

TOOLKIT

Administrative procedures for the extension of temporary stay visas and the granting and renewal of residence permits for international students, faculty, and researchers in Higher Education.



UNIVERSIDADE
LUSÓFONA

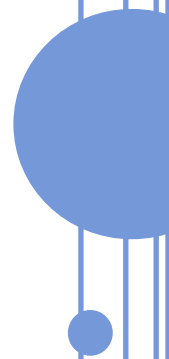




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INTRODUCTORY NOTE

International mobility in Higher Education plays a central role in promoting more diverse, inclusive, and interconnected academic communities, providing relevant opportunities for academic, professional, and personal development for students, faculty members, and researchers. However, mobility experiences also involve administrative, legal, and social challenges that require clear information and appropriate support.

In this context, Universidade Lusófona reinforces its commitment to welcoming and integrating the international academic community by providing essential guidance on regularization procedures in Portugal, as well as information on rights, duties, and support mechanisms. The aim is to promote a safe, integrated academic experience that fosters well-being, inclusion, academic success, and the advancement of knowledge.

This Toolkit constitutes a support instrument for the implementation of the Collaboration Protocol between the Agency for Integration, Migration and Asylum (AIMA) and Higher Education Institutions (HEIs), within the scope of Universidade Lusófona's activities. It compiles systematized information on procedures applicable to international students, faculty members, and researchers, clarifying institutional responsibilities and workflows to ensure greater procedural efficiency, document credibility, and legal compliance.



ABOUT THIS TOOLKIT

What is this Toolkit?

This Toolkit aims to systematize information regarding the reception, support, and integration of international students, faculty members, and researchers within the context of academic mobility and international cooperation in Higher Education.

It gathers practical information and essential guidelines intended to facilitate procedures related to international mobility, promoting a safer, better-informed, and more human-centered integration process.

The Toolkit combines legal information, institutional support, and social guidance, contributing to a more stable and sustainable academic and professional experience for the international academic community.

It may be used in different institutional contexts within Universidade Lusófona, particularly regarding regularization procedures and international mobility processes, from initial arrival support to ongoing assistance throughout the academic or professional trajectory.

The main contexts in which the Toolkit may be used include:

- Initial integration support for international students, faculty members, and researchers;
- Guidance regarding procedures for extension, granting, and renewal of residence permits under the AIMA/Universidade Lusófona Protocol;
- Management and monitoring of appointments with AIMA and communication with applicants;
- Additional support for social, professional, and academic integration, in collaboration with structures such as CLAIM ULusófona.



Who is this Toolkit for?

The International Academic Community of Lusófona University

International Students of Lusófona University: to obtain essential information on legal, administrative, and practical procedures required for staying and integrating in Portugal within the framework of Higher Education.

International Faculty Members and Researchers: to obtain clear guidance regarding regularization procedures related to documentation status, professional framework, and the development of teaching and scientific research activities, as well as information supporting their installation and integration in Portugal.

Lusófona University Services: to support university professionals and services involved in welcoming, monitoring, and integrating the international academic community, promoting coordinated and informed action aligned with institutional and legal procedures currently in force.



COLLABORATION PROTOCOL AIMA / LUSÓFONA UNIVERSITY¹

General Framework

Within the framework of the Collaboration Protocol established between the Agency for Integration, Migration and Asylum (AIMA) and Higher Education Institutions (HEIs), Lusófona University is authorized to collect, submit, and monitor various administrative procedures related to international mobility in Higher Education through its own digital information system.

This Protocol applies to international students, faculty members, and researchers and includes situations involving: extensions of temporary stay visas (Article 54(1)(d) and (f) of Law n.º 23/2007 of July 4); granting and renewal of residence permits for faculty members (under the legal provisions governing teaching activities in Higher Education institutions); and, applications for granting and renewal of residence permits for researchers, faculty members, and students from the European Union.

¹ Celebrated November 2025.

