Tier 4 - What to do if things go wrong

Advice and Counselling Service

www.welfare.qmul.ac.uk
About the Advice and Counselling Service

The Advice and Counselling Service offers a free and confidential service to all QMUL students, including those from Barts and The London, QMUL’s School of Medicine and Dentistry.

You can view our confidentiality policy on our website: www.welfare.qmul.ac.uk/procedures

Our Welfare Advisers

In this guide we sometimes advise you to contact a Welfare Adviser for further guidance. Welfare Advisers in the Advice and Counselling Service have specialist training to offer you professional advice on a range of financial, practical and legal issues. This includes:

- financial support (loans, grants, bursaries, etc)
- tuition fee status
- planning and managing a budget
- cutting costs
- hardship funds
- dealing with debt
- immigration law
- international student issues
- financial support for student parents (childcare costs, etc)
- postgraduate funding
- welfare benefits, including disability benefits
- housing rights and council tax

The Welfare Advisers role is to offer you advice about your individual situation, explaining your rights, and any options and solutions available to you. You can then choose what you want to do. If your situation is complex, a Welfare Adviser can advocate on your behalf where appropriate, for example, appealing against an incorrect assessment of Student Finance or a welfare benefit.

You can get advice at any time during your course, as well as before you start at QMUL.

How to contact a Welfare Adviser

You can see a Welfare Adviser in person during one of our same day appointments (during term time only), or at a pre-booked appointment, or you can email questions via our website. If you need to speak to a Welfare Adviser but you are unable to come to the the Mile End campus, we can normally offer a telephone appointment. Appointments are one to one and confidential.

More information about how an adviser can help you, and how our appointments work, is available at http://www.welfare.qmul.ac.uk/services/advice/index.html

For more information on how to contact us to book an appointment, our opening hours, and the times of our same day appointments, visit www.welfare.qmul.ac.uk/contact

Also see our A–Z directory of support services for information on how to contact other support departments at QMUL, and external organisations which can also offer you support.

Disclaimer

Law, regulations and policies can change quickly so make sure that you are using the most up-to-date version of this guidance. Check the Advice and Counselling Service website for regular updates.

The information in this guide is given in good faith and has been carefully checked. QMUL, however, accepts no legal responsibility for its accuracy.

Regulation of Immigration Advice

The OISC (Office of the Immigration Services Commissioner) is an independent organisation that monitors immigration advice and services.

Welfare Advisers at QMUL are regulated under OISC guidelines to give immigration advice. We have to attend regular training to do this. If you ever need to complain about the immigration advice you receive, the Advice and Counselling Service has a complaints procedure. You can find this on our website at www.welfare.qmul.ac.uk/procedures

Alternatively, you can complain directly to the OISC. Their complaints form is on the website at www.oisc.gov.uk
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Introduction

Sometimes, things go wrong when applying for Tier 4 (General) Student immigration permission. The best way of preventing problems when applying for immigration permission is to submit a high quality immigration application.

The QMUL Advice and Counselling Service provides resources to help you prepare your immigration application including:

- Comprehensive written guidance
- A guide to completing the on-line Tier 4 entry clearance application form (from outside the UK)
- Videos explaining the most common questions
- On-line workshops (available during the summer)
- In-person workshops (available at the beginning of the autumn term)

To access all of these resources, visit https://www.welfare.qmul.ac.uk/tier-4

The rest of this guide explains what to do if something has gone wrong with an application you have submitted, either inside or outside the UK.
My application has been refused

If your immigration application is refused, you will get a detailed ‘refusal notice’. You should note the date that you are notified of the refusal and keep any envelope or receipts as evidence.

The next parts of this sections explain what you will need to think about next including:

- Deadlines – you may need to make a decision or take action within a short space of time.
- Your options – if your refusal is straightforward and correct then you would normally need to submit a fresh immigration application. If your application was incorrectly refused you may be able to challenge the decision.

The remained of this section deals with the practicalities of challenging a decision or submitting a fresh immigration application.

**Deadlines**

There are deadlines that you will need to consider. When you are thinking about your deadlines, you should also think about the amount of time it will take you to obtain documents and advice. Sometimes these will not be available immediately.

**Administrative Review**

The mechanism for challenging a decision to refuse a Tier 4 (General) Student immigration application is called Administrative Review. There is more information about the practicalities of submitting an application for an Administrative Review later in this section. The deadline to submit application for an Administrative Review are as follows:

**Outside the UK**

If you submitted your immigration application outside the UK, you will need to submit your application for an Administrative Review within 28 calendar days of the date that you received the refusal decision.

