Biometric information: enrolment

About this guidance

- This guidance tells you about the process involved with enrolling an applicant’s biometric information.

This is in relation to applications in which, as part of that application, they have to apply for a biometric immigration document (BID) for example biometric residence permits or short stay permits. Or it will lead to them obtaining a residence card (biometric format) or British citizenship

It tells you:

- how an applicant’s biometrics are enrolled
- what happens if an applicant fails to enrol their biometric information or the enrolment fails
- what to do about poor quality biometrics, including fingerprints
- the biometric information verification process

The guidance applies to biometric information enrolment teams in premium service centres. It also explains about the process used by Post Office (PO) staff.

Changes to this guidance – This page tells you what has changed since the previous version of this guidance.

Contacts – This page tells you who to contact for help if your senior caseworker or line manager can’t answer your question.

Information owner – This page tells you about this version of the guidance and who owns it.

Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.
## Changes to this guidance

This page lists changes to the ‘Biometric information: enrolment’ guidance, with the most recent at the top.

<table>
<thead>
<tr>
<th>Date of the change</th>
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<tbody>
<tr>
<td>7 April 2015</td>
<td>Change request</td>
</tr>
<tr>
<td></td>
<td>Changes made following 6 April Immigration Rules change</td>
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<tr>
<td>31 March 2015</td>
<td>Change request</td>
</tr>
<tr>
<td></td>
<td>Minor housekeeping changes</td>
</tr>
<tr>
<td>18 March 2015</td>
<td>Completely revised by the administrative policy team</td>
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<tr>
<td>17 July 2014</td>
<td>Completely revised by administrative policy and the guidance rules and forms team</td>
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### Biometric information: enrolment

## Enrolling biometric information

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- Enrolment process
- Cultural or religious needs
- Facial image
- The process for taking fingerprints
- Poor quality fingerprints, missing or extra fingers
- Temporary damage
- Deliberately damaged fingers
- Signature
## Biometric information: enrolment

### Enrolling at a Post Offices

| Enrolment | This section tells you about the processes that are used by Post Office (PO) staff when enrolling biometric information. This information only applies to applications submitted in the UK.

For information on enrolling biometric information overseas please see the related link.

The process of providing a migrant’s biometrics is exactly the same enrolling is exactly the same regardless of whether it is taking place at either the Post Office or the premium service centre (PSC). The only difference being that at the PSC the applicant will not have a letter with a bar code on it. Rather when the applicant makes the appointment they will be given, automatically, a booking reference number which will be used to take their biometrics.

**Walk-in service for enrolment**

People can enrol their biometric information at participating Post Offices if they are applying for any of the following:

- leave which will be evidenced by a biometric residence permit (BRP)
- registration or naturalisation as a British citizen
- a residence card (biometric format)

It is also applicable for people who are applying for replacement biometric residence permit. This is a walk-in service and applicants do not need to book an appointment.

Applicants can use this service only if they are sent a Post Office biometric enrolment letter.

When they attend a Post Office they must take the whole biometric enrolment notification letter with them, including the back page which contains a two-dimensional (2D) barcode. This letter will have on it the applicant’s:

- case reference number
- full name

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</table>
• date of birth
• 2D barcode on the enrolment letter:
  o the Post Office staff will have to scan this before they enrol an applicant’s biometric information

The 2D barcode will also contain the information on the biometric information notification letter.

If the applicant does not take this letter with them, they will not be able to enrol their biometric information at the Post Office.

**Fees for enrolling**

When an applicant uses this service at a Post Office, they will be charged an additional handling fee, payable to Post Office Ltd in cash or by debit card. The handling fee, £19.20 for each person, is an administrative fee, separate to the cost of the application itself.

Each dependant included on their application must also pay this fee when they enrol their biometric information.

Applicants on some immigration routes are exempt from paying an enrolment fee at the Post Office. If they are in one of these categories the Home Office will tell them this in their biometric enrolment letter.

If a migrant is exempt from paying an application fee by virtue of schedule 1 of The Immigration and Nationality (Fees) Regulations 2013, they are also exempt from paying the biometric enrolment fee. For more information, see related link.

**Checking**

If the applicant is enrolling at the Post Office the barcode will be scanned the Post Office clerk. They will check that the:

• applicant can confirm the following details as shown on their biometric information notification letter:
  o name
An exception enrolment must be scheduled in one of the premium service centres if the applicant:

- is unable to enrol their biometric information at the Post Office due to a technical issue
- has made a number of unsuccessful attempts to enrol their biometric information.

