

Documentary evidence and checks

Background

1. The National Insurance Number (NINo) applicant must prove their identity before consideration can be given to allocating a NINo. It is the applicant's responsibility to provide the documents. At least one primary document must be provided.
2. Many documents can be produced to help to establish identity, some of which can be used to also prove an applicant's right to work (RTW). A person's identity can be confirmed by:
 - examining the documentary evidence to make sure it is:
 - genuine
 - relevant to that person
 - gathering information regarding the person's circumstances and background to build up a picture of them. This, together with any documentary evidence produced to support their story, can help to confirm identity.
3. The extent and detail of questioning should depend on the individual's circumstances, with emphasis on:
 - relevant areas of their background and,
 - information that can be checked and corroborated
4. If the applicant has documentary evidence but does not provide it at the evidence of identity (EOI) interview, they should be given an opportunity to provide the evidence **before** the application is sent to the NINo Centre (NC).

Document High Risk List

5. There are documents and circumstances that have been identified as high risk. Priority checking of these documents is required while the customer is in the office until further notice when a new high risk list will be issued. These documents must be checked in all cases with the Identity Fraud Team. Always contact the Identity Fraud Team if you have a document that you are unfamiliar with or have concerns about.

Acceptable supporting documents for identity verification

6. Some documents are regarded as more secure because checks and controls are in place prior to issue. The documents have built-in security features, for example fluorescence, which can be checked under ultra-violet light. These documents are referred to as primary documents.

Primary identification documents

7. Primary documentation must be copied and provided as evidence for the NINo application. If more than one primary document is provided, check that the details match on all the documents before deciding which to copy as evidence for the application.

Most common primary identification documents	
Current passport or identification card	Identity and RTW for

	European Union/European Economic Area (EU/EEA) or Gibraltar
Biometric residence permit	Identity and RTW
Home Office documents	RTW
Full UK or Irish birth certificate	Identity
Full UK or Irish adoption certificate	Identity
Certificate of Naturalisation	Identity
Registration certificate	RTW
Residence Card	RTW
Travel Document issued by Home Office	Identity

8. See the EU/EEA overview for a list of people who can enter the UK if they can provide a valid national identity card.
9. All other countries require a passport to enter the UK.

Passport or identity card - out of date or expired

10. An out of date passport or identity card can be used to help support an applicant's identity as it can confirm details of the applicant's life history.
11. When examining a passport, see examining a passport instructions.

Secondary identification documents

12. Secondary documentation can be provided to support the primary documentation. It may not be necessary to provide copies of these documents with the application and may be preferable to note on the interviewing official use section on page 8, that it has been seen.

Secondary identification documents		
Registration certificate	Must be included, if provided	RTW
Travel document	Must be included, if provided	Identity
SAL letter (Home Office)	Must be included, if provided	Identity
NASS35	Must be included, if provided	Identity
ARC (Home Office card)	Must be included, if provided	RTW
GV3 or EU uniform form	Must be included, if provided	Identity
Deed poll	Must be included, if provided	Identity
UK residency permit issued by Home Office	Must be included, if provided	RTW
Police registration certificate	Supplementary, provide a copy if there is a doubt.	Identity
Full UK driving licence	Supplementary, provide a copy if there is a doubt.	Identity
Provisional driving licence	Supplementary, provide a copy if there is a doubt.	Identity
Marriage certificate	Supplementary, provide a copy if there is a doubt.	Identity
Local authority rent book or card	Supplementary, provide a copy if there is a doubt.	Identity
Council tax documents	Supplementary, provide a copy if there is a doubt.	Identity

Letters from Social Services	Supplementary, provide a copy if there is a doubt.	Identity
Mortgage repayment policies	Supplementary, provide a copy if there is a doubt.	Identity
Utility bills	Supplementary, provide a copy if there is a doubt.	identity
Divorce or annulment papers	Supplementary, provide a copy if there is a doubt.	Identity
Certificate of employment in Her Majesty's forces, Merchant Navy or under the Crown	Supplementary, provide a copy if there is a doubt.	Identity
Wage slip from recent employer	Supplementary, provide a copy if there is a doubt.	Identity
Letter from employer or contract of employment	Supplementary, provide a copy if there is a doubt.	Identity
NHS medical card	Supplementary, provide a copy if there is a doubt.	Identity
Student identity card	Supplementary, provide a copy if there is a doubt.	Identity
Photographic form B79 – given to those discharged from prison	Supplementary, provide a copy if there is a doubt.	Identity

13. The DWP Common Standards for Identity Verification (CSIV) provides further instructions on the standards for conducting identity verification

Documentation to demonstrate self-employment

14. Applicants who claim to be self-employed must be able to demonstrate that they are actually self-employed. The table below shows the types of evidence the applicant could supply.