Procedures covered by the Protocol

Within this Protocol, Lusófona University may intervene in the following administrative procedures:

- Extension of temporary stay visas under Article 54(1)(d) and (f) of Law n.º 23/2007 of July 4
- Granting and renewal of residence permits for faculty members, researchers, and students, including citizens of the European Union, under applicable legal provisions
- Communication of mobility of researchers holding residence permits issued by another EU Member State for periods up to or exceeding 180 days when conducting research activities and, where applicable, teaching activities in Portugal.

Responsibilities of Lusófona University

Within the implementation of the Protocol, Universidade Lusófona assumes the following responsibilities:

- Collect, verify, and submit all legally required documentation through the AIMA system, ensuring its accuracy, completeness, and reliability
- Provide and keep updated the applicants' identification data, addresses, email contacts, and telephone numbers
- Ensure the presentation of original documents during in-person appointments when applicable
- Ensure the applicants' attendance at the AIMA Office on the scheduled date and time for biometric data collection and document verification
- Communicate any inability to attend in a timely manner and collaborate in rescheduling appointments
- Maintain a regular and efficient communication channel with AIMA to monitor administrative procedures.

Institutional contact points and coordination with AIMA

For the operationalization of the Protocol, Universidade Lusófona must:

- Designate institutional contact points responsible for monitoring procedures (Single Point of Contact)
- Promote information initiatives for the international academic community regarding immigration law and procedures
- Adopt measures ensuring compliance with legislation regarding entry, stay, departure, and removal of foreign citizens
- Immediately communicate to AIMA any irregular situations, including abandonment of studies or circumstances preventing the granting, renewal, or extension of residence permits.

Responsibilities of AIMA

Within the scope of this Protocol, AIMA is responsible for:

- Creating, managing, and maintaining the information systems required for document submission
- Defining technical specifications for equipment and implementing information security policies under Resolution of the Council of Ministers No. 41/2018 of March 28
- Analyzing, validating, and processing applications submitted by Universidade Lusófona
- Scheduling in-person appointments, whenever possible, according to geographical proximity criteria
- Communicating essential appointment information (date, time, and location) to Universidade Lusófona
- Requesting additional documentation when necessary
- Issuing decisions within legally established deadlines provided the applications are correctly submitted.



APPOINTMENT MANAGEMENT

Appointment management is defined in Clause 5 of the Protocol as follows:

- AIMA is responsible for scheduling appointments according to priority, convenience, and opportunity criteria
- AIMA notifies both the applicants and Universidade Lusófona of the appointment date, time, and location
- Inability to attend must be communicated as early as possible
- In case of absence, AIMA informs Universidade Lusófona
- Urgent requests for earlier appointments must be duly justified and supported by evidence
- Rescheduling due to absence depends on the availability of new appointment slots.



INSTITUTIONAL CONTACTS

List of Universidade Lusófona contact persons responsible for liaison with AIMA, with access to the information system (under the terms set out in Clause 6 of the Collaboration Protocol) and responsible for monitoring the administrative procedures:

Name	Role
Elisabete Pinto da Costa	Coordinator of the Local Support Centre for the Integration of Migrants (CLAIM ULusófona)
Sandra Rocha	Coordinator of the Lusófona International Office (LIO)
Ana Morato	Coordinator of the Lusófona Institute for Research and Development (ILIND)
Ana Paula Caetano	Sub-coordinator of CLAIM ULusófona – Porto University Centre
Hélia Bracons	Sub-coordinator of CLAIM ULusófona – Lisbon University Centre
Mariana Neiva	CLAIM ULusófona Technician – administrative process support
Mariana Oliveira	CLAIM ULusófona Technician – administrative process support



FLOWCHART – GUIDELINES FOR THE IMPLEMENTATION OF THE PROTOCOL

INTERNATIONAL ACADEMIC COMMUNITY

Requests support from the Single Point of Contact for regularization, renewal, or international mobility procedures.



UNIVERSIDADE LUSÓFONA (SINGLE POINT OF CONTACT)

Provides initial information and guidance
Collects and verifies the required documentation
Confirms the legal compliance of the application
Submits the request through the AIMA Information System



AIMA – APPLICATION REVIEW

Validates the submitted documentation
Requests additional information, if necessary
Informs the Lusófona University Single Contact Point of the date, time, and location for the collection of biometric data and document verification



UNIVERSIDADE LUSÓFONA (SINGLE POINT OF CONTACT)

The Single Contact Point communicates the date, time, and location to the applicant.

