

THE CASEWORKER COMMENTS

General comments

The caseworker is required to complete comments in each of the scoring areas and the English language requirement. They should also note additional information associated with the case in the Actions area on Adept (the database used to record details of all HSMP applications).

What information should the comments contain?

Reasons why the stencil must be used

How to use the stencil

In-Country Comments

Disclosure of information about gender reassignment

Appendix – Caseworker Comments Stencil

What information should the comments contain?

The caseworker should always use the standard caseworker comments stencil when caseworking on Adept (see Appendix A at the end of this section for stencil) and fill in the appropriate details.

Please note: Comments recorded throughout Adept **must** be entirely factual and without bias. Case comments may be disclosed to applicants or representatives under the Data Protection Act 1998.

Reasons why the stencil must be used

It is important that all caseworkers use the stencil to record the details of their case assessment on Adept as it:

- ensures the necessary/relevant information is recorded;
- cuts down on unnecessary information being recorded;
- promotes consistency across teams;
- makes case notes universal and therefore clearer to understand.

How to use the stencil

The stencil works by using two simple methods. The caseworker should follow the directions on the stencil, deleting inappropriate details where appropriate and filling in the parts requiring more details.

For lines in the stencil where a question is asked and options of YES / NO are available, caseworkers should delete as appropriate. Other sections of the stencil require input, such as 'Reasons for exceptional consideration'. Other elements require details of the evidence to be recorded – such as the dates and amounts shown on earnings evidence.

While there are fewer points scoring sections under the revised arrangements, the evidential requirements are more stringent. Therefore, the revised caseworker stencil features more areas from which caseworkers can select relevant sections.

For example, if a caseworker is considering an application where wage slips and an income tax return have been provided, only the following parts of the Previous Earnings section of the stencil need be completed and saved onto Adept:

Country Code confirmed:
Amount of earnings applicant claims:
Points claimed:

SALARIED EMPLOYMENT

Wage slips
Original? YES / NO
Dates:
Amount shown:
Converted to: £

Income tax return
Original? YES / NO
Date:
Amount shown:
Converted to: £

Amount demonstrated:
Points awarded:
Comments/reasons why points not awarded:

The sections pertaining to exceptional consideration, independent contractors, self-employed persons and recent students are not applicable and therefore need not be completed or copied into the Adept Previous Earnings scoreboard.

There is a space for additional comments and/or reasons for refusal at the end of each section. This is where the caseworker should input very brief notes of their consideration of whether the applicant has met the requirements of that particular section. This space can also be used to record any relevant information not covered by the stencil.

For example, if the caseworker has spoken to the applicant or representative concerning the evidence, they may wish to note this in the comments section. Or, if the applicant has supplied a large amount of seemingly irrelevant information (e.g. high school certificates) you may wish to list these in the comments area, rather than filling out the whole stencil.

Note: The comments section in the stencil is **NOT** to be used to re-casework the entire section in the caseworker's own words. It is to be used to add brief details that do not fit into the more structured elements of the stencil.

Disclosure of information about gender reassignment

It is essential that caseworkers do not query the gender of a person subject to an HSMP application with any other party. The Gender Recognition Act 2004 establishes that it is an offence for a person (e.g. a caseworker) to disclose information that they have acquired in an official capacity about the gender history of an applicant for gender reassignment. Consequently, no enquiries from a third party about a

person's gender should be answered by this department. An example of such a scenario is where the qualifications and references provided with an immigration application refer to one gender, but the application form states another.

Any application for HSMP where gender reassignment is suspected must be caseworked as normal, with no query to the representative, an employer or third party about the person's gender. An HSMP application should not be refused on the grounds that a change has occurred in the gender stated on the form from that given in any previous applications, although the date of birth and nationality should be consistent throughout.

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

APPENDIX A – CASEWORKER COMMENTS STENCIL

MBA PROVISION

Is the Qualification an MBA? YES / NO
Original? YES / NO
Year awarded:
Institution eligible at time MBA awarded? YES / NO
University/Institution:

(No exceptional consideration unless recent graduate.)

