

## **CAS FREQUENTLY ASKED QUESTIONS**

### **Q: Why have you omitted my year of birth and passport number from the CAS Statement?**

**A:** We have included the information in the CAS, and supplied it to the UK Border Agency, but we do not include it in the CAS Statement email, in order to protect your confidential information and reduce the risk of identity fraud.

### **Q: Why have you not recorded my academic level/study hours/nationality/country of birth/gender on my CAS Statement?**

**A:** We have included your academic level/study hours/nationality/country of birth/gender in your CAS, and supplied it to the UK Border Agency, but it does not need to be recorded on your CAS Statement.

### **Q: What is the academic level of my course?**

**A:** The academic level of all pre-sessional and 'English for Academic Study' courses is 'CEFR, Level C1'. The academic level of all bachelor's degrees is 'Level 6, FHEQ'. The academic level of all master's degrees is 'Level 7, FHEQ'. The academic level of all doctoral degrees is 'Level 8, FHEQ'. Please see the QAA website (<http://www.qaa.ac.uk/academicinfrastructure/FHEQ/EWN108/#p3.4>) for further details.

### **Q: Will I receive a hard copy/PDF version of the CAS Statement?**

**A:** No, you will not receive a hard copy/PDF version of the CAS Statement. You should use the email version that you have received. Whilst you may print it out, if you wish, UKBA guidance states that it is not necessary to do so, and it is not mandatory to present it to anyone. You simply need to enter the CAS number into the Visa application form.

### **Q: My visa application was unsuccessful, and I must now make a new application. May I use the same CAS number as before?**

**A:** No, you need a new CAS number for each visa application that you make. If you need to make a new visa application, please contact the CAS Team ([casteam@soton.ac.uk](mailto:casteam@soton.ac.uk)) for a new CAS number.

### **Q: I receive a scholarship. Should the details be recorded in the CAS?**

**A:** If you receive a university scholarship, please ask your school to provide the details to the CAS Team for inclusion in the CAS. Please note that the scholarship does not need to be recorded in the CAS Statement email. We can not record details of external scholarships in your CAS. If you receive a scholarship from an external source, you should submit documentary evidence with your visa application.

### **Q: My application requires me to put my primary site of study. What is this?**

**A:** Your primary site of study is the address in the CAS Statement – "University of Southampton, Highfield, Southampton, SO17 1BJ"

**Q: Some of the information in my CAS Statement is incorrect. What should I do about this?**

**A:** Please contact the CAS Team ([casteam@soton.ac.uk](mailto:casteam@soton.ac.uk)) with details of the errors. They will amend your CAS.

**Q: I have paid some tuition/accommodation fees since my CAS was issued. Can my CAS be updated?**

**A:** Yes. Please contact the CAS Team ([casteam@soton.ac.uk](mailto:casteam@soton.ac.uk)) with details of the payment. They will check that your payment has been received and update your CAS.

**Q: I have a new passport, with a new passport number, since my CAS was issued. Does my passport number need to be updated in my CAS?**

**A:** Yes. Please contact the CAS Team ([casteam@soton.ac.uk](mailto:casteam@soton.ac.uk)) with the new passport number. They will amend your CAS.