**Inside the UK**

If you submitted your immigration application inside the UK, you will need to submit your application for an Administrative Review within 14 calendar days of the date when you are deemed to have been served your refusal notice. A notice is deemed to have been served on the second business day* after the date on the letter. If you received the letter more than two business days

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* A business day is any day which is not a Saturday, Sunday or a bank holiday.
after the date on the letter, the Home Office may extend the deadline for your Administrative Review.

An example:

- The refusal notice from the Home Office is dated Friday 08 July 2016
- The notice would be deemed to be served two business days later on Tuesday 12 July 2016 (remember Saturday and Sunday are not counted as these are not business days)
- The deadline for submitting an Administrative Review would be 14 calendar days later on Tuesday 26 July 2016

**Overstaying your immigration permission in the UK**

If your immigration permission comes to an end, but you remain in the UK, you will be illegally in the UK. This is referred to as becoming an ‘ overstayer’. This could have very serious consequences (see below).

**My immigration permission is still valid**

If your immigration permission is still valid, you should, leave the UK or submit a new immigration application **before** your current immigration permission expires.

*If you submit an application for an Administrative Review, but your immigration permission expires while you are waiting for a decision on your administrative review, you will become an overstayer until and unless your application for Administrative Review is successful.*

**My immigration permission has expired**

If you submitted your immigration application before your most recent grant of immigration permission came to an end, but this ended while your application was at the Home Office, your immigration permission will be automatically extended until the deadline for you to submit an application for Administrative Review. You should submit an Administrative Review or leave the UK before the deadline. If you submit an application for Administrative Review before the deadline, your immigration permission will be further extended until your Administrative Review is decided.

**Consequences of becoming an overstayer**

Overstaying has the following consequences:

- As you will not have immigration permission that allows you to study, the university will set your student status to interrupt.

- The university will not issue you with a CAS to make a further immigration application in the UK

- You are in the UK illegally and if the police become aware of your situation, you could be detained, imprisoned and/or fined.

- You no longer have the right to undertake any type of work (paid or unpaid)

- You would have to pay for non-emergency NHS hospital treatment
- You would need to declare your overstay in any future UK immigration application that you make. Any period of overstaying could cause problems with future immigration applications.
- You may also need to declare your period of overstaying if you make an immigration application to travel to another country.
- You may be required to report to an Immigration Office every two weeks.
- You will not have a right to rent, which means that you will not be able to enter into a new tenancy agreement with certain types of landlords.

Contrary to some internet forums, there is no 28 day “grace period” for overstaying.

If you overstay for more than 90 days, any new immigration application you make to return to the UK will normally be automatically refused for 12 months from the day you leave the UK.

Your options now

What you can do next will depend on whether you applied inside or outside the UK.

Outside the UK

If you applied outside the UK, you may be able to submit a new immigration application or submit an application for Administrative Review. **You cannot submit a new immigration application and an application for an Administrative Review at the same time.**

Inside the UK

If you applied inside the UK and your most recent grant of immigration permission has not yet come to an end, you may be able to submit a new immigration application (either inside the UK or from your home country) or you may be able to submit an application for Administrative Review (but note the warning above regarding overstaying). **You cannot submit a new immigration application and an application for an Administrative Review at the same time.**

If your immigration permission has now expired, you may be able to submit a new immigration application from your home country (you will not be able to submit an immigration application in the UK) or you may be able to submit an application for Administrative Review. **You cannot submit a new immigration application and an application for an Administrative Review at the same time.**

What is an Administrative Review?

The system for challenging errors made when processing a Tier 4 (General) Student immigration applications is called “Administrative Review”. If an Entry Clearance Officer or Caseworker made an error when processing your immigration application, you can challenge the decision through this process.

What sort of errors can be challenged?

The sorts of errors that can be challenged are where and Entry Clearance Officer or Caseworker:
• Makes an incorrect decision to refuse an immigration application on the basis of alleged false representation or false documents submitted in support of an immigration application or failure of an applicant to disclose material facts related to their application.
• Makes an incorrect decision to refuse an immigration application on the basis of a previous breach of the UK’s immigration laws.
• Miscalculated a time limit.
• Failed to contact you and request further documents where
  o There are documents missing from a sequence (e.g. if pages 1 to 3 of your bank statement show the required funds for 28 days, but you accidentally left out page 2, the caseworker should have written to you asking you to send page 2 before deciding your application)
  o You provided a document in the wrong format (e.g. if you sent mini-statements)
  o You provided a document which was a copy and not an original
  o You provided a document, which did not contain all of the specified information (e.g. the bank statement you provided did not show your account number).
• Applied the Immigration Rules, policy, or guidance incorrectly.