Recent graduate? YES / NO
Letter from institute? YES / NO
Academic transcript? YES / NO

Points awarded:

Comments/reasons why points not awarded:

QUALIFICATIONS

ACADEMIC QUALIFICATION

Level claimed: Bachelor / Masters / PhD
Original certificate? YES / NO
Recent graduate? YES / NO
Letter from institute? YES / NO
Academic transcript? YES / NO

Exceptional consideration

Reason for exceptional consideration:
Letter from institute? YES / NO
Academic transcript? YES / NO

NARIC checked? YES / NO

Level of qualification confirmed as:

Points awarded:

Comments/reasons why points not awarded:

PROFESSIONAL QUALIFICATION

Original award certificate? YES / NO

Letter from UK professional body confirming equivalence? YES / NO

Exceptional consideration

Reason for exceptional consideration:

Letter from awarding body? YES / NO

Letter from UK professional body confirming equivalence? YES / NO

Level of qualification:

Year awarded:

University/Institute:

NARIC checked: YES/NO

Level of qualification confirmed as:

Professional qualification confirmed by:

Points awarded:

Comments/reasons why points not awarded:

PREVIOUS EARNINGS

Country Code confirmed:

Amount of earnings applicant claims:

Points claimed:

SALARIED EMPLOYMENT

Wage slips

Original? YES / NO

Dates:

Amount shown:

Converted to: £

Income tax return

Original? YES / NO

Date:

Amount shown:

Converted to: £

Exceptional Consideration/No tax system

Reason for exceptional consideration:

Bank statements:

Dates:

Amount shown:

Converted to: £

Letter from employer confirming salary

Dates:

Amount shown:

Converted to: £

Amount demonstrated:

Points awarded:

Comments/reasons why points not awarded:

INDEPENDENT CONTRACTOR

Income tax return

Original?

YES / NO

Dates:

Amount shown:

Converted to: £

Contracts covering amount claimed

YES / NO

Invoices from employers?

YES / NO

Bank statements covering amount claimed?

YES / NO

Amount demonstrated:

Points awarded:

Comments/reasons why points not awarded:

SELF EMPLOYED

Applicant's tax return?

YES / NO

Applicant's bank statements?

YES / NO

And one of the following combination of documents:

Audited company accounts & company tax return?

YES / NO

OR

Unaudited business/management accounts?

YES / NO

Plus:

Business bank statements & business tax return?

YES / NO

Or:

Contracts corroborating other evidence?

YES / NO

Amount demonstrated:

Points awarded:

Comments/reasons why points not awarded:

STUDENTS IN THE PAST 12 MONTHS

Letter from institution:

Original?

YES / NO

Dates of study shown? YES / NO
Number of hours studied shown? YES / NO

UK EXPERIENCE

UK EXPERIENCE - PREVIOUS UK EARNINGS

Points scored in Previous Earnings? YES / NO
In respect of work in UK? YES / NO

Points awarded:

Comments/reasons why points not awarded:

UK EXPERIENCE - PREVIOUS UK FULL-TIME STUDY

Letter from institute confirming award? YES / NO
UK institution? YES / NO
Studied during last five years? YES / NO
One full academic year or three terms? YES / NO
NARIC checked? YES / NO

Home Office letter of permission? YES / NO

Exceptional consideration
Reason for exceptional consideration:

Passport pages – personal details & student endorsement? YES / NO

Points awarded:

Comments/reasons why points not awarded:

AGE ASSESSMENT

Claimed:
27 or under
28 or 29
30 or 31

Birth Certificate
Original? YES / NO
Corroborative? YES / NO

Full driving license
Original? YES / NO
Corroborative? YES / NO

Exceptional consideration
Reason for exceptional consideration:

Passport personal details page
Notarised? YES / NO
Corroborative? YES / NO

Confirm Date of Birth as:

Points awarded:

Comments/reasons why points not awarded:

ENGLISH LANGUAGE ASSESSMENT

IELTS TEST REPORT

Original? YES / NO
Band 6 or above? YES / NO
Test completed in last 2 years? YES / NO
Checked against the IELTS database? YES / NO
IELTS test report/certificate no. YES / NO

DEGREE TAUGHT IN ENGLISH

Original degree certificate? YES / NO
Letter from institution confirming taught in English? YES / NO
Eligible on NARIC English language website? YES / NO

Exceptional consideration

Reason for exceptional consideration:

Letter from Institution confirming taught in English? YES / NO
Academic transcript confirming award? YES / NO
Checked degree taught in English on NARIC website YES / NO

ALTERNATIVE ENGLISH LANGUAGE TEST

Original certificate/report? YES / NO
NARIC check? YES / NO
Certificate obtained prior to application? YES / NO

Decision: PASS / FAIL

Comments/reasons for refusal: