STUDENT ADVICE

Student Visa Application Guide:
Applying from inside the UK without the ID Check app



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Who is this guide for?

This guide is for students coming to study a full-time course at the University of Westminster, or continuing their studies at the University, who are either funding their own studies, are funded by their parents, have a US study loan, have Official Financial Sponsorship or are using a combination of any of these.

This guide is written specifically for students submitting their application from inside the UK who are not able to use the ID Check app as a part of their application. The ID Check app is available to most in-country applicants, but there are circumstances where you may not be able to use it, for example, because you have lost your BRP, or because of some technical issues. Please note that if you do not use the app, you will need to book and attend a biometrics appointment after submitting your visa application. You may be charged extra for this.

Not everyone can apply for a Student visa in the UK. If you are not sure about your own eligibility, see <u>our website</u> for more information or contact <u>Student Advice</u>.

This Guide explains how to set up a Home Office online account and gives tips about completing the Student Visa application form. It does not cover all the Student Visa rules and requirements, it does not list all the documents needed and does not explain how to complete the application if you are applying with dependants.

We believe this information to be correct at the time of writing in May 2023.

Before you apply

You must make sure you have read and understood all the Student Visa requirements and have all the correct documents in the correct format before you complete your visa application. Use the resources below.

Westminster University Visa Pages

Official Student Visa Guidance

Government Website - General Information on Student Visa

Prepare your documents

Check that your <u>documents</u> meet the Student Visa requirements and get a <u>CAS</u> (Confirmation of Acceptance for Studies). A CAS is issued by the University.

The application form is completed online, paid online, and submitted electronically. The date your application is considered as submitted is the date you pay the visa application fee (and not the date you attend your biometric appointment). You must meet the Student Visa requirements on the date you pay the visa application fee. This means that your accompanying documentation must also meet the Student Visa requirements on this date. Bank statements used to prove funds must show the required amount of money has been maintained in the account continuously for at least 28 consecutive days before the application fee is paid.

Make sure to read about the <u>financial requirements</u> on our website. If you are submitting your visa application inside the UK and on the day you pay your visa application fee you have lived in the UK for at least 12 months with a valid visa, you will meet the financial requirement automatically. In all other cases, you must still meet the financial requirement.

Request your CAS

<u>CAS</u> is a mandatory document for the Student visa application, even if you are applying to extend your visa to continue the same course. Continuing students will request CAS directly from the Visa Compliance team.

New students must first accept the course offer and, in most cases, pay a <u>tuition fee deposit</u>. If you will be attending the pre-sessional course, you must pay the full fee for that course. Exceptions may apply for students awarded a full University of Westminster scholarship or who have a US or Canadian study loan.

Next, apply for your CAS via the <u>Applicant Portal</u>. You need to complete a Visa Check task and CAS Request task. You will need to submit your passport details, qualifications, and details of any previous UK visas or UK study. The passport you submit must be the passport you will use to apply for your visa.

You can apply for your visa once you have your CAS and are within three months of your course start date. You need the CAS number for your visa application and the course information provided on CAS is essential for the completion of the visa application form.

Consider timeframes

You must submit the application before your current visa expires. Most in-country visa applications are processed within 8 weeks of attending the biometrics appointment.

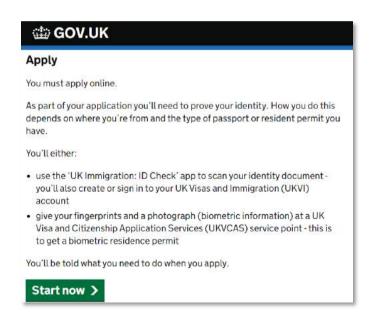
Latest date to enrol on your course: You will find the latest date to enrol listed on your CAS under the section 'Latest Date to Enrol'. This is the last date that you will be able to join your course. Depending on the type of your previous visa, you may be permitted to enrol on your course with a pending Student visa application. However, in some cases, you will need to have your Student visa granted before being able to enrol on the course (e.g. those applicants who currently hold a Graduate Route visa). If you are unable to enrol by the given deadline, you will not be able to join your course and your Student visa will need to be cancelled.

If you do not think you will be able to enrol at the University by your latest date to enrol on your course, it is important to liaise with the Admissions Office, you may have to defer your offer to the next academic intake.

If your visa is granted but you do not enrol in time, your visa will be reported to the Home Office and cancelled. You will not be able to use this visa to study a deferred course – you will need to get a new CAS and apply again.

Student Visa Application Process

The visa application fee is £490. There will be additional costs for priority applications. The Student Immigration Health Surcharge is £776 per year and £388 for 6 months.



Starting your application

To access the visa application form, go to www.gov.uk/student-visa/extend-your-visa.

Scroll down the page and click the button 'Start now' under the heading 'Apply', as shown on the screenshot.

This will commence your application.



The first question will ask where you are planning to live.

Confirm that you are planning to live in England.

Do you have a current EU, EEA or Swiss passport?

The EEA includes the EU countries and Iceland, Liechtenstein and Norway

() Yes (



Continue

Next question will ask about the nationality listed on your passport. If you have an EU, EEA or Swiss nationality, please confirm. Otherwise, answer 'no'.

If you answer 'yes', please see the next page.

If you answer 'no', please go directly to page 10.

Confirm your identity

You will need a passport with a biometric chip.

Scan your passport and upload a photo of yourself

To confirm your identity, you will use the free UK Immigration: ID Check app to scan your passport with a biometric chip and upload a photo of yourself.

If you are applying for someone else, the applicant needs to confirm their identity - you can help them use the app.

If you cannot use the app to confirm your identity

You will need to go to a visa application centre after you apply instead. Visa application centres are not available in all countries.

Continue

Does your passport have a biometric chip?

If your passport has a biometric chip, it will have this symbol:









Continue

EU/EEA/Swiss nationals will see the next two questions. Other nationals, please go to the next page (p.10).

Next: Confirm your identity.

As a part of the visa application process, you need to confirm your identity.

This page explains that you may be able to use an app on your phone and confirm your identity by scanning your passport and taking a picture of yourself.

Read the information and click Continue to proceed.

Next: Does your passport have a biometric chip? Check the cover page of your passport to see if it has a biometric chip and answer accordingly.

If your passport does not have a biometric chip, you will not be able to use the ID Check app, as you will not be able to scan your passport through the app. You will still be able to submit the online application form, but you will also need to visit a visa application centre to confirm your identity. If this is the case, answer 'No' and follow this guide.

Do you have a UK biometric residence permit (BRP)?

You will need your BRP to confirm your identity. If you have lost your BRP, select No.









Non-EU/EEA/Swiss nationals only

If you do not have an EU, EEA, or Swiss passport, you will be asked if you have a current BRP. You must have the actual BRP card (not a photo of it) in order to answer 'yes'.

If you never had a BRP or your BRP is lost, answer 'no'.

If you answer 'yes', you will see a series of additional questions which are determining whether or not you can use the ID Check app.

You will not be able to use the app if you do not have a BRP, or are under 18 years old, or have children applying with you, or your name on your BRP is different than on your passport.



Check you can use the app

You can use the app on:

- · an iPhone 7 or newer models
- · an Android phone with near-field communication (NFC)

Check the phone's settings to see if it has NFC. The phone has NFC if you can use it to make contactless payments.

