

Eligibility

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Verification of right to work in UK

All employers in the UK have a responsibility to prevent illegal working. We do this by conducting simple right to work checks before employing someone, to make sure the individual is not disqualified from carrying out the work in question by reason of their immigration status. This guidance provides information on how and when we conduct a right to work check. A right to work check determines whether an applicant has the legal right and permission to work in the UK. The Immigration, Asylum and Nationality Act 2006 (amended by the Immigration Act 2016) provides employers with a statutory excuse against a civil penalty where they can clearly demonstrate that they have carried out all the necessary checks to mitigate any risks of employing illegal workers.

By conducting the checks as set out in this guide and the code of practice, we will have a statutory excuse against liability for a civil penalty if we are found to have employed someone who is prevented from carrying out the work in question by reason of their immigration status.

One Call 24 Limited (OneCall24) conduct a right to work check before we employ a person to ensure they are legally allowed to do the work in question. If an individual's right to work is time-limited, OneCall24 will conduct a follow-up check shortly before it is due to come to an end.

There are three types of right to work checks:

- a manual right to work check
- an online Home Office right to work check (non-British and non-Irish citizens)
- a right to work check using Identity Document Validation Technology (IDVT) via the services of a digital provider (British and Irish citizens with a valid passport or Irish passport card only). These providers will often be referred to as a Digital Verification Service (DVS).

Conducting any of the above checks as set out in this guidance and in the code of practice will provide OneCall24 with a statutory excuse.

Establishing that the worker has sufficient right to work will be completed as part of the registration process and prior to the deployment of the worker into the provision of the services. OneCall24 does not make any assumptions about an individual's right to work on the grounds of colour, race, nationality, ethnic or national origins, accent, or the length of time they have been resident in the UK.

One Call 24 conforms at all times to current legislation when establishing whether a worker has the right to work in the UK, including the latest NHS Employment Check Standards

(<https://www.nhsemployers.org/publications/right-work-checks>) and Home Office Guidance (<https://www.gov.uk/government/publications/right-to-work-checks-employers-guide>).

All documentation obtained must be original items, signed and dated as original seen and retained

within the worker's file (as appropriate).

The current list of acceptable documents used by One Call 24 (List A and List B) can be seen below and will be acquired from each worker registering and placed by One Call 24 (see below).

OneCall24 ensure that the recruitment and placement of workers is done so in line with relevant guidance at point of recruitment.

The retention of Right to Work check records is governed by the Organisation's GDPR Data Retention Policy (England). Where this policy references retention, the periods specified in this policy take precedence.

Right to Work Checks: Transitional Guidance Based on Employment Start Date and Applicable Statutory Excuses

Where the employment commenced on or after 29 February 2008, and a statutory excuse was established for the duration of that person's employment before 16 May 2014, the document checks set out in the 'Full guide for employers on preventing illegal working in the UK' published in October 2013 continue to apply.

Where the employment commenced on or after 16 May 2014, and a statutory excuse was established for the duration of that person's employment before 28 January 2019, the document checks set out in the 'Employer's guide to right to work checks', last published on 29 June 2018, continue to apply. For example, since 16 May 2014, for those people in the UK who require permission to work and reside, an immigration endorsement must be in a current passport to demonstrate a right to work. However, if we conducted a check between 29 February 2008 and 15 May 2014 and accepted an immigration endorsement in a passport that had expired or has since expired, our statutory excuse continues because this was an acceptable document at the time, we conducted the check. We are only required to conduct follow up checks on an employee if their right to work is time limited.

Since 28 January 2019, employers have been able to rely on the Home Office online service, view a job applicant's right to work to establish a statutory excuse. (<https://www.gov.uk/view-right-to-work>). Where the employment commenced on or after 28 January 2019, and a statutory excuse was established for the duration of that person's employment before 1 January 2021, the document checks set out in the 'Employer's guide to right to work checks', last published on 28 January 2019, continue to apply.

Online Home Office Checks

As part of its recruitment and compliance process, OneCall24 requires all non-British and non-Irish nationals seeking employment to confirm their right to work in the UK via the Home Office online checking service. This digital service applies to individuals who hold an eVisa, including those under the EU Settlement Scheme and points-based immigration routes.

OneCall24 recognises that most physical immigration documents have now been phased out and replaced with eVisas, which serve as a digital record of immigration status. To support the transition, individuals with

valid immigration status may still use their expired Biometric Residence Permit (BRP) to generate a share code through the Home Office online service. This share code can be used to verify their right to work for a limited transitional period. OneCall24 encourages all individuals to register for a UKVI account to enable ongoing access to their eVisa.