Self-employed applicants
<ul style="list-style-type: none"> • Letters from HMRC • Invoices • Letter from accountant • Contracts to confirm services • Quotations or estimates • Letters from clients • Accounts • Invoices or remittance statements of expenses incurred in connection with the business for example, tools and materials. • Details of premises • Client lists • Details of how the business is advertised • Public liability insurance documents • Bank statements • Self-employment certificate (Croatian nationals)

Sub-contractor applicant

- Letters from HMRC
- Invoices
- Letter from accountant
- Contracts to confirm services
- Quotations / estimates
- Letters from clients
- Accounts
- Invoices or remittance statements of expenses incurred in connection with the business for example, tools, materials.
- Details of premises
- Client lists
- Details of how the business is advertised
- Public liability insurance documents
- Bank statements
- Self-employment certificate (Croatian nationals)

Company directors

- Letters from HMRC
- Letter from accountant
- Details of premises
- Details of how the business is advertised
- Stock transfer form
- Certificate of Incorporation
- Memorandum of Association
- Self-employment certificate (Croatian nationals)

Note: This list is not exhaustive.

Passports

Types of passports

15. The following list provides details of different types of passports:

- a passport describing the holder as a British citizen or having a right to reside in the UK
- a passport describing the holder as a British Overseas Territories Citizen, providing them with the same status as a British citizen. Check if the passport holder has a right to work restriction within the passport.
- a passport describing the holder as a British National Overseas, for example Hong Kong
- a national passport or national identity card issued by a European Union (EU) country, European Economic Area (EEA) country or Switzerland which confirms that the holder is a national of an EU or EEA or Switzerland
- a passport which has UK endorsement stating that the holder has a current right of residence in the UK as the family member of a named national from an EU or EEA country or Switzerland who is resident in the UK

- a passport or other travel document endorsed to show that the holder is exempt from UK immigration control, has indefinite leave to remain in the UK or has no time limit on their stay in the UK
- a passport or other travel document endorsed to show that the holder has existing leave to enter or remain in the UK and is permitted to take the employment in question, provided that it does not require the issue of a work permit.

Passport checks

16. All passports must be checked with the appropriate equipment and immigration stamps must be examined thoroughly.

Examining a passport

When examining a passport you must check that:	
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19. XXXXX XXXX XXX XXXXXXXXXXX XXXX XXXXXXXXXXX XXX
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20. XXXXX XXXXX XX X XXXXXXXXXXX XXXXXXX XXXXX, XXXXXX XXXX
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[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

Passport not required

21. Applicants can enter the UK without a passport if they can produce an identity (ID) card. List of countries:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Gibraltar
- Greece
- Hungary
- Iceland (not compulsory to have an ID card)
- Italy
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands (Holland)
- Norway
- Poland
- Portugal

- Romania
 - Slovakia
 - Slovenia
 - Spain
 - Sweden
22. Applicants from the following areas do not require a passport to enter the UK and automatically have the right to work. They may hold a passport but do not need to produce it to enter the UK:
- Republic of Ireland
 - Channel Islands – excluding Sark
 - Isle of Man

Identity cards

Types of identity cards

23. Identity cards can be issued by a European Union (EU)/European Economic Area (EEA) member states and Switzerland.
24. Identity cards can also be issued in the UK to a foreign national, non-EEA living in the UK. These are now known as biometric residence permits. They are issued by UK Visas and Immigration.

