



Client Care Letter

Client:

Company Address:

Migrant Name

Ref: PBS - Tier 5; Government Authorised Exchange

Thank you for using AIESEC UK's services to apply for a Certificate of Sponsorship under the Tier 5 Government Authorised Exchange Scheme (GAE).

The government authorised exchange category is for people coming to the United Kingdom through approved schemes that aim to share knowledge, experience and best-case practice, and to experience the social and cultural life of the United Kingdom. This category must not be used to fill job vacancies or to bring unskilled labour to the United Kingdom. Any work the Migrant will do must be skilled (at least to NVQ level 3) and must also be supernumerary (in excess) to your normal staffing needs.

AIESEC UK is a licensed sponsor that is an overarching body that manages the GAE Scheme. This document outlines the process of applying for a Tier 5 GAE visa and the duties of the Client, Migrant and AIESEC UK.

AIESEC (UK) Ltd. Is regulated by OISC (Office of Immigration Service Commissioner) and the OISC has the power to examine the client's and migrant's file.

Pre – Application Checks

Prior to the commencement of the Certificate of Sponsorship application AIESEC UK Ltd may if they feel it is necessary, carry out checks on the employer in order to be satisfied they are eligible to maintain the Migrant throughout the length of their leave.

Process

In order to process a Tier 5 GAE application AIESEC UK needs to receive the following documents from the Client:

- AIESEC Initial Assessment Form
- Signed Client Care Letter

We will also require from the Migrant the following:

- Signed Migrant Care Letter/Candidate

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- Full Copy of their passport with all pages
- Educational certificates to confirm they are educated to S/NVQ Level 3 and above. These certificates must be notary translated.

Upon reviewing the documents and forms and once AIESEC UK are satisfied that the Internship meets the requirements of our individual scheme and the UKVI's criteria we will register the employer by uploading the information onto the UKVI's Sponsor's Management System (SMS) to make an application for a Certificate of Sponsorship (CoS).

Once the Registration is completed, AIESEC UK will invoice the client for a **Registration Fee** of **£600.00** + VAT and the **Certificate of Sponsorship fee** for up to 12 Months, charged at **£750.00** + VAT with **7** working days processing time via Standard route. (Please note that our fees must be paid by the employers only as we do not accept any payments from the candidates we sponsor.)

A Certificate of Sponsorship will be produced and emailed to the Migrant or the Client as soon as the above fees are received by AIESEC UK in cleared funds. It will contain details of the Certificate of Sponsorship and confirmation of Maintenance for the first month of stay in the UK subject to exceptional circumstances. *(Please refer to Appendix I)*

Once the Certificate of Sponsorship has been sent to the Migrant, the Migrant may make their application for the Tier 5 GAE visa at the visa application centre in their country of residence. AIESEC UK will provide a step-by-step guide to complete the Visa application process. There is a processing fee of **£244** and health surcharge of **£400** payable directly to the UKVI (UK Visas and Immigration) for the Tier 5 Visa application. This fee is paid upon application in the Migrant's country of residence and may be covered by the Migrant or the Client.

If a Visa Application Centre refuses the application the Migrant may apply for Administrative Review. AIESEC UK can, although not obligated to, assist with complaints to either the UKVI or the Visa Application Centre's abroad, however we will not advise in an administrative review case, AIESEC UK can however refer the case to an independent adviser subject to the approval of the Client.

AIESEC UK's sole responsibilities are

- to ensure the relevant documents are in place
- produce the Certificate of Sponsorship
- write the Certificate of Sponsorship and Maintenance Letters
- provide advice on the Visa application process
- answer any queries from Home Office and visa application centres

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- track the Migrant throughout their stay in the UK

AIESEC UK will not assist in any other enquiries that require advice outside of the Tier 5 Government Authorised Exchange Scheme.

If the Migrant or Client provides AIESEC UK with incorrect information on the supporting application forms, AIESEC UK will report this using the UKVI's Sponsorship Management System. In the case where the mistake cannot be rectified by report to UKVI the Client will be required to pay the full fee for an additional Certificate of Sponsorship to be issued.

In the unlikely event that AIESEC UK's license is withdrawn or the Migrants visa is refused, AIESEC UK will not be able to help the Migrant with finding a new sponsor and AIESEC UK will not refund the fee in full or in part or bear liability for any consequences arising to the Migrant or the Client if an event such as this should arise.

