

# Training programme 2019-20



Training for:

International student advisers

International officers

Admissions officers

Fee assessors

Students' unions

All staff working with  
international students

**UK Council  
for International  
Student Affairs**

**UKCISA**

# In-house training courses



We are able to offer some in-house provision of our courses, subject to trainer availability, including:

- Framework for fees (see pages 10-11)
- Residence requirements (see page 11)

In-house courses are normally for a minimum of 15 participants and cost from £4,000 including trainers' expenses. For more information, please contact the Training Administrator:

tel: 020 7288 4330, fax: 020 7288 4360

email: [training@ukcisa.org.uk](mailto:training@ukcisa.org.uk)

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# Booking and general information

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## What are the course fees?

### One day course:

Members – Students' unions	£160
Members – Others	£240
Non-members	£450

## How do I book a place on a course?

Before booking, please check if the course, aim, objective and other details will meet your training needs. Please read our terms and conditions. Then book online at [www.ukcisa.org.uk/training](http://www.ukcisa.org.uk/training).

## How can I find out if there is space on a particular course?

Availability can be found online via the course calendar. Alternatively, either call the Training Administrator on 020 7288 4342 or email [training@ukcisa.org.uk](mailto:training@ukcisa.org.uk). If a course that you wish to attend is fully booked, you can ask to go on a waiting list.

## What happens after I make a booking?

Once we have received your booking we will send you an email to confirm receipt of your form. If you do not receive confirmation two weeks after sending in your form, please contact UKCISA to ensure that your booking has been received. Please do not make any travel arrangements until you are sure that you have been allocated a place on a particular course.

Joining instructions, which contain a map as well as further information on your course, will be sent via email a couple of weeks before you are due to attend.

Submitting the booking form does not guarantee a place on the course: payment must be received to secure a place. When a course becomes full, payment will not be taken (or will be refunded) and applicants will be placed on a waiting list and informed if and when a place becomes available. UKCISA reserves the right to restrict attendance on designated courses (this will be indicated at the time of booking).

## When and how will I need to pay?

You can pay by credit card or choose to be invoiced two weeks before the training day. We accept payment by card, cheque or BACS transfer.

## What happens if I can't make the date?

Please see our terms and conditions. Refunds will only be given if cancellations are made in writing more than two weeks prior to the course. Delegate substitutions can be made at anytime without any charge.

## What time do the courses start and finish?

The timings for a full day's course are normally as follows:

9.30am	Registration
10.00am	Training commences
4.30pm	Training finishes

However sometimes start and finish times do vary slightly, these will be detailed in your joining instructions.

## What does the course cost include?

The cost of a full day's training includes all course materials, lunch and refreshments.

## Where are courses held?

We try to ensure that the training venue is within walking distance of mainline railway stations:

London:	Kings Cross/St Pancras and Euston stations
Manchester:	Piccadilly station
Birmingham:	New Street station
Edinburgh:	Waverley station
Glasgow:	Glasgow central station

Please note that courses held in London are not held at our offices, so make sure that you go to the address given for the course, not to our correspondence address.

## What if I need overnight accommodation?

Accommodation is not included with any booking. If you need overnight accommodation please contact us for details of whether the venue offers any deals with local hotels.

(Please do not make any travel arrangements until you are sure that you have been allocated a place on a particular course.)

## What about dietary and other individuals needs?

If you have any dietary requirements, please give details on your course booking form and we will try to ensure that your requirements are met. If you are attending a course while fasting, for example during Ramadan, please let us know on your course booking form so that we can make appropriate provision.

If you have a mobility difficulty, please let us know on your booking form as we sometimes need to make appropriate arrangements with venue staff, even at some venues that have wheelchair access.

If you have any other needs such as an induction loop or large print materials, please tell us on your booking form. Alternatively, you can telephone the Training Administrator at UKCISA to discuss your needs.

## Information on additional courses during the year

Often courses are added throughout the year. Look at our training programme on our website at [www.ukcisa.org.uk/training](http://www.ukcisa.org.uk/training) or the UKCISA members' weekly newsletter, signposting updated information and events. You can subscribe to the newsletter by registering at [www.ukcisa.org.uk/members](http://www.ukcisa.org.uk/members). (Service available to staff at UKCISA member institutions only.)