There may be other instances where the Post Office can not get the applicant’s biometrics. For example when a young child can not keep still or if someone is mentally incapable of providing them. In these cases the Post Office will refer the applicant back to the Home Office using the appointment exceptions mailbox on the individual’s biometric enrolment letter.

If an individual is unable to get to a Post Office branch (usually because they have a disability) they may be eligible for the mobile enrolment process. Applicants must contact ID Operations (Sheffield) (ID Ops) through the appointment exceptions mailbox to tell the Home Office about any problems they have providing their biometrics.

ID operations then liaise with premium service centres to exceptionally enrol someone when required. The only exception to this is asylum cases because they don’t use the appointment exceptions mailbox in their letters. So in asylum cases the case owners would need to liaise direct with a premium service centre.

**If the Post Office clerk knows the applicant**

If the Post Office clerk is a friend or relative of the applicant they must not enrol them. A manager may direct another Post Office clerk to deal with the applicant or tell the applicant to attend at another Post Office.

For more information on enrolling biometric information at Post Offices, see related link: Biometric information enrolment at Post Offices.
For a list of participating Post Offices, see related link: Post Office branches.
Enrolment process for applicants under the age of 16

This page tells you about enrolling the biometrics of applicants under the age of 16.

When attempting to enrol the biometrics of applicants under the age of 16 they must be accompanied by a responsible adult. This must be a person aged 18 or over who is either the child’s parent, legal guardian, or a person who has responsibility for the child at that time, such as a member of staff at the child’s school. If the responsible adult is not present a new appointment must be made for the child under 16. They must be told that they need to be accompanied by the responsible adult when they next attempt to enrol their biometrics.

Certain types of people can never be a responsible adult for these purposes, these include:

- the biometric enrolment staff, whether or not they are employed by the Secretary of State
- immigration officers
- officials of the Secretary of State
- police officers
- prison officers or persons employed at a removal centre

In these circumstances, Post Office staff must tell the applicant to contact the Home Office, using the email address on the enrolment letter.

If the responsible adult for the applicant under the age of 16 is their parent then the identity documents there need to provide will be:

- biometric enrolment letter
- photo ID

If the responsible adult for the applicant under the age of 16 is not their parent they will need to provide a letter from the applicant’s parents stating that they can act as a responsible adult along with one of the following:
- biometric enrolment letter
- UK passport
- UK photocard driving licence
- the responsible adult’s passport or national identity card
- biometric immigration document, for example, biometric residence card or short stay permit

The only exception to this is if the responsible adult is a social worker. They only need to provide photo ID. If the applicant does not have a social worker then the name of the local authority can be entered as the responsible adult. The social worker will still need to photo ID. A responsible adult must be present if the applicant is under 16 years old at time the application was made. If an applicant under the age of 16 does not have the named responsible adult with them, the applicant should be advised they can not go ahead with the biometric enrolment. The applicant will be told to:

- rearrange their enrolment for when they can be joined by the named responsible adult
- contact the Home Office using the email address on the enrolment letter.

If the applicant doesn't have the biometric notification letter they will be told that the Post Office can not proceed with the biometric enrolment because the letter is required.

The Tier 4 child student and the points-based system (PBS) application forms ask for the name of the responsible adult who will accompany the child at their biometric information appointment. All other forms, where the dependants are applying with the main applicant, require the dependants to be listed. The form then requires the main applicant to complete a dependants’ application form for each dependant. This is where the responsible adult question is asked.

For children who are enrolling their biometric information at a Post Office, the details of the responsible adult who will accompany them are contained in the barcode on their enrolment letter.
### Biometric information: enrolment

#### Cultural or religious needs

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This page tells you how an applicant’s cultural or religious needs are approached when their biometric information is enrolled.

Although the process for Post Office staff is similar they have been issued with their own training manual and guidance.

Exemptions cannot be made for cultural or religious reasons. However, an individual’s sensitivities must be respected and where possible premium service centre (PSC) staff of either gender will be available to capture an applicant’s biometrics. Every effort must be made to provide an applicant with privacy when requested.

Where it is obvious that an item of head-covering must be removed, the PSC staff will explain to the applicant that they must remove the item during the enrolment

Hats or head coverings are not permitted, except when worn for religious reasons and only if the full facial features are clearly visible and the face is not covered.

