

UniLife – At the heart of your student experience

## Statement of Service

### Mission

International @UniLife provides information and advice on non-academic matters, including immigration advice and services, to all international (non-UK) students and recent graduates of Swansea University or ICWS and their dependants, as well as to prospective students, educational agents, staff members and other parties involved in the university's internationalisation strategy.

International@UniLife supports all non-UK students regardless of nationality, religion, gender, age, sexual preference or health status. Advice is offered free of charge and without discrimination.

As part of UniLife, International@UniLife supports University aims in respect of recruitment, widening participation, retention, and progression, and is **committed to students achieving their full potential and enhancing their student experience.**

International @UniLife operates according to the UKCISA/AISA Code of Ethics and meets the strict rules and standards of the Office of the Immigration Services Commissioner (OISC).

### Our Vision and Values

Our vision is for every international student to have access to the support offered by International@UniLife to ensure their experience at Swansea University is positive and successful. Guiding this vision is a set of departmental values, which complement the values of the institution:

**Excellence & Innovation:** We are a professionally skilled team who develop and deliver innovative, high quality, student focused services to support individual students' learning, aspirations and potential. To promote this, we support the development and wellbeing of our staff and encourage creativity and innovation in the workplace.

**Diversity, Inclusivity and Respect:** We are a diverse group of individuals who work to support all students, to break down perceived barriers and to promote a strong community ethos based on dignity, respect and fairness. We actively support widening access and community cohesion.

**Honesty & Integrity:** Our primary concern is the best interests of students. We provide information on available options and offer confidential advice and guidance within appropriate professional boundaries to support autonomous decision making. Our decision making processes are open and transparent.

**Partnership & Teamwork:** We work as one team, within appropriate boundaries of confidentiality, with students, other University Professional Services, Colleges, the Students' Union, partner institutions and external agencies to ensure a holistic approach to the delivery of an excellent experience for every student.

**Sustainability:** We stand alongside students, providing the individual support that is needed to encourage and enable them to support themselves as global citizens and contribute to a sustainable future. Our operations aim for sustainable use of resources.

## What we offer

ISAS offers information, advice and services in the following areas.

- 1 Immigration advice and services.
  - A Comprehensive advice on the following UK visa types:
    - Tier 4 student
    - Dependant of Tier 4 student  
In the case of Tier 4 only, International@UniLife provides a visa extension service for in-country students and their dependants. If we deem it appropriate, International@UniLife will support an enrolled student to request an administrative review if a visa extension is refused.
    - Short-term student
    - Tier 1 (Graduate Entrepreneur)
    - Academic Visitor
  - B Basic advice and information on the following visas:
    - Tier 1 (other than Graduate Entrepreneur)
    - Tier 2
    - Tier 5
    - Schengen visa
    - Student visa for other EEA member states
    - Student and visitor visa for non-EEA states
- 2 Finances
  - Opening a UK bank account
  - Tuition fee status

- Sources of potential funding for studies
- The University's International Students Crisis Fund
- Council tax

### 3 UK Legal matters

- Driving
- Harassment and discrimination
- Dealing with the Police
- Schooling for the children of students
- Employment

### 4 UK Health care

- Payment of the Immigration Health Surcharge
- Entitlement to National Health Service treatment
- Use of health services
- Registration with a General Practitioner

As well as providing the information and advice services listed above, International@UniLife aims to make the international student experience at Swansea University a positive experience for all students by doing the following, in cooperation with colleagues in the University, ICWS and the Students Union:

- Providing a welcome and orientation programme at the start of each semester
- Supporting students experiencing culture shock and going through cultural adaptation
- Briefing outgoing study and work abroad students
- Supporting students to initiate and participate in non-academic social and cultural activities
- Running focus groups and surveys to gain feedback on students' experiences in order to improve our services

## What you can expect and have access to:

- Informed, impartial, non-judgemental and confidential advice.
- Helpful and welcoming staff who update their knowledge and skills through professional development, attendance at relevant training events and by membership of relevant professional bodies.
- Individual advice through appointments
- Regular workshops to prepare you for a Tier 4 visa application
- Information and advice from a dedicated International@UniLife email address and International@UniLife website which is regularly checked and updated:
- The International Student Handbook, updated annually and available for download on our web pages.
- Information leaflets which cover the questions most frequently asked by international students. All leaflets are available for download on our web pages, from UniLife reception and from Student Hubs.
- Referral to other sources of information and advice both internally and externally as appropriate.

- The opportunity to give feedback and comments on the Service and make suggestions or recommendations for improvements.

## What we expect from you

- That you keep appointments and attend any events that you have booked in advance.
- That you let us know in advance if you cannot make an appointment.
- That you bring any relevant documents and give us all the relevant information we need in order to provide you with the appropriate advice and information to meet your needs.
- That you take all advice given and take reasonable steps to keep yourself within UK immigration law and other relevant legislation
- That you treat service staff with respect in line with University regulations and codes of conduct.
- That you make us aware in advance of any special needs you may have.

## We cannot assist you with

- Legal advice or legal representation, unless we agree that it is a matter in which we are sufficiently competent to represent you.
- Advocacy at University Boards or Appeal Hearings.

In all cases, International@UniLife reserves the right not to offer its services if we have evidence that an enquirer has withheld relevant information from us or is or has engaged in any illegal activity. International@UniLife also reserve the right not to offer some or all of the above services to students not currently enrolled on a Swansea University programme.

## Contact Us

International @UniLife / MyfyrwyrRhyngwladol@BywydTawe

Swansea University / Prifysgol Abertawe

UniLife / BywydTawe

Keir Hardie Building / Adeilad Keir Hardie

Singleton Park / Parc Singleton

Swansea / Abertawe

SA2 8PP

Tel / Ffôn: 01792 602000

Email / E-bost: [international.unilife@swansea.ac.uk](mailto:international.unilife@swansea.ac.uk)

[www.swansea.ac.uk/isas](http://www.swansea.ac.uk/isas)

***This Statement of Service was last updated in May 2015.***