# Understanding International

## Online training toolkit

Understanding International is an online **self-access** toolkit for staff covering all the key aspects of international work.

The tool covers:

- Introduction to Immigration
- Cultural Awareness
- Internationalisation
- Partnerships
- Outward Mobility
- Keeping Safe
- The international student journey
- Education systems and cultures

### Who is Understanding International for?

- Staff new to international work who need an overview
- Experienced staff wishing to brush up on knowledge and check the latest resources
- Staff in a new role who would like information on a particular topic

### The immigration module

The immigration module covers:

- where the rules come from
- key functions of the immigration rules
- who can study
- applying for immigration permission
- immigration advice and OISC
- resources



### Not signed up yet?

Access is free to all staff at UKCISA member institutions.

For demonstration of the first module, Getting started, go to [ukcisa.org.uk/ui-taster](https://ukcisa.org.uk/ui-taster)

Register for the full toolkit at [ukcisa.org.uk/ui-registration](https://ukcisa.org.uk/ui-registration)

# Immigration courses

## Choosing the right immigration course in the right order

Our range of training activities dealing with immigration issues is presented under three headings:

1. Foundations
2. Sponsor compliance
3. Immigration advice

Please see the table below to check which training and/or reading activities you should have completed before booking on to any particular course.

You may also wish to book on to some of our other, 'non-immigration' courses.

CHOOSING THE RIGHT IMMIGRATION COURSE(S) AND IN THE RIGHT ORDER		
Course title		Courses and activities that should already have been undertaken
<b>A</b>	Understanding International – immigration module (online)	None
<b>B</b>	Tier 4 basics	<b>A</b>
	Preparing for enrolment: key immigration issues	<b>A</b>
	Assigning CASs: all you need to know	<b>A + B</b>
<b>C</b>	Tier 4 and sponsor compliance	<b>A + B</b>
	Compliance: problem areas	<b>A + B + C</b>
<b>D</b>	Advising on Tier 4 applications - I	<b>A + B</b>
	Advising on Tier 4 applications - II	<b>A + B + D</b>
	Tier 4 refusals	<b>A + B + D +</b> Delegates will be expected to have had a look at the online administrative review form prior to attending the course: <a href="http://www.ukcisa.org.uk/admin-review-form">www.ukcisa.org.uk/admin-review-form</a>
	Work rights & options for international students	<b>A</b>
	Short-term study visa refusals	<b>A</b>

# Immigration

## Courses

### 1. Foundations

#### Understanding International – immigration module

If you are new to immigration, want an overview of the basic principles, or are revisiting the foundations of immigration law, this module is for you. If booking on to any of our Immigration courses, it is crucial that you undertake this online module before attending any such course.

Please see the advert on page 3 for details and how to access this online package.



#### Tier 4 basics

This course is for immigration advisers and compliance staff working with Tier 4 students. It aims to give a foundation for Tier 4 (General) and for the other immigration courses that we offer. The course doesn't deal with anything that is specific to Tier 4 (Child) but much of what is covered – for Tier 4 (General) – is of relevance to Tier 4 (Child)

#### Having attended this course, you will:

- be able to locate relevant resources and use them effectively
- know to what extent your work is regulated by the Office of the Immigration Services Commissioner (OISC)
- know the elements of Tier 4

#### This course is suitable for:

anyone who works with international students directly or who is involved in developing and implementing institutional processes which affect international students. Tutors will assume that all participants have worked through the immigration module of Understanding International before attending this course - in particular using the URLs in that module to find where the Immigration Rules, Tier 4 Policy Guidance and Tier 4 sponsor materials are located.

Those who advise international students directly on immigration applications should also plan to attend UKCISA's 'Advising on Tier 4 applications I' course after completing this course. We will not deal with how to make applications or compliance matters on this course.

