

FAQ on Student Visa Application for Undergraduate Students

Part 1 Document Preparation & Submission

1. What documents do I need to prepare for my visa application?

Please refer to the supporting document checklist ([applicants from Chinese Mainland](#) / [applicants from Overseas, Taiwan and Macau](#)) for details. Generally, you should provide your academic qualifications as follows:

- **High school students:** High school transcripts
- **High school graduates:** High school graduation diploma/certificate and public exam result/score report
- **Applicants with further studies:** High school graduation diploma/certificate and latest transcripts or graduation certificate in post-secondary institutions

2. If I have more than one academic qualification, how should I upload the documents?

For students from overseas, Taiwan and Macau only.

- Only one file is allowed for each item. Please combine all relevant documents into a single file before uploading under “Proof of Academic Qualifications”.

3. Is there any file size or file type limitation for uploading documents?

Yes. Each file must **not exceed 2MB** and must be in either **.jpg** or **.pdf** format.

4. Do I need to submit any document in hardcopy?

No. You do not need to submit any documents in hardcopy. All submissions are online.

Part 2 System Access & Notifications

5. What should I do if I can't log in to my account?

The [Visa System](#) is only accessible upon your acceptance of the offer (normally a week after the University's receipt of all required documents and payment). If you already registered an account before and forgot your password, you might register the account again and new password will be provided to you.

6. Why was my document rejected, and what should I do?

If any document is disqualified, you will receive an email requesting re-submission. The reason for rejection will be explained in the email. Please refer to that and contact us if you have further questions.

7. Will I receive a notification after submitting my online visa application?

Yes. An email will acknowledge receipt of your submission. You will also be notified by email if any document is missing, rejected, or needs resubmission.

8. Will I be notified when my application is sent to the Immigration Department?

Yes. After our office has checked your submitted documents, you will receive an email notifying you when your visa application has been sent to the Immigration Department.

Part 3 Student Visa Processing

9. How long will my visa application take to process?

After submission, processing typically takes at least **6 – 8 weeks**. The Immigration Department may request additional information/documents if necessary.

10. What should I do if there are changes in my personal particulars, such as receiving a new passport?

Please inform us immediately at ardirect@hkbu.edu.hk if there are any changes.

11. How will I be informed if the Immigration Department requests additional documents?

If the Immigration Department requires more information or documents, they will contact the admissions office. We will then contact you via email with instructions.

12. What happens if I delay responding to an Immigration request?

A delayed response may result in the cancellation or rejection of your visa application. Please reply to our emails as soon as possible.

13. Do I need to pay the visa fee myself?

No. Do not pay the visa fee on your own after your application is approved. There will be no reimbursement or refund for any payments made directly by you.

14. Who is responsible for my visa application approval?

The approval of your visa application is at the discretion of the HKSAR Immigration Department. The Admissions Office (AO) is not responsible for any delay, cancellation, or failure in individual applications. Therefore, you are strongly advised not to make any travel arrangements until your student visa is officially approved.

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