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Facial image (digital photograph)

This page tells you the requirements a digital photograph must meet to be suitable for biometric enrolment purposes.

This guidance is only applicable to staff working at Premium Service Centres. Although the process for Post Office staff is similar they have been issued with their own training manual and guidance.

The system used for enrolment will prompt the biometric enrolment staff to instruct the applicant that a facial image (digital photograph) is to be captured. The applicant should have removed items and/or corrected things that may interfere with a photograph being taken. For example, all hats or head coverings are not permitted, except when worn for religious reasons and only if the full facial features are clearly visible and the face is not covered.

The facial image must:

- be taken against the light grey background
- be of the applicant facing forward, looking straight at the camera with eyes level to it
- be free from shadows
- be taken with applicant’s eyes open and clearly visible for example no hair across the eyes
- show applicant without glasses
- show applicant with a neutral expression and mouth closed (no grinning, frowning or raised eyebrows)
- show the applicant on their own (no baby’s dummies, toys or other people in the facial image)
- show applicant’s full head, without covering (unless worn for religious beliefs, cultural or medical reasons) - head coverings include:
  - hats
  - scarves

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Links to staff intranet removed
- bandanas
- hair bands that cover part of the face

- be taken with nothing covering the face
  - you must ask applicants wearing headphones to remove them

- be a reflection of what the applicant normally looks like, so if the applicant has long term or a permanent facial injury (scarring) the facial image will be captured - however, if the applicant has a short term facial injury (which will heal within 10 working days) you must advise them to rearrange their enrolment for a later date - if the applicant is concerned that they will not complete the biometric enrolment within the specified time detailed in the biometric notification letter then they must contact the Home Office, using the email address on the enrolment letter.

The system will allow at least three attempts to capture a passport standard facial image. After each attempt the system will give the option of either re-try or to cancel the transaction.

For the facial image to meet the standard required of a passport photograph, it must be compliant with the passport photo requirements on the GOV.UK website. See external links: passport photo requirements.

The PSC biometric supervisor must make the applicant aware that the facial image has failed quality checks and may be rejected by the Home Office.

**Facial piercings**
Applicants who are wearing small piercings for example lip rings, eyebrow studs and nose studs can be enrolled as normal.

If the applicant has a large and obtrusive piercing on their face that makes it difficult to judge where the outline of the eyes, mouth, nose, chin or cheekbones are, they must be asked to remove them.

Facial piercings which create reflections can make the image non-compliant and must be removed before the image is captured.

PSC colleagues must be aware that the facial image taken will appear on the biometric
residence permit if the application is successful. Therefore even if the system accepts a facial image on quality grounds, it must be retaken in the event that the expression is obviously not neutral or would obviously be embarrassing to the applicant. For example, if their mouth was wide open or they were not looking at the camera.

**Children and facial images**

The facial images captured for those over the age of six and under the age of 16, must meet the same minimum passport quality standards as those for adult enrolments.

The facial images captured for those under 6, must meet the same quality standards for adult enrolments. It is recognised that capturing a compliant child facial image can be more difficult than an adult therefore the override facility will be required more frequently for children under the age of six.

Facial images of children under the age of 6 must show a clear image that is a true likeness of the child. As young children can be difficult to photograph, children under the age of 6 do not need to have a neutral expression or to look directly at the camera, but they must face forward and meet all other format requirements.

If the baby’s eyes are open in the passport sized photos submitted with the application it is best practice to capture the enrolment photo with their eyes open. If this does not happen the biometric enrolment system will not generate a result. Conversely, if the eyes are closed in the photos submitted with the application it is good practice to get a shot with their eyes closed.

Three attempts must be made to get a compliant facial image before the premium service centre biometric supervisor override facility becomes available and submitting an image which has not passed becomes possible. It is important to persist to enable the enrolment to complete but an applicant should not be physically assisted in order to help.

If a baby’s head needs to be supported then the person holding the infant’s supporting hand must not be seen. A cape, in an approved grey colour to act as the background, is available for the responsible adult to wear if they need to hold the child. This is to make sure that a facial image with a plain background can be taken without the image of another’s face or
**Biometric information: enrolment**

**The process for taking fingerprints**

This page tells biometric information enrolment staff at Premium Service Centre how to take an applicant’s fingerprints for the purposes of biometric enrolment.

This guidance is only applicable to staff working at premium service centres. Post Office staff have been issued with their own training manual and guidance.

