



Biometric information

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About this guidance

<p>Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This guidance tells you about biometric information.</p> <p>It explains:</p> <ul style="list-style-type: none">• the biometric information application and appointment processes• the biometric information enrolment process• the casework process - how biometric information results can affect the decisions you take on applications for leave to remain• the verification of identity process• destroying biometric information data• the biometric residence permit (BRP) process• cancelling biometric residence permits (BRPs). <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contact – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	<p>In this section</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p> <p>Links to staff intranet removed</p>
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Changes to this guidance

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page lists the changes to the ‘Biometric information’ guidance, with the most recent at the top.</p> <table border="1"> <thead> <tr> <th data-bbox="488 389 826 427">Date of change</th> <th data-bbox="826 389 1653 427">Details of change</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 427 826 619">30 May 2014</td> <td data-bbox="826 427 1653 619"> Change request: <ul style="list-style-type: none"> • Invalid applications: <ul style="list-style-type: none"> ○ Sixth paragraph and table below is new content. • Minor housekeeping and plain English changes. </td> </tr> <tr> <td data-bbox="488 619 826 1187">13 March 2014</td> <td data-bbox="826 619 1653 1187"> Change request: <ul style="list-style-type: none"> • Requirements: <ul style="list-style-type: none"> ○ the final set of bullet points has been deleted. • Change of appearance: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of gender: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of name: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of nationality: <ul style="list-style-type: none"> ○ this page has been deleted. • Refusing to issue a replacement biometric residence permit: <ul style="list-style-type: none"> ○ seventh bullet point has been deleted. </td> </tr> <tr> <td data-bbox="488 1187 826 1299"></td> <td data-bbox="826 1187 1653 1299"> For previous changes to this guidance you will find all earlier versions in the archive. See related link: Biometric information – archive. </td> </tr> </tbody> </table>	Date of change	Details of change	30 May 2014	Change request: <ul style="list-style-type: none"> • Invalid applications: <ul style="list-style-type: none"> ○ Sixth paragraph and table below is new content. • Minor housekeeping and plain English changes. 	13 March 2014	Change request: <ul style="list-style-type: none"> • Requirements: <ul style="list-style-type: none"> ○ the final set of bullet points has been deleted. • Change of appearance: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of gender: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of name: <ul style="list-style-type: none"> ○ this page has been deleted. • Change of nationality: <ul style="list-style-type: none"> ○ this page has been deleted. • Refusing to issue a replacement biometric residence permit: <ul style="list-style-type: none"> ○ seventh bullet point has been deleted. 		For previous changes to this guidance you will find all earlier versions in the archive. See related link: Biometric information – archive .	<p>Related links Invalid applications</p> <p>See also Contact Information owner</p> <p>Links to staff intranet removed</p>
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Process overview

<p>About this guidance Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you about the processes and choices the applicant has to enrol their biometric information.</p> <p>Depending on what type of service the applicant wishes to use, they can enrol their biometric information at a:</p> <ul style="list-style-type: none">• Post Office, if they wish to use the standard route application• Home Office biometric information enrolment centre, if they wish to use the premium application appointment service, or• location of the applicant’s choice if they wish to use the super-premium application appointment service. <p>Enrolment at a Home Office biometric information enrolment centre requires an appointment, but Post Office enrolments do not. See related link: Enrolling at Post Offices.</p> <p>Standard route application process</p> <ul style="list-style-type: none">• application received and fee processed, if applicable• application data entered into case system• application validated (correct application form and mandatory documents including photographs)• applicant identified as required to provide biometric information• biometric information notification letter sent to applicant, or handed to asylum applicants, in most cases• applicant attends at a Post Office, which does not require an appointment• biometric information captured, applicant leaves the Post Office• biometric information data electronically transmitted to Home Office• biometric information results verified• application considered and decision made (whether to grant or refuse)• passport and documents returned to applicant with decision	<p>In this section</p> <p>Biometric residence permit (BRP) legacy letters</p> <p>Related links</p> <p>Booking premium application appointments</p> <p>Booking super premium application appointments</p> <p>Sanctions for non-compliance</p> <p>Links to staff intranet removed</p>
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- biometric residence permit issued to successful applicants by secure delivery to the address provided.

For a list of participating Post Offices, see related link: [Post Office branches](#).

Apply on Line (AOL) standard route, application process

- application and fee processed online
- application form printed
- application data entered into case system
- application validated (correct application form and mandatory documents including photographs)
- applicant identified as required to provide biometric information
- biometric information notification letter sent to applicant
- applicant attends at a Post Office
- biometric information captured applicant leaves the Post Office
- biometric information data electronically transmitted to Home Office
- biometric information results verified
- application considered and decision made (whether to grant or refuse)
- passport and documents returned to applicant with decision
- biometric residence permit issued to successful applicants by secure delivery to the address provided.

