

## Purpose of Document

This document is designed to support staff conducting compliance checks during enrolment (student registration) and at the beginning of each academic semester (census checks). It outlines those documents you will see as evidence and what to do with those documents upon examination. It also guides you when re-enrolling students throughout various check points during the academic year. As some colleges may be conducting online and/or in-person enrolment, this guidance outlines processes for both online and in-person enrolment modes.

## Summary:

### 1. In Person Document Scanning/Online enrolment document checks

### 2. Re-Enrolment – Returning Students

### 3. New Students

- **Passports (valid ID)**
- **Proof of UK Address**
- **Guardianship Details (where relevant)**

### 4. Additional Documents - Student Visa Route (SVR) Students

- **Entering through E-Gates**
- **eVisas and EUSS digital status**
- **Entry Clearance Vignette**
- **Biometric Residence Permits (BRP's)**
- **Visa Amendments**

## Version Control

Date	Version	Summary of changes	Approver
September 2023	23_01	<ul style="list-style-type: none"> <li>• Amendments to BRP and eVisa information – addition of Visa Decision Letter (page 12)</li> <li>• Reformatting of document</li> </ul>	Sabina Connolly-Read, Head of Compliance

## 1. Document Checks:

### In-person document scanning

- Ensure that the full document is visible within the scan.
- If a document includes a hologram that is obscuring the photo (for those colleges that use mobile devices for scanning), try holding the document at a different angle.
- Include your staff ID card in the scan where possible.
- If the document is two-sided, we'll need both sides. This is especially important for BRPs.
- Check if all the details on the documents match against other documents provided. (E.g., Are all the names the same and spelled correctly on their BRP, passport and ECV, etc.)

### Document checking through a virtual platform

- Request the document is held to the screen with all relevant details clearly visible
- If a document includes a hologram that is obscuring the photo request the student hold the document at a different angle
- Compare documents seen to those already held on file (e.g., admissions documents). Where we do not hold a copy in the student's eFile, ask for it to be emailed through to you so that it can be saved on the student's eFile.
- If the document is two-sided, we'll need both sides. This is especially important for BRPs.
- Check if all the details on the documents match against other documents provided.
- (E.g., Are all the names the same and spelled correctly on their BRP, passport and ECV etc.)

### Incorrect documents:

In the first instance please report all incorrect documentation (errors, missing information, suspicion of fraud etc.) or non-standard documentation to the Admissions team as soon as possible. Where documentation is missing please arrange for the student to return with the correct documentation before fully enrolling the student. Please follow your College's 'temporary enrolment' procedure, confirm the time scale the student has to produce the absent documentation. Please make sure this is followed up in a due course and that once documents are provided, you verify them and make records on Navigate.

## 2. In-person Re-Enrolment – All Returning Students

Students that are re-enrolling (returning students) do not have to show any identification or immigration documentation as this would have been checked and verified when first enrolled (registered), however, you should verbally ask the student to confirm whether they continue to hold their current visa (where applicable).

During re-enrolment you should be looking to:

- **Confirm contact details:**

**a.** Ask the student if they have a new mobile phone number. If yes, add this to Navigate under the Student Contact Details panel as a 'Cellphone' number. You may wish to clarify if they still use their old mobile number (if listed under Student Contact Details) and if not make the old number inactive by unticking the 'Active' box. Do not delete an old number!

**b.** Check if the student has a home phone number for the location they are currently in. You may wish to confirm the details we may have for them under the Student Contact Details panel listed as 'Phone' number. Again, activate or deactivate new and old numbers as necessary.

**c.** Ask the student if they have any additional contact phone numbers they would like to add either for themselves or a family member (consent permitting).

**d.** Ask the student where they are currently living and/or are likely to study for the semester. Does this match what we have on the Student Contact Details panel? If not, either update existing details or add a new 'Permanent Home Address' and update the relevant spreadsheet.

- **Semester Programme outline** (engagement expectations)

Returning students will need to have it clearly outlined to them the expectations for the new semester and programme schedule. This should include how the programme will be delivered and how students will be monitored. It is important to highlight that face-to-face/on-campus teaching has returned fully, and students are required to attend all classes in-person, and should inform relevant college members if they cannot attend and for what reason.