#### Dates, venues and course codes:

- Thursday, 17 October 2019, London (P944)
- Tuesday, 4 February 2020, London (P956)
- Thursday, 26 March 2020, Manchester (P969)

- Friday, 19 June 2020, Birmingham (P981)

#### Fees:

£240 members, £160 students' union members, £450 non-members

“Extensive information provided on the subject material and lots of opportunity to ask questions and interact with the group”

### 2. Sponsor compliance

#### Assigning CASs: all you need to know

This course is for Level 1 and 2 users of the SMS who are or will be involved with assigning CASs.

If you have students under the Tier 4 (Child) route, please contact us to discuss your training needs.

If you want and/or need a wider overview, we recommend that you attend UKCISA's 'Tier 4 basics' course.

#### By the end of the course, participants will:

- know the checks that should be undertaken before a CAS is assigned
- know when not to assign a CAS including common pitfalls and implications
- know how to complete each field on the CAS
- know when to use a sponsor note and what information can be changed after a CAS is assigned
- be able to check the guidance and the rules to ensure that the correct information is included

#### This course is suitable for:

- level 1 & 2 users who are involved in assigning CASs
- anyone new to Tier 4 and looking to step into this role

#### Dates, venues and course codes:

- Wednesday, 23 October 2019, London (P946)
- Wednesday, 4 March 2020, London (P962)
- Wednesday, 29 April 2020, London (P973)

#### Fees:

£240 members, £160 students' union members, £450 non-members

“Great training and really good to talk through case studies and more complex cases.”

# Immigration

## Courses

### Tier 4 and sponsor compliance

Since the introduction in April 2009 of Tier 4 of the Points Based System, issues around the system have become central to the work of all parts of any institution with a Tier 4 sponsor licence.

This **course** will be delivered by tutors from Penningtons Manches Cooper LLP. The course is designed for those working in educational institutions. Please contact the training administrator if you are not working for an educational institution and you wish to book on to this course.

The course will clarify the compliance duties that institutions must undertake to maintain their Tier 4 licence. It will cover:

- sponsor duties and responsibilities
- Basic Compliance Assessment
- recruitment and use of agents
- monitoring, reporting and record keeping
- Home Office assessments
- dealing with negative decisions
- other protective measures and best practice

The presentation will be followed by a question and answer session.

#### Dates, venues and course codes:

- Wednesday, 15 January 2020, London (P953)
- Wednesday, 18 March 2020, Manchester (P966)

#### Fees:

£240 members, £160 students' union members, £450 non-members

“I feel that I understand the process much better. I will recommend this training to my colleagues”

### Compliance: problem areas (short day)

This **course** will be delivered by tutors from Penningtons Manches Cooper LLP. The course is designed for those working in educational institutions. Please contact the training administrator if you are not working for an educational institution and you wish to book on to this course.

This course runs from 10.00-3.00 and will cover common problems faced by compliance staff in the education sector and how to resolve them such as:

- attendance monitoring of students undertaking research degrees/PhD (including periods of time outside the UK) and re-sits
- authorised absence considerations when forming policies on long term illness, pregnancy and other compassionate reasons
- work placements – what must be set up to ensure compliance
- recruitment considerations including immigration history
- student change of circumstances including changing course
- right to study and work checks
- monitoring visa expiry dates, in-time applications and section 3C leave
- refusals, administrative reviews and overstayers

This course will allow time for a question and answer session to discuss problems that delegates face and how to resolve them.

#### This course is suitable for:

- those who have undertaken the UKCISA Tier 4 compliance course (or similar)
- those with a good understanding of Tier 4 compliance

#### Dates, venues and course codes:

- Friday, 24 April 2020, London (P972)
- Wednesday, 10 June 2020, London (P979)

#### Fees:

£240 members, £160 students' unions, £450 non-members

### UKVI audits: preparation and survival

#### Course aim:

To enable staff involved in sponsor compliance to be fully prepared for a UKVI compliance review / audit in order to achieve a successful outcome.

