

Visas & Financial Aid: Statement of Service

Our Services

The Visas and Financial Aid Team provide:

- **Immigration** guidance, advice, and services to admits, students, and alumni
- Guidance and support to admits and students on **financing their studies** through loans
- Management of the **disbursement of loans**, where these are sent directly to the School
- Allocation of **accommodation** in Halls of Residence (in partnership with the University of London)

Visas & Immigration

Support we <u>can</u> provide	Support we <u>cannot</u> provide
<ul style="list-style-type: none"> ✓ Student visa sponsorship and applications ✓ Visa applications for Student Dependants ✓ Financial document checks for Student visa applications (incl. dependants) ✓ Work rights and conditions ✓ Visitor visa applications ✓ Electronic Travel Authorisation (ETA) applications ✓ Graduate visa applications ✓ Visa refusals and administrative reviews ✓ Visa curtailments and termination of sponsorship ✓ Lost or stolen passports ✓ Accessing eVisas ✓ Incorrect length or conditions of permission ✓ Visit visas for family and friends to visit you in the UK ✓ Withdrawing, interrupting, or changing your programme ✓ Schengen visas for visiting Europe (guidance only) ✓ Post-study visas (eg Skilled Worker, Innovator Founder, High Potential Individual, Global Talent) 	<ul style="list-style-type: none"> ✗ Non-UK visa advice/applications ✗ Visas for studying at our campus in Dubai, or with any of our overseas partners ✗ Visas for outgoing exchange or GE ✗ Detentions and deportations ✗ Refugee and asylum claims ✗ Judicial reviews ✗ Indefinite leave to remain, nationality and citizenship applications ✗ Sponsor licence applications ✗ Non-dependant visa applications for friends and family ✗ Immigration advice to parents, employer HR teams, or other third parties

Visas & Financial Aid: Statement of Service

Financial Aid	
Support we <u>can</u> provide	Support we <u>cannot</u> provide
<ul style="list-style-type: none"> ✓ Signposting to student loan providers ✓ Certifying enrolment or admission to loan providers ✓ Arranging and/or administering the disbursement of student loans (certain providers only) ✓ Hardship Fund applications ✓ Applications for UoL Halls of Residence ✓ Advice and support with accommodation issues (this is provided via UoL Housing Services) 	<ul style="list-style-type: none"> ✗ Applications or enquiries for scholarships and bursaries – <i>these queries should be referred to the Recruitment and Admissions Team</i> ✗ Financial planning and advice ✗ Help with loan applications, including intervening directly with loan providers ✗ Advice on choosing a loan or on loan providers' processes or eligibility checks ✗ Help with paying tuition fees incl. tuition fee reductions or instalment plans – <i>these queries should be referred to the Programme Team.</i>
<p>These are not exclusive lists; if you want to discuss a matter that is not listed above, we will advise you on whether it is something we can support you with.</p>	
Who can access our services	
<p>We provide advice and guidance to:</p> <ul style="list-style-type: none"> • Admits who have accepted an offer to study at the School • Current students* • Alumni, for up to 6 months after leaving the School <p><i>*Students who withdraw or interrupt may continue to access our services for up to 6 months after leaving the School, or whilst their LBS student visa remains valid, whichever is longer.</i></p>	
How to access our services	
<ul style="list-style-type: none"> • We have comprehensive information and guidance on Canvas (for students) and LBS Meet (for admits). Please refer to this guidance before reaching out to us. <ul style="list-style-type: none"> ○ Visas and Immigration: Canvas (students) LBS Meet (admits) ○ Financial Aid: Canvas (students) LBS Meet (admits) • If you can't find the answer to your query in our published guidance, you can email us at visas@london.edu or financialaid@london.edu. • We have a limited number of appointments, which must be booked in advance. Where it is appropriate to offer support by other means, such as email, we will try to do so. • Our online booking platform is available to current students only. If you are unable to access the booking system, please email for availability. • We do not receive incoming telephone calls. 	

