

**Eligibility**

<b>Policy Number</b>	33
<b>Version</b>	7
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	1 <sup>st</sup> November 2017
<b>Reviewed</b>	15 <sup>th</sup> May 2024
<b>Next Review Date</b>	15 <sup>th</sup> May 2025
<b>Target Audience</b>	Agency Workers and Employees
<b>Approved by</b>	OneCall24 Policy Team

**Contents**

Verification of right to work in UK ..... 2

Online Checks..... 4

EEA Citizens with Indefinite Leave to Enter or Remain..... 5

Points-based Immigration System ..... 5

Conducting a manual check ..... 6

List A..... 7

List B Group 1 ..... 8

List B Group 2 ..... 8

Basic Steps to conducting a Right to Work Check using an IDSP ..... 10

Home Office Online Service ..... 10

Different Names ..... 13

Verification ..... 17

Review ..... 17

National Insurance numbers ..... 18

How to verify and authenticate documents ..... 18

If we have doubts on authenticity of information ..... 18

General rules for verification ..... 19

Verification of passports (UK or overseas)..... 19

Verification of visas ..... 20

Verification of photo-card driving licences and photo identity cards..... 20

Verification of driving licences: ..... 20

Verification of national ID cards (UK or EU): ..... 20

Verification of birth certificates ..... 21

Verification of supporting documentation..... 21

Frequency of Checks ..... 21

## ***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 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, One Call 24 will conduct a follow-up check shortly before it is due to come to an end.

There are two types of right to work checks; a manual check and an online check. Conducting either the manual check or the online check as set out in this guidance and in the code of practice will provide One Call 24 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. One Call 24 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 Employers 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>).

There are 3 types of right to work check:

- an online Home Office check
- a manual check
- IDVT Check

Employers can also check an applicant's right to work using an identity service provider that offers Identity Document Validation Technology (IDVT).

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).

One Call 24 ensure that the recruitment and placement of workers is done so in line with relevant guidance at point of recruitment.

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 (<https://www.gov.uk/government/publications/preventing-illegal-working-guidance-for-employers-october-2013>).

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.

(<https://webarchive.nationalarchives.gov.uk/ukgwa/20180716192307mp> /[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/720858/29\\_06\\_18\\_Employer\\_s\\_guide\\_to\\_right\\_to\\_work\\_checks.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720858/29_06_18_Employer_s_guide_to_right_to_work_checks.pdf))

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.

(<https://webarchive.nationalarchives.gov.uk/ukgwa/20190221092233mp> /[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/773780/An\\_employer\\_s\\_guide\\_to\\_right\\_to\\_work\\_checks\\_-\\_January\\_2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/773780/An_employer_s_guide_to_right_to_work_checks_-_January_2019.pdf))

Where the employment of an EEA citizen or non-EEA family member commenced on or after 1 January 2021, and a statutory excuse was established for the duration of that person's employment before 1 July 2021, the document checks set out in the 'Employer's guide to right to work checks', last updated on 17 March 2021, continue to apply.

(<https://webarchive.nationalarchives.gov.uk/ukgwa/20210318005158mp> /[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/969123/An\\_employer\\_s\\_guide\\_to\\_right\\_to\\_work\\_checks.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/969123/An_employer_s_guide_to_right_to_work_checks.pdf))

Where the employment of an EEA citizen or non-EEA family member commenced on or after 1 July 2021, and a statutory excuse was established for the duration of that person's employment before 31 August 2021, the document checks set out in the 'Employer's right to 5 work checks supporting guidance', last published on 2 July 2021 continue to apply.

[https://webarchive.nationalarchives.gov.uk/ukgwa/20210827232305mp/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/999119/FINAL\\_Employers\\_Guide.pdf](https://webarchive.nationalarchives.gov.uk/ukgwa/20210827232305mp/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/999119/FINAL_Employers_Guide.pdf)

On 6 August 2021, the government announced temporary protection for more applicants to the EU Settlement Scheme (EUSS). This means that those who apply from 1 July 2021, and joining family members, will have their rights protected while their application is determined. Where the employment of an EEA citizen or non-EEA family member commenced on or after 31 August 2021, and a statutory excuse was established for the duration of that person's employment before 6 April 2022, the document checks set out in employers guides updated on 31 August 2021 and 17 January 2022 continue to apply.

