

**STUDENT
ENQUIRIES
CENTRE**

ALL THE HELP WE CAN GIVE IN ONE PLACE

askUCL
FAQ's
TELEPHONE
020 3108 8836

We Can Help With	We Signpost To
Statement of Award Letter (Self-Service Via Portico)	Student Visa (Visa Advice Team)
Student Status Letters (Self-Service Via Portico)	Student Immigration (Immigration and Compliance Team)
Letters to open UK Bank Account (Self-Service Via Portico)	Graduation (Graduation Team)
Council Tax Exemption (Self-Service Via Portico)	Module Selections/ Timetables/ Attendance (Your Academic Department)
Schengen Visa/ Overseas Travel Letter	Interruptions/ Withdrawals (Your Academic Department/ Student Records)
Pre-Merger IOE Statement of Award Letters	Certificates/ Transcripts (Student Records Team)
WES Forms/ Statement of Award Letter Requests	Accommodation (Accommodation Team)
16-25 railcard application forms 16+ Oyster card application forms	Prospective Student Enquiries (Admissions Team)
Erasmus arrival and departure forms	Funding (Student Funding Team) Tuition Fee Payment/ Deadline Extension (Fees Team)
DBS Initiation/ Document Verification	18+ Oyster cards (Student Records Team)
Third Party Award Verification	Exam Results (Your Academic Department)
Tuition Fee Invoices/ Receipts	ID Cards/ Access Extension (Your Academic Department, Student Records and Security Team)
Enrolment/Pre-Enrolment	Extenuating Circumstances/SORA (Your Academic Department and DMHW Team)
Updating personal information	Intercollegiate Forms (Your Academic Department)
UCL Policies/ Academic Regulations	Programme Changes (Your Academic Department and Student Records Team)
Accessing Support & Wellbeing Services	Research Passport Form (Your Academic Department)
Service Opening Hours	Erasmus Learning Agreement Form (Your Academic Department)
1st Floor Student Centre Building 27-28 Gordon Square, London WC1H 0AH	IT Support (Information Service Division Team)