**Before taking an applicant’s fingerprints**

You must briefly inspect the applicant’s hands to decide if any absent prints that may be caused by missing or bandaged digits, or as a result of a disabled digit such as severe arthritis. This allows you to work out how many digits will be captured.

You must also check if the applicant’s digits are dirty and need cleaning to be recognised by the system.

A check to make is that the digits do not have coverings for example:

- prosthetics
- false fingertips
- fingers from a cadaver

**Taking the applicant’s fingerprints**

Five out of eight of an applicant’s major digits will need to be present for prints to be taken without invoking the premium service centre biometric supervisor override facility. A major digit is the ring, middle, index and thumb on right and left hand. For a diagram of the major digits, please see download.

Where there are missing, bandaged or damaged fingers you must indicate this in the comments on the appropriate fingerprint scan screen.

If you are attempting to take the fingerprints of children you can turn off the auto capture function. They will allow you to choose the best time to attempt to take the fingerprints. If
after three attempts at taking fingerprints the system has not captured images for five of the middle eight then a premium service centre biometric supervisor must accept the exceptions citing reasons from a pick list.

**Applicants with more than 10 fingers**
An applicant may have more than 10 fingers. In such cases they must offer 5 prints from each hand. You must obtain scans from the first through to the fifth fingers, working from the thumbs outwards. If there are more than 2 thumbs, you must scan the prominent thumb and note there is an additional thumb present.

**Problems taking fingerprints**
Some applicants may have all fingers available, but it may be difficult to get good quality prints from these fingers due the skin being worn as a result of:

- age
- occupation
- permanent damage or deformity, for example extensive scarring or fused fingers

In these cases, you must always make 3 attempts to collect prints of the necessary quality. After 3 attempts, the system will automatically select the best set.

Where an applicant presents with short-term temporary damage to fingertips, that is things likely to heal within 10 working days, for example blisters, cuts or minor burns, they may still offer prints as long as at least 5 of the ‘middle 8’ fingers are free from damage. Where an applicant is below this threshold due to temporary damage they must be told to rearrange their enrolment once the damage has healed.

In these cases all fingers free from damage must be printed and any damaged fingers must be noted during the capture process using the most appropriate options.

**Practical points**
The finger scan quality can be affected if an applicant’s hands are too moist or too dry. If required, wet wipes and paper towels must be available for use by the applicant, so that they can provide the best scans.
|   | Where appropriate, the biometric enrolment officer must ask the applicant to remove metal jewellery so that it does not damage the equipment used to take an applicant's biometrics or obscure the fingerprint image. If the jewellery can not be removed, the applicant must be advised to show care to avoid damaging the equipment.  
You must not touch the applicant's hands to improve the quality of the scan or to remove bandages or any other obstruction.  
You are not required to take the fingerprints of children who are under the age of 6 (at the date of application not at the date of enrolment). |
|---|---|
Biometric information: enrolment

Poor quality fingerprints, permanent damage or missing fingers

This section tells biometric information enrolment staff the procedures to follow if an applicant can only provide poor quality finger scans.

This guidance is only applicable to staff working at premium service centres (PSC). Post Office staff have been issued with their own training manual and guidance.

Poor quality finger scans can be as a result of:

- permanent damage, be it deliberate or accidental
- long-term damage, be it deliberate or accidental
- temporary damage, be it deliberate or accidental

The section also contains guidance on what to do in cases where fingers are missing or there are extra fingers.

Some medical conditions can prevent finger scans being taken because the applicant is unable to properly place their fingers on the scanner. For guidance, see related link: People who do not have to enrol their biometric information.

Permanent damage
An applicant may have permanently deformed or damaged fingerprints. This could be extensive scarring, fused fingers or angled fingertips. It may be difficult to obtain good quality finger scans from some applicants if their skin is worn. You must try to take the applicant’s finger scans as the biometric residence permit (BRP) system may still be able to record scans from damaged fingers.

If a child’s hands are damaged, you must immediately refer the case to a senior caseworker or senior manager, who must be a higher executive officer (HEO) or above, to assess any child protection issues.
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<tr>
<th><strong>Long-term damage to fingertips</strong></th>
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<tr>
<td>This could include major burns or skin grafts. If you do not think you will be able to take suitable scans from at least five of the middle eight fingers in the immediate future, you must ask the applicant to provide a letter from their treating clinician. This must explain the condition, and when it is likely the applicant’s fingers will have healed. If it is unlikely the damage will heal within 8 weeks, you must only scan the undamaged fingers.</td>
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</table>

**Short-term damage to fingertips**

This could include blisters, cuts or minor burns. If an applicant has injuries that are likely to heal within 10 working days, you can take scans if at least five of the middle 8 fingers are not damaged. You must take scans from all fingers that are not bandaged.

