CEA CAPA | EDUCATION ABROAD

UK Student Visa Help Guide

Helpful Background Information:

DISCLAIMER: While CAPA: The Global Education Network is here to support you in your application for a U.K. visa, CEA CAPA does not work for—nor do they have specialized correspondence with—VFS Global, UKVI, or any other entities associated with the U.K. visa application process. As such, CEA CAPA plays no role in visa pricing, processing decisions, or processing timelines, as those considerations are the sole responsibility of students and the U.K. government (including its subsidiaries). Instead, CEA CAPA's role is to provide you with the sponsorship and resources that allow you to apply for a visa, including this Help Guide, and has legal limitations to what in can and cannot advise on, per both domestic and international immigration law.

- Do not start the application process until you have received your personal Confirmation of Acceptance for Studies (CAS) number from CEA CAPA. Once you have received this CAS number, you should complete the online application and schedule a biometrics appointment as soon as possible.
- Your CAS is associated with your passport number. If you will be using a different passport than the one that you provided to CEA CAPA in your application (i.e. you've renewed your passport in the meantime), please let your advisor know ASAP so that we can issue you a new CAS associated with the correct passport number.
- As the U.K. visa is physically printed in one's passport, students should be prepared to relinquish their passport for a multi-week period throughout the pre-departure process. If you know of any travel you intend to conduct within the two months prior to the program start date (that would necessitate use of your passport), please reach out to your advisor for further guidance on how to apply.
- This help guide was developed based upon the assumption that all applicants are U.S. citizens applying from the U.S. If you are NOT a U.S. Citizen and are NOT applying from within the U.S., please contact your advisor ASAP for more specialized support.
- Currently, the standard processing fee for the Student Visa is approximately $500 USD. While options to upgrade your application to "Priority" or "Super Priority" services may exist, this Help Guide was developed with the "Standard" application process in mind. As such, we ask that you begin your application for a visa as soon as possible, as to avoid the need to upgrade your visa to "Priority" and pay an additional fee.
- At the end of this guide, we've provided a list of frequently asked questions to help support your application process. Please consult these FAQs before reaching out to our team for advising support.

Overview of the Visa Process:

- There are three distinct steps in the visa application process which must be completed in the following order:
    - **STEP ONE:** Complete the online visa application and pay the visa fee.
    - **STEP TWO:** Attend your scheduled Biometrics Appointment in person at your local Department of Homeland Security office (Application Support Center). You will schedule this appointment as part of the online application via the VFS Global website. At your Biometrics Appointment, you will provide a digital scan of your fingerprints and take biometric photos.
    - **STEP THREE:** Following your Biometrics appointment, ship your passport and supporting visa documents to the VFS Scanning Hub in New York for processing. The address for the VFS Visa Scanning Hub is provided later in this document.

- To begin the online application, please visit this webpage: https://www.gov.uk/student-visa/apply
- Click on the green "Start Now" button halfway down the page to begin the process. You'll then be prompted to answer the following questions:

- **Are you intending to live in one of the Crown Dependencies of the United Kingdom** – click No
- **Do you have a current EU, EEA, or Swiss passport?** - If the answer is yes, select Yes; if the answer is no, select No
- **Select your language** – Please note that you read the questions in a different language, but your answers must be in English
- **Confirm your visa type** – click Student
- **Select a country to provide your biometrics** – Enter United States of America
- **Check available biometric enrolment locations** – Click on the box that reads:
    - o I have checked available biometric enrolment locations and can travel to a location in my selected country. If no location is available in that country, then I confirm that I can travel to a location in the redirected country.
- **Student visa** – Hit the green "Apply Now" button at the bottom of the screen.