If the applicant is unable to attend, they must send a justification in advance to the Single Contact Point, which will be communicated to AIMA.



IN-PERSON APPOINTMENT AT AN AIMA OFFICE

The applicant attends the AIMA Office in order to complete biometric data collection and document verification.



ADMINISTRATIVE DECISION (AIMA)

Granting, renewal, or extension of the residence permit
Granting, renewal, or extension of the residence authorisation
Communication of the decision by AIMA to the applicant.



VISAS

A visa is an authorization granted by the Portuguese State allowing entry into national territory for a specific purpose. It must be requested prior to travelling to Portugal at the Portuguese consulate or embassy in the applicant's country of residence.

Within the scope of academic mobility in Higher Education, the following residence visas are particularly relevant:

- Residence Visa for Study (Article 62 of Law No. 23/2007 of July 4)
- Residence Visa for Teaching Activity or Highly Qualified Activity (Article 61)
- Residence Visa for Scientific Research (Article 57).

Visa applications must be submitted at the Portuguese consulate or visa application center in the applicant's country of residence.

In duly justified situations and after verification of the institutional link, the Single Point of Contact of Universidade Lusófona may establish institutional communication with the relevant consular authorities to signal scheduling constraints that may compromise the regular start of academic or scientific activities.

This institutional communication:

- Does not replace the individual visa application submitted by the applicant
- Does not automatically grant appointment priority
- Does not interfere with the exclusive competence of consular authorities regarding visa assessment and decisions.

Required Documents (general rule):

Depending on the type of visa and specific guidance from the relevant consulate, the following documents may be required:



- Valid passport
- Completed visa application form
- Passport-size photograph
- Proof of the purpose of stay, such as:
 - Admission letter issued by a Higher Education institution (students)
 - Employment contract or promise of employment (faculty members)
 - Hosting agreement, scholarship, or research contract (researchers)
- Proof of financial means
- Proof of accommodation in Portugal
- Valid health insurance or adequate coverage
- Criminal record certificate from the country of origin or residence
- Payment of the applicable consular fee.



GUIDELINES FOR INTERNATIONAL STUDENTS AT LUSÓFONA UNIVERSITY

Before leaving the country of origin

Confirm admission to the Higher Education Institution

- Obtain the admission letter from Universidade Lusófona (essential for visa application)

Apply for a residence visa for study in Higher Education under Article 62 of the Immigration Law².

- Schedule the appointment at the Portuguese consulate or embassy in the country of residence.

Citizens holding a temporary stay visa under Article 54(1)(f) are not allowed to perform professional activities; however, they may apply for a residence permit for students.

Note: If the student has entered Portuguese territory legally, a residence visa may be waived.

Required documents

- Valid passport
- University admission letter
- Proof of accommodation in Portugal
- Proof of financial means

²**NOTE:** Citizens of the European Union do not require a residence visa to live, study, or work in Portugal. For stays of up to three months, no registration is required; the presentation of a valid identification document or passport is sufficient. For stays longer than three months, it is mandatory to apply for the EU Citizen Registration Certificate (CRUE) at the Municipal Council (Câmara Municipal) of the area of residence, which certifies legal residence in Portugal and does not constitute a visa. After five years of legal and continuous residence in Portugal, EU citizens may apply for a Permanent Residence Certificate.



- Health insurance and/or Portuguese health service number

Upon arrival in Portugal

Residence permit

Students must schedule an appointment with AIMA to apply for a residence permit for study under Article 91 of the Immigration Law through the Single Point of Contact.

Required documents

- Valid passport
- University admission letter
- Tuition fee payment proof
- Proof of financial means
- Proof of accommodation in Portugal
- Health insurance and/or health service number
- Portuguese Tax Identification Number (NIF)
- Portuguese Social Security Number.



