



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 of Changes

Date	Version	Summary of changes	Approver
September 2023	23_03	<ul style="list-style-type: none">• Amendments to BRP and eVisa information – addition of Visa Decision Letter (page 12)• Reformatting of document	Sabina Connolly-Read, Head of Compliance
December 2024	24_01	<ul style="list-style-type: none">• Removal of BRP.• Addition of a section on eVisas as a standalone item as well as part of EUSS.• Addition of a section on in-person enrolment: transition to eVisas.• Re-arrangement of the checks for new students by grouping/categorising evidence checks, standard checks and additional checks.	Sabina Connolly-Read, Head of Compliance

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1 Document checks

1.1 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, scan both sides.
- Check if all the details on the documents match against other documents provided. (E.g. Are all the names the same and spelt correctly on their eVisa, passport, decision letter and entry clearance vignette (ECV) etc.)

1.2 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 SharePoint File, ask for it to be emailed through to you so that it can be saved on the student's record.
- If the document is two-sided, need request both sides.
- Check if all the details on the documents match against other documents provided.
- (E.g. Are all the names the same and spelt correctly on their eVisa, passport, visa decision letter and ECV etc.)

1.3 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, arrange for the student to return with the correct documentation before fully enrolling the student. Follow your College's 'temporary enrolment' procedure, confirm the time scale the student must produce the missing documentation. Please make sure this is followed up in due course and that once documents are provided, you verify them and make records on Navigate.

2 Enrolments and Re-Enrolment

2.1 In-person Re-Enrolment – All Returning Students

Students that are re-enrolling (returning students) do not have to show any identification or immigration documentation (except for those whose documents expired since the last enrolment. These would need to present renewed/valid documents) 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

- 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.
- Check if the student has a home phone number for the location, they are currently in. Confirm the details we have for them under the Student Contact Details panel listed as 'Phone' number. Again, activate new numbers and deactivate old numbers as necessary.
- 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).
- 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 'Street Address' and update the relevant spreadsheet.

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 for attendance and engagement. 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 for any reason.

2.2 In-person Re-Enrolment – Transition to eVisa

With the phasing out of BRP cards by 31st December 2024, international Student Route students are required to create a UKVI account to access their eVisas. This will impact all students starting or returning to studies in January 2025.

In addition to the standard checks for returning students, these students will need to provide the college with a Share code via the government website ([View and prove your immigration status: get a share code - GOV.UK](#)). It is recommended that colleges request students to provide the share code details prior to their registration appointment. A copy/snip of the share code will need to be retained in the student's file.

Students transitioning to eVisas should set up their UKVI account prior to re-enrolment using the link [Get access to your eVisa - GOV.UK](#)

EVisas need to be recorded in Navigate by following the guidance for recording UK eVisas for new students.

2.3 New Students

The College is required to complete certain checks at enrolments and should also retain copies of documents that form part of our regulatory requirements.

All new students are expected to provide the college with the documents relevant to their situation. These would include the below:

- UK arrival date
- Passport
- Visa Decision Letters
- ECV's (applicable to non-EU students only)
- Share code for their immigration status
- UK eVisas
- EUSS status (UK settled or pre-settled status)
- Proof of UK address
- UK Guardianship Details
- Student Contact Details
- Emergency Contact

Note:

- A CAS is required for Student visa route sponsored students only (SVR). If the student has a different visa type that allows them to study in the UK full-time, record it on Navigate as a standalone document.
- SVR students that needed a CAS to secure their visa will need their passport, ECV (non-EU national) and eVisa linked to their CAS in Navigate.

2.3.1 UK arrival date

It is important to check Student Visa Route (SVR) students' UK entry date to make sure that they have entered the UK during their visa validity period. For non-EU students, this can be found on their Entry Clearance Vignette (ECV) in their passport.

Note:

- Students who have received an eVisa (EU nationals or applicants from within the UK) 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 they 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
- Where passports do not have an entry stamp, you may also need to check travel evidence such as air/train tickets or boarding pass to confirm arrival during validity period.

Entering UK Arrival Date in Navigate

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

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

Actions

Any student with an eVisa that does not have a dated entry stamp on their ECV or at the back of their passport, will need to evidence travel to confirm they 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, do not enrol the student. Contact Europe.compliance@navitas.com for further advice.

Documents that can be requested

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. You are not required to retain evidence of the date on student’s 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 to facilitate this.

2.3.2 Passports

For most students, a passport will already exist on Navigate under the **Student Document Details** panel (entered during admission).

Entering Passport details in Navigate

If there is no passport evident you will need to add one by clicking the '+New' and selecting 'Passport' from the drop-down list. Add all relevant details (listed below) from the passport:

- Passport number, status, nationality on document and passport country of birth.
- Active from and until fields (passport issue and expiry dates)
- Select the appropriate cohort for the current intake
- You will need to verify you have seen the passport by adding your full name and the date you saw the passport to the 'Verified By' and 'Verified Date' fields.

