

## International Experience Team: Client Agreement

The University's International Experience Team (IET) is providing immigration advice in accordance with the terms set out below, which are in addition to the full **Student Terms and Conditions** that can be found at:

<http://students.shu.ac.uk/rightsrules/regs.html>. Before taking advice, you should be aware that the University's immigration advisers are authorised by the Office of the Immigration Services Commissioner (OISC) to provide advice. No other University staff can provide advice on immigration services and you should not seek it from them.

### **Your obligations under this agreement:**

In consideration of the University providing you with immigration advice you agree to abide by the following terms:

1. you acknowledge that your immigration status is **your** responsibility, and you should ensure that you abide by the conditions of your visa and do not remain in the UK beyond your visa expiry date. You are advised not to enter into contracts in the UK (i.e accommodation, internet or telephone services etc) that extend beyond the period of your visa, but if you choose to do so then this is at your own risk
2. you agree 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 the adviser
3. you agree to inform IET as soon as possible:
  - (i) when your contact details change
  - (ii) if there is a change in your circumstances - such as your course of study, or the length of your course, or your family or financial situation
4. you agree to treat the IET staff with courtesy at all times.
5. you agree to ensure that you provide the documents required by the UK Visas & Immigration (UKVI) including up to date bank statements and appropriate photographs that comply with UKVI guidance. IET may refuse to accept your documents for submission to the UKVI where, in the opinion of the advisers, the documents do not comply with UKVI guidance, or they are submitted late
6. you understand that it is your responsibility to maintain the required funds in your bank account throughout the application process. If you do not and your application is refused, you may not be able to reapply within the time allowed and you will have to return home. The University accepts no responsibility for this in any circumstances
7. you understand that it is your responsibility to make arrangements to provide your biometric information to the UKVI within their specified deadlines. The University cannot assist you with this requirement
8. you understand that it is your choice whether you take advice from IET. By signing this agreement you are agreeing to take the advice provided by the adviser. If you choose not to take advice then we will not be able to help you.

### **The University's obligations to you under this agreement:**

The International Experience Team will:

1. provide the service with reasonable care and diligence in a courteous and fair manner. The advice is provided in good faith based on what you tell us and our knowledge of the immigration system. The University cannot and does not accept responsibility for the outcome of any application you make based on the advice you receive from IET advisers. The University does not accept any liability for any financial losses suffered if your visa application is refused and/or if you cannot re-apply, but will consider complaints about its service as below
2. advise you of any additional action you need to take, or provide you with information on where you may obtain more specialist advice
3. respond to your complaints. If you are dissatisfied with the service you receive please speak to the Head of International Experience and/or refer to the University Student Complaints Procedure at <http://students.shu.ac.uk/rightsrules/regs.html>. Our immigration advice services are regulated by the Office of the Immigration Services Commissioner (OISC) and you can complain directly to them. You can obtain details from [www.oisc.gov.uk](http://www.oisc.gov.uk)
4. keep your personal data confidential and not disclose data except where we have a legal obligation to do so, or you have provided your consent. Confidential information will be kept and disposed of securely according to the University Data Protection Policy.

I give my consent to IET to make enquiries on my behalf and share my details with UKVI (tick box)

Student Name: .....

Signature:.....

Date Of Birth: .....

Date: .....