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1. INTRODUCTION

The UK Borders Act 2007 provides legislative powers that enable the United Kingdom Border Agency (UKBA) to [issue Identity Cards for Foreign Nationals \(ICFN\)](#) which are known technically under the Act as a “Biometric Immigration Document” (BID). From 2008 a person subject to immigration control may be required to apply for the issue of a BID and register their biometric identifiers as part of that process.

The Identity Card uses biometric technology to lock a person into a single identity. Biometric identifiers are collected in the form of a digitalised facial image and 10 (dry) electronic fingerscans. This information will then be stored by the Immigration and Asylum Fingerprint Service (IAFS) Database held by the Immigration Fingerprint Bureau (IFB). The Identity Card is issued in the form of a highly secure standalone polycarbonate card, which contains the holder’s biometrics and immigration status in a tamperproof chip embedded in the card.

The Immigration (Biometric Registration) Regulations 2008 (as amended) set out the legal basis and should be referred to alongside this instruction. The Immigration (Biometric Registration) (Amendment) Regulations 2009 lay down additional categories from 31st March 2009.

This guidance is applicable from November 25th 2008.

For the purposes of this instruction the word

“applicant” means

a person making a combined application for leave to remain and a biometric identity document

“dependant” means

a spouse, civil partner or child under the age of 18 who is applying on the same application form as the “applicant”

and the phrase “biometrics” means

biometric identifiers in the form of a digitalised facial image and 10 fingerscans.

Where, in the processing of an application discretion is exercised e.g. an assessment is required in respect of any exemptions ;only an ‘authorised person’ can do so. An ‘authorised person’ for the purposes of this guidance is an official of UKBA.

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1.1. Applications Requiring Biometric Enrolment

Persons applying for leave to remain in the following categories are required to submit their Biometrics;

Form FLR(S)

Student
Student nurse
Re-sit an examination

Prospective Student
Sabbatical Officer
Write up a thesis

Form FLR(M)

Spouse...
Civil Partner...
Unmarried partner...
Same-Sex partner...

...of a person present and settled in the United Kingdom

Form ICFN(RC) Replacement ICFN Card. See separate IDI

Those applying on or after **31 March 2009** in the following categories are required to submit their biometrics;

Form FLR(BID)

Academic visitors granted LTR for more than six months
Visitors for private medical treatment
Domestic workers in a private household
United Kingdom Ancestry LTR

FLR (BUS)

Retired persons of independent means and their parents and children
Sole representatives

Form TOC

Transfer of Conditions LTR applications (Not 'No Time Limit' Applications)

Form Tier 4 (General)

Applications under Tier 4 of the Points Based System

Including postgraduate doctors and dentists LTR

Form Tier 4 (Child)

Applications from child students

PBS (Dependant)

Applications from dependants of migrants with leave under Tier 4 of the Points Based System

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1.2. Children under the age of 16

A "responsible adult" must be present in order for a child under the age of 16 to submit their biometrics. For the purposes of the regulations a responsible adult must be a person aged 18 or over who is either the child's parent or legal guardian; or a person who has responsibility for the child at that time (e.g. a member of staff at that child's school). A responsible adult cannot be an "authorised person" within the meaning of the regulations. This means that an Immigration Officer, an official of the Secretary of State, a police constable, a prison officer or a person employed at a removal centre can never be a responsible adult for these purposes. Nor can a person acting on behalf of an authorised person under the regulations (e.g. a private contractor).

Further guidance on handling children's cases is issued to the biometrics enrolment team.

A new appointment will need to be booked immediately, where a child under the age of 16 is not accompanied by a responsible adult. A responsible adult should be nominated by the child and notified that they must be present at the next appointment.

Staff at the Public Enquiry Office have guidance and training in working with children, this will include all associated issues such as "responsible adults".

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1.3. Biometrics Process Overview

Where a person makes an application of the type listed on pages 3 & 4 they will be required to submit their biometrics at a Public Enquiry Office (reporting centre in Cardiff). A broad overview of the process is as follows. Further detail on each step can be viewed by following the links below.

Postal	Premium
Application and fee posted by applicant	Applicant makes PEO appointment
▼ Application received and fee processed	(Booked through IEB)
	▼

<ul style="list-style-type: none"> ▼ Application data entry into case system ▼ Application validated (correct application form and documents including photos) ▼ Applicant identified as requiring biometrics ▼ Biometric Notification letter sent to applicant ▼ Appointment made by applicant (booked through call centre) ▼ Applicant arrives at biometric enrolment centre reception (having passed through security) ▼ Appointment checked and ticket issued ▼ Biometrics captured and results checked (fingerprints and photograph) ▼ Applicant leaves biometric enrolment centre ▼ Application fully considered ▼ Decision made ▼ Passport and documents returned to applicant with decision ▼ Identity Card issued by secure delivery to address provided for successful applicants 	<ul style="list-style-type: none"> Applicant arrives at PEO reception (having passed through security) ▼ Application checked by reception (correct form and documents including photos) & ticket Issued ▼ Applicant pays application fee ▼ Application data entry into caseworking system ▼ Biometrics captured & results checked (fingerprints and photograph) ▼ Application considered by PEO caseworker ▼ Decision made (whether to grant or refuse) ▼ Applicant leaves PEO ▼ Identity Card issued by secure delivery to address provided for successful applicants
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2. POSTAL APPLICATION : PRE-BIOMETRICS ENROLMENT

2.1. Application Made

An applicant will be required to make an application following the existing procedure. However, they will note from the guidance notes and on Section 7 of the application form that they will be required to apply for a biometric immigration document and submit their biometrics.

The applicant will be required to make a [valid](#) application on all other grounds.

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2.2. Commercial Partner Action

When the application is received by the commercial partner they will send an acknowledgement letter. The acknowledgement letter will state that the applicant should expect to hear from UK Border Agency within 10 working days giving instructions for the next steps in making application.

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2.3. Application Pre-Validated and Input

Data Processors will input the application onto CID as usual and make the following four “pre-validation” checks before proceeding -

Photo Quality Check

Two photographs should be submitted for all applicants.

These photographs should adhere to the ICAO standard. This standard is set out to applicants as part of the guidance on the application form. It is also set in the [Identity Card for Foreign Nationals \(Biometric Immigration Document\) Photograph Guidance](#).

These photographs will be scanned onto CID and used by the Biometrics Enrolment Team to verify the person whose biometrics are being enrolled is the same person who made the application.

Form Version Check

Caseworkers should ensure that the current version of the specified application form has been completed. Caseworkers should be aware of the [transitional arrangements](#) that allow a form that was permitted for the same application or claim, to remain valid for a period of 21 days after the date of specification of a new version of the form.