- **Support, guidance, and communication channels**

Students will need to know who to contact for all College and Academic Service issues, including engagement, updating contact details, academic queries and resources etc. The welfare of the student will remain as important as ever so confirming with the student who to contact, with availability, will be beneficial during this transition.



Type	Passport		
ID/Number	123456789		
Status	Current	Cohort	Select
Issued Date	01/08/2017	Issued Place	Playa Del Carmen
Active From	01/08/2017	Active Until	18/06/2022
Passport Country of Birth	Togo	Passport Place of Birth	French Polynesia
Issued Country	Mexico	Nationality on document	Luxembourg

[Save](#) [Cancel](#)

**Proof of UK Address**

- Does the student’s proof of address contain the full postal address?
- Is it either a tenancy agreement, recent bill, or letter from the landlord (this could be a family member or friend if they are living with them) confirming the full address and duration of the student’s stay?
- Do we have at least one Active Email and Cellphone?

Type Name	Value	Active?
Email	@learning.icrgu.navitas.com	<input checked="" type="checkbox"/>
Cellphone		<input checked="" type="checkbox"/>
Phone		<input checked="" type="checkbox"/>
Street Address		<input checked="" type="checkbox"/>
Cellphone		<input checked="" type="checkbox"/>
Email		<input checked="" type="checkbox"/>
Email		<input type="checkbox"/>

UK Addresses are added through the Student Contact Details panel in either the Offers or Enrolment work area. To add a new address, click +New, and ensure that you choose ‘Street Address’ – this is extremely important!

Then complete all relevant fields, including the Active From, Active Until, Accommodation Evidenced, Verified By and Verified Date fields. If you do not have an Active Until because the student’s tenancy does not have a specified end date, then select the last day of the semester, to ensure that we remind the student to provide new evidence for their next semester. Then press Save.

Student Contact Details

Details

Copy an existing address

Building: MadeUpBuilding

Unit: Flat or unit details

Street Number: Street or lot number

Street: The Street

Postal Delivery Information: e.g. PO Box number

Locality: City or district

Region: State or province

Postcode: OX4 4FY1

Country: Bermuda

Status

Active From: 30/08/2017

Active Until: 31/12/2017

Bounced:

Number of contacts failed

Date/Time last contact failed

Demographics

Mail Sort Code

Accommodation Details

Accommodation Evidenced: Yes

Verified Date: 31/08/2017

Verified By: Jack Rivers

### UK Guardianship Details (Students under 18 or in other relevant circumstances)

- Do the student's guardianship details match those on the Acceptance Form?
- Do we have at least one phone number, in addition to the Guardian's address and, where possible, email?
- Is the UK Guardian that has been put forward, an acceptable Guardian? For instance, University friends would not usually be considered acceptable.

The UK Guardian details are added to the student's Relations in the Relations panel. This is available in the student's Enrolment Home tab. To add the relation, click New, and enter their first name, surname, Relation Type (Guardian or Legal Guardian dependent upon their status), and whether the student wishes to share their data with them (this should be set to 'No' if we are unsure), and then click Save.

Relations

User Information

First name: Joe

Last name: Bloggs

Relation type: Legal Guardian

Share data: No

Save Cancel

Next, click the plus '+' icon beside the relation, and click 'New' to enter their contact details. The Active Until date should be set to the end of semester so that the contact details are checked with the student in the next study period. Then click Save.

Relations

First name	Last name	Relation type	Share data
+	(Sibling)	Parent	Yes
- Joe	Bloggs	Legal Guardian	No

User Contacts

Type Name: No records found.

AIM

Cellphone

Active?

