



Immigration Advice Authority Newsletter

July 2025



Welcome



Welcome to the July edition of the Immigration Advice Authority (IAA) newsletter.

In June, we held an online conference for our registered advisers. I would like to thank those of you who joined us for the event as well as the guest speakers from the Home Office and Legal Services Board who supported the event. The conference was fully subscribed which demonstrates the commitment and dedication of our advisers.

You can read more about the conference in this newsletter, including some of the feedback we received from attendees. You can also read about our new Customer Service Charter, which sets out what you can expect from us and what we ask of you in return, as well as some other key information on the Border Security, Asylum and Immigration Bill, IAA recruitment and a new guidance note for university law clinics.

As we enter a peak period for annual leave, I wish you an enjoyable and restful break if you have time off planned.

With thanks for your continued support,

John Tuckett
Immigration Services Commissioner

IAA Customer Service Charter

We are pleased to introduce our [Customer Service Charter](#), which outlines our commitment to fairness, professionalism, and transparency in regulating immigration advice.

The charter sets clear expectations for the service we provide, our approach to handling complaints, and how we support regulated advisers and organisations in meeting professional standards.

IAA adviser conference

Our online adviser conference took place on the morning of Tuesday 24 June.

Chief Executive Heather Laing hosted the event, which saw inputs on:

- IAA provisions in the Border Security, Asylum and Immigration Bill
- regulatory updates
- AI in the legal profession
- the latest from the Home Office

Feedback from the post-event survey showed:

- 78.83% of respondents rated the event as excellent or very good.
- Most respondents (76.64%) said they would like to see conferences take place twice a year in the future.

We will be reviewing all feedback from the event and using this to inform our event planning for the year ahead.

Factsheet: Border Security, Asylum and Immigration Bill

We have [published a new factsheet](#) to help you understand the proposed powers for the IAA in the Border Security, Asylum and Immigration Bill.

The factsheet is intended to assist with providing a clear overview of the key changes. We encourage you to read the factsheet and share it with your teams and networks to stay informed and prepared.

[Read the factsheet](#)

IAA recruitment

We are currently recruiting for a range of roles across the Immigration Advice Authority (IAA).

The recruitment drive is linked to significant changes represented by the Border Security, Asylum and Immigration Bill, as well as other key changes in our enforcement work and the way we operate.

We welcome you to please take a look and share these opportunities with your network. Please note that the closing date is this Sunday 27 July.

New guidance note for university law clinics

We have published a guidance note for university law clinics to make it easier for them to have cohorts of students working under supervision.

Law clinics play a crucial role in training and inspiring law students to become future immigration advisers, in addition to providing much needed support to local communities in accessing free immigration advice and services, by working under the supervision of experienced practitioners.

We have relaxed some of the supervision rules and the guidance note provides details of the new approach.

Farewell to Deirdre



On Friday 15 August, we will say farewell to Deirdre Gilchrist, our Deputy Director of Service Delivery, as she leaves for pastures new.

Deirdre has worked for the IAA for over 25 years, joining as a caseworker in April 2000. We would like to thank Deirdre for her service and the massive contribution she has made to regulation and policy over the years. We wish her success and happiness in her next chapter!

Latest publications

The following publications were updated in June 2025 to include minor amendments to the Immigration Rules brought into force (on 12 March, 2 April and 9 April 2025) by Statement of Changes: HC733, published on 12 March 2025:

- [Level 1 exam resource book](#)
- [Level 2 and 3 exam resource book](#)

Immigration Advice Authority

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