If the applicant has less than 5 of the middle 8 fingers undamaged you must reschedule their appointment for 10 working days time. You must hold the application until the applicant returns and their fingers have healed.

**Missing fingers**

If an applicant has at least 2 fingers remaining, you must scan all remaining fingers.

**Process if the applicant has missing or damaged fingers**

- you must make 3 attempts to collect scans of the necessary quality - if after 3 attempts the scans taken are still poor, the enrolment software will use the best set of scans
- you must note on the BRP system which fingers are missing or damaged and can not be enrolled
- a biometric information supervisor must check cases where less than 5 of the middle 8 digits can be enrolled
- you must not discuss the quality of the scans with the applicant, even if the scans are still of a poor quality after 3 attempts

If a child’s hands are damaged, you must immediately refer the case to a senior caseworker or senior manager, who must be a higher executive officer (HEO) or above, to assess any child protection issues.
## Deliberately damaged fingers

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<tr>
<td>This page tells biometric information enrolment staff what to do if they suspect an applicant may have deliberately damaged their fingers.</td>
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<tr>
<td>This guidance is only applicable to staff working at premium service centres (PSC). Post Office staff has been issued with their own training manual and guidance.</td>
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<tr>
<td>If you suspect an applicant has deliberately damaged their fingers to avoid biometric enrolment, you must refer the case to immigration fingerprint bureau for further advice.</td>
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<tr>
<td>If the biometric enrolment has taken place at a premium service centre and a child’s hands are damaged, you must immediately refer the case to a senior caseworker or senior manager, who must be a higher executive officer (HEO) or above, to assess child protection issues. For more information about this see related link: Office of children’s champion.</td>
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<tr>
<td>Post Office staff will be able to enter free text comments at the end of the record of enrolment to record any concerns they may have. The identity operations (Sheffield) team will review these comments and, where appropriate, place a note on CID.</td>
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**Signature**

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<th>This page explains the need for adult applicant's to provide their signature to be included on their biometric immigration document (BID).</th>
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<tbody>
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<td>This guidance is only applicable to staff working at premium service centres. Post Office staff has been issued with their own training manual and guidance.</td>
</tr>
<tr>
<td>Biometric information verification process</td>
<td>This page does not apply to anyone who falls within the scope of the EEA Regulations because they can not apply at the premium service centres.</td>
</tr>
<tr>
<td>Each applicant over the age of 16 must provide a digital image of their normal signature using the signature pad. This image will be reproduced on their BID.</td>
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<tr>
<td>Where the applicant's usual signature is a mark such as an ‘X' or a line, this is acceptable, however a simple ‘.’ (dot) is not.</td>
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</tr>
<tr>
<td>For applicants who can not make a mark at all for example a person who has severe arthritis, then the premium service centre biometric supervisor override facility is available for a premium service centre biometric supervisor to provide authority to override.</td>
<td></td>
</tr>
<tr>
<td>You must be sure the applicant only uses the stylus provided and no other writing implement for example a ballpoint pen as this damages the surface of the signature pad.</td>
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### Vulnerable people

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<tbody>
<tr>
<td>This page tells biometric enrolment staff how to enrol the biometric information of vulnerable people.</td>
<td>All foreign nationals who are subject to immigration control are required to comply with the requirements of the biometric registration regulations. This may include a person who is vulnerable, for example, an individual who lacks capacity as defined under the Mental Capacity Act 2005 or the Adults with Incapacity (Scotland) Act.</td>
<td>The decision as whether an individual comes under the heading of a person lacking capacity will be made on a case by case. When considering these cases you must handle it with care and sensitivity. If you have a case where an applicant does not have capacity you must refer such cases to a senior manager, at the minimum they must be a higher executive officer, to authorise that you follow the process below.</td>
<td>Related links Links to staff intranet removed</td>
</tr>
<tr>
<td>How to take the biometrics in cases where the applicant lacks capacity to make a decision</td>
<td>You must allow the applicant to identify a carer, close friend or family member to assist them in providing their biometrics. If the applicant is unable to identify such a person you must attempt to locate such a person. An example of such a person might include a person who has been appointed an attorney while the applicant had capacity.</td>
<td>If no person can be identified you must ensure that applicant is fully supported to comply with the enrolment process. In particular you must ensure that the applicant is:</td>
<td></td>
</tr>
<tr>
<td>If decisions are being made on the applicant’s behalf their wishes must be, as much as possible, be taken in to consideration.</td>
<td>• given the fullest opportunity to make decisions for themselves and had fullest input to any decision made on their behalf • given help to express their wishes on matters where they do have the capacity to make decisions</td>
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### Biometric information: enrolment

#### Failing to enrol

This page tells you what to do if an applicant fails or refuses to enrol their biometric information or pay the handling fee.