If you do not have a phone

Ask a friend or family member if you can use their phone. No information is stored on the app or phone after you close it.

You do not have to apply on the phone - you can do the rest of your application on your computer or another device.

We will send your decision letter by email – this can be your email or someone else's. You do not use your decision letter to prove your status.



I cannot use the app

Lam applying in the UK and I cannot receive my decision letter by email

If you do not have a phone or cannot receive your decision letter by email

You cannot use the app to prove your identity and you will have to apply a different way.

You will need to book an appointment to have your fingerprints and photo taken after you apply

If you are applying outside the UK

Your appointment will be at a visa application centre.

Check if there is a <u>visa application centre</u> near you. Visa application centres are not available in all countries. You may also need to pay for some services.

If you are applying in the UK

Your appointment will be at a <u>UK Visa and Citizenship Application Services</u> (UKVCAS) service point.

We will also send your decision letter by post.

Continue

All applicants

Next: Check you can use the app

You will only see this page if your previous answers suggest that you are eligible to use the ID Check app as a part of your application.

This guide shows the application for those who cannot use the app.

If you can use the app, the application layout and the order in which
questions appear will be different. Please refer to a separate guide for
students using the app.

If you cannot use the app, you will be taken to the 'How to apply' page shown on the next page.

Next: If you do not have a phone or cannot receive your decision letter by email.

You will only see this screen if you cannot use the ID Check app. If this is the case, you will need to attend an appointment at an application centre after submitting your online application.

Please follow this guide.

Student

Apply to extend or switch to Student.

How to apply

To apply to extend or switch to a Student you need to:

- · fill in the application form
- · have your documents ready
- · pay the application fee
- · pay the health surcharge
- have your biometrics taken (fingerprints and a photo)

<u>Find more information</u> on the requirements for a Student, including the documents you will need to submit with your application.

How long it takes you to complete the application will depend on your particular situation. You will be able to save your application and come back to it another time if you need to.

If you are inactive for 25 minutes you will be automatically logged out.

Postgraduate studies

If you are taking a postgraduate course in certain subjects you might need an Academic Technology Approval Scheme (ATAS) certificate. Find out if you need an ATAS certificate.

You can apply online if you need an ATAS certificate.

Fees

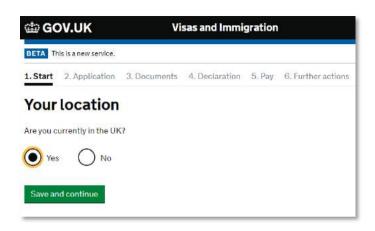
Standard service	Priority service	Super priority service
A decision within 8 weeks after attending your biometrics appointment	A decision within 5 working days after attending your biometrics appointment	A decision the next working day following your biometrics appointment
490.00 GBP	990.00 GBP	1290.00 GBP

Apply now

Next: Student: How to apply

This page outlines the application process and the visa fees. Read the information carefully.

Once ready to proceed, click "Apply now" at the bottom on the page to commence the application.



Next: Your location – Are you currently in the UK?

You must be in the UK to use this application form. If you are applying from overseas, exit this guide and follow a guide for applying from overseas instead.

If you are in the UK, confirm and proceed.



Next: Other Home Office applications

You cannot have multiple pending visa applications with the Home Office. If you already have an application for which you have not received a decision, you will need to indicate this here and your previous application will not be considered. This is only relevant to applications which are still pending, not to your previous visa applications for which you received a decision.

For most students, this will be their only outstanding application.

∰ GOV.UK	Vi	sas and Immi	gration	
1. Start 2. Application	3. Documents	4. Declaration	5. Pay	6. Further actions
Register an er	mail			
Enter an email address and emailed a unique link to let needed.		•		
Throughout your application later' in order to re-send the				is application
Email address				
Create a password				
Your password must be 8 cl symbol.	naracters or long	er and include a le	etter and	a number or
Repeat your password				
Save and continue				

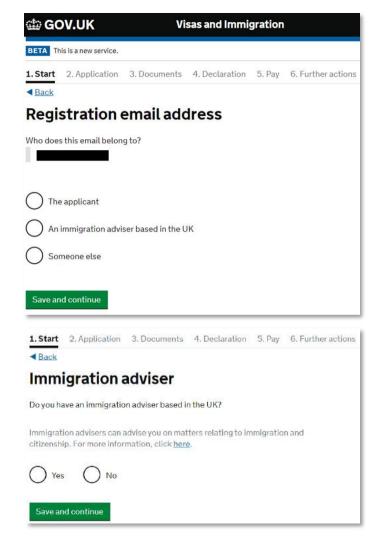
Next: Register an email

You must provide some basic personal details to create your account.

Enter a valid email address and create a secure but memorable password. You will need to confirm this email. You can add an additional email address if you wish in the next few pages.

You will be sent an automated email to your email address with a link to sign into your visa application form. You can use this link to access your account at a later date, if required.

Remember to use an email address that you check regularly as you may be sent emails about your visa application. You must notify the Home Office immediately if your contact email address changes.



Next: Registration email address

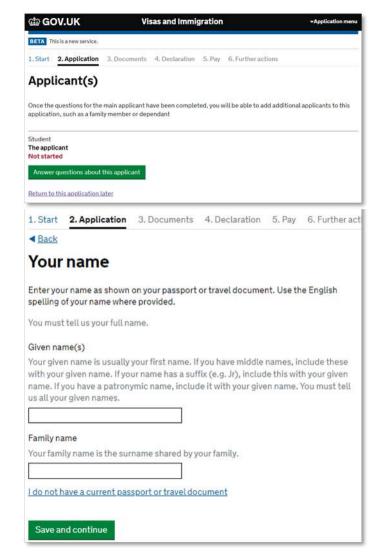
In most circumstances, you should use your own email address.

Confirm whether this is your email address.

Next: Immigration adviser

If you have an immigration adviser based in the UK, you will be asked to provide their details.

If you are supported by one of the Student Advisers working at the University, you would answer 'No' to this question.



Next: Applicant(s)

You are now through to stage 2. Application.

You are the applicant, and you will now start answering questions about yourself.

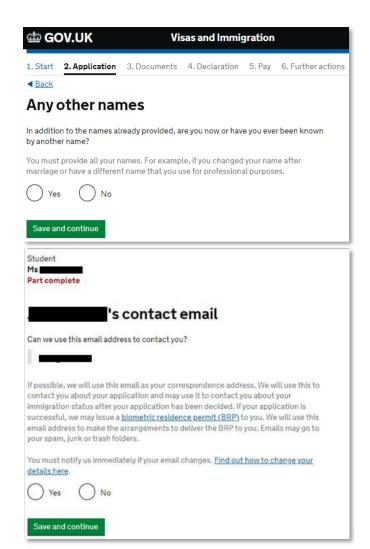
Personal and contact details

Next: Your name

Include the names that are listed on your passport/CAS, including middle names. Make sure your CAS lists your names correctly. If your CAS lists your names incorrectly, you must contact the Visa Compliance team to have your CAS amended.

Put all of your first and middle names in the 'Given names' box. Put your surname in the 'Family name' box.

If you only have one name (i.e., you don't have both a given and family name), click on the link 'I do not have a current passport or travel document'. Once you have clicked on this option, you will be able to click on the link 'I do not have both a given and family name'. You can then enter your name.



Next: Any other names

If you have been known by any other names, e.g., if your name on your degree certificate is different/you have changed your name, you will be asked to confirm your other names.

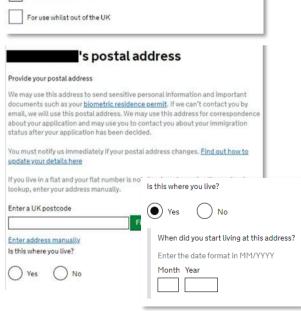
You should only say if you have legally changed your name. Do not include any nicknames you may be called informally.

Next: Can we use this email address to contact you?

You should be able to receive correspondence by email. Important information may be communicated to you this way. This includes the outcome of your visa application and a potential request for further information whilst the application is being processed.

Confirm and continue.

Provide your telephone number Only include numbers, and for international numbers include the country code. We may contact you by telephone if we have any further questions about your application, or about your immigration status after your application has been decided. This may be a home, work or mobile number. You must notify us immediately if the contact telephone number you provide as part of this application changes. Find out how to change your details here. I cannot be contacted by telephone Where do you use this telephone number? You can select more than one option For use whilst in the UK For use whilst out of the UK



Next: Your telephone number

Provide your telephone number here. You should specify whether it is for use inside or outside the UK.

If the number is international, make sure to include the country code. You will not be able to insert a "+" but can proceed the country code with "00" instead.

The UKVI may contact you by phone to discuss your application so it is important that you give a number that you will have access to.

Next: Your postal address

Provide your UK postal address here.

This is where your new BRP will be sent.

You will need to confirm if this is the address where you live. If yes, you will need to provide the month and year when you moved into this address.

If this is not where you live, you will then need to confirm your living address and the date when you moved in that accommodation.

If you have lived at the property for less than 2 years, you will be asked for your previous address history.





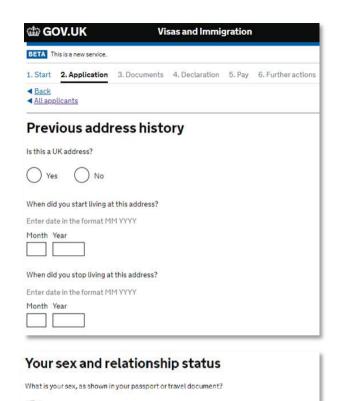
Next: About this property

Confirm the ownership status of the property where you live.

If you do not own or rent your property, for example, if you are living with your family, please select 'Other'; you will then need to explain your circumstances in the free text box.

If you rent the property where you live, you will be asked to provide contact details for your landlord.

The form asks for their name, phone number and address.



Unspecified

What is your relationship status?

am unsure of my current relationship status

Next: Previous address history

You will see this question if you have lived at your current address for less than 2 years. It will ask you to provide your previous address.

You first need to confirm whether your previous address is a UK address. You will then be asked to provide more details.

The address history needs to cover the last two years. You will be prompted to provide another address if the ones listed so far do not cover the required period.

Next: Your sex and relationship status

You need to state your sex and relationship status here.

You must be accurate about your relationship status in the application form. An unmarried partner is someone you have been living with for at least two years. If you are in a relationship but are not living with your partner, select 'single'.

Your nationality, country and date of birth Country of nationality Enter your country of nationality or citizenship, as shown on your passport or travel document. If you have previous or additional nationalities or citizenships, you will be able to add these later in the application. Country of birth Place of birth Enter your place of birth (for example, the city or province), as shown on your passport or travel document. Date of birth For example, 31 3 2020 Day Month Year

Next: Your nationality, country and date of birth

You must declare the nationality of the passport you will use to apply for your visa (which is also the nationality stated on your CAS).

Your place of birth will normally be shown on your passport.

Passport details

Next: Your passport

Your country of nationality will appear here in brackets. You need to confirm whether you have a valid passport which you will be able to provide in support of this application.

You should have a valid passport when applying for your visa. If you do not have a passport, you will need to explain why.



Save and continue

Your passport (country)
Do you have a valid passport?
Use your passport to complete this section. If you cannot supply your current and valid passport as part of your application, select No.
Yes No
Passport number
Issuing authority On your passport this could also be referred to as 'country of issue' or 'place of issue'.
Issue date
For example, 31 3 2020
Day Month Year
Expiry date
For example, 31 3 2020
Day Month Year
Confirm you can provide this passport
I can provide this passport if required
1
Save and continue

Continued: Your passport

The passport you use for your application must match the passport information on your CAS. If you have obtained a new passport since your CAS was issued, you must inform the Visa Compliance team who created your CAS. Incorrect passport details on the CAS can lead to a visa refusal and it is your responsibility to make sure this information is correct.

You must enter accurate details of a valid passport that you intend to use to apply for your visa.

The issuing authority may be your home country, though this information will be on your passport. If your passport does not have an issuing authority, we suggest that you insert the name of the country where your passport was issued.

If you are a dual national, you must choose which nationality you want your visa to be linked to (same as nationality on your CAS). If you are a dual national British Citizen, you should not apply for a Student Visa.

Reason for not providing your passport (country)
You are unable to provide your passport with your application because
You have lost it, or it was stolen
You have never had a passport (for example, because you were born in the UK)
You have previously applied for leave and your passport has not been returned
You have sent the Home Office your passport as part of someone else's application
Other
Save and continue
■ Back
Your identity card
Do you have a valid national identity card?
This includes identity cards, issued from non-UK governments. This does not include driving licences. If you have an internal passport, provide the details here.
Yes No
Save and continue

Next: Reason for not providing your passport

If you do not have a valid passport, you will be asked to explain why.

If this is the case, we advise you contact Student Advice for further guidance, as you need to satisfactory establish your nationality and identity in order for your application to be valid.

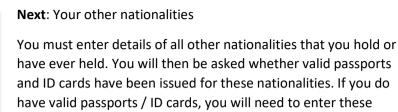
Next: Your identity card

If your country issues national identity cards, you must enter the number here after selecting 'Yes'.

If your country doesn't issue national identity cards, select 'No'. Please note that this is not your passport.

Not every country will issue a national ID card. Even if you have one, you are not required to submit it with your visa application





details on the form.

The nationality that your visa will be attached to should be entered first, in a previous question. The UKVI will only process your application according to your main nationality, which will be the nationality you entered first.

1. Start	2. Application	3. Documents	4. Declaration	5. Pay	6. Further actions
■ Back ■ Allage	licants				
Your	current (JK immig	gra <mark>tion st</mark>	atus	•
Do you c	urrently have a vis	a or leave to rema	ain?		
O Ye	s No				
Save ar	nd continue				

Your current visa

Next: Your current UK immigration status

As an applicant in the UK, you are expected to have a valid visa or leave to remain. You cannot submit your application in the UK if you are here as a Visitor.

If you do not have a valid visa, please contact Student Advice for guidance on your situation.



Continued: Your current UK immigration status

Once you confirm you have a visa, you will be asked to specify what type of visa you have.

If you have a Student visa, select 'Tier 4 (General)' (or 'Tier 4 child' for a Student child visa).

Tier 4 is the old name of Student visa.