#### By the end of the session, attendees should :

- know the purpose, structure and possible outcomes of a UKVI visit
- be able to consider what internal processes are necessary to best prepare for a potential audit
- be more confident in dealing with a potential UKVI visit and ensuring a successful outcome

#### This course content will include:

- types of UKVI audits - announced and unannounced
- possible triggers for an audit
- purpose of the visit
- format of the visit
- documents to provide during the visit

# Immigration

## Courses

- evidence of institutional processes
- other files - non-Tier 4 students, Tier 2, etc
- practicalities of the visit
- good practice

**Date, venue and course code:**

- Wednesday, 13 November 2019, London (P947)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“Good detailed course covering all aspects of a UKVI audit.”

### 3. Immigration advice

#### Advising on Tier 4 applications - I

This course is for staff who support students who need to make a Tier 4 application sponsored by your institution. The course covers helping students to make a successful Tier 4 visa application in their home country or a Tier 4 extension in the UK and the evidence needed to support an application.

**Having attended this course, you will:**

- be aware of the OISC regulations and the implications for competence and boundaries for your immigration advice work
- be able to help students make Tier 4 entry clearance and leave to remain applications
- understand the evidential requirements

**This course is suitable for:**

those who give students one-to-one immigration advice on completing and submitting Tier 4 applications. It is of particular relevance to new advisers.

However, before attending this course, delegates will be expected to have attended the 'Tier 4 basics' course (see page 5) or already understand the principles of Tier 4 of the Points Based System. Please check the objectives of this course and feel free to contact the Training Administrator to discuss. If your role in a student's application is more administrative (eg issuing a CAS, monitoring the outcome of applications, ensuring institutional Home Office compliance) rather than advising on making Tier 4 applications then we do not advise attending this course. You may wish to attend the UKCISA training course 'Tier 4 and sponsor compliance' (see page 6) instead.

**Dates, venues and course codes:**

- Tuesday, 3 December 2019, London (P950)
- Tuesday, 11 February 2020, London (P983)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“I am back in immigration advice after approximately 10 years. I found the training useful and helped me in understanding the rules and new process better.”

#### Advising on Tier 4 applications - II

**Course aim:**

To enable advisers to consider how to deal with complex applications, and problems which may occur through the process of the application.

**Having attended the course, you will know:**

- how to advise on certain complexities arising before or during a Tier 4 application (including knowing where general grounds for refusal might have an impact)
- options for those who wish to vary the grounds of their application
- what leave the student has at various stages after they apply for further leave and how to establish if leave has expired
- how to advise a student whose leave has expired
- how and when to inform the Home Office of changes in a student's circumstances which occur before an application has been decided

**This course is suitable for:**

experienced immigration advisers. Therefore, advisers must:

- have attended our 'Basic Tier 4' course and followed by either 'Advising on Tier 4 applications part I' or
- have at least 2 years' worth of experience of advising on, and helping students to make, immigration applications within the framework of the Office of Immigration Service Commissioner's (OISC) requirements

**Dates, venues and course codes:**

- Thursday, 16 January 2020, London ((P954)
- Thursday, 5 March 2020, London (P963)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“Really great training, good pace and variation, thank you!”

# Immigration

## Courses

### Tier 4 refusals

#### Course aim:

To enable advisers to advise students on their options when Tier 4 applications have been refused and to help them apply for administrative review of refusals.

#### By the end of the session, attendees should :

- be able to recognise a general ground for refusal and its likely consequences
- know how to help students apply for administrative review
- understand when a student's leave expires following a refused leave to remain application

#### This course is suitable for:

experienced advisers. Therefore, advisers must:

- have attended our 'Tier 4 basics' course and our applications courses, or otherwise be familiar with the matters covered on those courses, and
- have at least 2 years' worth of experience of advising on, and helping students to make, immigration applications within the framework of the Office of Immigration Service Commissioner's (OISC) requirements

We will not be going over the Tier 4 Immigration Rules and guidance; detailed knowledge of them will be assumed and required for the refusals course.

#### Date, venue and course code:

- Thursday, 12 March 2020, London (P965)

#### Fees:

£240 members, £160 students' union members, £450 non-members

“Good mix of taught content and practical experience” **NEW**

### Short-term study visa refusals

Over the last year or so, institutions have been dealing with an increase in visa refusals for their short-term students. This course will give advisers an opportunity to find ways of reducing the likelihood of such refusals occurring.