Apply on Line (AOL) premium application process

- application and fee processed online
- premium appointment booked online and the application is electronically routed to the relevant public enquiry office (PEO)
- application form printed
- application data entered into case system
- applicant arrives at the PEO reception (having passed through security)
- application checked by reception (correct form and mandatory documents including photographs) and ticket issued

- biometric information captured and results verified (finger scans and photograph)
- application considered and decision made (whether to grant or refuse)
- applicant leaves the PEO (with documents)
- biometric residence permit issued to successful applicants by secure delivery to the address provided.

Premium application process

- applicant makes a PEO appointment (booked online)
- applicant arrives at the PEO reception (having passed through security)
- application checked by reception (correct form and documents including photographs) and ticket issued
- applicant pays application fee
- application data entered into case system
- biometric information captured and results verified (finger scans and photograph)
- application considered
- decision made (whether to grant or refuse)
- applicant leaves the PEO (with documents)
- biometric residence permit issued to successful applicants by secure delivery to the address provided.

Super premium application process

- applicant requests super premium service (by telephone)
- relevant forms are emailed to the applicant
- appointment is made - if the applicant is eligible (booked by telephone)
- application and documents collected from applicant by courier
- mobile enrolment team (MET) perform pre-appointment checks and consider the application (PEO check that the application is likely to be approved before MET go to take the biometric information)
- MET arrive at the applicant's location to enrol biometric information
- biometric information captured and results verified (finger scans and photograph)
- MET leave the applicant's location and return to base

- biometric residence permit issued to successful applicants by secure delivery to the address provided.

Non-biometric applications granted leave on or after 1 December 2012

European Union (EU) regulations require that, from 1 December 2012, only one format of document is issued in-country by the Home Office to those from outside the European Economic Area (EEA) or Switzerland to confirm their permission to stay.

Anyone given permission to stay in the UK on or after 1 December 2012 must obtain a biometric residence permit. This will make sure those who:

- applied before a biometric requirement existed in their immigration categories, and
- still have an application, appeal, judicial review or valid reconsideration in progress on that date

will be issued with this document if they are successful.

If you grant an outstanding application in a non-biometric immigration category on or after 1 December 2012 you must:

- Send the applicant a biometric residence permit (BRP) legacy letter, using the version for your business area, at their correspondence address. The letter states that leave has been granted but the letter is not evidence of leave and biometric information must be enrolled. For a list of the letters for each business area, see related link.
- Enclose a copy of the biometric residence permit application form (BRP version 12/2012), see related link: Biometric residence permit application form.
- State the full postal address to which the form needs to be returned on the letter.
- When the application form is returned, send a biometric notification letter and continue as for standard route.

If the applicant does not respond to the request within the timescale specified in the letter, you must follow standard local processes for sending reminders and, if they still do not respond, sanctions for non-compliance.

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Biometric residence permit (BRP) legacy letters

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Applying for a biometric residence permit – standard route applications

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Biometric information appointments process – premium and super premium applications

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you how premium and super premium applicants book their biometric information enrolment appointment.</p>	<p>In this section</p> <p>Booking premium application appointments</p> <p>Booking super premium application appointments</p> <p>Links to staff intranet removed</p>
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Booking premium application appointments

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- Belfast
- Cardiff
- Croydon
- Glasgow
- Liverpool
- Sheffield
- Solihull (Birmingham).

Booking an appointment

Applicants must only book one appointment. They must not book a family appointment for a group of unrelated people. Family appointments are only for people who are applying as a family unit under one application.

Groups of students or employees making separate applications must not book a family appointment, even if they are living at the same address. They must book separate individual appointments. If a group of unrelated people book and attend a family appointment, they will be told to re-book their appointments separately.

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Booking super premium application appointments

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- Home Office staff will visit the applicant to enrol their biometric information:
 - at a location of their choosing
 - at a convenient time and date for them (between 9am and 5pm, Monday to Friday)
 - with a minimum of 48 hours notice following initial contact
- a caseworker will make a decision on their application within 24 hours of the biometric information enrolment (subject to IT availability and the correct documents are enclosed with the application).

Applying for the super premium service

If an applicant wants to use this service, they should initially telephone 020 8196 3893 or 020 8196 3892 to register their application. They will receive further instructions on how to apply and will be asked for additional information. They must not submit their application form until they have received further instructions.

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Biometric information enrolment process

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Biometric information enrolment

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People who must enrol their biometric information

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applicant) the sanctions imposed for non-compliance will be limited to the issuance of a civil penalty notice and refusal to issue the biometric immigration document. This is because to refuse or disregard the person's application for protection on these grounds would conflict with the UK's obligations under international conventions and domestic human rights legislation.

If an application fee has already been paid for the category they are applying under, then the bar-coded letter sent on confirmation of a grant of leave to these people inviting them to enrol biometrics at a Post Office will also enable them to do so without any charge. Fee free categories are exempt from fees and enrolment fees payable to Post Office Ltd.

People who are applying for a replacement biometric resident permit (BRP) also have to re-enrol their biometric information.

Entry clearance errors are not currently covered by the requirement to provide biometric information.

Biometric information enrolled overseas

Biometric information has been taken overseas for some time as part of standard identity checks but that doesn't necessarily lead to the issuing of a BRP. The requirement for applicants to enrol their biometric information in the UK is not dependent on whether they were subject to such a requirement overseas.

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People who do not have to enrol their biometric information

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	<p>Exceptions are not made for cultural or religious reasons. However, hats or head coverings are permitted when worn for religious reasons, provided the full facial features are clearly visible.</p> <p>You must make every effort to provide privacy when this is requested or is appropriate.</p>	
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Mobile biometric enrolment for people who cannot attend a Post Office

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Example of suitable information

For an applicant in hospital, suitable information is a signed letter from their General Medical Council (GMC) registered clinician or doctor containing information confirming:

- Brief details of the illness.
- Confirmation the applicant cannot provide their biometric information at a Post Office.
- Confirmation the illness is not contagious or infectious.
- An estimate of how long they are expected to remain in hospital.
- Clinician or doctor contact details.
- Hospital contact details:
 - address
 - ward, and
 - ward reception telephone number.

The BRP central operations process

BRP central operations decide whether the applicant is eligible for a mobile enrolment based on the evidence supplied.

If the applicant is not eligible for a mobile biometric enrolment, you must tell them:

- the next steps, and
- how their application will progress.

If they are eligible, you must let both them and the Post Office know to make sure the mobile enrolment is done. You must:

- Organise a risk assessment. And
- Send the applicant a letter with a declaration to sign and return. The letter:
 - explains the mobile biometric enrolment process, and
 - asks the applicant to sign and returns the declaration to confirm they consent to participating in mobile enrolment.

The applicant has 10 working days from the date on the letter to respond to the request. When you receive the completed declaration, you must ask the Post Office to do a mobile

	<p>enrolment.</p> <p>If the applicant refuses to comply with the mobile biometric enrolment process, you must reject their application, unless there is an exceptional reason why they are unable to provide their biometrics. See link: People who are unable to enrol their biometric information.</p>	
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Biometric information

People who are unable to enrol their biometric information

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- use the mobile biometric enrolment service
- send the local mobile enrolment team (MET) to take the applicant's biometric information at a suitable location.

If the applicant fails the risk assessment when you consider whether they are suitable for a Post Office mobile biometric enrolment, you must consider whether the MET can enrol their biometric information. For example if they have committed harm against another person. This is because the results of such checks cannot be shared with the Post Office. If you think the case is suitable for the MET to consider, you must email them, using the related link: Email: Mobile Enrolment Requests. The MET will consider the request and decide if the case is suitable for mobile enrolment.

If the MET are satisfied it would be unreasonable to expect an applicant to attend a biometric information enrolment in the near future, but do not consider it appropriate to carry out a visit. They will:

- tell the applicant by issuing an enrolment refusal letter, and
- return the case to you and you must update CID to reflect this.

When you receive the case from the MET, you must consider each application on its own merits. If the senior caseworker or senior manager, who must be a HEO or above is satisfied it:

- would be difficult for an applicant to enrol in the near future, and
- is not possible for the MET to make a visit

then you can:

- defer the requirement to enrol biometrics until a later date, and
- exceptionally validate the application.

You must tell the applicant of the decision and update CID, by following your own operational guidance instructions.

	<p>If you consider the application and refuse it, you can issue the refusal. If you approve the application, you must make sure the decision letter clearly states it is not proof of the applicant's immigration status.</p> <p>You must tell the applicant they will need to provide their biometric information as soon as they are well enough to do so, unless the circumstances make this inappropriate. For example if the applicant:</p> <ul style="list-style-type: none">• is terminally ill, or• will not recover from their medical condition. <p>If you grant an applicant leave but cannot issue a BRP, they will not have evidence of their immigration status. If another organisation requires information about the individual's immigration status or conditions of stay, they must contact the evidence and enquiry unit. All public bodies who need to contact the unit will have the required contact details.</p>	
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Biometric information

People who have been detained

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prison or an immigration removal centre, you may use the mobile service operated by the Post Office to allow the detained applicant to enrol their biometric information. You must assess each request for this service on a case by case basis. For further information, see related link: [Mobile biometric enrolment for people who cannot attend a Post Office](#).

Exceptionally validating an application before biometrics have been provided

Regulation 8 of the Immigration (Biometric Registration) Regulations 2008 allows you to exercise discretion on behalf of the Secretary of State as to where, how and when the biometric information must be provided.