Step 1: Use the Home Office online service

Individuals must provide OneCall24 with a share code using the Home Office "View and Prove Your Immigration Status" service. For right to work verification, the individual must select the option to generate a share code under the category: "Prove my right to work." The individual may provide the share code to us directly, or they may choose to send this to us via the service. If they choose to send it via the service, we will receive an email from right.to.work.service@notifications.service.gov.uk.

To check the person's right to work details, we will need to:

- Access the service 'View a job applicant's right to work details' via GOV.UK
- Enter the 'share code' provided to us by the individual
- Enter their date of birth

It is not sufficient to simply view the details provided to the individual on the migrant part of the service; doing so will not provide us with a statutory excuse.

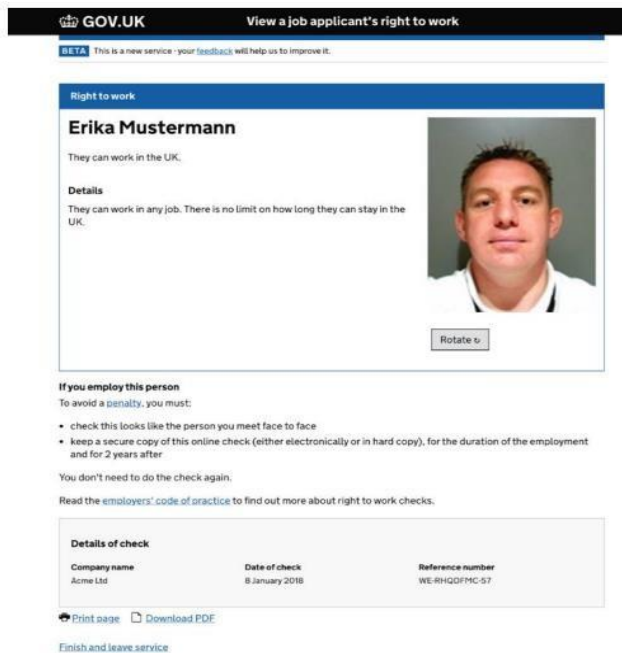


Step 2: Check

We must check that the photograph on the online right to work check is of the individual presenting themselves for work (i.e. the information provided by the check relates to the individual and they are not an imposter). We must only employ the person, or continue to employ an existing employee, if the online check and follow-up check confirms they have the right to work and are not subject to a condition preventing them from doing the work in question.

If the online right to work check does not confirm that the individual has the right to work in the UK and do the work in question, we will not have established a statutory excuse from this check if we proceed to employ them. If we know or have reasonable cause to believe that they do not have the right to work, and employ them anyway, we risk being found guilty of a criminal offence.

If we employ someone based on the online check, but it is reasonably apparent from the photograph that the individual working is not the individual to whom the information provided in the check relates, we may face a civil penalty in the event of illegal working.



The above image is an example from the online service and shows the individual has a continuous right to work.


GOV.UK View a job applicant's right to work

BETA This is a new service - your feedback will help us to improve it.

Right to work

Erika Mustermann

They have permission to work in the UK from 19 October 2021. They can work in the UK until 19 November 2023.



Rotate photo

Details
They can work in any job.

If you employ this person
To avoid a penalty, you must:

- check this looks like the person you meet face to face
- keep a secure copy of this online check (either electronically or in hard copy), for the duration of the employment and for 2 years after
- do this check again when their permission to be in the UK expires on 19 November 2023

Read the [employers' code of practice](#) to find out more about right to work checks.

Company name	Date of check	Reference number
Acme Ltd	8 January 2018	WE-8KFEULN-64

Print page Download PDF


[Finish and leave service](#)

The above image is an example from the online service and shows the individual has a time-limited right to work and confirms the date that their permission to enter or stay expires.

Right to work

Erika Mustermann

They can work in the UK until 19 November 2023.



Rotate photo

Details
They can work:

- up to 10 hours a week during term time
- full-time during the holidays

They must share proof of their term dates with their employer.

They can also work on a placement which is part of the course their student visa is based on. The work placement must be:

- a compulsory part of their course
- assessed as part of their course

Read more about [volunteering, working for a student union and other types of work](#).

Conditions
They cannot:

- work as a doctor or dentist in training - except on a Health Education England foundation programme
- work as an entertainer
- work as a professional sports person or coach
- run a business or be self-employed - unless they have applied for a start-up visa

If you employ this person
To avoid a penalty, you must:

- check this looks like the person you meet face to face
- keep a secure copy of this online check (either electronically or in hard copy), for the duration of the employment and for 2 years after
- get and keep details of their academic term and vacation times
- do this check again when their visa expires on 19 November 2023

Read the [employers' code of practice](#) to find out more about right to work checks.

Company name	Date of check	Reference number
Acme Ltd	8 January 2018	WE-YVFC8LU-86

Print page Download PDF

[Finish and leave service](#)

The above image is an example from the online service and shows the individual has a restricted, time-limited right to work. It confirms the hours they can work and the date that their permission to enter or stay expires.

Step 3: Retain evidence of the online check

OneCall24 retains a record of each right to work check—either as a PDF download or screen print—for the duration of the individual’s employment and in line with OneCall24 GDPR Data Retention Policy. After this retention period, the file will be securely and permanently destroyed in accordance with data protection requirements.

We must retain evidence of the online right to work check. For online checks, this should be the ‘profile’ page confirming the individual’s right to work. This is the page that includes the individual’s photo and date on which the check was conducted. We will have the option of printing the profile or saving it as a PDF or HTML file. We should store this securely (electronically or in hardcopy) for the duration of employment and for two years afterwards. The file must then be securely destroyed. Should illegal working be identified, we will need to be able to evidence that we have conducted a right to work check in order to have a statutory excuse and avoid a civil penalty.

Where an individual has limited leave to remain, as evidenced by an expiry date, OneCall24 will conduct a follow-up right to work check before the expiry to ensure continued compliance.

Note on Identity Verification

When using an eVisa for identity verification, this must be conducted separately from the right to work check. Individuals must generate a different type of share code that specifically allows OneCall24 to carry out identity verification.

Further information on how the Home Office online right to work checking service operates is available via the official gov.uk website.

Using an Identity Service Provider (IDSP)

OneCall24 utilises TrustID as its approved Identity Service Provider (IDSP) to carry out digital right to work checks for British and Irish nationals holding a valid passport or Irish passport card. This process is conducted using Identity Document Validation Technology (IDVT), in accordance with legislation effective from 6 April 2022. This digital solution allows OneCall24 to verify the right to work without requiring physical documents, enhancing both efficiency and compliance.

IDSPs can carry out digital identity verification to a range of standards or levels of confidence. The Home Office recommends that employers only accept checks via an IDSP that satisfy a minimum of a Medium Level of Confidence. OneCall24, using TrustID, meets this requirement and can be found on the list of

certified providers on GOV.UK: Digital identity certification for right to work, right to rent and criminal record checks.

Even when using IDVT via TrustID, OneCall24 remains responsible for verifying that:

- The photograph and biographic details (e.g. date of birth) on the IDVT output are consistent with the individual presenting themselves for work;
- The photographic image provided is a true likeness of the individual.

This confirmation is carried out in person by an authorised member of staff at the point of registration.

A clear copy of the IDVT identity check output is retained securely. Copies of right to work documentation will be retained in accordance with the organisation's GDPR Data Retention Policy. If identity and eligibility are not verified in the prescribed manner, and the individual is later found to be working illegally due to their immigration status, OneCall24 will not have a statutory excuse and remains liable for any civil penalty.

In circumstances where a digital check cannot be completed—such as when a candidate holds an expired British or Irish passport—OneCall24 will conduct a manual document check to obtain a valid statutory excuse.

All staff involved in right to work and identity verification procedures are provided with appropriate training to ensure they understand how to use TrustID, what information must be obtained and retained, and how to meet all associated compliance obligations. This includes understanding the scope and limitations of digital checks, how to interpret output reports, and ensuring all legal and procedural responsibilities are fully met.

Conducting a manual check

There are three steps to conducting a manual document-based right to work check. We need to complete all three steps before employment commences to ensure we have conducted a check in the prescribed manner, in order to establish a statutory excuse.

- **Step 1: Obtain:** OneCall24 must obtain original documents from either List A or B of the acceptable documents.
- **Step 2: Check:** OneCall24 must check that the documents are genuine and that the person presenting them is the prospective or existing employee, the rightful holder and allowed to do the type of work we are offering. We must check that:
 - Photographs and dates of birth are consistent across documents and with the person's appearance in order to detect impersonation.
 - Expiry dates for permission to be in the UK have not passed.

