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| **ADVICE SERVICE ALLIANCE**  **Advice Quality Standard**  **Casework Experience and Range**        Form: Case 1 – Students Casework | C:\Users\lmorris\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\42A1072.tmp |

This form must be completed if applying for certification to Advice with Casework in the Students category.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months.  Please complete column 3 with either the case reference or file name.  Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

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| **Requirement** | | **File Ref No / Filename** | **Initials of Caseworker** |
| Four out of nine from sections A to H. | | | |
| **A. Welfare Benefits** | | | |
| Two out of four of the following: | |  |  |
| A1 | Eligibility (including interface with studying) covering either:  A1.1 Means Tested non-contributory benefits  Or  A1.2 Non-Means Tested contributory benefits or non-contributory benefits |  |  |
| A2 | Calculating Entitlement |  |  |
| A3 | Overpayments / Fraud |  |  |
| A4 | Mandatory Reconsiderations/Appeals / revisions/supersessions |  |  |

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| **B. Housing / Accommodation** | | | |
| Five out of ten of the following: | | | |
| B1 | Security of tenure, including illegal eviction and harassment |  |  |
| B2 | Possession / repossession |  |  |
| B3 | Poor Housing Conditions |  |  |
| B4 | Housing Benefit and Council Tax Reduction |  |  |
| B5 | Deposits |  |  |
| B6 | Contractual issues |  |  |
| B7 | Institution accommodation issues – e.g.: debts to university, disciplinary matters |  |  |
| B8 | Homelessness and re-housing |  |  |
| B9 | Council Tax Liability |  |  |
| B10 | Neighbour disputes |  |  |

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| **C. Money Advice** | | | |
| C2 is mandatory plus two other from the remaining five: | | | |
| C1 | Minimise expenditure / maximise income – including budgeting skills |  |  |
| C2 | Debt Management |  |  |
| C3 | Negotiation with creditors |  |  |
| C4 | Benefit entitlement |  |  |
| C5 | Tax / NI liability |  |  |
| C6 | Applying for sources of income/repeat funding |  |  |

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| **D. Student Funding** | | | |
| Two out of four of the following: | | | |
| D1 | Further education  D1.1 statutory  D1.2non-statutory |  |  |
| D2 | Undergraduate  D2.1statutory  D2.2non-statutory  D2.3 Challenging Funding Decisions |  |  |
| D3 | Professional and Career Development Loans or Postgraduate Loans |  |  |
| D4 | Interface with Benefits |  |  |

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| **E. Academic** | | | |
| Three out of six from the following: | | | |
| E1 | Appeals |  |  |
| E2 | Complaints |  |  |
| E3 | Disciplinary |  |  |
| E4 | Course transfers |  |  |
| E5 | Intercalation |  |  |
| E6 | Harassment / discrimination |  |  |

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| **F. Employment / Voluntary work** | | | |
| Four out of nine from the following: | | | |
| F1 | Dismissal |  |  |
| F2 | Terms and conditions of employment |  |  |
| F3 | Problems with wages / rates of pay |  |  |
| F4 | National Minimum Wage |  |  |
| F5 | Tax / NI liability |  |  |
| F6 | Interface with benefits |  |  |
| F7 | Discrimination/Harassment (racial, sexual, disability) |  |  |
| F8 | Work Placements |  |  |
| F9 | Working Time Regulations |  |  |

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| **G. Disability** | | | |
| Three out of five from the following: | | | |
| G1 | Disabled Students Allowance |  |  |
| G2 | Equal Opportunities / Discrimination |  |  |
| G3 | Disability Benefits and other Welfare benefits |  |  |
| G4 | University / College facilities |  |  |
| G5 | Medical Referrals |  |  |

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| **H. Fee Assessment Issues** | | | |
| Explaining the law as it affects the prospective students, taking action, actively signposting or making a referral to progress the case. | | | |
| H1 is mandatory in further and higher education advice services, plus one from the remaining three: | | | |
| H1 | “The Main Formula”, namely those who are settled in the UK and satisfy certain residence conditions |  |  |
| H2 | European/EEA Students |  |  |
| H3 | Refugees / Exceptional leave to enter / remain |  |  |
| H4 | Learning and Skills Council funding ‘concessions’ for further education in England, and equivalent for Wales |  |  |

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| **I. Immigration** | | | |
| Note that under the Immigration and Asylum Act 1999 it is a criminal offence for a person to provide immigration advice or services in the UK unless their organisation is regulated by the Office of the Immigration Services Commissioner (OISC) or is otherwise covered by the Immigration and Asylum Act 1999. Members of certain professional bodies may give immigration advice without registering with OISC.  If immigration/asylum casework forms part of your application for the Advice Quality Standard, there will be an assumption that you are compliant with the relevant statutory requirements.    Further information can be obtained from:  The Office of the Immigration Services Commissioner  5th Floor  21 Bloomsbury Street  London  WC1B 3HF  Telephone:  0345 000 0046   Email: [info@oisc.gov.uk](mailto:info@oisc.gov.uk)  Web:  https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner | | | |
| I1 and I2 are mandatory, plus two others from the remaining six: | | | |
| I1 | An application for, or for the variation of, entry clearance or leave to enter or remain |  |  |
| I2 | Resulting casework following the refusal of entry clearance, or leave to enter or remain in the UK |  |  |
| I3 | Unlawful entry into, or stay in, the UK and resulting casework |  |  |
| I4 | Concessionary policies e.g. academic visitors |  |  |
| I5 | Citizenship of the EU, admission to, and residence in, member states under Community Law |  |  |
| I6 | Employment issues during study e.g. part-time work, sandwich course placements |  |  |
| I7 | Employment issues after study e.g. TWES (Training and Work Experience Scheme), work visas |  |  |
| I8 | An application for release from detention, i.e. temporary admission, adjudicator’s bail or CIO (Chief Immigration Officer) bail |  |  |

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| **I confirm the above information is accurate.** | |
| **Name (please print):** |  |
| **Signature:** |  |
| **Date:** |  |
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