GUIDELINES FOR INTERNATIONAL FACULTY AT LUSÓFONA UNIVERSITY

Before leaving the country of origin

Have one of the following:

- An employment contract or a promise of an employment contract, a service provision contract; or
- An invitation letter issued by a higher education or vocational training institution; or
- A declaration of responsibility issued by a certified company.

Application for a residence visa for teaching/highly qualified activity, under Article 61 of the Portuguese Immigration Law:

- At the Portuguese consulate or embassy in the country of residence.

NOTE: If the lecturer has entered Portuguese territory legally, they are exempt from obtaining a residence visa.

Required documents:

- Valid passport;
- Contractual agreement with the institution;
- Proof of means of subsistence;
- Health insurance and/or National Health Service user number;
- Proof of accommodation in Portugal.



Upon arrival in Portugal

Residence Permit:

- An appointment must be requested with AIMA for the granting of a residence permit for teaching/highly qualified activity, under Article 90 of the Immigration Law in conjunction with Article 56 of Regulatory Decree No. 84/2007, through the Single Contact Point.

Required documents:

- Valid passport;
- Employment contract;
- Proof of means of subsistence;
- Proof of accommodation in Portugal;
- Health insurance and/or National Health Service user number;
- Portuguese Tax Identification Number (NIF);
- Social Security Identification Number.



GUIDELINES FOR INTERNATIONAL RESEARCHERS AT LUSÓFONA UNIVERSITY

Before leaving the country of origin

Affiliation with a research centre or university

- An international researcher who intends to carry out scientific activity at Lusófona University must, prior to travelling to Portugal, ensure the existence of a formal affiliation with a research centre or a recognised higher education institution.
- The researcher must have a research grant, employment contract, service provision contract, or a hosting agreement issued by a recognised scientific centre or institution in Portugal.

Application for a residence visa for research

Under Article 57 of Law No. 23/2007 (Portuguese Immigration Law), the researcher must apply for a **residence visa for scientific research activity** at the Portuguese consulate or embassy responsible for the country of residence before entering Portuguese territory.

NOTE: If the researcher has legally entered Portuguese territory, they are exempt from the residence visa requirement.

Required documents

- Valid passport;
- Contract or formal agreement establishing the affiliation with the institution;
- Proof of means of subsistence;
- Proof of academic and professional qualifications;



- Health insurance or proof of coverage by the Portuguese National Health Service (SNS).

The granting of the visa allows the researcher to enter Portugal in order to apply for a **residence permit**.

Special mobility conditions

- Researchers holding a residence permit issued by another EU Member State may enter Portugal without a visa and stay for up to **180 days**, provided specific conditions are met (Article 91-C).
- If the stay exceeds **180 days**, they must apply for a **long-term mobility residence permit** within **30 days after entering Portugal**.

Upon arrival in Portugal

Residence Permit

- An appointment must be requested with **AIMA** for the granting of a residence permit for research/highly qualified activity, under **Article 91-B of the Immigration Law**, in conjunction with **Article 56 of Regulatory Decree No. 84/2007**.
- The request is submitted through the **Single Contact Point** and subsequently formalised in person.

Required documents

- Valid passport;
- Employment contract;
- Proof of means of subsistence;
- Proof of accommodation in Portugal;
- Health insurance and/or National Health Service user number;
- Portuguese Tax Identification Number (NIF);
- Social Security Identification Number.



The residence permit will be issued for the legally established period and may be renewed in accordance with the law.

Long-term mobility

- If the researcher holds a residence permit from another EU Member State and intends to remain in Portugal for **more than 180 days**, they must apply for a **long-term mobility residence permit** within the legally established timeframe.
- The application must demonstrate that the conditions underlying the mobility remain valid, including a valid institutional affiliation and adequate means of subsistence.



TAX IDENTIFICATION NUMBER (NIF)

A foreign national residing in Portugal who works and pays taxes in Portugal must obtain a **Tax Identification Number (NIF)**.

The **Tax Identification Number (NIF)** is a unique number assigned to each taxpayer in Portugal by the **Portuguese Tax and Customs Authority (Autoridade Tributária e Aduaneira – AT)**.

