

Adviser Guidance

Fee Scale

Codes 59 to 60 state that organisations must have a written fee scale, which must be authorised by the Commissioner and must be produced to the Commissioner on request. The Commissioner must be informed in writing of any proposed changes to that fee scale and the organisation must await authorisation from the Commissioner before implementing any changes.

Code 61 place obligations on organisations to charge fees that are reasonable that directly relates to the work done and must not charge for work that is unnecessary or unauthorised by the client.

We suggest you give consideration to the following points when drafting your organisation's fee scale:

- You should draft your fee scale with consideration of the principles outlined in Codes 59 to 61.
- The OISC will take a serious view of fees that it may consider too high.
- The range of payment options available to clients (i.e. cash, cheque or, where appropriate, credit card or electronic payments) can be included on your fee scale.
- Discounting and refund policies can also be offered to clients where appropriate.

On initial contact it is best practice for advisers to inform those seeking advice that they may be able to obtain advice for free.

We recommend that you charge a fixed fee for your services except in exceptional circumstances.

A suggested 'Model Document' that you can use as your fee scale follows based on ABC Immigration, a fictional organisation.

OISC Model Documents

ABC Immigration - Fee Scale (FIXED FEE BASIS)

This fee scale details our fees for all immigration advice and services that we are registered to provide to our clients. We charge on a fixed fee basis only. However, should you wish to withdraw instructions part way through your immigration case we will charge you for all work we have undertaken on your behalf at an hourly rate of £XXX. Please note that our organisation is/is not (delete accordingly) VAT registered. Therefore VAT @ 20% will / will not (delete accordingly) be added to the fees outlined below.

Type of Application	Fees charged	Home Office Application fee (NB this is not covered in the fixed fee)	Description of work included in fixed fee	Total including VAT
Level 1 Applications: e.g Basic applications within the immigration rules	£XXX	£XXX	Fixed fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of application and relevant supporting documents. Copies of documents and postage.	£XXX
Level 2 Discretionary and complex applications. Out of time applications.	£XXX	£XXX	Fixed fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of application and relevant supporting documents. Copies of documents and postage.	£XXX
Level 2 Lodging of Notice of Appeal	£XXX	£XXX	Fixed fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of the Notice of Appeal and relevant supporting documents; informing client of the Key dates and referral to a Level 3 adviser/solicitor. Copies of documents and postage.	£XXX
Level 3 Substantive appeals work and representation at Tribunal	£XXX	£XXX	Fixed fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of the appeal bundle to the Tribunal and relevant parties, informing client of the Key dates and requesting expert evidence where appropriate; representation before the Tribunal. Copies of documents and postage.	£XXX

OISC Model Documents

ABC Immigration - Fee Scale (HOURLY FEE BASIS)

This fee scale details our fees for all immigration advice and services that we are registered to provide to our clients. We charge on an hourly rate basis only. However, should you wish to withdraw instructions part way through your immigration case, we will charge you for all work we have undertaken on your behalf at an hourly rate of £XX. Please note that our organisation is/is not (delete accordingly) VAT registered. Therefore VAT @ 20% will / will not (delete accordingly) be added to the fees outlined below.

Type of Application	Hourly rate & estimated number of hrs to complete case	Home Office Application fee (NB this is not covered in the fixed fee)	Description of work included in fixed fee	Total including VAT
Level 1 Applications: e.g Basic applications within the immigration rules	£X/hr (estimate X hrs)	£XXX	Fee includes: All written and telephone attendances and correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of application and relevant supporting documents. Copies of documents and postage.	£XXX
Level 2 Discretionary and complex applications. Out of time applications.	£X/hr (estimate X hrs)	£XXX	Fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of application and relevant supporting documents. Copies of documents and postage.	£XXX
Level 2 Lodging Notice of Appeal	£X/hr (estimate X hrs)	£XXX	Fee includes: All attendances and written and telephone correspondence with the client and relevant 3 rd parties; consideration, preparation and submission of the Notice of Appeal and relevant supporting documents; informing client of the Key dates and referral to a Level 3 adviser/solicitor. Copies of documents and postage.	£XXX
Level 3 Substantive appeals work and representation at Tribunal	£X/hr (estimate X hrs)	£XXX	Fee includes: All attendances and written and telephone correspondences with the client and relevant 3 rd parties; consideration, preparation and submission of the appeal bundle to the Tribunal and relevant parties, informing client of Key dates and requesting expert evidence where appropriate; representation before the Tribunal.	£XXX