

## Details on gLOBE

The first stage in the caseworking process is for the Administrative Officer (AO) to examine the application details, which have been input onto gLOBE. For new application files, AOs should first undertake a search on gLOBE to see if there have been any previous applications made for the overseas national. If they are satisfied that the correct application file has been opened, AOs should then compare the details on screen with those on the application form to check that the case has been input correctly and amend any errors.

- Personal details of the overseas national
- Occupation details
- Employer details
- Representative details
- Application form signed

### **What to do if?**

- The overseas national has married and their name has now changed
- The work permit/approval letter contains errors and the employer has requested a reprint
- The application form has not been signed

### **Personal details of the overseas national**

Caseworkers should check that the personal details of the overseas national have been input correctly, particularly the person's name, date of birth and passport number. Ensuring that these are correct reduces the number of work permits we are required to reprint.

It is essential that caseworkers do not query the gender of a person subject to a work permit application with any other party such as the employer or their representative. The Gender Recognition Act 2004 establishes that it is an offence for a person (e.g. a caseworker) to disclose information that he/she has acquired in an official capacity about the gender history of an individual for whom a work permit is sought. Any application for a work permit where it appears or is suspected that the individual has completed, or is in the process of gender reassignment must be caseworked as normal, with no query to a third party about the person's gender.

Caseworkers can only query an applicant's gender if both the male and female options have been ticked on the application form, or if both the options have been left blank. A work permit should not be refused on the grounds that a change in gender has occurred. The date of birth and nationality should all be the same as in previous applications.

A person guilty of an offence under this section of the Act is liable on summary conviction to a fine.

### **Occupation details**

Caseworkers should check that the occupation field on the application tab on gLOBE has been input correctly. Ensuring that this field has a correct entry in it will allow sector specific management information to be more accurate. Management information is gathered to map trends and support policy change. These statistics are often requested by Ministers in order to justify decisions and policy change and support requests for extra resource.

### **Employer details**

Attention should be paid to the employer file to ensure that it conforms to the details given in the application form. Particular attention should be paid to the employer comments, as these will highlight any previous noteworthy involvement we have had with that employer. Caseworkers should search gLOBE under post code and employer name to ensure there are no employer files for the employer already on gLOBE.

### **Representative details**

Caseworkers should read the representative comments on gLOBE. Representatives should be compliant with the regulations of the Office of the Immigration Services Commissioner (OISC).

### **Application form signed**

Caseworkers must ensure that the application form has been signed by an authorised person from the employer making the application and, if a representative has been used, a signature from the representative. If the organisation has no employee in the UK with authority to sign the employer declaration may be signed by a UK registered solicitor, (but not by any other agent) with a letter of authorisation from the employer.

### **What to do if?**

#### **The overseas national has married and their name has now changed –**

The old file should not be used. Historical details are contained in the old file and no changes should be made other than instructions on the case comments stating that the old number should not be used and details of the new application number. If necessary, a PRN request should be generated and new file created with the new details included. Caseworkers should record the previous application number on the new file for cross-reference purposes.

**The work permit/approval letter contains errors and the employer has requested a reprint** - We would normally expect the original permit to be returned to Work Permits (UK) with a covering letter explaining the reasons for a reprint before a reprint can be generated. Where a reprint is required due to an error on the details recorded on the permit, a reprint can normally be done as a matter of course up to six months following the date of issue.

In certain circumstances we may exceptionally reprint a permit without the original document being returned - for example, if the original had been lost in transit. It is also good practice to ensure that the British Diplomatic Post has not confiscated re-issued permits. Contact by e-mail is the fastest way of ensuring this.

**The application form has not been signed** – Caseworkers should contact the employer/representative who has not signed and request a new, signed original of the declaration page. The application can be caseworked as normal; however, a decision cannot be endorsed until the signed declaration has been received.