**Failure to attend Post Office**

If a person who is eligible to enrol their biometric information at a Post Office does not attend a Post Office within 15 working days of the date of their biometric information notification letter, you must send them a ‘biometric appointment warning letter’.

If a person is sent a rejection warning letter, they then have a further 10 working days from the date of the warning letter to enrol at a Post Office.

This allows the Home Office to specify the process and the place where the biometric information can be enrolled and monitor the situation. This is especially important when applicants claim to have enrolled at a Post Office, but the Home Office does not have any record of this.

**Failure or refusal to pay the handling fee**

In these cases the applicant will be told it has not been possible to complete their enrolment as they have not paid the required handling fee.

At the Post Office the applicant is required to pay after they have provided their biometrics. Therefore, their biometric details will already have been sent to the Home Office. The Post Office will need to contact ID Ops (Sheffield) so they can inform the relevant case working team. Depending on the application type, the case will either be refused or rejected due to non-compliance if the applicant does not enrol.

**Refusal to enrol biometric information**

In the unlikely event an applicant attends a Post Office but say they are refusing to provide their biometric information, the applicant will be told they must contact the Home Office directly to register such a refusal.
| Verification of biometric information taken at Post Office sites is done by the ID Operations (Sheffield) biometric verification caseworker.  
For more information on the sanctions that can be used against a person who does not cooperate with the biometric information enrolment process when making an application for leave to remain or to be become a British citizen, see related link: Code of practice about the sanctions for non-compliance with the biometric registration regulations  
Caseworkers must refer to the Immigration Rules or relevant EEA regulations if there are other reasons why the application may be refused. |
Data entry errors identified during enrolment

This page gives casework teams details on the most common reasons for failed biometric enrolments.

Below are the most common casework errors encountered by ID Operations (Sheffield)

Each of the following errors affects biometric residence either by:

- preventing enrolment entirely
- appearing to have enrolled successfully but actually it has failed

<table>
<thead>
<tr>
<th>Error</th>
<th>Details</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No photographs on CID.</td>
<td>You must have scanned an image from the application into CID before the applicant enrolls their biometrics. This image must have been taken within a month of the application being submitted. When there is no image on CID for the BRP system to compare to the image captured at enrolment, the enrolment fails.</td>
<td>Enrolment appears successful. The error is identified on the Post Office exception report. You must upload a suitable photograph to CID, see related link: Specification of Format of Photographs.</td>
</tr>
</tbody>
</table>

In this section

- Enrolling at Post Offices
- Failing to enrol
- Post Office exception report

Links to staff intranet removed
<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor photograph quality of the CID comparison photo.</td>
<td>The photograph must be good quality, passport style photograph. See related link: Specification of Format of Photographs. Unsuitable photographs include those which are: • very small • taken in a waiting room • scanned from a letter.</td>
<td>You must: • first see if there is a suitable image either on CID or on the case file Then, if not: • request a suitable photograph from the applicant - you must use the blank letterhead, document reference ICD.1100 on document generator on CID.</td>
</tr>
<tr>
<td>Application image doesn't match the digital image captured during enrolment.</td>
<td>Identity caseworker checks CID or CRS and identifies incorrect photograph attached to CID record.</td>
<td>Re-enrolment may not be required. BRP caseworker contacts casework team to: • check application file • input the photograph if no suitable photograph is on previous CID record</td>
</tr>
<tr>
<td>Biometric enrolment letter barcode corrupt.</td>
<td>You must only make minor manual address changes to the</td>
<td>If biometric enrolment has not taken place and the applicant is not happy with the level of service received or wish to re-claim their travel costs they must contact the Post Office helpline:</td>
</tr>
<tr>
<td>Issue</td>
<td>Resolution</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Parent/responsible adult details missing from ‘sponsor’ section of a dependent child’s case on CID.</td>
<td>You must make sure the responsible adult details are on the ‘sponsor’ section of a dependent child’s case on CID. This error prevents the dependent child from enrolling due to an error created in the barcode on the enrolment letter. This is not picked up by the Post Office exception report.</td>
<td></td>
</tr>
<tr>
<td>'Title' missing from CID person details.</td>
<td>The title of the applicant, for example, Mr, Mrs, Miss, must be completed on CID.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You must make sure the title field is completed on CID.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If this is not done the applicant cannot enrol. They must contact the Home Office to report the</td>
<td></td>
</tr>
<tr>
<td>Deleted case type or no case details.</td>
<td>You must be sure when biometric enrolment letters are created that you are using the live case ID, not one that relates to a case that is then deleted. ID Ops has had instances of applicants whose enrolment has</td>
<td>You must issue a new enrolment letter to the applicant, linked to the appropriate case on CID, to correct this error.</td>
</tr>
</tbody>
</table>