- When entering your name, be sure to use your full name as it appears on your passport. Also, be sure be sure to fill in your first, middle and last name in the correct places.
- Write down your username and password in case you need to log back in a later date. **NOTE:** You are unable to reset your password at a later date, so please ensure that you're writing down this information for future reference. You should use an email address you check frequently when asked "Which email address should we use to communicate withyou after your application has been decided?
- You will also need to include your telephone number including the country area code. If you will be keeping your same phone number while abroad, you can select that you can be reached at that number while abroad but if you wish to get a local SIM card upon arrival you will want to select that your number will only be valid outside of the UK.
- **NOTE:** Take note of your GWF number. This is your application reference number and you'll need this later on in the process.

Many of the questions asked in the Student Visa application will be self-explanatory or can be found in your CAS Letter. Additionally, each student will answer slightly different questions based on the information that you provide. If you do not know how to answer a specific question, do not guess. Reach out to your designated CEA CAPA advisor with any inquiries. Below, we've highlighted some information you'll need in order to complete the online application.

- **Confirmation of Acceptance for Studies (CAS) Reference Number** – This will be provided to you in your CAS Letter from CEA CAPA.
- **Given Names** – Enter your first and middle name if applicable
- **Family Name/Surname** – This refers to your last name
- **Personal Information Section**
    - o **"Do you have a valid national identity card?"** – Enter No
    - o **Country of Nationality** – Note that this refers to your citizenship
- **Are you coming to the UK to study at a higher education institution** – No
    - o *This is referring to students who plan to study for a full 4 years in the UK to get a degree*
- **"Are you attending a short-term study abroad programme in the UK as part of a university course in the USA?"** – Enter yes
- **Will you be travelling to the UK as part of an Organized Group** - Answer No
- **Will you be travelling to the UK with someone who is not your partner, spouse, or dependent** – Answer No
- **"Do you know where you will be staying in the UK?"** – Enter Yes

- o Select the prompt to enter the address manually. You will then be prompted to input an address. Please enter the CEA CAPA London Center address shared below. Note that this is not where you will be living but this will suffice for the purpose of the visa.
  - o 146-148 Cromwell Road, London, SW7 4EF
  - o If asked "will you be staying anywhere else in the UK" – Enter No
- **How many times have you visited the following places in the past 10 years?:** Only answer if you have been to one of the locations other than the USA. Otherwise enter Zero.
- **Date you plan to arrive in the UK** – Enter the program start date, as that is the date that aligns with CAPA's sponsorship license
  - o **Note:** Students should plan on arriving on the first day of the program
- **Convictions or other penalties:** Please answer honestly. You may be required to provide additional paperwork about any fines or penalties. Please contact your advisor if you have any questions, and please note that traffic violations (other than parking tickets) should be mentioned in this section.
- **National Security Questions:** If you respond anything but No to these questions please contact your advisor for advice.
- **UK Sponsor's License Number:** PND1JHX37
- **Full Name of your Sponsor:** CAPA The Global Education Network Ltd.
- **Full Address of your Sponsor:**
  > Organization: CAPA The Global Education Network
  > 146-148 Cromwell Road
  > London SW7 4EF
- **What type of sponsor will you be studying with?** Higher Education Provider
- **Is this the site where the majority of your study will take place** - Enter Yes
- **"Did you apply for your course through UCAS"** – Enter No
- **ATAS Details: Do you need to obtain permission from the ATAS?** – Enter No
- **"Will you be receiving money from an official financial sponsor for your continuing studies?** – Enter No, even if you are using financial aid for the program
- **Course Details**
  - o **Name of Sponsor Institution (school/college/university)** – CAPA The Global Education Network
  - o **Are you going to be a student union sabbatical officer** – No
  - o **Qualification you will get** – RQF6/SCQF9/10
  - o **Course Name** – Enter program name listed on your CAS Letter. Do not include any numbers
  - o **Course Start Date** – Enter date listed on your CAS Letter
  - o **Course End Date** – Enter date listed on your CAS Letter
  - o **Have you or your parents already paid any money to your sponsor for accommodation?** – Yes
  - o **How much has been paid?** - £5,336
  - o **How can you prove this amount has been paid?** – My sponsor has confirmed this information on my CAS
  - o **What are your course fees for your first year** – Enter 0
  - o **Have you or your parents already paid any course fees?** – Enter No
- **Are all of the maintenance funds required for this application in a bank account with your name on it** – Yes
- **Are any of the maintenance funds required for this application in the form of a student loan** – No
- **Documents showing the required maintenance funds (IF ASKED)**
  - o **Financial Institution** – Enter your personal Banking Institution (i.e. Wells Fargo, Bank of America)
  - o **Type of Document** – Select the option: "Statements from a personal bank or building society account"