Mandatory Section Check

FLR(M)	Section 8 Section 11	(personal history) (signature of applicant and sponsor)
FLR (BID)	Section 6 Section 9	(personal history) (signature of applicant)
FLR (BUS)	Section 6 Section 9	(personal history) (signature of applicant)
Form TOC	Section 4 Section 7	(personal history) (signature of applicant)
Tier 4 (General)	Section 2:E Section 7	(personal history) (signature of applicant)

Tier 4 Child Section 2:E (personal history)
 Section 7 (signature of applicant)

Form Signed Check

As above.

Fee paid check

Check on stream-sheet to ensure fee is paid.

Where an application does not pass one of the checks above no biometrics notification letter should be sent and the application should be forwarded to a casework team immediately to [reject](#) as invalid.

Where an application passes these checks then:

Data Processors will mark the case as a biometrics case by inputting “Biometrics” in the Case Priority Field.

Data processors will send the applicant a biometric notification letter (ICD.3749) preferably within 10 days of receiving the application.

The booking and date of the appointment should be **within 15 working days** of the biometric notification letter. UKBA has the discretion to allow applicants to book appointments beyond 15 working days. Generally this will be for UKBA convenience only, e.g. where an appointment is not available.

Data Processors will enter *BRP - Booking Awaited* on the Calendar Event screen on CID showing the date by which an applicant needs to make an appointment to submit their biometrics. This will be the date the letter is sent plus 17 working days.

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2.4. Appointment Made

When booking their appointment the applicant will need to quote their Case Reference Number given on the biometric notification letter. This reference number will be entered into Q-Matic and directly links the appointment to the case.

When the appointment is made the applicant will be given a Booking Reference Number (BRN) and told to write this number on their biometric notification letter. The applicant will be asked to bring their letter and BRN to the appointment.

If they have provided a mobile number or an email address, the applicant will be sent an email confirmation within 24 hours of their booking and a reminder text 48 hours before their appointment.

A record of bookings will be downloaded daily. Once an applicant makes an appointment, data processors will update the Calendar Event Screen with the field

BRP- Biometric Enrolment Appointment and input the date the appointment is made for (and the BRN) in the case-references screen on CID.

The Centre Support Screen on CID will be used to identify which applicants have not made an appointment within 15 working days and these will be passed to a casework team to issue a rejection warning letter.

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2.5. Initial Consideration

Biometrics enrolment runs alongside the casework consideration. Once an application is validated caseworkers can start to consider the case and request further documents and information as appropriate but **must not** make a final decision until the biometrics result is known.

Where it is clear from Initial Consideration that the application will need to be referred to a specialist team (such as Liverpool Charged Casework) the caseworker should wait until the applicant's (and any dependant's) biometrics are enrolled and all biometrics issues resolved before sending the application on.

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2.6. Cancellations

Once an appointment is made, applicants are required to attend that appointment and submit their biometrics.

If a person calls the contact centre to cancel an appointment, the contact centre should ask the applicant to make another appointment.

Where the applicant wishes to attend another date for their appointment within the period the Q-Matic system allows them to book into (30 working days from that day's date) the applicant will be allowed to reschedule their appointment.

Where the applicant cancels their appointment and fails to rebook, or fails to attend their original appointment they will be sent a refusal warning letter and faces refusal on the basis of [non-compliance](#) with the biometric regulations.

3. PREMIUM APPLICATION – PRE BIOMETRICS ENROLMENT

An applicant will be required to make an application following the existing procedure.

3.1. Appointment

When the applicant completes their application form they will make an appointment with a Public Enquiry Office by phoning the Immigration Enquiry Bureau. When they make their appointment they will be notified that they have to provide their biometrics.

When the appointment is made the applicant will be given a Booking Reference Number (BRN). If they have provided a mobile number, the applicant will be sent a reminder via text 48 hours before their appointment.

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4. VALIDATION

4.1. Valid Form and Appointment Made

In order to validate applications caseworkers must check whether the application is valid, whether the applicant was issued with a Biometrics Notification Letter and whether an appointment has been booked for each applicant on the form.

In addition to the [checks](#) undertaken by Data Processors, the caseworker should consider whether the applicant has submitted a valid application form by checking that the applicant has –

- Submitted the correct specified form for the application they are making
- Only included eligible dependants on their form (if applicable)

More information on validation can be found in [Chapter 1A, section 1 of the Immigration Directorate Instructions \(Specified Forms and Procedures\)](#).

Biometrics can only be enrolled where there is a valid application.

An applicant has 15 working days from the date of the biometric notification letter was sent by the data processors in which to book an appointment and provide their biometrics.

When the applicant books their appointment they should also book appointments for any dependants included on the application form. The applicant and dependants are encouraged to attend their appointments at the same time. However in exceptional circumstances, some appointments may be booked separately.

If an appointment is not booked for the main applicant (irrespective of whether one has been booked for any dependants) then the whole application falls to be rejected as invalid if the applicant fails to take action to book an appointment on receipt of the warning letter.

If an appointment is booked for a main applicant but not a dependant, then only the application of the dependant falls to be rejected as invalid.

See scenarios at [4.5 below](#).

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4.2. Transitional Arrangements

Under paragraph 34I of the Immigration Rules, when a new application form (or new version) is specified, the form that was permitted for the same application or claim immediately before the date of specification remains valid for use for a period of 21 days after the specification. More information on applications can be found in Chapter 1A, Section 1, Paragraph 7 of the IDIs.

As long as the applicant has booked an appointment to submit their biometrics, and the application is otherwise valid, the application should be processed as normal,

notwithstanding the fact that the applicant may have been unaware of the requirement to provide biometric information at the time of making their application for leave to remain.

As Tier 4 is a new category of the Points Based System, no transitional provision will apply. Any applications made an FLR(S) on or after 31 March 2009 will be invalid as the application will not have been made on the correct specified form.

Where a biometrics appointment has not been booked within 15 working days, the application should be sent a warning letter before being rejected as invalid ([see 4.5 below](#)).

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4.3. Valid Applications

Where a biometrics enrolment appointment has been made and the applicant has submitted a valid application form, the caseworker should validate the application and proceed to consideration.

Once an application is valid then it cannot be rejected as invalid even if the applicant cancels their biometrics enrolment appointment (although it may be appropriate to refuse the application for leave to remain if the person fails to provide their biometrics).

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4.4. Section 7 of the Application Forms – Application for a biometric immigration document

Special considerations apply to applications where children under the age of 16 are included, either as the main applicant or as a dependant. The respective forms require the name of the Responsible Adult who is to accompany the child to their biometric appointment.

