



# International Student Support

## **International Student Support Service** **Advice Service provision statement**

The International Student Support Service is part of the Student Support Services department. We offer advice and guidance to all prospective and current international students at NTU (EU and non-EU). Our advice is offered free of charge. The designated advisers operate within the [University's Equality and Diversity Policy](#).

We **advise** on a range of immigration issues, including:

- Tier 4 entry clearance and leave to remain applications for students and their dependants
- Issuing of CAS for continuing students and Doctorate Extension Scheme applications
- Tier 4 student and sponsor responsibilities
- Short Term Study visas
- ATAS
- Working in the UK during studies
- Standard visitor visas
- Police registration
- EU settlement applications

We also offer **information** on the following:

- Working in the UK after studies
- Schengen visas (for study trips/tourism)
- Tourist visas for the USA

This leaflet is produced by:  
International Student Support Service  
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[www.ntu.ac.uk/studentsupport](http://www.ntu.ac.uk/studentsupport)

NOTTINGHAM  
TRENT UNIVERSITY 

We offer a **visa application checking service** for Tier 4 applications made in the UK. Students submit their visa application form and documents to the team via the enquiry desk, at an appointment or electronically. Use of the service is subject to the [visa application checking service terms and conditions](#). Advisers will check the application form and the documents and provide advice on the suitability of the documents provided, as well as guidance on the process for the submission of the application to UKVI.

We also offer **group information sessions** on a range of topics including tier 4 visa applications and Schengen Visa applications.

Although most enquiries can be answered by e-mail or by phone, **individual appointments** may be booked with an adviser for students who need to discuss more complex issues.

For issues that are outside of our areas or levels of expertise, we will normally advise that students contact a suitably qualified external advisor. Details of local solicitors/immigration advisors are available on request.

### **The International Student Support Services (ISSS) advisers**

The provision of immigration advice is regulated by the Office of the Immigration Services Commissioner (OISC). The following NTU staff members are authorised to provide immigration advice and services within NTU:

International student support Co-ordinators: Catherine Coles and Catherine Millet  
International Student Officer: Saima Sheikh  
Immigration Support Assistants

NTU is a member of UKCISA (UK Council for International Student Affairs) and the International Student Support Service operates in line with the UKCISA/AISA (Association for International Student Advisers) [Codes of Ethics](#).

### **How to contact us and how we deliver our advice:**

The International Student Support Service is based in the Student Services Centre, in the Newton Building, City site. Students can contact our team in a number of ways:

#### **In person:**

Our enquiry desk is open in the Student Services Centre from 1pm-4pm, Monday to Friday for general queries or to submit/collect visa documents. Our opening times are extended at the start of the academic year to deal with the higher volume of enquiries.

Please note that if your query requires further investigation or immigration advice, it may have to be referred to one of the immigration advisers who will usually contact you by e-mail in the first instance.

**By phone:** 0115 848 2631

**By e-mail:** [int.support@ntu.ac.uk](mailto:int.support@ntu.ac.uk)

We aim to answer all e-mails within 2 days and to return phone calls within 1 day.

The ISSS also has extensive online guidance available on its **website:** [www.ntu.ac.uk/internationalsupport](http://www.ntu.ac.uk/internationalsupport)

This includes guidance notes covering a range of topics and frequently asked questions, as well as copies of our e-mail updates which are sent to students termly.

Current students can also access the above resources on our ***International Student Support*** module on NOW.

#### **What you can expect from us:**

- We aim to provide accurate and up-to-date information and advice, and treat our students in a fair, professional and non-judgmental manner.
- We aim to provide confidential space for immigration advice appointments. Where this is not possible, we will ensure you are comfortable with discussing your query in the available space, or will reschedule your appointment to the next available slot in a private consulting space.
- We will inform you within 3 working days when there are any developments regarding a case we are advising you on.
- If your situation requires advice which is beyond our area of expertise, we will provide details of external organisations which are qualified to assist you.

#### **What we expect from you:**

- We expect you to provide a full and accurate account of your situation – the quality of our advice is dependent on the information which you provide to us.
- We expect you to keep to any appointments you have arranged with our service, and to notify us if you are no longer able to attend or no longer need our assistance.
- We expect you to respond promptly to requests for further information from our team in relation to matters we are advising you on.

#### **Data protection, confidentiality and Tier 4 sponsor responsibilities**

Nottingham Trent University is committed to protecting the privacy and security of your personal information. All personal information and case records are stored securely and we operate our services in line with the [NTU Student Privacy Notice](#) and [NTU Admissions Privacy Notice](#). All records relating to immigration advice will be kept for 6 years in line with Office for the Immigration Services Commissioner regulations.

The International Student Support Service will not share personal information you have given to us with a third party outside of the University without your consent except in certain circumstances which are highlighted in the [NTU Student Privacy Notice](#) and [NTU Admissions Privacy Notice](#). These include where the provision of such information is required by law or if we have concerns regarding your safety or the safety of others.

Personal information you provide to us may be shared with members of specialist staff within the Department of Student Support Services at the University to enable us to respond to student enquiries effectively and to ensure adequate monitoring of the advice and guidance we provide. In certain circumstances, in order to provide accurate and comprehensive advice, we may need to liaise with other University departments such as your Academic school, Academic Registry, the University Admissions team or the International Development Office regarding your enquiry. Any information you have given to us will only be shared on a need to know basis.

In certain circumstances, we may need to seek advice directly from UKVI regarding your case, we will request written consent from you in order to do this.

Please contact us if you have any questions about this.

#### **Tier 4 Sponsor responsibilities**

Our Advisers will always do everything possible to assist you with your immigration situation; however, we must also act within the bounds and in the interest of the University's sponsor licence, which is granted by UK Visas and Immigration in accordance with regulations set by the UK government.

As employees of a Tier 4 sponsor licence holder, staff within the International Student Support Service are required to notify Academic Registry at NTU of any instances where they become aware that a student is either in breach of the conditions of their visa or does not have valid leave (permission) to stay in the UK and / or study at NTU, or there is a change to a student's immigration status. This includes (but is not limited to) the following situations:

1. Visa application refusals
2. Overstayers
3. Students in the UK on any type of visa which is not valid for study at NTU.
4. Students breaching their conditions on working in the UK
5. Students breaching their conditions on police registration
6. Students claiming public funds
7. Students who have lost their Biometric Residence Permit (BRP)
8. Changes to a student's immigration permission/nationality

The University will then be required to report certain information directly to UKVI in line with its Sponsor responsibilities. Further information about the [University's Tier Sponsor responsibilities](#) can be found online.

#### **Feedback and complaints:**

We aim to provide a service of a standard that is acceptable to all our users. We welcome feedback from students on how we could improve and develop our service – this may be as part of a survey organised by the team, or on an ad-hoc basis.

If you are unhappy with any aspect of our service, please talk to your adviser or the administrator first. If you would then like to make a complaint, please write to the Student Services Manager (Frontline Services) at the Student Services Centre at the City Campus.

Further details about the University Complaints procedure for Students is available [online](#).

The immigration advice given by the University is also subject to the national Complaints Scheme operated by the Office of the Immigration Services Commissioner (OISC). You can find further information about this on the [OISC website: www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser](#) or by telephoning their helpline on: 0207 211 1500.