

IMMIGRATION ADVICE AT THE RCM

Statement of Service



The RCM's international support staff aim to provide free, impartial, high quality immigration advice to RCM students, including offer holders. We can advise on Student visas, (including Tier 4 (General) Student visas), Visitor visas for short courses, visa conditions during study and the EU Settlement Scheme. This includes offering an application checking service for Student visas.

We can provide information on visas for family members, Schengen visas and options to remain in the UK after graduation, including the Graduate route, although we do not provide visa check appointments for these immigration categories. In addition, we offer more general support with welfare-related matters, such as opening bank accounts and accessing healthcare in the UK.

Who can provide immigration advice

Immigration advice is anything that relates to *your individual circumstances* in connection with an immigration matter. Basic signposting and the provision of general information do not constitute immigration advice.

Immigration advice is regulated by the Office of the Immigration Services Commissioner (OISC). Higher Education Institutions are authorized to provide immigration advice under a Ministerial Order (Part V of the Immigration and Asylum Act 1999). However, only the designated trained staff listed below are permitted to give immigration advice within the terms of the [OISC Code of Standards \(https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner\)](https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner). Students should not accept advice from other members of staff, or fellow students.

Advisors are only permitted to operate within their levels of competence, which means that if your case becomes very complex, or is outside the RCM's areas of expertise, your advisor will tell you to seek legal advice from an immigration law practitioner. This may include appeals, applications for Indefinite Leave to Remain or British Citizenship, cases relating to students' family members, travel visas to other countries and asylum applications. Details of how to find a qualified practitioner are available at <http://www.ilpa.org.uk/pages/find-immigration-advice.html>

Staff members requiring immigration advice should contact the RCM's Human Resources team.

The RCM is a member of the UK Council for International Student Affairs (UKCISA) and offers advice in accordance with the [UKCISA Code of Ethics \(https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics\)](https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics).

RCM Contact	Immigration Advice	Information
<p>Nicola Peacock Deputy Academic Registrar Registry (The Exchange) international@rcm.ac.uk</p>	<p>Student and Tier 4 Visas (CAS requests, making an application, refusals and administrative reviews, working during studies, including more complex Student work rights queries)</p> <p>Visitor visas</p> <p>EU Settlement Scheme</p>	<p>Dependents and family members</p> <p>Visa options after graduation (e.g. Graduate route, Tier 1 Global Talent)</p> <p>Schengen visas</p>
<p>Roberto di Bello International Assistant Registry (The Exchange) international@rcm.ac.uk or</p>	<p>Student and Tier 4 Visas (CAS requests, making an application, BRP corrections, working during studies)</p> <p>Visitor visas</p> <p>EU Settlement Scheme</p>	<p>Key contact for Schengen visa letters</p> <p>Visa options after graduation (e.g. Graduate route, Tier 1 Global Talent)</p>
<p>Lynnette Easterbrook Student Services Manager Student Services (Jay Mews) studentservices@rcm.ac.uk</p>	<p>Student and Tier 4 visas (making an application)</p> <p>Welfare enquiries, including accommodation and accessing UK health services</p>	<p>EU Settlement Scheme</p>
<p>Ellie McAllister Professional Engagements Co-ordinator Creative Careers Centre (The Exchange) ellie.mcallister@rcm.ac.uk</p>	<p>Key contact for performance work placements for Student Visa and Tier 4 visa holders</p>	<p>Applying for a National Insurance (NI) number</p>
<p>Diana Roberts Creative Careers Centre Manager and Entrepreneurship Tutor Creative Careers Centre (The Exchange) creativecareers@rcm.ac.uk</p>	<p>Working on a Student Visa or Tier 4 visa, including performance work placements</p>	<p>Applying for a National Insurance (NI) number</p>
<p>Elly Taylor Academic Registrar Registry (The Exchange) Elly.taylor@rcm.ac.uk</p>		<p>Student and Tier 4 visas (making an application, working during studies)</p>

What we expect from you

- Whilst we can provide basic information on a “drop-in” basis, for detailed advice, including assistance with completing a visa application, we ask that you make an appointment so that your case can be discussed in detail.
- You will provide to the advisor all relevant information about your situation, as the accuracy of the advice we give is dependent on the information you provide.
- You will provide all necessary documentation in a timely fashion to enable us to assist with your query.
- You notify the advisor in a timely manner of any correspondence or notification you receive concerning your case.
- You will make the advisor aware of any changes of circumstances that may affect the advice provided.
- You will attend appointments on time or inform us if you are unavoidably unable to attend.
- Immigration advice is provided in good faith, based on the information you provide about your situation. However, it is your responsibility to check the visa requirements and make final decisions about the appropriate course of action.

What you can expect from the RCM

- We will provide a timely response to telephone and e-mail enquiries.
- If we receive any correspondence or other notification from the Home Office regarding your case, you will be informed in a suitable and timely manner.
- The RCM cannot guarantee the success of a visa application and is not liable should an application be refused.
- Our advisors will regularly update their knowledge and skills through attendance at training events and membership of relevant professional bodies.
- Our advisors will always undertake to act in a student’s best interest, while adhering to the UKCISA Code of Ethics and within the legislative framework of the immigration regulations of the United Kingdom.
- The RCM is required to comply with the duties associated with holding a Student Sponsor License. This includes reporting to the Home Office any relevant change of circumstances or breach of visa conditions.
- In the event that a potential conflict of interest arises, your advisor may find it to appropriate to refer your case elsewhere.

Confidentiality

You have the right to confidentiality when consulting our advisors. We define confidentiality as a “circle of confidentiality” and members of the international support team may discuss your case where appropriate, to consult on best practice. However, details of your case will not be shared with others outside the international advisory team unless:

- You give your explicit consent to share the information.
- The provision of this information is required by the law.
- The information disclosed may present a risk to the RCM’s Student Sponsor License.

On occasion, your adviser may consider it in your best interests to seek further advice about your circumstances from UKCISA or the Home Office. Should this occur, your identifying personal information will not be disclosed without your consent.

Should it be necessary to share your personal information with the Home Office in order to resolve your enquiry (for example, if you ask us to check the status of an immigration application), the RCM will consider your request as consent to do so.

Data Protection

Data relating to your case will be stored in accordance with the General Data Protection Regulations. For further information, please see the [RCM Data Protection Policy](https://www.rcm.ac.uk/websitepolicies/privacy/) (<https://www.rcm.ac.uk/websitepolicies/privacy/>).

Complaints

If you have a complaint about the Immigration advice service provided at the RCM, please refer to the procedure in the [RCM Student Code and Procedures](https://www.rcm.ac.uk/about/strategies-values/quality-learning-research/) (<https://www.rcm.ac.uk/about/strategies-values/quality-learning-research/>).

Nicola Peacock
Deputy Academic Registrar
April 2021