



Home Office

Worker and Temporary Worker Customer service standards

Version 4.0

Contents

Contents.....	2
About this guidance.....	3
Contacts	3
Publication	3
Changes from last version of this guidance	3
Recording and reviewing service standards.....	4
Service standard review oversight.....	5
Service standard not met	6
Service standard exempt.....	7

About this guidance

This guidance tells caseworkers about the sponsorship customer service standards for UK Visas & Immigration (UKVI) customers.

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors, email Economic Migration Policy.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance, you can email the Guidance Rules and Forms team.

Publication

Below is information on when this version of the guidance was published:

- version **4.0**
- published for Home Office staff on **11 October 2021**

Changes from last version of this guidance

The changes update a few links and terms used within the guidance.

Related content

[Contents](#)

Recording and reviewing service standards

This page tells caseworkers how to record and review the sponsorship service standards.

When recording and reviewing service standards, you must take additional instruction from the Metastorm user guide.

The service standards outlined in this document relate to the following applications or requests:

- pre-licensing:
 - new sponsor licence applications
 - applications to add a route to an existing licence
- post-licensing:
 - add, replace or amend key personnel requests authorising officers (AO), key contacts (KC) and level 1 users (L1) change of circumstances – other requests
 - change of circumstances – update organisation details requests
 - additional certificate of sponsorship (CoS) allocation requests
 - additional confirmations of acceptance for studies (CAS) allocation requests
 - premium customer service applications and renewals
 - licence renewal applications

For all applications and requests submitted, Metastorm will be auto-populated with the following:

- the date the application or request was submitted and a case created in Metastorm
- service standard end date (start date plus service standard period)

You must review the service standard throughout the case consideration process, applying the following Metastorm outcomes when appropriate:

- met
- not met
- exempt

If the application or request has 'met' the applicable service standard, you must update and complete the 'Review Service Standards' function in Metastorm.

When reviewing the service standard, you must:

- not take a case out of service standard by choosing the 'not met' or 'exempt' status if a decision can be made before the service standard end date

- only issue a customer service standard (CSS) letter if the application or request has been accepted at the validation stage
- issue the 'notification of failure to meet service standard letter' if the application or request will not be decided before the service standard end date
- issue the 'notification of failure to meet service standard letter' to the customer 2 days before the service standard end date
- specify the new timescale when the customer can expect a decision on their application or request in the 'notification of failure to meet service standard letter'
- issue a second 'notification of failure to meet service standard letter' if the second service standard end date is missed, advising of the revised timescale for deciding their application or request

Service standard review oversight

This section explains what you must do if the service standard is not reviewed.

If:

- the service standard has not been reviewed
- the sponsor has not been advised that the case has not met the service standards

you must update Metastorm and write to the sponsor immediately giving the reason that the service standard is 'not met' or 'exempt'.

For examples of the reasons the service standard is 'not met' or 'exempt', see the following pages in this guidance:

- [service standard not met](#)
- [service standard exempt](#)

Related content

[Contents](#)

Service standard not met

This page gives you example reasons to use when the sponsorship service standard is 'not met'.

If an application or request is incomplete and the service standard end date will not be met for the following reasons:

- there has been a need for business re-prioritisation
- there is a compliance visit delay because the sponsor is unavailable
- there are operational pressures on sponsorship caseworking teams
- there has been a case intake surge
- the application or evidence has been misplaced leading to a delay
- there has been a procedural or process error which has delayed the case

then you must:

- update and complete the review service standards form in Metastorm
- discuss the revised timescales you wish to apply with your manager
- issue the 'notification of failure to meet service standard' letter to the sponsor advising them of the new timescale for completion

Alternatively, forward the letter to the compliance officer to issue during the planned visit or issue a second 'notification of failure to meet service standard letter' if the first revised deadline is missed, advising the customer of the revised timescale for deciding their application or request.

If an application or request is incomplete and the revised service standard end date will not be met for the reasons above, you must:

- update and complete the review service standards form in Metastorm
- discuss the revised timescale you wish to apply with your manager
- issue a second 'notification of failure to meet service standard' letter advising the customer of the revised timescale for deciding their application or request

If the sponsor has not been notified of the service review outcome due to an oversight, you must:

- update and complete the review service standards form in Metastorm
- discuss the revised timescale you wish to apply with your manager
- issue a 'notification of failure to meet service standard' letter advising the sponsor of the service standard review oversight and giving a revised timescale for deciding their application or request

Related content

[Contents](#)

Service standard exempt

This page gives you example reasons to use when the sponsorship service standard is exempt.

If the application or request is rejected, or withdrawn, then service standards do not apply and the application is 'exempt'. You must:

- discuss with your manager before taking further action
- update and complete the 'review service standards' form in Metastorm when authorised
- issue a service standard exemption letter

If the application is to become a licensed sponsor in the Temporary Work - Government Authorised Exchange Worker route (requiring a Rules change), or there is either:

- a prosecution pending against either, the authorising officer, key contact or level 1 user
- an ongoing investigation against either, the authorising officer, sponsoring company, key contact or level 1 user
- a post licensing request outstanding for the sponsor, which is unlikely to be progressed within the service standard end date for example mergers, takeovers, or the sponsor is under judicial review

then service standards do not apply and the application is 'exempt'.

You must:

- consider taking the case out of the service standards that apply
- discuss with your manager before taking further action
- when authorised update and complete the 'review service standards' form in Metastorm
- issue a service standard exemption letter

If the application or request is considered complex for the following reasons:

- there are compliance issues and a risk-based visit is needed
- a premium customer service compliance visit is required
- the compliance visit is delayed due to the unavailability of the sponsor
- the case is considered a complex case and credibility checks are needed
- the case is complex and there are policy issues which need clarification
- the sponsor has not provided supporting documents

the service standard will not be met.

If service standards do not apply and the application is 'exempt', you must:

- consider taking the case out of the service standards that apply
- discuss with your manager before taking further action
- when authorised, update and complete the 'review service standards' form in Metastorm
- issue a service standard exemption letter to the sponsor
- if an unannounced visit is planned the letter must be provided for the compliance officer to issue to the sponsor when they visit

If the sponsor has not been notified of the service review outcome, then service standards do not apply and the application is exempt. You must:

- consider taking the case out of the service standards that apply
- discuss with your manager before taking further action
- when authorised, update and complete the 'review service standards' form in Metastorm
- issue a service standard exemption letter to the sponsor advising of the oversight
- if an unannounced visit is planned, the letter must be provided for the compliance officer to issue to the sponsor when they visit

Related content

[Contents](#)