#### By the end of the session, attendees should be able to identify:

- what a short-term study visa can be used for

- mechanisms to minimise the risk of refusal
- what can be done to support students who have received a refusal

#### This course is suitable for:

This course is suitable for experienced advisers only. Advisers must be familiar with navigating the Immigration Rules and assisting short-term students who have received refusals.

#### Date, venue and course code:

- Thursday, 21 November 2019, London (P948)

#### Fees:

£240 members, £160 students' union members, £450 non-members

### Work rights and options for international students

This course will be delivered by tutors from Penningtons Manches Cooper LLP. The course is designed for those working in educational institutions. Please contact the training administrator if you are not working for an educational institution and you wish to book on to this course.

This course will be of interest to anyone involved with advising international students about immigration and careers options at any stage of the 'student journey' (ie at recruitment, during their course and around the end of their course). This includes those working for private sector institutions once they have obtained Office for Students (OfS) registration.

It will include the range of after-study work options that exist within Tiers 1, 2, 4 and 5.

#### By the end of the day you will be able to advise students about:

- their work rights during their studies
- their post-course work options
- their applications for the range of such options, such as the Tier 4 Doctorate Extension Scheme, the Tier 1 routes, working as a students' union Sabbatical Officer under Tier 4 and the Tier 5 (Youth Mobility), (Government Authorised Exchange), UK Ancestry and family routes

#### Date, venue and course code:

- Friday, 6 December 2019, London (P951)

#### Fees:

£240 members, £160 students' union members, £450 non-members

“Great explanation of the post study options for student and how they relate to my job and the

# Fees, finance and student support

## Courses

### Choosing the right framework for fees courses for you

There are different fee regulations for each country in the UK, and differences between further and higher education. We run three different variants of our **Framework for Fees** course, and it is vital that you choose the right one for your situation. Please use the diagram below to determine which course is right for you.

### You work in...

### You assess fees...

### Which course?

*See page 10 for courses*

Scafell Pike (978m)



for HE courses

Framework for fees  
(HE in England, Wales and Northern  
Ireland)

for FE courses

Framework for fees  
(FE in England)

Ben Nevis (1,344m)



for HE courses

Framework for fees  
(Scotland)

for FE courses

Framework for fees  
(Scotland)

Yr Wyddfa/Snowdon (1,085m)



for HE courses

Framework for fees  
(HE in England, Wales and Northern  
Ireland)

for FE courses

Contact our Training Administrator  
to discuss your needs

Sliabh Dónairt (850m)



in an HE institution

Framework for fees  
(HE in England, Wales and Northern  
Ireland)

in an FE institution

Contact our Training Administrator  
to discuss your needs

Contact our Training Administrator at [training@ukcisa.org.uk](mailto:training@ukcisa.org.uk) or telephone 020 7288 4330

# Fees, finance and student support

## Courses

### Framework for fees (higher education in England, Wales and Northern Ireland)

This course offers a structure for determining who should be charged 'home' fees and who can be charged 'overseas' fees. It sticks to the basics and there is no time allowed for exploration of the 'grey areas' such as those related to 'ordinary residence' (these are addressed in the 'Residence requirements' workshop).

**By the end of the course, participants will be able to:**

- identify students entitled to pay 'home' fees

**This course is suitable for:**

those who are new to assessing or advising on fee status in higher education; it is ideal for those who are new to their job and who will be involved in fee status issues at or around enrolment time.

**Dates, venues and course codes:**

- Friday, 18 October 2019, London (P945)
- Friday, 13 December 2019, Manchester (P952)
- Friday, 24 January 2020, London (P955)
- Friday, 21 February 2020, Birmingham (P959)
- Tuesday, 10 March 2020, London (P964)
- Thursday, 16 July 2020, London (P982)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“Very informative and great work books that I can continue to use at work”

### Framework for fees (further education in England)

This course offers a structure for determining who should be charged 'home' fees and who can be charged 'overseas' fees. It sticks to the basics and there is no time allowed for exploration of the 'grey areas' such as those related to 'ordinary residence' (these are addressed in the 'Residence requirements' workshop). The course will cover the provisions for FE courses in England only.