If you use this discretion you must consider the application for leave to remain on its particular merits, and if necessary, ask the applicant to book an appointment to provide biometric information for a biometric residence permit (BRP), if you intend to grant leave.

You cannot produce a BRP for a person who has not enrolled their biometric information.

It is not technically possible to transfer fingerprints from one system to another. All fingerprints are retained on the immigration and asylum biometric information system (IABS), and not on CID. Each set of fingerprints relates to a unique recording event. Regardless of the reason for the set of fingerprints being taken (for example asylum, visa or BRP) if they are a match they will be merged on IABS.

You must record on CID notes that the applicant's biometric information records are now being stored under biometric information registration regulations made under the UK Borders Act 2007, so they are not automatically destroyed after 10 years.

If there are circumstances that prevent Biometric information being taken, for example if a biometric enrolment can not be arranged, this will never present a barrier to removal.

Biometric information

Children under 16

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to be listed. The form then requires the main applicant to complete a dependants' application form for each dependant. This is where the responsible adult question is asked.

For children who are enrolling their biometric information at a Post Office, the details of the responsible adult who will accompany them are contained in the barcode on their enrolment letter.

Post Office staff will request photo identification from the responsible adult, which they will check against the details given on the application form. Acceptable forms of photo identification are:

- UK passport
- UK photocard driving licence
- national passport, or
- national identity card.
- biometric residence permit (BRP) card.

Biometric information

Dependants, whether to issue a BRP or a UKRP

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Biometric information

Failure to provide biometric information at a standard route enrolment

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Biometric information

Unsuccessful enrolments

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Biometric information

Poor quality fingerprints

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Biometric information

Permanent damage or missing or extra fingers

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be enrolled.

- A biometric information supervisor must check cases where less than five of the middle eight digits can be enrolled.
- You must not discuss the quality of the scans with the applicant, even if the scans are still of a poor quality after three attempts.

Biometric information

Temporary damage

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	or senior manager, who must be a higher executive officer (HEO) or above, to assess any child protection issues.	
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Biometric information

Deliberately damaged fingers

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Biometric information

Henna and temporary decoration

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Biometric information

Enforcement assistance

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[What a biometric residence permit \(BRP\) is](#)
[Background to biometric information](#)

This page tells biometric information enrolment staff and caseworkers at the public enquiry offices when you should consider whether it is necessary to ask for enforcement assistance.

You may require enforcement assistance if the biometric information identification reveals the person is of interest to enforcement in their claimed or revealed identity.

The situations may include:

- a failed asylum seeker in another identity
- an illegal entrant who has entered in breach of a current deportation order or is the subject of an exclusion order, excluded, or subject to exclusion
- an absconder from prison or an immigration detention centre
- someone subject to removal directions and awaiting removal in another identity
- someone released on bail in another identity
- someone who has gained leave to enter or remain by verbal deception in a previous application
- someone attempting to gain leave to remain by deception in their current application.

You must proceed in line with your local enforcement guidance. The enforcement office will make a decision on how to proceed.

Official sensitive – do not disclose – start of section

The information in this page has been removed as it is restricted for internal Home Office use only.

Official sensitive – do not disclose – end of section

In this section

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Biometric information

Enrolling biometric information

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Biometric information

Enrolling at Post Offices

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biometric information notification letter.

When the barcode is scanned the PO clerk will check the:

- applicant can confirm their name, date of birth, nationality and address, as shown on their biometric information notification letter
- bio-data on the barcode matches that on the letter.

If the applicant:

- is unable to enrol their biometric information at the Post Office due to a technical issue, or
- has made a number of unsuccessful attempts to enrol their biometric information

an exception enrolment must be scheduled in one of the public enquiry offices (PEO).

You must contact the PEO most convenient for you to arrange this appointment and tell biometric residence permit (BRP) central operations of the reasons why the applicant could not complete the enrolment at the Post Office.

If the Post Office customer consultant knows the applicant

If the customer consultant is a friend or relative of the applicant they must not enrol them. A manager may direct another customer consultant to deal with the applicant or tell the applicant to attend at another Post Office.

For more information on enrolling biometric information at Post Offices, see related link: [Biometric information enrolment at Post Offices](#).

For a list of participating Post Offices, see related link: [Post Office branches](#).

