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A.C.I.T.



# New Start:

## Welcome guide for migrants



**NEW  
START**



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# 1. - EDUCATION

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## 1.1. - EDUCATION GLOSSARY:

**Bursary** - A sum of money which is given to allow a person to study in a college or university

**Compulsory** - Required by law or a rule; obligatory

**EEA** - European Economic Area

**EAL** - English as an Additional Language

**ESOL** - English for Speakers of Other Languages

**EU** - European Union

**MSc** - Master's Degree

**SAAS** - Student Awards Agency for Scotland

**PhD** - Postgraduate Degree

**SRP** - Skills Recognition Project

**UCAS** - Universities and College Admissions Service. Everyone who wants to study an undergraduate degree in the UK will have to apply through UCAS rather than to individual Universities or Higher Education establishments

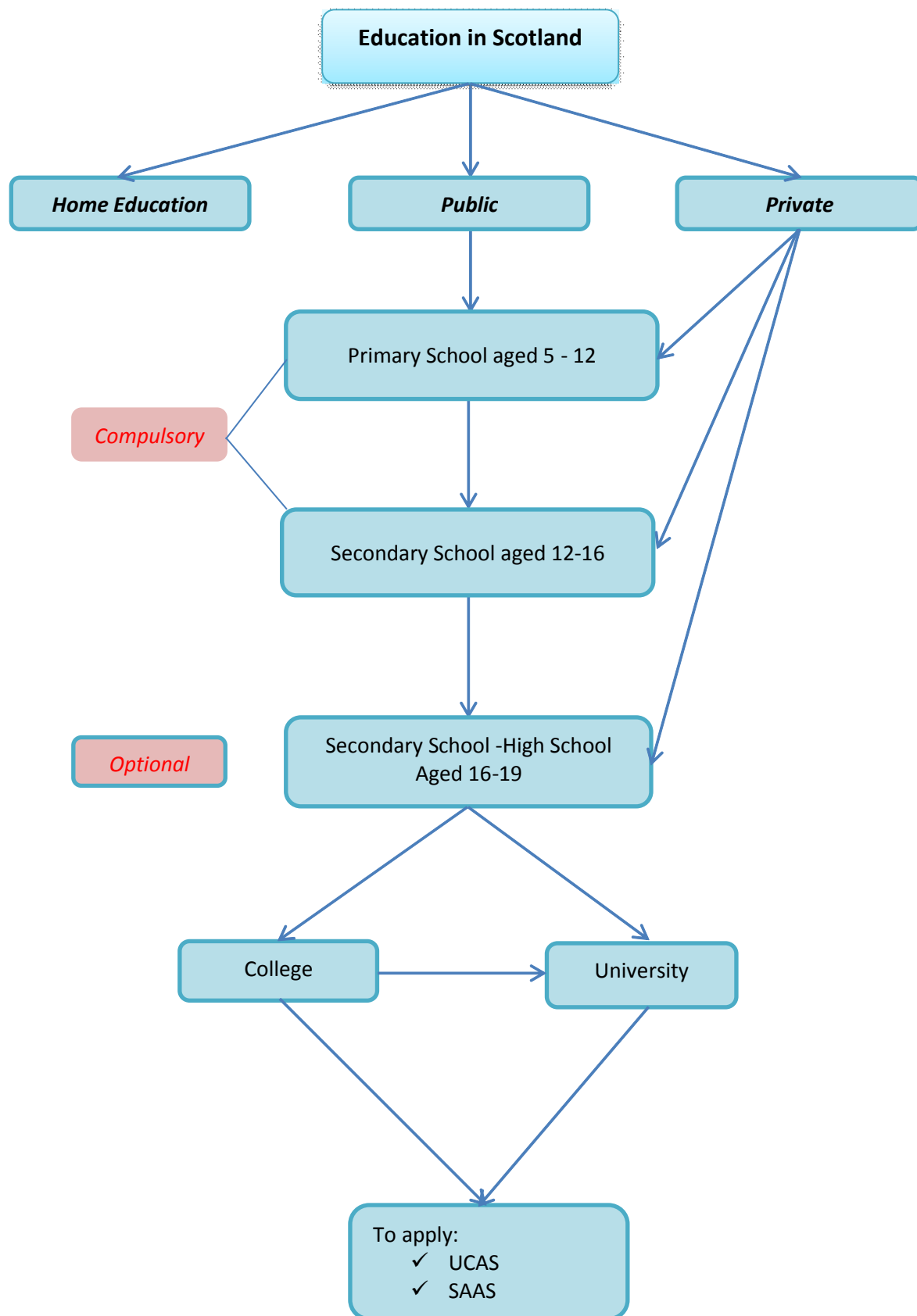


## 1.2. - EDUCATION KEY FACTS:

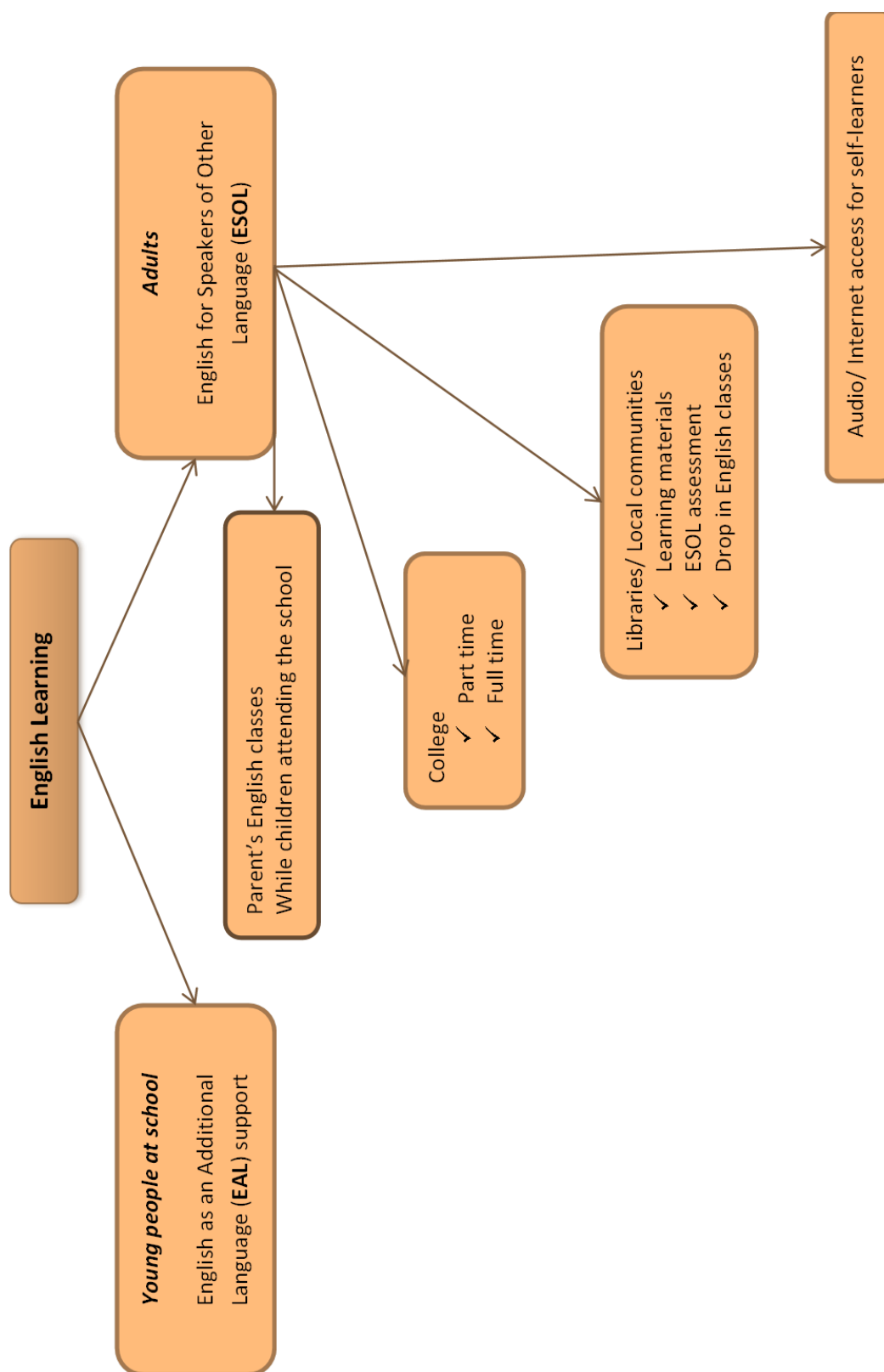
- ✓ Government funded schools are free for children aged 5 - 18; this applies to children of international post graduate students and other immigrants,
- ✓ Home education is legal; parents wishing to home educate their children do not need the permission of the Local Authority unless the children are already registered at a school,
- ✓ The vast majority of schools in Scotland are non- denominational (non- religious),
- ✓ All Scottish universities are public universities and funded by the Scottish Government,
- ✓ Students from Scotland, Refugees, EU citizens do not pay tuition fees for their first undergraduate degree , finance support provided by SAAS,
- ✓ You are required to pay fees for MSc, PhD and some other postgraduate qualifications or second degrees,
- ✓ College courses start in August and there is sometimes enrolment in January of each year. The colleges recruit their students and interview them in May and June for courses which start in August and in November and December for courses which start in January,
- ✓ Higher Education Institutions mostly start in September or October and finish in May /June. The application for the academic year to start must be submitted via UCAS before 15 January,
- ✓ Most students are offered free tuition when at Colleges of Further Education, check the college website for further information,
- ✓ Full time and part time students may be able to get a bursary, check the college website for further information,
- ✓ Student Advice Centres provide a full range of help and advice about fees, funding and applications,
- ✓ Asylum Seekers in Scotland have rights to study ESOL and some part time vocational courses. Asylum Seekers in England, Wales and Northern Ireland are generally not allowed to access free English classes



### 1.3. - EDUCATION IN SCOTLAND:



## 1.4. - ENGLISH LEARNING:





## 2. - FAMILY RE-UNION

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### 2.1. - FAMILY GLOSSARY:

**TCN, Third Country National:** anyone from a country other than the UK or a member of the European Union

**Sponsor:** the person living in the UK who wishes to bring family members to the country

**No recourse to Public funds:** means that there can be no access to certain out of work benefits including housing benefit and access to local authority housing

**Unaccompanied Minors:** people claiming refugee status or being granted status who are under 18 and not accompanied by parents

**BRP, Biometric Residence Permit:** the document, to be carried at all times that states what leave to remain you have in the UK and your rights or restrictions to work

**Siblings:** brothers or sisters



## 2.2. - FAMILY RE-UNION KEY FACTS:

### Family Re-union for Refugees

- ✓ All immigration decisions including leave to remain, entry to the UK, Visas and family re-union are decided by the Home Office Visa and Immigration department,  
<https://www.gov.uk/browse/visas-immigration>
- ✓ Automatic right to apply for family re-union is granted to people who have been granted UNHCR Refugee status, Humanitarian Protection or are part of a resettlement programme,
- ✓ Your partner and dependent children (under 18) can apply to be reunited with you in the UK if your family was formed before you left your country,
- ✓ There is no charge for this service,
- ✓ If you are applying outside the UK:
  - ✓ You must [apply online](#) for family reunion.
  - ✓ You'll also have to complete [application form VAF4A](#) with [Appendix 4](#).
  - ✓ You'll need to have your fingerprints and photograph (known as 'biometric information') taken at a [visa application centre](#) as part of your application.
- ✓ If you apply in the UK You must apply in writing by letter see the following page for what to include) send it to:
  - ✓ UKVI Family Reunion Team  
Admin Team  
7th Floor  
Capital Building  
Liverpool  
L3 9PP
- ✓ Your family members other than partner or dependent child under 18 **may** be allowed to stay with you in the UK on compassionate grounds, but you have to apply and it isn't normal,
- ✓ Any family being allowed to join you will be given permission to stay in the UK for the same length of time as you,
- ✓ There is no language or citizenship test,
- ✓ There are no health checks,
- ✓ There is no earnings threshold,

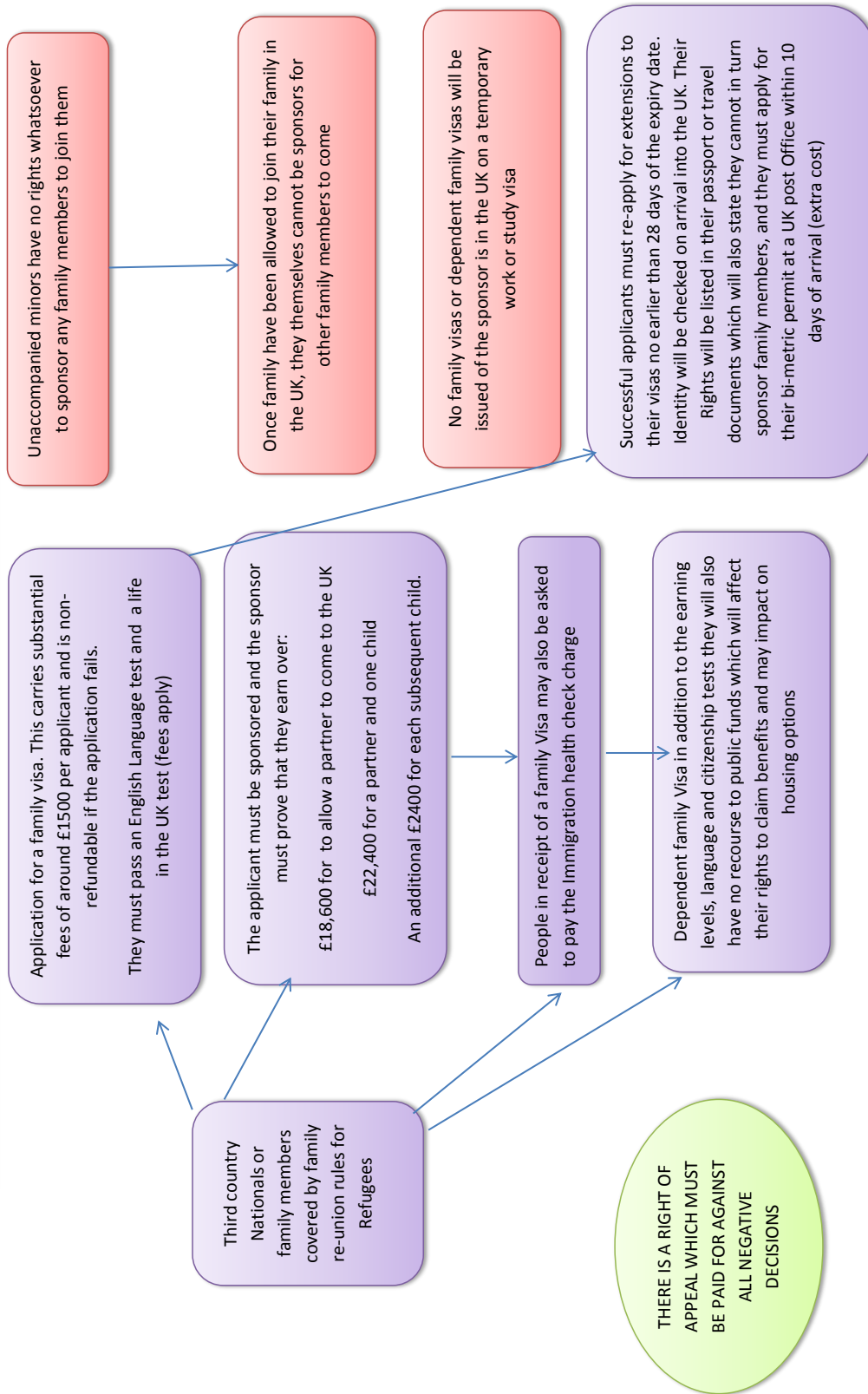


## Family re-union for migrants and Third Country Nationals

- ✓ Other classes of migrant or those with discretionary right to remain do not have an automatic right to family re-union and applications for family to join you will incur substantial fees,
- ✓ Family members of refugees who are not spouses, civil partners, or dependent children under 18 must apply for entry they have no automatic right,
- ✓ Applications may be made through family Visa or dependent family routes,
- ✓ There will be a language test and a citizenship test to be paid for,
- ✓ Applications for dependents will be subject to rules about how much money the sponsor earns in the UK (£18,600 minimum which increases with number of children you have),
- ✓ Family members will have no recourse to public funds which might affect housing,
- ✓ Family members may have to pay for health checks,
- ✓ Family members who receive the right to join family in the UK, either refugees or non refugees, have no rights themselves to sponsor further family members to come irrespective of what type of visa they have.