If you have a visa which is not listed here, you can select 'I have a different visa or leave to remain' and you will then be asked to provide more details.

Your current visa or leave to rem	nain
What is the start date of your current visa or leave to remain?	
Enter date in the format DD MM YYYY	
Day Month Year	
What is the end date of your current visa or leave to remain?	
Day Month Year	
Save and continue	

Next: Your current visa or leave to remain

Provide the start and end dates of your current visa. These will be stated on your BRP or your digital visa if you have one. If you did not have a BRP or a digital visa with your most recent grant of leave, your visa dates should be specified on your Entry Clearance vignette.

Revocation, cancellation or curtailment Has your visa or leave to remain ever been revoked, cancelled or curtailed? This means your visa or leave was withdrawn after it had been granted. You would have been informed by the Home Office. Yes No Save and continue

Next : Revocation, cancellation or curtailment
Your visa may have been surtailed in the past

Your visa may have been curtailed in the past if you withdrew from your studies or took an interruption of studies. You should be aware if this applies to you and if it was a sponsored visa (for example, with a Tier 4/Student visa, your sponsor would inform you that your visa was reported for curtailment).

If 'Yes', you will be asked to provide more details. In such case, make sure to explain the circumstances clearly.

Time in the UK	
How long have you lived in the UK?	
Year(s) Month(s)	
Save and continue	

Next: Time in the UK

Specify how long you have lived in the UK.

If you have lived in the UK for 12 months and more with a valid visa, you will be exempt from providing financial documents to support your application. However, even if your visa covers the last 12 months but you have been absent from the UK for extended periods of time then you may be required to provide evidence of your finances. If unsure, please check with Student Advice.

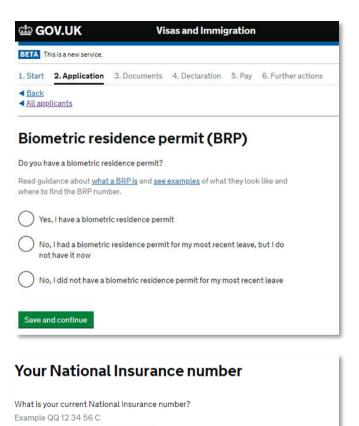
GOV.UK Visas and Immigration
1. Start 2. Application 3. Documents 4. Declaration 5. Pay 6. Further actions
■Back Give details about your first parent
Give details about 2 of your parents.
What if I do not have my parents' details?
What is this person's relationship to you?
Mother
Father
Given names
Family name
If they do not have both a given and family name, enter their name(s) in the Given names field.
Date of birth
Enter date in the format DD MMYYYY
Day Month Year
Country of nationality
Have they always had the same nationality?
Yes No
Save and continue

Next: Give details about your parents

You need to provide details of your parents in this section. If you don't have your parents' details (e.g., because you do not know your parents), please click on the heading 'What if I do not have my parents' details?'. You'll then be able to tick a box to confirm that.

Please do not do this if you have parents but do not have their details with you at that time, you will need to ask your parents for the details before continuing with the form.

If you only have one parent, you should enter the details of that parent only and tick the box confirming that you only have the details of one parent.



do not have a National Insurance number

Save and continue

Next: Biometric residence permit (BRP)

If you have a Biometric Residence Permit (BRP), you will be asked to provide the unique number in the top right corner of the card.

You would normally have a BRP if you applied to come to the UK for more than 6 months and did not use an ID Check app as a part of your visa application.

Next: Your National Insurance number

You will be asked to provide your UK National Insurance number if you have one. You would normally only have one if you worked in the UK in the past.

This is not a policy insurance number, nor your home country insurance number.

Driving licence Do you have a UK driving licence? Yes No Save and continue

World travel history

Have you been to any other countries in the past 10 years?

Do not include visits to the UK, USA, Canada, Australia, New Zealand, Switzerland or the European Economic Area.

Which countries are part of the European Economic Area (EEA)?

Yes 1

Save and continue

Next: Driving licence

You will be asked to provide details of your UK driving licence if you have one. This refers to a driving licence issued in the UK by Driver and Vehicle Licensing Authority (DVLA), not a driving licence issued by another country.

Travel history

Next: World travel history

When applying for a Student visa using this form, you may not be asked to provide details of your travel to the UK, USA, Canada, Australia, New Zealand, Switzerland, or the European Economic Area.

However, you will be asked to provide details of your travel to other countries within the last 10 years.

If you have been to any other countries, please select 'Yes'.

Details of your world travel history

Which country did you visit?

Do not include visits to the UK, USA, Canada, Australia, New Zealand, Switzerland or the European Economic Area. You will be able to add additional details of your trips after you click 'Save and continue'.

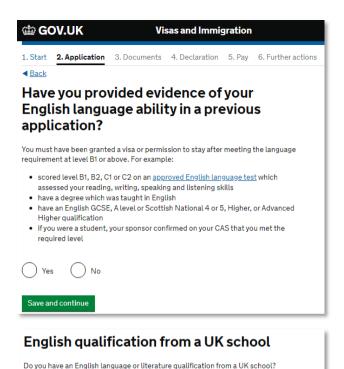
Which countries are part of the European Economic Area (EEA)?

What was the reason for your visit?	
Tourism (including visiting family and friends)	
Work	
Study	
Transit (travelling through the country)	
Other-provide details	
When did you enter this country?	
Enter date in the format DD MM YYYY	
Day Month Year	
When did you leave this country?	
Enter date in the format DD MM YYYY	
Day Month Year	
l <u></u>	
Save and continue	

Next: Details of your world travel history

If you selected 'Yes' to the previous question, you will now need to provide more details of your visits.

You can only select one country at a time. If you have been to more than one country from the list, you will be able to add it after you have saved the details of the first travel.



This must be from a school you attended when you were under 18. You will need to

You can use a GCSE, A level, National 4 or 5, Higher, or Advanced Higher

provide your exam certificate.

qualification.

Save and continue

English language requirements

The next series of questions are concerned with the English language requirement.

If you have previously been granted a Tier 4 or Student visa and have proven your ability to meet the language requirement at the correct level, choose 'yes'.

Please check your CAS to see how your English language ability was assessed. If your CAS states that your English language has been assessed in another way, select **NO** and answer the following questions according to your situation.

Next: English language qualification from a UK school

The next question is again with regards to how you meet the English language requirement. It asks if you have an English qualification from a UK school. You should answer 'No' to this question, unless this is how your English language was assessed and this is confirmed on your CAS. This will usually only apply to undergraduate students.

English language assessment

If you are studying at a Higher Education Provider, have they assessed that you meet the English language requirement, or that you are a 'gifted student'?

You can find this information on your Confirmation of Acceptance of Studies (CAS) statement, if you have one.



Does the Higher Education Provider have a track record of compliance?

See the Register of Student Sponsors to confirm whether a Higher Education Provider has a track record of compliance, A Higher Education Provider with a track record of compliance will have the status Student Sponsor - Track Record.





Save and continue

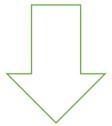
Next: English language assessment

If you answered 'No' to the previous question, you will be asked 'Are you coming to the UK to study at a higher education provider?' You should answer 'Yes' to this question.