Visas & Financial Aid: Statement of Service

What you can expect from us

We are committed to providing you with:

- A polite and professional service.
- Timely and convenient access to appointments, both online and in-person.
- A response to emails within **2 working days**. During peak periods, it may take longer to receive a response, but we will always keep you informed.
- For complex casework, a named Advisor to manage your case. This may not be applicable in all cases.
- Accurate, relevant, and timely information.
- Access to experienced staff with the appropriate knowledge and skills.

What we expect from you

So that we can maintain the highest possible standards, we require you to:

- Act at all times with politeness, respect, and consideration.
- Provide us with all relevant information.
- Be transparent and honest in your interactions with us.
- Keep us informed about any developments in your case.
- Arrive on time for appointments. If you are unable to attend, please notify us at least 24 hours in advance.
- Adhere to any advice or instructions we provide.
- Respond to us in a timely manner.

Consistency of Advice

- For complex casework matters, you may be assigned an International Student Advisor to manage your case. This will help us deliver a consistent, high-quality service.
- Throughout the duration of your case, all correspondence and appointments will be managed by your assigned Advisor. If they become unavailable, your case may be transferred, either permanently or temporarily to another Advisor.
- If your case is closed, and we subsequently open a new case for you, you may be assigned a different Advisor.
- If you wish to change your Advisor, or would like a second opinion on the advice you have received, you can request this in writing to the Associate Director, Visa Compliance & Financial Aid at visas@london.edu or financialaid@london.edu. Please start your subject line with the words **"Escalate to AD"**

Visas & Financial Aid: Statement of Service

Charges

- All guidance, advice, and services provided by the Visas & Financial Aid Team is **free of charge**.
- We will never charge you, nor do we receive commission from any third parties.

Referrals

- If we do not have the required expertise or resource to take on your case, or where a conflict of interest arises, we may at our discretion provide you with the contact details of a reputable third-party provider. This should not be considered a referral or a recommendation.
- The School receives no referral fee, nor accepts any responsibility for the quality of advice or service provided by third parties.
- Any advice obtained from a third-party will be at your own cost and you should always undertake your own due diligence before deciding whether to instruct them.

Confidentiality

- The Visas & Financial Aid service is **not** a confidential service (unless enhanced confidentiality applies as set out below). To provide you with the best possible support, we may share information that you disclose with other departments in the School, where it is appropriate to do so.
- We will always respect your privacy and dignity. Information disclosed to us will be treated sensitively and processed strictly in accordance with the provisions of the UK Data Protection Act 2018.
- We will never disclose your information to a 3rd party external to the School without your consent, unless:
 - You disclose illegal or criminal activity (or planned illegal/criminal activity). This includes information on working otherwise in accordance with the conditions of your visa.
 - We have an obligation to do so. This could be a legal obligation or as part of the conditions of our sponsorship licence.
 - We reasonably believe that there is a serious risk of harm to you or others.
- This does not affect your rights as a data subject. Please see [here](#) for the School's Privacy Notices.

Enhanced Confidentiality

- We will tell you when you are protected by enhanced confidentiality. Unless this is made explicitly clear, there is **no expectation** that it will apply.
- Where enhanced confidentiality applies, we will not discuss your case with anyone outside of the team, unless you give us permission to do so, or one of the exceptions listed above apply.
- In the following limited circumstances, we offer an enhanced level of confidentiality:
 - One-to-one appointments with an International Student Advisor
 - Correspondence, marked as private, between you and an International Student Advisor (where this is not sent via the visas@london.edu or financialaid@london.edu email addresses)

Visas & Financial Aid: Statement of Service

Record Keeping

- Notes or transcripts from meetings, whether conducted in person or online, will be recorded for future reference and case management purposes.
- After each meeting, you will receive a follow-up summary outlining the key points discussed.
- For complex casework matters, we may compile a casefile containing copies of all relevant documents, correspondence, emails, and advice applicable to your case.
- Documents and casefiles retained by us will be stored digitally and securely disposed of in accordance with our retention policies.
- Emails sent to or received from the Visas & Financial Aid Team are kept until the end of the subsequent academic year, after which they are permanently deleted, unless they are retained as part of a casefile.
- Access to the visas@london.edu and financialaid@london.edu mailboxes is securely restricted to staff working in the Visas and Financial Aid Team.
- We do not keep original documents. If the School receives such documents, you will be asked to collect them at your earliest convenience.
- To obtain a copy of your casefile or any information we hold about you, please submit a [Subject Access Request](#).