## FAMILY REUNION FOR NON REFUGEES



# 3. - NHS – NATIONAL HEALTH SYSTEM IN SCOTLAND

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## 3.1. - HEALTH GLOSSARY:

**Advocate** - A person who publically support or recommends a particular cause or policy; a person who puts a case on someone else's behalf

**A&E** - Accident and Emergency

**"BABY BOX"**- The box of essential items, such as cloths and blankets, to help ensure a baby gets the best start in life. The box is also suitable for babies to sleep in and is a free gift from the Scottish Government,

**Chaplain** - Traditionally a cleric (such as a minister, priest, pastor, rabbi, or Iman), or a lay representative of a religion tradition,

**Civil Partners**- Is a legally recognised relationship between two people of the same sex,

**EEA** - European Economic Area,

**EU** - European Union,

**GP** - General Practitioner, Doctor

**Hospice** - A home providing care for the sick or terminally ill

**H&S** - Health and Safety

**NHS** - National Health Service

**Optometrist** - Eye doctor

**Pharmacy** - A shop or a part of a shop in which medicines are prepared and sold

**Post Code** - A group of letters and numbers that is part of address, and shows exactly where a place is

**Involuntary Psychiatric Treatment**- Is a legal procedure used to force an individual to receive inpatient treatment for a mental health disorder against his or her will

**Spouse** - A husband or a wife

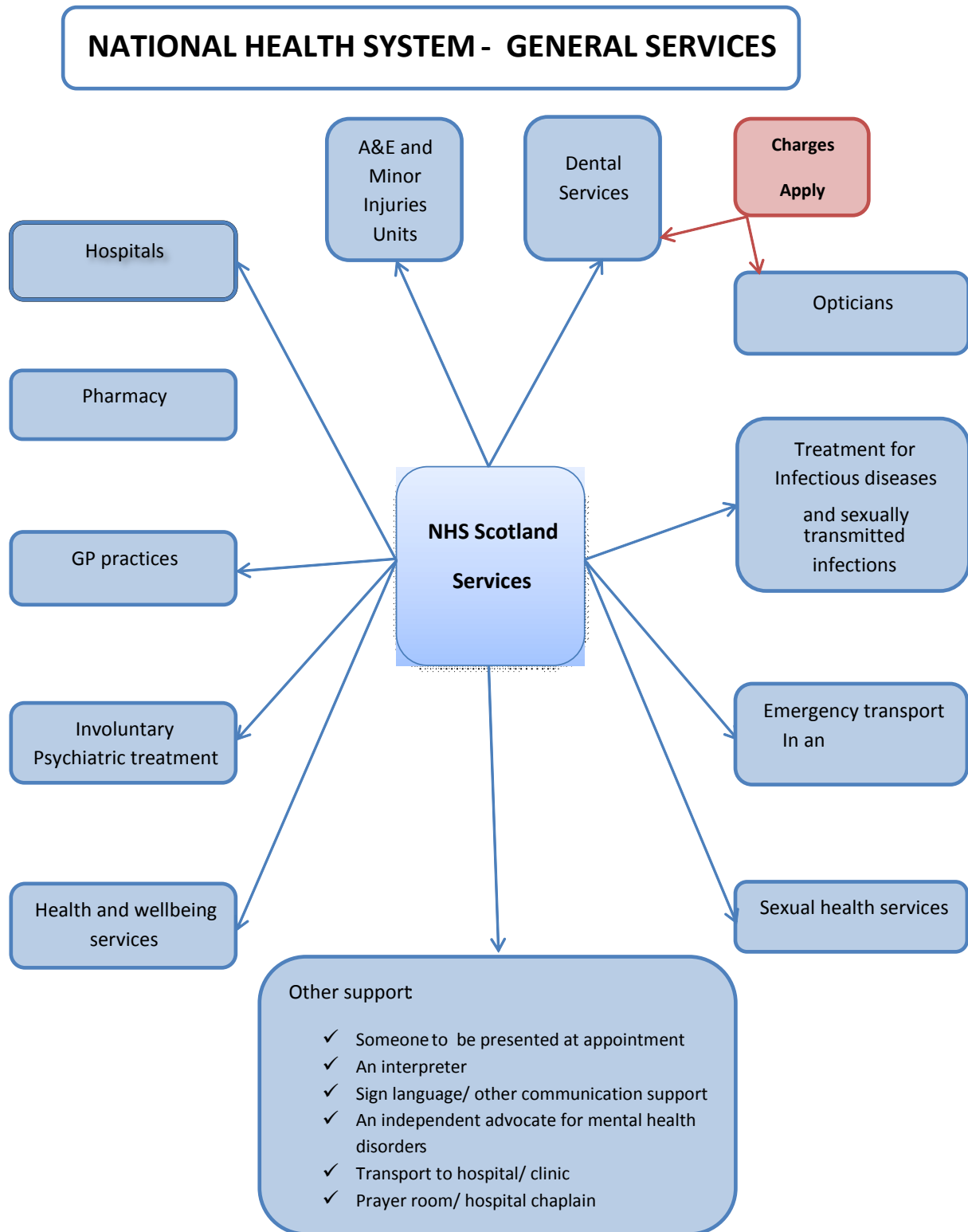
**Social Worker** – People working in communities to improve the condition of poor, to promote the welfare of children, etc.



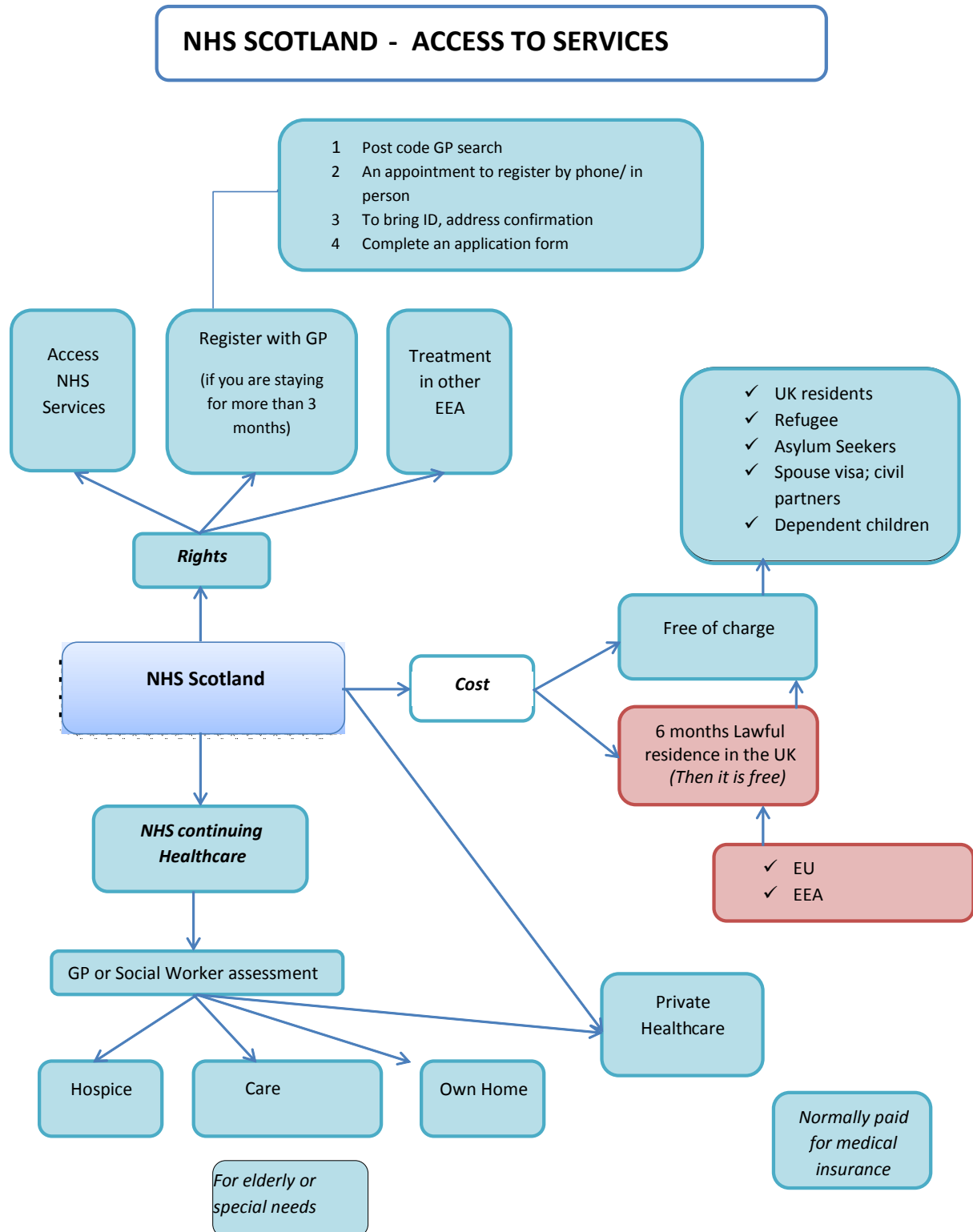
### 3.2. - HEALTH KEY FACTS:

- ✓ NHS free at a point of delivery – paid for out of taxes and social security payments,
- ✓ The majority of care and services will be free, In common with those who are ordinarily resident in Scotland; anyone who is exempt from charges for NHS treatment may still have to pay statutory NHS charges - as an example, for dental treatment or glasses,
- ✓ Regardless of place of ordinary residence or nationality, emergency treatment provided in primary care premises or in an Accident & Emergency/casualty departments is free of charge. Although a stay in hospital or outpatient care, following immediately necessary treatment to stabilise the patient may incur cost,
- ✓ The NHS healthcare provider will tell you if you are entitled to free NHS treatment or services or if you will be expected to pay. They may ask to see documentation to decide whether or not charges should be applied,
- ✓ There is no any kind of protection for illegal workers.