Documents:

Once you finish answering each of the questions on the application, you'll be taken to the next section which will ask for various supporting documents. You will need to tick the boxes of the documents you agree to provide as part of your application. The passport will be listed as a "Mandatory Document".

If the system will allow you to proceed through the checklist step without ticking the boxes for any of the "other

documents", you may do so and skip this step as these documents are not required. However, if you are unable to proceed through the process unless you tick off the boxes for each of the "other" documents, please be prepared to share your latest bank account statement (showing $4,000) as well as your school transcript (serves as qualification evidence) along with the rest of your application that will be mailed off to New York. By ticking the boxes on the checklist, you are agreeing to send those documents in with your application packet. **NOTE:** international students should supply a copy of their visa allowing them to study in the US. Please contact your advisor should you have any questions or concerns.

Mandatory documents

These documents are mandatory and you must provide them as part of your application. Tick the box to agree that you will provide each document:

☑ The passport or travel document for ███████ from United States of America

After you submit your application, you must provide your documents to our commercial partner. You can provide your documents by:

- uploading copies of your documents yourself through our commercial partner's website, free of charge
- taking your documents (originals or copies) to your appointment where our commercial partner will scan them for you, for a fee

If you choose to pay for the assisted scanning service, all documents (originals or copies) need to be A4 size or you may be charged to make them suitable for scanning.

If we require passports, you must take the originals to your appointment. If you have self-uploaded copies on our commercial partner's website you must still take your original passports, but will not be charged for scanning.

Declaration/Online Payment:

Before you proceed to payment, you will need to agree to the conditions of the visa. Hit "I confirm that I understand and accept these conditions" and then hit "Save and Continue". Following this page, you'll be taken to the Declaration section. Please ONLY select "I am the applicant aged 18 or over". In order to fully lodge your application and confirm your biometrics appointment, you must make a payment thought the U.K. system. If you do not make payment within three hours of selecting your biometrics appointments, your appointment slot will be released. Be sure to print the payment confirmation page for your records.

Immigration Health Surcharge (IHS):

You will not have to make an IHS payment, but may be asked to complete this section to proceed to the next part of the application. Simply click "Continue" where possible. You will need to click on the link to the IHS website to answer some questions.

- **Applying within the UK** – No
- **Are you applying to continue on the same course for which you were last given Tier 4 Leave to Enter orRemain (e.g. to undertake re-sits)?** - No
- **Is your course at NQF7** – No
- **Is your course 13 months or less** – Yes
- **Is your course a master's course** – No
- **Are you applying to stay in the Isle of Man, Jersey, or Guernsey?** – No
- **Please select the location of your course** – "Other"
- The fee for IHS should be $0.00

`BPR Collection Location:

You will be asked to enter a UK Post Office address to collect BPR. Note that CEA CAPA takes care of this for you, however, you'll still need to select a BRP location. Select the option to "Collect from a UK Post Office". You will need

to enter a UK postcode. Use SW7 4EF. The Post Office to select should be the following:

Post Office – Kensington
2018-212 Kensington High Street
London
W8 7RG

Choose a Service:

After you confirm the BPR Collection Location, you'll be prompted to select a service option. On this page, you will see a range of service options, which will likely look something like this:
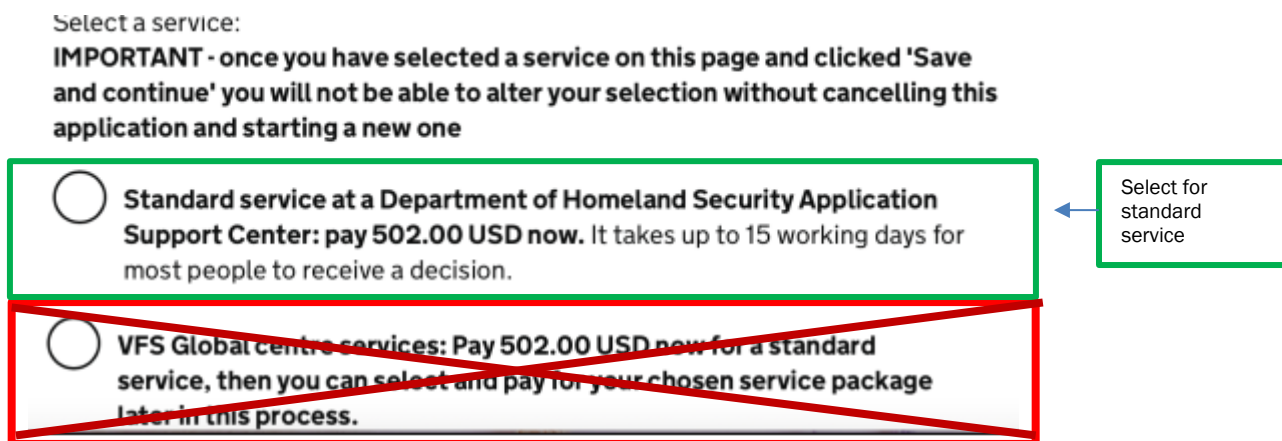
On this booking page, you may see the option to select a service through VFS—as indicated in the screenshot above. While processing one's visa through a VFS Global Centre is still an option, these "Premium Application Centres" (or PACs) are far less available than the "Application Support Centres" (or ASCs) offered through the Department of Homeland Security, and are therefore not recommended for processing.*

You may also be presented with the option to select "Priority service at a Department of Homeland Security Application Support Center" on this page. Please note that you are permitted to select this option, but are not required to do so—unless specifically advised by CEA CAPA.

After you choose your service, you'll be taken to the "Further Actions You Must Complete" page. Please be sure to download and print off your Document Checklist and bring this with you to your Biometrics Appointment. Please see screenshot of where to find this Checklist below:

*Please consult CAPA's the "U.K. Visa FAQs" at the end of this document for indication of possible scenarios in which a student would use a VFS Global Centre PAC, as opposed to a Department of Homeland Security ASC.

Scheduling your Biometrics Appointment:

Once you complete the online visa application, you'll be prompted to schedule your Biometrics Appointment through VFS Global's webpage. Please see screenshot below:

Before you continue
You should only move to the next page if you have checked your answers and you are ready to submit your application. Once you select 'Continue to Worldpay' you will not be able to return and edit your application.

Continue to Worldpay to make a secure payment. You will be able to download a copy of your application form after payment has been taken.

Continue to WorldPay

Return to this application later

▶ Show and edit answers

- On this landing page, you'll need to register a new account using your application reference number (GWF) from your student visa application. This will auto-populate some fields on the VFS Global website.
- Occasionally, students are unable to create a password when attempting to register a new account through VFS. If this situation occurs to you, please close the VFS window entirely and attempt to register that evening/the following day—as the system occasionally needs time to register a recently completed visa application through UKVI.
- As you work through the registration process, you'll be prompted to select your preferred Application Support Centre (ASC). You can choose any ASC, in any state that is convenient for you, but CEA CAPA recommends that you select to attend a biometrics appointment in a location closest to you. For example, if you are applying while at school, please select an ASC that is closest to your college/university. If you are at home, please select an ASC that is closes to your permanent residence—so long as you expect to be present in both locations in the weeks following your appointment confirmation.

