



## UK Visas & Immigration

Case reference:

I am writing in regard to your [INSERT ROUTE] application.

As part of your application you submitted test evidence for the English language requirement from ETS (delete as appropriate) TOEIC/TOEFL. We have identified discrepancies with some evidence from this test provider and so we will not be able to process your application and have placed it on hold while we investigate.

Although we would normally decide your application within eight weeks from the date it was submitted, unfortunately this is not going to be possible in your case. This is because your application raises exceptionally complex issues and we require further time to consider your case thoroughly and reach a decision. As such, it falls outside our normal service standards for deciding leave to remain/settlement applications. Please be assured that we will make a decision on your case as quickly as possible.

If you are concerned about the delay to your application, you can choose to take a new English Language test with one of the other providers listed on our website at

<http://www.ukba.homeoffice.gov.uk/business-sponsors/education-providers/esol-providers/> and submit this alternative test evidence to us. This will enable us to progress your application.

If you decide to take a new test, you must take this letter and the endorsed copy of your passport enclosed to your chosen provider as proof of identity to take a new test. Your chosen provider will accept this instead of your original passport and allow you to take a new test.

We will not accept new evidence from ETS; new evidence must be from a different provider. You must send your new English language evidence, along with this letter, to *insert address*.

We will not take removal action as a result of the contents of this letter.

If you have any questions about this letter or the other tests you can take, you can telephone us on **0114 207 3463**.

We are working to resolve this issue and, as soon as we have an update, will write to you again.

## Frequently Asked Questions

Where can I get an update on this issue?

*We will update you in writing as soon as we are able. If you do have a pressing query, you can contact 0114 207 3463.*

What happens if I don't want to take a new test?

*You don't have to take a new test but this does mean that your application may not be decided quickly. We will hold your application until such time that we are able to make a decision.*

If I decide to take a new test, who will pay for it?

*You must pay for your new test, if you choose to take one.*

My test is genuine; why have you held my application?

*We are holding all cases with ETS TOEIC and TOEFL English tests until we have fully resolved the discrepancies that have been identified.*

What if I need to travel urgently whilst my application is on hold?

*If you need to travel urgently you may consider withdrawing your application and requesting that your passport be delivered to your port of departure.*

Will I receive a refund of the application fee if I withdraw my application?

*If you decide to withdraw your application we will not refund your application fee. You will need to reapply if you wish to re-enter the UK and pay another fee. You must read the appropriate guidance on gaining entry to the UK available at <http://www.ukba.homeoffice.gov.uk>*