

**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
<b>Statement of Award Letter</b> (Self-Service Via Portico)	<b>Student Visa</b> ( <a href="#">Visa Advice Team</a> )
<b>Student Status Letters</b> (Self-Service Via Portico)	<b>Student Immigration</b> ( <a href="#">Immigration and Compliance Team</a> )
<b>Letters to open UK Bank Account</b> (Self-Service Via Portico)	<b>Graduation</b> ( <a href="#">Graduation Team</a> )
<b>Council Tax Exemption</b> (Self-Service Via Portico)	<b>Module Selections/ Timetables/ Attendance</b> (Your Academic Department)
<b>Schengen Visa/ Overseas Travel Letter</b>	<b>Interruptions/ Withdrawals</b> (Your Academic Department/ Student Records)
<b>Pre-Merger IOE Statement of Award Letters</b>	<b>Certificates/ Transcripts</b> (Student Records Team)
<b>WES Forms/ Statement of Award Letter Requests</b>	<b>Accommodation</b> ( <a href="#">Accommodation Team</a> )
<b>16-25 railcard application forms</b> <b>16+ Oyster card application forms</b>	<b>Prospective Student Enquiries</b> ( <a href="#">Admissions Team</a> )
<b>Erasmus arrival and departure forms</b>	<b>Funding</b> ( <a href="#">Student Funding Team</a> ) <b>Tuition Fee Payment/ Deadline Extension</b> ( <a href="#">Fees Team</a> )
<b>DBS Initiation/ Document Verification</b>	<b>18+ Oyster cards</b> (Student Records Team)
<b>Third Party Award Verification</b>	<b>Exam Results</b> (Your Academic Department)
<b>Tuition Fee Invoices/ Receipts</b>	<b>ID Cards/ Access Extension</b> (Your Academic Department, Student Records and <a href="#">Security Team</a> )
<b>Enrolment/Pre-Enrolment</b>	<b>Extenuating Circumstances/SORA</b> (Your Academic Department and <a href="#">DMHW Team</a> )
<b>Updating personal information</b>	<b>Intercollegiate Forms</b> (Your Academic Department)
<b>UCL Policies/ Academic Regulations</b>	<b>Programme Changes</b> (Your Academic Department and Student Records Team)
<b>Accessing Support &amp; Wellbeing Services</b>	<b>Research Passport Form</b> (Your Academic Department)
<b>Service Opening Hours</b> 9:00AM – 6:00PM  27-28 Gordon Square, London WC1H 0AH	<b>Erasmus Learning Agreement Form</b> (Your Academic Department)
	<b>IT Support</b> ( <a href="#">Information Service Division Team</a> )