**By the end of the course, participants will be able to:**

- identify students who are covered by the funding provisions for FE courses in England

**This course is suitable for:**

those who are new to assessing or advising on fee status in further education in England. It is ideal for

those who are new to their job and who will be involved in fee status issues at or around enrolment time.

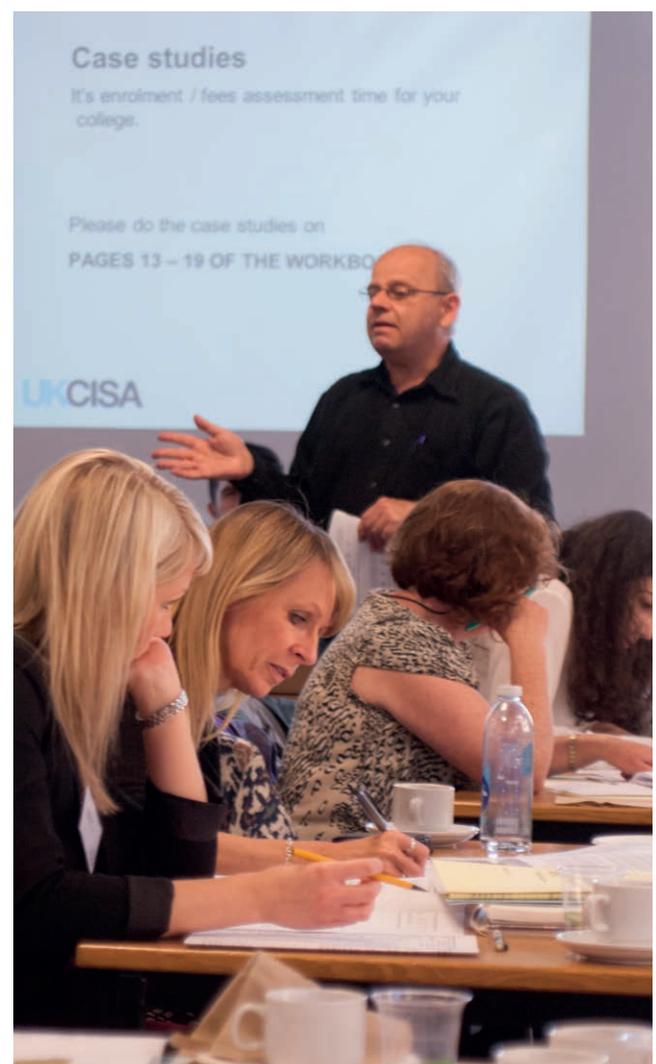
**Date, venue and course code:**

- Thursday, 18 June 2020, London (P980)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“A very informative and engaging course with lots of exercises to get participants involved.”



# Fees, finance and student support

## Courses

### Framework for fees (Scotland)

This course offers a structure for determining who should be charged 'home' fees and who can be charged either the 'Rest of UK' or 'overseas' fees for courses in Scotland. It sticks to the basics and there is no time allowed for exploration of the 'grey areas' such as those related to 'ordinary residence' (these are addressed in the 'Residence requirements' workshop).

**By the end of the course, participants will be able to:**

- identify students entitled to pay 'home' fees
- identify where the 'Rest of UK' fee would apply

**This course is suitable for:**

those who are new to assessing or advising on fee status in higher and/or further education; it is ideal for those who are new to their job and who will be involved in fee status issues at or around enrolment time.

**Date, venue and course code:**

- Friday, 7 February 2020, Glasgow (P957)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“I am new to fee assessment and now feel confident to process these and know where to find help if needed”

### Residence requirements (for fees) in England, Wales and Northern Ireland Workshop

When assessing fee status or advising on it, there are cases where issues around residence requirements need careful consideration. For many students there are two key residence requirements: ordinary residence in a particular area and the purpose of that residence in that area. While in the majority of cases these requirements can be decided upon quite easily, the minority of cases where judgements are more difficult (or appear to be) can cause much anxiety and end up being very time consuming for those working with students.