To apply for a NIF, the following documents are required:

- Non-resident in Portugal: **identification document or passport and a tax representative (individual or legal entity) with residence in Portuguese territory.**
- Citizens of the European Union: **civil identification document, passport, or a Registration Certificate for EU Citizens (CRUE) issued by the municipality of the area of residence.**
- Citizens from countries outside the European Union: **identification document or passport and a valid residence permit.**

The request can be made in the following ways:

- **By the applicant, at the Tax Office (Finanças)** – through an appointment for in-person service via the **Telephone Contact Centre (CAT)** at +351 217 206 707, on working days from 9:00 a.m. to 7:00 p.m., or through the **Finance Portal (Portal das Finanças)**.
- **By a representative³** – through the **e-balcão** of the Finance Portal, in cases where the person requesting the NIF resides outside the European Union, Norway, Iceland or Liechtenstein.

³ **NOTE:** The tax representative may be a lawyer or accountant hired by the company, or a family member or friend residing in Portugal.



SOCIAL SECURITY IDENTIFICATION NUMBER (NISS)

The **Social Security Identification Number (NISS)** is mandatory for anyone working in Portugal. It is a unique number used for registration and monitoring within the Portuguese Social Security system. Without a NISS it is not possible to make social security contributions or access social benefits. It is also required for employment contracts and other administrative procedures related to professional activity and social protection.

The **NISS is issued free of charge**, and the request can be made through the form available on the **Social Security website**, upon presentation of valid identification documents. It can only be issued to individuals who hold a **valid residence permit**.

Required documents to apply for a NISS

A valid identification document must be presented at the time of the online request, according to the applicant's status:

Citizens of third countries (outside the EU/EEA/Switzerland)

- Passport; or
- Residence Permit/Residence Authorisation (temporary or permanent).
(The residence permit replaces the identification document, including for Brazilian citizens.)



Citizens of the EU, EEA or Switzerland

- Civil identification document from the country of origin; or
- Passport; and/or
- Residence card.

Document proving the reason for issuing the NISS⁴

The issuance of the NISS requires a link with the Social Security system, such as:

- Employment contract (employee);
- Self-employment activity (registration of activity + invoices/receipts);
- Registration in the **Voluntary Social Insurance Scheme (SSV)**;
- Need to receive Social Security benefits.

Accepted supporting documents (foreign citizens)

- Employment contract (translated into Portuguese);
- Proof of registration of self-employment activity + invoices/receipts;
- Employment contract with a foreign entity (digital nomads).

⁴ **NOTE:** When an employment situation exists, the NISS is only assigned after the employer has formally registered the employment contract.



RECOGNITION OF ACADEMIC DEGREES

Academic degrees⁵ obtained abroad may require recognition and the conversion of the final classification to the Portuguese grading scale, in accordance with **Decree-Law No. 66/2018 of 16 August**. The application may be submitted to a **public higher education institution** or to the **Directorate-General for Higher Education (DGES)**.

Types of recognition in Portugal

Automatic Recognition

- Generic recognition of degrees equivalent to **Bachelor's, Master's, or PhD**;
- May be requested at **Public Higher Education Institutions or DGES**;
- DGES fee: **€32.20** – Maximum processing time: **30 days**.

Level Recognition

- Individualised recognition based on **comparability of the academic level**;
- May be requested at **public universities or public polytechnic institutes**;
- May require **curricular and scientific documentation**.
- Maximum processing time: **90 days**.

⁵ NOTE: Recognition of Foreign Higher Education Degrees and Diplomas and Conversion of Final Classification, available at: <https://www.dges.gov.pt/recon/formulario>
List of Degrees issued by the Commission for the Recognition of Foreign Degrees and Diplomas, available at:
https://www.dges.gov.pt/sites/default/files/quadros_deliberacoes_-_2019pt.pdf



Specific Recognition

- Individualised recognition of equivalence to a **specific Portuguese degree**;
- May be requested at **public universities or public polytechnic institutes**;
- May require a **detailed analysis of the academic pathway**.
- Maximum processing time: **90 days**.



ACCOMMODATION

Lusófona University offers accommodation at the **Manuel da Maia University Residence**, located at the intersection of **Av. Manuel da Maia and Alameda Dom Afonso Henriques**, as part of a project promoted by the **Lisbon City Council** and made available to higher education institutions in Lisbon.

