



## **New Africa Student Hub (ASH) Australian High Commission Pretoria**

### ***Changes for clients previously lodging a student visa application in Nairobi***

Student visa applications for clients from Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Democratic Republic of Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Ghana, Mali, Mauritania, Niger, Republic of Congo, Republic of South Sudan, Rwanda, Somalia, Tanzania and Uganda previously lodged at the Australian High Commission Nairobi will be lodged and processed in a single location – the Australian High Commission Pretoria from 1 July 2011.

Please note that student visa applicants residing in Kenya, will need to lodge their applications directly at the Australian Government's new service provider, VFS Global Nairobi, Kenya.

### ***Lodging a student visa application from 1 July 2011***

Passport holders from Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Democratic Republic of Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Ghana, Mali, Mauritania, Niger, Republic of Congo, Republic of South Sudan, Rwanda, Somalia, Tanzania and Uganda travelling to Australia for study are eligible to apply for a student visa. Applications should be lodged with the Australian High Commission, Pretoria.

**See:** [www.immi.gov.au/students/](http://www.immi.gov.au/students/)

Applications for the Australian High Commission Pretoria can be couriered to:

**Australian High Commission Pretoria  
292 Orient Street (Corner Schoeman)  
Arcadia  
Pretoria 0083  
South Africa**

Due to the unreliability of the South African mail service, mail should **not** be posted to the street address. Applications for the Australian High Commission Pretoria can be posted to:

**Australian High Commission Pretoria  
Private Bag X150  
Pretoria 0001  
South Africa:**

Visa applicants in Kenya will need to go in person to the Australian Visa Application Centre in Nairobi to lodge applications and provide their biometrics. The Australian Visa Application Centre is located at:

**Australian Visa Application Centre**

**6th Floor**

**Geomaps Centre**

**Matumbato Road**

**Upper Hill 00100**

**Nairobi**

**Telephone** +254 20 2712106-8

**Email:** [info.auke@vfshelpline.com](mailto:info.auke@vfshelpline.com)

**Website:** [www.vfsglobal.com/australia/kenya](http://www.vfsglobal.com/australia/kenya)

***More information***

**Before an application is lodged**

For more information about lodging your application, visit the department's website.

**See:** [www.immi.gov.au](http://www.immi.gov.au)

The department has a service delivery partner (SDP) arrangement with VFS Global (VFS) to provide Australia visa lodgement services in South Africa. VFS can help with pre-lodgement enquiries.

**Telephone** +27 (0) 839 133 633

**Note:** Value added services (VAS) charges apply.

**What documents should I provide with my visa application?**

Information on documents required to lodge a visa application at the Australian High Commission Pretoria is available on the Australian High Commission website.

**See:** [www.southafrica.embassy.gov.au](http://www.southafrica.embassy.gov.au)

You will also need to ensure that you provide the appropriate payment with your application. Details of the different visa application charges are available on the department's website.

**See:** [www.immi.gov.au/allforms/990i/vac.htm](http://www.immi.gov.au/allforms/990i/vac.htm)

For details on how to pay visa application charges at the Australian High Commission Pretoria:

**See:** [www.immi.gov.au/allforms/990i/methods-of-payment.htm](http://www.immi.gov.au/allforms/990i/methods-of-payment.htm)

You should ensure that you lodge a complete visa application as a decision may be made based on the information you provide with your application. Applications that are complete are likely to be processed more quickly.

If you are asked to provide further supporting documents, you will receive advice on how to submit the additional information. Please ensure that you quote your receipt or reference number given at the time you made your application.

**After an application is lodged**

Once you have lodged your visa application, you can check the progress by contacting the Africa Student Hub by email or telephone.

**Email:** [ASH@dfat.gov.au](mailto:ASH@dfat.gov.au)

**Telephone** +27 12 423 6000

For more information please see [Frequently asked questions—Africa Student Hub \(ASH\)](#)  
Australian High Commission Pretoria.

## Frequently asked questions— Africa Student Hub (ASH) Australian High Commission Pretoria

### Where should I lodge my student visa application?

Student visa applications from Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Democratic Republic of Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Ghana, Mali, Mauritania, Niger, Republic of Congo, Republic of South Sudan, Rwanda, Somalia, Tanzania and Uganda previously processed in Nairobi should be lodged with the Australian High Commission Pretoria from 1 July 2011. You should courier your completed application directly to the Australian High Commission Pretoria:

Please note that student visa applicants residing in Kenya, will need to lodge their applications directly at the Department of Immigration and Citizenship's new service provider, VFS Global Nairobi, Kenya.

**Australian High Commission Pretoria**  
**292 Orient Street (Corner Schoeman)**  
**Arcadia**  
**Pretoria 0083**  
**South Africa**

Due to the unreliability of the South African mail service, mail should **not** be posted to the street address. Applications for the Australian High Commission Pretoria can be posted to:

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**Upper Hill 00100**  
**Nairobi**  
**Telephone** +254 20 2712106-8  
**Email:** [info.auke@vfshelpline.com](mailto:info.auke@vfshelpline.com)  
**Website:** [www.vfsglobal.com/australia/kenya](http://www.vfsglobal.com/australia/kenya)

### Why have lodgement and processing arrangements changed?

The department is undergoing a wide-ranging transformation program to position itself as the best immigration and citizenship organisation in the world.

Consolidating the processing of certain visas will allow the department to improve its client service performance, improve the consistency in decisions and deliver services more efficiently and effectively. The delivery of the transformation program has commenced across a range of products and services.

### **What happens to visa applications already lodged in Nairobi?**

Any applications not finalised by the end of June 2011 will be transferred to the department's Pretoria office and applicants will be notified when their case is transferred. New contact details will be provided to applicants when they are notified that their case has been transferred.

### **How do I know what visa I need?**

The Visa Wizard can help you find the Australian visa most likely to meet your specific circumstances.

**See:** [www.immi.gov.au/visawizard/](http://www.immi.gov.au/visawizard/)

### **What documents should I provide with my visa application?**

Information on documents required to lodge a visa application at the Australian High Commission Pretoria is available on the Australian High Commission Pretoria website.

**See:** [www.southafrica.embassy.gov.au](http://www.southafrica.embassy.gov.au)

You will also need to ensure that you provide the appropriate payment with your application. Details of the different visa application charges are available on the department's website.

**See:** [www.immi.gov.au/allforms/990i/vac.htm](http://www.immi.gov.au/allforms/990i/vac.htm)

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You should ensure that you lodge a complete visa application as a decision may be made based on the information you provide with your application. Applications that are complete are likely to be processed more quickly.

If you are asked to provide further supporting documents, you will receive advice on how to submit the additional information. Please ensure that you quote your receipt or reference number given at the time you made your application.

### **How can I check the progress of my application?**

The department will contact you shortly after your application has been lodged. Average processing times for visa applications are shown on the department's website.

**See:** [www.immi.gov.au/about/charters/client-services-charter/standards/2.1.htm](http://www.immi.gov.au/about/charters/client-services-charter/standards/2.1.htm)

Once you have lodged your visa application, you can check the progress by contacting the Africa Student Hub by email or by telephone:

**Email:** [ASH@dfat.gov.au](mailto:ASH@dfat.gov.au)

**Telephone** +27 12 423 6000

### **How will I know when an application has been decided?**

When a decision has been made, the department will write to the contact given in your visa application.