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4.5. Invalid Applications

4.5.1. Appointment not made, Valid Form Submitted

Main Applicant not booked / Main Applicant and dependants not booked

If the main applicant has not booked an appointment irrespective of whether one has been booked for their dependant(s) within 15 working days of the date of the biometrics notification letter that the data processors sent, then caseworkers will issue a rejection warning letter (ICD.3911) to the applicant asking them to book and attend an appointment with 15 working days or their application will be rejected as invalid.

The warning letter must be accompanied by a leaflet, written in the 10 most common languages spoken by non-EEA migrants coming to the UK, advising the person of the letter's importance (this is a requirement of the Code of Practise).

Caseworkers will input a new calendar event showing the date by which the warning letter asks the applicant to book an appointment. If the applicant has not booked an appointment by this date then caseworkers should reject the application.

[Annex A](#) provides example invalidation scenarios.

Following rejection, if the applicant wishes to proceed they should resubmit their application and upon doing so data processors should send a new biometrics notification letter (ICD.3749) asking them to book an appointment, for themselves and any dependants, and open a calendar event on CID showing the date by which the applicant (and their dependants) must book an appointment.

If they do not resubmit the application, no valid application will exist and a refund should be generated after 28 days as normal.

If the applicant resubmits the application but fails to book an appointment then the above process should be followed again.

Main Applicant booked, dependants not booked

If the main applicant has booked an appointment but no appointment has been booked for a dependant (assuming the dependant is required to submit their biometrics) within 15 working days of the date of the biometrics notification letter that data processors sent, then **only the dependant(s)** should be sent the rejection warning letter (ICD.3911) and following the warning, where necessary, only the dependant's application should be rejected.

Caseworkers should return the dependant's passport and any other documents relating only to them. Caseworkers should issue the applicant with the Invalid Dependant Rejection letter available on DocGen at ICD.3783

If a dependant's application has been rejected they will not be allowed to proceed as part of the same application. Should the dependant wish to continue to apply for leave to remain then they will have to make a separate application on form FLR(O). [See above](#).

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4.5.2. Appointment not made, Invalid Form Submitted

If the application is invalid on other grounds in addition to an appointment not being made, the options on the rejection letter can be selected as appropriate. Annex A provides example invalidation scenarios. The validation process should be followed as normal.

If the applicant resubmits a valid application then data processors should send the biometric notification letter (ICD.3749) stating they should make an appointment to provide biometrics for themselves and their dependants and open a calendar event on CID showing the date the applicant must book an appointment by.

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4.5.3. Appointment made, Invalid Form Submitted

If the applicant has made an appointment but the application is not valid for any other reason then caseworkers will reject the application immediately using the usual invalidation procedure as set out by paragraph 34A of the Immigration Rules. [Annex B](#) provides example invalidation scenarios. The biometrics appointment must be cancelled because no application exists.

The caseworker should invalidate as normal, update CID notes and cancel the appointment on the Q-Matic appointment booking system. The caseworker should select the option in the rejection letter that states that the appointment has been cancelled.

Where it is clear that the applicant will not receive the letter before they are due to come for their appointment then every effort should be made to contact them by telephone or by email. If this is not possible the caseworker should notify the biometrics enrolment team that the appointment should be cancelled because of an invalid application and that biometric enrolment must not proceed.

The caseworker should use the following form of words when addressing the applicant by telephone or e-mail:

“The appointment you made to give your biometrics at [Name] Public Enquiry Office is CANCELLED as your application is not valid. A letter has been sent to you explaining the reasons why. Please do not contact us until you receive this letter.”

If the applicant resubmits a valid application then data processors should send the biometric notification letter (ICD.3749) stating they should make an appointment and open a new calendar event showing the date on which an appointment should be booked.

If an applicant's biometrics have been enrolled and their application is subsequently found to be invalid then their biometrics *may* need to be destroyed. [See section 8 below.](#)

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4.6. Other Considerations

Caseworkers should consider whether the applicant has submitted any information, either to the Contact Centre (as an appointment exception) or as part of their application, indicating why they are not able to make an appointment. Caseworkers will need to consider whether this information precludes a person from attending an appointment completely. Please refer to the section on [Exceptions and Exemptions.](#)

Only applications involving a person exempt from having their biometrics taken entirely should be validated when no appointment is made.

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4.7. Application Date

The “application date” will be the first date the applicant posts a valid application form, providing they subsequently make a biometric appointment in conjunction with that particular application form.

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5. EXEMPTIONS AND EXCEPTIONS

Biometrics will be required in the form of a digital photograph that enrolls the dimensions of a person’s face and 10 fingerscans. The facial enrolment and fingerscan will be carried out at the same appointment.

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5.1. EXEMPTIONS – Persons not required to submit biometrics

Certain categories of applicant cannot be required to submit their biometrics e.g. a person who is exempt from immigration control.

A person who is exempt from immigration control will not fall within the scope of the regulations at all as they cannot make a valid application for leave to remain in the United Kingdom, nor can they be required to apply for an identity card for foreign nationals.

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5.2. EXCEPTIONS – Age Limits and Persons unable to provide fingerscans. Still required to submit a digital photograph

Exceptions to the general requirement to provide biometrics **cannot** be made for cultural or religious reasons. Nevertheless, sensitivities must be respected and staff of either gender should be available to enrol an applicant’s biometrics and every effort should be made to provide privacy where requested or appropriate.

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5.2.1. Age Limits

Children under the age of 6 are not required to submit fingerscans but will still need to attend a biometrics appointment to provide facial enrolment. There is no upper age limit for biometrics to be enrolled.

Although fingerscan quality deteriorates with age, there is no fixed age at which they become too poor for matching purposes. Where the prints prove too poor for matching, the procedures described under [paragraph 5.3.1.2](#) should be followed. **Facial enrolment is still required.**

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5.2.2. Amputees

Those applicants who are amputees with **one or no** fingers are exempt from the requirement to enrol finger-scans **but must enrol a live facial image**. All applicants

in this category must be verified by a Biometric Supervisor by means of a supervisor override. Where an applicant retains at least two fingers, those fingers will be scanned and sent for matching and the applicant would not be marked as an amputee.

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5.2.3. Medically Unable to Offer Finger-scans

Every effort should be made to assist those with medical difficulties that act as a barrier to providing finger-scans. Where necessary a friend or relative may provide assistance. Some medical conditions such as severe arthritis, however, may make scanning fingers impossible or painful. **Again, a live facial image is expected** (assuming the medical condition allows). In these cases an exception may be made at the discretion of the Biometric Supervisor, but the reasons will be recorded on the enrolment software. The applicant will be asked to submit a letter from a GMC registered clinician detailing the medical condition.

