



Home Office

Worker and Temporary Worker of the points-based system: sponsorship – priority service

Version 3.0

This document should be used with the points-based system sponsor licensing: maintenance document or the PBS sponsor licensing – applications document.

Contents

Contents.....	2
About this guidance.....	3
Contacts	3
Clearance and publication	3
Changes from last version of this guidance	3
Requests to use the priority service CoC.....	5
Eligibility	5
Accepted requests: advising the sponsor of next steps	5
Logging and allocating the priority service application	5
Processing times.....	6
Priority service – licence applications	7
Requests to use the priority service	7
Accepted requests: advising the sponsor of next steps	7
Logging and allocating the priority service application	7
Processing times.....	7
Processing priority service applications.....	8
Applications to add or renew the allocation of certificates of sponsorship.....	8
Applications to add or amend key personnel, except level 2 users	8
Applications to add or change a representative.....	8
Applications to amend address details.....	9
Applications for sponsor licences.....	9

About this guidance

This guidance tells you about processing change of circumstances applications from A-Rated sponsors who want to use the priority service to either:

- add or amend key personnel, except level 2 users
- add or renew the allocation of certificates of sponsorship
- add a representative
- amend address details on licence

or processing new sponsor licence applications from applicants who want to use the priority service.

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 then email the Migration Policy Unit.

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

Clearance and publication

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

- version **3.0**
- published for Home Office staff on **11 October 2021**

Changes from last version of this guidance

The changes reflect the following:

- The priority service has expanded to allow sponsors to amend address details on their licence and applicants to have their application processed under the service
- Applications to use the service are now made on an application form which is sent via email
- A telephone application can no longer be made
- New terms are to reflect the new Points-based system
- Operational process changes

Related content

[Contents](#)

Points-based system sponsor licensing: maintenance

PBS Sponsor licensing - applications

Priority service – changes of circumstances

This page tells you about the change of circumstances (CoC) priority service.

Requests to use the priority service CoC

When a Worker and/or Temporary Worker sponsor makes a CoC application on the sponsor management system, they can then complete a priority request form and send it to us as an attachment to an email.

Only priority requests submitted between 9.00 am and 5.30 pm Monday to Friday should be considered, and no more than 60 per day.

Eligibility

To use the priority service, the sponsor must:

- be a Worker or Temporary Worker sponsor
- be A-rated
- not be a premium sponsor
- have made a CoC application using the SMS, which must not have already been allocated to a caseworker
- have sent a submission sheet, where required
- be applying to either:
 - add or amend key personnel, except level 2 users
 - add or renew the allocation of certificates of sponsorship
 - add a representative
 - amend address details of their licence

Accepted requests: advising the sponsor of next steps

Successful applicants will receive an email telling them their request has been successful, along with further instructions. A second email will then follow containing a Worldpay link. Payments must be made within 72 hours of the second email. The request will lapse if payment is not received within that time and a new request will have to be submitted if the priority service is still required.

Logging and allocating the priority service application

Upon receipt of the payment, you must:

- record the priority application on the priority service allocation spreadsheet and save it on the shared drive
- update Metastorm on the perform action screen as follows:
 - Action type: user defined action

- Description: see extra details
- Extra details: fee amount
- Status: completed
- Outcome: result
- Status comments: details from Worldpay email
- Reminder set for: today's date and hour
- allocate the case to a caseworker

Processing times

Successful requests must be processed within 5 working days unless the case is complex or further information is required.

If further information is required to process the application, sponsors must provide that within the 5-day timeframe. If they don't, the priority request will be rejected and no refund will be paid.

Related content

[Contents](#)

Priority service – licence applications

This page tells you about the priority service for sponsor licence applications.

Requests to use the priority service

When an employer submits a sponsor licence application, we write to them with details of the service. They can then complete a priority request form and send it to us as an attachment to an email.

Accepted requests: advising the sponsor of next steps

Successful applicants will receive an email telling them their request has been successful within 1 working day, along with further instructions. A second email will then follow containing a Worldpay link. Payments must be made within 72 hours of the second email. The request will lapse if payment is not received within that time and the application will be processed within normal service standards.

Logging and allocating the priority service application

Upon receipt of the payment, you must:

- record the priority application on the priority service allocation spreadsheet and save it on the shared drive
- update Metastorm with the priority payment details
- allocate the case to yourself

Processing times

Successful requests must be processed within 10 working days unless the case is complex or further information is required. The 10 working days commence on the date the submission sheet and all relevant documents are received.

If further information is required to process the application, sponsors must provide that within 5 working days. If they don't, the priority request will be rejected, the case will be processed within normal service standards and no refund will be paid.

Related content

[Contents](#)

Processing priority service applications

This page tells you about processing priority service change of circumstances applications.

Applications to add or renew the allocation of certificates of sponsorship

Priority service applications to add or renew the allocation of certificates of sponsorship must be considered normally as described in the 'Points-based system sponsor licensing: maintenance guidance'. If any further information is required, however, you must:

- telephone the sponsor to request the information
- inform them that case may be dealt with out of the priority service standard
- send an email to the sponsor confirming details of the conversation

Once you have completed consideration of the case, you must email the outcome to the sponsor.

Applications to add or amend key personnel, except level 2 users

If you are assigned a priority service application to add key personnel, except level 2 users, you must immediately email details of the proposed user to the Sponsorship Workflow Team for priority x-checks to be carried out. When these are returned, the application must be considered normally as described in the 'Points-based system sponsor licensing: maintenance guidance'. If any further information is required, however, you must:

- telephone the sponsor to request the information
- inform them that case may be dealt with out of the priority service standard
- send an email to the sponsor confirming details of the conversation

Once you have completed consideration of the case, you must email the outcome to the sponsor.

Applications to add or change a representative

If you are assigned a priority service application to change authorising officer, the application must be considered normally as described in the 'Points-based system sponsor licensing: maintenance guidance'. If any further information is required, however, you must:

- telephone the sponsor to request the information
- inform them that case may be dealt with out of the priority service standard

- send an email to the sponsor confirming details of the conversation

Once you have completed consideration of the case, you must email the outcome to the sponsor.

Applications to amend address details

Priority service applications to amend address details of the sponsor must be considered normally as described in the 'Points-based system sponsor licensing: maintenance guidance'. If any further information is required, however, you must:

- telephone the sponsor to request the information
- inform them that case may be dealt with out of the priority service standard
- send an email to the sponsor confirming details of the conversation

Once you have completed consideration of the case, you must email the outcome to the sponsor.

Applications for sponsor licences

If you are assigned a priority service application to process sponsor licence application, you must immediately email details of the proposed key personnel to the Sponsorship Workflow Team for priority x-checks to be carried out. When these are returned and you have received the submission sheet, the application must be considered normally as described in the 'PBS sponsor licensing: applications guidance'. If any further information is required, however, you must:

- telephone the sponsor to request the information
- inform them that case may be dealt with out of the priority service standard
- send an email to the sponsor confirming details of the conversation

Once you have completed consideration of the case, you must email the outcome to the sponsor.

Related content

[Contents](#)

Points-based system sponsor licensing: maintenance