Participants on this workshop will work with the facilitators to identify processes that are fair and effective for dealing with these more difficult issues. This is a highly participative workshop.

If you are **only** doing fees work for further education (FE) courses in England, this workshop would be of limited value to you.

**By the end of the course, participants will be able to:**

- identify appropriate processes for deciding whether

or not someone has been, or should be treated as having been, ordinarily resident in the relevant 'residence area'

- identify appropriate processes for deciding whether the main purpose for being ordinarily resident in the relevant 'residence area' has been for receiving full-time education

**PLEASE NOTE:**

There will be no time on this workshop to cover the basic frameworks for assessing fee status. Only those who have already attended a UKCISA fees course, such as our framework courses, should consider booking on to this workshop.

This workshop does not deal with any issues concerning immigration status or nationality.

This workshop has a maximum of 20 participants.

**Dates, venues and course codes:**

- Friday, 29 November 2019, London (P949)
- Friday, 28 February 2020, London (P961)
- Thursday, 16 April 2020, Birmingham (P971)
- Friday, 5 June 2020, London (P978)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“The workshop went through everything in a logical and clear fashion. Good to relate the case studies”

### Residence requirements (for fees) in Scotland Workshop

This workshop is for those who:

- are assessing or advising on fee status in higher education and further education; and
- have attended UKCISA's 'Framework for fees (Scotland)' course within the last 3 years and/or who are already familiar with the prescriptive elements in the Scottish fees regulations relating to 'ordinary residence'; and
- need to engage with processes to navigate the various judgement calls around 'ordinary residence' – mainly temporary absences, residence in more than one country, temporarily working or studying 'abroad' and whether the 'main purpose' of residence in the residence area was for receiving full-time education

# Fees, finance and student support

## Courses

While in the majority of cases these requirements can be decided upon quite easily, the minority of cases where judgements are more difficult (or appear to be) can cause much anxiety and end up being very time consuming for those working with students.

Participants on this workshop will identify processes that are fair and effective for dealing with these more difficult issues. This is a highly participative workshop.

**By the end of the course, participants will be able to:**

- identify appropriate processes for deciding whether or not someone has been, or should be treated as having been, ordinarily resident in the relevant 'residence area'
- identify appropriate processes for deciding whether the main purpose for being ordinarily resident in the relevant 'residence area' has been for receiving full-time education

**PLEASE NOTE:**

There will be no time on this workshop to cover the basic frameworks for assessing fee status. Only those who have already attended the UKCISA's Framework for fees (Scotland) should consider booking on to this workshop. However, please contact us if you would wish to discuss the suitability of this workshop for you and/or colleagues.

This workshop does not deal with any issues concerning immigration status or nationality.

This workshop has a maximum of 20 participants.

**Date, venue and course code:**

- Friday, 20 March 2020, Glasgow (P968)

**Fees:**

£240 members, £160 students' union members,  
£450 non-members

“I feel I have gained more confidence in making judgement calls alone.”

# The student experience

## Courses

### Orientation for international students

An international student's first experiences of the UK and your institution are crucial. As well as offering a welcome, orientation offers a basis for successful adaptation to life as a student at your institution and is all the more effective if it reflects its true ethos. This course is highly participative.

**By the end of the course, participants will be able to:**

- clarify what their orientation programme is aiming to achieve
- identify resources needed and how to obtain them
- identify the stages involved in planning an event and develop an action plan to help with delivery (this will be done by populating a template offered at the course)

**This course is suitable for:**

those who have recently taken responsibility for, or a key role in, organising their institution's orientation programme. The course might also be useful for more experienced staff who may wish to consolidate their experience and share their own ideas and strategies.

**Date, venue and course code:**

- Thursday, 19 March 2020, London (P967)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“Venue was fantastic! Both trainers were very approachable and open to questions and discussion which was great”

### Effective cross-cultural communication

If your role involves interaction with international students, you are regularly navigating cross-cultural communication. Much of the time it may seem routine but occasionally it can be confusing and even difficult, especially if your role involves advising on or ensuring compliance with complex immigration legislation or institutional policies.