*‘person details’ before an enrolment letter is issued to an applicant.*

If this is missing from CID it will also be missing from the barcode of the enrolment letter generated.

The letter will not scan at the Post Office when the applicant attends to provide their biometrics.
| Biometric information enrolled against the applicant’s new case type. | Biometric information sometimes attaches to the most recent case for that applicant on CID, even if that case has been deleted.  
This error is identified when you contact ID Ops to question where the enrolment has gone. It is not picked up by the | You must be sure the case they want to attach the applicant’s biometric information to, is the most recent application raised on CID.  
This is true of legacy cases specifically. |

failed because the corresponding CID case has been deleted and a new one created.  
The enrolment will appear successful to the applicant.  
The error is identified on the daily management information (MI) report which is created by ID Ops.
<table>
<thead>
<tr>
<th>Post Office exception report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not a biometric information case type on CID.</td>
</tr>
<tr>
<td>From 1 December 2012, CID changes have taken affect making more cases automatically biometric.</td>
</tr>
<tr>
<td>Casework teams must enter a correct case type on CID, or enrolment fails. This will be a case type that is automatically biometric.</td>
</tr>
<tr>
<td>If you are not sure if a case type is automatically biometric you must:</td>
</tr>
<tr>
<td>- first ask your senior caseworker, and if they don’t know</td>
</tr>
<tr>
<td>- contact appointments exceptions inbox using</td>
</tr>
<tr>
<td>To correct the error the case type must be changed on CID.</td>
</tr>
<tr>
<td>Application raised date predates child’s date of birth.</td>
</tr>
</tbody>
</table>
Biometric information: enrolment

Post office exception report

<table>
<thead>
<tr>
<th>Enrolment</th>
<th>This page tells you how the Post Office limited exception report (POL) can be used to enrol applicants after a previously unsuccessful attempt.</th>
</tr>
</thead>
</table>
| Enrolling biometric information | **Post Office limited exception report (POL)**  
A daily report is produced by ID operations (Sheffield) (ID Ops) to highlight errors. For more information, see related link: Data entry errors identified during enrolment. |
| Biometric information verification process | **‘Replaying’ data using the Home Office IT Service Desk**  
ID Ops works with Home Office Technology (HOT) to ‘replay’ enrolment data received from the Post Office. This means if the necessary changes are made to CID, for example:  
- a photograph is added  
- the correct case type is used  
the data will be updated on the BRP system without the need for the applicant to re-enrol at the Post Office. |
| | You must email the front office services mailbox, using the related link when they have changed the case. |
| | ID Ops will discuss with HOT and tell you when the case is available on the BRP system. Data is only stored by HOT for about 3 months so it may not be possible to replay older cases. If you do not request the replay of data before it is deleted by HOT you must tell the applicant to re-enrol at the Post Office because the data is no longer available. |

In this section

- Enrolling at Post Offices
- Children under 16
- Failing to enrol
- Data entry errors identified during enrolment
- Links to staff intranet removed
Biometric information: enrolment

Biometric information verification process

<table>
<thead>
<tr>
<th>Enrolment</th>
<th>This section tells you about the processes for verifying an applicant’s biometric information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolling biometric information</td>
<td></td>
</tr>
<tr>
<td>Biometric information verification process</td>
<td></td>
</tr>
</tbody>
</table>

In this section

- Biometric information enrolment team
- Biometric residence permit (BRP) system results
- IDENT1 and PNC results
Biometric information: enrolment