Biometric information

Failing to enrol

<p>About this guidance Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you what to do if an applicant fails or refuses to enrol their biometric information or pay the handling fee.</p> <p>Failure to attend Post Office If a person who is eligible to enrol their biometric information at a Post Office does not attend a Post Office within 15 working days of the date of their biometric information notification letter, you must send them a 'biometric appointment warning letter' this is reference ICD4523 on document generator on CID.</p> <p>For more information on issuing rejection warning letters, see related link: Main applicant has not enrolled at a Post Office.</p> <p>If a person is sent a rejection warning letter, they then have a further 17 working days from the date of the warning letter to enrol at a Post Office.</p> <p>This allows the Home Office to specify the process and the place where the biometric information can be enrolled and monitor the situation. This is especially important when applicants claim to have enrolled at a Post Office, but the Home Office does not have any record of this.</p> <p>Failure or refusal to pay handling fee In these situations the applicant will be told:</p> <ul style="list-style-type: none">• it has not been possible to complete their enrolment as they have not paid the required handling fee• no biometric information has been kept for submission to the Home Office, and• they must make new arrangements to provide their biometric information at another site. <p>Depending on the application type, the case will either be refused or rejected due to non</p>	<p>In this section</p> <p>Enrolling at post offices</p> <p>Data entry errors identified during enrolment</p> <p>Post Office limited exception report</p> <p>Links to staff intranet removed</p>
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compliance if the applicant does not enrol.

Refusal to enrol biometric information

In the unlikely event an applicant attends a Post Office but states they are refusing to provide their biometric information, the applicant will be told they must contact the Home Office directly to register such a refusal.

Biometric information

Data entry errors identified during enrolment

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page gives casework teams details on the most common reasons for failed biometric enrolments.</p> <p>Below are the most common casework errors encountered by the biometric residence permit central operations unit (BRP COU).</p> <p>Each of the following errors affects BRP enrolment either by:</p> <ul style="list-style-type: none"> • preventing enrolment entirely, or • appearing to have enrolled successfully but actually it has failed. <table border="1" data-bbox="465 686 1769 1431"> <thead> <tr> <th>Error</th> <th>Details</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>No photographs on CID.</td> <td> <p>You must have scanned an image from the application into CID before the applicant enrolls their biometrics.</p> <p>When there is no image on CID for the BRP system to compare to the image captured at enrolment, the enrolment fails.</p> </td> <td> <p>Enrolment appears successful.</p> <p>The error is identified on the Post Office exception report.</p> <p>You must upload a suitable photograph to CID, see related link: Specification of Format of Photographs.</p> </td> </tr> <tr> <td>Poor photograph quality.</td> <td> <p>The photograph must be good quality, passport style photograph. See related link: Specification of Format of Photographs.</p> <p>Unsuitable photographs</p> </td> <td> <p>You must:</p> <ul style="list-style-type: none"> • First see if there is a suitable image either on CID or on the case file. <p>Then, if not:</p> </td> </tr> </tbody> </table>	Error	Details	Action	No photographs on CID.	<p>You must have scanned an image from the application into CID before the applicant enrolls their biometrics.</p> <p>When there is no image on CID for the BRP system to compare to the image captured at enrolment, the enrolment fails.</p>	<p>Enrolment appears successful.</p> <p>The error is identified on the Post Office exception report.</p> <p>You must upload a suitable photograph to CID, see related link: Specification of Format of Photographs.</p>	Poor photograph quality.	<p>The photograph must be good quality, passport style photograph. See related link: Specification of Format of Photographs.</p> <p>Unsuitable photographs</p>	<p>You must:</p> <ul style="list-style-type: none"> • First see if there is a suitable image either on CID or on the case file. <p>Then, if not:</p>	<p>In this section Enrolling at post offices Failing to enrol Post Office limited exception report</p> <p>Links to staff intranet removed</p>
Error	Details	Action									
No photographs on CID.	<p>You must have scanned an image from the application into CID before the applicant enrolls their biometrics.</p> <p>When there is no image on CID for the BRP system to compare to the image captured at enrolment, the enrolment fails.</p>	<p>Enrolment appears successful.</p> <p>The error is identified on the Post Office exception report.</p> <p>You must upload a suitable photograph to CID, see related link: Specification of Format of Photographs.</p>									
Poor photograph quality.	<p>The photograph must be good quality, passport style photograph. See related link: Specification of Format of Photographs.</p> <p>Unsuitable photographs</p>	<p>You must:</p> <ul style="list-style-type: none"> • First see if there is a suitable image either on CID or on the case file. <p>Then, if not:</p>									

		<p>include those which are:</p> <ul style="list-style-type: none"> • very small • taken in a waiting room, or • scanned from a letter. 	<ul style="list-style-type: none"> • Request a suitable photograph from the applicant. You must use the blank letterhead, document reference ICD.1100 on document generator on CID. 	
	<p>Application image doesn't match the digital image captured during enrolment.</p>	<p>BRP caseworker checks CID or CRS and identifies incorrect photograph attached to CID record.</p>	<p>Re-enrolment is not required.</p> <p>BRP caseworker contacts casework team to:</p> <ul style="list-style-type: none"> • check application file, and • input the photograph if no suitable photograph is on previous CID record. 	
	<p>Biometric enrolment letter barcode corrupt.</p>	<p>You must only make minor manual address changes to the enrolment letter.</p> <p>If the letter is changed the barcode can become corrupt, preventing enrolment.</p>	<p>The applicant must contact the Home Office to tell them about the problems enrolling using the email address on the enrolment letter:</p> <p>AppointmentExceptions@homeoffice.gsi.gov.uk</p> <p>To claim the costs of:</p> <ul style="list-style-type: none"> • another enrolment, and • travel to the Post 	

