

Glasgow Caledonian University			
Records Retention Schedule	Visa Immigration Support and Advice (VISA) Team		
Approved by	Peter Yetton	Date	July 2018
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Code	Record series	Examples of records	Retention Trigger	Department Action	Records Centre (if used)	Retention Action (Total)	Notes/Citation
VISA 1.1	Student Record – Case-notes	Case-notes, scanned documents and email correspondence stored within 'VISA CRM' (Electronic – SharePoint)	End of academic session (June annually)	CRM retained for 10 years (allowing 4 years course + 6 year retention)	N/A	Delete after retention period (+ 10 years)	CRM archive due 1 st June annually – linked to CAS cycle for next academic year
VISA 1.2	Student Record – Client Details	Client Details Forms (scanned/paper shredded)	End of academic session (June annually)	CRM retained for 10 years (allowing 4 years course + 6 year retention)	N/A	Delete after retention period (+ 10 years)	CRM archive due 1 st June annually – linked to CAS cycle for next academic year
VISA 1.3	Visa Processing – Stage 1: Advice	Checklists (scanned/paper provided to student), Passport and Visa Documents (electronic), Case Notes (electronic), Email Correspondence (electronic)	End of academic session (June annually)	CRM retained for 10 years (allowing 4 years course + 6 year retention)	N/A	Delete after retention period (+ 10 years)	CRM archive due 1 st June annually – linked to CAS cycle for next academic year
VISA 1.4	Visa Processing – Stage 2: Submission	Letters, Application Forms, Supporting Documents, Passport and Visa Documents, Police Registration Certificates, Home	End of academic session (June annually)	CRM retained for 10 years (allowing 4 years course + 6 year retention)	N/A	Delete after retention period (+ 10 years)	CRM archive due 1 st June annually – linked to CAS cycle for next academic year

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		Office Correspondence (originals sent to Home Office/returned to student and all documents scanned, electronic retained)					
VISA 1.5	Service Statistics – Student Engagement with Service	Drop-In Sheets (paper), Appointments (in diary – electronic)	End of current academic session (August)	Drop-In Sheets shredded at end of academic year	N/A	Shred	
VISA 1.6	Service Statistics – Service Usage	Service footfall (Tally Records) for service usage statistics, no personal details retained	End of current academic session (August) + 10 years	Retained in ‘VISA Storage’ Shared Drive and deleted after 10 years	N/A	Delete	
VISA 2.1	Procedural Documents	Standard Operating Procedures, Process Maps, Email Templates and Supporting Documents (electronic)	Until Superseded + 1 year	Retain in ‘VISA Storage’ Shared Drive once superseded and deleted after 1 year	N/A	Delete	
VISA 2.2	Service Materials	Presentations, Leaflets, Publications, Postcards (printed and online)	End of current academic session (August) + 10 years	Retain in ‘VISA Storage’ Shared Drive once superseded	N/A	Delete	
VISA 2.3	Email Campaigns and	Mailchimp, Eventbrite,	End of current	Participants	N/A	Delete	

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	Event Management	SurveyMonkey	academic session (August)	details deleted from online database at end of academic session			
VISA 3.1	Visa Compliance – Email Correspondence	Email Correspondence stored within Visa Compliance email inbox (electronic)	End of current academic session (June) + 5 years	Stored in shared email inbox and deleted after 5 years	N/A	Delete	Retention Period allows 4 year UKVI Audit Cycle + 1 year as per UKVI Appendix D requirement
VISA 3.2	Tier 5 – CoS (Sponsorship Management)	Student Documents, Tier 5 CoS, Letters, Email Correspondence (electronic)	End of current academic session (August) + 2 years	Stored in shared email inbox and deleted after 2 years	N/A	Delete	
VISA 3.3	SMS Reporting Activity	Student and Reporting Data within ‘SMS Reporting Log’ (Electronic – SharePoint), Email Correspondence within Visa Reporting email inbox	End of current academic session (June) + 5 years	Stored in SharePoint/shared email inbox and deleted after 5 years	N/A	Delete	Retention Period allows 4 year UKVI Audit Cycle + 1 year as per UKVI Appendix D requirement
VISA 3.4	Visa Refusal Data	Visa Refusal Data within ‘Visa Refusal Log’ (electronic – SharePoint	Retained for as long as active T4 sponsor	Stored in SharePoint/shared email inbox and	N/A	Delete	