European Economic Area Identity card checks

25. If the identity card is held in a wallet or holder, ask the applicant to remove it and check all relevant security features and make sure the:
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[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

French national identity card – extension of the period of validity

26. From 1 January 2014, the period of validity of the French secure national identity card (plastic card) issued to adults (over 18 years) is extended from ten to fifteen years.
27. This extension of validity also applies to cards that have been issued to adults between 2 January 2004 and 31 December 2013. These identity cards, which may give a validity date which has expired, are valid. They have an automatic extension of validity for 5 years. For example, a French identity card issued to an adult on 21 February 2004 will show an expiry date of 20 February 2014. This must be accepted as being valid until 20 February 2019.
28. Identity cards for people who were minors at the date of issue remain valid for 10 years.
29. The issue and expiry dates are recorded on the reverse of the card.

Biometric residence permits

30. Biometric residence permits have been available since November 2008. They replace the vignettes (or stickers) previously placed in passport.
31. They are being rolled out by the Home Office on an incremental basis to third country foreign nationals granted leave to remain in the UK for more than 6 months.
32. The card contains the following features:
 - evidence of the holder's nationality, identity and status in the UK
 - confirmation of right to work and access to public funds
 - information on the holder's immigration status

Biometric residence permit checks

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Residency documents

34. The different types of residence documents are:
 - a United Kingdom Residence Permit registration certificate or document certifying permanent residence issued to a national of a European Union (EU) or European Economic Area (EEA) country or Switzerland
 - a residence document, certificate of application, residence card or permanent residence card or either document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the UK, as the family member of a named national from an EU or EEA country, or Switzerland who is resident in the UK.

Registration certificates

35. All EEA and Swiss nationals can enter and live in the UK without needing to apply for permission.
36. Croatian nationals have restrictions on their employment in the UK. Croatian nationals who are exercising their Treaty Right as self-employed, a student or self-sufficient person can obtain a Yellow Accession Registration Certificate from the Home Office. This is evidence to show they are exercising their Treaty rights at that time. However, it is not mandatory to apply for these certificates. The certificate only shows that the applicant was able to confirm to the Home Office that they were exercising their Treaty right at the time they applied for that certificate.

37. If an applicant gives you a Yellow Accession Registration Certificate, take corroborative action to confirm that the applicant is still exercising their Treaty right at the time of their National Insurance Number (NINo) application.
38. As well as a Yellow Accession Registration Certificate, a Croatian national might have a Purple Accession Worker Certificate or a Blue Accession Registration Certificate.

Purple Accession Worker Registration Certificate

39. If a Croatian national wants to work in the UK they will need to apply for a work authorisation document, usually a Purple Accession Worker Registration Certificate, unless they are exempt from this requirement.
40. Those qualifying for a Purple Accession Worker Registration certificate will generally be skilled workers who meet certain criteria. These applicants will usually apply to the Home Office with a certificate of sponsorship from their employer.

Blue Accession Worker Registration Certificate

41. The holder is a Croatian national and:
- is a highly skilled worker who has applied to the Home Office for the right to work in the UK who is able to work without restriction
 - is a family member of a Croatian national who is exempt from workers restrictions.

Yellow Accession Worker Registration Certificate

42. The holder is a Croatian national and:
- is self-employed
 - is a student studying at an accredited educational establishment
 - provides evidence that they are living in the UK on a self-sufficient basis
43. If an applicant has applied for a NINo and shown to be exercising their Treaty rights as a self-sufficient person, caution must be taken with these applications as it is unlikely that they would need a NINo.

Biometric Immigration Document

44. This is issued by the Home Office to the holder and shows that the person named in it is:
- allowed to stay indefinitely in the UK, or has a specified time limit on their stay in the UK
 - is allowed to undertake the work in question

Immigration Status Document

45. Issued by the Home Office to the holder with an endorsement showing that the person named in it is:
- allowed to stay indefinitely in the UK
 - has no time limit on their stay in the UK

Official certificates and checks

46. A full birth certificate issued in the UK specifies the names of the holder's parents. A birth certificate can also be issued in the Channel Islands, the Isle of Man or Ireland.

- 47. A full adoption certificate issued in the UK contains details of the adoption. An adoption certificate can also be issued in the Channel Islands, the Isle of Man or Ireland.
- 48. Birth certificates can be used to verify and applicants date of birth and nationality and are produced in long or short versions.
- 49. Versions of overseas birth certificates that have been translated by a recognised official or body can also be accepted.