Client duties

Important: AIESEC UK are the sponsors of the Migrant; therefore, we are required to track the Migrant throughout their internship with the Client. This means that we will be in regular contact with the Client and Migrant and will on occasions visit the Client or the Migrant in order to be satisfied that the scheme isn't being misused. This is only one of the requirements set out by the UKVI. AIESEC (UK) Ltd. Is regulated by OISC (Office of Immigration Service Commissioner) and the OISC has the power to examine the client's and migrant's file.

Please read below for sponsorship duties and please report to us if the following circumstances arise. Failure to do so within five working days may result in AIESEC UK withdrawing the Certificate of Sponsorship.

- If the Migrant does not turn up to their first day of work. The report must include any reason given by the Migrant for their non-attendance (for example a missed flight).
- If the Migrant is absent from work for more than 10 working days without the Client's permission.
- If the Migrants contract of employment ends (including if they resign or are dismissed) or if any registration they need to work in the UK has ended.
- If there are any significant changes in the Migrant's circumstances. *(Please refer to Appendix 2)*
- Any suspicions they may have that the Migrant is breaking the conditions of their stay.

Upon the Migrant's arrival to the UK the Client must provide AIESEC UK with:

- A copy of the Migrant's stamped visa vignette in their passport.

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- Migrant's new contact details. Any subsequent changes to their contact details must also be provided within five working days of them taking effect.
- Migrant's employment address (if different from Client's correspondence address). Any subsequent changes to the employment address must also be provided within five working days of them taking effect

One month before the Migrant's visa expires; the Client must supply AIESEC UK with a copy of the Migrant's outbound ticket from the UK.

The Client must keep record of the following documents for the duration of Migrant's stay in the UK and must make them available to AIESEC UK within five working days upon request.

- Copy of contract of Migrant's employment. *(Please refer to Appendix 3)*
- Records of the Migrant's absence.
- Copy of the Migrant's pay slips (if the pay slips are not on headed company paper, or the Client only uses online pay slips, the Client must provide a signature and stamp on a print-out to authenticate the evidence).

For a summary of tracking and monitoring systems and duties resulting to the Client from these please refer to Appendix 4. Given our role as sponsors of the Migrant, AIESEC UK reserves the right to introduce new tracking and monitoring systems necessary to ensure that we remain in compliance with the Tier 5 Government Authorised Exchange Scheme.

The Client is also obliged to make the Migrant aware that:

- He/she cannot claim any state benefits in the United Kingdom.
- He/she cannot establish themselves in business in the United Kingdom

The Client agrees to be contacted for a tracking call and to answer all questions relating to Migrant's living and working conditions and the Migrant's arrival to and departure from the United Kingdom. The Client also agrees to be occasionally visited by AIESEC UK representatives (or a third party authorised by AIESEC UK Ltd) to check on the Migrant's living (if applicable) and working conditions and to answer all relevant questions during such visits.

Complaints procedure

If you have any complaints, please direct them to Tara Evans on (0)207 549 1801 or tara@aiesec.co.uk. If your complaint is related to an AIESEC UK member of staff, Tara will take on the complaint, however if you do not wish to complain to a member of AIESEC UK you may make your complaint to our regulators the OISC (The Office of Immigration Services Commissioner)

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The Office of the Immigration Services Commissioner: Complaints Team 5th Floor 21
Bloomsbury Street London WC1B 3HF.

For your reference our AIESEC OISC registration number: F201000067.

If your complaint is related to visa processing or timelines, please make your complaint to the
Visa application centre where the application was made. In cases where AIESEC UK are at
fault and the issue has not been resolved the client will be offered a full refund.

Any questions or queries that arise can be directed to Baldev Patel at AIESEC UK by either
calling (0)207 549 1801 or by emailing baldev@aiasec.co.uk or in writing to AIESEC UK Ltd. 1E
Mentmore Terrace, London, E8 3DQ.

Yours sincerely,

Baldev Patel

Immigration Specialist, AIESEC UK Ltd.

Sponsor license number: 271UU7W49

Please state your full name and sign and date below to confirm you have read and
understood the Care letter and all duties and responsibilities arising from it.

.....

Full name of Client representative

Signed by Client representative

Date:.....