Note: whether the passport was pre-entered or if has just been entered, you will be required to update and verify the accuracy of all sections of the passport.



Things to consider while checking the passport

- Does the photo on the passport reasonably match the person you are enrolling? If it doesn't, pause enrolment and contact the College/Student Services Manager to investigate further.
- Does the passport match the passport we hold in the Admissions documents?
- Does the student's DOB match our Navigate DOB?
- Are there any endorsements on the passport that we should be aware of?

Linking Passport to CAS

- If the passport is not already linked to the CAS (SVR students), link it by clicking the plus '+' icon beside the CAS and select 'link to existing document'.
- If the student is providing a new passport, do not overwrite the details in the passport, but instead create a new passport document (again, link to the CAS where applicable) ensuring that all fields are completed as far as possible. Set the old passport to 'Expired'.

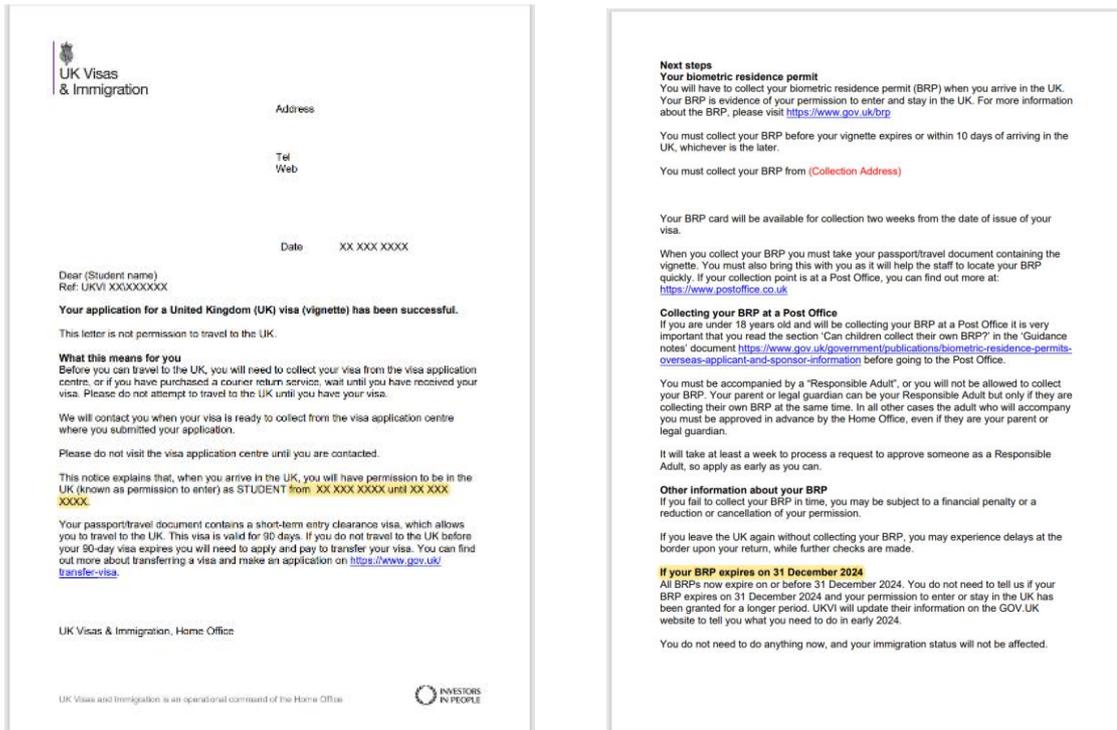
Type	Passport		
ID/Number	123456789		
Status	Current	Cohort	Select
Issued Date	01/08/2017	Issued Place	Playa Del Carmen
Active From	01/08/2017	Active Until	18/06/2022
Passport Country of Birth	Togo	Passport Place of Birth	French Polynesia
Issued Country	Mexico	Nationality on document	Luxembourg

Save Cancel

2.3.3 Visa Decision Letter

The Visa Decision Letter confirms the correct length of a student's immigration permission. Whilst it is not a UKVI requirement, follow your University Partner's process for storing the Decision Letter document. It is recommended that a copy is taken and saved in the student's file as best practice.

While checking the Visa Decision Letter, ensure that the visa duration (at minimum) covers the length of the course. The dates must be cross checked with the dates on the e-Visa.



2.3.4 Entry Clearance Vignette (ECV)/ Visa Sticker

Post October 2024, only new entrants (non-EU) students are likely to receive ECVs. ECVs are stickers in the passport that generally provides a student with a 30-to-90-day window to enter the UK.