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5.3. Damaged, Missing Or Unscannable Fingers

5.3.1.1. Missing Fingers

Where an applicant is missing digits but retains at least two fingers, these remaining fingers must be scanned. Care should be taken to ensure that the correct digits are marked as missing. The Biometrics Enrolment Software allows the user to annotate the reasons why any digit is missing or unable to be enrolled. A biometric supervisor must verify these cases wherever less than five of the 'middle eight' digits are available.

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5.3.1.2. Permanent Damage

Where an applicant has fingers that are permanently deformed, or damaged, (e.g. extensive scarring, fused fingers, angled fingertips etc) an attempt should be made to scan the prints. In many cases the software will still be able to enrol useable prints. Three attempts may be made to enrol prints of acceptable quality. Biometric staff and caseworkers **must not** disclose details about the quality of prints to applicants.

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5.3.1.3. Worn/Poor Quality Prints

Some applicants may have all fingers available, but it may be difficult to obtain good quality prints from these fingers due to wearing of the skin as a result of age or occupation. In such cases, three attempts should always be made to collect prints of the necessary quality. After three attempts, if all submissions are sub-standard, the enrolment software allows the best set of prints to be enrolled. Details about quality of prints supplied must not be disclosed to the applicant, and they should not be informed if, after three attempts, their submissions remain of poor quality.

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5.3.2. Extra Digits

Applicants with more than ten fingers should offer five prints from each hand. Scans should be taken from the first through to the fifth fingers, working from the thumbs outwards. If there are more than two thumbs the prominent thumb should be scanned and a note made to the effect there is an additional thumb present.

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5.3.3. Henna/Temporary Decoration

Where fingers have been temporarily decorated this may affect the quality of finger-scans. Applicants will be advised through online guidance that they should avoid making an application while their hands are decorated. They may be asked to return once the decoration has faded.

Where fingers have been temporarily decorated this may affect the quality of finger-scans. Applicants will be advised through online guidance at Public Enquiry Offices and Public Caller Facilities that they should avoid making an application while their hands are decorated. They may be asked to return once the decoration has faded.

The extent of the henna decoration will determine whether the individual can successfully be enrolled or whether they need to return once the decoration has faded.

Applicants who cannot be enrolled due to a henna decoration will be re-directed to reception to re-book an appointment and the reason for the re-book must be noted.

If a premium applicant cannot be enrolled they will be re-directed to the Customer Service Desk to re-book a biometric appointment. Their application will be extended to be dealt with by a biometric postal casework team.

In these cases, the application is put on hold until the applicant returns and the biometrics can be enrolled within a specified time period. The applicant will be advised that their application may be refused if they fail to enrol their biometrics.

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5.3.4. Temporary Damage

Any temporary damage to fingers may be cause for suspicion. Staff should look carefully for any signs that the damage may have been deliberate and the enrolment notes should note the nature of the damage. Where an applicant presents with short-term temporary damage to fingertips, i.e. likely to heal within a 10 working days such as blisters, cuts, minor burns etc they may still offer prints as long as at least five of the 'middle eight' fingers are free from damage. In these cases all fingers free from bandaging should be printed and any bandaged fingers treated as 'missing' on the system. Where an applicant is below this threshold, i.e. has less than five of the 'middle eight' fingers available due to temporary damage, they must be told to return once the damage has healed and the appointment re-scheduled for 10 working days. The application will be held there until the applicant returns with healed digits. Biometric Staff may wish to refer to a Biometric Supervisor in such circumstances and should do so where they suspect that the damage may be a deliberate attempt to avoid biometric enrolment. Biometric Supervisors can contact IFB for advice/guidance.

Where there is any indication of damage to a child's hands the case must be referred immediately to a senior caseworker to determine if there may be any child protection issues.

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5.3.5. Long-term Damage

Any damage to fingers may be cause for suspicion. Biometric Staff should look carefully for any signs that the damage may have been deliberate. Where an applicant presents with long-term damage to fingertips such as major burns or skin grafts and is therefore unable to give prints for at least five of the 'middle eight' fingers for the foreseeable future they will they will need to provide a letter from the treating clinician detailing the medical/physical condition and when, if ever, the applicant will be able to enrol his finger scans. If it is likely that the damage will not be healed within an 8 week period, fingers which are not damaged must be scanned. Care should be taken to ensure that the correct digits are marked as damaged. The Biometrics Enrolment Software allows the user to annotate the reasons why any digit is missing or unable to be enrolled. A biometric supervisor must verify these cases wherever less than five of the 'middle eight' digits are available.

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5.4. Refusal to Enrol Biometrics

If a migrant attends a PEO appointment but refuses to provide their biometrics as part of the process the PEO caseworker or biometric supervisor will record this refusal to enrol and a note will be added or forwarded to CID to update the case record that they have refused to enrol.

If someone refuses to enrol once in the booth, after the initial stages of enrolment have commenced, then the exception may be recorded on the live-scan application.

If a migrant attends a postal biometric appointment but refuses to provide their fingerprints or have their photograph taken the biometric supervisor will record this refusal to enrol and forward a note to CID to update the case record that they have refused to enrol.

The applicant must be asked why they are unwilling to provide their required biometrics and any given reasons must be entered into CID notes, and the CID admin event to record their refusal must be updated by the officer noting the refusal.

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5.5. Other Medical Reasons – Person unable to present themselves

Where a person claims that they are unable to submit their biometrics on the grounds of severe physical or mental health problems, a letter from a GMC registered clinician is required. All applications of this nature should be referred to a Senior Caseworker or the Local Mobile Enrolment Team* to make a decision. Options include but are not limited to -

- Allowing the applicant to be accompanied by an appropriately experienced carer or health professional.

- Validating the application but deferring the biometrics appointment to allow for enrolment at a later date when the applicant is sufficiently recovered and able to meet with the requirement to submit their biometrics.
- Deployment of the local Mobile Enrolment Team to take the biometrics at a suitable location.
- Except an applicant from the requirement to submit biometrics entirely.

Circumstances which may lead to excepting a person from the requirement may include where a person is terminally ill and incapable of leaving their bed; or has severe mental health problems or a mental incapacity, for example schizophrenia, psychosis, bi-polar affective disorder, anyone with a recent history of harm or risk of harm to themselves or others, or of advance dementia.

Each application should be considered on its own merits and the reasons for the exception recorded on CID. Where the Senior Caseworker/Mobile Enrolment Team are satisfied it would be unreasonable for an applicant to present themselves within the foreseeable future and where it is not possible for the Mobile Enrolment Team to undertake a mobile visit, the applicant will be informed of the decision and the caseworker should update CID as appropriate.

