

NEW UK visa and citizenship customer journey

UK Visas and Immigration

24th October 2018

New UK visa and citizenship application services

From November 2018, UK Visas and Immigration is introducing new, streamlined-services, allowing customers in the UK to submit all necessary evidence and personal information to support their application quickly and securely through a simpler journey.

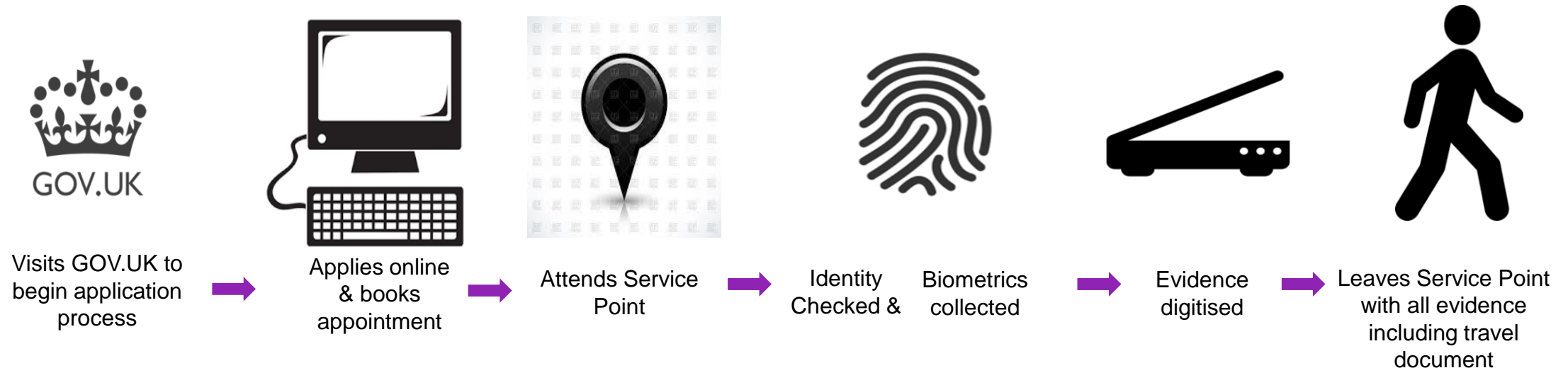
These new services will offer a range of benefits to customers, including:

- A **streamlined online journey** for most application types, with an intuitive easy-to-use form making it easier to apply and the option to purchase additional services for convenience or speed;
- A **modernised, digital and more secure process** to submit key evidence and personal information, with most customers able to retain their passports and other valuable evidence rather than sending them separately to UKVI;
- **Fast and convenient self service** with the ability to make applications and upload evidence from home;
- More **flexible on-demand, mobile application services**, for example at university campuses, employers' offices or individual customers' homes;
- **Enhanced support for vulnerable customers** through a range of financial support for travel costs and mobile services.

A streamlined, digitised and accessible service

The new process will bring UK visa services in line with what our customers expect.

UK Visa and Citizenship Application Service customer journey:



Customers will have the choice to use one of 57 Service Points throughout the UK.

More **flexible “on-demand”** (formerly known as **Super Premium**) and **mobile application services will be available**, for example at university campuses, employers’ offices or individual customers’ homes.

UK VCAS – service points, opening from w/c 5th November

w/c 5 November	w/c 12 November	w/c 19 November	w/c 26 November
<p><u>Core Centre</u> Manchester</p> <p><u>Premium Lounge</u> London</p> <p><u>On-demand service launched</u></p> <p><u>Enhanced service points</u> Newcastle Burnholme Liverpool Warrington Stockport Wakefield Lancaster Burnley Hull</p>	<p><u>Core Centre</u> Birmingham Glasgow Cardiff</p> <p><u>Enhanced service points</u> Nottingham Peterborough Warwick Cambridge Ipswich Wolverhampton Aberdeen Newport Coventry</p>	<p><u>Core Centre</u> Belfast Croydon</p> <p><u>Enhanced service points</u> Gloucester Dorchester Llandudno Bradley Stoke Salisbury Patchway Swindon Taunton Truro East Ham Stratford (London) Wimbledon Shoe Lane (London) Barbican (London) Victoria (London) Kensington (London) Shepherds Bush (London)</p>	<p><u>Enhanced service points</u> Reading Hemel Hempstead Watford Grays Bournemouth Stevenage Bedford Canning Town (London) Swinton Eastbourne Brighton Portsmouth Canterbury Preston Norwich</p>



Sopra Steria have capacity to bring this service to you in a location of your choice.