For most people, accommodation represents the **largest monthly expense**. Prices vary depending on location, size, and type of property. In general, **renting a room may start at around €300**, although it may increase considerably depending on the area and housing conditions.

- **Manuel da Maia University Residence**

Additional housing options

- Idealista
- Imovirtual
- Casa Sapo
- Supercasa
- Uniplaces – Discount code: **LUSOF40**
- Booking reservations
- Trivago
- Spotahome – Promotional code: **LUSOFONA437**
- Colegial
- Coolivin
- Inlife – Promotional code: **INULUSOFONA10**



TRANSPORT

Lisbon

Municipal Transport Pass – €30/month

- Valid for travel on regular public transport within **one of the 18 municipalities of the Lisbon Metropolitan Area**.
- Valid from the **first to the last day of the month of purchase**, within the selected municipality.

Metropolitan Pass – €40/month

- Valid on **all regular public transport** across the **18 municipalities of the Lisbon Metropolitan Area**.
- Valid from the **first to the last day of the month of purchase**.

More information: **Navegante Card**

Youth Pass / Sub23 – Free up to 23 years old (Lisbon⁶)

- Free for all young people **up to 23 years old**, whether students or non-students;
- Valid throughout the **Lisbon Metropolitan Area**;
- Applies to the **Navegante Metropolitan pass**.

⁶ NOTE: Even though it's free, the pass must be loaded every month; Young people aged 19–23 may need to prove their status (e.g., Enrollment; Under-23 Document); Courses with an integrated study cycle (Medicine, Architecture, etc.) are free until the age of 24.



Porto

Andante Metropolitan Pass

- Free up to **23 years old (Andante Youth Pass)**;
- Covers **metro, buses and suburban trains**;
- Valid across the **17 municipalities of the Porto Metropolitan Area**;
- **Monthly validation is required**, even when the pass is free.

Additional information

- **Andante Card**: one-time cost of **€3**
- **Validation required** on every journey
- The **ANDA app** allows travel using a mobile phone (youth profile must be defined in an Andante shop).



HEALTH AND WELL-BEING SERVICES

The public healthcare system in Portugal is free for portuguese citizens and legal residents, ensuring general access to essential healthcare services.

As a foreign citizen holding a **valid residence permit in Portugal**, you are entitled to obtain a **National Health Service (SNS) user number**.

To do so, you must go to the **health centre (Centro de Saúde)** in your area of residence.

- **Required documents:**
 - Valid residence permit;
 - Passport;
 - NIF (Tax Identification Number);
 - Proof of address, such as a rental contract or a certificate issued by the local parish council (***Junta de Freguesia***).

At the health centre, your registration will be completed in the system and you will be assigned a **SNS user number**. If places are available, you may also choose a **family doctor**. Usually, the number is issued on the same day or within a few days.

Nevertheless, many people choose to take out **private health insurance**, which may cost between **€35 and €100 per person**, depending on age and the services included. Students travelling to Portugal should pay attention to their **health coverage according to their country of origin**.

- **Students who are citizens of the European Union (EU)**
 - Must obtain the **European Health Insurance Card (EHIC)** in their country of origin before travelling, which



guarantees access to the Portuguese **National Health Service (SNS)**.

- **Students from countries outside the EU**
 - Must obtain **international health insurance**. In the case of citizens from countries with **international agreements with Portugal** in the field of health and social security, such as Brazil, it is necessary to bring the documents that allow access to the SNS, such as **Form PT/BR 13**.

More information on access to the public healthcare system can be found on the **SNS website**.

In addition, all students enrolled in Lusófona institutions have access to **student personal accident insurance**, which covers accidents occurring during academic activities, within school premises, as well as during the journey between home and the university.

- All students at Lusófona University are entitled to benefit from the **PBS – Health Benefits Plan**. This plan is not health insurance, but a **free programme** that provides benefits directly to students, faculty members and other university staff who have confirmed enrolment or professional activity. To access the benefits, it is sufficient to present the **Student, Faculty, or Staff Card**.

