



Our offices will be closed for the festive period, from 24th December 2021 and will reopen on 4th January 2022. During this period, applications and messages will not be processed or responded to.

If you have deadlines, we recommend you plan early and allow more time for your application to be completed. To complete your order, we need to receive all required documents, and payment for the service. We calculate processing times using working days (excludes weekends, public holidays, and non-operational days). Working days restart on 4th January should your application not be completed before the festive period.

Please check that you have included all the documents listed on our website, to avoid delays in your application – particularly the Medium of Instruction letter for Visas and Nationality Services, which should be a separate document to your certificate or transcripts.

We recommend the following dates to allow time for your application to be completed before the festive period. This does not include delivery timescales. Our eStatement service will also help ensure you get your documents quicker, on completion of the service.

Service	Standard service timescales	Suggested latest application date
Visas and Nationality (PhD/PhD & English Proficiency) / Industry Skills Statement for Academically Qualified Persons and Skills Mapping Stage 2	30 working days	7 th November 2021
UK Qualification Reference Statement	20 working days	22 nd November 2021
Statement of Comparability / Industry Skills Statement with Skills Mapping Stage 1	15 working days	28 th November 2021
Visas and Nationality (English Proficiency)	10 working days	5 th December 2021

Please note that for Fast Track orders to be completed before the festive period, we recommend the following latest date for application and payment – this excludes delivery, however an eStatement is included as standard:

Fast Track option	Latest recommended application date
24hr FT	20 th December 2021
48hr FT	17 th December 2021