



Enrolment FAQs 202503

Welcome to HIC! We are really excited to welcome you to our College and to the United Kingdom.

Here are some of our most frequently asked questions. Please read through these questions and answers. If you have any further questions or queries, please contact the HIC College Services team on ask@hic.herts.ac.uk.

1. When will I receive my CAS?

Your CAS will be sent once you have met all the conditions for your offer and you have accepted your offer and made payment to HIC. Our admissions team will email you to explain when you will expect to receive your CAS.

2. When can I apply for my Visa?

You will be able to apply for your visa once you receive your CAS letter. Please note that it's important to apply as soon as possible to avoid any delays to your enrolment. You will need to arrive and be here in the UK before your class start date. Classes at HIC and at the University of Hertfordshire will start on the 22nd September 2025.

3. What documents will I need to bring with me to HIC?

We recommend you check the before you leave section on our website. This contains a helpful checklist which tells you the documents you will need to bring with you to the UK. This can be accessed at <https://hic.herts.ac.uk/new-students/before-leave/>

4. When will enrolment start?

Enrolment will be completed in two steps. The first step will be online. Here you will need to complete an online enrolment form. This will start from the **8th September 2025**. Enrolment will then have a second step which will be face-to-face from the **15th September 2025**. If you are a new student, you will need to complete an online enrolment questionnaire. Once you have completed the questionnaire and we have checked over your details, we will invite you into HIC for a face-to-face appointment where you will receive your timetable.

5. When do my classes start?

Classes at HIC and at the University of Hertfordshire will start from the **22nd September 2025**. All classes will take place in person so it is important that you



have arrived in the UK before this date. If you are experiencing any delays, please contact HIC as soon as possible to make us aware.

6. When is the last date that I can enrol?

We recommend that you enrol before the start of the semester. This is to ensure that you do not miss valuable class-time. If you are experiencing visa delays and unable to arrive in the UK before this date, please contact our College Services team by email to ask@hic.herts.ac.uk who will look into this further.

7. When will I get my timetable?

You will receive your timetable when you attend your face-to-face enrolment session with HIC.

8. What is UH registration?

UH registration is registering with the University of Hertfordshire and receiving your UH ID card and access to Studynet. To be fully registered, you will need to complete stage 1 and 2.

9. How do I complete UH registration?

Once you have completed your HIC enrolment, you will be sent details of how to complete your UH registration. Please follow the instructions that are given to you to complete your UH Stage 1 Registration.

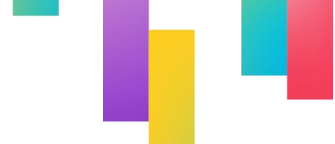
Once you have completed stage 1, you will be sent further information on how to complete stage 2. For new students, this will normally happen after you have attended your HIC face-to-face enrolment appointment.

10. What documents do I need to bring when I come to my enrolment appointment?

We will email you before your enrolment appointment to remind you, however, please ensure you bring:

- Your passport
- Your eVisa sharecode and proof of your eVisa or proof of your EU Settlement Status if you are a student from the EU.
- Proof of your UK address

If you are a student receiving an SLC (Student Loans Company) Loan, you will need to also bring evidence of your application for a Student Loan or your Student Finance England Payment Schedule Letter.



11.How do I collect my student ID card?

You will be given your Student ID card at your UH Stage 2 Registration appointment. This will take place after you have attended your HIC Face-to-Face enrolment appointment.

12.Where will I be able to find my timetable?

If you are a Foundation student, a First Year Business student or a Pre-Masters student, your timetable is on Axis (The HIC portal.)

If you are a First Year Integrated Student, your timetable will be on Studynet (the University of Hertfordshire's portal)

Please note, Timetables are fixed and once confirmed cannot be changed.

13.I need a letter to open a bank account, who do I contact?

Please email ask@hic.herts.ac.uk with your letter requests. Please make sure that we have your most recent UK address and accommodation evidence.

14.What is accommodation Evidence?

Accommodation Evidence is your proof of address. It is a requirement to send us this once you have arranged your UK accommodation. We accept the following documents:

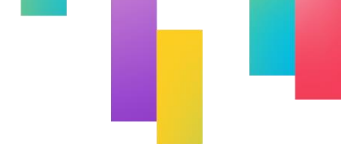
- A signed and valid Accommodation contract / Tenancy Agreement
- Bank Statement
- Utility Bill
- Driving Licence

If you are living with friends or relatives, please ask them to email ask@hic.herts.ac.uk with one of the above documents, to confirm you are living with them.

15.When can I get my work letter/term dates letter/council tax exemption/bank letter?

You will be able to get a bank account letter, term dates letter and work letter from our team once you have successfully enrolled within the college. Please come to our HIC Reception where one of the team will be able to help you.

16.What is council tax exemption?



As a full-time student, you are exempt from paying council tax. Council tax is a tax in the UK that helps fund local authority services. Once you have completed your enrolment within HIC and have received your timetable, you will be able to obtain this letter. Please come to our HIC Reception where one of the team will be able to help you.

17.How can I open a bank account?

To open a bank account, you will normally need to provide two forms of ID (passport, and residence permit) as well as a confirmation of study letter. When you have completed your enrolment and received your timetable, please come to the HIC Offices where we will be able to provide you with a bank letter to show to your bank.

18.How do I find my way around campus?

The best way to get around campus is to download the free Herts Mobile App from your App Store or Google Play. <https://ask.herts.ac.uk/herts-mobile>. Once you are on campus, you can get directions to any building or room using the Wayfinding section of the app.

19.How do I access events?

To see the latest events and activities taking place at HIC, please check the Infohub section of the AXIS portal (<https://axis.navitas.com>) as well as the HIC Newsletter which will be sent out every 2 weeks during term-time. We will also update some events to the events section of our website.

20.When are my semester breaks?

You can see term dates and information on our website. Please click on “admissions” and then “important dates” where you will be able to see these. We will also put a link in the description below to help you find this.

<https://hic.herts.ac.uk/admission/dates/>

21.When is the next tuition fee deadline for the next semester?

Your fees for the next semester will be due in Week 9 of teaching. The deadline will be the **21st November 2025**. We will email you reminders, however please make a note of this date and make your fee payers aware that payment is due by this date.

22.How do I make payment?



Payments can only be made using the HIC Payment Portal online. We will email you a link to the payment portal as well as a reminder of your tuition fee deadline date.

For further instructions on the payment process, please check our website.

23.I am having financial issues, who do I contact?

Please contact ask@hic.herts.ac.uk **before** the Tuition Fee deadline.