## 4. Additional Documents – Student Visa Route

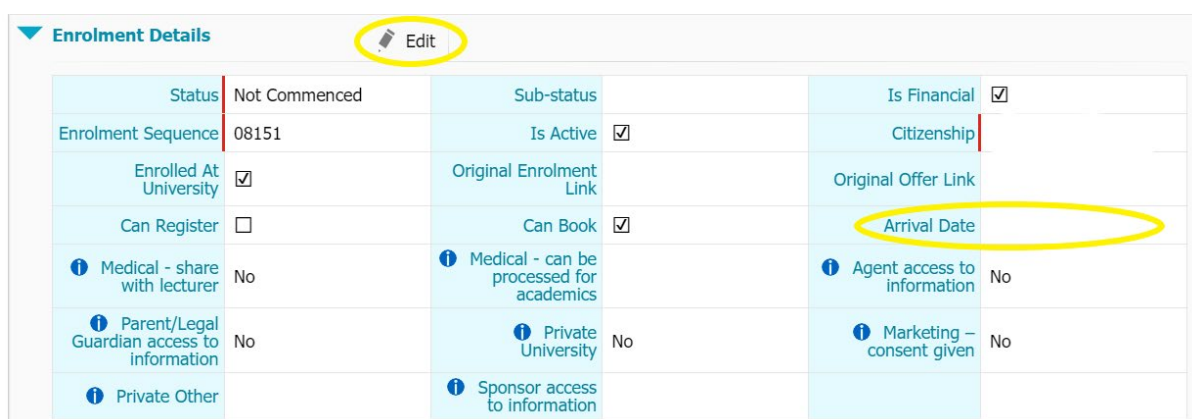
It is important to check SVR students' UK entry date to make sure that they have entered the UK during their visa validity period. This can be found on their Entry Clearance Vignette (ECV) in their passport.

**Note:** Students who have received an eVisa have a digital proof only and do not have an ECV on their passport, but they may have an arrival stamp at the back of their passport.

Student will not have an entry stamp, if entered the UK through eGates. Nationals of these countries can use automated e-Passport gates ('e-Gates') to enter the UK:

- EU/EEA and Swiss nationals (with chipped passport)
- Australia
- Canada
- Japan
- New Zealand
- Singapore
- South Korea
- United States of America

To enter the arrival date, click on the Edit/Pencil button, enter the information (Arrival Date) as on the stamped ECV and click save.



The screenshot shows the 'Enrolment Details' form with an 'Edit' button circled in yellow. The form contains the following fields:

Status	Not Commenced	Sub-status	Is Financial	<input checked="" type="checkbox"/>
Enrolment Sequence	08151	Is Active	Citizenship	
Enrolled At University	<input checked="" type="checkbox"/>	Original Enrolment Link	Original Offer Link	
Can Register	<input type="checkbox"/>	Can Book	Arrival Date	
Medical - share with lecturer	No	Medical - can be processed for academics	Agent access to information	No
Parent/Legal Guardian access to information	No	Private University	Marketing - consent given	No
Private Other		Sponsor access to information		

### Actions:

Any student without a dated entry stamp found on their ECV or at the back of their passport if granted eVisa, will need to evidence travel to confirm they have arrived during their validity period (valid from date as detailed on their ECV or eVisa).

Students who have entered before the valid from date will not have activated their Student visa conditions and instead have visitor conditions. If you find this to be the case, please do not enrol. Contact [Europe.compliance@navitas.com](mailto:Europe.compliance@navitas.com) for further advice.

### What should I ask for?

Please request to see other evidence, including, but not limited to, travel tickets or a boarding pass in paper or electronic form. Make a record of the date that the student entered the UK on Navigate, but do not have to retain evidence of the date on student's e-file.

If a student is unable to prove entry in this way they will need to be advised to return to the port of entry and request a stamp to confirm entry – validating their visa. Alternatively, they may need to leave the UK and re-enter, ensuring that they have sufficient evidence of this.

## SVR eVisas and EUSS Digital Status

EEA nationals with a chipped passport who have applied for Student Visa route or EUSS will receive a digital immigration status only, which means that the student does not carry any physical immigration permission. It is important to conduct a Right to Study check and save the proof on student's efiles. The process is outlined below:

- Ask the student to create a share code by logging into [View and Prove service](#), they must select the reason as 'something else', do not accept codes generated for other purposes. Once they have seen a preview of their status that will be shared, they need to click 'create share code'. They can send it to you over email or tell you the code.
- Enter student's code and date of birth here to access their eVisa/EUSS digital permission: [Check someone's immigration status](#)
- Extract the record of their status as a PDF and save it in the student's e-file.

## Troubleshooting

To log into 'View and Prove' service, the student needs:

- Details of the identity document they used when they last applied. If log-in fails, check if they are attempting a sign-in with the correct ID details.
- Do they have access to the mobile number or email address used when you last applied? They will then be sent a code for signing in.

If any of the details are incorrect or log-in fails, then the student should contact the UKVI Resolution Centre (Students with an EUSS Status).

