



UK Visas  
& Immigration

## **The sponsorship management system (SMS) manuals**

Step by step guide for sponsors

Manual 9 of 12: Reporting worker activity

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## Additional SMS manuals

There are 12 SMS manuals available, plus two supplementary policy guides for completing a CoS and CAS. The manuals are grouped into three categories: common, CAS and CoS. The table below describes the purpose and audience of each manual.

You should read all manuals applicable to your licence before contacting the relevant helpdesk.

Manual reference	Manual title	Type	Purpose	Audience
Manual 1	<a href="#">Introduction to SMS</a>	Common	<p>Use this manual to log into SMS, change your password, manage SMS users and view important messages posted by the Home Office.</p> <p>In addition, this manual explains who should use SMS and for what purpose. The manual features a full introduction to SMS as well as a comprehensive troubleshooting section.</p>	All sponsors
Manual 2	<a href="#">Managing your licence</a>	Common	To help sponsors manage their key personnel, change their licence details, manage PAYE references, and apply for allocations of CoS/CAS.	All sponsors
Manual 3	<a href="#">Applications, renewals and services</a>	Common	To help sponsors apply for Premium customer service, apply for, renew or decline to renew Student Sponsor status, renew or decline to renew your licence renewal, and manage action plans.	All sponsors

Manual reference	Manual title	Type	Purpose	Audience
Manual 4	<a href="#">Creating and assigning CAS</a>	CAS	To help sponsors create and assign individual and batches of CAS.	Sponsors licensed in the Student Route
Manual 4a	<a href="#">Creating a CAS – guide for education sponsors</a>	CAS	This manual contains supplementary information on completing a CAS. Use this guide to determine what information is necessary in each field of the CAS.	Sponsors licensed in the Student Route
Manual 5	<a href="#">Reporting student activity</a>	CAS	To help sponsors report student activity, for example if a student's circumstances change or submitting a graduate notification. This manual also contains help with reporting fee updates and adding sponsor notes to CAS that have already been assigned.	Sponsors licensed in the Student Route
Manual 6	<a href="#">Miscellaneous CAS functions</a>	CAS	To help sponsors complete all other functions of CAS, such as managing batches of CAS, managing pre-stored addresses for use when creating CAS, transferring ownership of CAS, printing CAS and exporting CAS.	Sponsors licensed in the Student Route
Manual 7	<a href="#">Bulk Data Transfer of CAS</a>	CAS	To help sponsors use the bulk data transfer (BDT) functions of SMS, including graduate notifications. You must have a bespoke IT system in place to use BDT.	Sponsors licensed in the Student Route

Manual reference	Manual title	Type	Purpose	Audience
Manual 8	<a href="#">Creating and assigning CoS</a>	CoS	To help sponsors create and assign individual and batches of CoS.	Sponsors licensed in any Worker or Temporary Worker route
Manual 8a	<a href="#">Creating a CoS – guide for business sponsors</a>	CoS	This guide contains supplementary information on completing a CoS. Use this guide to determine what information is necessary in each field of the CoS.	Sponsors licensed in any Worker or Temporary Worker route
Manual 9	<a href="#">Reporting worker activity</a>	CoS	To help sponsors report worker activity, for example if a worker's circumstances change. This manual also contains help with adding sponsor notes to CoS that have already been assigned.	Sponsors licensed in any Worker or Temporary Worker route
Manual 10	<a href="#">Miscellaneous CoS functions</a>	CoS	To help sponsors complete all other functions of CoS, such as managing batches of CoS, managing pre-stored addresses for use when creating CoS, transferring ownership of CoS, and printing CoS.	Sponsors licensed in any Worker or Temporary Worker route

Manual reference	Manual title	Type	Purpose	Audience
Manual 11	<a href="#">Tier 5 Creative and Sporting groups of CoS</a>	CoS	To help sponsors create and manage groups of CoS. Groups of CoS are only available to sponsors licensed in Tier 5 (Creative and Sporting).	Sponsors licensed in the Temporary Worker - Creative and Sporting route
Manual 12	<a href="#">Defined CoS</a>	CoS	To help sponsors apply for defined CoS, track applications for defined CoS and once granted, create defined CoS.	Sponsored licensed in Skilled Worker