### 3.3. - NHS – GENERAL SERVICES:



### 3.4. - NHS SCOTLAND – ACCESS TO SERVICES





# 4.- HOUSING

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## 4.1.- HOUSING GLOSSARY:

**Anti-Social Behaviour** - An unacceptable activity that causes harm to an individual, to their community or to their environment

**Apprentice** - A person who works for another in order to learn a trade/business

**Armed Forces** - A country's military forces, usually an army, navy, or air force

**B&B** - Bed and Breakfast

**Bidding** - Is an offer (often competitive) for a house/flat through the local housing website

**Choice Based Lettings** - Are the way most local councils and housing associations now let their properties, rather than through housing register or waiting lists

**Economic Migrant** - A person who travels from one country or area to another in order to improve their standard of living

**Eviction** - A forced action on a tenant from a property

**Hostel** - A building where people with no home can live for a short time

**Housing Association** - Are independent not-for-profit organisations that provide affordable homes (for rent or to buy) for people in need

**Local Authority** - Is an organisation that is officially responsible for all the public

**Mortgage** - An agreement that allows the person to borrow money from a bank or similar organisation in order to buy a house

**NASS** - National Asylum Support Service

**Public Funds** - A range of benefits that are given to people on a low income, as well as housing support

**Sponsor** - A person living in the UK and wishes to bring family members from overseas

**Sponsored** - A person moving to the UK from overseas to join the family

**Temporary Accommodation** - Is given to people who don't have a permanent house

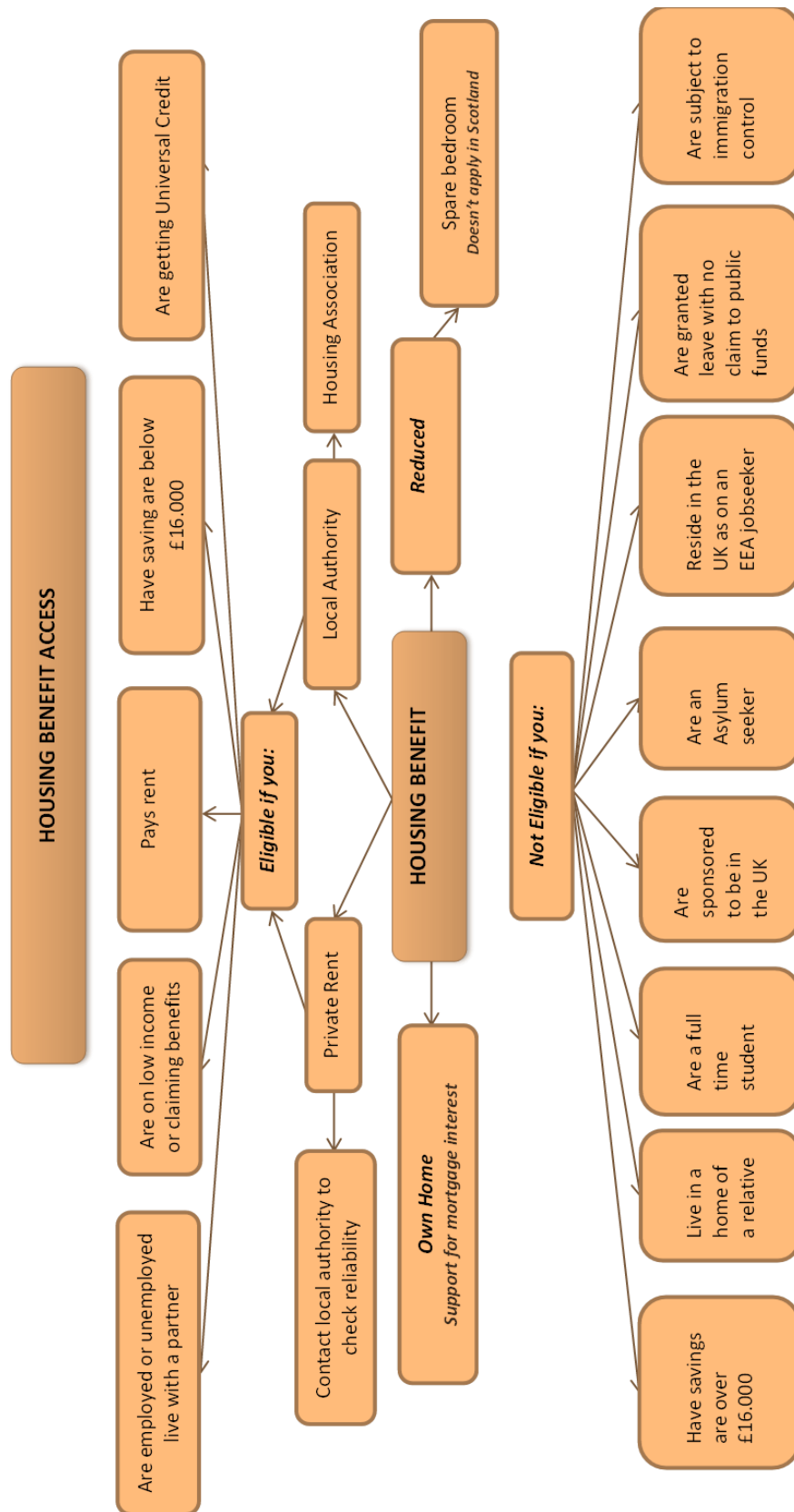
**Universal Credit** - Is a payment to help with your living costs. Paid monthly or twice a month for some people



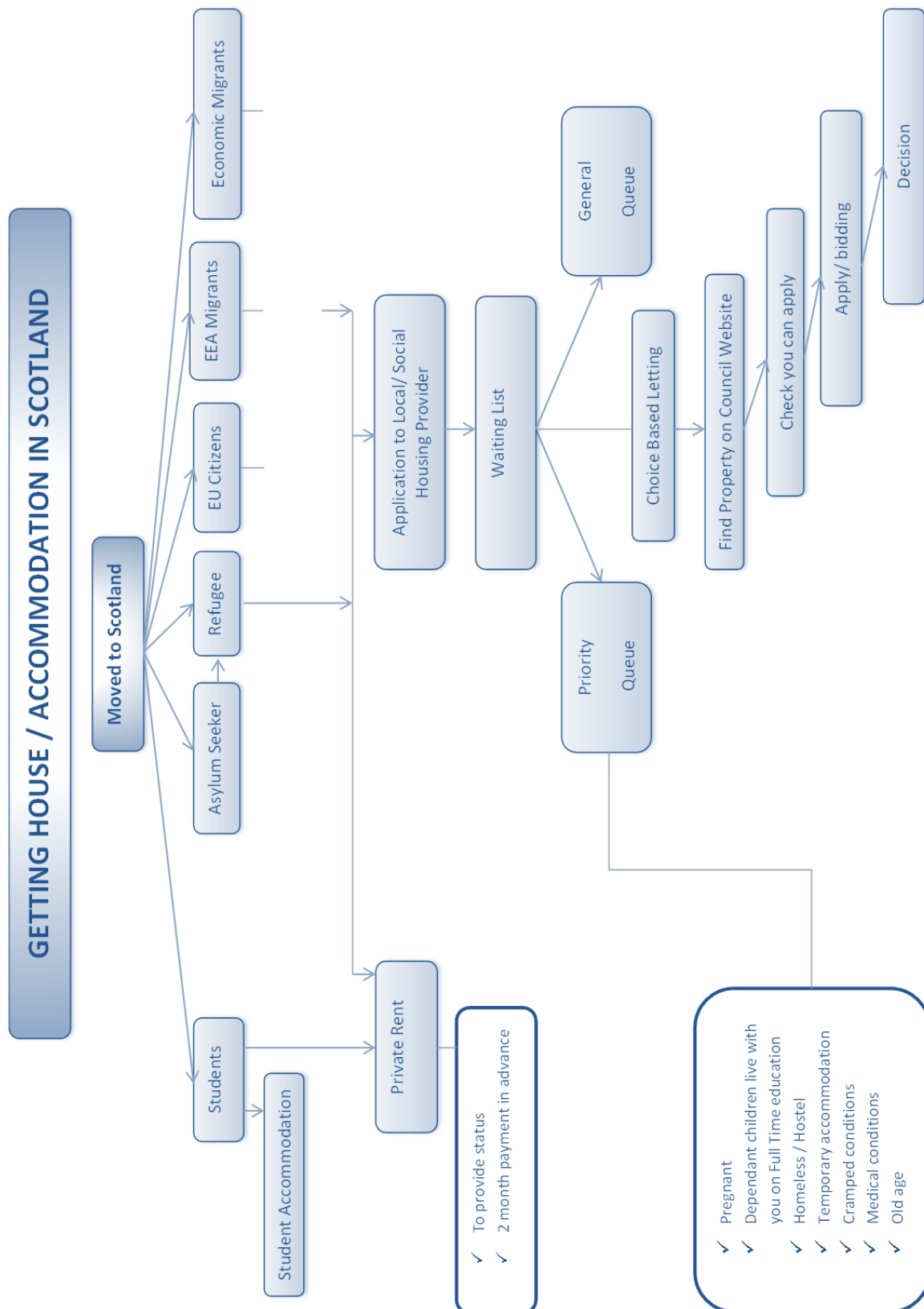
## 4.2.- HOUSING KEY FACTS:

- ✓ Social Housing is housing owned and managed by public authorities (mainly local councils) and housing associations,
- ✓ Housing Benefit is the money that the government gives to people with no income or very low incomes to pay for part or all of their rent,
- ✓ Local authority sets a rate of council tax,
- ✓ If you believe that you are entitled to a discount and your bill does not show that, you should apply to the local authority for a discount, as soon as possible,
- ✓ The council or housing association must give you a written warning notice if they plan to evict you,
- ✓ For most types of tenancy, the council or housing association must tell you why they are planning to evict,
- ✓ “Discretionary Housing Payments” - the council is given a pot of money to help people in the short term who are having trouble paying their rent,
- ✓ EEA jobseekers will no longer be able to access Housing Benefit if they are claiming income-based Jobseeker’s Allowance (JSA)/ Universal Credit,
- ✓ EEA migrants cannot claim income-based Jobseeker’s Allowance until they have been in the country for three months,
- ✓ The Housing Benefit changes do not affect UK and Irish Republic nationals, or EEA migrants genuinely self-employed or in a job. EEA nationals who have been working in the UK, and are subsequently made redundant and claim JSA, will not be affected by this measure,
- ✓ Bedroom Tax - is a change to Housing Benefit that means you will receive less in housing benefit if you live in a housing association or council property that has one or more spare bedrooms; Bedroom Tax might not affect you – conditions apply- to check with your housing provider. In Scotland usually the government pays this tax on your behalf.

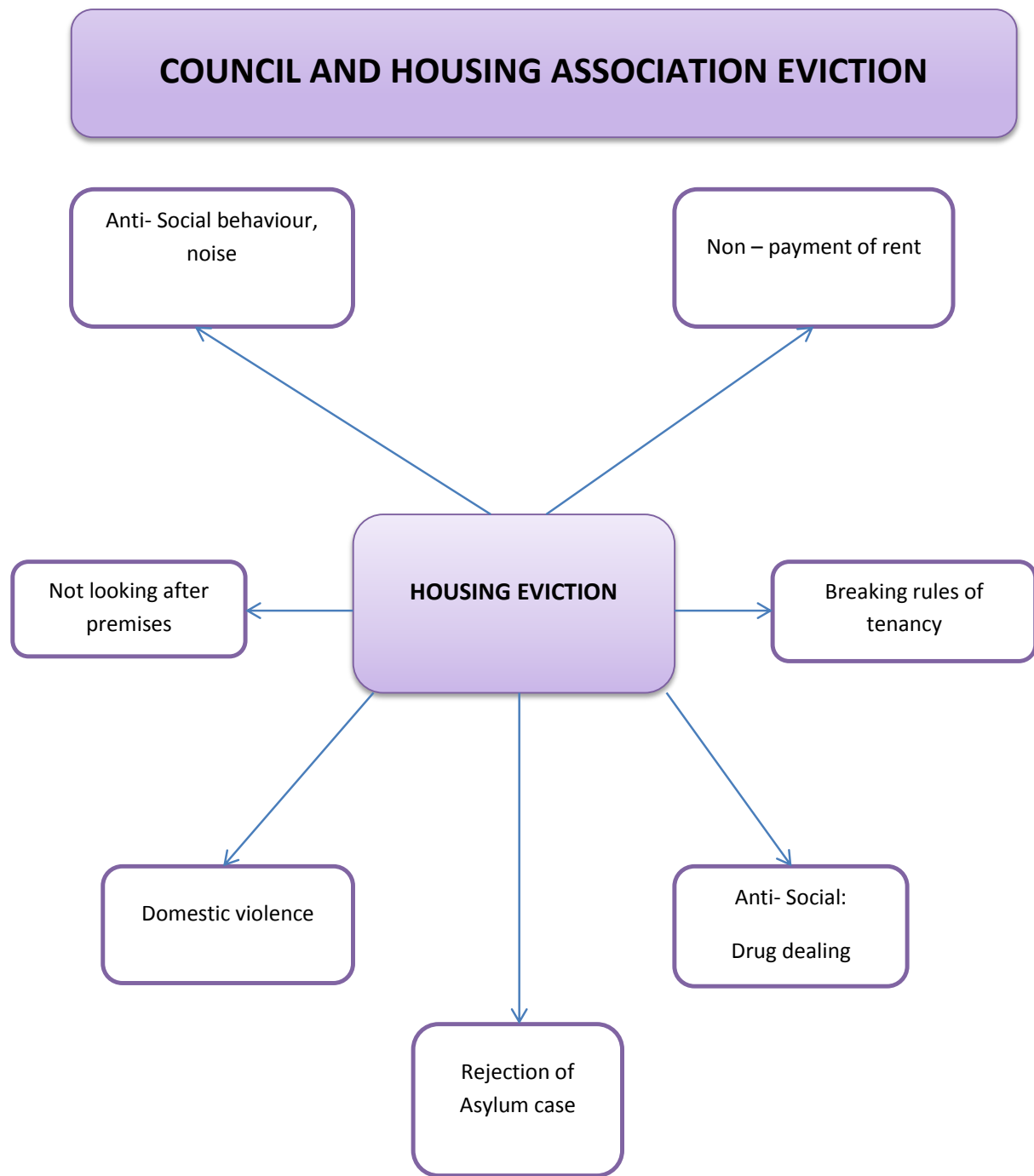
### 4.3.- HOUSING BENEFIT ACCESS:



## 4.4.- ACCOMMODATION IN SCOTLAND:



#### 4.5.- COUNCIL AND HOUSING ASSOCIATION EVICTION:



# 5. - JOB SEARCH

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## 5.1. - JOB SEARCH GLOSSARY

**Benefits:** The term give to any money given to you by the Government to help you with living expenses if you are out of work or have a low income

**National Insurance Number:** Often called a NINO, the number you need issues by the government to allow you to work and used to track your tax and insurance payments. National Insurance in the UK pays for health service and other benefits everyone who works has to pay this tax

**DWP:** Department of Work and Pensions; the government agency which manages benefits and who runs Job Centre Plus

**Job Centre Plus:** Offices where you go to claim benefits and to discuss your progress in finding work with your job coach

**Sanction.** Another word which means your benefits will get stopped if you do not follow the rules

**Sign on:** What people call the meetings you have with your job coach?

**Job Coach:** the person who is helping you with your benefits and to find work

**Claimant Commitment:** The formal agreement between you and your job coach on what you will do to find work.

**Active benefit:** Universal Credit or Job Seekers allowance. If you get this you must be looking for work

**ESOL (English for Speakers of other Languages)** refers to most non-native English speaking teaching or training. Sometimes your benefits will depend on you doing ESOL training

**CV (Curriculum Vitae)** your list of past jobs, education, qualifications and experience that you need to apply for jobs and to get n benefits

**Work Placement,** a period of non-paid work to help you gain experience of the labour market. Usually for short periods. Also sometimes called volunteering.

