

CLIENT CARE AGREEMENT FOR INTERNATIONAL STUDENT ADVICE

Your agreement to these terms is implied when you engage the services of the International Student Advice service.

We, International Student Advice, agree that:

We will keep you informed of the progress of your application/case, any action that we have taken on your behalf, and advise you about any additional action you need to take. We will contact you via your University email address.

We will advise you of any correspondence we receive regarding your application/case within 3 working days of receipt.

We will provide you with details of alternative sources of help if we are unable to assist you with your enquiry/application due to the limitations of our service.

We will provide you with reasons if we have cause to refuse to support a visa application on your behalf. This may occur if we assess that the application does not meet the conditions required and is therefore likely to be refused.

We will keep a confidential record of your application, our advice, and all actions taken. We will provide you with a copy on your request.

We will respect your confidence at all times except where we have a legal obligation to disclose details of our discussion or where we have serious concerns for the wellbeing of yourself or other people.

We will make every effort to ensure that the immigration advice we give is accurate and up-to-date.

You (the student) agree, when engaging International Student Advice services, that:

Your immigration status is your responsibility. Whilst the advisers make every effort to ensure that the advice they give is accurate and up-to-date, you accept that the University of Plymouth shall not be liable in any way if an immigration application is refused.

You will regularly check your University of Plymouth email.

You will not take immigration advice from academic staff or other students.

You will inform us immediately if you change your contact details, or if there is a change in your circumstances, for example a change to your course, family, or financial situation, while we are advising you.

You will be open and honest about your circumstances.

You will retain your own copy of all documents submitted through ISA.

Our advice is free but any costs associated with a visa application (whether granted or refused) must be met by you.

The immigration advisers handling your case/application are authorised by the Office of the Immigration Services Commissioner (OISC) to provide immigration advice and services. The OISC may examine your records.

We are committed to providing a high-quality service to all our clients. However, in case you have cause to complain, our complaints procedure is on our University of Plymouth website.

If you need to contact us about any aspect of your case then please email us at internationalstudentadvice@plymouth.ac.uk

I hereby understand and agree to above terms and will click 'yes I accept' in the email sent to me.