Biometric information enrolment team

<table>
<thead>
<tr>
<th>Enrolment</th>
<th>Enrolling biometric information</th>
<th>Biometric information verification process</th>
</tr>
</thead>
<tbody>
<tr>
<td>This page tells you about the work of the biometric information enrolment team in a premium service centre.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The role of the biometric enrolment team is to record an applicant’s biometric information and seek to verify their claimed identity. The team is made up of the biometric information enroller and the biometric information supervisor.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The verification of the claimed identity for enrolments in Post Offices is done by the ID operations (Sheffield).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The biometric information supervisors in premium service centres and the ID ops update the follow up actions on the BRP system. This includes every action they take and every required action to be followed up by the caseworker to establish a person’s identity.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information obtained from biometric information enrolment may have a direct effect on the casework consideration.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In this section

Biometric information verification process

Biometric residence permit (BRP) system results

IDENT1 and PNC results
Biometric information: enrolment

Biometric residence permit (BRP) system results

This page tells you about the results provided by the biometric residence permit (BRP) system.

In this page the term residence card (biometric format) relates to residence cards, derivative residence cards and permanent residence cards. For more information please see related link

The BRP system is used to produce the biometric immigration documents (BID) or residence cards (biometric format) that are issued to successful applicants. The information on the system is entered by the biometric information enrolment team. It is available to caseworkers to help establish an applicant's identity.

The BRP summary screen shows a scanned image of a photograph provided by the applicant alongside the facial image enrolled by the enrolment team.

The following information is available from the system:

- name of applicant
- date of birth
- passport number
- nationality
- biographical and reference details of the applicant
- case identity
- booking reference number

It shows the results of the enrolment and provides a summary of the fingerprint and facial match results.
### Enrolment

**Enrolling biometric information**

**Biometric information verification process**

<table>
<thead>
<tr>
<th>Enrolment</th>
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<tr>
<td><strong>IDENT1 and PNC results</strong></td>
<td>Biometric information verification process</td>
</tr>
<tr>
<td>This page tells you about the results provided by IDENT1.</td>
<td>Biometric information enrolment team</td>
</tr>
<tr>
<td>Official sensitive: do not disclose: start of section</td>
<td>Biometric residence permit (BRP) system results</td>
</tr>
<tr>
<td>The information in this page has been removed as it is restricted for internal Home Office use only.</td>
<td></td>
</tr>
<tr>
<td>Official sensitive: do not disclose: end of section</td>
<td></td>
</tr>
</tbody>
</table>
## Contact

<table>
<thead>
<tr>
<th>Enrolment</th>
<th>This page explains who to contact for more help with a specific case in the biometric information category.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolling biometric information</td>
<td>If you have read the relevant Immigration Rules and this guidance and still need more help with this category, you must first ask your senior caseworker or line manager.</td>
</tr>
<tr>
<td>Biometric information verification process</td>
<td>If the question cannot be answered at that level, you may email the administrative policy team, using the related link, for guidance on the policy.</td>
</tr>
<tr>
<td>Entry clearance and Border force office can also contact the administrative policy team using the email in the related link.</td>
<td>Changes to this guidance can only be made by the guidance, rules and forms team (GRaFT). If you think the policy content needs amending you must contact the administrative policy team, who will ask the GRaFT to update the guidance, if appropriate.</td>
</tr>
<tr>
<td>The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Guidance, rules and forms team.</td>
<td>Related links</td>
</tr>
<tr>
<td>Changes to this guidance</td>
<td>Information owner</td>
</tr>
<tr>
<td>Links to staff intranet removed</td>
<td></td>
</tr>
</tbody>
</table>
**Biometric information: enrolment**

**Information owner**

This page tells you about this version of the ‘Biometric information: enrolment’ guidance and who owns it.

<table>
<thead>
<tr>
<th>Version</th>
<th>4.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Published for Home Office staff on</td>
<td>7 April 2015</td>
</tr>
<tr>
<td>Policy owner</td>
<td>Administrative policy</td>
</tr>
<tr>
<td>Cleared by director</td>
<td>John Thompson</td>
</tr>
<tr>
<td>Director’s role</td>
<td>Head of migration policy</td>
</tr>
<tr>
<td>Clearance date</td>
<td>7 July 2014</td>
</tr>
<tr>
<td>This version approved for publication</td>
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<tr>
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<td>Head of migration policy</td>
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**Related links**

- Changes to this guidance
- Contact

Links to staff intranet removed