

## **Statement of Service – International Student Support**

The International Student Support team is committed to providing the highest standard of support to Imperial's international student population. We provide specialist immigration advice for applicants, students and recent graduates as well as running a programme of webinars, trips and events to foster integration, friendship and community.

### **Service hours**

Our team will be available to offer advice on email or via MS Teams: Monday - Friday 09:30-17:30. To request an appointment on MS Teams please email [international@imperial.ac.uk](mailto:international@imperial.ac.uk).

### **In-office hours**

The ISS office will be open from Monday – Friday 10:30 – 15.30 for quick queries. If you require more in-depth advice please email us to request an appointment.

Please note the office is closed on Saturday, Sunday, UK public holidays and College closure days

### **Our service**

Our service is offered through a number of mediums to suit the ever-changing needs of our students:

- provision of written advice by email

Written advice ensures information is clear, can be retained and can be digested over a period of time by the recipient. We can provide quotes and links from guidance and the Immigration Rules to support our advice.

- Visa check appointments via MS Teams

We can offer one-to-one support with a specialist adviser. This facility ensures that students do not have to take time to travel to different campuses (if not based at South Kensington) and we can better support our student population who are not currently in the UK

- in-person appointments

At set times during the week we will have advisers available in South Kensington to see students face-to-face should that be their preference

- Webinars/ workshops

We will offer a suite of online webinars/workshops for students on a range of immigration and non-immigration topics

-Trips and Events

We will offer a programme of subsidised trips and events open to all students of the College. This will include London Theatre, Historic Royal Palaces, Houses of Parliament, Kew Gardens amongst others.

**-Orientation and induction**

We will provide a range of induction activities both in-person on campus and online. The addition of online induction activities will enable us to better support students who are based at different campuses and also those starting outside of the main start of term.

**-Website**

Our website is kept up to date with a range of information and guidance covering both immigration advice and the international student experience.

**-Social Media**

We have an active social media presence on Instagram and Facebook. This enables us to celebrate our international community, promote events, highlight important information and run competitions of interest to our international students.

**-ISS newsletter**

We will produce a termly newsletter for students as an opportunity to promote activities, run articles of interest to our international students and to promote our service.

**Please note**

We are not able to provide in-depth advice on the following areas: asylum applications, settlement applications, citizenship applications, applications for visas to other countries.

*Immigration advice provided is up-to-date at the time the advice is given. Please be aware that the Immigration Rules are subject to change at any stage.*