

Statement of Service

VISA Advice

Vision

VISA Advice seeks to support international students in safely and legally undertaking a period of study with us in the UK. Moreover, we aim that their experience will be as welcoming, fruitful and fulfilling as possible and that all Swansea University students have opportunities to mix and grow with each other in a safe and nurturing environment.

Mission

VISA Advice's main area of expertise is around UK immigration, particularly relating to students and our mission is to offer first class specialised advice and information for international students and their dependants. We will also offer a dedicated advice service for non-academic, welfare-related matters and endeavour to provide opportunities that improve the international student experience and promote internationalisation both on and off campus.

We shall support all international students regardless of nationality, religion, gender, age, sexual preference or health status. Our advice shall be offered free of charge and without discrimination.

We will operate according to the [UKCISA/AISA Code of Ethics](#) and meet the strict rules and standards of the [Immigration Advice Authority \(IAA\)](#)

Our Values

CampusLife operate to a defined set of Core Values and it is an expectation that our staff are able to demonstrate a commitment to these values from the point of application through to the day-to-day delivery of their roles.

Our Values are:

We are Professional

We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality

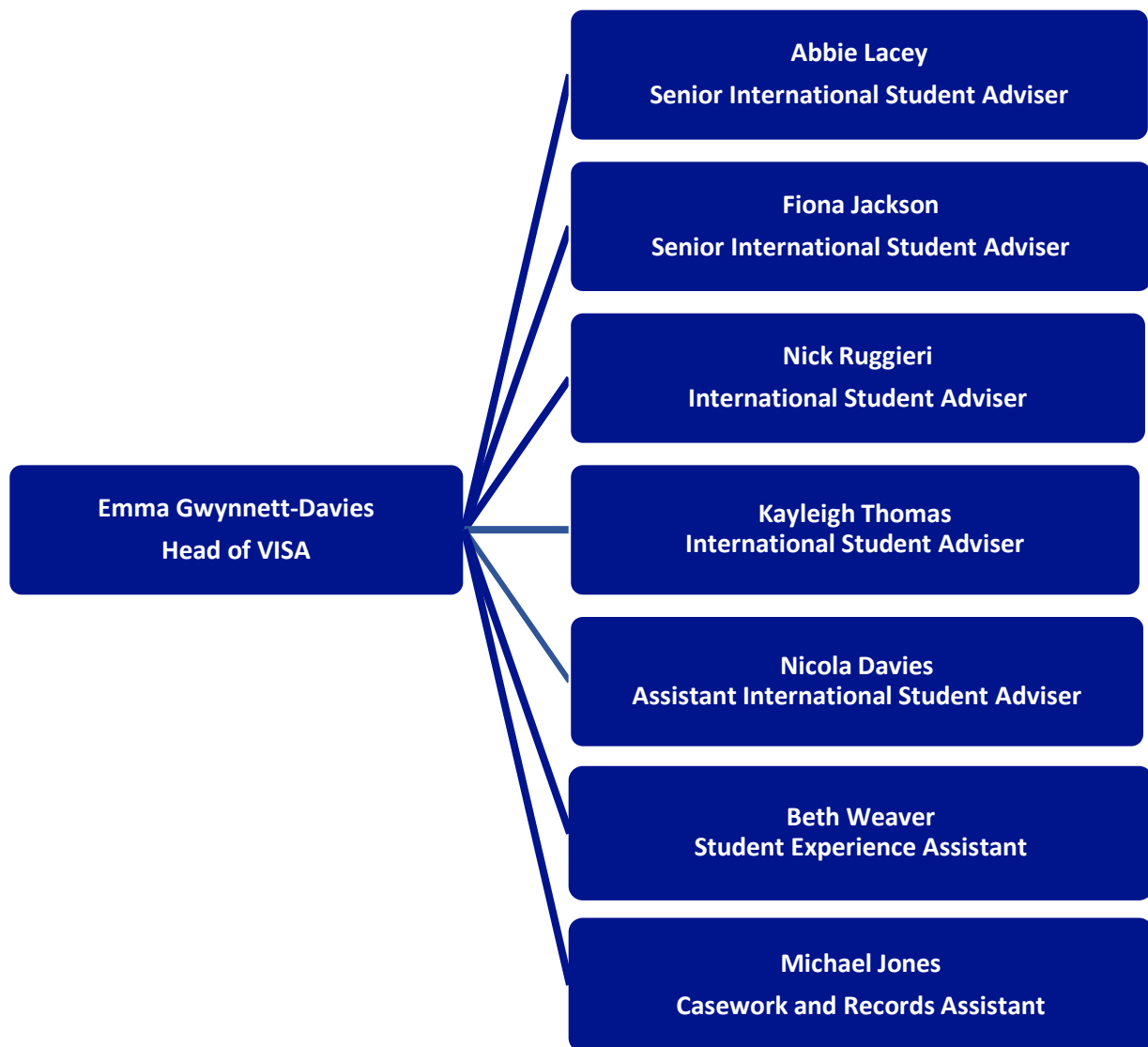
We Work Together

We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

We Care

We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.

The Team



What we offer

- Advice and information on immigration (Student Route and other student relevant categories).
- Advice and information on international student issues.
- Assistance with student visa extension applications.
- Welcome and induction activities.
- Information and advice on regulations relating to employment.
- Information and advice about daily life in the UK.
- Cultural Awareness information and training.
- Annual programme of social events and activities.

What you can expect

- Informed, impartial, non-judgemental and confidential advice.
- A Student Life area will be available at certain times. Please check our website for up to date times.
- Helpful and welcoming staff who update their knowledge and skills through professional development, attendance at relevant training events and by membership/accreditation of relevant professional bodies.
- Information, advice and guidance provided through:
 1. Drop-in sessions available at our Singleton and Bay Campuses (as advertised on our main website [here](#))
 2. Live Chat sessions available (as advertised on our main website [here](#))

3. A dedicated email address. We endeavour to respond to all email enquiries within **five working days**.
 4. Social media accounts on Facebook, Twitter and Instagram to interact with our service and engage with the latest news, event information, and signposts to us and external resources (we do not provide specific advice and guidance through our social media channels):