Conflict of Interest

- As well as providing immigration advice and services, the Visas & Financial Aid team is responsible for ensuring that the School **complies with its obligations as a licenced immigration sponsor**.
- From time-to-time this may give rise to a conflict of interest. For example, if you seek advice on a matter which could otherwise impact our ability to sponsor your visa. Whilst we take reasonable measures to maintain a separation of our responsibilities for advice and compliance, we cannot guarantee that:
 - The information you share with us will not be used within the team for the purpose of immigration compliance.
 - The advice we provide you is wholly in your **own** best interests, as it may also take the needs of the School into account
- We will endeavour to warn you when a potential conflict of interest may apply, so that you can decide if you would prefer to find an independent [registered immigration Advisor](#).

Disclaimer

- The level of advice and services we provide may be limited by our expertise and [professional competencies](#).
- Whilst we will always endeavour to provide you with accurate and up-to-date advice, immigration rules change frequently. Our advice will be based on the rules and guidance in place at the time and could be rendered out of date by policy changes.
- We cannot be held responsible if our advice is rendered inaccurate or out of date due to a change in regulation or policy. You should always refer to official sources for the most current information.

Visas & Financial Aid: Statement of Service

- **You** are ultimately responsible for complying with the terms and conditions of **your** visa or permission to enter/stay in the UK. We will help you understand these conditions but cannot accept responsibility if you fail to adhere to them, whether intentionally or accidentally.
- Our advice is based on the information you provide to us at the time. We accept no responsibility for any advice given based on withheld, misleading, or inaccurate information.
- The guidance we offer does not constitute financial advice.
- Where we signpost to student loan providers, this does not indicate an endorsement, recommendation, or approval by the School.
- We do not have a Preferred Lenders List. You are free to choose any loan that meets your needs, including from providers who are not listed on our funding tool.
- Student loans are a significant and long-term financial commitment. You should do your own due diligence and check the terms and conditions of any loan carefully.
- Individual circumstances can vary. The guidance we provide is for your own personal reference only.
- We cannot be held responsible for the actions of any third-party, including loan and accommodation providers, government agencies, or external organisations.

Feedback

- We are always keen to improve our services. If you have suggestions about our service, please email us at visas@london.edu or financialaid@london.edu.
- From time-to-time we may ask you to provide feedback on the service you have received. Any information we collect will be anonymised and used to enhance the services that we offer.

Complaints

- If you have a concern with the level of service you have received, the best thing to do is to speak to your Advisor in the first instance. Most concerns can be addressed informally and quickly at this stage.
- If you cannot, or do not feel comfortable resolving the matter with your Advisor, you may refer the matter to the Associate Director, Visa Compliance & Financial Aid at visas@london.edu or financialaid@london.edu. Please start your subject line with the words **“Escalate to AD”**
- If you are unable to resolve your complaint informally, you may raise a formal complaint via the [Student Complaints Policy](#).

Regulatory Information

- Immigration advice and services are regulated by the [Immigration Advice Authority \(IAA\)](#).
- The School is **exempt from registration** with IAA, but the immigration advice and services we provide are given in full-accordance with [The Immigration Advice Authority's code of standards](#) and the [UKCISA Code of Ethics](#).
- Financial advice is regulated by the [Financial Conduct Authority](#). The School does not offer financial advice, and we are not regulated or authorised to do so.

Visas & Financial Aid: Statement of Service

Other Sources of Information

- The School is a member of the [UK Council for International Student Affairs \(UKCISA\)](#). They have a lot of useful information for international students published on their website.
- You can contact [UKCISA directly for independent advice](#).
- The [UK Visas and Immigration](#) website is where you can find the official guidance, links, and resources for all UK immigration matters.

Date of Revision

Next revision due: March 2026