- You may see options to apply at a Premium Application Center (PAC) directly through VFS. These are valid locations, however, these centers incur an additional fee and it is not necessary to use one of these sites.
- You may also be given the opportunity to upgrade your application package to "Priority" on this page. It is ultimately your decision as to whether you wish to upgrade your package—and ideally receive your visa back faster—or not.
  - o **NOTE:** CEA CAPA cannot comment on the current processing times for "Priority" visa applications— as we seek to advise students to apply along "Standard" processing timelines. If you select this "Priority" option and pay the subsequent fee, please ensure that you're consulting the "How to Create a Return Shipment Label for the UK Visa Application" guide for further guidance.
- Once you select your ASC, you'll be prompted to pick a date and time for your appointment at that location

- o **NOTE:** If you wish to go back and select a different ASC, you may need to sign out of the VFS Global website and sign back in to pick a new ASC location.
- It is within your best interest to schedule the biometrics appointment for the soonest possible date to allow ample time for processing.
  - o **NOTE:** You are unable to change your appointment date/time once it is booked.

- **DO NOT MISS YOUR BIOMETRICS APPOINTMENT:** Missing your scheduled appointment will likely result in having to start the online application process from the beginning and repayment of fees. If you miss your biometrics appointment, please inform your advisor IMMEDIATELY.

- After selecting your biometrics appointment time/location, you will move on to a "Services" page. As instructed on this page, "For USA Application Support Centre customers, please select Self-Upload Document or a package/service including Document Scanning Assistance", and do not select any other optional services.
  - o **NOTE:** Unless you wish to conduct document scanning for an additional $75 charge once you arrive at your biometrics appointment, please select "Self-Upload Document" as the only service you wish to add on the page.

- After hitting "Continue" and formally booking your appointment, please follow additional instructions to "Self-Upload" your documents—either on the page or via email—prior to your biometrics appointment. For most students, the only document you will be asked to upload will be a scan of your passport, but some students may be asked to submit bank details, transcripts, or other visa-related materials as well.

- o **NOTE:** Failure to self-upload your documents 24+ hours in advance of your appointment will automatically result in a $75 charge, so please ensure that you're self-uploading your documents ASAP, once able to do so.
- You will be emailed a confirmation receipt once you book your appointment. This will have a bar code on it that is needed in order for the ASC to complete your biometrics, once you're at your appointment.

<u>When you go to your appointment, you will need to bring the following:</u>

1. Your passport
2. Your biometrics appointment confirmation details (sent from VFS) that you have printed out. This will be stamped by an officer and given back to you.
3. Your Documents Checklist (printed off from your UKVI account). If you do not immediately have this document, please check your email or return to your UKVI account to find a copy of it online. This document will also indicate which documents you will need to add when prompted to "Self-Upload" your materials prior to your biometrics appointment, and it incredibly important that you are "self-uploading" all documents highlighted in this checklist 24+ hours IN ADVANCE of your appointment.
   - o **NOTE:** The official at your biometrics appointment WILL NOT SIGN this document. That is OK. This signature line is only for students who attend their biometrics at a Premium Application Center (PAC). Students should still sign this form themselves.

Wait times at Application Support Centers can vary. While the process itself shouldn't take too long, you should plan to spend a few hours—if necessary—at your appointment.

Documents to Mail with Your Application:

In addition to completing the online application and attending the biometrics appointment, you must also collect the following items to send to the VFS UK Visa Processing Center as supporting documentation for your application.

1. Print out a copy of the first two pages of your online visa application (which should be sent to you in PDF form via email, or can be accessed via your UKVI account).
2. A printed copy of your CAS Letter
3. Passport (**NOTE:** you must send in your actual passport which should be valid for at least 6 months after the program end date).
4. Confirmation of completed Biometrics Appointment
5. Your Documents Checklist printed off from online visa application (signed by the student). If this checklist indicates that you need to submit additional documents beyond your passport, please follow those instructions outlined by UKVI.
6. A valid UPS return shipping label (see instructions sent to you via email for creating a shipping label). The VFS UK Processing Center will return your passport and visa to you using this return shipping label. You should use an address where you will be able to get mail (i.e. preferably not dormitory or temporary housing) as your passport may be returned after you've left campus for the semester. It is STRONGLY recommended that you opt for overnight shipping. Your shipping label must have bar code on it that can be scanned for immediate pickup. Do not get a hand-written return label.
7. Non-US citizens: evidence of your Immigration Status in the USA and permission to re-enter the USA after your study abroad experience.