The on-demand service offers a tailored experience for customers; and a new mobile pop up service will bring a team to a location of our partner's choice, to process up to 440 full or 1,800 biometric enrolments appointments per day.



Customer choice and added value services

Customers will always have the choice of a **free service**, but they may wish to purchase additional services if they want to, in line with the current service overseas. There will be a range of **optional and chargeable added-value services** including “**On-demand**”, **mobile application services** extending the reach of UK Visa and Citizenship Application Service centres (UKVCAS) beyond the 57 locations to others, based on partner and customer need; e.g. university campuses, employers’ offices or individual customers’ homes.

Examples of other added-value services;

- Extended Opening Hours
- Next Day Appointments
- Walk-in Appointments
- Premium Lounge
- Immigration Service
- Documentation Checking Service
- Translation Services
- Interpretation Services

Further details on these services will be available on the Sopra Steria website.

Gov.uk customer journey

1

Customer visits Gov.uk and commences their application

2

Between 5th November and 29th November the customer will be offered the choice between the existing service or the new UK VCAS

3

Customer selects their preferred UKVI service standard for their application, if applicable

4

Customer pays for and submits application, and receives a confirmation email

5

Customer continues to the 'Further actions' page in order to their complete mandatory actions and other actions

6

Customer moves to Sopra Steria website to book their appointment

Gov.uk customer journey

GOV.UK Visas and Immigration

BETA This is a new service - your [feedback](#) will help us to improve it.

Tier 2 (General) leave to remain

Apply to extend or switch to remain in the UK under Tier 2 (General).

Biometric information

As part of your application process you must also provide your biometric information (fingerprints and a photo). If you choose Standard or Priority service you will be required to pay an additional fee of £19.20 per applicant when you have your biometrics taken. If you choose the Premium service you will have your biometrics taken at your appointment at no additional cost.

Healthcare surcharge

You may have to pay a healthcare surcharge (called the 'immigration health surcharge' or IHS) in addition to your visa application fee. [Check how much you may have to pay.](#)

Postgraduate studies

If you are taking a postgraduate course in the UK you might need an Academic Technology Approval Scheme (ATAS) certificate [Find out if you need an ATAS certificate.](#)

You can [apply online](#) if you need an ATAS certificate.

Before you start [What you need to know](#) [How to apply](#) [Application fees](#)

To apply for Tier 2 (General) leave to remain you need:

- a licensed sponsor who will employ you in the UK
- to be at least 16 years old
- to be photographed and have your fingerprints recorded
- to speak English
- to prove that you have enough money to pay for your stay in the UK (£945.00)
- to own no more than 10% of shares in your sponsor's limited company, unless you will earn at least £159,600 per year



You will only be considered for Tier 2 (General) leave to remain. You will not be considered for any other type of leave to remain. You must [use a different form](#) if you want to stay for another reason.

How we use your data

The Home Office will use the personal information you provide to decide whether to grant your application. We may also share your information with other public and private sector organisations in the UK and overseas. For more detail please see the [Privacy Notice for the Border, Immigration and Citizenship system](#). This also sets out your rights under the Data Protection Act 2018 and explains how you can access your personal information and complain if you have concerns about how we are using it.

[Apply now](#)

GOV.UK Visas and Immigration

1. Start 2. Application 3. Documents 4. Declaration 5. Pay 6. Further actions

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Providing your evidence and biometrics

Learn about how our service is changing

To complete your application, you will need to make arrangements to provide your evidence and biometrics (fingerprints and facial photograph).