**TCN:** Third Country National, anyone who is not a UK citizen or a citizen from a European Union member state

**Core Skills:** These refer to the five sets of abilities that people can use in any job and are Communication, Numeracy (using numbers and figures) IT, Problem Solving and Working with Others



**Hard Skills:** these refer to abilities gained from specific jobs that are usually only related to that particular job and something you have learned while working or studying

**IT Audit:** an assessment of what you can do on a computer and how familiar you are with modern technology

**Informal Learning:** things you know, have learned from experiences outside of the classroom or any formal setting like work, for example things you have learnt through your role in the family or the community

**Articulate your skills:** means to be able to talk about them and to give us examples of when and how you have used them

**NARIC:** the United Kingdom national agency for the recognition and comparison of international qualifications and skills usually from Higher Educational establishments such as Universities.

**Modern Apprenticeships:** A training scheme mostly for young people under 25 where you learn while you work and get paid and also gain a qualification

**Portfolio:** A booklet or folder containing evidence of skills and previous work experience

**Recruitment agencies:** Private businesses who recruit people, usually for temporary contracts, on behalf of employers. They are usually recruited for just one sector and you are contracted by the recruitment company not the employer

**Employer Engagement:** Activities which help clients meet employers this could be Question and Answer sessions, visits to employers, interviews or work placements

**SCQF:** Scottish Credit and Qualification Framework, is the system we use in Scotland to understand where different qualifications have the same value as each other. This also helps us understand where some overseas qualifications from the European Union meet our standards and levels



## 5.2.- JOB SEARCH KEY FACTS:

### Legal requirements and Job Centre Plus

- ✓ Asylum seekers do not have the right to work in the UK with very few exceptions. They are not entitled to any job related benefits. Asylum seekers cannot apply for a National Insurance Number,
- ✓ In order to be able to work in the UK you must have a National Insurance Number (NINO). Refugees and people with Humanitarian Protection should be granted this automatically when given leave to remain. If for any reason you don't receive it call the NINO application line on 0800 141 2015 and ask what you need to do,
- ✓ Other people from overseas need to apply but you must have leave to work and/or study in the UK. Applications are done on line through [www.ninoapply.co.uk](http://www.ninoapply.co.uk),
- ✓ You may be asked to attend an interview at the job centre to check your documentation for a NINO if you are an EU citizen or Third Country national (TCN). You may find it difficult to open a bank account without an NINO and without a bank account you may not be able to receive your benefits,
- ✓ Once you have received your NINO you **MUST** make an appointment to meet your local Job Centre plus within 7 days if you are intending to apply for benefits,
- ✓ You will be given a work coach. They will help you with your benefits claim and explain your responsibilities. If you are intending looking for work your benefits will depend on you signing a claimant commitment which is a formal agreement about the actions you will take to find work,
- ✓ Job Centre Plus have an internet site to help you find work called Find a Job Service. You create an account and this records all your job searching activity,
- ✓ You will be required to meet your job coach every two weeks to discuss progress. If the Job Centre think you are not looking for work seriously you may have your benefits stopped. It can take many weeks to get them started again,

### Benefits

- ✓ Universal Credit/Income support for parents with children. Up until the child is two **you are not expected to find work** but when your children reach 3-4 you must work, or be looking for work for at least 16 hours. That increases to 24 hours when a child is between 5 and 12 and to 35 hours when children are over 13,
- ✓ Universal Credit: You must evidence what you have been doing to look for work. You will sign a claimant commitment and you must sign when you are told or you may have your benefits stopped,
- ✓ ESA Employment Support Assessment is a benefit for disabled people or people too ill to work. You must attend regular health assessments to prove you are eligible. **You are not expected to work when on ESA**



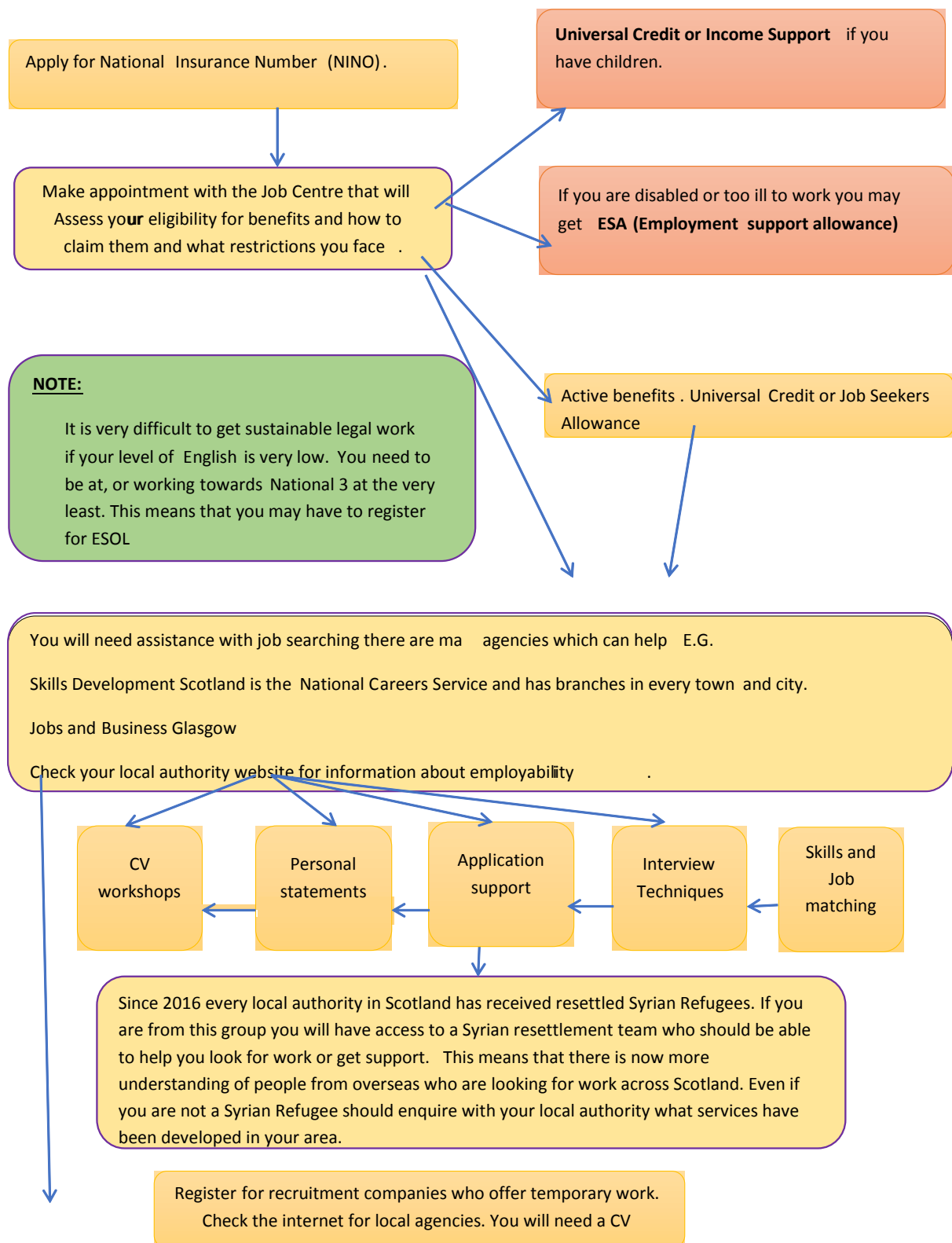


- ✓ For a comprehensive guide to benefits please see the relevant section of the handbook

### **Support agencies**

- ✓ There are a number of support agencies you can contact; Skills Development Scotland is the Scottish National Careers Service [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk). They have support for job searching through [www.myworldpofwork.co.uk](http://www.myworldpofwork.co.uk)
- ✓ Jobs and Business Glasgow
- ✓ Bridges Programmes [www.bridgesprogrammes.org.uk](http://www.bridgesprogrammes.org.uk)
- ✓ ESOL Provision The best place to study is in a College. Classes start in August (sometimes there are intakes in January of each year) but there are long waiting lists so register as soon as you can. Check your local area to see if there are also local community classes, or ask people from your community who have been here for a while. Take the opportunity to take as many classes as you can. ESOL classes are free. (See also Education section of handbook)

### 5.3.- JOB SEARCH:



# 6.- SOCIAL BENEFITS

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## 6.1. - SOCIAL BENEFITS GLOSSARY