<https://webarchive.nationalarchives.gov.uk/ukgwa/20210831173435/https://www.gov.uk/government/publications/right-to-work-checks-employers-guide>

## **Online Checks**

Non-UK nationals wishing to work in the UK can confirm their right to work through the Home Office online checking portal, the digital service supports checks in respect of those who hold:

- a biometric residence permit
- a biometric residence card
- status under the EU Settlement Scheme
- status under the points-based immigration system 5
- a British National Overseas (BNO) visa, or
- a frontier workers permit.

Applicants can choose to provide a prospective employer with their share code so that One Call 24 can check their right to work status digitally instead of requiring them to present documentary evidence. The share code is generated when the applicant accesses their details online. While not currently mandatory for non-UK nationals to confirm their right to work status in this way, One Call 24 will encourage them to do so by highlighting the added benefits in speeding up the recruitment process and the applicant's ability to start work while enhancing assurances about their right to work status.

From 06 April 2022, changes will apply to checks currently conducted on holders of the Biometric Residence Card (BRC), a Biometric Residence Permit (BRP) and Frontier Work Permit (FWP). From this date One Call 24 will no longer be able to accept physical biometric cards for BRC, BRP and FWP holders to evidence right to work check. They will need to evidence right to work using the Home Office checking portal only.

Where One Call 24 can evidence that they have undertaken a right to work check using the online portal and have confirmed that the photograph on the check is of the individual presenting

themselves for work, this will provide us with a statutory excuse. The same follow up checks must be undertaken where the individual's right to work status indicates that they have limited leave to remain. Where individuals choose not to have their right to work status verified online, One Call 24 must conduct manual checks.

### ***EEA Citizens with Indefinite Leave to Enter or Remain***

Since 1 July 2021, EEA citizens with ILE/R are required to prove their right to work in the same way as other foreign nationals who do not have a digital status. We can carry out a manual check of their Home Office documentation such as an endorsement / vignette in a current passport stating, 'Settlement', 'Indefinite Leave to Enter or Remain' or 'No Time Limit'. Some may have a current Biometric Residence Permit (BRP) and this can be used to access the online right to work service.

Further information: If we encounter, EEA citizens who believe that they have ILE/R but do not have a document to confirm this please encourage them to:

- apply to the EU Settlement Scheme to obtain settled or pre-settled status (individuals may still be eligible to make an application to the EUSS after 30 June 2021)
- apply to the Windrush Scheme to get proof of their ILE/R status

If they are from Malta or Cyprus, they may also be able to apply for British citizenship through the Windrush Scheme.

### ***Points -based Immigration System***

Since 1 January 2021, EEA citizens who come to the UK to live, work or study need to obtain immigration status under the points-based system in the same way as other foreign nationals. The majority of EEA citizens will be provided with an eVisa however, this will be dependent upon the immigration route and how they made their application. Some EEA citizens will have a Biometric Residence Permit (BRP). Those with a valid BRP must use the online right to work service.

Individuals will provide us with a share code and their date of birth which will enable us to check their Home Office immigration status via the online service, 'View a job applicant's right to work' available on GOV.UK.

#### ***Asylum Seekers***

Only a very small number of Asylum Seekers will have permission to work within the UK and those that do will have "employment permitted" on their application registration card (ARC). One Call 24 will seek a positive verification notice from the Home Office to confirm the individual's status and right to work before they can start work. This is done through the online employer checking service.

#### ***Refugees***

Refugees are not part of the points-based immigration system. If granted leave to stay in the UK, a refugee is issued with a Biometric Residence Permit and/or Home Office Immigration Status Document (ISD) which will indicate their status. One Call 24 will ask the individual to present this and

accept this as evidence of their identity. Employers should ask the individual for a share code to evidence their right to work using the Home Office online service.

### ***International Students***

International students can work part time (up to 20 hours a week) whilst studying in the UK and full time during their holidays and any period between completing their studies and their permission to be in the UK expiring. Some international students have no right to work at all.

