

Wording for refusal letters (including reviews)

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The purpose of the refusal letter

It is important that the refusal or the review refusal letter be set out in a clear manner, as it explains to the applicant or representative why their application was refused. It should clearly indicate why the points in certain sections could not be awarded and/or why the applicant did not meet the English Language requirement.

The applicant or representative should be able to use the initial refusal letter to decide whether they can improve their supporting evidence to make a fresh application, or whether they have cause to request a review of the decision.

Therefore it is extremely important to get the details and reasons for refusal correct to avoid any misunderstanding (for more details on the wording of refusal bullet points please see Appendix A at the end of this section).

Structure of the wording for a refusal letter

The caseworker should use the appropriate standard refusal or review refusal letter stencil, which are appropriately titled and can be found on the 'letters' section of Adept.

Amendments to paragraphs in refusal letters

The letters contain paragraphs in the main body of the document explaining that applications will be refused if, for example verification checks confirm that there has been an attempt at abuse and if verification is attempted but no confirmation can be made. **These should be deleted if they do not apply to the specific application.**

Completion of the sections relating to the points scoring areas and English Language requirement

The caseworker should then complete the criteria scoring areas with suitable modified/personalised refusal points where appropriate.

1. Each area of refusal should begin with the number of points claimed and the number of points awarded, e.g.:

Qualifications

Points claimed	Points awarded
30	0
•	

2. The caseworker should enter bullet points in the box below the points claimed/awarded to explain why the points claimed were not awarded.

For example:

- You stated you have a degree equivalent to a UK Bachelor degree. This degree is recognised by NARIC as below UK Bachelor degree standard.
- In line with the published guidance, no points have been awarded.

Refusal for verification reasons

The caseworker should use the appropriate standard refusal or review letter, and retain the appropriate paragraphs on verification at the start of the letter. In each bullet point section where verification has not been attempted, insert the general bullet point stating how many points would have been awarded if the verification check had not failed (bullet point no. 54).

In the scoring section where verification has been attempted, insert the specific bullet point explaining why the verification has failed.

Wording for sections where the applicant has been awarded less points than claimed

If the caseworker is awarding points for a particular section, but not as many points as the applicant claimed, the following is a guide to the wording to be used. The same structure is followed as above.

Qualification

Points claimed	Points awarded
35	30

- You stated you have a degree equivalent to a UK Masters Degree.
- The National Academic Recognition Information Centre (NARIC) states it is equivalent to a UK Bachelor degree.
- In line with the published guidance, 30 points have been awarded.

Wording for sections in which the applicant has not claimed points

If the applicant has not completed a particular section of the form, or has not supplied evidence to support their claim for points, the following guide should be used.

Qualification

Points claimed	Points awarded
0	0
<ul style="list-style-type: none">• You have not completed this part of the application form or provided any evidence to support this part of the application.• No points have been awarded in this area.	

Please note - The instructions on the structure of these refusal bullet points will apply to the majority of refusals. However, there will be occasions when caseworkers will require a more individual response for a refusal. The caseworker should make the appropriate adjustments and use the instructions where appropriate, bearing in mind that the basic information still has to be conveyed to the applicant.

Refusal bullet points

Suggested wording for common reasons for refusal has been provided in the Appendix at the end of this section to help caseworkers in creating refusal bullet points. The wording given in this instruction should not be used in this non-specific format. It should be used as a basic framework of the refusal and the details relating to the individual case should then be incorporated into the sentence. The caseworker must personalise where appropriate by commenting on why the evidence for a particular section did not meet the criteria.

Review bullet points

Caseworkers should use the standard review letter found in the 'Letters' section of these instructions. Paragraphs have also been provided for Reviews letters for the following circumstances: sections not previously considered because they were not claimed on the original forms; points removed that were awarded on the first application; and to refer to the work permit arrangements. These can be found in the

annex at the end of this chapter. Caseworkers should use the standard refusal points where appropriate, and tailor them to the review application.

APPENDIX A – REFUSAL BULLET POINTS

Please read the instructions on the structure, and the use of, refusal letters and bullet points for details of how the refusal wording below should be used.