## Glossary

Term	Meaning
<b>SMS</b>	Sponsorship Management System
<b>CoS</b>	Certificate of Sponsorship
<b>CAS</b>	Confirmation of Acceptance for Studies
<b>AO</b>	Authorising Officer
<b>KC</b>	Key Contact
<b>BDT</b>	Bulk Data Transfer
<b>SELT</b>	Secure English Language Test
<b>.XML</b>	Extensible Mark-up Language
<b>.PDF</b>	Portable Document Format
<b>Automation</b>	On 6 April 2014 we introduced new functionality in SMS to automatically renew CoS allocations and to apply changes to your organisation address, or the address of your AO and KC. We will write to you if you meet the criteria and automation has been set.

## CoS status

The table below shows each status which can apply to a CoS.

As seen in SMS	Meaning
WORK IN PROGRESS	The CoS is still in 'draft' form as one or more mandatory details have yet to be completed.
READY TO GO	All mandatory fields are complete and the CoS is ready to be assigned to an individual.
ASSIGNED	The CoS has been assigned to an individual and is ready to be used in support of an application for leave to enter or remain.
WITHDRAWN	You have used the 'Manage live CoS' function to withdraw the CoS.
USED	The CoS has been used in support of an individual's application for leave to enter or remain.
EXPIRED	EITHER: The individual has not made an application for leave to enter or remain by the expiry date of the CoS. A new CoS is required; OR: The individual has applied by the CoS expiry date but we have not considered their application before that date. In this case, no action is required on your part; we will change the status of the CoS from EXPIRED to USED when the application is considered.
CANCELLED	The CoS has been cancelled as your licence has been revoked or has expired, or you have surrendered the relevant route / your whole licence prior to the CoS being used.