Things to consider while checking the ECV

- Document ID – top right
- Valid From and Valid Until dates – when does it expire?
- Visa Type SVR: D - Student.
- Sponsor's license number in observations.
- Visa Conditions – are there any errors?

Entering ECV details in Navigate

Type	Entry Clearance Vignette		
ID/Number	0123456		
Status	Current	Status Reason	
Cohort	IFL - 202403		
Visa Type	VT-B Tier 4 (Uni)		
NQF/SCQF Level	NQF 6	Working Hours	20
Police Registration Cert Needed?	NA	BRP Decision Letter Received?	Received
Verified By	NMD	Verified Date	01/10/2024
Issued Date	24/09/2024	Issued Place	Nigeria
Active From	24/09/2024	Active Until	23/12/2024
Notes			

- Find the student's CAS, open the CAS and update the Visa Outcome to 'Successful', and save. CAS status also needs to be changed to USED
- Then click + icon next to the CAS to open the support documents panel.
- Next, click + New, select visa, Entry Clearance Vignette
- Add all relevant details listed below
 - ID number (number at the top right of the ECV),
 - Status (current),
 - Visa type,
 - NQF/SCQF Level
 - Select the appropriate cohort for the current intake
 - Police registration certificate needed (set to yes if it is a requirement mentioned on the ECV. If not, it is to be set to N/A)
 - Working hours (as mentioned on the ECV)
 - BRP decision letter received
 - Issue Date and place
 - Active from and until fields (ECV issue and expiry dates)
 - Select the appropriate cohort for the current intake
 - You will need to verify you have seen the ECV by adding your full name and the date you saw the ECV to the 'Verified By' and 'Verified Date' fields.
- Then press Save.

2.3.5 Share code

Under the new visa system, all students studying on a student visa are required to provide the college with a share code ideally prior to or latest at enrolment, to verify their visa validity. The share code is valid for 90 days. While Share codes are currently not required to be entered in Navigate, a clear scan of the same is to be saved in the student's record.

Students can generate 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 by email or tell you the code. It is recommended that colleges request students to provide the share code details prior to their registration appointment.

Log-ins and 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 they used when they last applied for the share code? They will then be sent a code for signing in to the View and Prove service.
- They can then continue with their log-in to generate a share code.

If any of the details are incorrect or log-in fails, then the student should contact the UKVI Resolution Centre.

2.3.6 eVisas

Post October 2024, all students under the Student Visa Route will receive an eVisa. This is a digital immigration status which can be accessed through the student's UKVI account.

It is important to conduct a Right to Study check and save the proof in student's file.

Note: The proof (eVisa verification) saved in the file should be a pdf file downloaded from the View and Prove Service. Snips saved will not meet regulatory requirements.

Process of E-visa verification

- eVisas must be verified using the service: [Check someone's immigration status: use their share code - GOV.UK](#)
- You will need to enter the student's Share code and date of birth here to access their eVisa/EUSS digital permission.
- Extract the record of their status as a PDF and save it in the student's file.



Their immigration status		
Name	[redacted]	[redacted]
Status	Student	[redacted]
Valid From	24 June 2021	[redacted]
Valid until	7 September 2023	[redacted]
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]	

Things to consider while checking the eVisa

- Ensure that the name and photo on the eVisa belong to the student.
- Visa Type: Student (not 'Child Student'). Ensure that the reference number starts with an 'S' indicating it is a student visa.
- Reference number is the same as Document ID, make a note of it on Navigate
- 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 Conditions – are there any errors?

Key differences from ECV

- No defined working hours, please select '20 working hours' for Undergraduate students when updating Navigate records.
- No record of Sponsor Licence number but the sponsor's name is mentioned as the organisation or company.

Entering eVisa into Navigate

- Find the student's CAS, open the CAS and update the Visa Outcome to 'Successful', and save. Update CAS status to USED
- 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.
- Select the appropriate cohort for the current intake
- Then press Save.

2.3.7 Status under EUSS

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.

You will see 2 types of permissions under EUSS i.e. Settled or Pre-Settled status. Pre-Settled status is valid for 5 years from the date of issue, settled status has no time limit.

EUSS status needs to be verified in the same way as the verification of eVisas by requesting the student to provide their share code using the [View and Prove service](#). A clear scan of the Share code must be saved in the student's file.

The eVisas must then be verified using the service [Check someone's immigration status: use their share code - GOV.UK](#)

Things to consider while checking the EUSS Status



Home Office Check someone's immigration status

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 SAE Education Ltd	Job title of checker SEO Academic	Purpose of check University check
Date of check 7 July 2021	Reference number SC-XXXXXX	

- 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

Entering EUSS into Navigate

As no CAS is 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.
- Select the appropriate cohort for the current intake
- Then press Save.