UK birth certificate

- 50. When examining a UK birth certificate, XXXXX XXXX XXX XXXXXXXX XX XXX XXXXXXXX XX XX XX XXXXXXXX XX, XXXXXXXXXXXXXXXX XX XXXXX XXXXXXXX XXX XXXXXXXXXXXXXXXX. X XXXXXXXXXXX XXXXXXXXXXXXXXXX XXXXX XXXXXXXXXXX XXXXXXXX XX XXXX.
- 51. XXXXX XX XXX XX XXXXX XX XXXXXXXXXXX XX XXXXXXXXXXXXXXXX XXXXX XXX XXX XXXXXXXXXXXXXXXX XXXX. XXXXXXXX XXXXXXXXXXXXXXXX XXX XXXX XXXX X XXXX. XXXXXXXXXXXXXXXX XXXXXXX XXXX XXXXXXXXXXX XXXX XXX XXXX XXXXXXXXXXXXXXXX XX XXXX XXX XXXXX XXXXXXXX XXXX XX XXXXX. XXXXXXXXXXXXXXXX XX XXX XXXXXXXX XX XXXXXXXXXXX XXXXXXXXXXXXXXXX.
- 52. XXXXX XXXX XXXXX XX X XXXXXXXXXXX XXX XXXX XXXXXXXX XXX XXXX XX XXXXX XXX XXX XXXXXXXXXXXXXXXX. XXXXXXX XXXX XXXXX XXX XX XXXXX XX XXXXXXXXXXXXXXXX, XXXX XX XXXXXXXXXXXXXXXX.
- 53. XXXXX XX XXX XXXXXXXXXXXXXXXX XXX XXXXXXX XX XX XXXX XX XXX XXXX XX XXXXX. XX XXXXXXXXXXXXXXXX XXXXXXXX XX XXXXXXXX XXX XXXXX, XXX XXXXX XX XXXXX XX XXXXXXXX. XXXX XX XXX XXXXXXXX XXXXX XXX XXXXX XXXX XXXXX XXX XXX XXXX X XXXXXXXXXXX, XXX XXXXXXXX XXXXXXXXXXXXXXXX XXXXXXXX XX XXX XXXXXXXXXXX XXXXXXXX.
- 54. XXXXX XXXX XXXXX XXX XX XXXXXXXXXXX XXXXXXXX XXX XXX XXXX XX XXXXXXXX XX XXXXXXXX, XXXXXXX XXX XXX XXXX XXXXX XX XXXXXXXXXXX. XXXX:
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Republic of Ireland birth certificates

- 55. Check that XXXXXXXX XX XXXXXXX XXXXX XXXXXXXXXXXXXXXX XXX XXXXXXX XX XXXXX XXXXXXXXXXXXXXXX XXXXXXX XX XXXXXXX XXXXXXXXXXXXXXXX XXXXXXX. XXXXXXX XXX XXXXXXXX XXXX XX XXXXX XX XX XXXXXXXX XX XXX XXXXXXX XXXXXXXXXXXXXXXX XXXXXXX. XX XX X XXXXXXX XXXXX XX X XXXX XXXXXXX X XXXXXXX. XXXXXXX XXX

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61. Check that the short certificates issued by Superintendent Registrar's
 Office and Local Registrar's Office have the following features:
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62. XXXXX XXXX XXX XXXX XXXXXXXXXXXXXXX XXXXXX XX XXXXXXI
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64. Certificates can also be issued for welfare purposes and:

- are issued by the Superintendent or local Registrar
- can be long or short
- run in the series XX XX XXXXX
- have the words XXXXXXXXXXX XX XXX XXX XXXXXXXXXXX XXXXXX

[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

Photocopying documentation

65. Birth, death and marriage certificates issued in the UK are subject to Crown copyright. The photocopying of documents by departmental staff for business purposes does not infringe Crown copyright.

Other documents

Travel documents issued by the Home Office

66. A travel document can be issued by the Home Office in some circumstances. There are four types of travel document, depending on the applicants circumstances:

- if the applicant is a refugee, they can apply for a convention travel document
- if the applicant is stateless, they can apply for a stateless persons document
- if the applicant is a citizen of any country and is currently in the UK, they can apply for a one-way document

- if the applicant has been refused a passport by their own country they can apply for a certificate of travel.

