

## **International Student Advice Team (ISAT) - Statement of Service to Students**

This statement outlines the level of advice and support that ISAT is able to provide to assist international students with immigration and welfare related issues. The service is available to all prospective and current international students of Oxford Brookes University.

### **What Advice and Information can ISAT provide?**

- All advice and information is in line with UK Council for International Student Advice (UKCISA) Code of Ethics for those advising international students  
[www.ukcisa.org.uk/Info-for-universities-colleges--schools/About-UKCISA/Membership/Codes-of-practice/](http://www.ukcisa.org.uk/Info-for-universities-colleges--schools/About-UKCISA/Membership/Codes-of-practice/)
- UK immigration procedures and visa extensions that allow students to study or continue their studies at Oxford Brookes University, in line with the OISC Code of Standards [www.oisc.gov.uk/](http://www.oisc.gov.uk/)
- Employment regulations during studies
- General academic matters
- Living and studying in the UK
- Financial matters
- Any other welfare related issues

### **What can you expect from our service?**

- Immigration advice - our advisers are authorised and trained to provide advice and information at Level 2 of the OISC Code of Standards (excluding matters related to asylum and appeals). If we are unable to advise you, we will refer you to a suitable alternative source of advice
- Advice is free of charge, non judgemental and without discrimination
- Information about you will be treated as confidential. We will not talk to anyone else about your situation without your permission, unless what you tell us is a breach of your Tier 4 visa conditions.
- If you have problems accessing our service we will try to make arrangements that are suitable for you
- If you email us for advice, we will aim to reply to you in one to two working days
- If for any reason we have to cancel or change an appointment, we will try to let you know

### **What do we expect from you?**

- If an appointment is made, you will do your best to keep it, and let us know as soon as possible if you are unable to attend
- You will provide us with all the information/documents we request in order that we may provide you with the appropriate advice and information for your needs
- If the advice or information that you require relates to a UK visa extension, you must come and see us at least 4 weeks before your current visa is due to expire

### **When can you see an adviser?**

- A drop-in advice service operates Monday-Friday throughout the year  
During the drop-in you can receive 15 minutes of information/advice from an adviser, if you need more time, they will book you a longer appointment to come back at another time

### **How to contact us**

- In person: Student Central, John Henry Brookes Building, Gipsy Lane Site
- By telephone: +44(0)1865 484681
- By email: [isat@brookes.ac.uk](mailto:isat@brookes.ac.uk)

### **How can you help us improve our service?**

- We welcome your suggestions for improvements and would like you to let us know what you think of our service:  
<https://docs.google.com/a/brookes.ac.uk/forms/d/1tZzxXigi4ObpLMG0OOb-dS42k7wC9JLLAmfKDpYaAeA/viewform>



Immigration advice and services regulated by the Immigration Services Commissioner