



Immigration Advice at LSE – March 2023

The Student Advice and Engagement Team works within a strict code of confidentiality as outlined in GDPR and following the Office of the Immigration Service Commissioner (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 OISC guidelines. OISC (Office of the Immigration Services Commissioner) is 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 [here](#).

I have a question about visas, how can I get advice?

You should check the [webpages](#) first. They contain detailed guidance about a range of immigration issues such as applying for a Student visa and working in the UK. If your questions are not answered within our guidance, please contact the team using our specialist [visa advice query](#) form.

What can you help me with?

The Student Advice and Engagement Team can help international students with immigration issues relating to studies in the UK. We offer advice about subjects like applying for a Student visa, working in the UK, 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 or Start-up visa. If you are an alumnus and do not meet the above categories, we will be unable to assist you.

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. Unfortunately, we are not always able to provide an appointment and in some instances we may advise that email is better, especially if there is a lot of complex information we need to provide you.

We may be able to see students who have not booked an appointment, depending on the nature of their query. However, we are unable to guarantee this and it is better to contact us in advance.

We guarantee one, 30-minute appointment for students registered with our Disability and Wellbeing Service.

Please let us know if you wish to cancel your appointment.

Can I speak to someone in person at Drop-in?

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.

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

The ISVAT Live Chat will take 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.

Can you advise my parents/employer/friend/relative/Study Abroad adviser 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.

Do you keep a record of advice?

We keep all emails and a drop-in log with notes of the enquiry and advice. We are required to keep these records under the [OISC 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 understand that every query is important and we reply as soon as we can. Sending multiple queries or chasing a response will not speed it up. 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 due to it being the peak period for immigration advice and compliance.

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

The visa advice account (where the online enquiries are received) is monitored closely, therefore you should contact the team there 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?

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

We are able to offer Zoom or Team meetings, but depending on the complexity may request your permission to record them to ensure all queries are followed up.

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](#)

I'm an EU/EEA national; can ISVAT help me with immigration related applications?

We are happy to help EU/EEA/Swiss nationals with queries and have detailed advice available here: <https://info.lse.ac.uk/current-students/immigration-advice/eu-eea-nationals>

We are unable to advise on how to apply for Settled Status, especially if you have complex absences. You may find the following organisations can assist with a query on EU Settled Status:

- [AIRE Centre](#)
- [Settled.org.uk](#)

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 on your BRP, as this is outside of our remit.

You can find external advisers at:

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