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		and Excel on Shared Drive) Visa , Home Office Correspondence (scanned), Email Correspondence (electronic)		deleted after 4 years			
VISA 3.5	Visa Refusal Statistics	Excel database stored on Shared Drive (electronic) includes Student Details, CAS number, Visa Refusal Data and Outcome	Retained for as long as active T4 sponsor – after 5 years, student details will be removed	Student details removed from database after 5 years and refusal information retained for statistical purposes	N/A	Delete	
VISA 3.6	UKVI MI Data	Home Office Excel Data, SMS CAS Data, Email Correspondence (electronic)	Retained for as long as active T4 sponsor	Stored shared drive/shared email inbox and deleted after 5 years	N/A	Delete	
VISA 3.7	UKVI Audits – Internal (Mock) and External (Official)	Audit File Checklists (paper), Email Correspondence (electronic), Photographs (electronic)	End of internal audit season + 1 year	Photographs and Paper File Checklists (stored in locked cabinet in staff office) shredded after 1 year after internal audit season	N/A	Shred/Delete	
VISA 3.8	UKVI Audit Reports –	Audit Reports	Retained for as	UKVI Audit	N/A	Shred/Delete	Retention

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	Internal (Mock) and External (Official)	(electronic): student ID included within relevant Appendix for Specific Departmental Action required; Photographs included within (personal details redacted)	long as active T4 sponsor – after 5 years student details will be removed	Reports (Internal and External) retained for as long as active T4 sponsor – student details removed after 5 years			Period allows 4 year UKVI Audit Cycle + 1 year as per UKVI Appendix D requirement
VISA 3.9	Tier 1 GE – Endorsements	Endorsement Letters (EL) (electronic) on Shared Drive	End of UKVI endorsement period + 3 years	Stored in Shared Drive and deleted after 3 years – signed EL will be retained as part of student record on VISA CRM under <i>VISA 1.4 Visa Processing</i>	N/A	Delete	
VISA 3.10	Immigration Changes/Updated	UKVI Briefing Papers, Minutes -PBS Steering Group, PBS Operations Group (Electronic)	When no longer required for reference	Stored in Shared Drive and deleted if no longer required	N/A	Delete	Required to retain as part of UKVI Tier 4 Sponsorship Management as Immigration Rules change frequently
VISA 3.11	Tier 4 Checks	Post-Assessment Board	End of current	Stored in Shared	N/A	Delete	Retention

Code	Record series	Examples of records	Retention Trigger	Department Action	Records Centre (if used)	Retention Action (Total)	Notes/Citation
		Data, Visa and Passport Expiry Reminders, Checkpoint Data	academic session + 5 year	Drive and delated after 5 years			Period allows 4 year UKVI Audit Cycle + 1 year as per UKVI Appendix D requirement
VISA 3.12	CAS Processing – Tier 4 Extension an Tier 4 DES	Email Correspondence stored within CAS Extension email inbox	End of current academic session + 5 years	Stored in shared email inbox and deleted after 5 years	N/A	Delete	Retention Period allows 4 year UKVI Audit Cycle + 1 year as per UKVI Appendix D requirement
VISA 4.1	Student Files - Old process for ISSS files pre 2011/12	Paper files – Visa Advice, Visa Processing, Student Advice, Hardship Applications	No longer applicable	The last paper files covered by this process are from 2010/11	10 years from course start date	10 years (allowing 4 years course + 6 years retention) The last paper files will be held until October 2021	Final Year of ISSS Student Files is 2010/2011
VISA 4.2	Past ISSS Database	Electronic records –	End of year of	Annual Review to	N/A	Delete	Final year of

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		Access DB, Excel Logs, Wroses DB Data, Volunteering Records, Welcome and Social Event Attendance Records	activity +10 years, or if no longer required for reference	assess need for document and delete where appropriate			ISSS is (April) 2015 when service transferred to VISA