More information can be found on the **PBS website**.



CLAIM ULUSÓFONA - FAMI PROJECT

Support and Integrate Migrants (AIM) is a project developed by **CLAIM Lusófona**, supported by the **FAMI 2030 Programme** and the **European Union**.

The **Local Support Centres for the Integration of Migrants (CLAIM)** are specialised structures that provide assistance and support to migrants, with the aim of offering **information services, guidance, and legal support throughout the national territory**.

The **CLAIM of Lusófona University**, funded by the **FAMI 2030 Programme**, operates as a service dedicated to the **reception and integration of migrants**, promoting a **coordinated, integrated and holistic community-based intervention**, aimed at responding to the multiple challenges inherent in migration processes.

Objectives

- Facilitate the integration of migrants;
- Provide support and guidance throughout the migration process;
- Promote activities, awareness actions and training initiatives for migrant integration;
- Organise workshops, discussion sessions and training activities;
- Develop social intervention projects;
- Collaborate with institutions to promote integration initiatives.



CLAIM ULusófona: Services

Legal Support

- Assistance with scheduling appointments for the granting of **residence permits** through the **digital information systems of AIMA**;
- Support with the **digital renewal of residence permits**;
- Guidance in preparing responses to **draft decisions of refusal**, within the legal and informational limits of the service;
- Support in identifying and organising the documentation required for **legal and administrative procedures**;
- Referral to competent services and institutions whenever necessary, particularly in cases where there is a lack of response from the responsible authorities, except in situations where the applicant has been informed by **AIMA** that they must await a response. The processing and final decision remain the exclusive responsibility of the competent authority⁷.

Social Support

- **Psychosocial support services**;
- Assistance in searching for housing and student residences for **students, researchers and faculty members**, through the provision of information systems and accommodation search platforms;

⁷ **NOTE:** The processing, assessment and decision regarding applications for the granting and renewal of residence permits fall under the **exclusive responsibility of AIMA**; AIMA is also responsible for the **management of appointments** and the **response times associated with them**;

The **issuance of residence permits**, as well as the respective **production and delivery timelines**, are the responsibility of AIMA, and these timeframes cannot be defined or altered by CLAIM.



- Support in the **application for the Social Security Identification Number (NISS)**, including information on the required documentation, eligibility criteria defined by Social Security, and assistance with completing the application form;
- Guidance regarding the **documentation required to obtain the National Health Service user number**, including information about service locations and coordination with health centres to facilitate the process;
- Support in accessing **essential goods**, such as food and clothing, for individuals in vulnerable situations, through coordination and referral to local organisations.

Psychological Support

- Promotion of **mental health and emotional well-being**;
- Support in the management of emotions (anxiety, sadness, fear, anger, stress);
- Prevention of the worsening of psychological difficulties.

Employability Support

- Capacity-building and information to support the development of **skills, qualifications and competencies**;
- **Individual career guidance**, including support in active job search;
- Participation in **employment groups and networks** (e.g., Job Search initiatives) to promote the recruitment of migrant communities;
- Collection, systematisation and regular updating of **Portuguese language courses**.



UNIVERSIDADE
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Single Contact Point



Lisbon University Centre
Campo Grande, nº 376
1749-024 Lisboa, Portugal



Porto University Centre
Rua Augusto Rosa, nº24
4000-098 Porto, Portugal

For further clarification and access to personalised guidance, **CLAIM at Lusófona University** provides the email claim@ulusofona.pt and the telephone contacts **+351 222 073 241 (Porto)** and **+351 217 515 557 (Lisbon)**.

Opening hours: **09:00 to 19:00, Monday to Friday.**



INSTITUTIONAL COMPLEMENTARITY AND BENEFITS OF THE PROTOCOL

The Protocol between AIMA and Lusófona University establishes a complementary collaboration in the document regularisation of the international academic community, whereby **AIMA ensures the administrative decision**, while **CLAIM Lusófona provides technical support and guidance to applicants**.

This coordination increases the efficiency of procedures, reduces errors, and strengthens the **integration of international students, faculty members, and researchers within the Portuguese higher education system**.