You will then be asked whether your CAS indicates that your English Language ability was assessed by your institution or that you are a 'gifted' student. Check your CAS.

If you are applying for a visa to study at degree level or above, the answer should be 'Yes' as we should have assessed your English language level.

If you are applying for a Student visa for a Pre-sessional English Language course and have had to take a UKVI SELT, you will need to declare this





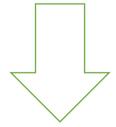
Next: Immigration history

The next question lists various immigration problems and asks whether you have ever experienced any of these in relation to the UK or any other country. if you have never experienced any immigration problems, then please select 'No'.

If you have experienced any of these issues, please select 'Yes'. You will be required to provide more details on the next screen.

You must declare any immigration issues you have had.

The Home Office will also conduct their own checks. If you answer 'No' to this question and you have previously been refused a visa or any of the criteria apply to you, this could be viewed as deception. It is likely that your visa application will be refused, and you could be subject to a ban from entering the UK for a period of **10 years**.





Next: Details of an immigration problem

If you answer **YES** to the question above, you will be asked to provide details of the immigration problem(s) you experienced.

You must declare if you have had any immigration issues for the UK or any other country in the world.

This may not affect your visa application for the UK, but it will depend on the issue you faced and the reason for it, e.g., if you faced immigration issues due to working illegally, the UKVI may think you will breach your visa conditions whilst in the UK.

If you answer 'Yes' to this question, you will be asked to provide additional information. Please give as much detail as possible.

Once you have given details of the immigration problem you experienced, you will be asked whether you have had any other immigration problems.

If you have experienced more than one issue, select 'Yes' and complete the information again.

Please ensure that you complete this section accurately. Failure to declare immigration issues can impact on your visa application, particularly if you fail to declare a previous visa refusal.

Failure to declare a refusal can lead to a ban on immigration applications to the UK.

Breach of UK immigration law Have you ever: entered the UK illegally · remained in the UK beyond the validity of your visa or permission to stay breached the conditions of your leave, for example, worked without permission or received public funds when you did not have permission given false information when applying for a visa, leave to enter, or leave to breached UK immigration law in any other way

Save and continue

treatment

Save and continue

Medical treatment in the UK Have you ever been given medical treatment in the UK? For example, if you visited a doctor, clinic or hospital, this counts as having medical

Next: Breach of UK immigration law

You will need to confirm whether you have ever breached any of the laws listed. If you answer 'Yes' you will be asked to include details of the breach on the next screen.

Failure to answer this question truthfully could lead to a visa refusal and a ban from entering the UK.

Next: Medical treatment in the UK

You will be asked whether you have received any medical treatment in the UK. This includes visiting a doctor or a hospital.

If yes, you will be asked whether you paid for the treatment and subsequently, you will need to confirm various details about the visit, such as the name of the clinic/hospital and the month and year when you received the treatment.

If you don't have all the details, try to be as accurate as possible in your estimate

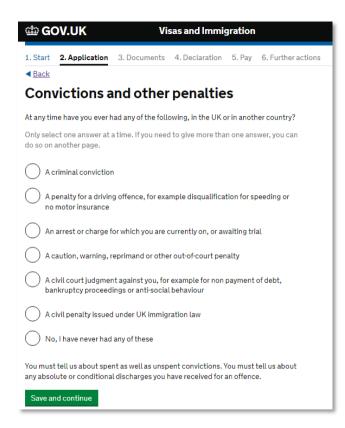


Next: Public funds

Next, you will be asked whether you received any public funds in the UK; this includes receiving benefits or housing assistance paid by the state.

Please note that Student visa holders are not able to claim most benefits as it is against the conditions of their visa.





Next: Convictions and other penalties

Answer the questions truthfully, including information for ANY country (not just those from within the UK).

You must declare if any of these convictions apply to you and whether they are spent or unspent.

If you need to declare a conviction or are awaiting trial, please contact us for advice. Selecting an option from the list directs you to another page or free text box where you can add further details.

On the pages following this, you will be asked whether you have ever been involved in the following:

- War Crimes
- Involved with Terrorist activities or organisations
- Held terrorist views
- Extremist Organisation
- Expressed Extremist views

You should read all the guidance on each screen and must click in the box to confirm that you have read this.

Person of good character

Have you, as a part of your employment or otherwise, undertaken paid or unpaid activity on behalf of a non-UK government which you know to be dangerous to the interests or national security of the UK or its allies?

Yes No

Have you ever engaged in any other activities which might indicate that you may not be considered to be a person of good character?

Yes No

Is there any other information about your character or behaviour which you would like to make us aware of?

Yes No

Save and continue

Next: person of good character

You will need to declare that you are a person of good character or include any information regarding your character which you wish to make the UKVI aware of.

Please read the questions carefully.

If you answer 'Yes' to any of these questions, you will be required to provide additional information.



1. Start 2. Application 3. Documents 4. Declaration 5. Pay 6. Further actions
◀ <u>Back</u>
Your employment history
Have you ever worked for any of the following types of organisation?
Include information for any paid or unpaid work. Select all that apply.
include information for any paid of dispaid work. Select all that apply.
Armed Forces (career)
Armed Forces (compulsory national or military service)
Government (including Public or Civil Administration and non-military
compulsory national service)
Intelligence services
_
Security organisations (including police and private security services)
Media organisations
Judiciary (including work as a judge or magistrate)
_
I have not worked in any of the jobs listed above
Save and continue
Save and continue

Next: Your employment history

If you have ever worked in the industries listed in this question (including as an intern), you'll need to select the relevant option.

Once you click in one of the boxes, a free text box will appear for you to provide further information about that work.

We recommend that you provide brief details of the job title, scope of work and dates that you worked in that organisation, if this applies to you.



Sponsor licence number

Next: Sponsor licence number and address

In this section, you will be asked to provide sponsor licence number and address. your "Sponsor" is the University of Westminster.

The information needed for this section is in your CAS email.

The address details and the sponsor licence number are the same for all students – the screenshot shows how to complete this information but you can also copy-paste this information from your CAS letter.

Place of Study What type of sponsor will you be studying with? The Register of Student sponsors sets out what type of sponsor each institution on the register is. A Higher Education Provider with a track record of compliance will have the status 'General Student Sponsor - Track Record'. Independent School Higher Education Provider Higher Education Provider with a track record of compliance Overseas Higher Education Provider Publicly Funded College Private Provider What is the difference between a school and a higher education institution? Save and continue **◀** Back Primary site of study Is this the site where the majority of your study will take place? The University of Westminster 309 Regent Street London WIB 2HW

Save and continue

Next: Place of study

In the question about 'Place of Study', you will need to confirm the type of sponsor you will be studying with.

The University of Westminster is a 'Higher Education Provider with a track record of compliance'.

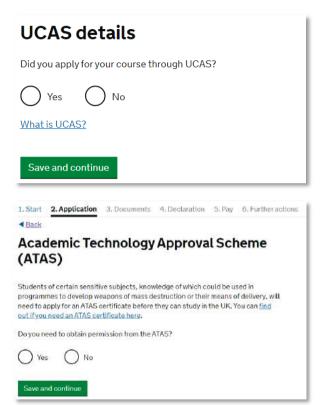
Please select this option and proceed.

