

## Client care & Conditions of Service

### *To be completed and submitted along with all Skilled Worker & Temporary Work – Government Authorised Exchange CoS application forms*

This agreement sets out the terms under which the University of Oxford Staff Immigration Team is able to provide immigration services to you. The Staff Immigration Team's Conditions of Service can be found on the following pages of this document. Please read this agreement including the Conditions of Service in full before signing and dating to confirm that you agree to these conditions. If you do not understand anything or have any queries you should contact the Staff Immigration Team for clarification before signing. Full contact details for the Staff Immigration Team can be found on the University of Oxford [Staff Intranet](#) or obtained from the HR representative in your department or college.

#### **Agreed provision of advice & assistance**

The University's Staff Immigration Team has agreed to process your Skilled Worker or Temporary Work – Government Authorised Exchange (GAE) Certificate of Sponsorship (CoS) application, issue a CoS (assuming the relevant requirements have been met), and advise and assist you with your Skilled Worker or GAE visa application and dependant applications. This advice and assistance will include advice in relation to the relevant requirements and completing the application, and (if required) checking the application before it is submitted to the Home Office. The Staff Immigration Team will also do what they can to assist in cases where an application is delayed or refused.

Either Angelina Escott, Kara Updale, Lyn Davis, Paul Deeble, Richard Birt or Sufia Nadeem will be the lead advisor dealing with your case.

In the absence of your lead advisor during any part of your application/case, another advisor will be able to assist, and will respond to any queries placed to your lead advisor.

**When you have read and understood the agreed provision of advice & assistance above and the following three page Conditions of Service please print, sign and date and return to the Staff Immigration Team to confirm your acceptance.** This is required before we are able to proceed with your case.

Signed:

Name:

Date:

## CONDITIONS OF SERVICE

### OUR REMIT

The Staff Immigration Team (SIT) is part of the University of Oxford. The SIT team provide free and impartial advice on immigration matters relating to current and prospective employees, visitors and their accompanying dependents. Our remit includes:

- Advice and assistance relating to Global Talent, Skilled Worker, and Temporary Work - Government Authorised Exchange applications
- Visa renewals or changing visa status
- Assistance with rejected applications or lost documents
- Advice on the terms and conditions of your visa
- Guidance on the requirements, and application process, for Indefinite Leave to Remain/ settlement
- Guidance on the requirements, and application process, for Pre-Settled or Settled status under the EU Settlement Scheme
- Any other immigration and/or nationality related guidance, advice or assistance

Where assistance is required which is outside our current remit, we will refer you to relevant information from the Home Office and/or external legal advice.

We provide advice and assistance in good faith based on information provided by you and your employing/ host department or college. It is therefore essential that you provide us with all information and documents which are or might be relevant to your or your family's immigration case. We cannot accept responsibility for any negative decisions made on the basis of information not disclosed to us.

In the event of a negative decision by the Home Office we will either use our best efforts to resolve the matter or alternatively refer you to external bodies to assist you.

### REGULATION OF IMMIGRATION ADVICE AND SERVICES

We are permitted to provide immigration advice and services under a Ministerial Exemption Order. The Immigration Advisor Authority (IAA) issues a [Code of Standards](#) which the University is obliged to follow.

The IAA may inspect the Staff Immigration Team and client records at any time.

### FEES

Our advice and assistance is provided free of charge. Application fees, Immigration Health Surcharge and other related costs are to be met by you. Your employing/ host department or college may reimburse you for visa fees at their discretion.

### LIAISON WITH EXTERNAL ORGANISATIONS

In some circumstances it may be appropriate to discuss your case with external organisations such as the Home Office or the University's external legal advisor. We may discuss your case anonymously with other external organisations. Where we need to disclose personal information (such as your name or passport number), and if required under the GDPR and related UK data protection legislation, we will seek your agreement before doing so.

## CONFIDENTIALITY AND DATA PROTECTION

We act in accordance with the GDPR and related UK data protection legislation to ensure that your personal information is

- processed fairly, lawfully and in a transparent manner;
- used only for limited, specified stated purposes and not used or disclosed in any way incompatible with those purposes;
- adequate, relevant and limited to what is necessary;
- accurate and, where necessary, up-to-date;
- not kept for longer than necessary; and
- kept safe and secure.

We will not pass your personal information to external organisations except:

- Where we have your consent
- Where we are required to do so under the terms of our Home Office sponsor licence
- Where we are doing so in the course of providing immigration services to you
- Where we are required to do so by law
- Where we believe you or others may be in danger

The Staff Immigration Team are required under IAA regulations to keep all records copies of correspondence, application forms and other documents relating to your case for six years following the conclusion of your case. After this six year period the Staff Immigration Team will destroy all physical records and delete all electronic records unless we are satisfied that there is good reason for retaining them.

UKVI requires us to hold documents relating to those we sponsor for one year after the end of sponsorship. Again, after this one year period the Staff Immigration Team will destroy the physical and electronic records unless we are satisfied that there is good reason for retaining them.

Information on how long personnel records of different types are retained for University employees is held on our staff intranet site: [Retention periods for University personnel records](#).

The records we hold may be viewed at any time by external organisations such as auditors, the Home Office and the IAA. All records are held securely in compliance with the GDPR and related UK data protection legislation and IAA regulations.

For information on the University's policies on privacy and data protection please see:

[Job applicant privacy policy | Oxford University](#)

[Staff privacy policy | Oxford University](#)

[Data protection policy | Oxford University](#)

We do not send or receive applicant's original documents but in the event that personal documents (such as your passport or visa) are sent to us in error they will be held in a secure safe and we will contact you to arrange collection or delivery.

### CONFLICT OF INTEREST AND WITHDRAWALS

The Staff Immigration Team are employees of the University of Oxford. The Staff Immigration Team will not be able to advise or act for you (the client) where there is a real or potential conflict of interest between you and the University. In these circumstances, we will notify you in writing.

### COMPLAINTS

If at any stage you have any concerns regarding the conduct of your case, please raise them with your advisor in writing. If you are not satisfied with the response from your advisor you may contact the Head of Staff Immigration, James Baker [james.baker@admin.ox.ac.uk](mailto:james.baker@admin.ox.ac.uk) who will provide an initial written response within a reasonable timeframe.

If we are unable to resolve the matter to your satisfaction or you wish to pursue your complaint through other channels, you are entitled to raise it through the [IAA Complaints Scheme](#). Their address is IAA Complaints Team, PO Box 567, Dartford, DA1 9WX.

## Staff Immigration Team