Quick reference list of refusal bullet points and paragraphs

Refusal bullet points for point scoring areas

MBA provision
Qualifications
Previous earnings
UK experience
Age assessment

Refusal bullet points for English language requirement
English language requirement

General refusal bullet points, for inclusion in the above sections as appropriate
Verifying documents
Originals not supplied
Exceptional consideration

Paragraphs for inclusion in review letter as appropriate
Points removed
Evidence not assessed as no points claimed
Reference to Work Permit Scheme

MBA provision

1. Institution is not on the top 50 list.
2. MBA course not yet completed.
3. Certificate not provided.
4. Letter from awarding institution does not contain required information.
5. Transcript does not contain required information.
6. MBA awarded before institution was eligible to be on the list.
7. Qualification not an MBA.
8. MBA awarded after the institution was removed from the list.
9. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.

Qualifications

10. Checked qualification against NARIC guidance and is not comparable to UK qualification.
11. Checked qualification against NARIC guidance and is below Bachelor standard.
12. Qualification is equivalent of lower level than claimed.
13. Vocational/professional qualification cannot be assessed as equivalent to UK qualification.
14. Vocational/professional qualification is equivalent of lower level than claimed.
15. Evidence does not contain appropriate wording, no points awarded.
16. Evidence does not include all the required information, no points awarded.

17. University not accredited, no points awarded.
18. Evidence of equivalence of vocational/professional qualification does not contain all the required information, no points awarded.
19. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.

Previous earnings

20. Evidence shows earnings outside the 15-month qualifying period, no points awarded.
21. Incorrect amount of earnings claimed.
22. Claimed allowances not on payslip.
23. Claimed unearned income.
24. Applicant has spent longest period in one country but claimed earnings against a different country code.
25. Earnings in UK but paid overseas, assessed as UK.
26. Only one piece of evidence submitted, no points awarded.
27. Evidence provided exceeds the required 12-month period.
28. Two pieces of evidence do not corroborate each other.
29. Evidence supplied not suitable.
30. Unsuitable evidence supplied to support claim as a self-employed contractor.
31. Unsuitable evidence supplied to support claim as a self-employed person.
32. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.

UK experience

33. Too many points claimed.
34. Evidence doesn't meet requirements.
35. Insufficient evidence provided.
36. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.

Age assessment

37. Application received after the applicant's birthday – fewer points awarded.
38. No/photocopied evidence submitted to support age claim, no points awarded.
39. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.

English language requirement

40. IELTS test score lower than required standard.
41. IELTS certificate over 2 years old.
42. IELTS original certificate not supplied.
43. Degree taught in English, not recognised by NARIC.
44. Degree taught in English, below Bachelor level.
45. Degree taught in English, equivalent to Masters/PhD level.
46. Degree taught in English, certificate not supplied.
47. Degree taught in English, letter from the institution not supplied.
48. Degree taught in English, letter does not contain required information.
49. Degree taught in English, unsatisfactory letter provided to support the claim for exceptional consideration.
50. Degree taught in English, unsatisfactory academic transcript provided to support the claim for exceptional consideration.

51. Degree taught in English, evidence not provided to support the claim for exceptional consideration.
52. Qualification equivalent to IELTS, insufficient evidence provided.
53. Qualification claimed as equivalent to IELTS, not recognised as equivalent to IELTS by NARIC.

Verifying documents

54. Verification failed, wording for sections not checked in the verification.
55. Unable to verify documents following High Commission/in country verification checks.
56. Contradictory evidence supplied.
57. Evidence found to be forged/not genuine/not relating to applicant.

Originals not supplied

58. Original piece of evidence not supplied.
59. No original evidence supplied

Exceptional consideration

60. No circumstances described warranting exceptional consideration.
61. Circumstances described do not meet requirements for exceptional consideration.
62. Evidence supplied is not as specified.

Reviews

63. Review may remove points previously granted.
64. Previous evidence was not assessed because the section claimed on the form was not completed.
65. Refer to Work Permit Scheme.