What sort of errors can't be challenged?
If the error is your fault, you will not normally be able to successfully challenge the decision. For example, if you did not hold the required funds for the full 28 period before submitting your application, your application for Administrative Review is unlikely to be successful.

Should I submit an Administrative Review or should I try to submit a new immigration application?
If you can successfully challenge your refusal, then this is often a good idea. If the Administrative Review overturns the refusal, the refusal should no-longer form part of your immigration record.

There are cases where you might decide not to submit an administrative review and, instead, you may decide to try to submit a new immigration application.

Factors you should consider:
• Is an Administrative Review likely to be successful? If you know that it is your fault that your application was refused (e.g. because you didn’t hold the required funds for 28 days), you may decide that applying for an Administrative Review is a waste of time and effort.
• Do you have a deadline? If you are applying for immigration permission to travel to the UK will you have enough time to wait for an Administrative Review? If the Administrative Review is not successful, will you then have enough time to make a new immigration application?

Important: You should always challenge any decision to refuse an immigration application on the basis of credibility, using false documents or making a false representation. Left unchallenged, these types of decisions can have very serious consequences for future immigration applications. We recommend that you seek
specialist help when challenging this type of decision. See the section of this guide “Where can I get further information and assistance?”.

How do I apply for an Administrative Review?

Your refusal notice should include instructions for applying for an administrative review. Remember that an administrative review must be submitted before the deadline.

How long will it take for an Administrative Review to be decided?

The Home Office service standard for deciding an Administrative Review is 28 calendar days. The most recent available statistics (Bolt, 2016, p. 47) show that the Home Office meet this standard for

- 98% of Administrative Reviews relating to refusals of applications made in the UK
- 84% of Administrative Reviews relating to refusal of applications made outside of the UK

How do I submit a new immigration application?

If you decide not to submit an Administrative Review, you will need to obtain a new CAS before you can make a new Tier 4 (General) Student immigration application. If you attempt to reuse your old CAS, your application will be refused.

If you are a new student, you will need to contact Admissions (cas-admissions@qmul.ac.uk).

If you are a continuing student, you will need to contact the Student Enquiry Centre (casinfo@qmul.ac.uk).

QMUL will not automatically issue you with a new CAS as refused applications may count against the university’s Sponsor Licence. QMUL will usually carry out a risk assessment before issuing you with a new CAS. This assessment will usually involve you demonstrating that you have addressed the reason that your application was refused. For example, if you were refused because you didn’t hold the required funds for 28 days, you may be asked to show evidence that you have now held the required funds for 28 days.

If you are issued a new CAS, please see the guidance on the QMUL Advice and Counselling Service website (https://www.welfare.qmul.ac.uk/tier-4) to help you make a new Tier 4 (General) Student immigration application.

I don’t understand why my application has been refused, I don’t understand my options, I need help submitting an application for Administrative Review or I need help submitting a new immigration application.

If you don’t understand why your application has been refused or if you need help submitting an application for Administrative Review or submitting a new immigration application, you can seek advice from the Advice and Counselling Service or another regulated immigration adviser. Before seeking advice, you should try to prepare the documents listed in “Appendix 1 – Refusal documents checklist”.
My programme of studies is starting or resuming shortly, but I am not able to travel to the UK in time. What should I do?

Your CAS statement will usually state a latest date you can enrol or resume your studies at QMUL. Sometimes students are unable to travel to the UK in time to meet this deadline. There could be a number of reasons why this might happen. For example, you might not get your immigration permission in time if you apply shortly before you need to travel and there is a delay in processing your application. You might be delayed for another reason, for example bad weather or personal difficulties.

If you are not able to arrive at QMUL in time, you need to contact your academic school at QMUL, before travelling to the UK, to see if they will exceptionally allow you to arrive late. If they will allow you to arrive late, your academic school will need to liaise with QMUL Academic Registry to ensure that a sponsor note is added to your CAS, stating that your deadline has been extended. Without this you may encounter problems trying to enter the UK.

