

Rework

Initial checks by NC Decision Maker

NINo application checks

The decision maker must carry out a check of the application to confirm there are no inconsistencies between the details on the application form, the documentation provided by the applicant if identity and right to work (RTW) has not been established at the EOI site, and those held on LMS.

These checks include making sure:

- the necessary ID check has been carried out and that the IFT check has been recorded on the CA5400 form
- the bank account number, sort code and any other sensitive information is made un-readable (blacked out) on all documentary evidence provided with the application. If this has not happened, consider changing this piece of evidence to ephemeral in CAMLite to shorten its storage time
- the applicant's personal details are complete and recorded correctly
- the applicant has signed or made their mark, or the appointee has signed, at Part 6, and that the countersigning officer has signed at Part 7
- that copies of all supporting documents are signed or marked by the applicant or the applicant's appointee, signed by the interviewing officer and the countersigning officer
- evidence of identity has been provided – in appointee cases, the identity of both the applicant and appointee must be satisfied
- evidence of RTW or immigration status has been provided where appropriate, and
- correction fluid has not been used.

Information missing from NINo application

If the decision maker identifies errors or that further information is needed, they must consider the most appropriate action to make sure the application is processed accurately and without unnecessary delays.

If information is required from the applicant or third party, phone the applicant or appointee. If you are leaving a message on an answer machine, follow Leaving a message on an answering machine instructions. If this is not successful or the applicant or appointee does not have a contact number, send them a letter. In the letter, explain what information is needed, why it is needed and the date that we need it by. For further information see BF action. When all the information is received, note in LMS conversations and then process the application using the appropriate instructions.

Rework required at EOI site

Some examples of rework:

- the form is not signed by the applicant or countersigning officer

- the stamp indicating identity and RTW is confirmed at the evidence of identity (EOI) site has not been signed by the interviewing officer or the countersigner
- the signature of the applicant, interviewing officer or countersigning officer is missing from copies of evidence

If an error cannot be resolved by the decision maker the application should be returned to the interviewing site for rework.

The decision maker must:

Step	Action
1	In CAMLite, enter a note in Cases Notes to request rework
2	Set a case BF for today's date
3	Assign the case to the Team Leader
4	In LMS, update conversations with the details of what information or clarification is required for the rework

The processing team leader must then:

Step	Action
1	Identify the relevant region for the rework
2	Open Case Notes, select New and add a note to request return of the case
3	Access the Icon in the Owner field
4	In the pop up, select Query
5	Enter 'NINo*RC' in the Position column
6	Select the required Team from the list
7	Select Assign

Cases are assigned from the regional queue to the appropriate interviewing site queue.

The regional admin team will:

Step	Action
1	In CAMLite, click the Due date column to sort cases by due date
	Cases with a current due date are en-route to EOI sites. Cases with a due date for 10 years in the future have had rework action completed and are being returned to the NINo Centre
2	Open case. Select Case, the line turns yellow, and then select View Case
3	In Case View assign the Case to the correct EOI site
4	In the Owner field click the small icon
5	In the pop up, select Query
6	Enter 'NINO *<Office Name>*Qu*' in the Position column
7	Select Team
8	Select Assign

Interviewing site instructions

The EOI site will check for reworks on a daily basis:

Step	Action
1	In CAMLite Cases View, identify un-started case. The Owner column will display team name
2	Click the Case line - this turns the line yellow.
3	In the Case applet, type Employee No into the Owner field
4	Open the Case
5	Select View case
6	Check case notes
7	Access documents – select View Docs

The interviewing site will book the rework interview with the applicant at the original interviewing site and with the original interviewing officer if possible. To book the interview, contact the applicant or appointee by phone. Two attempts must be made within one working day. If this is not successful or the applicant/appointee does not have a contact number take the following action.

Step	Action
1	Choose a suitable date and time for the rework appointment
2	Send the applicant a letter inviting them to attend the office to provide further information regarding their application for a NINo
3	Note LMS conversations with the date and time of the rework appointment and the reason.

(Please note: the rework letter is still to be developed with External Comms)
If the applicant fails to attend (FTA) the rework interview, the interviewing site will record this in LMS conversations and return the application via CAMLite (See step actions below) to the NINo Centre (NC) for the decision maker to consider refusal action.

When the applicant has attended the office and the required signatures and/or evidence has been recorded, the CA5400 and any supporting evidence must be returned to the NC.

The EOI site will:

Step	Action
1	Access the Case in CAMLite
2	Click into the Case line
3	Select View Case
4	Select Case notes – a pop up box will open
5	Update Case Notes
6	Set the Due Date to a date 10 years in the future. This makes it easy to distinguish between cases en-route to EOI site from completed cases waiting to be returned to the NINo.
7	Assign the case to the regional Centre
8	Click the small icon in the Owner field
9	In the Find field menu select Position
10	Enter "NINO * RC*" in Starting With field
11	Select the relevant Team
12	Select Assign

The regional Admin team will then return the case to the originating NC team leader

1	Click the Due date column in CAMLite to sort Cases by due date
	Cases with a current Due Date are en-route to EOI sites. Cases with a Due date for 10 years in the future have had rework action completed and are being returned to the NINo Centre
2	Open case – select Case (line turns yellow) and select View Case
3	In Customer View check the Notes
	Note the NINo Centre team leader's staff No:
4	In the Owner field click the small Icon
5	In the Pop Up select Log In Name from the Find field
6	Enter the staff ID in the Starting With field
7	Select User by clicking on the name
8	Select Assign

The NC team leader will identify the returned application and assign to the decision maker

1	Opens the case
2	Deletes/resets the Due Date as appropriate
3	Assigns the case to a team member to process

When the rework action is complete and received at the NC the application can be processed following the appropriate instructions.