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Today we will cover

Executive Summary

The new teams

Migrating to the new model

Next steps

Q&A



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Firstly, thank you!

Your dedication to addressing the Audit Action points has been excellent and truly appreciated.

Your engagement with new processes while maintaining the current approach has been fantastic.





Executive summary

- New processes for monitoring student engagement are now in place.
- Over 160 staff are currently involved, in some capacity
- Thank you to all our staff and students for supporting this ongoing transition.
- Compliance with UKVI regulations is essential and getting this right is key to our success as a University
- We aim to make compliance as simple and supportive as possible for students.
- We now want to organise staff working on this more effectively.





Executive summary (continued)

- A review of these activities began before the audit action plan, in collaboration with the Transformation Team.
- A dedicated team within Student and Academic Services (SAS) is to be established to manage all international student compliance activities.
- This team will support students from Registration to Graduation across UG, PGT, and PGR levels.
- They will become specialists in compliance and student support, ensuring strong engagement and fulfillment of our duties for sponsored international students





Team structure and integration

- The expanded team will sit within SAS working alongside the small existing Student UKVI policy team in Registry
- The intention is to migrate the majority of the work associated with tracking and managing engagement (and responding to disengagement) to this team.
- The plan is to have two further sub teams:
 - One will support students in the College of Social Sciences (CoSS)
 - The other will support students in the other three colleges: College of Arts & Humanities (CoAH); College of Science & Engineering (CoSE); and the College of Medical, Veterinary & Life Sciences (MVLS).



Key responsibilities

- Colleagues in the new SAS teams will meet students at registration and ensure they understand their obligations as sponsored students
- The SAS teams will also be responsible for ensuring that any sponsored students who do not register and enrol in their courses are appropriately withdrawn in a timely manner.
- The SAS teams will then continuously monitor engagement, utilising the new system reports which have been developed
- In some subject areas such as Law, Education, Med/Vet, Dentistry and Pre-Sessional English, where there is a requirement for a higher/different level of engagement monitoring or checks for professional, accreditation reasons etc, some aspects of this primarily linked to Placements will remain local to minimise duplication – details are still being worked through.



Compliance and student support

- Where engagement falls below expected and required levels the new teams will follow up and seek to understand the situation
- This may require some liaison with staff in the schools as well as other student support services within SAS
- The SAS team will be responsible for ensuring all our statutory records are maintained and that the central government systems are updated accordingly as and when student circumstances change
- The teams will support our students through the full period of studies responding to all visa related questions during their time in Glasgow.

What impact do these changes have on our processes and people ?

High Level Process Descriptions	Schools Academic	Students	Schools PS	Registry	PIA	Admissions	New Function
Issuing CAS (point of admission)							
Issuing CAS (approval of visa extension request)							
Capturing evidence of visa and passport							
Identifying student cohort to be monitored							
Evidencing attendance/ engagement							
Creating dashboard view of student engagement data							
Monitoring student engagement							
Case management of non-engaged students							
Withdrawal of non-engaged students							



Where responsibility has moved from



Where responsibility has moved to



Change in responsibility



New responsibility



Recruitment for the new model

- The new teams will be formed through a normal recruitment process
- Most staff currently involved in these activities spend only a small part of their time on them, as critical as they are
- A small number of staff spend more time on these processes, and their managers are discussing the changes with them directly to ensure they understand the impact in detail.
- We have also engaged with the Campus Trade Unions so that they are fully aware of the changes we are making and the approach.
- Positions in the new team will primarily be at Grade 5, but some Grade 6 and Grade 7 team leader roles will also be advertised shortly



Transition and ongoing support

- Before recruitment starts, Chris Buckland will be hosting open calls with colleagues who are currently involved in the process to answer any questions you have
- This represents an opportunity to develop careers within a specialist team at University level and, in future, to potentially migrate into other activity areas within SAS
- For the time being all existing processes should continue in line with the wider project to migrate to the new monitoring processes whilst maintaining current arrangements
- Colleagues in SAS will continue with regular briefings regarding the engagement monitoring processes as we establish the new teams
- We will also seek to ensure you are kept updated following this initial cascade



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Funding arrangements

- The intention is that the creation of the new teams be cost neutral at a University Level.
- Over time colleges/schools will rebalance activities and some teams may see a reduction in FTE proportionate to the work migrating to SAS
- College/School managers will be responsible for navigating this, ensuring that no local team is left short of resource, as a result of this change.



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Frequently asked questions

Will any current roles move directly into the new teams?

A very small number of roles may transfer directly. Individual discussions have already begun with the colleagues who may fall into this category.

How can I apply to join the new team?

A general call for applications will be issued soon, inviting staff to express interest in transferring.

What is the selection process?

A proportionate selection process will be conducted, likely including an interview. Depending on applicant numbers, this may be relatively light-touch.



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Frequently asked questions

How many roles will be available?

The new teams will consist of approximately 10 to 15 roles. The final number will depend on the level of anticipated activity as we refine processes and assess the volume of student engagement actions.

Can both full-time and part-time staff apply?

Yes, expressions of interest from both full-time and part-time colleagues are welcome.

When will the new team be formed?

The team will be established between late March and May, with transfer dates agreed through discussions with individuals, their line managers and SAS managers.



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Frequently asked questions

Will training be provided?

Yes, a full training and team-building process will support those who join the new team.

How will this transition impact existing roles?

As tasks migrate to SAS, staff in schools and colleges will see some change to the balance of their tasks in discussion with their line managers. For some, this will be a very minor change.

What if I have concerns about the transition?

If you have any questions or concerns, please speak with your line manager. You can also reach out to the trade unions if you wish to raise any points.



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Frequently asked questions

Can I contribute to shaping the new processes?

Yes. Staff currently involved are best placed to help refine the processes. Please share any questions or suggestions through your line managers.



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Thank you

If you have any questions about the content of this pack, please contact:

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