Next: Primary site of study

Primary site of study is the address where your course is held. This could be at the Marylebone, Cavendish, Harrow, or Regent Street address.

If you are studying at Regent Street, select 'Yes' as your primary site of study will be the same as stated earlier. If you are studying at one of the other sites, select 'No' and insert the address as stated on your CAS.

It is listed on your CAS as the "Main Place of Study".



Next: UCAS details

If you are studying an undergraduate (Bachelors) degree, you will have applied through UCAS, so you'll need to select 'Yes' and then provide your UCAS identification number.

If you are a postgraduate student or if you are studying another programme (e.g., if you are doing General Course or you are at Westminster on exchange), select 'No' as you did not apply through UCAS.

Next: Academic Technology Approval Scheme (ATAS)

Your CAS may state that you require an <u>ATAS certificate</u>. If you require ATAS, it will be shown on your CAS and in your offer letter, so please check that carefully.

You will be informed by the relevant Admissions team if this is required.

If this applies to you, you will only be able to apply for your visa when you have received ATAS clearance.

You will need to provide your ATAS reference number here if you are subject to the ATAS requirement and select 'Yes'. Otherwise, select 'No'.

Are you currently receiving money from an official financial sponsor - or have you received money from an official financial sponsor in the past 12 months? Yes No What is an official financial sponsor? Save and continue Future official financial sponsor Will you be receiving money from an official financial sponsor for your continuing studies? Yes No What is an official financial sponsor?

Save and continue

Official financial sponsorship

Next: Current or past official financial sponsor & Future official financial sponsor

The next two questions ask if you have received, are or will be receiving money from an official Financial Sponsor.

Official Financial Sponsors are defined as:

- the UK Government
- your home government
- the British Council
- any international company
- a University
- an independent school
- international organisation

If you had or have a scholarship from an organisation that meets this description, select YES to the relevant question.

If you are not receiving financial aid from any of the above, the answer should be NO.

Your parents, family members, family businesses and friends are not official financial sponsors, nor are US Federal loans.

See Official financial sponsorship for more information.

Future official financial sponsor Will you be receiving money from an official financial sponsor for your continuing studies? Yes No What is an official financial sponsor? If you are being wholly sponsored by an official financial sponsor how will you prove this? My Student sponsor has confirmed this information on my CAS Letter of official financial sponsorship I am not being wholly sponsored

Next: Future official financial sponsor

If you select YES to this question, you will see additional options.

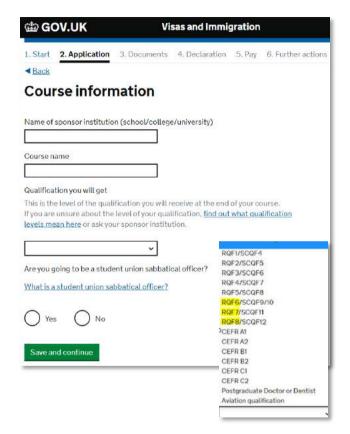
Wholly sponsored means that all living costs and tuition fees for your studies are paid by an official financial sponsor.

If you are being 'wholly sponsored' **and** you are in receipt of a University scholarship, you should select 'My Student sponsor has confirmed this on my CAS'.

If your CAS does not confirm your scholarship, you must contact the Visa Compliance team and ask for your CAS to be updated.

If you are being 'wholly sponsored' and are in receipt of any other official financial sponsorship you should select 'Letter of official financial sponsorship'. This letter will need to meet the requirements outlined in Student Visa guidance.

If your scholarship does not cover all the tuition fees and living costs required, choose 'I am not being wholly sponsored'. If you select this option, you will be required to show that you have enough funds to cover the remaining living costs and tuition fees which are not paid by an official financial sponsor.



Course details

Next: Course information

You should complete this section using your CAS and copy the information exactly as it appears on your CAS.

Name of sponsor institution: University of Westminster.

Course name: Copy this exactly as it appears on your CAS, for example, Business Management (Accounting) BA Honours.

Qualification you will get: This question is asking you about the level of your course. Check the course level on your CAS. It's called the "academic level" referred to as RQF followed by a number.

Please note that the online form lists the academic level as RQF/SCQF. It is the RQF number that is important. For example, for an Undergraduate course it is RQF 6, and for a Master's degree course – RQF 7.

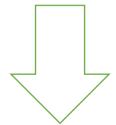
Are you going to be a student union sabbatical officer? Answer 'No' and select Save and Continue. If you are applying to be a sabbatical officer, please contact Student Advice at for more information.

Course start date Provide the start date of your main course of study, but do not include any other courses you may be taking before. Enter date in the format DD MM YYYY Day Month Year Course end date Day Month Year Save and return later

Next: course dates.

Course Start date: Copy this information from your CAS. **Course end date:** Copy this information from your CAS.

If you are applying to continue studying on a course which you started before (e.g., you are extending your visa to retake modules with attendance) then please put the start date of your course **not** as the original date when your course started but the date when your course is resuming, as confirmed on your CAS (CAS start date).





Next: Accommodation payments

<u>Depending on how long you have lived in the UK, you may or may not see the next two questions.</u>

Have you paid any money to your sponsor (University) for accommodation? Only choose "yes" if you have already paid money to the University towards accommodation for one of the following: Harrow Hall, Alexander Fleming or Marylebone Hall AND your CAS confirms the payment. Answer "NO" for any other accommodation even if this was obtained through the University.

A maximum of £1,334 can be deducted from the total money you need to prove for your maintenance, even if you have paid more.

If you decide to pay more than £1,334 towards your accommodation, ensure you still have sufficient funds in your bank account to prove you have £12,006 for your maintenance before you make your visa application.

The next question asks you to confirm the document you are using as proof of payment. This should be confirmed on your CAS. If your CAS does not confirm payment for your accommodation, you should contact the Visa Compliance team to have your CAS amended.

Course fees What are your course fees for your first year? If your course is shorter than 12 months, state the total course fee. This information is on your Confirmation of Acceptance for Studies (CAS) statement. Alternatively, you can contact your sponsor for this information. E Have you or your parent(s) or legal guardian(s) already paid any of your course fees? Please select No if your course does not have a fee. Yes No How much has been paid? £ How can you prove this amount has been paid?

My sponsor has confirmed this information on my CAS

Save and return later

Receipts

Continue

Course fees and maintenance funds

Next: Course fees

What are your course fees for your first year?

Enter the amount stated on your CAS.

Have you or your parent(s) or legal guardian(s) already paid any of your course fees?

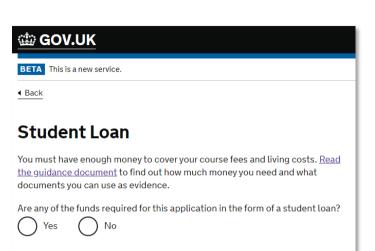
If you have made any payment to the University for your fees (this includes the payment of the deposit, if applicable), you should answer 'Yes' to this question. See if you are required to pay the CAS deposit.

Your CAS should show the same amount as you enter on the application form. You should ensure that all the tuition fees you have paid are shown on your CAS. However, pre-sessional students with a CAS for the pre-sessional course only will not have the deposit payment listed on their first CAS.

'How can you prove this amount has been paid?'

