



INDEPENDENT
HIGHER
EDUCATION

Annual Conference 2018

Monday 26
November 2018

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International students

Working with the Home Office

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Home Office

Working with the Home Office

November 2018

Paul Jeffrey, Head of Student Migration Policy

David Ramsbotham, Head of Sponsorship, UKVI

Overview

- Student visa update
- Front End Services (FES) rollout
- Operational update
- Higher Education Reform

Student visa update

- No limit on number of international students and positive policy changes.
- The MAC published their report on the impact of international students on 11 September.
- We are carefully considering the recommendations.
- The Government will publish Immigration White Paper later this year.

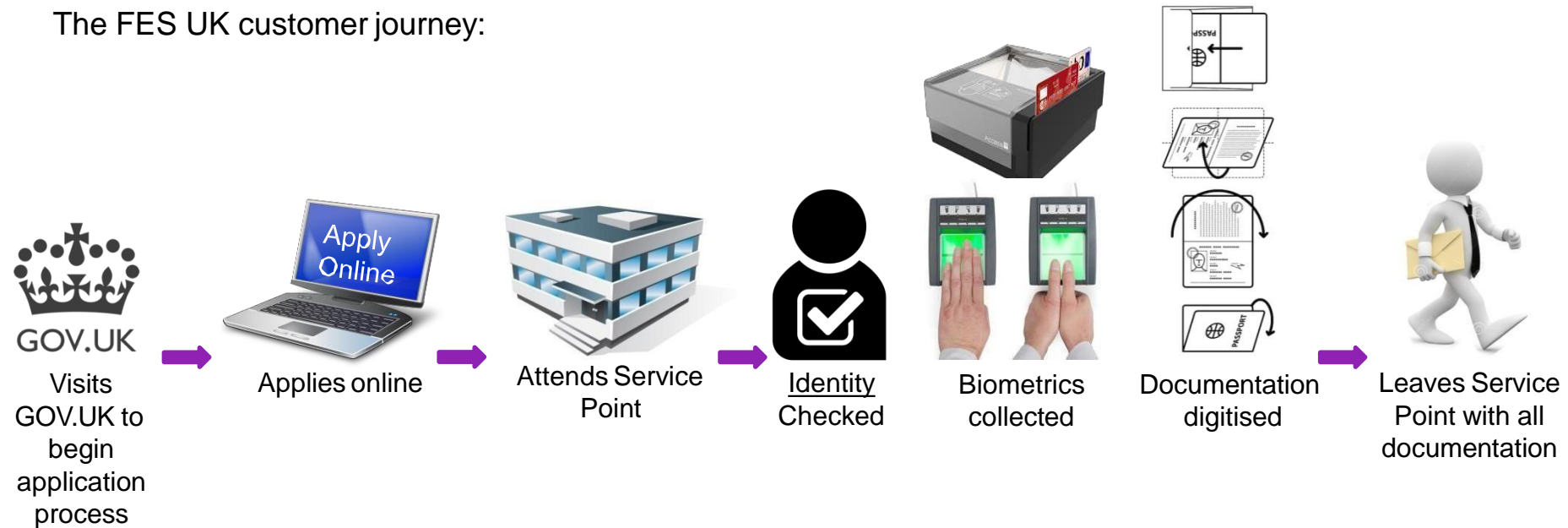
Attendance Monitoring Review

- **Not** a clampdown
- Ensuring monitoring works for sponsors, students and the Home Office
- Collaborative policy design

Front End Services

Through Front End Services (FES UK) procurement CPs were asked to develop a solution in conjunction with UKVI that will enhance and improve the customer journey and support UKVI in Digital decision making.

The FES UK customer journey:



Front End Sevices

Self Scanning of Documents

Only need to bring Passport to the appointment

Passport returned to student at appointment

Travel restrictions still apply until decision made.

Premium Appointments

Current Premium Customer Service Centres will close

All customers will have the option of next day decisions

Passport returned to student at appointment

Travel restrictions still apply until decision made.