MBA Provision

Bullet point Description	Bullet point Wording
1. Institution is not on the top 50 list.	<ul style="list-style-type: none">• You have claimed 75 points under the MBA provision.• The awarding institution is not on the list of the top 50 as determined by H Treasury.• In line with the published guidance, no points have been awarded.
2. MBA course not yet completed.	<ul style="list-style-type: none">• You have claimed 75 points under the MBA provision.• You have/your client has yet to complete your MBA course.• In line with the published guidance, no points have been awarded.
3. Certificate not provided.	<ul style="list-style-type: none">• You have claimed 75 points under the MBA provision.

	<ul style="list-style-type: none"> You have not provided your/your client's MBA certificate. In line with the published guidance, no points have been awarded.
4. Letter from awarding institution does not contain required information.	<ul style="list-style-type: none"> You have claimed 75 points under the MBA provision. We accept that your certificate is not yet available. However, the letter from institution to confirm completion of the MBA course is not acceptable because: <i>[delete as appropriate]</i>: <ul style="list-style-type: none"> It is not on headed paper Does not contain your/your client's correct name Does not show the level of qualification awarded Does not show the date of the award. In line with the published guidance, no points have been awarded.
5. Transcript does not contain required information.	<ul style="list-style-type: none"> You have claimed 75 points under the MBA provision. The academic transcript you have sent is not acceptable because: <i>[delete as appropriate]</i> It is not an original. It does not contain - your/your client's correct name/the name of the institution awarding the MBA/course details/confirmation of the award. In line with the published guidance, no points have been awarded.
6. MBA awarded before institution was eligible to be on the list.	<ul style="list-style-type: none"> You have claimed 75 points under the MBA provision. You/your client graduated before the awarding institution was eligible to be on the MBA list. In line with the published guidance, no points have been awarded.
7. Qualification not an MBA.	<ul style="list-style-type: none"> You have claimed 75 points under the MBA provision. Although you/your client graduated at an institution on the MBA list, the qualification in which you /your client graduated is not an MBA. In line with the published guidance, no points have been awarded.
8. MBA awarded after the institution was removed from	<ul style="list-style-type: none"> You have claimed 75 points under the MBA provision. You/your client graduated after the list was updated and the institution had been removed from the approved list.

the list.	<ul style="list-style-type: none"> In line with the published guidance, no points have been awarded.
9. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.	<ul style="list-style-type: none"> You have stated that your/your client's award certificate is not yet available. You are unable to produce your/your client's award certificate [* <i>delete as appropriate</i>] due to [<i>insert brief reasons</i>]. Insufficient evidence has been provided to support your request for exceptional consideration. In line with the published guidance, no points have been awarded.

Qualifications

Bullet point Description	Bullet point Wording
10. Checked qualification against NARIC guidance and is not comparable to UK qualification.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor's degree/Master degree/PhD. The degree is not recognised by the National Academic Recognition Information Centre (NARIC); therefore we cannot assess it as equivalent to a UK qualification. In line with the published guidance, no points have been awarded.
11. Checked qualification against NARIC guidance and is below Bachelor standard.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor's degree. This degree is recognised by the National Academic Recognition Information Centre (NARIC) as below UK Bachelor standard. In line with the published guidance, no points have been awarded.
12. Qualification is equivalent of lower level than claimed.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor's/Master/PhD. The National Academic Recognition Information Centre (NARIC) states that it is equivalent to a UK Bachelor/Master degree. In line with the published guidance, 30/35 points have been awarded.
13. Vocational/Professional qualification cannot be assessed as equivalent to UK qualification.	<ul style="list-style-type: none"> You stated that you have/your client has a vocational/professional qualification equivalent to a UK Bachelor/Master/PhD. The qualification is not recognised by the UK professional body as being equivalent to a UK qualification.