Before employing a student with limited term time right to work, One Call 24 will obtain evidence of their term and vacation dates covering the duration of their studies in the UK. This evidence should come from the education institution that is sponsoring the student. Acceptable evidence includes one of the following;

- A printout from the student's education institution's website, or other material published by the institution setting out its timetable for the student's course of study. You should check the website to confirm the link is genuine.
- • A copy of a letter or email addressed to the student from their education institution, confirming term-time dates for the student's course.
- • A letter addressed to you as the employer from the education institution, confirming term-time dates for the student's course.

## ***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***

One Call 24 must obtain original documents from either List A or B of the acceptable documents.

### ***Step 2: Check***

One Call 24 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:

1. Photographs and dates of birth are consistent across documents and with the person's appearance in order to detect impersonation.
2. Expiry dates for permission to be in the UK have not passed.
3. 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).
4. The documents are genuine, have not been tampered with and belong to the holder

5. 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**

One Call 24 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:

1. 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)
2. 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 for two years afterwards. The copy must then be securely destroyed.

**When carrying out a manual right to work check, we must obtain original documents from either List A or B of acceptable documents.**

### **List A**

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 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***

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 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***

1. A 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 on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or 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. A 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. An 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. A 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.



From 6<sup>th</sup> April 2022 One Call 24 will have to utilise certified Identification Document Validation Technology (IDVT) providers when carrying out digital identity checks for Temporary Workers who are not in scope to carry out Home Office on line services.

***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.***

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. One Call 24 will follow up the supplied Certificate of Application with the Home Office, completing an ECS and conforming to the response received.

The screenshot shows the GOV.UK website interface. At the top, there is a search bar and the GOV.UK logo. Below the navigation bar, the breadcrumb trail reads: Home > Employing people > Recruiting and hiring. The main heading is 'Use the Employer Checking Service'. To the right, there is a 'Related content' section with three links: 'Check if a document allows someone to work in the UK', 'Checking a job applicant's right to work', and 'Penalties for employing illegal workers'. The main content area explains that employers must ask the Home Office to check an employee's or potential employee's immigration status if any of the following are true:

- they cannot show you their documents because of an outstanding appeal, review or application with the Home Office
- they have an Application Registration Card
- they have a Certificate of Application that's less than 6 months old
- they're a Commonwealth citizen who started living in the UK before 1988

At the bottom of the main content area, there is a green button labeled 'Start now >'.

## Basic Steps to conducting a Right to Work Check using an IDSP

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. We utilise the services of One Call 24 who 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.

Satisfy ourselves that the photograph and biographic details (for example, date of birth) on the output from the IDVT check are consistent with 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 retain a clear copy of the IDVT identity check output for the duration of employment and for two years after the employment has come to an end. Should we be found to be employing individuals without their identity and eligibility being verified correctly in the prescribed manner, we will not have a statutory excuse in the event the individual is found to be working illegally by reason of their immigration status. The employer remains liable for any civil penalty if there is no statutory excuse.

## Home Office Online Service

### *Step 1: Use the Home Office online service*

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 to us via the service, we will receive an email from [right.to.work.service@notifications.service.gov.uk](mailto: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 and doing so will not provide us with a statutory excuse.

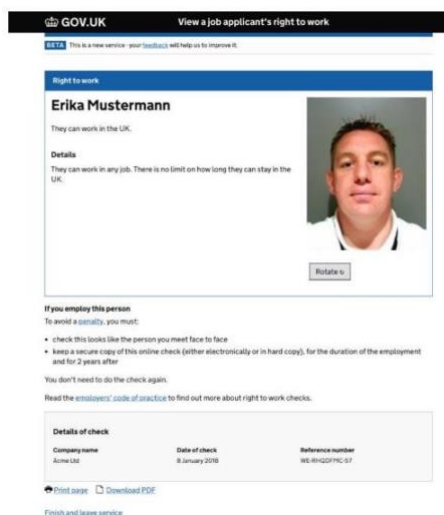


The above image is an example of the message an employer receives when an individual has sent their share code to the employer via the online service.

### **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.

**Details**

They can work in any job.



Rotate

**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.

**Details of check**

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.

**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 sportsperson 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.

**Details of check**

Company name	Date of check	Reference number
Acme Ltd	8 January 2018	WE-Y9FC4SU-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***

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. By retaining evidence of the check as above, we will be able to present this to an Immigration Officer in the event of illegal working.

## ***Different Names***

Where the worker provides documentation which shows different names, One Call 24 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, One Call 24 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), One Call 24 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 Manager within One Call 24. 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. No single form of right to work can be fully guaranteed as genuine and therefore the verification process must be cumulative. The below are examples of tools utilised to validate the authenticity of documents provided.

One Call 24 will always ensure that, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

Useful Tools and websites for verification and reporting concerns:

<https://www.gov.uk/government/organisations/uk-visas-and-immigration> - UK Visas and Immigration

GOV.UK uses cookies to make the site simpler. [Accept cookies](#) [Cookie settings](#)

**GOV.UK** Search

Home > Organisations > UK Visas and Immigration

UK Visas and Immigration  
Part of [Home Office](#)

- [Check if you need a UK visa](#)
- [Visit the UK](#)
- [Work in the UK or sponsor a worker](#)
- [Study in the UK or sponsor a student](#)
- [Join your UK, EU, or EEA family member in the UK](#)
- [Live permanently in the UK and British Citizenship](#)
- [Apply to the EU Settlement Scheme](#)
- [Visas and immigration operational guidance](#)

**Featured**

<http://www.consilium.europa.eu/prado/en/7266/index.html> - European Council of Right to Work Documents

European Council  
Council of the European Union

The European Council The Council of the EU Policies Meeting calendar Documents & Publications Press Contact

Home > Documents and publications > PRADO > Search by document country

**PRADO**

- PRADO - Public Register of Authentic travel and identity Documents Online**  
Document experts in all EU member states and in Iceland, Norway and Switzerland provide and select the information to be released to the general public via PRADO.
- Search by document country**  
Documents in the alphabetic order of the three-letter country and region codes used in travel documents.
- Search by document title**  
The characters used in the original title of the described document are reproduced as far as possible verbatim (as written on the document), as regards European scripts.

**Search by issuing country**  
Documents of the European Union, of its member states, and of the other countries participating in PRADO

Documents of member states of the European Union in alphabetic order of the three-letter country codes used in

General Secretariat

ESP - Spain • ESPAÑA •

Document category

- > All Documents
- > A - Passport (11)
  - > O - ordinary document (6)
  - > D - diplomatic (3)
  - > S - service / official (1)
  - > P - temporary / provisional / emergency (1)
- > B - Identity card (5)
  - > O - ordinary document (5)
- > J - Travel document issued to non-nationals (8)
  - > O - ordinary document (6)
  - > P - temporary / provisional / emergency (2)
- > E - Entry paper (1)
  - > P - temporary / provisional / emergency (1)
- > I - Seafarers' identity document (2)
  - > O - ordinary document (2)
- > C - Visa (7)
  - > O - ordinary document (6)
  - > Y - related / associated document (1)
- > H - Residence-related document (20)
  - > O - ordinary document (11)
  - > D - diplomatic (2)

A - PASAPORTE

ESP - Spain • ESPAÑA •

> PASAPORTE ESP-AO-05001

A - Passport

First issued on: 02/01/2015



ESP - Spain • ESPAÑA •

> PASAPORTE ESP-AO-04001

A - Passport

First issued on: 14/08/2006



ESP - Spain • ESPAÑA •

> PASAPORTE ESP-AO-03001

A - Passport

First issued on: 24/07/2003



ESP - Spain • ESPAÑA •

> PASAPORTE ESP-AO-02001



<https://www.gov.uk/report-immigration-crime> - Reporting Immigration Crime

## Report an immigration or border crime

Contact the Home Office if you think someone is:

- living or working in the UK illegally
- employing someone who isn't allowed to work in the UK
- involved in smuggling
- involved in illegal immigration

**!** In an emergency, dial 999 and ask for the police.

**Start now >**

on the Home Office website

<https://www.gov.uk/check-biometric-residence-permit> - Biometric Residence Permit Check

## View a job applicant's right to work details

Check details of a job applicant's right to work in the UK, including:

- the types of work they're allowed to do
- how long they can work in the UK for, if there's a time limit

You'll need the job applicant's:

- date of birth
- right to work share code

You can also [check someone's original documents](#) instead - for example if you do not have a share code.

**Start now >**

on the right to work service

### Related content

[Penalties for employing illegal workers](#)

[Checking a job applicant's right to work](#)

<http://www.nhsemployers.org/wer-workforce/recruit/employment-checks> - NHS Employers Check Standards



Pre-employment checking seeks to verify that an individual meets the preconditions of the role they are applying for.

There are six NHS Employment Check Standards that outline the type and level of checks employers must carry out before recruiting staff into NHS positions. Download guidance, resources and further information about each check in the pages below.

Please note that NHS Employers does not hold any information about individuals who are working or have worked in the NHS. All reference requests should be sent to the HR or personnel department at the relevant NHS organisation directly.

Reference requests sent to [employmentchecks@nhsemployers.org](mailto:employmentchecks@nhsemployers.org) will be deleted upon receipt.



### Identity checks

Understand the requirements to verify the identity of all prospective employees in the NHS.



### Professional registration and qualification checks

Find out when and how employers should verify professional registration, qualifications and English language competency.

[employmentchecks@nhsemployers.org](mailto:employmentchecks@nhsemployers.org)

Tell us what you thought

Did you find the checks useful?

YES

NO

RELATED LINKS

[Background information on the employment checks standards](#)

[NHS Streamlining Resource Hub](#)

We use cookies to give you the best experience on our website. [View our cookie policy.](#)

## Verification

We utilise an ID Verification Scanner in order to further verify documentation provided in order to prove a candidate Identity. This tool automatically checks all security features and details present on ID documents against information provided by various government bodies and agencies across the globe.

A printout is provided which confirms what checks have been undertaken and their individual status's (i.e. PASS/FAIL). This is retained on file and made readily available for auditors during any audit process undertaken.

The scanner undertakes multiple checks against security features on identity documents supplied, including passport; driving licenses, Visas and Biometric Residence Permits.

## Review

At all times, we follow NHS Employers Right to Work Check Standards, reviewing policies and processes to ensure that they always remain up to date and current.

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.

Right to work checks, together with verification of identity checks, must be carried out to assess the eligibility of an individual's legal right to work in the UK in line with current UK Home Office requirements.

- There are three steps that Recruiters must go through to confirm a prospective employee has the right to work in the UK:

1. request right to work documents
  2. validate the documents
  3. copy and securely store documents.
- Documentation from all prospective agency workers must be seen, validated and recorded on file to provide evidence that they are legally eligible to reside and work in the UK.
  - To confirm that an applicant has the legal right to work in the UK, Recruiters must see one of the documents or combinations of documents specified in List of Acceptable Right To Work Documents
  - All documents must be valid, current and original.
  - Photocopies must not be accepted. The documents must show that the holder is entitled to do the type of work being offered.
  - Documents downloaded from the internet will not be accepted.

## National Insurance numbers

The provision of a National Insurance number in isolation is not sufficient evidence for the purposes of having a statutory excuse and this must only be accepted when presented in combination with one of the appropriate documents specified in Lists A or B.

## How to verify and authenticate documents

- Don't take documents at face value – ensure that they are checked thoroughly. Tax documents, payslips, degree certificates and fake documentation are all available online.
- Don't check documents in isolation – cross-reference with other data supplied. If the data doesn't match, ask for further evidence.
- If in doubt that the documentation being presented is genuine, ask the individual to come back for a second interview to give we time to follow up with relevant sources.

## If we have doubts on authenticity of information

In a situation where checks may return information that contradicts the details provided by the applicant and raises concerns, we should:

- Proceed in a sensitive manner – there is often a reasonable explanation for apparent inconsistencies
- Attempt to address concerns directly with the candidate – we may wish to call them back for a second interview so that we can follow up with the relevant sources.

## General rules for verification

- Check that we are being provided with an original document. Photocopies and downloads from the internet cannot be accepted.
- Check that the name of the Candidate on the Application Form is that provided on this document
- If the applicant provides us with documents that have different names we must request further documentation to explain the reason for this (marriage/civil partnership certificate, divorce certificate, deed poll, adoption certificate or statutory declaration)
- Check photographs, where available, to satisfy yourself that they are consistent with the appearance of the individual
- Check that the date of birth is consistent with the date given on the application form
- Check the date that this document issued and its expiry date. Do not accept expired documents

## Verification of passports (UK or overseas)

- Check the general quality and condition of the passport. Look out for page substitution, incorrect numbering of pages, damage to the cover or spine of the document, poor paper and print quality.
- Check that print is clear and even – print processes are deliberately complex on genuine documents.
- Check wording, issue and expiry dates – spelling mistakes are common in forged or counterfeit documents, especially on stamps and visas. Forgers often only alter the expiry date so ensure this corresponds with the issue date.
- Check for damage – accidental damage is often used to conceal tampering so treat any excessive damage with caution.
- Check photographs for size, signs of damage or for excessive glue – this could indicate photo substitution. An excessively large photograph may be hiding another photograph underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph.
- Check that watermarks can be clearly seen

- Check the name of the country of origin. Unofficial travel documents in the name of non-existent countries, or countries no longer known by their original name, are in circulation.

## Verification of visas

- Check for signs of alteration to the passport number or personal and issue details. Make sure details correspond with information in the passport
- Check that security features, such as watermarks, are intact
- Check image on the visa for signs of substitution
- Check wording for evidence of alteration or spelling mistakes

## Verification of photo-card driving licences and photo identity cards

New driving licences and photo identity cards now contain similar security features to those present in passports.

- Examine the licence carefully, looking for any damage or adjustments.
- Ensure that the printed details have not been changed.
- Check that watermarks and security features are intact.
- Photographs will always be in greyscale, check that this matches the applicant.
- Check that the biographical details (i.e. name, date of birth) match the details of the applicant.

## Verification of driving licences:

- Remove from the plastic wallet and check it is printed on both sides, check that the details on the counterpart document correspond with those on the photo-card, and compare the signature.
- Ensure the valid-to date is the day before the owner's 70th birthday (if the owner is over 70 this does not apply). Cross reference the valid-to date with the applicant's date of birth which appears on other verification ID.

*Verification of national ID cards (UK or EU):*

- Check the card number on the front of the card in the top right-hand corner – it should contain two letters followed by seven digits. When we run our fingers across it, it should feel smooth and not be raised in any way
- The card should be the size of a credit card, it will appear slightly thicker than a driver's licence and will have a distinctive sound when flicked.
- If we have concerns about the validity of a national identity card, we may wish to contact the Home Office card verification line

## Verification of birth certificates

Birth certificates are not wholly reliable for the purpose of verifying a person's identity as copies may easily be obtained. However, certificates issued at the time of birth are more reliable than recently issued duplicates.

- Check the quality of paper used; genuine certificates use a high grade.
- When the document is held up to the light there should be a visible watermark.
- Any signs of smoothness on the surface might indicate that original text has been washed or rubbed away.
- There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes.
- Ensure that the date of birth and registration/issue dates are provided.
- Check that the name and date of birth given in the application form match those given in the birth certificate.

## Verification of supporting documentation

Documents such as utility bills and bank statements support an individual's identity and proof of address but are not identity documents in themselves. Modern IT and the internet mean that supporting documents can be easily obtained or forged and, unlike identity documents, do not have many security features that we can easily check.

## Frequency of Checks

One Call 24 is required to undertake an initial right to work check to prevent illegal working on all candidates we employ before employment commences. Once these checks are completed, One Call 24 will carry out follow-up checks to verify the individual's permission to live and work in the UK is still valid is that permission is time-limited. There are two categories of statutory excuse;

Continuous excuse - this is where an individual can provide one document or combination of documents from List A and there are no restrictions on their right to work in the UK. Once

documents from List A have been checked, copied, and retained, One Call 24 need to conduct any repeat checks on the worker for the duration of their employment. This also applies where documentary evidence shows that the individual has indefinite leave to remain in the UK.