## What to check on an SVR eVisa, from top to bottom:

- Check the student's name and photo, do the details match other documents?
- Valid From and Valid Until dates – did the student enter the UK during the validity period? Does the visa cover the duration of their course?
- Visa Type: Student (not 'Child Student')
- Reference number is the same as Document ID, make a note of it on Navigate
- Visa Conditions – are there any errors?

The screenshot shows the Home Office 'Check someone's immigration status' service. It displays the following information:

- Their immigration status:**
  - Name: [Redacted]
  - Status: Student
  - Valid From: 24 June 2021
  - Valid until: 7 September 2023
- Summary of what they can do in the UK:**
  - They can live in the UK until the expiry date.
  - As a student, they can study. This must be in line with the conditions listed in the decision (or grant) notice they received from UK Visas and Immigration.
  - Things they cannot do:**
    - They cannot:
      - study at an academy or state school
      - get public funds
- Details of check:**

Organisation or company	Job title of checker	Purpose of check
SAE Education Ltd	SEO Academic	University check
Date of check	Reference number	
7 July 2021	SC [Redacted]	



### **Key differences from ECV/BRP**

- No defined working hours, please select '20 working hours' for Undergraduate students when updating Navigate records.
- No record of Sponsor Licence number

### **Please enter the SVR eVisa into Navigate**

- Find the student's CAS, open the CAS and update the Visa Outcome to 'Successful', and save.
- Then click + icon next to the CAS to open the support documents panel.
- Next, click + New -> Visa -> eVisa.
- Then, complete all relevant fields including a status of Current, the correct Visa Type, and Visa conditions – when verifying a digital status, this includes completing the Verified By with your full name, and Verified Date with the date of verification.
- Then press Save.

### **Status under EUSS – general information**

You will see 2 types of permissions under EUSS: Settled or Pre-Settled. A status under EUSS allows EU/EEA citizens who have resided in the UK before the end of Brexit transition period, to live, work and study in the UK.

Pre-Settled status is valid for 5 years from the date of issue, Settled status has no limit.

### **What to check on an EUSS Status, from top to bottom:**

- Check students name and photo, do the details match other documents?
- Valid From and Valid Until dates – Does the status cover the duration of their course?
- Reference number is the same as Document ID, make a note of it on Navigate

### **Please enter the SVR eVisa into Navigate:**

As no CAS required for EUSS, please enter as a standalone document:

- In Student Document Details tab click + New -> Visa -> EUSS Settled or Pre-Settled
- Then, complete all relevant fields including a status of Current, when verifying a digital status, this includes completing the Verified By with your full name, and Verified Date with the date of verification.
- Then press Save.

## ECV – Entry Clearance Vignette

### What to check on an EUSS Status, from top to bottom:

- Document ID – top right
- Valid From and Valid Until dates – when does it expire?
- Visa Type SVR: D - Student;  
Visa type Tier 4 (returning students): Tier 4 General Student
- Sponsor’s license number in observations.
- Visa Conditions – are there any errors?



### To enter the ECV into Navigate

- Find the student’s CAS, open the CAS and update the Visa Outcome to ‘Successful’, and save.
- Then click + icon next to the CAS to open the support documents panel.
- Next, click + New -> Visa -> Entry Clearance Vignette.
- Then, complete all relevant fields including a status of Current, the correct Visa Type, and Visa conditions – when verifying an original, this includes completing the Verified By with your full name, and the Verified Date with the date of verification.
- Then press Save.

Type	Entry Clearance Vignette		
ID/Number	00123456		
Status	Current	Status Reason	
Cohort	Select		
Visa Type	VT-B Tier 4 (Uni)		
NQF/SCQF Level	NQF 6	Working Hours	Unknown
Police Registration Cert Needed?	Yes	BRP Decision Letter Received?	Received
Verified By	Jack Rivers	Verified Date	29/08/2017
Issued Date	01/09/2017	Issued Place	Nassau
Active From	01/09/2017	Active Until	01/10/2017
Visa Amendments		BRP Collection Location	University
Date Visa Curtailed		Issued Country	Bahamas

Save Cancel

## Visa/Biometric Residence Permit (BRP)

### What to check on a Visa/BRP, from top to bottom:

- Document ID – Top Right
- Full name – Does this match the student's passport?
- Valid From and Valid Until dates – when does it expire?
- Visa Type: All our Sponsored Students should be 'Student' or Tier 4 (General) for returning students.
- You will see other visa types – e.g. Skilled Worker Dependent, ILR.
- Visa Conditions – does the Student Visa BRP cover the duration of their course + 4 months? Has the student been granted working hours? (up to 20h/pw term time for Undergraduate Students)
- Are any amendments are required? If so, please see page 13 for additional information/guidance
- Checking the reverse side, does the student's details match their passport?