**Applying for a replacement 30 day entry clearance sticker**

It is important to check that your immigration permission will allow you to arrive later than planned. If you have been granted immigration permission, which is longer than six months, your single use entry clearance sticker will only be valid for a 30 day period. If you now cannot enter the UK within that period you must:

- Apply to the visa application centre for a replacement sticker
- Pay a fee of £120
- Provide your biometric information again

**You do not have to make a whole new Tier 4 application.**

If you are a new student and you will not be able to arrive in time for your programme, and if you are not allowed to enrol late, please contact the admissions team dealing with your application to QMUL to see if it is possible to defer your offer of a place until next year. The contact details for
the appropriate admissions team will be listed in correspondence related to your application to QMUL.

If you are a continuing student you may need to interrupt your studies. See our guide “Resitting, interrupting or leaving your course - a guide for international students” for more information.

Warning: If the university will not allow you to enrol late, you should not travel to the UK, as you will not be allowed to enrol, and it is likely you will not be allowed to enter the UK using your Tier 4 entry clearance. The university will notify the Home Office that you will not be allowed to enrol.

If the university notifies the Home Office that you will not be allowed to enrol, the following will happen:

- If your immigration application has not yet been decided, it will be refused, as your CAS will no longer be valid. You may wish to contact the visa application centre and withdraw your application before it is refused so that you do not have a refusal as part of your UK immigration history.

- If your immigration application has been granted, but you have not yet travelled to the UK, your immigration permission is likely to be cancelled. If you try to travel to the UK, you are likely to be refused entry at the airport, seaport or rail station.

- If your immigration application has been granted and you are already in the UK, the Home Office should curtail (cut short) your immigration permission to 60 days. During these 60 days you can travel home or try to find a new programme and make a new Tier 4 (General) Student application to start that programme.
What do I do if the Immigration Officer refuses to let me into the UK when I arrive?

If you are refused entry to the UK when you arrive, you should seek immigration advice immediately:

If you are arriving at Heathrow airport during QMUL’s arrivals weekend in September, the International Office will have provided you with a contact number for our staff at the airport. You can contact the Advice and Counselling Service on +44 (0) 20 7882 8717 during office hours (our opening times are listed on our website).

Outside of our office hours, please leave a message on our answer phone with the following information:

- Your name
- Your QMUL student number
- A contact telephone number
- The airport and terminal number (E.g. Heathrow Terminal 5)

We will review your message and try to help you when our office opens on the next working day.

Alternatively, you can contact UKCISA or another regulated immigration adviser.
I've been asked to send more information/documents or attend an interview. What should I do?

If, after submitting your application, you are asked to provide more documents or attend an interview, it is important to get advice from the Advice and Counselling Service or another regulated immigration adviser before taking further action. If you are asked for more information/document or to attend an interview, this normally indicates that there is some problem with your application or supporting documents. It is important that you get advice before taking further action as this will normally be your last opportunity to correct any errors or problems.

**Letters sent due to scanning delays in the UK**

If you applied in the UK, the Home Office may automatically send you a letter reminding you to send your passport and photographs. This letter is sent out if the Home Office haven’t received and scanned your documents onto their system within 8 days. During busy periods it make take the Home Office some time to scan your documents, so you may receive this letter even if you can see from your postal tracking information that the Home Office have received your documents many days before the letter was sent. If your postal tracking information shows that the Home Office received your documents, you can ignore this letter.

Once your documents have been scanned, the Home Office will send you a letter inviting you to register your biometric information.
My application has been returned to me as invalid. What should I do?

If your application is returned to you as invalid, the Home Office will return your documents to you, with a letter telling you why your application was invalid (For example you failed to provide a mandatory document, or your passport photographs did not meet the Home Office requirements).

If your current immigration permission has not yet expired you can make a new immigration application. If it has taken the Home Office some time to return your application, you may need to provide updated documents. For example, you may need to provide new bank statements if the ones you originally submitted are now more than 31 days old, or new photos if yours are now more than 1 month old. You should also check to make sure that you are using the current version of the Tier 4 guidance. Normally, your CAS should not have been 'used' by the Home Office if your application was returned to you as invalid. As long as it has not been used, or withdrawn by QMUL or the Home Office and is now not more than six months old, you can use the same CAS for a new immigration application, and you do not need to apply for a new one from QMUL. You can contact the Academic Registry (email casinfo@qmul.ac.uk or telephone +44 (0) 20 7882 5005) to check the status of your CAS. If your CAS is marked as “used” an error may have been made and you should contact the Advice and Counselling Service for further advice.