Service Centre Locations

Manchester
Birmingham
Glasgow
Cardiff
Belfast
Newcastle
Wakefield
Hull
Burnholme
Lancaster
Cambridge
Warwick
Nottingham
Liverpool
Stockport

Croydon
Bradley
Stoke
Shoe Lane
(London)
Reading
Hemel Hempstead
Watford
East Ham
Bedford
Peterborough
Coventry
Ipswich
Brighton
Wimbledon

Aberdeen
Canning Town
Norwich
Bournemouth
Wolverhampton
Stratford
Patchway
Newport
Llandudno
Gloucester
Canterbury
Dorchester
Stevenage
Swindon

Truro
Kensington
Preston
Swinton
Eastbourne
Barbican
Shepherds Bush
Taunton
Burnley
Warrington
Salisbury
Victoria
Portsmouth

Operational update

New Sponsor IT on pause...

...but we still need to make improvements

Sponsorship Improvements



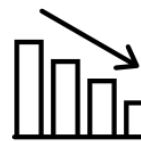
BCA matching improvements



Automated BCA reminder



Self Service for some SMS requests



Clearer Service Standards.

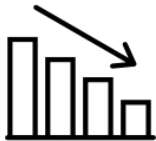
Notification Improvements



Robotics to improve data matching



Informing sponsors of notification outcomes



Reduced Processing times



Higher Education Reform

Overview

- Office for Students register live in April 2018 – deadline for registering in time for 1 August 2019 is May 2019.
- Intention published in Document 4 of Sponsor Guidance
- HE Providers with a track record of immigration compliance will be eligible for certain privileges

Higher Education Reform

Rules changes

- Intention for legal framework to be in place by late Spring 2019
- Changes to the Immigration Rules required to:
 - Ensure reforms benefit providers in the devolved nations
 - Ensure providers are able to access privileges

Higher Education Reform

Implementation

- Focus group being held in December.
- No application needed.
- UKVI will inform sponsor's automatically when they qualify.



Supporting applicants through the Tier 4 visa application process – some practical steps

November 2018

INTO 

Supporting students with Tier 4

- **Maximising the chance of application success**
 - Bank statement checking
 - Mock credibility interviews
 - Application checking
- **What if a student gets a refusal? Administrative Reviews**
 - Do you agree with the decision?
 - Should you challenge the decision?
 - How to support students to challenge refusal decisions
- **Visa extensions**
 - Tier 4 refresher sessions: on-course students
 - Signposting to the new Sopra Steria in-country services

Maximising the chances of visa success

Maximising the chances of visa success

- Other stuff – pre-departure webinars, online learning modules, agent training sessions
- Immigration History checks – request from PCST
- Application checking
 - OISC regulation
 - Do you have the expertise? Signpost to Home Office-registered immigration firms if not
- Mock credibility interviews
 - map questions to UKVI's own interviews
 - coaching (don't do it...but what is it?)
- Checking bank statements
 - Resource management: who do you check, if you can't check them all?
 - Tools: OANDA currency converter, future date calculator
 - Use the guidance!

What if a student gets a refusal? Administrative Reviews

Administrative Reviews

Questions to consider:

- Do you agree with the refusal decision?
- If yes, do you issue a 2nd CAS to the applicant?
- If no, should you help to challenge the refusal? (time commitment, chance of success)
- Tone – authoritative (but polite 😊)
- Bespoke support letters – always refer to the specific student case
- Evidence – request interview transcripts from UKVI
- Keep your PAM in the loop
- Practice makes...less imperfect
- Managing expectations, and recent AR trends

Visa extensions

Visa extensions

- Tier 4 refresher sessions with on-course students (if you're resourced for this)
- Drop-in advice clinics (ditto)
- Internal progressor, or heading to another provider? What's the handover point?
- Signposting the new in-country application process
 - Has anyone planned a specific session for students on this?
 - in-country extenders can now pay for immigration advice – will you be advising they do this?

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Come to the next IHE Immigration
Compliance Network meeting!