

## **International Student Support – we can assist students with queries about...**

- Applying for a Student Visa or Standard Visitor visa to study at UoG
- EU Settlement Scheme
- Lost passport or visa
- Dependant Visas (of Student Visa and Graduate Visa holders / applicants)
- Work conditions of Tier 4 / Student Visa (during and after study)
- Graduate Visa application
- UK work visa options (for after study)
- Schengen Visas
- Accessing UK healthcare (NHS), including registering with a GP or dentist
- Opening a bank account in the UK
- ISS: International Family Network
- ISS: Welcome and Arrival (seasonal events and information)

### **How students can contact International Student Support:**

**Queries:** Students can contact us by e-mail us with their queries to receive information, guidance and advice: [internationalstudentsupport@glasgow.ac.uk](mailto:internationalstudentsupport@glasgow.ac.uk)

**Appointments:** Outside of busy periods we usually can offer students an appointment where required. For example, for a Student Visa or Graduate Visa application check, or where the student has a complex immigration query.

Students can e-mail us their details to request an appointment. Where we are unable to offer an appointment we can still offer the information and advice a student needs via e-mail.

**Webpages:** We have a lot of useful information on the issues discussed above, including online guides for making a Student Visa application. Students can be signposted to the ISS webpages: [www.gla.ac.uk/international/support/](http://www.gla.ac.uk/international/support/) .

### **Who to contact with common queries that ISS cannot assist with:**

- CAS, course entry requirements or offer of study queries (Admissions)
- Request a CAS to continue course / after changes to study (see ISS "[Your CAS](#)" webpages for College contact details)
- ATAS code queries or check if course requires ATAS (Admissions)
- Latest arrival dates (Admissions and School / Graduate School)
- Scholarships (Scholarships Team)
- Finding work in the UK during or after study (Careers Service)
- Reporting changes to study or withdrawal to UKVI; reporting successful completion of course for Graduate Visa, attendance and engagement requirements, Visa Registration (Immigration Compliance Team)
- Tuition fee payment queries (Accounts Receivable Team in Finance)
- Registration (SSET or REST)