			Office for this error the applicant can contact the complaints allocation hub using the following email address: - UKBACustomerComplaints@homeoffice.gsi.gov.uk	
	Parent details missing from 'sponsor' section of a dependent child's case on CID.	You must make sure the responsible adult details are on the 'sponsor' section of a dependent child's case on CID. This error prevents the dependent child from enrolling due to an error created in the barcode on the enrolment letter. This is not picked up by the Post Office exception report.	If you do not notice the delay, you must advise the applicant to contact the Home Office to report the problem using email: UKBACustomerComplaints@homeoffice.gsi.gov.uk.	
	'Title' missing from CID person details.	The title of the applicant, for example, Mr, Mrs, Miss, must be completed on CID 'person details' before an enrolment letter is issued to an applicant. If this is missing from CID it will also be missing from the	You must make sure the title field is completed on CID. If this is not done the applicant cannot enrol. They must contact the Home Office to report the problem and obtain an amended biometric notification letter	

		barcode of the enrolment letter generated. The letter will not scan at the Post Office when the applicant attends to provide their biometrics.	(BNL).	
	Deleted case type or no case details.	You must be sure when biometric enrolment letters are created that you are using the live case ID, not one that relates to a case that is then deleted. BRP COU has had instances of applicants whose enrolment has failed because the corresponding CID case has been deleted and a new one created. The enrolment will appear successful to the applicant. The error is identified on the daily management information (MI) report which is created by BRP COU.	You must issue a new enrolment letter to the applicant, linked to the appropriate case on CID, to correct this error.	
	Biometric information enrolled against the applicant's new case type.	Biometric information sometimes attaches to the most recent case for that	You must be sure the case they want to attach the applicant's biometric	

		<p>applicant on CID, even if that case has been deleted.</p> <p>This error is identified when you contact BRP COU to question where the enrolment has gone. It is not picked up by the Post Office exception report.</p>	<p>information to is the most recent application raised on CID.</p> <p>This is true of legacy cases specifically.</p>	
	<p>Not a biometric information case type on CID.</p>	<p>From 1 December 2012, CID changes have taken affect making more cases automatically biometric.</p> <p>Casework teams must enter a correct case type on CID, or enrolment fails. This will be a case type that is automatically biometric.</p> <p>If you are not sure if a case type is automatically biometric you must:</p> <ul style="list-style-type: none"> • first ask your senior caseworker, and if they don't know • contact appointments exceptions inbox using the related link. <p>Enrolment appears successful to the applicant</p>	<p>To correct the error the case type must be changed on CID.</p>	

		but the Post Office exception report will show it as failed.		
	Kuwait Bedouin nationality.	<p>Kuwait Bedouin is not recognised as a national by the BRP system.</p> <p>There is no fix for this error. The IT service provider is working with the BRP change team to find one.</p>	<p>You must not use Kuwait Bedouin as a nationality on CID. Instead you should use either:</p> <ul style="list-style-type: none"> • Kuwait, or • stateless. <p>Enrolment appears successful to the applicant but the error is identified by the Post Office exception report.</p>	
	Application raised date predates child's date of birth.	<p>You must check the application raised date does not predate the date of birth for any dependent children, otherwise the enrolment will fail.</p> <p>This error is not picked up by the daily exception report. You will identify the error because enrolment appears successful to the applicant.</p>	<p>To correct the error you must change the application raised date so that it is no earlier than the day after the dependent child was born.</p> <p>You must issue a new enrolment letter to the child dependent who will have to re-enrol at the Post Office.</p>	

Biometric information

Post Office exception report

<p>About this guidance Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you how the Post Office limited exception report (POL) can be used to enrol applicants after a previously unsuccessful attempt.</p> <p>Post Office limited exception report (POL) A daily report is produced by biometric residence permit (BRP) central operation unit (COU) to highlight errors. For more information, see related link: Data entry errors identified during enrolment.</p> <p>‘Replaying’ data using the Home Office IT Service Desk BRP COU works with Home Office IT (HOIT) to ‘replay’ data received from a Post Office during an enrolment. This means if the necessary changes are made to CID, for example:</p> <ul style="list-style-type: none">• a photograph is added, or• the correct case type is used <p>the data will be updated on the BRP system without the need for the applicant to re-enrol at the Post Office.</p> <p>You must email the Front Office Services mailbox, using the related link when they have changed the case.</p> <p>BRP COU will discuss with HOIT and tell you when the case is available on the BRP system. Data is only stored by HOIT for about three months so it may not be possible to replay older cases. If you do not request the replay of data before it is deleted by HOIT you must tell the applicant to re-enrol at the Post Office because the data is no longer available.</p>	<p>In this section Enrolling at post offices</p> <p>Failing to enrol</p> <p>Data entry errors identified during enrolment</p> <p>Links to staff intranet removed</p>
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Biometric information

