

Autumn 2019 Student Intake- Frequently Asked Questions (FAQ)

Making an application

Q. Can students travel overseas after they have attended their UKVCAS appointment?

A. Until we decide the application students should not travel outside of the Common Travel Area (this includes the United Kingdom and the Republic of Ireland). If the student travels outside of this area, their application may be treated as withdrawn. Further guidance on this can be found here https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/822984/T4_Migrant_Guidance_August_2019_.pdf

Q. How long does a student have to enroll their biometrics and provide their supporting evidence?

A. Students are advised at the end of their on-line application of the date by which they must make an appointment to enroll their biometrics and provide their supporting evidence. This is 45 working days from the date they make their application. However, students should book and attend an appointment as quickly as possible so that we can progress their application.

Q: What happens if a student can't find a suitable appointment within 45 working days of making their application?

A. appointment availability has been increased to ensure that students are able to book timely appointments at a suitable location and price. In the unlikely event that a student cannot find a suitable appointment within 45 working days of making their application, UKVI will contact them before taking any action to conclude the application.

Q: At what stage do UKVI definitively accept an application has been made – when the student has completed their on-line application or when they enroll their biometrics?

A: The guidance on extending leave under section 3c and 3d of the Immigration Act 1971 can be found at: [https://www.gov.uk/government/publications/3c-and-3d-leave. Section 34](https://www.gov.uk/government/publications/3c-and-3d-leave.Section34)

Guidance on making a valid application can be found at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/760916/applications-for-leave-to-remain-v2.0-ext.pdf

Supporting evidence

Q: Is it mandatory for students to self-upload their supporting evidence?

A: No, it is not mandatory for students to self-upload their supporting documents. However, to provide a service to as many students as possible we would encourage all students to self-upload their supporting documents, including the biographic information (the page that contains the photo) of the passport or ID documents prior to their appointment.

Q: Is there a charge for digitising evidence if the student does not self-upload them?

A: Students who book an appointment at one of the 6 core sites who do not wish to use the self-upload function may utilise the assisted scanning service but at a cost of £45.

There will be no additional charges for scanning at University hosted on campus service points and dedicated student service centres.

To provide a service to as many students as possible we would encourage all students to self-upload their supporting documents, including the biographic information (the page that contains the photo) of the passport or ID documents prior to the appointment.

Q: Are images of documents captured by Smartphone of an acceptable image quality when self-uploading documents?

A: Yes, digitised images captured by a smartphone are acceptable when self-uploading digitised images prior to attending an appointment. The image must be clear, less than 6Mb and are acceptable in black and white.

Q: Do students have to self-upload images of their own Passports?

A: Students should, where possible, scan the biographic information (the page that contains their photo) of their passports or ID documents prior to their appointment. They must also bring their passport/ID document to their appointment

Service standards

Q: Can a student who selects a super priority or priority service book an appointment at a hosted on-campus service point or a dedicated student service centre?

A: Yes, students selecting a super priority or priority service can make an appointment at a hosted on-campus service point if their university is

providing this service. They can also book an appointment at a dedicated student service centre, core or enhanced service point and premium lounge.

Making and attending an appointment

Q: Can students book appointments at the Premium Service Lounges?

A: Yes, students can book appointments at the Premium Service Lounges.

Q: What happens if a student can't attend their appointment?

A: If your student has booked an appointment at on-campus appointment you will be advised of the process for rescheduling appointments.

If your student has booked an appointment at a dedicated student service centre, core or enhanced service point and premium lounge the student must log into their UKVCAS account, select 'Manage services' and cancel their previous appointment booking.

The student will be able to view availability to book and pay for a new appointment as appropriate and this will issue a new quick reference code. Alternately they can ring the Premium Support line.

Appointment capacity

Q: What proportion of students will use the hosted on-campus service points, dedicated student service centre, core and enhanced service points and the premium lounges?

A: There is additional appointment capacity for around 80% of our expected intake over the peak period in hosted on-campus service points and dedicated service centres. However, it is the student's choice which service and appointment type they choose, subject to some restrictions on service availability for customers falling into certain groups.

Q: How will you balance the availability of appointments at core and enhanced service points and premium lounges between students and other customers during peak intake?

A: We expect that the additional capacity delivered through a combination of hosted on-campus service points and dedicated student only service centres will minimise the impact of appointment availability at core and enhanced service points and premium lounges during peak intake.

We will work with Sopra Steria to monitor service uptake and appointment availability during this period to ensure that enough capacity is available for all our customers.

Q: When do you expect to have the addresses of the Birmingham dedicated student only service centre?

A: We expect to have the addresses of the Birmingham centre by week commencing 16 September. The address details will be updated on the UKVCAS website at the following link:

<https://s3.eu-west-2.amazonaws.com/soprasteria-ukvi-prd-ukvcas/OpeningHours.pdf>

Q: Why are appointments at dedicated student only service centres only available to book a week before the centre opens?

A: The appointments will be available to book at least a week before the centre opens. We are finalising the arrangements for the opening of these centres and aim to add the appointments as early as possible. Please check the UKVCAS website at the following link for confirmation of when the appointments are available to book:

<https://s3.eu-west-2.amazonaws.com/soprasteria-ukvi-prd-ukvcas/OpeningHours.pdf>

Q: Should students wait to book appointments at on-campus service points and dedicated student only service centres? Are they guaranteed an appointment?

A: Students should book the most suitable appointment for them. The on-campus service points and dedicated student only service centres offer additional appointments during the peak intake period with a service tailored to a student's needs. Whilst appointments are not guaranteed we are confident that students waiting to secure an appointment will be successful in doing so.

Q: What are the opening hours of the dedicated student only service centres?

A: The opening hours are Monday - Friday from 9:00am to 5:00pm.

Q: Do you plan to open the dedicated student only service centres on weekends?

A: Weekend opening for the dedicated student only service centres is not currently scheduled. Weekend and out of hours appointments are available in some core and enhanced service points and premium lounges.

Family group, dependent, parent and Tier 4 Child applications

Q: Why are there restrictions on who can book appointments at a hosted on-campus service point or a dedicated student service centre?

A: To provide a service to as many students as possible, appointments at hosted on-campus service points and dedicated student service centres are

time limited. We are, therefore, unfortunately unable to offer students applying in family groups, or singly as a dependent of a Tier 4 General student or a parent of a Tier 4 Child students or applying to replace a Biometric Residence Permit an appointment at a hosted on- campus service point or at a dedicated Tier 4 service point.

Event Codes

Q: How do I share the event code for the dedicated student only service centres with my students?

A: You can share the event code with your students in the same way as you would share any other information with them- by e-mail, on your website or on an internal message board. We would recommend that you share the guide to making and attending an appointment, which includes the event codes, with your students. We will also share the information with sector bodies to ensure that it is disseminated as widely as possible.

OTHER

Q: What are the provision of service in place for the next surge – December 2019/January 2020?

A: We are looking at options for managing the winter recruitment peak and will provide further details in due course.