Standard Acknowledgment Letter issued by Home Office

67. A Standard Acknowledgement Letter is a Home Office acknowledgement of an application for asylum. There are various issues/versions of SALS as they are reviewed frequently for security reasons.

68. A SAL should:

- be valid until Home Office make a decision on the asylum claim
- hold a photograph, which is overstamped by the Home Office
- may have details of dependents on the reverse.

Application Registration Card issued by Home Office

69. From 31 January 2002, Application Registration Cards (ARCs) have been issued to new asylum applicants and dependents, replacing SALS.

70. The card includes a digital image of the holder and details of the holder's nationality and language

71. The ARC should be handed back to the Home Office when a decision is made to grant asylum or exceptional/indefinite leave to remain or when the asylum claim is refused.

Application Registration Card checks

72. Check the card contains:

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- X XXXXX XXXX XXXXX XXXXX XXXXXXXXXXXXXXX XXXXX XXX
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[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

73. An Evidence & Enquiry Unit (E&EU) form must be sent to confirm the validity of an ARC, regardless of when it was issued or the wording on it. The subject line of the email must be marked 'Official – EEREQUEST', see DWP Guidance - Protective Marking and Secure Handling of Information for more details.

74. If this format is not followed the Home Office response time could be delayed. See the guidance notes of the E&EU form for the correct email address to use. A portable document format (PDF) template confirming validity will be returned to the originator's group email account.

Form GV3 or EU Uniform Format form

75. This is a one way travel document issued by UK embassies abroad.

Full United Kingdom driving licence

76. The different styles of licence in circulation are:

- all green licences introduced in October 1982
- all pink licences introduced in January 1986
- pink and green licences introduced in June 1990
- photocard licences introduced in October 1999
- all applications for new licence or change of name, after October 1999 required proof of identity

Provisional driving licence

77. A provisional driving licence with its paper counterpart.

British driving licence checks

78. Make sure you removed the driving licence from the plastic wallet and check that:

- XXX XXXXXXXX XXXXXXXX XXX XXXXXXXXXX XX XXXX XXXXXX
- XXX XXXXXXXX XXXXXXXX XXXXXXXX XX XXX XXXXXX XXX XX
XXXXXXX XXXXXXXX
- XXX XXXX XX XXX XXXXXXXX XX XXXXXXXXXXXXXXX
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[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

79. The driver number will read as:

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X X XXXXX XXXX XXXXXXXXXXXXX XX XXX XXXXXXXX. XX XXX XXXXXXXX XX XXXX XXXX XXXX XXXXXXXXXXXXX XXX XXXXXXXX XXX XXXXXXXX XX XXX XXXXXXX X			
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C – XXX XXXXX XXX XXXXXXXXXXX XX XXX XXXXXXXXXXX. XX XXXXX XX XXXX XXX XXXXXXX XXX XXXXXX XXXXXXXXXXX XX X X
D – XXXXXXXXXXX XXXXX XXXXXX

80. Photocard licence – check that the photocard:

- XXXXX XX XXXXXXXXXXX XXXX XX XXX XXXXXXX XXXXXXXXXXXXX
XXX XXXXXXXXXXX
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81. Photocard licence – check that the paper counterpart:

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82. Both parts of the licence should be presented together.

[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

Bank accounts

83. If the applicant presents any of the following documents it should be noted as seen and verified on LMS:

- cheque book
- cheque guarantee card
- store/credit card

Do not photocopy these documents.