Biometric information casework process

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells caseworkers and data inputters about the processes that must be followed to validate, consider and decide an application for a biometric residence permit (BRP).</p>	<p>In this section</p> <p>Application requirements</p> <p>Maintenance requirements</p> <p>Validation</p> <p>Biometric information appointment</p> <p>Initial consideration</p> <p>Biometric results</p> <p>Refusals</p> <p>Cancelling old BRPs of successful applicants</p> <p>Destruction of biometric information</p> <p>Returning a BRP for ID purposes</p> <p>Undeliverable BRPs</p>
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Biometric information

Application requirements

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you about the application requirements of the biometric information registration regulations.</p> <p>Application requirements are those which form an essential part of the process for applying for a biometric residence permit (BRP).</p> <p>To satisfy the application requirements, a person must:</p> <ul style="list-style-type: none">• Apply or reapply for a BRP when they are required to do so by regulations made under section 5 of the 2007 Act, see related link: UK Borders Act 2007.• Surrender any requested documents connected with immigration or nationality when this is required as part of the issue of a BRP. Requested documents would include a passport or travel document. From time-to-time the question arises whether a ‘valid’ passport has to be presented to initiate production of a BRP. Although all the guidance says that a passport or other acceptable travel document must be submitted on application there is nothing that actually specifies it must be a ‘valid’ passport, taking ‘valid’ to mean current or unexpired. The BRP must match the passport but the BRP stands alone from the passport.• Provide their BRP when they submit a valid application. If they do not, you must request it from them and hold the application until it is received. You must invalidate applications where the ‘outgoing’ BRP has not been provided as the return of the BRP is mandatory. The Home Office has the power to require its surrender under regulation 16 of the Immigration (Biometric Registration) Regulations 2008.• Follow any specified process for the application set out by an authorised person. This may include making and attending an appointment at a specified time, date and place to enable a photograph to be taken and a record of their fingerprints to be registered.	<p>In this section</p> <p>Maintenance requirements</p> <p>Validation</p> <p>Biometric information appointment</p> <p>Initial consideration</p> <p>Biometric results</p> <p>Refusals</p> <p>Cancelling old BRPs of successful applicants</p> <p>Destruction of biometric information</p> <p>Returning a BRP for ID purposes</p> <p>Undeliverable BRPs</p> <p>Links to staff intranet removed</p>
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Biometric information

Maintenance requirements

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Biometric information

Validation

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Biometric information

Validation and notification letter

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- Send the applicant a biometric information notification letter.

Occasionally, questions arise about how to truncate a name to fit on a BRP. This is not a BRP issue. The information on the BRP comes from that input to GCID so truncation must follow the standard rules. See related links: Alphabetical reference guide.

Biometric information

Check the BRP system and submit a card production request

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- CID special conditions screen.

If there are no fingerprints for an applicant and the system has not been updated to explain why, you must ask your line manager for further advice.

Facial match

You must be sure the person who attends for the biometric information appointment is the same person whose facial image is recorded on CID by making sure there is a facial match. The follow up actions on the ICFN system detail whether the BRP supervisor unit has accepted the identity of the person. If you are not satisfied the facial images provided with the application and at the biometric appointment are the same (a facial match), you must ask your line manager for further advice.

IDENT 1

If there has been an 'IDENT1' match you will find details of this and instructions on what to do, on both the 'special conditions' and 'person notes' screens on CID.

In the 'follow-up action' tab there must be two records which show there is no further action which read:

- 'IDENT1 result received no further action', and
- 'ICFN Claimed identity accepted on enrolment no further action'.

The exception to this is for cases of children (under 18), where only the second action above is shown.

BRP supervisors can add a range of other follow on actions to cases, these can include:

- 'Unexpected match results – interview required'
- 'Unexpected match results further c/w defined'
- 'Check passport and/or supporting documents'.

If you consider a case which shows any other further actions, check the 'view and edit' option for notes from the supervisor unit, and follow the instructions recorded in the notes.

BRP card production

To request production of a BRP card you must click on the 'Card production' tab in the ICFN system.

This screen shows all of the applicant's details which will be included on the BRP. You must double check the information on this screen before you confirm the card content and submit the card production request.

The table below shows the possible messages which will appear and what action to take.