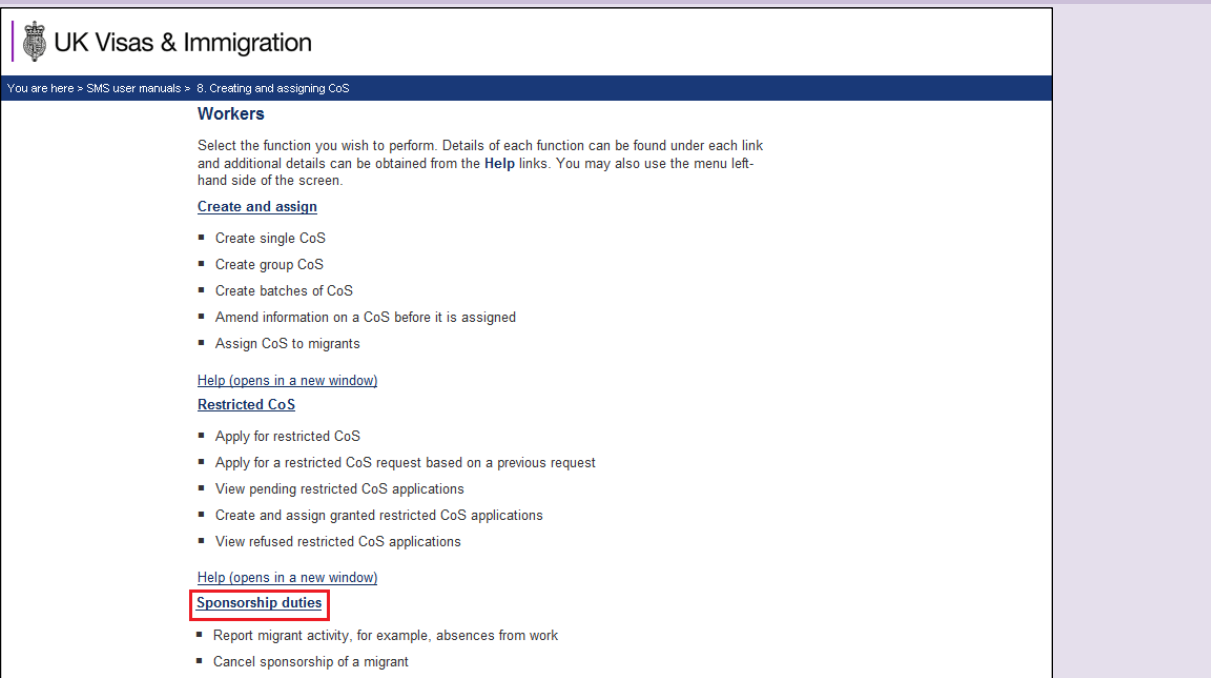
## SMS guides

### Guide 1: How to report individual migrant activity

Follow the step by step instructions below to search for a CoS and report migrant activity, including withdrawal of sponsorship from a migrant. This function is essential to fulfil your duties as a sponsor. Use this function to notify us of a migrant's activity, for example, the migrant has been delayed and has not entered the UK, or you are no longer sponsoring the migrant.

Please note, Level 2 users can only report migrant activity for CoS that they have personally created and assigned, or for CoS which have been transferred to them.

You should read the [Sponsorship policy guidance](#) before reporting migrant activity.

Step	Instruction	Screen example
1	From the <b>Workers</b> screen, select <b>Sponsorship duties</b> .	

**Step****Instruction****Screen example****2**

From the **Sponsorship duties** screen, select **Report migrant activity**.

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### Sponsorship duties

As a sponsor, you have responsibilities to manage the migrants to whom you have assigned CoS. This section allows you to fulfil these responsibilities by reporting migrant activity and managing live CoS.

**Please note**, Level 2 users can only report on CoS which they own.

**Report migrant activity**

- Includes absences from work, invalid permission to stay, disciplinary actions or withdrawal of sponsorship

[Help \(opens in a new window\)](#)

**Manage live CoS**

- Withdraw an unused CoS
- Add or amend a sponsor note

[Help \(opens in a new window\)](#)

**3**

From the **Report migrant activity – CoS search** screen, enter your search parameters, then select **Next**.

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### Report migrant activity - CoS search

To report a migrant's activity, search for a CoS using the CoS number or migrant personal information. Either the family name or passport number must be entered to search by migrant personal information. Choose **Next** to continue or **Back** to return to the menu.

**Search by CoS number**

CoS number:

**Next**

**Migrant personal information search**

Passport number:

Family name:

Given name(s):

Date of birth:

**Next**

**Back**

**Step****Instruction****Screen example****4**

From the **CoS search results** screen, check that you have identified the correct CoS. If not, select **Back**.

If it is the correct CoS, select **Next**.

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### CoS search results

Check that is the migrant for whom you wish to report activity and select **Next**. If this is not the correct migrant, select **Back**.

CoS summary	
CoS number:	C2G2Z94812A
CoS status:	USED
Passport number:	65465465465654654
Family name:	Smith
Given name(s):	Sam
Nationality:	BERMUDA
Date of birth:	28/10/1979
Gender:	Male

[Back](#) [Next](#)

**Step****Instruction****Screen example**

From the **Report new activity** drop-down menu, choose the appropriate reason, then select **Next**.

- 5** You can also view previously reported activity on this screen, under the **Reported activity** heading.

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### View and report migrant activity

The migrant's activity report is displayed below.

To report a new activity, select the type of activity from the drop down list and choose **Next** to continue. Choose **Back** to return to the **CoS search results** screen.

**Reported activity**

CoS number: C2G2Z94812A

Date and time	Activity type
---------------	---------------

**Report new activity**

Please select

- Please select
- Sponsor continuing to sponsor migrant worker
- Sponsor has stopped sponsoring migrant worker
- Change in migrant worker circumstances
- Previous notification withdrawn

**Back** **Next**

**Step****Instruction****Screen example****6**

From the **Report migrant activity – date and reason** screen, select a further reason from the **Select details** drop-down menu, complete the date and provide full details. When complete, select **Save**.

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### Report migrant activity - date and reason

Enter the activity you want to report and the reasons for the activity, including dates and choose **Save** to submit the information to us.

This will be assessed and you will be contacted if necessary.

Choose **Cancel** to return to the previous page.

**Activity details**

CoS number: C2G2Z94812A

Activity type: Sponsor continuing to sponsor migrant worker

Select details: \*

Please select

Relevant date: \* [ ] [ ] [ ]

Give full details: \*

**Cancel** **Save**

**Note**

From 6 April 2014, if you are reporting withdrawal of sponsorship, you will be required to enter the last recorded residential address for the student. In addition, if you have the phone number and email address you should include them in the report.

