



Border Force

# eGate expansion coming soon...

Millions more travellers can use the eGates from summer 2019 for faster UK arrival.



## Student, education and academic stakeholder communications pack

May 2019

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# Introduction

UK Border Force is getting ready for the expansion of eGates to nationals from seven additional countries at 15 major airports and Eurostar terminals for mid May 2019.

The eGate expansion will mean that eligible nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America can use the automated eGates on arrival into the UK, free of charge. Nationals from these seven countries will also no longer need to complete a landing card on arrival.

## **With your help, we want to ensure that nationals from these seven countries:**

- ✓ Are aware of what eGates are and the benefits of using them
- ✓ Are aware of the eligibility criteria
- ✓ Understand that specific people need to see an officer on arrival

## **How you can help:**

Please help us to communicate these changes to nationals through your communications channels, by sharing our key messages on your website, and through your online channels – see slides 11-14 which includes the instructions and links you need.

Please get in touch with the Border Force Communications team if you need any help to support the eGate expansion:

[portinformation@homeoffice.gov.uk](mailto:portinformation@homeoffice.gov.uk)

# How to support this campaign

**To help ensure international students and those travelling to the UK for Permitted Paid Engagements in the education sector are aware of the expansion and are aware of the exceptions, please help us by:**

- ✓ Updating any direct communications with international students and citizens
- ✓ Updating your website and all online advice you provide with the eGate eligibility, exceptions and visitor information
- ✓ Using out pre-travel information (translated information provided) across any of your relevant communication channels
- ✓ Making sure your staff are aware of the changes
- ✓ Updating any direct communications with citizens

We have created a range of communications materials for you which can be accessed using the links below and are explained in more detail on slides 12-17.

## Coming soon...

We will shortly be confirming the exact day and be providing follow up pack which will include a social media toolkit for you to use across your social media accounts very soon.

Please get in touch with the Border Force Communications team if you need any help to support the eGate expansion: [portinformation@homeoffice.gov.uk](mailto:portinformation@homeoffice.gov.uk)

# Key messages- eGate eligibility- who can use eGates

## Who can use the eGates:

- From the launch date, nationals of Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America will be able to use the eGates. They will join nationals of the UK, EU, EEA countries who can already use the eGates.
- You need to be 12+ and hold a biometric passport.
- Members of the Registered Traveller service can also use the eGates.

**In addition, nationals of these seven countries will also no longer be required to complete or present a landing card**

## Travellers will still need to see an officer if they are:

- Travelling with children under 12 years
- Travelling on their National Identity card (Only EU/ EEA nationals can enter the UK on a National ID card)
- Travelling with a passport that doesn't have a biometric chip



# Key messages- International students – who can and can't use eGates



**Are you a student from Australia, Canada, Japan, New Zealand, Singapore, South Korea or USA?**



If you already have a student visa or a student biometric residence permit to allow you to study, please use the eGates.

If you have come to the UK to study for up to 6 months, please see a Border Force officer when you arrive at the UK border, or you may not be able to study.

**Thank you**

✓  
Longer term students with a visa or a student biometric residence permit to allow you to study, **can use the eGates**

✗  
Short term students (up to 6 months) **should not use the eGates as they need to see an officer for a stamp in their passport.** This stamp gives them the permission needed for their studies.

# Key messages- International students studying in the UK for over 6 months

International students from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America, who are studying for longer than six months and have a student visa or student biometric residence permit, **can use the eGates.**

**Nationals from Australia, New Zealand, Canada, the USA, Japan, Singapore and South Korea** who are intending to rent an entire property from a letting agent or private landlord or intend to rent a room (as a lodger) from a private landlord or a host family, will need to retain evidence that they travelled to or entered the UK within the last six months.

This evidence has to be presented to the landlord, letting agent or host family with their passport as they may not be able to rent without it. This is because they will not receive a stamp in their passport on arrival.

Acceptable evidence of entry to the UK may include a boarding card, ticket or booking confirmation for travel to the UK within the last six months. Any other documentary evidence which establishes their date of arrival in the UK is also acceptable.

A photocopy, photograph, screenshot or scanned copy of the evidence that includes the travellers name and/or passport number is acceptable.

International students can also see an officer on arrival to get a stamp in their passport as evidence of their entry.



**Are you a student from Australia, Canada, Japan, New Zealand, Singapore, South Korea or USA?**



If you already have a student visa or a student biometric residence permit to allow you to study, please use the eGates.

If you have come to the UK to study for up to 6 months, please see a Border Force officer when you arrive at the UK border, or you may not be able to study.

**Thank you**

# Key messages: Short term students (less than 6 months)



The poster is titled "Who needs a passport stamp?" and is from Border Force. It lists categories of travelers who need a stamp: short-term study (up to six months), Tier 5 Sporting and Arts Certificate of Sponsorship, Permitted Paid Engagements, and family members of EEA nationals. It also lists specific countries: Australia, Canada, Japan, New Zealand, Singapore, South Korea, and the United States. The poster advises these travelers to see an officer for a stamp instead of using eGates.

**Who needs a passport stamp?**

Passport stamps are only needed for citizens coming to the UK for:

- short-term study (for up to six months) or
- Tier 5 Sporting and Arts Certificate of Sponsorship or
- Permitted Paid Engagements
- family members of an EEA national seeking to join them permanently in the UK.

+

If they are from these countries:



Please don't use the eGates and follow signs for 'See an officer' to get your passport stamped so that you can carry out the activities you are coming to do.

International students from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America who are coming to [study in the UK for less than six months](#) need to see an officer and get a stamp in their passport unless they have applied for entry clearance before travel.

**These travellers will require a specific grant of leave, which has to be given by an officer (in the form of a stamp).**

**Without this passport stamp these individuals will be unable to do the activities they are coming to the UK to do.**

Please make sure that this information is updated for your students.



# Key messages: Permitted Paid Engagements

Those coming to the UK to carry out [Permitted Paid Engagements](#) (including academic, professors, guests speakers or people coming for a PHD) from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America will need to see an officer and get a stamp in their passport.

**These travellers will require a specific grant of leave, which has to be given by an officer (in the form of a stamp). Without this passport stamp these individuals will be unable to do the activities they are coming to the UK to do.**

The graphic is a white rectangular box with a dark blue border and a dark blue background. In the top left corner, there is a logo for 'Border Force' with a crown icon. In the top right corner, there is a teal square with a white lowercase 'i' inside. The main title is 'Who needs a passport stamp?' in a large, bold, dark blue font. Below the title, the text reads 'Passport stamps are only needed for citizens coming to the UK for:' followed by a bulleted list: '• short-term study (for up to six months) or', '• Tier 5 Sporting and Arts Certificate of Sponsorship or', '• Permitted Paid Engagements', and '• family members of an EEA national seeking to join them permanently in the UK.' Below the list, there is a plus sign and the text 'If they are from these countries:'. Underneath this text are seven small icons of national flags: Australia, Canada, Japan, New Zealand, Singapore, South Korea, and the United States. At the bottom of the graphic, the text reads 'Please don't use the eGates and follow signs for 'See an officer' to get your passport stamped so that you can carry out the activities you are coming to do.'

# eGates FAQ and links for further information

## What are eGates

eGates are an automated self service option that eligible travellers can use at passport control at 15 ports and Eurostar terminals. They are a quicker way to cross the border. The eGates use facial recognition technology to check your identity against the photo in your passport.

## How many ports have eGates?

There are 15 ports with eGates which includes Birmingham, East Midlands, London City, Luton, Stansted, Heathrow, Edinburgh, Glasgow, Manchester, Newcastle, Bristol, Cardiff and Gatwick Airport as well as Eurostar terminals in Brussels-Midi/Zuid and Paris Gare du Nord.

## Who can use eGates?

Citizens of the UK, EU, EEA countries (Norway, Iceland, Liechtenstein, Switzerland), Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America if they are aged 12+ and hold a biometric passport. (12-17 year olds must be accompanied by an adult. Registered Traveller Service members can also use the eGates.

## Who can't use the eGates?

Travellers will still need to see an officer if they are travelling with children under 12 years, or using a National Identity card or with a passport that does not have a biometric chip. Travellers coming to the UK for short term study, specific types of work or reasons (if they are from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America) should not use the eGates as they need to see an officer on arrival to receive a stamp in their passport.

