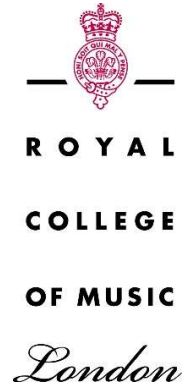


IMMIGRATION ADVICE AT THE RCM

Statement of Service



The RCM's international support staff aim to provide impartial, high quality immigration advice to RCM students and offer-holders. We will also provide support to recent graduates or students who leave their course early, for as long as their RCM-sponsored visa remains valid.

In addition, in conjunction with the RCM's Student Services team and Creative Careers Centre we offer more general support regarding welfare matters for international students, such as opening bank accounts, accessing healthcare and working legally in the UK.

Who can provide immigration advice

Immigration advice is anything that relates to *your individual circumstances* in connection with an immigration matter. Basic signposting and the provision of general information do not constitute immigration advice.

The RCM is a member of the UK Council for International Student Affairs (UKCISA) and offers advice in accordance with the [UKCISA Code of Ethics](#).

Immigration advice is regulated by the Immigration Advice Authority (IAA), formerly known as the Office of the Immigration Services Commissioner (OISC). Higher Education Institutions are authorized to provide immigration advice under a Ministerial Order (Part V of the Immigration and Asylum Act 1999). However, only the designated trained staff listed below are permitted to give immigration advice within the terms of the IAA Code of Standards. Students should not accept advice from other members of staff, or fellow students.

Advisors are only permitted to operate within their levels of competence, which means that if your case becomes complex, or is outside the RCM's areas of expertise, your advisor will tell you to seek legal advice from an external immigration law practitioner. Details of how to find a qualified practitioner are available on the [IIA website](#). Students can also access independent immigration advice directly from [UKCISA](#).

Staff members requiring immigration advice should contact the RCM's Human Resources team.

RCM Contact	Immigration Advice	Information
<p>Nicola Peacock Deputy Academic Registrar (Registry - The Exchange) international@rcm.ac.uk</p>	<p>Student Visas (CAS requests, making an application, refusals and administrative reviews, more complex Student work rights queries, interruption of studies)</p> <p>Visitor visas for short courses</p>	<p>Post-study visa options</p> <p>Dependents and family members</p> <p>EU Settlement Scheme</p>
<p>Bea Bacon International Student Officer (Registry - The Exchange) international@rcm.ac.uk</p>	<p>Student Visas (CAS requests, making an application, e-visa corrections, working during studies, interruption of studies)</p> <p>Visitor visas for short courses</p>	<p>Key contact for visa letters (e.g. for Schengen visas)</p> <p>Post-study visa options</p> <p>EU Settlement Scheme</p>
<p>Nicola Smith Student Services Manager (Student Services - RCM Jay Mews) studentservices@rcm.ac.uk</p>		<p>Welfare enquiries, including accommodation and accessing UK health services</p>
<p>Laurence Astill Creative Careers Centre Administrator (Creative Careers Centre - The Exchange) laurence.astill@rcm.ac.uk</p>	<p>Key contact for performance work placements for Student Visa holders</p> <p>Working on a Student visa</p>	<p>Applying for a National Insurance (NI) number</p>
<p>Diana Roberts Creative Careers Centre Manager and Entrepreneurship Tutor (Creative Careers Centre - The Exchange) creativecareers@rcm.ac.uk</p>	<p>Working on a Student Visa, including performance work placements</p>	<p>Applying for a National Insurance (NI) number</p>
<p>Other Registry team members:</p> <p>Elly Taylor Academic Registrar</p> <p>Madeleine Pettit Admissions Officer</p> <p>Adam Burton Admissions Officer</p> <p>Charlotte Rutherford (on maternity leave in 2026) Registry Administrator (Doctoral and Music Education Programmes)</p>		

Services we offer

We provide advice on:

- Student visas
 - Application support and checking service
 - E-visas, and corrections of permission errors
 - Visa refusals
 - Visa conditions and work rights, including performance work placements
 - Withdrawing from, interrupting or changing your course
- Visitor visas for short courses

We provide information on the following topics but do not provide personalized immigration advice or application checking services:

- Visas for dependent family members
- Post-study visa routes, including the Graduate and Global Talent routes
- EU Settlement Scheme

Support we cannot provide:

- Other non-study related UK visa routes
- Indefinite leave and citizenship applications
- Judicial reviews
- Detention and deportations
- Asylum or humanitarian protection
- Advice to family members and friends, external employers or other third parties
- Non-UK visa applications (e.g. for students going on outbound exchanges or travelling for tourism)

What we expect from you

- Whilst we can provide basic information on a "drop-in" basis, for detailed advice, including assistance with completing a visa application, we ask that you make an appointment.
- You will provide to the advisor all relevant information about your situation, as the accuracy of the advice we give is dependent on the information you provide.
- You will provide all necessary documentation in a timely fashion to enable us to assist with your query.
- You will notify the advisor in a timely manner of any correspondence or notification you receive concerning your case.
- You will make the advisor aware of any changes of circumstances that may affect the advice provided.
- You will attend appointments on time or inform us if you are unavoidably unable to attend.

What you can expect from the RCM

- A polite and professional service.
- Timely responses to telephone and e-mail enquiries.
- Access to appointments both in person and online.
- No charge for advice services
- If we receive any correspondence or other notification from the Home Office regarding your case, you will be informed in a suitable and timely manner.
- Our advisors will regularly update their knowledge and skills through attendance at training events and membership of relevant professional bodies and practitioner groups.

Disclaimer

- Immigration advice is provided in good faith, based on the information you provide about your situation. However, it is your responsibility to check the visa requirements and make final decisions about the appropriate course of action.
- Whilst we always aim to provide accurate and up-to-date advice, the Home Office frequently revises the Immigration Rules. Our advice will be based on the rules and guidance in place at the time of consultation and may become out of date in the event of policy changes.
- The RCM cannot guarantee the success of a visa application and is not liable should an application be refused.
- You are ultimately responsible for complying with the terms and conditions of your visa. We will help you to understand your visa conditions, but cannot accept responsibility if you fail to adhere to them, intentionally or unintentionally.

Conflicts of interest

- As well as providing immigration advice and related services, the RCM's international support staff are responsible for ensuring we comply with the duties associated with holding a Student Sponsor License. This includes reporting to the Home Office any relevant change of circumstances or breach of visa conditions.
- On occasion this may lead to a conflict of interest, for example if you seek advice on a matter that could impact our ability to sponsor (or continue to sponsor) your visa.
- Our advisors will always endeavor to act in a student's best interest, in adherence to the UKCISA Code of Ethics. However, we cannot guarantee that:
 - The information you share with us will not be used for the purpose of immigration compliance.
 - The advice we provide is *wholly* in your best interests, as it may also take the needs of the RCM and our duties as your visa sponsor into account.
- We will try to inform you if a potential conflict of interest arises, so that you can decide whether to seek advice from an external immigration advisor.

Confidentiality

You have the right to confidentiality when consulting our advisors. We define confidentiality as a "circle of confidentiality" and members of staff dealing with international student support may discuss

your case where appropriate, to consult on best practice. However, details of your case will not be shared with others outside the international advisory team unless one or more of the below apply:

- It is necessary to verify information about your studies with academic staff in order to provide accurate advice (e.g. to establish the timeline for an exam re-sit).
- You give your explicit consent to share the information.
- The information disclosed may present a risk to the RCM's Student Sponsor License (see above).
- The provision of this information is required by law.
- We believe there is a risk of harm to you or others.

On occasion, your adviser may consider it in your best interests to seek further advice about your circumstances from UKCISA or the Home Office. Should this occur, your identifying personal information will not be disclosed without your consent.

Should it be necessary to share your personal information with the Home Office in order to resolve your enquiry (for example, if you ask us to check the status of an immigration application), the RCM will consider your request as consent to do so.

Data Protection

Data relating to your case will be stored in accordance with the General Data Protection Regulations. For further information, please see the [RCM Data Protection Policy](#).

Complaints

If you have a complaint about the Immigration advice service provided at the RCM, please refer to the complaints procedure in the [RCM Code and Procedures](#).

Nicola Peacock
Deputy Academic Registrar
Last revised March 2026