

Educators and Tier 4 sponsors – help guide

To make sure we give you the right answer first time we need as much information as possible from you about your query.

The email header

The subject heading of your email should contain the name of the educational establishment (as it appears on the sponsor licence and the licence number if applicable), this will help us link any previous emails you have sent to us to allow us to gain a greater understanding of your business needs.

Within the email

1) Please provide us with your;

- **Sponsor licence number** (if applicable)
- **Name of your organisation**
- **Your name**
- **Your contact details** (phone number and email address)

2) If you are seeking clarification about existing **policy or guidance** please help us by clearly explaining what your query relates to including links to the website, quoting the relevant guidance and paragraphs where appropriate.

3) If you are asking for a **Status update** for a sponsor application/ sponsor change of circumstances, please give details of the type of application and the date it was submitted (you must be the authorising officer, key contact or Level 1 User named on this sponsor licence for us to comply with the data protection act when we release information to you)

Please note that;

- We cannot answer hypothetical questions,
- We cannot give you details about a student's application,
- Any answer we give will be based solely on the information you have given to us,
- Any answer we give will be correct on the date we respond, but policies are subject to change so you should always check the relevant guidance and the Immigration Rules before proceeding with any actions based on the guidance we have given.