- Any work restrictions to determine if they are allowed to do the type of work on offer (for students who have limited permission to work during term-times. We must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed).
- The documents are genuine, have not been tampered with and belong to the holder
- The reasons for any difference in names across documents can be explained by providing evidence (for example, original marriage certificate, divorce decree absolute, deed poll).
These supporting documents must also be photocopied and a copy retained.
- **Step 3: Copy:** OneCall24 must make a clear copy of each document in a format which cannot manually be altered and retain the copy securely: electronically or in hardcopy. We must also retain a secure record of the date on which we made the check. Simply writing a date on the copy document does not, in itself, confirm that this is the actual date when the check was undertaken. If we write a date on the copy document, we must also record that this is the date on which we conducted the check. We must copy and retain copies of:
 - Passports: any page with the document expiry date, the holder’s nationality, date of birth, signature, immigration permission, expiry date, biometric details, photograph and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question (the front cover no longer has to be copied)
 - All other documents: the document in full, including both sides of an Immigration Status Document and an Application Registration Card.
 - All copies of documents taken should be kept securely for the duration of the worker’s employment and in line with OneCall24 data retention policy. The copy must then be securely destroyed.

NB: All documents obtained for proof of right to work must signed and dated as ‘original seen’. This includes the date the document was obtained (dd/mm/yyyy format), the name or a legible signature of the person who has sighted the document, and the ‘original seen’ wording.

Lists of acceptable documents for manual right to work checks

List A – acceptable documents to establish a continuous statutory excuse

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.

3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 1 – documents where a time-limited statutory excuse lasts until the expiry date of permission to enter or permission to stay

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's

permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 2 – documents where a time-limited statutory excuse lasts for six months

1. 1A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme) on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. 3A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules or Appendix EU to the Immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. 4An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. 5A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Frequency of checks

Where a candidate provides a document from List B, or where restrictions are in place on a candidate's right to work, the recruiter system Salesforce is updated with the appropriate information. This then flags our business 1 month in advance that follow up action is required to obtain further right to work and/or that restrictions in place may be breached or nearing their limits. Evidence of how this can be seen via screenshots of our recruiter system Salesforce. Reports are also run which allows the us to track further in advance candidate right to work status and expiry dates.

When uploading documents, our recruiter system Salesforce tracks all documents that have been uploaded in relation to the right to work requirement.

When documents are uploaded, internal staff are required to select from the available options on the recruiter system to ensure that the correct information is obtained and retained on file.

Where documents have an expiry date, these are added to the recruiter system.

Where a person is renewing their visa, they must provide supporting evidence showing their submission to the Home Office and their current visa status whilst their case is being reviewed. OneCall24 will follow up the supplied Certificate of Application with the Home Office, completing an ECS and conforming to the response received.

Different Names

Where the worker provides documentation which shows different names, OneCall24 will look to obtain sufficient proof of name change, in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name. Proof of name change documents must be original seen, with verified copies retained in the worker's file.

When acquiring right to work documents from the worker, OneCall24 will ensure that a comparison is made between the pictures within the document, and check the date of birth to ensure it is consistent with the person who has supplied the document. Should any concerns arise over the

authenticity of a worker's Right to Work document(s), OneCall24 will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, PRADO and the Metropolitan Police.

Outside of Home Office guidance, some of our contracts require us to obtain the front cover of the agency worker's passport and retain this on file as part of our validation of an agency worker's proof of right to work.

Verification of identity documents is conducted by the Compliance Team within OneCall24. Online tools are utilised, including those promoted by the Home Office and PRADO - European Council of Right to Work and identity documents. Checking document authenticity is an integral and important part of the verification of right to work process.

EEA Nationals

Following the UK's departure from the European Union, the EU Withdrawal Act 2020 brought an end to free movement law in the UK on 31 December 2020. A six-month grace period was subsequently introduced, lasting until 30 June 2021. During this period, certain aspects of free movement law remained in effect to allow eligible EEA citizens and their family members, who were resident in the UK by 31 December 2020, to apply to the EU Settlement Scheme (EUSS).

From 1 July 2021 onwards, EEA nationals and their family members have been required to hold valid UK immigration status in the same way as all other foreign nationals. They can no longer rely on an EEA passport or national identity card alone to evidence their right to work. Instead, they must demonstrate

their right to work through proof of immigration status, which may include either pre-settled or settled status under the EUSS, or a visa under the UK's points-based immigration system.

Most EEA nationals residing in the UK will have applied to the EUSS and been issued digital confirmation of their immigration status. These individuals must provide evidence of their right to work using the Home Office's online right to work checking service. This digital process replaces the need to present physical documentation and allows employers to confirm immigration status via a secure online platform.

