

BORDER AND IMMIGRATION AGENCY BUSINESS PROCESSES FOR WORK PERMIT APPLICATIONS

[Action on Receipt](#)

[Allocation of Cases](#)

[Action by Administrative Assistant \(AA\)](#)

[Action by Administrative Officer \(AO\)](#)

[Recommending the Decision](#)

[Action by Executive Officer \(EO\)](#)

[Action by Higher Executive Officer \(HEO\)](#)

[Private Office, Official Reply and Treat Officially cases](#)

Action on Receipt

All postal applications are sent to the Border and Immigration Agency via Siemens in Sheffield, who deal with fees and information relating to charging for permits. Once an application has been accepted for processing by Siemens and a Payment Reference Number (PRN) has been generated, they send it in a plastic wallet with all supporting documents to the Workflow Team.

Applications may be submitted electronically, via e-mail. Once received, the relevant parts of the form are forwarded automatically to Siemens. The main part of the application is sent to the gLOBE holding tray.

Faxed applications will only be accepted for urgent applications. Employers should send them directly to the Border and Immigration Agency Payment Handling Service.

[Back to Top](#)

Allocation of Cases

Business teams draw down work permit applications from the Workflow Team in date order. Work is allocated according to the availability of resource to prevent the build up of applications on individual teams.

With the exception of the Sports and Entertainments team, business teams are alphabetically split for contact purposes only. Details are shown on the link below.

www.bia.homeoffice.gov.uk/workingintheuk/workpermits/contacts/

[Back to Top](#)

Action by Administrative Assistant (AA)

Applications are input onto gLOBE, one of the Border and Immigration Agency's computer systems, by AAs.

As part of the inputting process gLOBE will instruct the AA to check whether any other applications have been received for the overseas national.

AAs in the Business Process Team (BPT) will pull cases from the Workflow Kanban and input it as required by the team.

[Back to Top](#)

Action by Administrative Officer (AO)

The AO caseworker will pull a case from the team kanban in strict date order and casework it immediately

AAs will complete an application identification sheet to identify category, risk and type of application at input stage. AOs will be responsible for checking this is correct and amend where required. Some cases can be authorised at AO level without the need for them to be passed to the EO for clearance. See guide to caseworking on Knowledge Base

[Back to Top](#)

Recommending the Decision

Once the caseworker has completed consideration of the case, they should recommend a decision. They must record full details of their recommendation in the worker comments field on gLOBE. Staff should be aware that any comments recorded on gLOBE cannot be removed once saved. These comments can be requested by the employer or overseas national and may be used in legal proceedings.

When the recommendation is put forward, caseworkers should draft the appropriate approval or refusal letter, depending on whether the overseas national is in the UK or abroad and the type of application.

Where an In-Country case is approved:

- The approval letter to the employer or representative is printed centrally and forwarded to the employer or representative.

Where an In-Country case is refused:

- The refusal letter to the employer or representative is printed on the team and sent out to the employer or representative.

Applications where the case has been refused should be retained on the business team for one month so that the papers are available if a review is requested.

Before refusing an application, caseworkers should make every effort to obtain all necessary information pertinent to the case unless it is irrevocably flawed and make sure that they refuse an application on all possible grounds.

[Back to Top](#)

Action by Executive Officer (EO)

On a percentage of cases an AO deals with or on cases that have a higher risk level, the EO carries out checks on recommendations made by the caseworker. They will consider the AO's recommendation and examine all evidence to establish that the application meets the criteria and will check and amend, where necessary, the standard letter drafted by the AO. If the EO agrees with the recommendation made by the AO, they will authorise the application and instruct gLOBE to print the letter and/or work permit.

If the EO does not agree with the recommendation made by the AO, they will note their comments in gLOBE and, after consultation with the caseworker, return the case papers to them for further consideration. The AO should note the EO's comments and take any further action necessary before again making a recommendation and passing the case back to the EO for the final authorisation and printing of the appropriate letter.

[Back to Top](#)

Action by Higher Executive Officer (HEO)

As well as the checks carried out by EOs, HEOs check a percentage of all decisions made by the EO. gLOBE randomly selects cases for HEO checking.

[Back to Top](#)

Private Office, Official Reply and Treat Officially cases

Any Private Office (PO), Official Reply (OR) or Treat Officially (TO) case which contains new or additional information or requests reconsideration of a decision but must be sent to the Reviews Team to process immediately upon receipt.

[Back to Top](#)