Where to Send: You will send your passport and application materials to the UK Visa Processing Center in New York. Be sure to make photocopies of all documents prior to sending. The exact mailing address is:

VFS Services USA Inc.
UKVI Scanning Hub
128 East 32nd Street
Floor 4
New York, NY 10016

We recommend that you overnight your passport and application materials to the VFS UK Visa Processing Center. It

is crucial that you obtain a tracking number for your shipment.

NOTE: UPS is the **only service** VFS Services accepts. FedEx will not suffice. Be sure to make a photocopy of each of the above-listed documents before mailing to New York.

Awaiting a Visa Decision:

As mentioned in this initial document DISCLAIMER, CEA CAPA does not work for—nor does it have an impact— on VFS, UKVI, or its subsidiaries. As such, CEA CAPA plays no role in U.K. visa pricing, processing decisions, or processing timelines, and operates solely in an advisory capacity. Thus, while our CEA CAPA enrollment team is here to help support you throughout the application process, we ask that you exercise judgement when seeking to contact CEA CAPA for support once your visa package has arrived in New York.

As there are a significant number of students concurrently applying for U.K. visas each semester, it is not uncommon for visa processing times to be delayed beyond the traditional timelines provided by UKVI and VFS. As VFS and UKVI do not provide updates during processing (other than to acknowledge that your visa has been received), we ask that you apply early and seek to exercise patience should your visa not immediately be returned "on time" from New York.

If you believe that your visa decision has been significantly delayed, you may attempt to contact these help lines for support, but it is unlikely that you will receive an update relevant to your particular application: https://www.gov.uk/contact-ukvi-inside-outside-uk/y/outside-the-uk/something-else/english. In any instance that you feel your visa may not be returned prior to the program start date, please consult with your advisor.

Receiving your Passport Back from New York:

When you receive your passport back from the UK Visa Processing Center, you'll notice a "sticker"—covering a page in your passport—has been added. This is your visa. Be sure to check the information for accuracy.

- Make sure it says "General Student" and not "Visitor"
- Check the start date. You cannot use the entry clearance to travel to the UK before this date. This may beabout a week prior to the actual start of your program.
- Check the expiration date. This may be about a week after the actual end date of your program, and you will be expected to depart the UK before this date.
- There could be one of three designations within your visa:
  - o Student SPX* Work limit 20 hrs p/w term time. No Public Funds (+POL)
  - o Student SPX* Work limit 10 hrs p/w term time. No Public Funds (+POL)
  - o Student SPX * No Work except Work Placement. No Public Funds (+ POL)

  If you see any other designation in your visa, please alert your designated advisor immediately.
- Check if it says you must register with the police on arrival in the UK. If it does, then make a note to contact a CEA CAPA London Center staff member to ask how you complete this step. You will be expected to register with the police within seven days of your arrival. Not all students are given conditions that requirethis.

UK Student Visa Frequently Asked Questions (FAQs):

CEA CAPA has separated its FAQ guide below into the three stages of the application process:

- ➢ **STEP ONE:** Complete the online visa application and pay the visa fee.
- ➢ **STEP TWO:** Attend your scheduled Biometrics Appointment in person at your local Department of Homeland Security office (Application Support Center). You will schedule this appointment as part of the online application via the VFS Global website. At your Biometrics Appointment, you will provide a digital scan of your fingerprints and take biometric photos.
- ➢ **STEP THREE:** Following your Biometrics appointment, ship your passport and supporting visa documents to the VFS Scanning Hub in New York for processing.

STEP ONE: Complete the online visa application and pay the visa fee.