**For specific information about those travellers who need to see an officer to receive a passport stamp on arrival, please use the links below:**

Citizens of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the United States of America **will no longer need a passport stamp except if they are coming to the UK for a specific reason, including:**

- coming for [short term study](#) of up to 6 months;
- have a [Tier 5 sport & Arts Certificate of Sponsorship](#);
- due to carry out [Permitted Paid Engagements](#);
- a [family member of an EEA national](#) seeking to join them permanently in the UK.

For further details on faster travel advice visit: [www.gov.uk/border-force/fastertravel](http://www.gov.uk/border-force/fastertravel)



Border Force



# Digital promotional materials

Please get in touch if you need alternative formats or translations.

# Updating online advice- eGate and exceptions

Please [download the eGate expansion online toolkit](#) which provides you with online content, animations and information to update your website.

## What needs to be updated:

- UK arrival advice needs to be updated to promote eGate eligibility and exceptions around **international long term students, short term students and Permitted Paid Engagements**
- Any information on landing cards as nationals of these seven countries no longer need to complete or present a landing card.
- Please use the wording provided in the toolkit and link to short term student information on this page <https://www.gov.uk/check-uk-visa> and ask students to search by country.
- Please update any information about the Registered Traveller Service (RTS). Travellers from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the USA are no longer eligible to apply for RTS. The service will continue for 33 countries.

## [eGate animations toolkit](#)

We have animations which explain who can use eGates and how to use them. These are useful to use online and social media.



# Digital promotional materials

We have created a range of digital products to support the expansion of eGates. These can be used on your website, in-flight entertainment, digital screens in ports, on social media channels, or included in e-newsletters and emails that you send to your customers as you see fit.

Please let us know if there's anything else you require.



Type	Purpose	Download link to use
Photos of eGates	Use the images online, in emails	<a href="#">eGate photo album</a>
Online content	Use to update any online text on websites	<a href="#">Online content album</a>
Animations	Play on public TV screens, in flight, online	<a href="#">Animations for use on screens</a>
Digital GIF designs	Show on digital screens, social and online	Coming soon...
Icons, flags and arrows	You may find the icons used in our promotional materials useful	<a href="#">For flags</a> <a href="#">For Icons</a> <a href="#">For arrows</a>

# Other materials available

## Translated information:

We have a range of translated information which explains the eGate exceptions and who needs to see an officer on arrival into a UK port. This information should be used in advance of travel and can be displayed or used to update online content

[English toolkit](#) [Chinese toolkit](#) [Japanese toolkit](#) [Malay toolkit](#) [Korean toolkit](#) [Tamil toolkit](#)  
[French toolkit](#) [eGate animations in Japanese and Korean](#)

## Use information tailored by country:

We have also created information tailored for each of the seven countries.

[Please download the toolkit](#) which includes country specific information.

## Share our staff training pack:

We understand that staff at embassies and in other key roles will need to understand what has changed as part of the eGates expansion. Please [download the staff toolkit](#)

## Use our leaflet:

We have created a leaflet which explains who is eligible to use the eGates and who needs to see an officer on arrival into the UK. This leaflet also includes information about eGate exceptions and landing card information. This can be given out at events and displayed in embassies or used to update online content.

[Please download the leaflet](#)

# Feedback and contact us

We are committed to making this toolkit as useful as possible to support you in communicating with your students and those travelling for a Permitted Paid Engagement about the eGate expansion.

If you have any additional questions that are not answered in this toolkit, please get in touch. We will endeavour to answer your questions and to circulate answers to FAQs in updated versions of this toolkit.

## Feedback

We would welcome any feedback on:

- How useful you are finding the toolkit and the communication products.
- How it can be improved.
- Whether you would find additional products helpful.
- Whether you would find additional support helpful, for example attendance at key forums or events you are hosting or attending.
- How you are using these communications resources, so we can ensure we are reaching our audiences.

You can contact us at: [portinformation@homeoffice.gov.uk](mailto:portinformation@homeoffice.gov.uk)