### To enter the BRP into Navigate

- Then click + icon next to the CAS to open the support documents panel.
- Next, click + New -> Visa -> BRP.
- Then, complete all relevant fields including a status of Current, the correct Visa Type, and Visa conditions – when verifying an original, this includes completing the Verified By with your full name, and the Verified Date with the date of verification.
- Then press Save.

**Note:** When checking a student's BRP card upon enrolment, you may notice that applicants/students who are granted four-year visas (or over) have started to receive BRPs endorsed with an expiry date of 31<sup>st</sup> December 2024, even though their visa may be valid beyond this date. The full duration of the visa can be found on the UKVI Decision Letter. You can find further information on this via the [Helpdesk : Navitas Compliance](#)

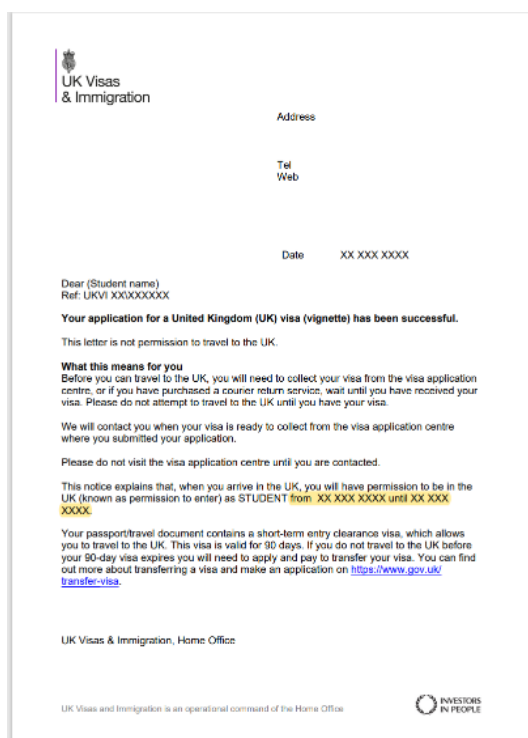
**Important:** With the phasing out of BRP cards by December 2024, international Student Route students that have a UKVI account when using the 'UK Immigration: ID Check' app to prove their identity when applying for a visa or have created one when applying for a visa should be

able to produce a share code via the government website, and therefore have an eVisa instead.

However, if students do not have this account, then BRP/Decision Letter is referenced as how they will receive their immigration status.

**Note:** CAS is required for Sponsored Students only (SVR/Tier 4). If the student has a different visa type that allows them to study in the UK full-time, please record it on Navigate as a standalone document.

**Note:** It is the UKVI Visa Decision Letter and not the BRP carrier letter that confirms the correct length of permission. Whilst this isn't a UKVI requirement, please follow your University Partner's process for storing the Decision Letter document, however, as best practice, it is advised that a copy is taken of the Decision Letter and saved on e-file.



UK Visas & Immigration

Address

Tel  
Web

Date XX XX XX

Dear (Student name)  
Ref: UKVI XXXXXXXX

**Your application for a United Kingdom (UK) visa (vignette) has been successful.**

This letter is not permission to travel to the UK.

**What this means for you**  
Before you can travel to the UK, you will need to collect your visa from the visa application centre, or if you have purchased a courier return service, wait until you have received your visa. Please do not attempt to travel to the UK until you have your visa.

We will contact you when your visa is ready to collect from the visa application centre where you submitted your application.