Can someone else apply for a visa on my behalf?
We highly recommend that you apply for your own visa, since you are the person traveling and therefore will have the most knowledge of your past and future travel plans. You are ultimately held responsible for all documents that are electronically signed with your name, so it is within your best interest to complete the application on your own.

Can I complete my application in a language that is NOT English?
While you are able to change the language of the application questions at any time, you must answer all questions in English.

I'm an international student but am not being prompted to submit a copy of my visa as part of either the "mandatory" or "supporting" documents checklist(s). Should I still upload a copy of this document to my application?
Yes. Regardless of whether the application prompts you to submit these documents or not, you should plan to include copies of all visa-related documents you may receive as an international student studying in the United States (e.g. I-20, F-1, J-1) within your visa package intended for New York.

The application won't accept my credit card. What do I do?
We have found recently that some US banks and credit cards are rejecting the purchase of the UK visa due to it being an overseas purchase. Notify your bank or credit card that you will be making an overseas purchase so that they do not flag it as a suspicious purchase.

STEP TWO: Attend your scheduled Biometrics Appointment in person at your local Department of Homeland Security office (Application Support Center).

According to VFS, the earliest possible biometrics appointment near me isn't for several weeks. Are their no earlier appointments available?
No, the earliest appointment available in your area will be presented through VFS. Additionally, please note that this biometrics appointment is booked in association with your specific visa application—so "walk-in" appointments are NOT permitted at any biometrics locations.

I've selected a biometrics location but notice that appointments aren't available for several weeks. Can I check to see if a different ASC location may have appointments more readily available?
So long as you have not yet formally agreed to attend this appointment, yes. To search for available appointments in different ASC locations, you will need to fully log-out of the VFS system, log back in, and conduct a new biometrics search. Please be aware that once biometrics appointments are booked, however, you are unable to change the date/time of your appointment—so plan accordingly.

How do I know which documents I'm meant to "Self-Upload" prior to my biometrics appointment?
For U.S. passport holders, the only document you will typically be asked to self-upload is a scanned copy of your passport. That said, the list of documents you are expected to "Self-Upload" through VFS will align exactly with your "Supporting Documents Checklist" provided through UKVI—so please consult your email/visa application to know exactly what documents may be required for you.

STEP THREE: Following your Biometrics appointment, ship your passport and supporting visa documents to the VFS Scanning Hub in New York for processing.

I live in New York City. Can I just drop off my application at the Processing Center?
No, unfortunately in-person drop off is not an option, and all students must mail their visa applications to the VFS UK Visa Processing Center, following CAPA's guidelines.

I live in New York City. Can I just pick up my application at the Processing Center?
Similar to in-person drop-off, in-person pickup is not an option—so please account for shipping time(s) when seeking to send or receive your visa package.

How will I get my passport and visa back?
The UK consulate will typically notify you by email or text that your visa has been approved and shipped back to you using the return shipping label you included in your visa packet. To help monitor where your visa may be in the

process independently, however, please consult your UPS tracking label to ensure that your package was successfully delivered and if it may be en route for return.

My visa appears to be printed with incorrect program dates or with a status that was not outlined in the U.K. Student Help Guide. Is that ok?
Please reach out to your designated advisor for immediate support. As a reminder, student visas will often have entry and expiration dates that may appear a week earlier and/or later than the exact program dates which you used to apply—so please do not be concerned if the dates listed on the visa (in day/month/year format) are slightly different than those provided in your CAS Letter.

OTHER PROGRAM CONSIDERATIONS

I want to enter the UK before my visa is valid. Am I able to do that? Please reach out to your designated advisor for support.

I've heard that students should not travel to the UK via layover in Ireland. Is that true?
While this has historically been the case, the introduction of "E-Gates" now allows visa holders to enter into the UK seamlessly from Ireland. That said, students are still instructed to carry their "Entry Letters" with them when traveling, in case they are asked to present proof of their eligibility to enter the UK.