You should select that 'My sponsor has confirmed this information on my CAS'. We do not advise that you present receipts as evidence of your payments.

If the CAS details are not correct, e.g., you have paid more, contact the Visa Compliance team to get your CAS amended BEFORE you continue further with your visa application.



Continue

Save and return later

Next: Student Loan

If you answer 'Yes' to this question, you will be asked 'Have you already received your student loan?'

You can only rely on a loan letter if your loan is from:

- Your national government
- Your state/ regional government
- A government sponsored student loan company
- Part of an academic or educational loan scheme

Your loan must be available to you before you travel to the UK or paid directly to the University before you travel to the UK, with any living cost portion of the loan being made available to you by the time you arrive in the UK.

If your loan is provided by your national government, the loan must be available before you start your course.



Next: Maintenance funds

The next question asks if all of the funds that you are required to show are in a bank account with your name on it.

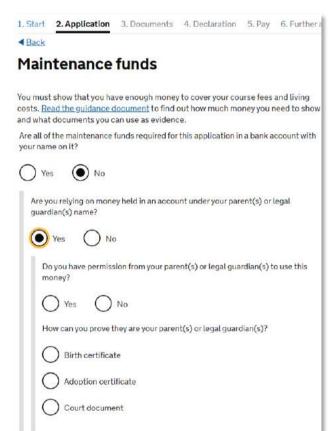
You will need to answer 'yes' to this question unless:

- you are fully sponsored by an official government sponsor or an international scholarship agency, **or**
- your funds are in your parent's bank account and in their name.

You are required to demonstrate that you have a specific amount of money as explained on <u>our website here</u>.

You need to show that you have sufficient funds for your living costs (£12,006 for students whose course is at least 9 months long) and you also need to show that you have the money to pay your course fees for the first year. These funds need to be held in a bank account for a consecutive 28-day period and the bank statement submitted with the application needs to be recent and less than 31 days old at the date of the application.

If you are using your parent(s)/legal guardian(s) bank account to cover some of all of the funds, please select 'No'.



If you answer 'No' and your maintenance funds are in one of your parent's accounts, you will be asked whether you 'have permission from your parent(s) or legal guardian(s) to use this money?' You should answer 'Yes' to this question and ensure that you have a written consent from your parent(s) – you will need to submit this with your application.

You will then be asked how you can prove your relationship with your parent(s). Answer appropriately and select 'Save and Continue'.

If you intend to use an adoption certificate or court document, contact Student Advice to check that your document will be accepted by the UKVI.

You can only use your parent's or legal guardian's financial evidence (in limited cases, it is also possible to use your <u>partner's</u> (e.g., spouse's) financial evidence, but additional requirements must be met here, including them being in the UK (and not on a visit visa) – contact us for advice if this may apply to you).

If any documents are not in English or Welsh, you must provide an official translation. Bank statements, birth certificates, parent sponsor letter and translations must all meet the Student visa requirements. Visit our visa pages for further information.

You do not need to include financial evidence with your initial visa application if you meet the Student Visa Differentiation Arrangements and you are applying for your Student Visa in your country of nationality. You can check whether your country is part of the Differentiation Arrangement via Appendix ST 22.1 of Immigration Rules.

Your Confirmation of Acceptance for Studies Do you have a Confirmation of Acceptance for Studies (CAS) number?

O Yes

O No

Save and continue

Your CAS

Next: Your Confirmation of Acceptance for Studies (CAS)

Your visa application will be refused if you do not have a CAS.

If you are applying for a Student visa, you should have a CAS number.

Answer 'Yes' (because **you must have a current and valid CAS** to make a valid application for a Student visa) and then enter your CAS number accurately.

You must check your CAS very carefully and ensure there are no errors or emissions. If you notice that there is an error on your CAS, contact the Visa Compliance team.

This is the end of the main part of the application form. Please check your answers carefully before proceeding.

At this stage, you will be able to add another applicant (a dependant) to your application. Not everyone is eligible to have a dependant, and not everyone can apply for a dependant visa in the UK.

For more information on dependants, please see **UKICSA** website.

This guide is intended for students applying on their own; if in doubt, please contact Student Advice.

If you are applying on your own, press Continue.



Bank)

Documents

Next: Documents

You will be given a list of documents you are requested to submit with your visa application. You won't be able to upload these documents here just yet – you will need to upload them at a later step, at the time when booking your biometrics appointment, as explained later in this guide.

The list you will see depends on your individual circumstances: your nationality, your financial arrangements, etc. **The screenshots shown on the left are examples only** – you must refer to the list on your application form.

Gather your documents as listed on your application form. Tick each box to confirm you have this document.

The form may still ask you to submit the evidence of the qualification listed on your CAS, but this is no longer a requirement under the Student Route. You are welcome to submit the qualification if you wish, but it must be the right document as it will be considered by the caseworker if submitted.

COV.UK Visas and Immigration 1. Start 2. Application 3. Documents 4. Declaration 5. Pay 6. Further actions **◀** Back Conditions If your application is successful, there will be conditions on your visa or leave to remain. This will include, for example, whether you are able to work in the UK. If you stay in the UK without permission: · You can be detained · You can be prosecuted, fined and imprisoned . You can be removed and banned from returning to the UK · You will not be allowed to work You will not be able to rent a home You will not be able to claim any benefits and can be prosecuted if you try to · You can be charged by the NHS for medical treatment · You can be denied access to a bank account DVLA can prevent you from driving by taking away your driving licence. I confirm that I understand and accept these conditions Save and continue

Next: Conditions

This page informs you that there will be certain conditions linked to your visa if your application is successful. To read more about Student visa conditions, please see <u>UKCISA</u> Website

It also warns you what could happen if you stayed in the UK without permission (without visa).

Read this information carefully. You will need to confirm you understand and accept the conditions and sign the declaration which will appear on a separate page.

Declaration

By sending this application, you confirm that to the best of your knowledge and belief the following is correct:

- · the information relating to the application
- · the supporting evidence

I understand that the data I have given can be used as set out in the privacy policy

I consent to organisations, including financial institutions, providing information to the Home Office when requested in relation to this application.

I understand that any passports/travel documents submitted in support of my application, which remain uncollected after 3 months from the date they were ready for collection, will be returned to an office of the authority that issued the document. If this happens, the Visa Application Centre will be able to advise where the document has been sent.

I have discussed with any other applicants that I am acting on behalf of, and confirmed that the contents of the application are correct and complete.

I agree to the terms and conditions.

I accept the above

I understand that if false information is given, the application can be refused and I may be prosecuted, and, if I am the applicant, I may be banned from the UK.

confirm that:	
I am the applicant aged 18 or over	
I am the applicant aged under 18	
I am the parent or legal guardian of the applicant who is aged under 18 and completing and submitting the form on their behalf	
I am submitting the form on behalf of the applicant	

Next: Declaration

Read the declaration carefully and confirm that you are the applicant and whether you are aged 18 or over or under 18.

Please note that if you are under 18 years old, you will need to submit a written consent from both of your parents or legal guardians, in which they confirm the consent for your visa application and your living and care arrangements in the UK. You will also need to provide a copy of your birth certificate (or another government issued document) that shows the names of your parents.