	<ul style="list-style-type: none"> In line with the published guidance, no points have been awarded.
14. Vocational/ Professional qualification is equivalent of lower level than claimed.	<ul style="list-style-type: none"> You stated that you have/your client has a vocational/professional qualification equivalent to a UK Master degree/PhD. The UK professional body confirms that it is equivalent to a UK Bachelor/Master degree. In line with the published guidance, 30/35 points have been awarded.
15. Evidence does not contain appropriate wording, no points awarded.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor/Master/PhD. As the evidence provided does not state that the qualification has been 'granted', 'conferred' or 'awarded', we are unable to determine whether you have/your client has obtained the qualification. In line with the published guidance, no points have been awarded.
16. Evidence does not include all the required information, no points awarded.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor/Master/PhD. The evidence provided does not contain all the required information. It does not show date of the award/title of the award/name of the awarding institute/your/your client's name. In line with the published guidance, no points have been awarded.
17. University not accredited. No points awarded.	<ul style="list-style-type: none"> You stated that you have/your client has a degree equivalent to a UK Bachelor/Master/PhD. The National Academic Recognition Information Centre (NARIC) states that the institution issuing the qualification is not accredited. In line with the published guidance, no points have been awarded.
18. Evidence of equivalence of vocational/professional qualification does not contain all the required information, no points awarded.	<ul style="list-style-type: none"> The letter you have/your client has provided from the UK professional body to confirm the qualification's equivalence does not contain all the required information. It does not show the name of the qualification/the country and awarding body/which UK academic level it is equivalent to. In line with the published guidance, no points have been awarded.
19. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.	<ul style="list-style-type: none"> You have stated that your/your client's award certificate is not yet available/you are unable to produce your/your client's award certificate <i>delete as appropriate</i> due to <i>[insert brief reasons]</i>. Insufficient evidence has been provided to support your request for

	<p>exceptional consideration.</p> <ul style="list-style-type: none"> In line with the published guidance, no points have been awarded.
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Previous earnings

Bullet point Description	Bullet point Wording
20. Evidence shows earnings outside the 15-month qualifying period, no points awarded.	<ul style="list-style-type: none"> The evidence you have provided is outside the 15 months' qualifying period. In line with the published guidance, no points have been awarded.
21. Incorrect amount of earnings claimed.	<ul style="list-style-type: none"> You stated an income of £[enter income claimed] earned in [enter country] – Band [enter income band]. The evidence you have supplied shows that you/your client earned £[enter actual earnings]. In line with the published guidance, [enter points awarded] points have been awarded.
22. Claimed allowances not on payslip.	<ul style="list-style-type: none"> We are unable to take some of the evidence into account, as it represents allowances/dividends/shares not shown on your pay slip. In line with the published guidance, [enter points awarded] points have been awarded.
23. Unearned income submitted, cannot be considered as evidence.	<ul style="list-style-type: none"> We are unable to take some of the evidence into account as it represents investments/property rental/interest on savings/funds from inheritance. In line with the published guidance, [enter points awarded] points have been awarded.
24. Applicant has spent longest period in one country but claimed earnings against a different country code.	<ul style="list-style-type: none"> You have claimed points for income earned in [enter country] – Band [enter income band]. As you have/your client has spent the longest period working in [enter country], your/your client's earnings have been considered under Band [enter Band]. In line with the published guidance, [enter points awarded] points have been awarded.
25. Earnings in UK but	<ul style="list-style-type: none"> You stated an income of £[enter claimed income] earned in the UK

paid overseas, assessed as UK.	<p>being paid in [<i>enter country and income band</i>].</p> <ul style="list-style-type: none"> As you are living and working in the UK, earnings are calculated against Band A. In line with the published guidance, [<i>enter points</i>] points have been awarded.
26. Only one piece of evidence submitted, no points awarded.	<ul style="list-style-type: none"> You stated an income of [<i>enter claimed income</i>]. You have only supplied one piece of evidence to support this. In line with the published guidance, no points have been awarded.
27. Evidence provided exceeds the required 12-month period.	<ul style="list-style-type: none"> The evidence you have provided exceeds the 12-month period required to earn points. In line with the published guidance, no points have been awarded.
28. Two pieces of evidence do not corroborate each other.	<ul style="list-style-type: none"> You stated an income of [<i>insert claimed income</i>]. The two pieces of evidence you have supplied do not corroborate each other because [<i>enter brief reasons</i>]. In line with the published guidance, no points have been awarded.
29. Evidence supplied not suitable.	<ul style="list-style-type: none"> You stated an income of [<i>insert claimed income</i>]. You have supplied two pieces of evidence to support this. However, you supplied is not acceptable because.... In line with the published guidance, no points have been awarded.
30. Unsuitable evidence supplied to support claim as a self-employed contractor.	<ul style="list-style-type: none"> You stated an income of [<i>insert claimed income</i>] earned as a self-employed contractor. The evidence you supplied is not sufficient because: [<i>delete as appropriate</i>] The income tax return does not cover the full period and no corroborative evidence has been supplied. You have supplied a self-assessment tax return. You have not supplied copies of contracts for the period claimed. The contract you have supplied does not contain details of your/your client's employment/period of the contract/salary. You have not supplied invoices showing the amounts paid to you.