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Appendices

Appendix 1:

AIESEC UK will, should it become necessary in exceptional circumstances maintain and accommodate the Migrant until the end of their first month of employment in the United Kingdom. The funds we will offer the Migrant will be limited to £945 pounds' sterling and the Client agrees to reimburse the full amount to AIESEC UK Ltd.

Appendix 2:

Examples of significant changes in Migrant's circumstances are as follows:

- A promotion or change in the job title/core duties, other than those, which require a change of employment application.
- A change of salary from the level stated on the Migrant's CoS, other than changes due to annual increments, bonuses or a change of employment application being made.
- A change of salary from the level stated on the Migrant's CoS due to a period of maternity, paternity or adoption leave, or a period long-term sick leave that lasted for one month or longer.

Appendix 3:

A copy of any Contract of/for Employment/Services between the Client and the Migrant must clearly state:

- The names and signatures of all parties involved.
- The contract is a fixed term contract
- The start and end dates of the contract.
- Details of the job, or piece of work that the Migrant has been contracted to do.
- An indication of how much the Migrant will be paid.
- Holiday allowance.
- Grievance procedure.

Where the Migrant receives any allowances as part of their salary package, evidence of the value of those allowances must be kept unless they are clearly shown in a contract of, or contract of/for employment/services, or on the Migrant's pay slips. For example, if the Migrant receives help with accommodation by way of free housing being provided, the Client must have evidence from the owner or letting agent for the property concerned which clearly states the value of the rent payable on the property, by the Client. Or if the property is owned by the Client, there must be an independent assessment of the monthly rent achievable from the property concerned.

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Appendix 4:

Migrant tracking system summary.

AIESEC UK will request the Client to supply AIESEC UK upon Migrant's arrival into the UK with:

- A copy of the Migrant's stamped visa vignette in their passport.
- Migrant's new contact details. Any subsequent changes to their contact details must also be provided within five working days of them taking effect.
- Migrant's employment address (if different from Client's correspondence address). Any subsequent changes to the employment address must also be provided within five working days of them taking effect

These must be mailed or emailed to AIESEC UK within five working days of Migrant's first working day.

AIESEC UK will request on a periodical basis:

- Details of Migrant's employment status (especially if the Migrant's contract has changed as outlined in Appendix 2 or has been terminated).
- An update on how the Migrant is progressing against their Training Plan and whether the Training Plan has been updated.

The Client is obliged to notify AIESEC UK within five working days in the following cases.

AIESEC UK also has the right to enquire about these cases at any point and the Client has to answer the query within five working days.

- If the Migrant does not turn up to their first day of work. The report must include any reason given by the migrant for their non-attendance (for example a missed flight).
- If the Migrant is absent from work for more than 10 working days without the Client's permission.
- If the Migrants contract of employment ends (including if they resign or are dismissed) or if any registration they need to work in the UK has ended.
- If there are any significant changes in the Migrant's circumstances. *(Please refer to Appendix 2)*
- If the Migrant's contact details or employment address has changed.
- Any suspicions they may have that the Migrant is breaking the conditions of their stay.



AIESEC UK / UKVI can request the Client to provide AIESEC UK with following documents and the Client must supply them to AIESEC UK within five working days.

- Copy of contract of Migrant's employment. *(Please refer to Appendix 3)*
- Records of Migrant's absence.
- Copy of the Migrant's pay slips (if the pay slips are not on headed company paper, or the Client only uses online pay slips, the Client must provide a signature and stamp on a print-out to authenticate the evidence).
- Evidence regarding the progress the Migrant is making against their Training Plan.

AIESEC UK will request the Client to supply AIESEC UK one month or later prior to Migrant's departure from the UK with:

- Copy of the Migrant's outbound ticket from the UK.

The Client agrees to obtain above-mentioned information from the Migrant if needed and to supply it to AIESEC UK within agreed time frames. The Client agrees that failure to do so may result in the Certificate of Sponsorship being withdrawn.

Appendix 5:

CANCELLATION CHARGES

** Registration Fee - Non -Refundable*

** 50% of COS Fee to be refunded should a COS be cancelled more than 30 days prior to start of internship.*

** 25% of COS Fee to be refunded should a COS be cancelled less than 30 days prior to start of internship.*

** No refund if the COS is cancelled after the start date of the internship.*