*Mobile Enrolment Teams are currently being set up in Croydon and will be expanded to include regional PEOs during 2009.

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6. CASEWORK CONSIDERATION

6.1. Biometrics Result in the Casework Decision

Biometrics enrolment and any subsequent information obtained from that enrolment may have a direct effect on the casework consideration.

The biometrics enrolment team comprises the biometrics enroller, biometrics supervisor and biometrics identity interviewer. Their role is to establish an applicant's identity. The biometrics team will update the Admin Events Screen on GCID (and the ICFN System) with every action they have taken and every follow-up action the caseworker needs to take in order to establish a person's identity.

A decision cannot be made until biometrics are enrolled and until all the biometrics identity issues are resolved. This means that caseworkers should –

- await the outcome of any identification interviews,
- wait until the applicant has submitted further information regarding their identity (or until the deadline for providing that information has passed) and
- wait until all persons on an application form have attended an appointment.

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6.2. Result of Biometrics Enrolment - GCID

The Admin Events Screen in GCID will show the results of the biometrics enrolment. There are four outcomes that require no further identity investigation and the caseworker can continue to make a decision, these are –

Applicant Refuses to Provide biometrics

Action: Caseworker should consider [refusal](#) on non-compliance

Claimed Identity Not Accepted Following Interview

Action: Caseworker should consider [refusal](#) on deception

Claimed Identity Accepted on Enrolment

Action: Caseworker to consider application against the rules

Claimed Identity Accepted Following Interview

Action: Caseworker to consider application against the rules

If the case does not have one of the four outcomes above, the biometrics team will have put an outcome in the Admin Events Screen that highlights what action caseworkers should take. A list of all outcomes that can be entered in the Admin Events Screen can be found at [Annex D](#). The biometrics enrolment team will enter a report in CID notes.

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6.3. Result of Biometrics Enrolment – ICFN System

The ICFN system is used to produce the Identity Card, however, all the details enrolled by the enrolment team, including details of verification of identity is also be available to caseworkers on the ICFN system.

The ICFN summary screen will show the image scanned by data processors from the photograph the applicant supplied alongside the image enrolled by the enrolment team.

It will show the Biographical and Reference details: Case ID, Booking Reference Number, Name, DOB, Gender, Passport Number and Nationality.

Finally it shows the results of the enrolment giving a summary of the fingerprint and facial match results. These results can then be viewed in full on the appropriate tabs.

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6.4. Match / No Match

Caseworkers should consider the context of the application alongside the biometrics result. The result itself (match or no-match) is neither positive nor negative.

A **match** means that the person who has had their biometrics taken in this application has previously submitted their biometrics at some point.

In cases where there is **no-match**, it means that the person who has submitted their biometrics in this application has not previously had their biometrics taken.

Please refer to table below -

	MATCH	NO-MATCH
EXPECTED RESULT	Where the applicant declared they had submitted their biometrics and they match to this record.	Where the applicant declared they have never had their biometrics taken.
UNEXPECTED RESULT	Where the applicant had declared they had never submitted biometrics before	Where the applicant produces a biometric entry clearance or, Where the applicant stated they had submitted their biometrics

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6.4.1. Example Scenarios

The examples below are for illustrative purposes only. They show how a biometrics result can be used as an additional tool by caseworkers when considering applications.

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6.4.1.1. Scenario 1

An applicant has produced a passport showing a biometric Entry Clearance as a Fiancé. They apply on form FLR(M) and completes the biometric declaration form stating that they had Entry Clearance.. They submit their biometrics but no match is found.

The caseworker should consider the reasons why no match has been found and possibly need to use other systems and/or contact Entry Clearance Officers. They should consider;

- *Is the person who has submitted their biometrics in the UK the same person who submitted their biometrics? or*
- *is the Entry Clearance genuine? or*
- *Is there another reason why no match has been found?*

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6.4.1.2. Scenario 2

An applicant has produced a new passport and claims the old one has been lost. They have applied on an FLR(S)/Tier 4 General form and declared that they entered with Student Entry Clearance. The applicant submits their biometrics and is found to have a match. They were actually refused Student Entry Clearance in a different name.

The caseworker should consider need to use other systems and/or contact Entry Clearance Officers.

Where caseworkers find that a migrant has submitted documents with which they attempted to deceive the Secretary of State as to their correct identity, consideration should be given to Paragraph 322(1A) of the Immigration Rules (see Chapter 9, section 4 of the IDIs).

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6.4.1.3. Scenario 3

A dependant submits their biometrics but the match relates to different sponsor or the dependant's biometrics do not match when a match is expected because the sponsor has provided biometrics

This could be evidence that a dependant (adult or child) has entered with one sponsor and is now applying for leave to remain with a different sponsor. Caseworkers should investigate the apparent discrepancy using CID, CRS and request information from Entry Clearance Officer where necessary. Care should be taken where this scenario applies to child dependants. Caseworkers should refer to guidance on Children In Need.

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6.5. Multiple Identities

The biometrics result may show that a person has multiple identities. This is where a person has made at least two applications in different identities. Where a person has used a different identity in order to make an application it *may* be an offence under the Immigration Act 1971 (although there may be an innocent explanation, for example, if the applicant has changed their name upon marriage). Caseworkers should be aware of important points below

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6.5.1. Ensuring CID is correct

The caseworker must link a multiple applicant's records on CID together. Until the true and false identities are established, each application must show the alternative identity as an alias.

Where multiple identities are identified during biometric enrolment, the applicant's true identity may be clarified during an identity interview following biometric enrolment.

Alternatively, multiple identities may only be identified during the casework process and the true identity may be clarified by caseworkers following investigations rising from documents an applicant has submitted.

Once the identity of the applicant has been established, CID must be updated to reflect the true and false identities.

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6.5.2. Making Decisions using the true identity

Once the true identity is established caseworkers should make decisions on the true identity and make reference to the true identity in correspondence to the applicant and the representative.

Where an applicant has more than one representative, caseworkers should only communicate with representatives dealing with the applicant in their true identity. Caseworkers should use DocGen letter ICD.3744 to write to the representatives of the applicant's false identity.

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6.5.3. Deception – Refusal Consideration

Where it is established that leave is being sought by a person using a false identity, caseworkers should consider refusal with reference to Paragraph 322(1A) of the Immigration Rules.

Where it is established that previous leave was obtained by deception (by virtue of it being given in a false identity) caseworkers should consider refusing the application with reference to Paragraph 322(2) of the Immigration Rules.