	<ul style="list-style-type: none"> You have not supplied your/your client's bank statements showing incoming payments. In line with the published guidance, no points have been awarded.
31. Unsuitable evidence supplied to support claim as self-employed person.	<ul style="list-style-type: none"> You stated an income of [<i>insert claimed income</i>] earned while self-employed; The evidence you supplied is not sufficient because: [<i>delete as appropriate</i>] The income tax return does not cover the full period and no corroborative evidence has been supplied. You have not supplied a personal tax return. You have supplied a self-assessment tax return. You have not supplied copies of audited company accounts and company tax returns for the period claimed; or <ul style="list-style-type: none"> unaudited business/management accounts confirming the total amount you are claiming plus business bank statements and business tax return; or copies of contracts with total amount payable and invoices to confirm this amount has been paid. You have not supplied your/your client's bank statements showing incoming payments . In line with the published guidance, no points have been awarded.
32. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.	<ul style="list-style-type: none"> You have stated that you are unable to provide the required evidence to confirm your/your client's salaried earnings due to[<i>insert brief reasons</i>]. Insufficient evidence has been provided to support your request for exceptional consideration. In line with the published guidance, no points have been awarded.

UK Experience

Bullet point Description	Bullet point Wording
33. Too many points	<ul style="list-style-type: none"> You have claimed points for both previous earnings gained in the U

claimed.	<p>for studying in the UK.</p> <ul style="list-style-type: none"> In line with the published guidance, the maximum five points have been awarded.
34. Evidence doesn't show/meet requirement	<ul style="list-style-type: none"> You have claimed points for previous earnings in the UK/studying in the UK. The evidence supplied in the qualifications/earnings category does not support this because: <i>(delete as appropriate)</i> <ul style="list-style-type: none"> Insufficient time was spent studying the degree and does not add up at least one year. The degree is not at Bachelor degree level or higher. The degree was gained more than five years ago. You were not legally entitled to study in the UK. Points claimed for earnings were not awarded. In line with the published guidance, no points have been awarded.
35. Insufficient evidence provided	<ul style="list-style-type: none"> You have claimed points for previous earnings in the UK/studying in the UK. The evidence supplied in the qualifications/earnings category does not support this because: <i>(delete as appropriate)</i> <ul style="list-style-type: none"> You have not supplied a letter from the UK institution. The letter from the UK institution does not include confirmation of the qualification/confirmation that you/your client studied for at least one full year/confirmation that the study was undertaken within the last five years. You have not provided a letter of permission from the Home Office conferring your/your client's leave to enter/remain in the UK as a student.
36. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.	<ul style="list-style-type: none"> You have stated that you are unable to provide the Home Office letter giving permission to study in the UK due to<i>[insert brief reasons]</i> Insufficient evidence has been provided to support your request for exceptional consideration. In line with the published guidance, no points have been awarded.
Age Assessment	
Bullet point Description	Bullet point Wording

37. Application received after the applicant's birthday – fewer points awarded.	<ul style="list-style-type: none"> You have claimed 20/10 points, stating you are /your client is years old. Your application was received after your/your client'sth birthday. In line with the published guidance, 10/5 points have been awarded.
38. No/photocopied evidence submitted to support age claim, no points awarded.	<ul style="list-style-type: none"> You have claimed 20 points, stating you are/your client is years old. You have not supplied any documentation to support this; or You have supplied a copy of your/your client's birth certificate/full driving licence and we require originals. In line with the published guidance, no points have been awarded.
39. Unsatisfactory evidence/reasons provided to support the claim for exceptional consideration.	<ul style="list-style-type: none"> You have stated that you are unable to provide the required evidence to corroborate your/your client's age claim due to[insert brief reasons] You have not supplied a notarised copy of the personal details page of your/your client's passport. Insufficient evidence has been provided to support your request for exceptional consideration. In line with the published guidance, no points have been awarded.