This course aims to help you in the context of your busy day-to-day work. It will provide a space for reflection and help you be confident and assertive in cross-cultural interactions with international students, students generally, colleagues and those beyond your workplace.

**Course objectives:**

- to recognise how our own cultural identity and perceptions influence our responses in communication
- to identify ways of overcoming barriers to communication and be able to apply these to real life scenarios

**This course is suitable for:**

- advisers and compliance staff working with international students
- staff working in admissions and recruitment
- staff working face to face with international students

**Date, venue and course code**

- TBC, London (P960)

**Fees:**

£240 members, £160 students' union members, £450 non-members

“This was a very useful course that should be relevant to most employees of the university sector!”



# UKCISA Conference 2020

## Swansea University, 1-3 July 2020

We will open for session proposals for the 2020 conference in November 2019. Visit our website to find out more:

[www.ukcisa.org.uk/conference/proposals](http://www.ukcisa.org.uk/conference/proposals)

Deadline for receipt of proposals: January 2020

# Training events calendar

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Date	event title	venue	page
<b>2019</b>			
17 Oct	Tier 4 basics	London	5
18 Oct	Framework for fees (HE in England, Wales & Northern Ireland)	London	10
23 Oct	Assigning CASs: all you need to know	London	5
13 Nov	UKVI audits: preparation and survival	London	6
21 Nov	Short term study visa refusals	London	8
29 Nov	Residence requirements (for fees)	London	11
3 Dec	Advising on Tier 4 applications - I	London	7
6 Dec	Work rights & options for international students	London	8
13 Dec	Framework for fees (HE in England, Wales & Northern Ireland)	Manchester	10
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<b>2020</b>			
15 Jan	Tier 4 and sponsor compliance	London	6
16 Jan	Advising on Tier 4 applications - II	London	7
24 Jan	Framework for fees (HE in England, Wales & Northern Ireland)	London	10
4 Feb	Tier 4 basics	London	5
7 Feb	Framework for fees (HE in Scotland)	Glasgow	11
11 Feb	Advising on Tier 4 applications - I	London	7
21 Feb	Framework for fees (HE in England, Wales & Northern Ireland)	Birmingham	10
TBC	Effective cross-cultural communication	London	15
28 Feb	Residence requirements (for fees)	London	11
4 Mar	Assigning CASs: all you need to know	London	5
5 Mar	Advising on Tier 4 applications - II	London	7
10 Mar	Framework for fees (HE in England, Wales & Northern Ireland)	London	10
12 Mar	Tier 4 refusals	London	8
18 Mar	Tier 4 and sponsor compliance	Manchester	6
19 Mar	Orientation for international students	London	13
20 Mar	Residence requirements (Scotland)	Glasgow	11

Date	event title	venue	page
26 Mar	Tier 4 basics	Manchester	5
16 Apr	Residence requirements (for fees)	Birmingham	11
24 Apr	Compliance: problem areas	London	6
29 Apr	Assigning CASs: all you need to know	London	5
5 Jun	Residence requirements (for fees)	London	11
10 Jun	Compliance: problem areas	London	6
18 Jun	Framework for fees (FE in England)	London	10
19 Jun	Tier 4 basics	Birmingham	5
1-3 Jul	UKCISA Annual Conference	Swansea Univ	14
16 Jul	Framework for fees (HE in England, Wales & Northern Ireland)	London	10

**Book online at [ukcisa.org.uk/training](https://ukcisa.org.uk/training)**

The UK Council for International Student Affairs is the UK's national advisory body serving the interests of international students and those who work with them.

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UKCISA  
Noble House  
1st Floor  
3-5 Islington High Street  
London N1 9LQ

T +44 (0)20 7288 4330  
F +44 (0)20 7288 4360

[www.ukcisa.org.uk](http://www.ukcisa.org.uk)  
[@ukcisa](https://twitter.com/ukcisa)

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