**Step****Instruction****Screen example****7**

You are returned to the **View and report migrant activity** screen.

You can see your report activity is listed at the top of the **Reported activity** section.

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### View and report migrant activity

The migrant's activity report is displayed below.

To report a new activity, select the type of activity from the drop down list and choose **Next** to continue. Choose **Back** to return to the **CoS search results** screen.

**Reported activity**

CoS number: C2G2Z94812A

Date and time	Activity type
05/03/14 12:31	Sponsor continuing to sponsor migrant worker

**Report new activity**

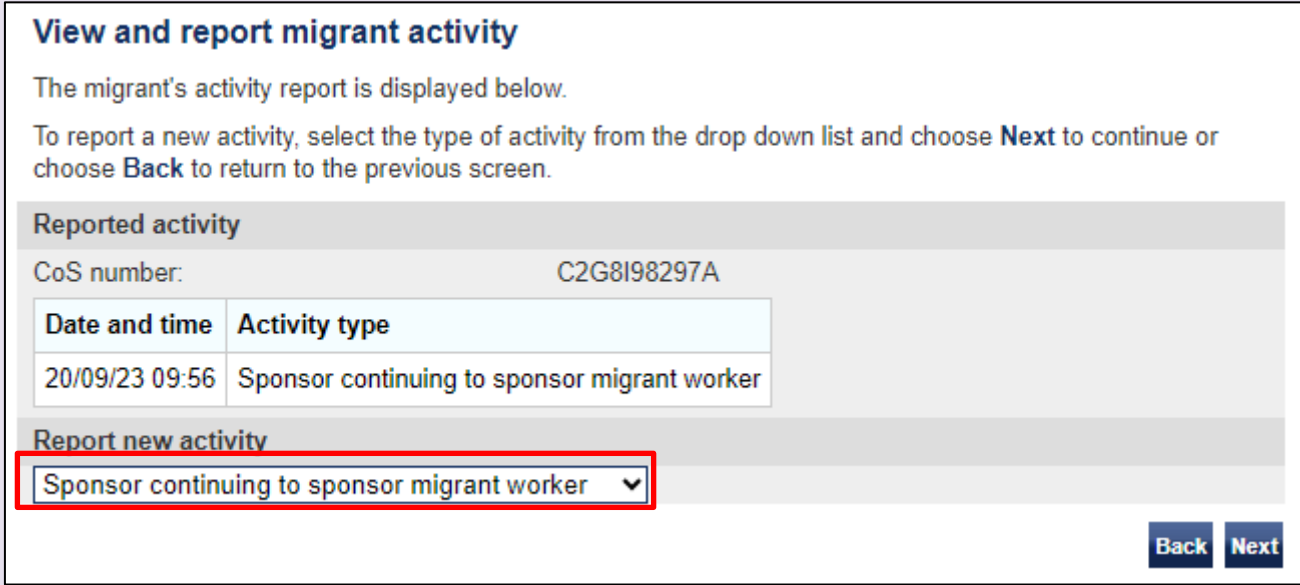
Please select

[Back](#) [Next](#)

**Note** Only the initial *Activity type* selection of the submitted report is available to view

## Guide 1.1: Sponsor continuing to sponsor migrant worker Offshore worker arrived in or departing UK waters

Follow the step by step instructions below to report workers arriving and departing UK waters.

Step	Instruction	Screen example				
1	From <b>step 5</b> on <b>page 12</b> , select <b>Sponsor continuing to sponsor migrant worker</b> if the worker is arriving in UK waters OR select <b>Sponsor has stopped sponsoring migrant worker</b> if the worker is departing UK waters.	 <p><b>View and report migrant activity</b></p> <p>The migrant's activity report is displayed below.</p> <p>To report a new activity, select the type of activity from the drop down list and choose <b>Next</b> to continue or choose <b>Back</b> to return to the previous screen.</p> <p><b>Reported activity</b></p> <p>CoS number: C2G8I98297A</p> <table border="1"><thead><tr><th>Date and time</th><th>Activity type</th></tr></thead><tbody><tr><td>20/09/23 09:56</td><td>Sponsor continuing to sponsor migrant worker</td></tr></tbody></table> <p><b>Report new activity</b></p> <p>Sponsor continuing to sponsor migrant worker ▼</p> <p><b>Back</b> <b>Next</b></p>	Date and time	Activity type	20/09/23 09:56	Sponsor continuing to sponsor migrant worker
Date and time	Activity type					
20/09/23 09:56	Sponsor continuing to sponsor migrant worker					
<b>Note</b>	From 6 April 2014, if you are reporting withdrawal of sponsorship, you will be required to enter the last recorded residential address for the student. In addition, if you have the phone number and email address you should include them in the report					