English Language Requirement

Bullet point Description	Bullet point Wording
40. IELTS test score lower than required standard.	<ul style="list-style-type: none"> You have provided an IELTS certificate. The certificate shows that the level you/your client achieved is below the minimum requirement of Band 6. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
41. IELTS certificate more than 2 years old on date of receipt.	<ul style="list-style-type: none"> You have provided an IELTS certificate. The certificate cannot be accepted because it is over 2 years old. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.

42. IELTS original certificate not supplied.	<ul style="list-style-type: none">• You have provided an IELTS certificate.• The test report is a photocopy and original documentation is required.• In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
43. Degree taught in English, not recognised by NARIC.	<ul style="list-style-type: none">• You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English.• The degree is not recognised by NARIC as having been taught in English.• In line with published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
44. Degree taught in English, below Bachelor level.	<ul style="list-style-type: none">• You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English.• The degree is recognised by NARIC as below UK Bachelor standard.• In line with published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
45. Degree taught in English, equivalent to Masters/PhD level.	<ul style="list-style-type: none">• You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English.• The degree is recognised by NARIC as equivalent to UK Masters/PhD level.• Whilst a Bachelor degree is normally taught over a period of at least three years (during which time a candidate is required to display a level of competence in each of the four areas – listening, reading, writing and speaking in English – equivalent to IELTS 6), higher level degrees can be clearly established as being delivered in a manner that would test for the required elements outlined above.• In line with published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
46. Degree taught in English, certificate not supplied.	<ul style="list-style-type: none">• You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English.• You have not supplied the degree certificate as evidence that the degree has been awarded.• In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.

<p>47. Degree taught in English, letter from the institution not supplied.</p>	<ul style="list-style-type: none"> You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English. You have not supplied a letter from the awarding institution confirming that the degree has been awarded and was taught in English. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
<p>48. Degree taught in English, letter does not contain required information.</p>	<ul style="list-style-type: none"> You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English. The letter you have provided from the awarding institution does not contain the required information. It does not confirm your/your client's name/the qualification awarded/the date of the award/that the degree was taught in English [<i>* delete as appropriate</i>]. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
<p>49. Degree taught in English, unsatisfactory letter provided to support the claim for exceptional consideration.</p>	<ul style="list-style-type: none"> You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English, but the award certificate is not yet available/you are unable to produce your/your client's award certificate [<i>* delete as appropriate</i>] due to [<i>insert brief reason</i>]. The letter from the awarding institution does not show that the degree was taught in English/your/your client's name/that the qualification has been awarded/the date of the award [<i>* delete as appropriate</i>]. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
<p>50. Degree taught in English, unsatisfactory academic transcript provided to support the claim for exceptional consideration.</p>	<ul style="list-style-type: none"> You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English, but the award certificate is not yet available/you are unable to produce your/your client's award certificate [<i>* delete as appropriate</i>] due to [<i>insert brief reason</i>]. The academic transcript does not show your/your client's name/the details of the academic institution/the course details/that the qualification has been awarded [<i>* delete as appropriate</i>]. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
<p>51. Degree taught in English, evidence not provided to support the claim for exceptional</p>	<ul style="list-style-type: none"> You have stated that you have/your client has a Bachelor degree equivalent to a UK Bachelor degree taught in English, but the award certificate is not yet available/you are unable to produce your/your client's award certificate [<i>* delete as appropriate</i>] due to [<i>insert brief reason</i>].

consideration.	<ul style="list-style-type: none"> You have not provided a letter from the awarding body/an academic transcript to support your request for exceptional consideration. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
52. Qualification equivalent to IELTS, insufficient evidence provided.	<ul style="list-style-type: none"> You have stated that you have/your client has previously gained an English language qualification that is equivalent to IELTS Band 6. You have not supplied your original English language certificate. Insufficient evidence has been provided to confirm this qualification equivalent to IELTS Band 6. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.
53. Qualification claimed as equivalent to IELTS, not recognised as equivalent to IELTS by NARIC.	<ul style="list-style-type: none"> You have stated that you have/your client has previously gained an English language qualification that is equivalent to IELTS Band 6. The certificate is not recognised as equivalent to IELTS Band 6 by NARIC. In line with the published guidance, the evidence provided has been assessed as insufficient to meet the English language requirement.