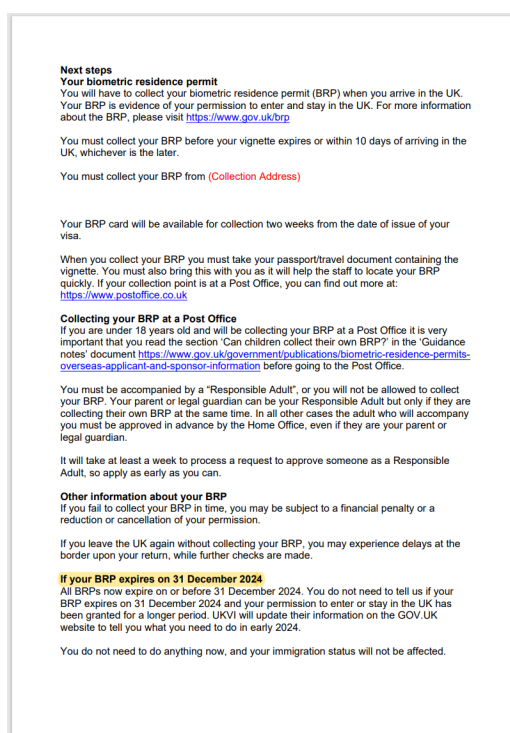

Please do not visit the visa application centre until you are contacted.

This notice explains that, when you arrive in the UK, you will have permission to be in the UK (known as permission to enter) as STUDENT from XX XX XX until XX XX XXXX.

Your passport/travel document contains a short-term entry clearance visa, which allows you to travel to the UK. This visa is valid for 90 days. If you do not travel to the UK before your 90-day visa expires you will need to apply and pay to transfer your visa. You can find out more about transferring a visa and make an application on <https://www.gov.uk/transfer-visa>.

UK Visas & Immigration, Home Office

UK Visas and Immigration is an operational command of the Home Office



**Next steps**  
**Your biometric residence permit**  
You will have to collect your biometric residence permit (BRP) when you arrive in the UK. Your BRP is evidence of your permission to enter and stay in the UK. For more information about the BRP, please visit <https://www.gov.uk/brp>

You must collect your BRP before your vignette expires or within 10 days of arriving in the UK, whichever is the later.

You must collect your BRP from (Collection Address)

Your BRP card will be available for collection two weeks from the date of issue of your visa.

When you collect your BRP you must take your passport/travel document containing the vignette. You must also bring this with you as it will help the staff to locate your BRP quickly. If your collection point is at a Post Office, you can find out more at: <https://www.postoffice.co.uk>

**Collecting your BRP at a Post Office**  
If you are under 18 years old and will be collecting your BRP at a Post Office it is very important that you read the section 'Can children collect their own BRP?' in the 'Guidance notes' document <https://www.gov.uk/government/publications/biometric-residence-permits-overseas-applicant-and-sponsor-information> before going to the Post Office.

You must be accompanied by a "Responsible Adult", or you will not be allowed to collect your BRP. Your parent or legal guardian can be your Responsible Adult but only if they are collecting their own BRP at the same time. In all other cases the adult who will accompany you must be approved in advance by the Home Office, even if they are your parent or legal guardian.

It will take at least a week to process a request to approve someone as a Responsible Adult, so apply as early as you can.

**Other information about your BRP**  
If you fail to collect your BRP in time, you may be subject to a financial penalty or a reduction or cancellation of your permission.

If you leave the UK again without collecting your BRP, you may experience delays at the border upon your return, while further checks are made.

**If your BRP expires on 31 December 2024**  
All BRPs now expire on or before 31 December 2024. You do not need to tell us if your BRP expires on 31 December 2024 and your permission to enter or stay in the UK has been granted for a longer period. UKVI will update their information on the GOV.UK website to tell you what you need to do in early 2024.


You do not need to do anything now, and your immigration status will not be affected.

## Visa Amendments

If you notice any errors on the visa, be sure to note these in the Visa Amendments field on Navigate and then work with the University to get these rectified.

Type	Visa/BRP		
ID/Number	G123456		
Status	Current	Status Reason	
Cohort	Select		
Visa Type	VT-B Tier 4 (Uni)		
NQF/SCQF Level	NQF 6	Working Hours	20
Police Registration Cert Needed?	Yes	BRP Decision Letter Received?	Received
Verified By	Jack Rivers	Verified Date	30/08/2017
		BRP Collection Location	University
		Date Visa Curtailed	
Issued Date	24/08/2017	Issued Place	San Jose
		Issued Country	Costa Rica
Active From	31/08/2017	Active Until	28/08/2020
		Visa Amendments	

Save Cancel



**Note:** Once you are confident that all relevant checks have been completed, and that the appropriate documents have been scanned, the student's 'Can Register' tick-box needs to be ticked on the Enrolment Details panel and the date of entry into the UK to the 'Arrival Date' box. This process will then allow the student to complete their portal registration.