**“BABY BOX”** - The box of essential items, such as cloths and blankets, to help ensure they get the best start in life. The box is also suitable for babies to sleep in and is free and a gift from the Government in Scotland

**Caseworker/ Social Worker** - A person who is employed by a government agency, non-profit organisation, or another group to take on the cases of individuals and provide them with advocacy, information or other services

**EAL** -English as an Additional Language

**EEA** - European Economic Area

**ESOL** - English for Speakers of Other Languages

**EU** - European Union

**JSA** - Job Seekers Allowance

**NASS** - National Asylum Support Service

**Legal Aid** - Is the provision of assistance to people otherwise unable to afford legal representation and access to the court system

**Scottish Guardianship Service** - Works with children and young people who have been separated from their parents and arrive in the UK frightened and alone

**Trafficked/ Human Trafficking** - Is the trade of humans for the purpose of forced labour, sexual slavery, or commercial sexual exploitation for the trafficker or others

**Universal Credit** - Is a payment to help with your living costs. Paid monthly or twice a month for some people

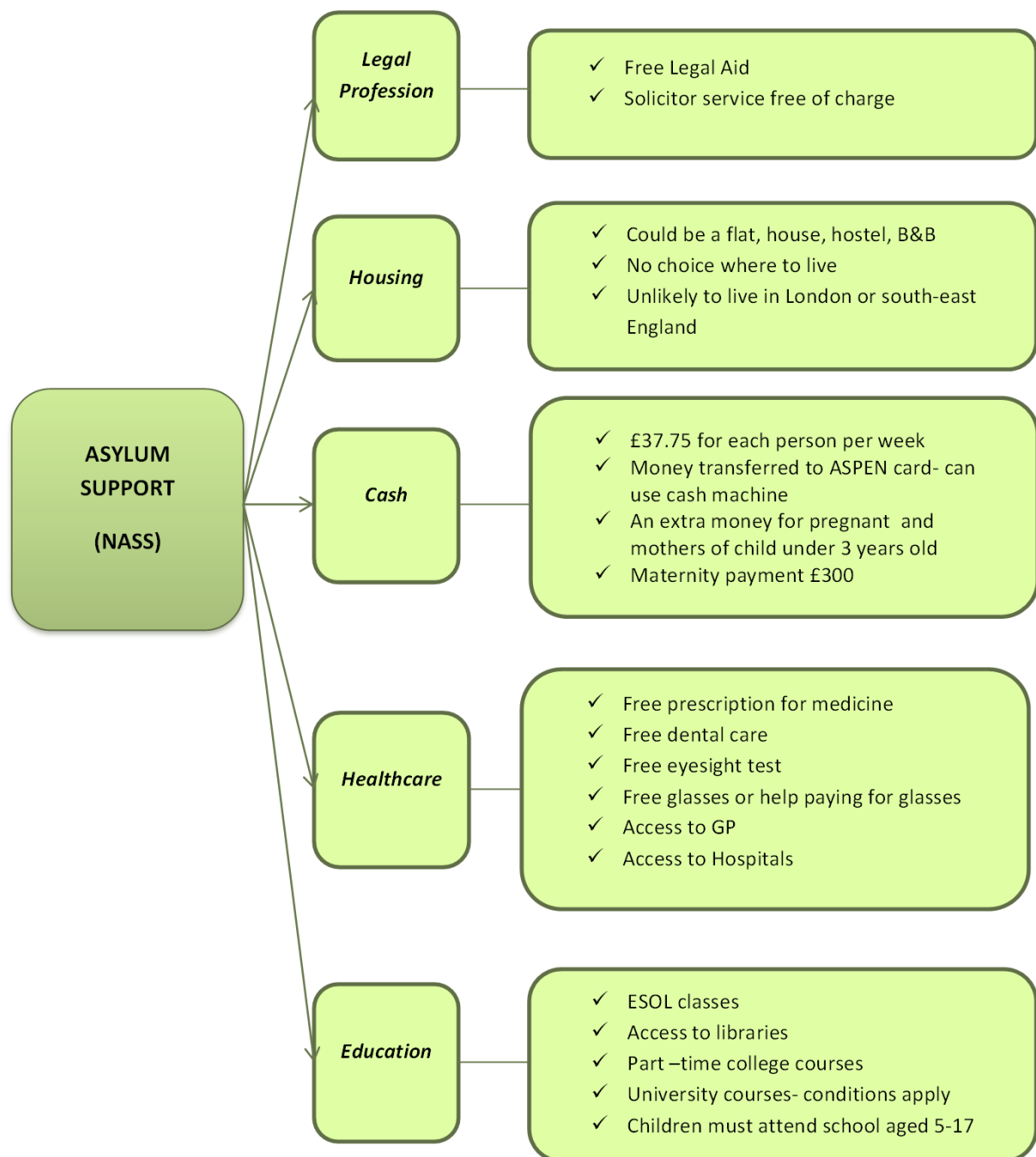
**Unaccompanied Minor** - Sometimes “unaccompanied child” or “separated child” is a child without the presence of a legal guardian; those "who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so"

**Vaccination** - A treatment with a vaccine to produce immunity against a disease

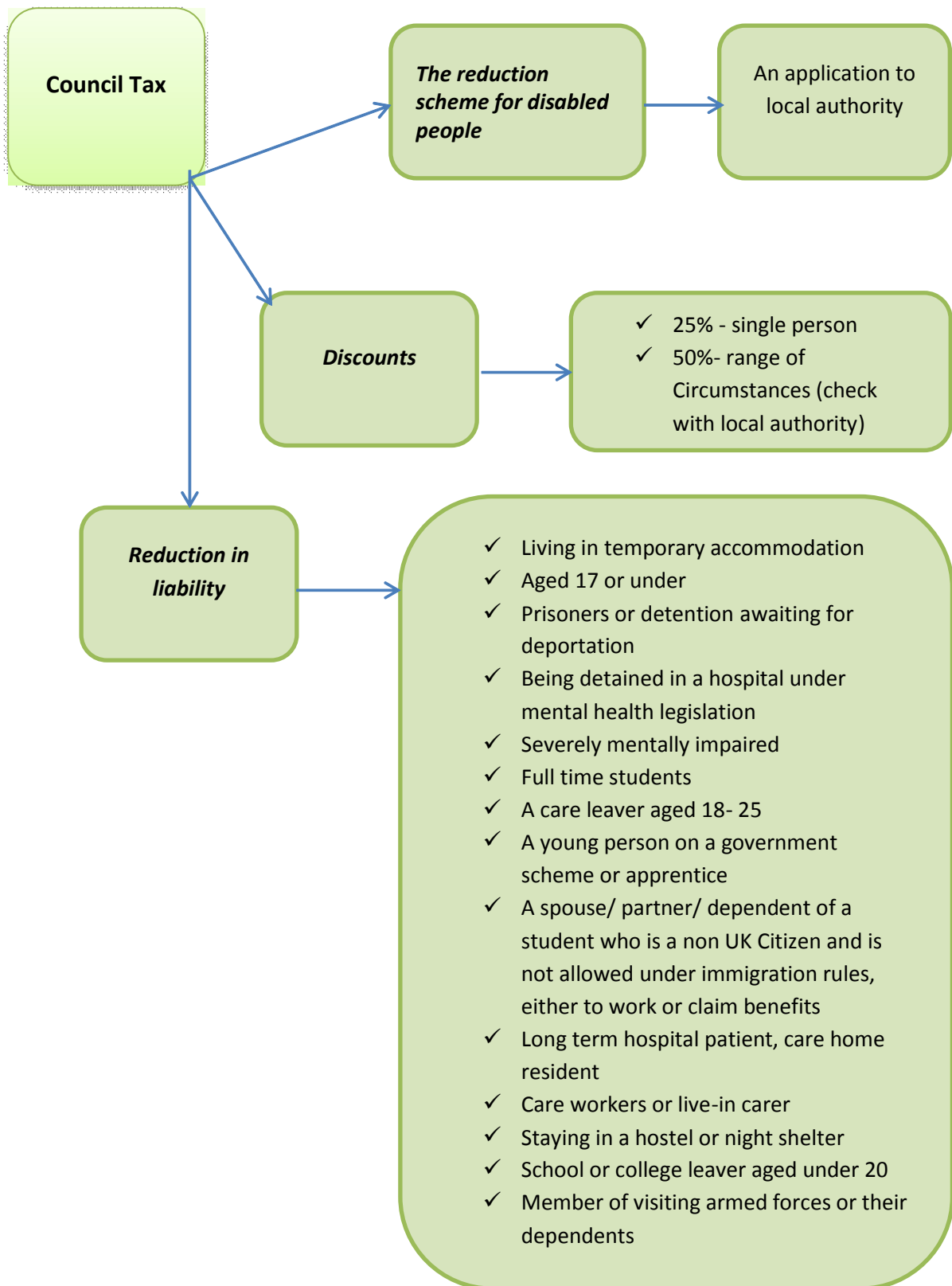
**Welfare System** - A system where the government undertakes to protect the health and well-being of its citizens, especially those in financial or social need, by means of grants, pensions, and other benefits