The Home Office no longer requires employers to conduct follow-up checks on individuals holding pre-settled status. Therefore, for individuals with pre-settled or settled status granted under the EUSS, a right to work check is required only once, prior to the start of their employment.

Where an initial right to work check was conducted correctly, in line with the guidance applicable at the time, a statutory excuse will be maintained for holders of pre-settled status, even if no follow-up check is carried out.

Some EEA nationals may hold another form of immigration permission evidenced through a physical document, such as a visa vignette, an endorsement in a passport, or a biometric residence permit. These documents remain valid and are included in the list of acceptable right to work documents provided by the Home Office.

Irish nationals continue to enjoy the right to work in the UK through the Common Travel Area (CTA) arrangements. They may continue to use a valid Irish passport or passport card to evidence their right to work. While Irish nationals were not required to apply to the EU Settlement Scheme, some may have chosen to do so voluntarily. In such cases, they may also choose to demonstrate their right to work via their digital pre-settled or settled status.

Non-EEA Nationals

Individuals who hold an eVisa or who have been granted status under the points-based immigration system can demonstrate their right to work in the UK by using the Home Office online right to work checking service. When an individual uses this service, they will generate a share code that allows OneCall24 to verify their right to work status digitally, removing the need for physical documents.

In some cases, it may not be possible to carry out an online right to work check. Not all non-EEA nationals will have an immigration status that can be verified through the online service. Where an online check is not available, and the individual holds eligible physical documents, OneCall24 will conduct a manual right to work check in accordance with current Home Office guidance.

Asylum Seekers (Permission to work and volunteer)

An asylum seeker is an individual who has submitted an application for asylum in the UK and is awaiting a decision. In general, asylum seekers do not have the right to undertake paid employment. In limited cases where permission to work has been granted, this will be indicated on the individual's Application Registration Card (ARC), typically stating "employment permitted" or "allowed to work."

Before employing an asylum seeker with such permission, OneCall24 must obtain a Positive Verification Notice from the Home Office to confirm their immigration status and right to work. This check must be conducted via the Home Office online Employer Checking Service (ECS). It is the employer's responsibility to inform the individual that their details are being submitted for verification.

Refugees

A refugee is someone who has received a positive decision on their asylum claim under the 1951 United Nations Convention Relating to the Status of Refugees (the Refugee Convention). Where individuals do not meet the criteria for refugee status under the Convention, they may instead be granted humanitarian protection (typically for five years) or discretionary leave to remain (usually for up to three years).

Refugees are entitled to be treated no less favourably than UK citizens, in accordance with the Geneva Convention. This includes the right to work, freedom of movement and residence, and access to public services such as education, NHS treatment, and mainstream benefits, on the same basis as UK nationals.

Those granted humanitarian protection or discretionary leave to remain may apply for an extension of their leave before it expires. During this period, their right to work and access training opportunities remains valid, even while their application is under consideration.

Refugees are not subject to the points-based immigration system. If granted leave to remain in the UK, they will typically be issued with an eVisa that confirms their refugee status. Employers may request to see this as evidence of identity. OneCall24 will also require the individual to generate a share code using the Home Office online right to work service to confirm their ongoing entitlement to work in the UK.

For further guidance on acceptable documentation across different immigration statuses, please refer to the relevant Home Office resources available on gov.uk.

International Students

International students studying in the UK are often permitted to work part-time during term time—typically up to 20 hours per week—and full-time during vacation periods or after completing their course, up until their visa expires. However, some international students do not have any right to work, and this must be verified prior to employment.

Before employing a student with restricted working hours, OneCall24 must obtain formal evidence of the academic term and vacation dates for the duration of the individual's course. This information must be sourced directly from the student's sponsoring education institution.

Acceptable forms of evidence include:

- A printout or screenshot from the institution's official website or other published material outlining the course timetable. This must be verified to ensure the source is genuine.
- A letter or email addressed to the student from their education provider, confirming the term-time and vacation dates.
- A letter addressed to OneCall24 from the student's education institution, confirming the same.

If the student is following a custom or non-standard course timetable that differs from the published version, OneCall24 must obtain bespoke confirmation from the education sponsor to accurately verify working restrictions.

This documentation is essential for establishing a statutory excuse and must be retained securely as part of the right to work check records. It may be collected for the entire course duration or updated annually, provided the information is current at the time of employment.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.