**Step****Instruction****Screen example****2**

When reporting that the offshore worker has arrived in the UK, select from the dropdown details list and provide the information stated in the text box.

**Report migrant activity - date and reason**

Enter the activity you want to report and the reasons for the activity, including dates and choose **Save** to submit the information to us.

This will be assessed and you will be contacted if necessary.

Choose **Cancel** to return to the previous page.

**Activity details**

CoS number: C2G8078352A

Activity type: Sponsor continuing to sponsor migrant worker

Select details: \*

Offshore worker arrived in UK waters

Relevant date: \* 27 November 2023

Give full details: \*

\* Name of vessel the migrant worker is based on

Cancel Save

**Note**

Enter relevant details in the 'give full details' box before pressing 'save'



**Step****Instruction****Screen example****3**

When reporting that the offshore worker has left UK waters, select from the dropdown details list and provide the information stated in the text box

**Report migrant activity - date and reason**

Enter the activity you want to report and the reasons for the activity, including dates and choose **Save** to submit the information to us.

This will be assessed and you will be contacted if necessary.

Choose **Cancel** to return to the previous page.

**Activity details**

CoS number: C2G8O78352A

Activity type Sponsor has stopped sponsoring migrant worker

Select details: \* Offshore worker left UK waters ▼

Date sponsorship ended: \* 27 ▼ November ▼ 2023 ▼

Give full details: \*  
\* Reason for leaving UK waters  
\* Method by which worker left UK

Last known address \*

City or town: \*

County, area district or province:

Postcode or ZIP code: \*

Country: \*

Contact telephone:

Email:

**Cancel** **Save**

**Note**

Make sure to enter the information after you have selected Sponsor has stopped sponsoring.

## Guide 2: How to add and amend sponsor notes

Follow the step by step instructions below to add a sponsor note to a CoS with a status of ASSIGNED. This function is useful if you wish to notify us of changes to details of a live CoS. It is not possible to edit a live CoS, but if any of the previously submitted information is incorrect, you may add a sponsor note to provide the correct details.

Please note, Level 2 users can only add a sponsor note on CoS that they have personally created and assigned, or to CoS that have been transferred to them.

You should read the [Sponsorship policy guidance](#) before adding a sponsor note to a live CoS.

## Step

## Instruction

## Screen example

1

From the **Workers** screen, select **Sponsorship duties**.

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### Workers

Select the function you wish to perform. Details of each function can be found under each link and additional details can be obtained from the **Help** links. You may also use the menu left-hand side of the screen.

**Create and assign**

- Create single CoS
- Create group CoS
- Create batches of CoS
- Amend information on a CoS before it is assigned
- Assign CoS to migrants

[Help \(opens in a new window\)](#)

**Restricted CoS**

- Apply for restricted CoS
- Apply for a restricted CoS request based on a previous request
- View pending restricted CoS applications
- Create and assign granted restricted CoS applications
- View refused restricted CoS applications

[Help \(opens in a new window\)](#)

**Sponsorship duties**

- Report migrant activity, for example, absences from work
- Cancel sponsorship of a migrant
- Manage active CoS, for example, cancelling a CoS before the migrant has applied for a visa

[Help \(opens in a new window\)](#)

**Step****Instruction****Screen example****2**

From the **Sponsorship duties** screen select **Report migrant activity**.

**Sponsorship duties**

As a sponsor, you have responsibilities to manage the migrants to whom you have assigned CoS. This section allows you to fulfil these responsibilities by reporting migrant activity and managing live CoS.