Other documentation

84. Other documents include:

- original marriage certificate
- UK residency permit issued by Home Office
- Local Authority rent book or card
- Council Tax documents
- life assurance insurance policies
- mortgage repayment policies
- recently paid fuel or telephone bills in the applicants name
- divorce or annulment papers

- certificate of employment in Her Majesty's forces
- certificate of employment under the Crown
- certificate of employment in the Merchant Navy
- police registration certificate
- wage slip from recent employer
- letter from employer or a contract of employment
- deed poll
- bank statements
- Trade Union membership card
- travel pass with photograph affixed
- apprenticeship indentures
- vehicle registration or motor insurance documents
- letters from Her Majesty's Revenue and Customs (HMRC) about self-employment
- invoices (self-employed)
- letter from accountant or client (self-employed)
- stock transfer form (Director)
- Certificate of Incorporation (Director)
- Memorandum of Association (Director)
- Student ID card (student)
- National Health Service (NHS) card

NASS35 – Termination of support

85. This is a letter issued to successful asylum seekers when asylum or exceptional/indefinite leave is granted. One letter is issued to each family unit that has been supported by National Asylum Support Services (NASS) and will include all adult dependents. The letter will contain:
- a photograph of the main applicant
 - details of the main applicant and all dependents
86. It will also include details of the period and value of support from NASS including:
- accommodation
 - emergency vouchers
 - date and type of leave granted
 - date the 28 day grace period ends

New photographic form B79

87. This is a form used to notify Department for Work and Pensions (DWP) staff that a person has been discharged from prison and advised to claim benefits.

Non-EEA students – courses of more than six months duration

88. Students who are non-EEA nationals that:
- study in the UK
 - have a visa or a biometric residence permit (BRP) stating they cannot work without the consent of the Secretary of State, and
 - attend courses of more than six months duration

89. These students are no longer required to obtain permission to:
- take spare time or vacation work
 - undertake placements which are part of their study, that is sandwich courses, or
 - undertake internship placements with an employer while studying in the UK.
90. This applies to all non EEA students who are attending courses of more than six months duration whether they are currently working or due to start work. This means they do not have to apply to:
- Department for Work and Pensions (DWP)
 - Overseas Labour Service or
 - Work Permits Section of the Training and Employment Agency, or
 - undertake work or placements.

Non-EEA students – course of less than six months duration

91. Students who are non-European Economic Area (EEA) nationals who:
- study in the UK
 - have a visa or biometric residence permit (BRP) stating they cannot work without the consent of the Secretary of State, and
 - attend courses of less than six months duration
92. These students are required to obtain permission to:
- take spare time or vacation work
 - undertake placements which are part of their study, sandwich courses, and
 - undertake internship placements with an employer while studying in the UK.
93. They must not work more than 10 hours per week term-time and full-time during vacations if the student course is below degree level or a course below NQF/QCF 3, 4 or 5. For further information see HO website.
94. See Points Based Visa System website at the HO, for further information concerning studying and working in the UK.
95. Responsibility for making sure that these restrictions are adhered to rests with the employer and the HO.

British university North America club students

96. British university North America club (BUNAC) organises a government sponsored exchange programme each year. This allows up to 4000 American students aged 18 and over to widen their experiences by:
- coming to the UK, and
 - working for up to six months
97. Applications are processed by BUNAC and students are issued with a blue registration card and OSS1.
98. If students are not registered with BUNAC, they must be treated as non-EEA students for the purpose of NINo registration.
99. There are no restrictions on the number of hours a BUNAC student can work for an employer, but self-employment is not allowed.
100. To check if an applicant is registered with BUNAC and for more information contact BUNAC.

No documentary evidence available

101. Some applicants may not be able to produce any form of documentary evidence, for example:
- homeless
 - of no fixed abode
 - travellers
 - victims of disaster, or
 - fleeing domestic violence
102. If an applicant cannot provide primary identification documents, their identity may still be verified. An EOI interview must still take place and when the reason has been identified, make sure all information is recorded on the other information page at Part 4 of the CA5400. A general approach must be taken in these circumstances and a decision made based on the information provided.

Children in care

103. A young person who has been in care should be able to provide documentation or correspondence from Social Services, for example, details of an allocated social worker.
104. They may be able to provide:
- a passport
 - a birth certificate
 - an adoption certificate
 - paperwork relating to their education

Children in juvenile detention

105. A young person who has been in prison should be able to provide:
- prison discharge papers, and
 - documentation or correspondence from Social Services, for example, details of an allocated social worker.
106. They may be able to provide:
- a passport
 - a birth certificate
 - adoption certificate, and
 - paperwork relating to their education
107. In all cases, if documentary evidence is limited or non-existent, information must be gathered during the interview to obtain a fuller picture of the young person's life history.