

# UK Visa and Citizenship Application Services (UKVCAS)

From November 2018, Sopra Steria in partnership with UK Visas and Immigration have introduced a new service for customers in the UK applying to extend their stay or apply for citizenship. This new UK Visa and Citizenship Application Service (UKVCAS) will offer increased convenience and choice for customers and allow them to submit key evidence and personal information in a more secure way.

To complete the applications process customers must book an appointment either at one of six core locations in major cities during office hours on a free to use basis, or take advantage of an enhanced user-pay service in 50 local libraries, with prices starting from £60. Appointments will also be available at evenings, weekends and at short notice (on the day / next day), with pricing starting from £100.

Key processes improvements will mean there is no longer the need to leave evidence with UKVI after application submission which is a significant step in delivering a more digital and user friendly service.

UKVCAS will offer a range of additional services for those customers requiring more support and convenience. Customers will be able to upload evidence from home before their appointment and have their evidence checked in advance. A Premium Lounge will be available in central London and mobile services can be booked by businesses, universities, groups of applicants or individuals.

Added value services including, translation and interpretation will also be available.

The following locations are now available for bookings. Appointments can be booked in core Service Points (in Red text below) and the Premium Lounge up to 4 weeks in advance, and in Enhanced Service Points up to two weeks in advance. Appointments between 10:00 and 16:00 in core Service Points are non-chargeable.

### Service point Availability news (4 February 2019)

New service point in Chelmsford is now open

From 6th Feb the UKVCAS service will be opening up additional capacity at the Croydon core service point; this will increase the number of non-chargeable as well as out of hours appointments available. Should your application be urgent, or booked at a less convenient centre, you may be able to cancel this appointment and rebook in the Croydon centre. Please contact the UKVCAS centre on the telephone number on your appointment confirmation to arrange.

Please note appointments will be subject to availability and if you cancel your existing booking you may not be able to rebook should you fail to get an appointment at Croydon. If the booking you decide to cancel was for an enhanced or out of hours appointment, you may apply for a refund via the 'contact us' facility on the UKVCAS website <https://www.ukvcas.co.uk/contact-us>. The following cancellation charges will apply

- Up to 2 working days' notice: 100% of charge
- Greater than 2 working days' notice: £15 admin fee

## Service Points

Aberdeen	East Ham	Salisbury
Belfast	Glasgow	Shoe Lane
Birmingham	Gloucester	Stevenage
Barbican	Hammersmith	Stockport
Bedford	Hemel Hempstead	Stratford
Bournemouth	Hull	Southampton
Bradley Stoke	Ipswich	Swindon
Brighton	Kensington	Swinton
Bristol Patchway	Lancaster	Taunton
Burnholme	Liverpool	Truro
Burnley	Llandudno	Victoria
Cambridge	Manchester	Wakefield
Canning Town	Newport	Warrington
Canterbury	Newcastle	Watford
Cardiff	Norwich	Warwick
Chelmsford	Nottingham	Wimbledon
Coventry	Peterborough	Wolverhampton
Croydon	Premium Lounge	
Dorchester	Preston	
Eastbourne	Reading	

## Our range of added value services includes the following:



Next day & Walk in (same day) and Out of hours appointments - In addition to our free of charge appointments at core service points we offer a range of other appointment types and times. From £60 depending on location and time



Document checking - this service is available for customers who would like our team to check that they have correctly uploaded evidence prior to their appointment. Price for this service is £35



Interpretation - We can arrange for an interpreter to be available over the telephone for customers who require language assistance during their appointment. The price for the service is £60 in total

## Added value services provided by our partners BLS:



Document translation - The document translation service can be used by customers whose original documents are not in English or Welsh. All translations are completed by professional translators who will translate documents within 3 to 4 days. The price for the service is £75 per page



Premium lounge - The premium lounge is for customers who desire a service with added comfort and privacy. The premium lounge provides an upgraded service in comfortable surroundings with spacious seating areas, hi-speed wifi and business facilities such as scanning and printing. Priced from £200



VIP service - The VIP Service is a mobile service provided by specially trained team members who will visit customers in their home, office or other locations. The team will complete the same processes provided in our physical offices - such as identity checks, biometric enrolment and documents scanning (if required) - but in a location that is convenient to the customer. Please contact [Mobile@blsinternational.co.uk](mailto:Mobile@blsinternational.co.uk) or call 0207-623-9993 to discuss your requirements, obtain a quote and book an appointment



On-demand pop-up - The on-demand pop-up service provides application facilities for organisations with more than 10 customers and is available in England, Scotland, Wales and Northern Ireland at a location convenient to the organisation. This is a bespoke service and price is available on quotation via [www.ukvcas.co.uk](http://www.ukvcas.co.uk) - Contact Us