Newcastle University visa drop-in service
Level 2, King’s Gate, Newcastle University

TERMS AND CONDITIONS OF THE VISA TEAM SERVICE

Dear Student

Your Immigration Advisers at Newcastle University are Tracey Aston, Hena Mookerji, Jamie Stogden and Miriam Orridge. They can be accessed at the above address. They are authorised to provide immigration advice and services as regulated by the Office of Immigration Services Commissioners (OISC). The OISC sets the standards to which services and advice must comply. For further information about OISC, please see: www.oisc.gov.uk. Services are offered free of charge to all students registered at Newcastle University or students holding valid unconditional offers for study at Newcastle University. Where individual cases exceed the Visa Team’s level of competency, you will be referred for external immigration advice.

Immigration Services provided by the Visa Team are:

- Advice on student visas and guidance on student visa renewal in the UK;
- Advice on student dependant visas and guidance on student dependant visa renewal in the UK;
- Submission of Tier 4 General applications in the UK through the ‘Student Batch Scheme’ subject to Agreement on student visa renewal;
- Advice on immigration rules for work during studies;
- Guidance on working in the UK after studies*;
- Guidance on police registration;
- Guidance on Schengen visas*.

*The Visa Team does not check documents or application forms relating to Schengen visas or Tier 2.

Use of visa drop-in service – please read carefully

- Please do not wait to see an Adviser unless you have to! You might be able to save yourself a lengthy wait by checking the Visa Team web pages at: http://www.ncl.ac.uk/students/progress/visa/
  The above pages have detailed information about Visa Workshops, Tier 4 visas, Tier 2 and Schengen visas
- Drop-in slots are offered on a first-come, first-served basis
- Students are seen in strict numerical order! Please listen for your number. If you miss your turn, you will miss your opportunity to see an adviser on that day.
- The Visa Team reserves the right to limit the number of students seen at each drop-in session
- The Visa Team may find it necessary to curtail or cancel sessions at short notice during staff holidays/sickness or at times when demand for other visa services is high
- You may have to wait some time for a Visa Adviser to become available. Due to the varying nature of queries arising from individual students, staff are unable to predict how long you might have to wait
- The Visa Team do not check Tier 4/PBS dependant forms or Tier 2 forms at drop-in sessions.
- Local sources of immigration advice are listed at www.ncl.ac.uk/students/progress/visa/further-info.htm
- The Visa Team can only offer advice based on information given by students at the time of drop-in interview. They cannot be held responsible for inaccurate advice given the basis of withheld or false information. Students are reminded that abusive or aggressive behaviour is not appropriate and the Visa Team reserve the right to terminate a drop-in contact in the event of inappropriate behaviour.
- The Visa Team will only communicate with third parties at drop-in with prior approval.

Complaints

In the event of a complaint about the service, please refer initially to the Student Complaints Procedure at http://www.ncl.ac.uk/students/progress/about/contact.htm or you may contact the OISC by e-mailing info@oisc.gov.uk