Time-limited excuse - this is where an individual can provide a document or combination of documents from List B which means they have time-limited and restricted right to work in the UK. The individual's permission to work in the UK ends when their visa or other right to work document expires. Some visas carry restrictions as to the number of hours the individual can work and/or the type of work they can do. This means that One Call 24 will need to conduct a repeat check before the expiry date of the visa if we wish to continue to employ them. The frequency of any follow-up checks depends on whether the documents presented are from Group 1 or Group 2 in List B.

List A Continuous excuse documents need to be checked before employment starts only.

List B, Group 1 time limited documents need to be checked before employment starts and then when the permission expires, as indicated within the presented document.

List B, Group 2, time limited documents need to be checked before employment starts and then again after six months, as set out in the Positive Verification Notice.

One Call 24 keeps a record of the date of any follow-up checks required for those with limited leave to remain in the UK and ensures that these checks are completed at the correct time. One Call 24 asks candidates if they are subscribed to the services as part of the recruitment process and we ask permission to access their information online. After 28 days from the expiry date given in an employee's document(s), One Call 24 will seek assurances that the employee has.

Submitted an in-time application to UKVI or

Made an appeal against the immigration decision before the expiry date specified in their document(s).

## **In-Time applications**

One Call 24 must seek acceptable proof of an in-time application being made, such as a Home Office acknowledgement letter or proof of postage to indicate that an application has been sent to the Home Office. One Call 24 then must go to the Home Office's online employer checking service to confirm that an application has been received and the individual continues to have a right to work while their application/appeal is being determined. The Home Office advises to wait for 14 days after the individual has submitted their application or appeal to ensure this has been registered. It is our responsibility to inform prospective or current employees when they are carrying out a check with the service. The Home Office will then issue you with a positive verification notice which confirms that the named individual is permitted to carry out the type of work in question. Positive verification notices are valid for a period of six months from the issue date.

Procedure if an applicant does not have the right to work.

If, after carrying out the right to work checks described in this policy, One Call 24 establishes that an individual does not have the right to work, then we will not allow them to start employment.

If that individual can obtain the relevant permissions within an acceptable timeframe, then it is at our discretion as to whether to wait until permission is received or to withdraw any offer(s) of

employment. If there is no evidence to suggest that permission will be granted promptly, then we will withdraw any offer of employment.

## Modern Slavery

One Call 24 has a Modern Slavery Statement/Policy on our website which provides assurance of our approach to identifying and eradicating Modern Slavery within our supply chain, including agency workforce.

During the recruitment process, One Call 24 undertake a number of checks throughout in order to identify any potential modern slavery instances or concerns. When an agency worker registers with One Call 24 they are required to provide a number of documents in line with NHS Employers Check Standards, legislation, regulations and good industry practice. This includes (but is not limited too):

- Fully Completed Application Form (including address details, contact details and NOK)
- Bank Account Details (with evidence if available)
- Identity Documents
- Right to Work Documents
- Employment History (i.e. CVs)
- Referencing

They also undergo a comprehensive interview during the recruitment process where the information collated is repeated back and referred to throughout. The interviews are conducted by the Nurse Interviewer.

Information collected during the recruitment and interview exercise is checked by the registration team who will not only check the authenticity of documents, but also – whether the information appears accurate and consistent throughout. Further to this, information collated will be checked against One Call 24 database in order to flag any repeated information which may be captured (i.e. address, NOK or account details already in use or frequently provided during the recruitment process. This simple check is effective in order to identify potential instances of Modern Slavery. Any information is handled in line with our GDPR process.

If any concerns are identified, these are discussed between the Board of Directors, Head of Audits and Clinical Lead and recorded. These will then be raised to the appropriate external body immediately, including:

- The Police
- UKBA/Home Office
- National Crime Agency
- Gove.UK
- Crime Stoppers
- Others (as appropriate).

We will undertake any steps as advised by the above authorities and share any information in line with legislation and regulations.