Your application fee should be refunded to the debit or card used for your application (minus a £25 administrative fee).

If your immigration permission has now expired, you should contact the Advice and Counselling Service or another regulated immigration adviser for advice.

If your application has been incorrectly returned as invalid

If your application is returned as invalid, but the reason given is not correct or not clear, you can contact the Advice and Counselling Service and we may be able to seek clarification from the Home Office.
I have posted an immigration application, but I need to travel soon. What can I do?

At certain times of the year, it can take the Home Office several weeks to process postal immigration applications submitted in the UK.

If you need to travel urgently, you can call the UK Visas and Immigration contact centre on 0300 123 2241* and explain the reasons why your situation is particularly urgent (e.g. to attend the funeral of a relative). They may ask you to fax or email your request and you should include your details and any reference numbers connected with your immigration application.

The Home Office do not make any guarantees that they will be able to process urgent applications more quickly.

If you cannot wait for the Home Office to process your application, you can ask to withdraw your application. This means that the Home Office will return your application to you unprocessed. If your immigration permission has already expired, you will be considered an overstayer from when your application is returned to you. You will not receive a refund of your application fee.

At certain times of the year (e.g. before Christmas), it can take the Royal Mail longer than usual to deliver post. If you are going to withdraw your application, it is important that you withdraw it in time for the Home Office to post your passport and supporting documents back to you. It can also take the Home Office a number of days to locate your documents and post them out to you. You cannot, normally, collect your passport and documents from the Home Office’s offices.

If you decide to withdraw your application so you can travel home, you will need to apply for entry clearance from your home country before returning to the UK.

To withdraw your immigration application, use the tool on the UK Government website.

Normally, your CAS should not have been ‘used’ by the Home Office if you withdraw your application. As long as it has not been used and is now not more than six months old, you can use the same CAS for a new immigration application, and you do not need to apply for a new one from QMUL. You can contact the Academic Registry (email casinfo@qmul.ac.uk or telephone +44 (0) 20

* This is a national rate number and you can use any call allowance included in your phone contract.
7882 5005) to check the status of your CAS. If your CAS is marked as “used” an error may have been made and you should contact the Advice and Counselling Service for further advice.
I have submitted my immigration application, but I now realise that I had not held the required funds for 28 days before I submitted my online application.

If you are applying for immigration permission in the UK, you must have held the required money in your bank account for a consecutive 28 day period **BEFORE** you submit your online immigration application. Although you are allowed a further 2 days, 15 working days or 45 working days (depending on how you submitted your application) to provide your supporting documents, the Home Office will not count any money held after the date you submitted your online immigration application.

**How do I know what date I submitted my online immigration application?**
You will have submitted your online immigration application when you paid the fee.

**What can I do if I submitted my immigration application before I had held the funds for 28 days?**
If you meet all the following there is a solution:

- Your previous immigration permission has not expired
- You have not posted your documents to the Home Office
- You have now held the required funds for 28 days

If you meet all three requirements above, or will meet these requirements before your immigration permission expires, you can submit a new online application as soon as you have held the required funds for at least 28 days. You will have to pay the fee for the Immigration Health Surcharge and the application fee again.
As long as you do not post your documents for your old application to the Home Office, your old application will eventually be declared invalid and your fees for that application and the Immigration Health Surcharge should be refunded.

The Home Office will contact you about your applications, they will not automatically notice that you have submitted a second application. It is, therefore, very important that you check the application reference numbers on any documents you receive from the Home Office. You can ignore any letters/emails with the reference number for your first application, but you must take notice of any letters/emails with your new application reference number.

When you have submitted your new application you can also contact the Advice and Counselling Service with your old and new reference numbers and we can notify the Home Office that you have made a second application.

**What if I do not meet all three requirements above?**

If you do not meet all the requirements above, please contact a Welfare Adviser at the Advice and Counselling Service urgently.
My application has been decided, but my immigration permission is wrong

See the information in our guide “Applying for Tier 4 (General) Student immigration permission” under the heading “Correcting an error”. You can access this guide on our website:
https://www.welfare.qmul.ac.uk/tier-4
Where can I get further information and assistance?

Contact the Advice and Counselling Service
If you have used this guide and the resources it mentions, including our video guidance, but your situation is unusually complex or something has gone wrong, you can contact the Advice and Counselling Service at QMUL, where qualified staff can provide immigration advice that is regulated by the UK government.