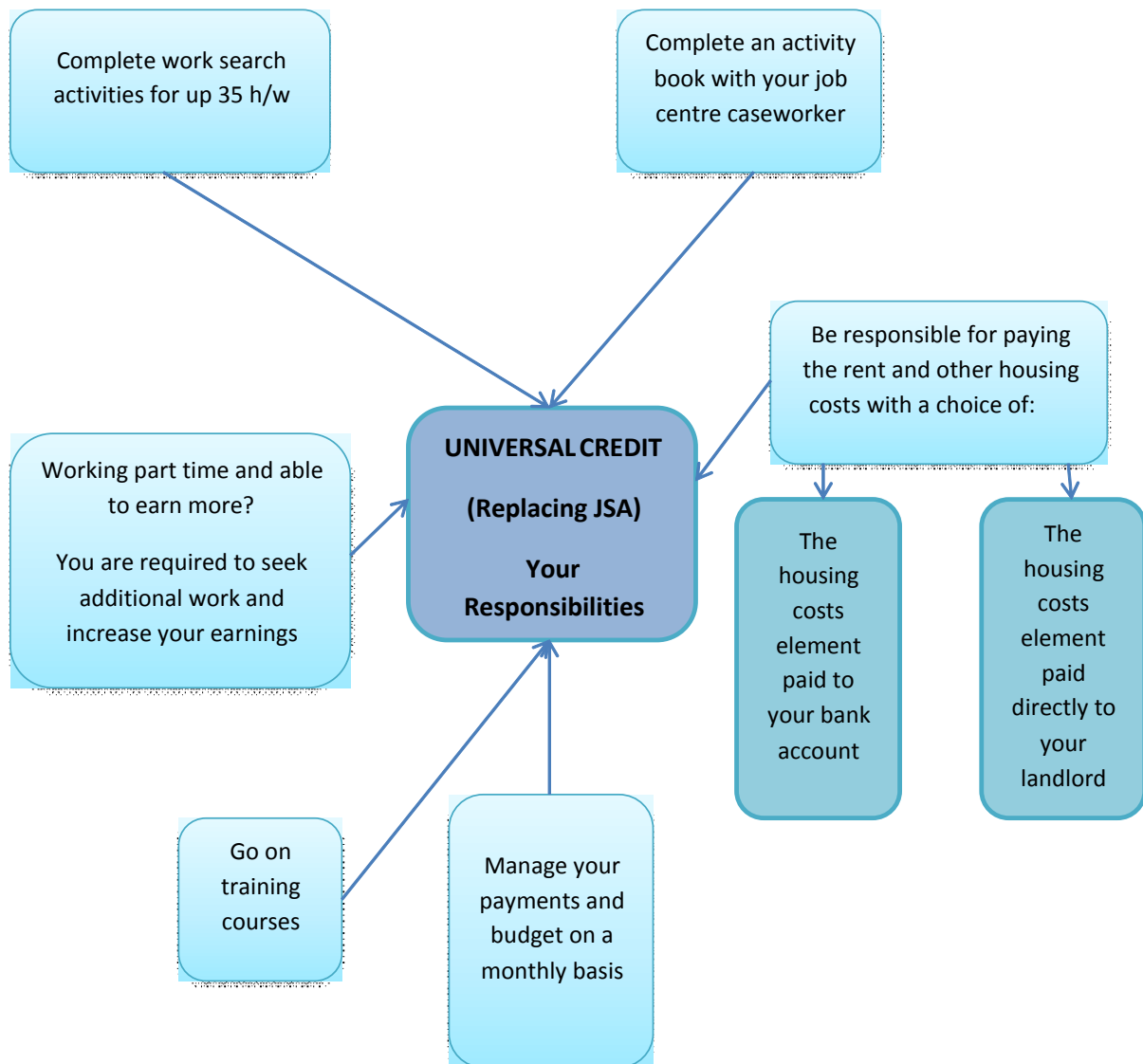
## 6.2. - ASYLUM SUPPORT:



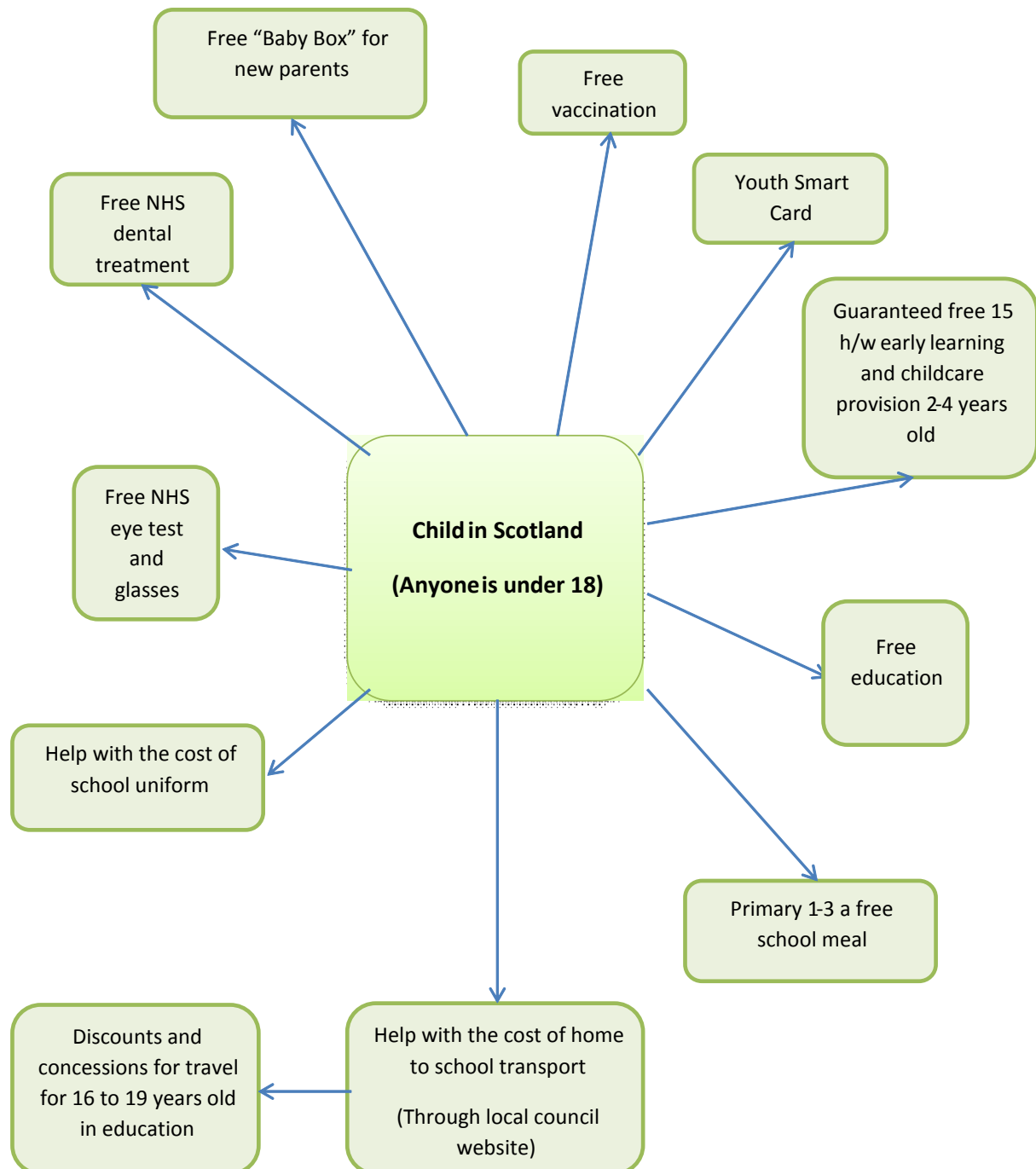
### 6.3. - COUNCIL TAX:



## 6.4. - UNIVERSAL CREDIT:



## 6.5. - CHILDREN IN SCOTLAND:



## 6.6. - UNACCOMPANIED MINORS:

