

Immigration and Asylum Act 1999 Regulation of Immigration Advice and Services

University of Greenwich Immigration Advice Service

Management policies and structures 2009

1. This statement has been produced to demonstrate the University's compliance with parts of paragraph 152 of the Code of Standards issued by the Immigration Services Commissioner in accordance with the requirements of Schedule 5 of the Immigration and Asylum Act 1999.
2. The University of Greenwich is exempt from the general prohibition on the provision of immigration advice and services imposed by the Immigration and Asylum Act 1999 because it falls within one of the categories specified in The Immigration and Asylum Act 1999 (Part V exemption: educational institutions and health sector bodies) Order 2001 (Statutory Instrument 2001 No.1403), made under section 84(4)(d) of the Immigration and Asylum Act 1999.
3. The University offers advice and help on immigration matters to anyone connected with the university, including students and their dependents, prospective students, recent former students, academic staff, academic visitors. Those eligible to receive advice from the service are referred to as "the client group". Advice is normally offered only to members of the client group. The university has approximately 3,700 international students who form the bulk of the client group.
4. Advice is provided by the International Student Advice Service (ISAS), comprising of the International Advisers, their manager, and the Student Information and Advice Officers in the Student Centres. The International Advisers (ISAs) are Isaac Ifinnwa and Martin Donkin. The Student Information and Advice Officers (SI&AOs) are Angela Ware, Amanda Cappuccio, Jane Gates and Katie Jenkins. The Campus Head of Student Affairs, Jane Bland, manages service. Advice is offered free of charge and without discrimination. All staff are expected to operate within the UKCISA/AISA Code of Ethics.
5. The ISAS aim is to see a client seeking advice, within 10 working days. The ISAs are competent to provide advice at Levels 1 and 2 of the OISC guidelines. The SI&AOs can provide advice at Level 1. other members of staff in the Student Centres can book appointments, distribute guidance notes, contact students when passports are ready for collection etc.
6. The job description and person specification for the ISAs and the SI&AOs are held by the manager of the service. If an ISA or SI&AO is recruited the job description and person specification will be reviewed to ensure that they specify the required skills, knowledge and experience for the posts. Recruitment arrangements will be subject to the University's procedures and equal opportunities policy as in force at the time.
7. The ISAS aims to provide immigration advice and services covering general casework on immigration matters at Levels 1 and 2. The service will not advise on matters relating to asylum applications or otherwise outside the competence of the advisers. However they will help to identify practitioners competent to provide such advice and services. To this end the advisers keep a list of other advisers in the area who are members of designated professional bodies, or who are registered with the immigration Services Commissioner or hold the Commissioner's certificate of exemption and in particular members of the Community Legal service, including advisers who may be able to provide advice without charge.
8. If needed, help with interpretation would be sought from other members of staff or students acceptable to the client.
9. The ISAs and SI&AOs work in the Office of Student Affairs. The Campus Head of Student Affairs, Maritime Greenwich Campus is responsible for overseeing their compliance with procedural aspects of the Code of Standards including, communication with clients, record keeping, confidentiality, participation in training, complaints procedures and client satisfaction surveys. The ISAs meet regularly for casework discussion with the Campus Head. The ISAs produce an

annual report which includes a statistical analysis of the number of clients advised, the matters advised on and the outcomes, where known.

10. The ISAs and SI&AOs are subject to the University's normal conditions of service for support staff, including its disciplinary and performance appraisal and feedback procedures, which have been agreed with the recognised trade unions. Details of these procedures are available on request.
11. The international advice service is funded by the University as part of the budget of the Office of Student Affairs. The budget is determined annually through the University's normal budgetary procedures. The service is subject to the University's own internal and external audit procedures and, ultimately, the National Audit Office. The service's accounts are subsumed within the audited and published accounts of the University as a whole. Major decisions about the advice service, such as a decision to increase or reduce the number of staff would be taken by the Director of Student Affairs, in consultation with the Campus Head of Student Affairs.
12. The advice service Complaints Procedure is set out in Annex A. The Complaints Procedure incorporates both the University complaints procedures and the OISC complaints procedures.
13. The University of Greenwich is a member of UKCISA and subscribes to the UKCISA Manual. The UKCISA telephone advice line provides the ISAs with second tier advice. ISAs are kept up to date on immigration matters by UKCISA Briefings, UKCISA and AISA training events and regular contact with the UKBA. Details of the training attended by the ISAs and SI&AOs is held by Jane Bland. Their training needs are reviewed annually.
14. Client satisfaction surveys will be undertaken annually.

Statement dated: 15th January 2009

Review date: July 2009

University of Greenwich International Advice Service Complaints Procedure

The International Student Advice Service aims to provide helpful and appropriate advice to our international students. If we fail to do this we want to know about it so that we can respond effectively and promptly to any dissatisfaction that has arisen. For this reason the University provides a number of options for you to inform us of your concerns. Please see the leaflet 'Compliments, Comments, Concerns, Complaints' which is held in the Student Centres. This explains how you can deal with a complaint.

If this does not resolve your complaint you can use the formal complaints procedure which is also available in the Student Centres or on the web.

The University would hope to resolve any matters at one of these stages.

Immigration advice given by the University is subject to the Code of Standards as set out by the Office of the Immigration Services Commissioner. The Office of the Immigration Services Commissioner has a complaints scheme which you can also use. A leaflet about the scheme and how to complain is available from:

The Office of the Immigration Services Commissioner
5th Floor
Counting House
53 Tooley Street
London SE1 2QN
Tel: 020 7211 1500
Email: info@oisc.gov.uk

It can also be found on the web at
www.oisc.org.uk

