



## Immigration Advice at LSE – January 2025

The Student Advice and Engagement Team works within a strict code of confidentiality as outlined in GDPR and following the [Immigration Advice Authority](#) (formerly OISC) code of standards. LSE is a member of the [UK Council for International Student Affairs](#) (UKCISA) and we subscribe to the UKCISA / AISA Code of Ethics.

We are regulated to give immigration advice under Immigration Advice Authority guidelines. They are an independent organisation that monitors immigration advice and services. We attend regular training to be able to do this. We may need to refer you externally if your question is outside our area of expertise.

Any information about you is kept confidential to the service. You can find out more about the members of the team and our confidentiality policy [here](#). Not all members of the team are trained immigration advisers, so you will always be directed to speak with the dedicated immigration advice staff on the team.

### What can you help me with?

Our team can help you with immigration issues relating to studies in the UK. We offer advice on areas such as applying for a Student visa, working in the UK on a Student visa, change of circumstances, visa errors, lost/stolen visas, etc. Our team also manages UKVI compliance for students and we can advise when you will receive your CAS if you are an enrolled student, but we do not issue the CAS numbers for offer holders. You will need to speak to the relevant Admissions Team.

Our service is only available to LSE applicants with an LSE ID number, offer holders, enrolled LSE students and those with a valid LSE Student visa. If you are an alumnus and do not meet the above categories, we will be unable to assist you beyond the expiry date of your LSE sponsored Student visa. We are unable to advise potential employers on working options for alumni.

### Can you advise my family, Study Abroad adviser or friend instead of me?

We are only able to advise you directly as you are the visa holder/applicant. We can speak to a third-party after you have given consent but will copy you into the advice.

### How can I get advice?

You should check the [webpages](#) first. If your questions are not answered within our guidance, please contact the team using our specialist [visa advice query](#) form.

### I would like an appointment; how do I book?

Appointments can be provided in-person or virtually. If you require an appointment, please contact the team using our online query form. Depending on the nature of your query, we are not always able to provide an appointment and we may advise that email is better initially, especially if there is a lot of complex information we need to provide you.

We guarantee one, 30-minute appointment for students engaged with our Student Wellbeing Service.

Please let us know if you wish to cancel your appointment in advance of it taking place.

### Can I speak to someone in person at Quick Consultations?

You can speak to a member of the team from 1:00pm to 2:00pm in the Student Services Centre on Mondays, Wednesdays, and Fridays. These are bookable in advance up to four hours before the session. You can only book one consultation at a time. We cannot guarantee that if you do not have an appointment, we will be able to speak to you.

### Is there another way to get an answer to a quick question?

Specialist Visa Advice Live Chat takes place on Tuesdays and Thursdays from 3:00pm to 4:00pm.

Live Chat is not intended to be a replacement for an appointment and you will have a maximum of 10 minutes with an advisor to allow for multiple Live Chat appointments for other students. If you have multiple or complex questions, the team will ask you to complete an enquiry form.

### Do you keep a record of advice?

All queries are stored on our customer relations system Salesforce. However, access is limited to only specialist immigration advisers and leadership within the Student Services Centre. Other staff in Student Services are unable to view your queries, including members of the Student Advice and Engagement Team who work on immigration compliance or non-immigration advice. We are required to keep these records under the Immigration Advice Authority guidelines.

### **My query is urgent. How quickly will you reply to me?**

Our standard response time is currently three working days for initial queries and any follow-up responses you send. Receiving a response does not necessarily mean you will then receive automatic replies to further emails unless your case is urgent. Urgent cases will be prioritised, by the team and we assess the urgency based on other cases.

We regret that we cannot prioritise a case because an enquirer has marked it as urgent. We appreciate all cases are urgent to the enquirer, but the team often manages a number of complex cases at the same time.

We understand that every query is important and we reply as soon as we can. Sending multiple queries or chasing a response will not expedite the handling of your case. Your patience in awaiting a reply would be appreciated.

We are unable to guarantee that a case will be expedited because your department has contacted us on your behalf. We will only expedite cases directed to us from a department, if they are complex or assessed as urgent by our team.

From May to October, our standard response time is five working days for an initial response and follow-up emails due to it being the peak period for immigration advice and compliance.

### **Can I contact Student Advice and Engagement Team staff members directly?**

We monitor enquiries closely, therefore you should contact the team via the specialist visa advice enquiry form, rather than individual staff email accounts. If you have already been in contact with the team, the same staff member will continue to advise you except when unavailable, or the case is escalated to the Head of the Team, in which case another staff member will take over so that you receive a timely reply to your query.

### **I want to receive advice by telephone, what is the number?**

Unfortunately, we do not have a telephone number where you are able to contact the team for advice.

### **Can you give me advice about applying for a visa to another country?**

We can only provide immigration advice for study-specific immigration in the UK. We are not qualified to advise on visas for other countries. You should always contact the embassy of the country you are visiting or the host institution if you are going on exchange.

### **Why do you keep telling me to read the guidance first, rather than just answering my questions?**

We have [detailed guidance available](#) based on your location and specific level of study. Much of our guidance is based on feedback and FAQs from students so it is likely that you will find the answer to your question there. If the guidance doesn't answer your question, contact the team at that point.

If your question is answered in our guidance, we will always refer you there first.

### **I'm a Student visa holder/have Pre-settled Status. Can you give me advice about settlement?**

Regrettably, we are only able to provide advice relating to study-related immigration. If you require advice about this or another non-study related immigration permission, you can find external advisors at:

- [OISC](#)
- [ILPA](#)

### **Can you help me with my application for the Graduate Route and any issues I have with this visa?**

We provide LSE specific guidance on the Graduate Route so that you know when you can apply and where to find the application in relation to LSE procedures. However, we do not provide a service to help you submit the application form. We are also unable to assist with any issues you may have with this visa e.g. incorrect details or expediting an application, as this is outside of our remit.

### **Where can I make a complaint about advice I have received?**

LSE's complaints procedure can be found [here](#).

The Immigration Advice Authority complaints process can be found [here](#).