Where this leave is ongoing caseworkers should consider curtailment with reference to Paragraph 323(i) of the Immigration Rules.

All decisions should be referred to Senior Caseworkers, Further guidance on [General Grounds for Refusal can be found in IDI. Chapter 9. Section 4.](#)

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6.6. Successful Applications – cancelling the old card

Before issuing a new card in line with the decision, caseworkers must cancel the old card. The applicant should have submitted their old card together with their application. Caseworkers must refer to the ICFN User Guide on cancelling a card on the ICFN system.

Further to cancelling the old card, caseworkers should **hole-punch through the chip** (on the reverse of the card) to show that it is a cancelled card – to distinguish it from 'live' cards. The cancelled card must then be sent to BIDMU for destruction.

Sending the old card to BIDMU for destruction

You need to log a card event on the ICFN system, please refer to the ICFN user guide.

If you wish you can send the cancelled cards to BIDMU in batches. However, for security reasons you must cancel the cards and hole-punch through the chip straightaway and make sure that you update the ICFN System (as directed by the guidance) so that it is correctly reflects the cancelled status.

All batched cancelled cards **must** be securely locked away so they do not get lost or mislaid before sending to BIDMU for destruction.

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6.7. Refusals

A caseworker may be presented with three different refusal scenarios –

1. Non-compliance
2. Deception shown by biometrics result
3. Substantive refusal (If the applicant does not meet the relevant rules for a reason unconnected to biometrics)

Any refusal made under 1 or 2 can be made in conjunction with a decision under 3 and caseworkers **must** always give consideration to refusal under substantive rules.

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6.7.1. Non-compliance

The Regulations made under the United Kingdom Borders Act 2007 allow the Secretary of State to refuse an application for leave to remain where a person has not complied with a requirement of the regulations, including a requirement to provide their biometrics as part of the application for the ICFN.

The Q-Matic Appointment Booking System should always be checked before refusing an application on non-compliance to ensure the applicant failed to act on the instruction given to them in the refusal warning letter. There are two types of non-compliance listed. The process for each is at 6.7.1.1 and 6.7.1.2 below.

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6.7.1.1. Failure to Attend Appointment

Following the failure to attend their original appointment the applicant will be issued with a refusal warning letter that serves as a notice that their application for leave [may] be refused. The warning letter is on DocGen at ICD.3750

The warning letter must be accompanied by a leaflet written in the 10 most common languages spoken by non-EEA migrants coming to the UK, advising the person of the letter's importance. This is a requirement of the Code of Practise.

The applicant will then have **15 working days** to respond to the warning letter.

The Secretary of State cannot make a decision until these 15 days have passed, therefore caseworkers should use this as an opportunity to consider other elements of the migrant's application.

At the end of the 15 working days given by the warning letter (ICD.3750) the Secretary of State has a further **15 working days** in which to inform the migrant of whether their application is to be refused. There are no further warning letters.

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6.7.1.2. Failure to provide biometrics at an attended appointment

An applicant failing to provide their biometrics at an appointment they have attended should be given an oral warning. A record should be made of that warning. If they still fail to comply they can be refused immediately without the need for a warning letter.

Caseworkers should gather all appropriate evidence from DocGen, CID, ICFN, the Q-Matic booking system and the biometric enrolment team to show that the applicant has either not attended an appointment or failed to submit their biometrics at an appointment they attended.

The refusal will be made with reference to the Immigration (Biometric Registration) Regulations 2008 (as amended).

However, the refusal should also include reference to other Immigration Rules if there are other reasons why the application falls for refusal. See paragraph 6.7.2 and 6.7.3 below

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6.7.2. Deception Shown by biometrics result

Where the biometrics result has shown that an applicant has attempted to deceive the Secretary of State then consideration should be given to Paragraph 322(1A) of the Immigration Rules.

Further information on General Grounds for Refusal can be found in [IDI. Chapter 9, Section 4.](#)

Consideration should then be given to the reasons for deception and whether this precludes the person from meeting the Immigration Rules of the particular category under which they applied.

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6.7.3. Substantive Refusal

Where the application falls for refusal on substantive grounds (e.g. application to be a spouse of a settled person but there is not sufficient evidence that the couple can maintain themselves without recourse to public funds) then refusal should proceed as normal. The applicant's biometrics will remain on the Immigration Fingerprint Bureau database.

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6.7.4. Appeals

In each refusal scenario the usual Appeals process will continue.

Provided that:

- the applicant is not refused on other "mandatory" grounds
- the applicant made an in-time application

- the applicant does not have extant leave on the date of refusal

then a refusal on the grounds of non-compliance with the biometrics process or deception will attract a full right of appeal.

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7. ENFORCEMENT CONSIDERATION

Biometric enrolment staff and PEO caseworkers may require enforcement assistance if the biometric identification reveals that the subject is of interest to enforcement in their current or revealed identity according to guidance.

The scenarios in which Enforcement Consideration is required include, but are not limited to, where the results of the biometrics enrolment (including interview) show that the applicant is -

- a failed asylum seeker in another identity
- an illegal entrant who has entered in breach of a current deportation order or is subject of an exclusion order
- an absconder from a immigration detention centre
- subject to removal directions and awaiting removal in another identity
- released on IS bail in another identity
- someone who has gained leave to enter or remain by verbal deception in a previous application
- attempting to gain leave to remain by deception in their current application

The Immigration Officer will then decide how to proceed with the applicant in line with local enforcement guidance and will either take no further action, conduct an interview under caution or refer to an enforcement unit immediately.

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8. DESTRUCTION OF BIOMETRICS

The Immigration (Biometric Registration) Regulations 2008 (as amended) make provision for the use and retention of biometrics. It also makes specific provision for the destruction of biometrics, and these provisions must be followed.

In addition to these specific legal requirements, there may be occasions where a person asks to have their biometrics destroyed because they believe we did not have the power to enrol them. A person must put this request in writing.

Alternatively UKBA might discover, through investigations, that a particular person's biometrics should not be held.

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8.1. Instances where biometrics must be destroyed under the legal requirements of the regulations

8.1.1 The Secretary of State must destroy biometric information which is held if the person proves they are a British citizen or a person with a right of abode unless another enactment permits the information to be retained.

8.1.2 The Secretary of State must destroy biometric information which is held if it is found that the applicant did not apply for leave to remain under the [relevant categories](#)

8.1.3 The Secretary of State must destroy biometric information which is held if it is found that, although the applicant applied for leave to remain under the [relevant categories](#), they did not use the specified application form for those categories.

8.1.4 The scenarios in 8.1.2 and 8.1.3 are unlikely to happen because the biometrics notification letter is only issued following a “pre-validation check” by data processors.

8.1.5 In accordance with The Immigration (Biometric Registration) Regulations 2008 (as amended), the Secretary of State must destroy biometric information when it is no longer likely to be of use for one of the following purposes:

- (a) in connection with the exercise of a function by virtue of the Immigration Acts;
- (b) in connection with the control of the United Kingdom’s borders;
- (c) in connection with the exercise of a function related to nationality;
- (d) in connection with the prevention, investigation, or prosecution of an offence;
- (e) for a purpose which appears to the Secretary of State to be required in order to protect national security;
- (f) in connection with identifying victims of an event or situation which has caused loss of human life or human illness or injury;
- (g) for the purpose of ascertaining whether any person has failed to comply with the law or has gained, or sought to gain, a benefit or service, or has asserted an entitlement, to which he is not by law entitled.

8.1.6 Where the Secretary of State is required by the regulations to destroy biometric data it will no longer be possible to access electronic copies of the fingerprints and photographs.

8.1.7 Under the regulations, a person is entitled to a certificate confirming that the biometrics have been destroyed within three months if they apply for confirmation of this in writing.

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8.2. Instances where biometrics would not be destroyed

8.2.1 Scenarios where biometrics would not be destroyed may include any instance where the person has made an application for leave to remain and a biometric

immigration document under the relevant categories on the form specified for their application.

These include (but are not limited to):

- where, after biometrics enrolment the application is subsequently found to be invalid for any reason other than wrong form/ wrong version of form
- where the application is withdrawn and the migrant remains in the United Kingdom
- where the application is withdrawn and the migrant leaves the United Kingdom
- variation of application for leave to a different category
- applicant becomes exempt from immigration control after they have made an application (subject to Paragraph [8.1.1](#) above)

8.2.2 Where an applicant who has submitted their biometrics in error is found to have provided a false identity.

8.2.3 Where an applicant had already had their biometrics enrolled for the purposes of a previous application.

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8.3. Destruction Process

It is important to create a proper audit trail whenever a person's biometrics are destroyed. The process to follow is set out below.

Request for destruction received or UKBA investigations show that applicant should not have submitted biometric details



Caseworker assesses whether biometric enrolment was inappropriate for this applicant using the guidance



Recommendation to destroy/retain



Grade 7 authorisation



If retained then:

Grade 7 to write to person to explain reasons for retention but only where that person contacted UKBA to ask for their destruction.

If destroyed then



Grade 7 email to Immigration Fingerprint Bureau (IFB)



IFB deletes biographical and biometric information that they hold.



IFB will email Grade 7 with confirmation that the biometrics have been destroyed



Grade 7 issues letter to person confirming that the biometrics have been removed from the IAFS database. The letter will be issued irrespective of whether the destruction was carried out at the request of the person or following investigations by UKBA.

- ▼
CID noted of event
- ▼
IFB keep hard copy of email
- ▼
IFB to keep register of those events where details have been destroyed
- ▼
PEO keep a record of the occasions when request to destroy biometrics has been received with the outcome

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8.4. Notification of Destruction

A person is able to request certification from the Secretary of State that their biometrics have been destroyed where their destruction is required by the regulations. A certificate must be issued within three months from the date that the request is sent to the Secretary of State in these cases.

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9. REFUSAL FORMULA

Applicant has not submitted their biometrics when required to do so

Step One – State application scenario

You submitted a combined application for leave to remain as a [enter category here] and for a biometric immigration document (optional if Premium application) at [Name] Public Enquiry Office.

Step Two – State legal reasons why that application scenario requires biometrics submission

You were required to provide your biometric information under the Immigration (Biometric Registration) Regulations 2008 (as amended) made under section 5 of the biometric registration provisions of the United Kingdom Borders Act 2007.

Step Three – State scenario to explain why person did not comply

Although you made an appointment to submit your biometric information, you failed to attend the appointment/ failed to cooperate with the enrolment procedure at the appointment

Step Four – Formal refusal wording

As such, you have failed to comply with a requirement of the Biometric Registration Regulations. Your application for leave to remain is refused under regulation 23 of the Immigration (Biometric Registration) Regulations 2008 (as amended).

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Notification Letters:

Biometric Notification Letter (DPT)	ICD. 3749
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Sanction Warning Letters:

Biometric Appointment Warning (Refusal)	ICD. 3750
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Decision Notification Letters (Further Leave to Remain):

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Biometric Rejection Letter	ICD. 3676
Invalid Dependant Rejection Letter	ICD. 3783
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Biometric Transfer Of Conditions Decision Cover Letter	ICD. 4014
Biometric Sole Representatives LTR Decision Cover Letter	ICD. 4018
Biometric Retired Person of Independent Means LTR Decision Cover Letter	ICD. 4017
Biometric LTR Marriage Leaflet	ICD. 3914
Biometric Visitors for Private Medical Treatment LTR Leaflet	ICD. 4015
Biometric Academic Visitors LTR Leaflet	ICD. 4016

For student applications received before 31 March 2009 and all other biometric (non-PBS) use the following decision letters and leaflets:

Biometric Decision Cover Letter (Postal App)	ICD. 3912
Biometric Decision Cover Letter (Postal Rep)	ICD. 3913
Biometric LTR Student Leaflet	ICD. 3915

For applications received on or after 31 March 2009 (under Tier 4) use the following decision letters and leaflets:

Tier 4 General/Child/Dependant Approval Cover Letter (Migrant)	ICD. 3965
Tier 4 General/Child/Dependant Approval Cover Letter (Rep)	ICD. 3964
Tier 4 General/Child/Dependant Approval Cover Letter (Migrant) PEO	ICD. 4011
Tier 4 General/Child/Dependant Approval Cover Letter (Rep) PEO	ICD. 4010
Terms and Conditions Leaflet – Tier 4 (General) Student Migrant	ICD. 4006
Terms and Conditions Leaflet – Tier 4 (Child) Student Migrant	ICD. 4007
Terms and Conditions Leaflet – Tier 4 Dependant Partner	ICD. 4009
Terms and Conditions Leaflet – Tier 4 Dependant Child	ICD. 4008

Decision Notification Letters (Replacement ICFN):

Invalid No Fee Application (App)	ICD. 3679
Invalid No Fee Application (Rep)	ICD. 3678
Replacement ICFN Rejection (Other)	ICD. 3916
Replacement ICFN Decision Letter (App)	ICD. 3917
Replacement ICFN Decision Letter (Rep)	ICD. 3918

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Annex B Further Guidance On The Handling Of Invalid Applications For A Biometric Immigration Document

The rejection letter, ICD.3676, contains 7 validation tick boxes, five optional paragraphs and two final options. The following scenarios provide guidance as to which boxes and options should be completed in given situations involving applicants requiring a biometric immigration document. This is not an exhaustive list and caseworkers should ensure that the letter fully reflects the applicant's individual circumstances.

