all our students. We hope you are satisfied with the advice you have been given. However, in case you have cause to complain, our complaints procedure is available at [www.qub.ac.uk/directorates/AcademicAffairs/AppealsComplaintsandMisconduct/StudentComplaints/](http://www.qub.ac.uk/directorates/AcademicAffairs/AppealsComplaintsandMisconduct/StudentComplaints/).