Verification of Documents

Bullet point Description	Bullet point Wording
54. Verification failed/contradictory evidence supplied, wording for sections not checked in the verification.	<ul style="list-style-type: none"> We have assessed this evidence and you may have been able to claim <i>[insert points that would have been awarded]</i> points. However, you have been awarded no points because [we have been unable to verify some of the supplied documents] /[contradictory evidence was] submitted with your application.
55. Unable to verify documents following High Commission/in-country verification checks.	<ul style="list-style-type: none"> We have attempted and have been unable to verify the documents supplied with your/your client's application, using standard procedures. The documents we have been unable to verify are ...<i>[insert brief description of documents]</i> We therefore cannot be satisfied that the evidence supplied meets the HSMP requirements, and consequently your application has been refused.
56. Contradictory evidence	<ul style="list-style-type: none"> The evidence supplied with your/your client's application in relation to

supplied.	<p>...[insert details of evidence] is contradictory because [insert brief details].</p> <ul style="list-style-type: none"> We therefore cannot be satisfied that the evidence supplied meets the HSMP requirements, and consequently your application has been re
57. Evidence found to be forged/not genuine/not relating to applicant.	<ul style="list-style-type: none"> We have attempted to verify the documents supplied with your application, using standard procedures. The evidence supplied with your/your client's application in relation ...[insert details of evidence] was found to be forged/not genuine/not properly relate to you/your client. We therefore cannot be satisfied that the evidence supplied meets the HSMP requirements, and consequently your application has been re

General bullet points

Originals not supplied

Bullet point Description	Bullet point Wording
58. Original piece of evidence not supplied.	<ul style="list-style-type: none"> You have not provided original evidence of your/your client's qualification/previous earnings/MBA/age/English language ability. In line with the published guidance, no points have been awarded.
59. No original evidence supplied.	<ul style="list-style-type: none"> You have not provided any original documents with your application In line with the published guidance, no points have been awarded.

Exceptional reasons

60. No circumstances described warranting exceptional consideration.	<ul style="list-style-type: none"> You have not given any information/evidence for exceptional circumstances to be taken into account. In line with the published guidance, no points have been awarded.
61. Circumstances described do not meet requirements for exceptional consideration.	<ul style="list-style-type: none"> We do not consider that the evidence you have submitted is sufficient to consider as exceptional circumstances as described in the published guidance. In line with the published guidance, no points have been awarded.

Evidence supplied is not as specified

62. Incorrect evidence supplied.	<ul style="list-style-type: none">You have provided evidence that is not as specified in the form and guidance notes.In line with the published guidance, you have been awarded zero points for this points scoring area/have failed to meet the English language requirement <i>[delete as appropriate]</i>.
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Review paragraphs for insertion into the review letter, below the standard bullet points on criteria.

63. Review may remove points previously granted	The review process constitutes a full reconsideration of your application. Therefore, any points awarded in the original assessment may not be awarded on review if the reviewing caseworker establishes that they were awarded in error. In this case the section on <i>[give section]</i> was previously awarded <i>[give number]</i> points. As part of the review of your application it was found that these points should not have been awarded because <i>[give reasons]</i> . Where we identify full grounds for refusal, then the decision to maintain refusal of your application may be amended and reissued as part of this process, even when the original basis for refusal may have been overturned.
64. Previous evidence was not assessed because the section claimed on the form was not completed.	You have requested a review of your application on the basis that evidence previously sent in to support your claim for points under section <i>[enter section]</i> . This material was not previously considered because you did not indicate on the application form that you wished to claim points for that section, or how you met the criteria. This evidence cannot be considered as part of a review. If you wish to claim points for this section you should make a new application on the appropriate HSMP form. You should include full supporting evidence including any new information and indicate on the form that you wish to claim for this section. You should include the relevant payment with the application.
65. Refer to Work Permit Scheme	Finally, if you still wish to gain employment within the UK, may we suggest you consider the Work Permit arrangements. Further information can be found on www.workingintheuk.gov.uk .