Caseworkers will receive some rejections straight from Data Processors meaning that the Biometrics Notification Letter will not have been issued. These scenarios have been included below. The notification letter should not be sent until the applicant reapplies.

Where a warning letter has been issued an appointment has still not been made and one is required caseworkers should either select optional paragraph three, four or five – as follows:

Optional Paragraph Three : Where a sole applicant has not booked an appointment for Biometrics

Optional Paragraph Four : Where the main applicant AND dependants have not booked an appointment for Biometrics

Optional Paragraph Five : Where the main applicant has not booked an appointment for Biometrics but the dependants have.

Scenario 1

Correct Form used, fully completed with photographs and signatures, but no appointment to provide biometric information has been booked **by a sole applicant**

- Tick Boxes 6 and 7
- Select third / fourth / fifth optional paragraph only.
- Delete final option 1

Scenario 2

Wrong form used but appointment to provide biometric information has been booked

- Tick box 1
- Select second option only (Delete other options)
- Delete final option 2

Scenario 3

Wrong form used and no appointment to provide biometric information has been booked – including rejections where the Biometrics Notification Letter has not been sent by DPT

- Tick boxes 1, 6 and 7
- Select first and third/fourth/fifth optional paragraphs

- Delete final option 1

Scenario 4

Correct Form used, but mandatory section not completed/photographs/ good quality photographs not included, and appointment to provide biometric information has been booked.

- Tick box 2 and/or 3 as appropriate
- Select second optional paragraph only
- Delete final option 1

Scenario 5

Correct Form used, but mandatory section not completed/photographs not included, and no appointment to provide biometrics has been booked – including rejections where the Biometrics Notification Letter has not been sent by DPT

- Tick boxes 2 and/or 3 as appropriate, as well as 6 and 7
- Select third/ fourth / fifth optional paragraph only
- Delete final option 1

Scenario 6

Correct Form not signed, and no appointment for biometrics has been booked - – including rejections where the Biometrics Notification Letter has not been sent by DPT

- Tick boxes 5, 6 and 7
- Select third / fourth / fifth optional paragraph only
- Delete final option 1

Scenario 7

Correct Form not signed, but biometrics appointment has been booked

- Tick boxes 5 and 6
- Select second optional paragraph only
- Delete final option 1

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Annex C User instructions for inserting dates in the Doc Gen letters

ICD 3676 Application or Claim in Connection with Immigration

ICD 3677 Variation of Existing Application for Leave to Remain

Second Optional Paragraph Wording (as appears in letter):

According to our records you have/your client has made an appointment to provide your/their biometric information (as directed by the biometric notification letter) on <date>”

Caseworker Instruction:

Insert the date on which the appointment is scheduled to take place (the date of the appointment). Caseworkers should first look in CID Calendar Events to see if the date has been entered. If the date has not been entered, Caseworkers must search for the customer in the Q-Matic booking system, note the date of the appointment and update the CID Calendar Events screen.

Third Optional Paragraph Wording (as appears in letter):

You were/your client was informed by letter on <date> of the requirement to make an appointment to provide your/their biometric information as part of your/their application for leave to remain in the United Kingdom”.

Caseworker Instruction:

Insert the date the Biometric Notification Letter was sent. Caseworkers can find this date on G-CID.

ICD 3750 Biometric Warning Letter

Paragraph 3:

Wording (as appears in letter):

Our records indicate that you/your dependant booked an appointment on <date > for <date >, cancelled it on <date > and have/has not re-booked another appointment since, without providing us with a reasonable explanation.

Wording (as appears in letter):

Our records indicate that you/your dependant cancelled your/their appointment on <date > and did not re-book it within the specified timescale without providing us with a reasonable explanation.

Wording (as appears in letter):

To date we have noted that you/your dependant failed to attend the appointment you/they booked on <date > for <date > without reasonable explanation.

Caseworker Instruction:

The “**booked (an appointment) on <date>**” refers to the date the applicant rang the Call Centre to book their appointment. Caseworkers must take this date from the Q-Matic booking system. To do this they will need to search for and select the customer, go into the appointment history and take the “**created at**” date. *NB. The created at date is the date the Call Centre Agent created the appointment booking.

The “**for <date>**” refers to the date on which the appointment is scheduled to take place (the date of the appointment). Caseworkers should first look in CID Calendar Events to see if the date has been entered. If the date has not been entered, Caseworkers must search for the customer in the Q-matic booking system, note the date of the appointment and update the CID Calendar Events screen.

The “**cancelled your appointment on <date >**” refers to the date the appointment was cancelled (by either the applicant or UKBA). This information should come to caseworkers via an MI report. If not, Caseworkers should first look in CID Calendar Events to see if the cancellation date has been entered. If the cancellation date has not been entered, Caseworkers must search for the customer in the Q-Matic booking system, note the date the appointment was cancelled and update the CID Calendar Events screen.

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Annex D List of Admin Events and reasons entered by Biometrics Enrolment Team

ADMIN EVENT	REASON
Applicant refuses to provide biometrics	Where the applicant has refused to provide biometrics following oral warning, additionally any reasons given are recorded in notes.
Claimed identity accepted on enrolment no further action	Where the initial match results confirm the claimed identity
Unexpected match results-interview required	Where the match results indicate that the applicant qualifies for an identity interview according to the criteria above.
Applicant refuses to undertake identity interview	Where the applicant refuses to undertake an identity interview following oral warning - any reasons given added to notes.
Unexpected match results - further casework defined	Where further casework is defined on the basis of the match results
Run WI check for matched and claimed identities	Where the match results indicate different identities than those used in the application which should be further subject to WI checks which could reveal hits not previously noted.

Check immigration status of matched identities	Where the immigration status of previous applications is unclear and requires calling the other file or further enquiries on CID
Check passport/supporting docs	Where the match results suggest that the documents submitted may not be in the applicant's identity and/or forgeries or counterfeits.
Deed poll/marriage certificate to be checked	Where biometric matching has revealed a name change on the basis of marriage or otherwise that may not be supported by documents.
Referred to enforcement following biometric match	Where the match results indicate a category to be placed in the enforcement queue according to the criteria above.
CRS check required	Where an expected visa match has not been realised as noted by the acknowledgement form and requires a check of the passport and /or CRS.

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