Note: CAS is required for Student visa 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.

2.3.8 Proof of UK Address

All students are required to provide evidence of their UK address. Ideally, the address should be no more than 30 minutes by public transport from the College. Examples of UK proof of address include, rental agreements, utility bills, UK driving license. Where a student is sub-leasing a property or residing with a family member, it is recommended that supporting evidence is requested. For example, when living with a family member, evidence of the family member's rights to reside in the property (utility bill, rental/ownership agreement) along with a letter confirming the duration for which the student will reside with them should be provided.

In all instances, clear copies of the evidence showing the address, landlord details and signature pages must be saved in the student's file.

Things to consider while checking proof of 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?

Entering Address in the UK

UK Addresses are added through the Student Contact Details panel in the 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 date because the student’s tenancy does not have a specified end date, then select the last day of the semester, to ensure that you remind the student to provide new evidence for next semester. Then press Save.

2.3.9 UK Guardianship Details

Minors i.e. students under 18 years of age (or in other relevant circumstances) are required to provide UK Guardianship details.

A copy of the UK Guardianship document can be retrieved from the students’ Admissions records/file. The student is also required to confirm their UK Guardian’s details at enrolment.

Things to consider while checking UK Guardianship Details

- Do the student’s guardianship details match those on the Offer 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/sibling under 25/sibling or relative who is a student living in university accommodation? would not usually be considered acceptable.



Entering UK Guardian details in Navigate

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.

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.

First name	Last name	Relation type	Share data
Joe	Bloggs	Parent	Yes
		Legal Guardian	No

Type Name	AIM	Active?
No records found.		
	Cellphone	

2.3.10 Student contact details

It is important to have at least one active email address and cell phone number for the student. This must be recorded in Navigate.

Details

Cellphone Number: +10123456 (+international prefix)

Status

Active From	17/12/2024	Active Until	Leave empty for infinity	Recovery Contact	<input type="checkbox"/>
Bounced	<input type="checkbox"/>	Number of contacts failed		Date/Time last contact failed	

Save Cancel

Cellphone numbers are added through the Student Contact Details panel in the Enrolment work area. To add a Cellphone, click +New, and ensure that you choose 'Cellphone'. Then complete all relevant fields, including the Active From and press Save.

Details

Email Address: [Empty field]

Status

Active From	17/12/2024	Active Until	Leave empty for infinity	Recovery Contact	<input type="checkbox"/>
Bounced	<input type="checkbox"/>	Number of contacts failed		Date/Time last contact failed	

Save Cancel

Email addresses are added through the Student Contact Details panel in the Enrolment work area. To add an Email, click +New, and ensure that you choose 'Email'. Then complete all relevant fields, including the Active From and press Save.

Note: For colleges that do not use students' personal emails as a primary contact, it is important to rank the contact details ensuring that the College email (college student email) is ranked at the top. This can then be followed by the UK contact number (number that can receive in-coming messages and calls) and alternative (working) email address. Reach out to the College/Student Services Manager in instances where the college email is not visible in Navigate.

Student Contact Details + New ☰ Ranks ⊞ Controls

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

2.3.11 Emergency Contact

It is recommended that students provide the college with at least two emergency contacts, one of which should ideally be in the UK.

Emergency contacts can be added through the relations panel in the Navigate Enrolment work area. The 'Share data' field can be marked as 'yes' only if the student has consented to sharing data with their emergency contact/s.

Relations + New

User Information

First name	Joe
Last name	Smith
Relation type	Emergency 
Share data	Yes 

Save Cancel

3 Registration

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. This process will then allow the student to complete their portal registration.

Enrolment Details		Edit	
Status	Current	Sub-status	Is Financial <input checked="" type="checkbox"/>
Enrolment Sequence	02705	Is Active <input checked="" type="checkbox"/>	Citizenship Nigeria
Enrolled At University	<input checked="" type="checkbox"/>	Original Enrolment Link	Original Offer Link [REDACTED]
Can Register	<input checked="" type="checkbox"/>	Can Book <input checked="" type="checkbox"/>	Arrival Date 25/09/2024
<i>i</i> Medical - share with lecturer	No	<i>i</i> Medical - can be processed for academics	<i>i</i> Agent access to information No
<i>i</i> Parent/Legal Guardian access to information	No	<i>i</i> Private University No	<i>i</i> Marketing – consent given No
<i>i</i> Private Other		<i>i</i> Sponsor access to information	
Online Delivery			
Current Mode of		Online Enrolment	Online Enrolment

Note: Students (returning or new) will need to know who to contact for all College and Academic Service-related issues, including academic engagement, updating contact details, academic queries and access to resources etc. The welfare of the student will remain as important as ever so confirming with the student who to contact in case of an emergency, with availability, will be beneficial during their studies at the College.