If you choose our new service, you will need to book an appointment with our commercial partner to provide your biometrics. You will be able to upload copies of your evidence on our commercial partner's website, or you can take your evidence to your appointment to be scanned and uploaded by our commercial partner (there may be a charge involved). With the new service, there are additional options that you can choose to buy to help improve the process.

You can [find out more information here](#).

If you choose our existing standard or priority service, you will need to post your evidence, or you may be able to book an appointment at a premium service centre.

Check available locations

The new service is currently only available in certain locations. [View the full list of locations and opening times](#) and make sure you are able to attend an appointment if you want to use the new service.

Select which service you want:

New service

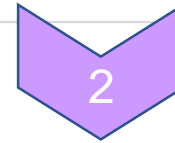
Existing service

Confirm that you have viewed the full list of [location and opening times](#) offering the new service and that you are able to attend an appointment

You will not be able to switch to the other service after you have paid for your application.

[Save and continue](#)

[Show and edit answers](#)



GOV.UK Visas and Immigration Applicant Name

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Choose a service

Select a service from the options below. You will not be able to change this after you have submitted your application.

Standard service: pay 1354.00 GBP, most people get a decision within 8 weeks after attending their biometrics appointment

Priority service: pay 1813.00 GBP, most people get a decision within 10 working days after submitting their online application

! You should attend a biometrics appointment within 5 working days after submitting your online application, as this will increase your chances of getting a decision within 10 working days

Super priority service: pay 1944.00 GBP, most people get a decision on the next working day following their biometrics appointment

The amount you pay for each service option includes the 19.20 GBP biometrics enrolment fee for each applicable person on this application.

UK Visas and Immigration will contact you if it will take longer to process your application.

[Save and continue](#)

[Show and edit answers](#)



Gov.uk customer journey

GOV.UK Visas and Immigration tester tessrt

BETA This is a new service - your [feedback](#) will help us to improve it.

1. Start 2. Application 3. Documents 4. Declaration 5. Pay 6. Download and print

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Your payment provider

You are paying

1944.00 GBP - Mr tester tessrt's application for Tier 2 (General) leave to remain

1944.00 GBP in total

Choose your card provider

Visa

MasterCard

American Express

Maestro


! **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](#)



GOV.UK Visas and Immigration

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Further actions

There are some more actions below that you must complete. **Your application may not be successful** if you do not complete the mandatory actions.

Mandatory actions

Attend an appointment to provide your evidence and biometrics by 5 December 2018 [Book appointment](#)

You must book and attend an appointment with our commercial partner to provide your evidence and biometrics (fingerprints and facial photograph). You must attend an appointment by 5 December 2018, but we encourage you to attend one as quickly as possible and will send you a reminder after 15 working days if you have not booked your appointment.

Optional actions

Download and print your supporting evidence checklist

You can [download a copy of your supporting evidence checklist](#). This document will only be available to download until 12 December 2018.


Download a copy of your application form

You can [download a copy of your application form](#) for your records. You do not need to take this to your appointment. This document will only be available to download until 12 December 2018.

To keep your information safe and protect your privacy, you will not be able to view this page after 12 December 2018.

[Take a short survey to help us improve the service](#)

[Sign out](#)



Convenient appointments and simple booking tool

After carrying out extensive user research of Visa Customers, Sopra Steria have developed an appointment booking system which allows a customer to select the most convenient location to them. Based on postcode, the system will list the nearest Core Service Point first and then Enhanced Service Points.

Customer can select to see only free appointments

Displays distance from postcode given

Service Point	Address	Availability	Additional Charge	Distance
Croydon Core Service Point	33 Main Street, Croydon	Available Monday 5 Nov 2018 at 10:30	No additional charge	57 Miles
Hemel Hempstead Community Service Point	14 The Arcade, Hemel Hempstead	Available Tuesday 6 Nov 2018 at 11:30	£50.00 additional charge	14 Miles
High Wycombe Community Service Point	10 High Street, High Wycombe	Available Wednesday 7 Nov 2018 at 14:00	£ additional charge	8 Miles



OUR VISION

To be a world-leading immigration service, working for a safe and prosperous United Kingdom

- Available Services:
- Priority appointments
 - Products on sale
 - Checking service
 - Premium opening hours
 - Courier returns
 - Advisory services
 - Community appointments
 - Wi-Fi

Additional benefits

The new services will bring the customer a more **streamlined digital journey**. Offering **more options** and **choice** to the customer enabling them to **customise** their application journey to best suit them. All the while ensuring the **security** and **peace of mind** of retaining their evidence and key documents.

- Customers will be intuitively led **through an online application process** making it clear what they need to do, what supporting documents they will need and where they need to go to complete their application.
- Customers will be able to **'self-upload'** their supporting documents (e.g. from home or office); and there will be **self-service biometric kiosks** available in service centres, making the process quicker.
- Customers will always have the choice of a **free service**, but they may purchase additional services if they want to, such as Documentation Checking Service, Next Day Appointments and On-Demand VIP Service.
- There will be a range of optional and chargeable added-value commercial services including **"On-demand"**, **mobile services** extending the reach of UK VCAS beyond the 57 locations to e.g. university campuses, employers' offices or individual customers' homes.

Routes

Customers in the UK seeking to remain in the UK or to settle permanently on the following routes will be eligible to use the new service UK Visa Citizenship Application Service (UKVCAS) from 5th November 2018:

Tier 1 (Investor)	Member of HM forces or their dependants	Settle in the UK - certain categories only
Tier 1 (Exceptional Talent)	Turkish Businessperson or Worker	Registration certificate as an EEA or Swiss national
Tier 1 (Entrepreneur)	Dependant partner of a Turkish Businessperson or Worker (ECAA 3 - Dependant Partner)	Document certifying permanent residence as an EEA or Swiss national
Tier 1 (Graduate Entrepreneur)	Dependent child of a Turkish Businessperson or Worker (ECAA 3 - Dependant Child)	British citizenship by naturalisation
Tier 2 (General)	Settle or extend your leave in the UK – Turkish ECAA categories only	Register for British citizenship as a child under 18
Tier 2 (Intra-Company Transfer): graduate trainee		Register as a British citizen
Tier 2 (Intra-Company Transfer): long term staff		Update, replace or transfer - biometric residence permit
Tier 2 (Minister of Religion)	Settle in the UK – long residence	Other leave to remain applications within the rules (unless noted below)
Tier 2 (Sportsperson)	Settle in the UK – child	Apply for a Home Office travel document
Tier 4 (General) student	Settle in the UK - partner of a person or parent of a child already settled in the UK	
Tier 4 (Child) student	Settle in the UK - HM forces category	
Tier 5 (Temporary Worker)	Settle in the UK – refugee or humanitarian protection	
PBS Dependant – partner		
PBS Dependant - child		

Customers on the remaining routes will continue to need to use the existing service until January 2019. This includes most customers applying:

To join family members in the UK as a dependant, other than a PBS dependent, armed forces dependent or ECAA dependent	On the basis of statelessness	For a fee waiver or fee exemption
For family reunion with a refugee or person with humanitarian protection	On the basis of domestic violence under the specific route for that	For British citizenship
	Making further submissions after a failed protection claim to only enrol your biometric information	For a certificate of right of abode

What is happening next?

- **2nd November:** our partner Sopra Steria will have their **appointment booking** tool live;
- from **5th November:** the new **UK VCAS** centres will start to open around the country;
- and all locations will be open by **29th November**.
- **During the period of 5th November – 29th November**, the majority of customers can choose whether to enrol their biometrics and submit their documents via these new centres or use the existing processes via Premium Service Centres.
- **29th November:** Premium Service Centres will close

- **January 2019:** Service and Support Centres will open, for use by a small number of customers who require more support with their application. These customers will continue to use the current process until January; we will issue more information on this process shortly.

For any questions relating to these new services;

- Premium Sponsors should contact their licence manager.
- Other customers can e-mail FrontEndServicesTeam@homeoffice.gov.uk