Please note - we will not normally help you make a routine check of your application form or documents.

When you contact the Advice and Counselling Service, our frontline team will check to see if your query can be answered in our guidance or guidance published by UKCISA or the UK Government. If your query is more complicated, our frontline team will refer your query to a Welfare Adviser.

Depending on your query, a Welfare Adviser may respond by email, or you may be allocated a one to one appointment with a Welfare Adviser (by telephone or in person).

In some cases, you may be directed to seek advice from another regulated immigration adviser.

Information provided by the UK Council for International Student Affairs (UKCISA)

UKCISA is an organisation funded by UK academic institutions to provide support and guidance to international students. UKCISA are not part of the Home Office and provide independent advice on a range of issues affecting international students including immigration.

Website

UKCISA's website contains lots of useful guidance and resources for international students including applying for immigration permission: http://www.ukcisa.org.uk/

Advice Line

You can telephone UKCISA for advice. UKCISA’s staff are experienced in advising students about the UK’s immigration regulations and can give you free advice by telephone.

We advise you to have all your documents with you when you telephone, so that you can refer to them.

The UKCISA advice line is open Monday to Friday, 1-4pm (UK time): +44 (0)20 7788 9214
For more information, visit the [UKCISA website](https://www.ukcisa.org.uk). 

**Other regulated immigration advisers**

The Advice and Counselling Service at QMUL and the UK Council for International Student Affairs are regulated by the UK Government to provide immigration advice to students.

You can also get legal advice by contacting an immigration adviser. Make sure that the immigration adviser you choose is authorised to provide immigration advice and services by the Office for the Immigration Services Commissioner or other regulatory body.

You can find other regulated advisers through:

- [The Immigration Law Practitioners’ Association](https://www.ipla.org)
- [The Law Society for England and Wales](https://www.lawsociety.org.uk)
Appendix 1 – Refusal documents checklist

If you have had an immigration refusal and are seeking advice from the Advice and Counselling Service or another regulated immigration adviser, you should try to prepare the documents below. Your adviser will need these documents and information to be able to properly advise you. If some of these documents are not available or would take you some time to obtain, we recommend that you don’t wait for them before seeking advice. It may take an adviser some time to obtain advice and you should be mindful of your deadlines (see the section “Deadlines”)

- Your full refusal notice (all pages)
- Your application form (all pages)
- Copies of any supporting evidence you provided with your application (e.g. bank statements, certificates)
- Your CAS statement (including confirmation of any ‘sponsor notes’ added)
- Transcripts of any interviews
- Your UK travel history including:
  o Dates and time
  o The carrier
  o Flight number
  o The country you travelled to/from outside of the UK
  o The airport, seaport or station you travelled to/from inside of the UK (including, if applicable, the terminal number)
- Your UK immigration history including:
  o Type of immigration applied for
  o Date of application
  o Valid from and to dates
  o Place where you submitted your application
  o Details of any refusals
- Your UK study history including:
  o Name of course
  o Course provider
  o Level of course (e.g. A-level, BSc, MSc)
  o Start and end dates of course
  o Did you complete the course?
  o Did you repeat any parts of your course or take any interruptions?
References

How to find the Advice and Counselling Service
Mile End Campus

Advice and Counselling Service 1
Health Centre 2
Geography 3
Mucci's 4
Francis Bancroft Building 5
Queens’ Building and Octagon 6
G.O. Jones Building 7
Library 8
The Advice and Counselling Service publishes a range of advice guides, including:

- What immigration permission do I need to study at QMUL?
- Applying for Tier 4 (General) Student immigration permission
- Resitting, interrupting or leaving your course – a guide for international students
- Student Finance: loans, grants and bursaries for home and EU undergraduates
- Additional sources of funding for home and EU undergraduates
- Postgraduate Funding A guide for home and EU students
- Resitting, interrupting or leaving your course – a guide for home and EU students
- Extra Money: Disability and ill health
- Managing your budget and cutting costs
- Money for Lone Parents
- Council Tax
- Part time and vacation work
- Childcare
- Extenuating Circumstances
- Queen Mary support services
- Funding for medical and dental students

You can download all our advice guides from our website:
www.welfare.qmul.ac.uk/publications/studentadvice/index.html

For further information contact:
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Student Services
Queen Mary University of London
Mile End Road
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