DO NOT SUBMIT AND PAY FOR YOUR APPLICATION UNTIL YOU HAVE PREPARED YOUR SUPPORTING DOCUMENTS. YOU MUST PROVE THAT YOU MEET THE RULES ON THE DAY YOU APPLY FOR YOUR VISA (THE DATE YOU SUBMIT AND PAY), NOT ON THE DAY OF YOUR APPOINTMENT.

COV.UK

Visas and Immigration

1. Start 2. Application 3. Documents 4. Declaration

6. Further actions

■ Back

Immigration Health Surcharge (IHS)

Coronavirus (COVID-19): Disruption to this service

Most UK Visa application centres are operating. To check availability of local services, contact:

- . TLS contact if you are in Europe, Africa and parts of the Middle East
- · VFS global for all other countries

Priority and Super Priority services are only available in some locations. If available, you will be able to purchase these services when booking your appointment.

There are changes at the border because of coronavirus (COVID-19). You are advised to consider border control guidance and any current travel bans before you apply for a visa.

You must pay your Immigration Health Surcharge (IHS) before you can complete your visa application. You will pay your IHS on another website, then return to this site to complete and pay for your application.

If you are exempt, you will still need to get a reference number from the IHS website.

Your IHS reference number will automatically be included on your application once you pay and return to this site.



Your answers will be locked when you go to the IHS website, even if you do not pay your IHS straight away. If you need to make any changes to your answers you must do so now.

Check your answers

Go to IHS website

Immigration Health Surcharge (IHS)

Next: Immigration Health Surcharge

This is the last point at which you can edit your answers. Please carefully review your answers before moving onto the IHS payment.

You must now pay the Immigration Health Surcharge to proceed with your application.

You will need to pay IHS even for a short visa extension when applying in country. Any period under 6 months will be calculated as £235.

The amount of IHS payable is calculated on the length of your visa, including any time granted before the start of your course and after the course end date.

Click on 'Go to IHS website'. You'll then need to pay the IHS. Check how much you'll need to pay.

It is currently £776 per year of the visa and £388 for any additional period that is 6 months or less. If you are studying a 3-year undergraduate course, you will pay £2716. You will pay £1164 for a 1-year postgraduate course.

Summary

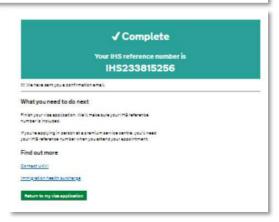
Your details Add where you are planning to stay. Add your course start date. Add your course end date. Add whether you are continuing a course.

Are you applying to continue on the same course for which you were last given Tier 4 Leave to Enter or Remain (e.g. to undertake re-sits)?



Add the location of your course

Please state whether you are continuing a course



Once you have clicked on "Go to IHS website", you will see an information page. Please read through and select "Continue".

You will then see a summary of your details, with certain details missing. You will need to provide them again, even though you would have entered most of them on your application already.

Click on each red section and complete the missing information

One of the questions will ask if you are applying to continue on the same course for which you were last given a Student visa.

If you are applying to study a new course, select 'No'. Only students who are applying to extend their visa to complete their course (e.g., due to resits) should answer 'Yes'.

Once you have paid the IHS, you will receive your own individual IHS number reference number.

The number shown on the left here is just an example.

You should then click on 'Return to my visa application'.

Choose a service Select a service from the options below. You will not be able to change this after you have submitted your application. Standard service: pay 509.20 GBP, most people get a decision within 8 weeks after attending their biometrics appointment Priority service: pay 1009.20 GBP, most people get a decision within 5 working days after attending their biometrics appointment Super priority service: pay 1309.20 GBP, most people get a decision on the next working day after attending their biometrics appointment The amount you pay for each service option includes the 19.20 GBP biometrics enrolment fee for each applicable person on this application. UK Visas and Immigration will contact you if it will take longer to process your application.

Save and continue

Visa application fee

Next: Choose a service

You now must pay the visa application fee.

Your Student visa application is considered submitted once you complete this payment (although as you will read below, this isn't the last step for you to complete).

The standard service usually takes 8 weeks from when you attend your appointment.

You must stay in the UK until you receive a decision on your application. Leaving the UK whilst the application is pending will automatically withdraw your application.

As long as you submit a valid application before your current visa expires, your rights in the UK will be extended until you receive a decision on the new application, even if your current visa expires while you are waiting.

You will then be prompted to book an appointment to enrol your Biometrics and submit your visa application.

Once you have paid this fee you must save the form and the checklist, and then proceed to booking a biometrics appointment.

After your Visa Application is submitted

Once the visa fee payment is processed, the online Student visa application form is submitted. However, you have not completed the whole application process yet.

Further actions: document upload and booking your biometrics appointment

You will now see screen 6. Further actions, which will list mandatory and optional actions for you to take.

Scroll down to the optional actions section and download a copy of your visa application form and the document checklist. Keep these documents for your own record.

Afterwards, please follow the instructions under Mandatory actions: book and attend an appointment at a UKVCAS centre to provide your biometrics. If you do not complete this step, your visa application will not be successful. You will first need to set up an account, then upload and submit digital copies of any required documents, and finally book and attend an appointment. Once you have uploaded all the documents necessary for your application, please return to the main Documents Upload screen on UKVCAS and click 'Submit'. You can only submit once, so make sure all the required documents have been uploaded first.

Waiting for the visa decision

Standard visa processing time for in-country applications is 8 weeks unless using a Priority Service. Whilst your application is pending, you may be contacted to provide additional information: please make sure to check your email regularly (including spam) as there will be a deadline on providing additional evidence if requested.

You must not leave the UK whilst your application is pending; leaving the UK will result in your application being withdrawn.

If your most recent visa expires whilst you are waiting for the outcome of your current visa application, your rights in the UK will be protected (you will not become an overstayer) as long as you submitted a **valid in-time application**. An *in-time application* means that it was submitted before your most recent visa expired and *valid* means that the application met all the validity criteria, including providing a valid CAS.

If you do not receive an outcome on your application within 8 weeks, please contact Student Advice.

Receiving your visa

Once your visa is granted, you will receive a confirmation of this by email. The email will also outline the timeframe for the delivery of your new BRP. Your BRP should normally be delivered within 10 working days from the date of decision and will be sent to your address by courier.

Checking your BRP

Once you receive your BRP, please check carefully that there aren't any errors on the card. Errors are sometimes made in the spelling of your name, your work conditions, or the duration of your visa.

Your visa must cover the duration of your course and grant you additional 2 or 4 months after the course ends, depending on how long your course is. If your course is over 6 but under 12 months long, the additional time on your visa will be 2 months; if your course is 12 months or longer you should receive additional 4 months on your visa.

Students extending their visa for a short period of time should still receive the additional months in line with the original duration of their course and not the length of the extension.

If your BRP shows the expiry date as 31st December 2024 but you know your visa should be valid longer, you can disregard this. The UKVI confirmed that:

You will not need a BRP from 1 January 2025. You'll be able to prove your immigration status online, without a BRP. UKVI will update their information on how to prove your immigration status in early 2024. You do not need to do anything, and your immigration status will not be affected.

If your visa end date is incorrect and is any other date than 31st December 2024, or if you spot any other errors, please contact Student Advice.

Further advice

Contact <u>Student Advice</u> if you have questions about your visa application or the documents you need.