**Please note**, Level 2 users can only report on CoS which they own.

**Report migrant activity**

- Includes absences from work, invalid permission to stay, disciplinary actions or withdrawal of sponsorship

[Help \(opens in a new window\)](#)

**Manage live CoS**

- Withdraw an unused CoS
- Add or amend a sponsor note

[Help \(opens in a new window\)](#)

**3**

From the **Search for a CoS** screen, enter your search parameters, then select **Next**.

**Search for a CoS**

To manage a CoS that has not yet been used by a migrant, search for the CoS using the CoS number or migrant personal information. Either the family name or passport number must be entered to search by migrant personal information. Choose **Next** to continue or **Back** to return to the menu.

**Search by CoS number**

CoS number:

**Next**

**Migrant personal information search**

Passport number:

Family name:

Given name(s):

Date of birth:

**Next**

**Back**

**Note**

If your search parameters are not specific, you will be presented with a list of CoS. This screen is not featured in this guide. Select the CoS to which you wish to add a note. If your search parameters are specific, you will be presented with the screen below.

From the **Manage live CoS** screen, check that you have identified the correct CoS. If not, select **Back**.

If it is the correct CoS, select **Sponsor note**.

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### Manage live CoS

Manage the live CoS using the buttons below, choose:

- **Sponsor note** to add a note to a CoS, for example to inform us of a spelling mistake in a name or a change to a passport number.
- **Withdraw CoS** to withdraw the CoS before it has been used by the migrant in an application for leave to enter/remain. This option is only available for CoS with a status of **Assigned**.
- **Back** to return to the previous screen.

Tier and category	
Tier 2 (General - Extensions)	
CoS summary	
CoS number:	C2G3A34812A
CoS status:	ASSIGNED
Expiry date (use by):	06 June 2014
Passport number:	987654321
Family name:	Smith
Given name(s):	Josh
Nationality:	CHILE
Date of birth:	26/07/1971
Gender:	Male
Sponsor note:	

[Back](#) [Withdraw CoS](#) [Sponsor note](#)

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From the **Edit sponsor note** screen, enter the details you wish to add in the **Sponsor note** field, then select **Save**.

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### Edit sponsor note

To edit the sponsor note, add the information required. If you are amending the note, you can either overwrite the existing text or add additional text. Any text that is overtyped will not be saved, so do not overwrite any existing text if it is still relevant. Choose **Save** to confirm your changes or choose **Cancel** to return to the previous screen.

**Tier and category**

Tier 2 (General - Extensions)

**CoS summary**

CoS number: C2G3A34812A  
 CoS status: ASSIGNED  
 Expiry date (use by): 06 June 2014  
 Passport number: 987654321  
 Family name: Smith  
 Given name(s): Josh  
 Nationality: CHILE  
 Date of birth: 26/07/1971  
 Gender: Male  
 Sponsor note:

**Cancel** **Save**

**Note**

1. This function can only be used to notify us of any changes before the migrant uses the CoS in support of their application. The system will therefore only allow you to add a sponsor note to a live CoS with a status of ASSIGNED (Unused).
2. If you wish to add more information at a later date (and before the CoS has been used), you must add it after the previously entered text.
3. If you wish to replace your earlier sponsor note with alternative details, you can do so by over-typing the original text. Take care not to over-type any text accidentally, as the original content will be lost.

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From the **Manage live CoS** screen, the note you created is displayed.

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### Manage live CoS

Manage the live CoS using the buttons below, choose:

- **Sponsor note** to add a note to a CoS, for example to inform us of a spelling mistake in a name or a change to a passport number.
- **Withdraw CoS** to withdraw the CoS before it has been used by the migrant in an application for leave to enter/remain. This option is only available for CoS with a status of **Assigned**.
- **Back** to return to the previous screen.

Tier and category	
Tier 2 (General - Extensions)	
CoS summary	
CoS number:	C2G3A34812A
CoS status:	ASSIGNED
Expiry date (use by):	06 June 2014
Passport number:	987654321
Family name:	Smith
Given name(s):	Josh
Nationality:	CHILE
Date of birth:	26/07/1971
Gender:	Male
Sponsor note:	Migrant's date of birth should read 26/08/1991 - not July.

[Back](#) [Withdraw CoS](#) [Sponsor note](#)