 - Facebook: <https://www.facebook.com/CampusLifeSU/>
 - Instagram: <https://www.instagram.com/campuslifesu/>
- Where the staff member may be absent, an out of office message (bilingual wherever possible) will detail when they will return to the office and who to contact in their absence.
 - Advise you during extremely busy times when we may not be able to meet all service standards.

What we expect from you

- It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.
- That you treat our staff with respect in line with University regulations and codes of conduct.
- That you explain what your query is about and provide us with as much information as possible.
- That you are responsible in providing all necessary documentation in a timely fashion to enable us to respond to your enquiry.
- That you respond to any written, telephone or email request for information in a timely fashion.
- That you make us aware of any changes to your circumstances, including changes to your address and email contact details.
- That you attend appointments on time or inform us if you are going to be unavoidably late.
- That you engage with and act upon advice received.

We cannot assist you with

- Requests for information, advice and guidance outside of our advertised service hours. VISA Advice is a day-time service and does not provide a direct out of hours service for students to contact. Out of hours concerns (emergencies only) should be directed to Swansea University Security.
- The immediate management of serious incidents and emergencies. This is a responsibility of statutory services such as the Police and the NHS. VISA Advice does not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.
- Complex immigration cases that are outside of an Advisers' remit under the Immigration Advice Authority (IAA). These might be relating to: non-Student Route visas; work permit/visa applications; residency; asylum; applications outside of the rules; personal travel visas; applications made overseas or cases relating to a student's family members or friends.
- Personal advocacy support or assertions. Including but not limited to: University advocacy relating to appeals or complaints; personal references for employment or other purposes or official document verification requests.

Feedback

We value feedback from students, colleagues and other stakeholders. Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by offering your comments and suggestions via email and responding to our requests for feedback via regular surveys and focus groups sessions.

You could also fill in a VISA Advice Feedback Card accessible via the Student Life waiting area at Singleton Campus or via The MyUniHub at Bay Campus.

The service is completely anonymous. We do not share the information you provide with any third parties, and we protect it in accordance with the Data Protection Act.

Emma Gwynnett-Davies

Head of VISA

Contact Us

Student Life / Bywyd Myfyrwyr
Swansea University / Prifysgol Abertawe
Talbot Building / Adeilad Talbot
Singleton Park / Parc Singleton
Swansea / Abertawe
SA2 8PP



Swansea
University
Prifysgol
Abertawe

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Bywyd Myfyrwyr