Message	Action
'Place of Birth has been truncated'	<p>This means the place of birth has been amended on the 'person details' screen in CID.</p> <p>On the ICFN system, click 'refresh' and correct the details to show the truncated place of birth shown on CID.</p>
'The document return address is incorrect'	<p>Be sure the 'formal address' box is ticked in the 'address maintenance' screen on CID.</p> <p>On the ICFN system, click 'refresh' to show the amended address.</p>

Biometric information

Validation and biometric information enrolment

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Biometric information

Invalid applications

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[Biometric information enrolment process](#)
[Biometric information casework process](#)
[Replacement biometric residence permits](#)
[Biometric information verification process](#)
[What a biometric residence permit \(BRP\) is](#)
[Background to biometric information](#)

This page tells you what action to take when a person submits an application that requires biometric information enrolment but is invalid for a reason other than not complying with the biometric information requirements.

For more information on invalid applications, see related link: Specified application forms and procedures.

If mandatory documents have not been provided with the application you must request them. Do not reject the application as invalid. If the applicant fails to provide them, then the application can be rejected at this stage.

For more information on this process see your own operational guidance.

You must immediately reject the application using the invalidation process, if the application is invalid for a reason other than not complying with the biometric information requirements. You must do this regardless of whether the applicant has booked and attended a biometric information premium or super premium appointment.

If you reject an application please see table below for what action to take in the circumstances outlined and what documents to retain or return to the applicant:

Circumstances of the case:	Documents to retain:	Documents to return:
The applicant: <ul style="list-style-type: none"> • applied out of time • no longer has any valid leave, and • is liable to removal. 	The applicant's passport.	<ul style="list-style-type: none"> • The application form, and • any photographs or documents submitted. Send the above to the applicant, or their immigration adviser, with the following covering letter:

In this section

[Validation](#)

[Validation and notification letter](#)

[Validation and biometric information enrolment](#)

[Check the BRP system and submit a card production request](#)

Links to staff intranet removed

		<ul style="list-style-type: none"> • ICD 3676 if there are no fee issues, or • ICD.3678 or ICD.3679 if there are fee issues.
The applicant applied in time but during the consideration process became out of time and is liable for removal.	The applicant's passport.	<ul style="list-style-type: none"> • The application form, and • any photographs or documents submitted.
The applicant applied in time and the application was refused but the applicant still has extant leave which isn't going to be curtailed.	None.	You must return all documents to the applicant, this includes the passport.

You must also return any biometric residence permit (BRP) received as long as it is still valid. If the BRP has expired you must:

- update CID with a note to say the BRP was sent in and has now expired
- send the BRP to biometric immigration document management unit (BIDMU) for destruction, and
- send a copy of the BRP back to the customer if needed, also you will need to put a comment on their rejection letter why it is not being returned.

If the applicant does not provide their BRP when they then submit a valid application you must request it from them and hold the application until it is received. You must invalidate applications where the 'outgoing' BRP has not been provided as the return of the BRP is mandatory. The Home Office has the power to require its surrender under regulation 16 of the Immigration (Biometric Registration) Regulations 2008.

Once the applicant resubmits a valid application, you must send them a biometric information notification letter. A calendar event on CID will be auto-populated showing the

date by which the applicant must book an appointment or enrol their biometric information at a Post Office.

For more information, see related link: Cancelling an old BRP of successful applicants.

Premium application appointment has been made and attended

In the unlikely event an applicant's biometric information has been taken and you reject the application later, then the biometric information may need to be destroyed. For more information on the destruction of biometric information, see related link: Destruction of biometric information.

Online applications

An online application includes information given by the applicant in answer to questions asked by the online interactive process on the website.

An online application cannot be submitted unless all mandatory questions are answered and any required fee is paid.

If the applicant wants to make a premium service application they must also make an appointment at a public enquiry office (PEO) as part of the online application process.

A premium service application cannot be submitted unless an appointment at a PEO is booked. From 14 February 2012 migrants applying under Tier 2 and Tier 5 of the points-based system (PBS), and their dependants, can submit an online application for leave to remain through the Home Office website. An application on a specified online form must meet the requirements contained in paragraph A34 of the Immigration Rules. See related link.

A paper application form may still be used where that option is available on the Home Office website. For more information about paper application forms you must check the relevant pages within this guidance and refer to paragraph 34 of the Immigration Rules. **Valid online application under the standard route**

To complete a valid online application the applicant must:

- Submit any supporting documents specified 'mandatory' within 15 working days from the date the application is submitted. The mandatory documents are:
 - passport and/or travel documents
 - passport style photographs
 - biometric residence permit (if applicable)
 - police registration certificate (if applicable).
- Attend an appointment to provide biometric information within the timescale given if requested by the Home Office.

You must carry out a validation check when the application is sent from the document centre. You must check the:

- Mandatory documents were submitted within 15 working of the application being submitted. If they:
 - fail to provide the mandatory documents, you must reject the application as invalid
 - provide the mandatory documents, invite the applicant to provide their biometric information.
- Applicant has provided their biometric information within the given timescales. For more information see related link [Biometric information](#).

If either of the above requirements are not met, you must reject the application as invalid.

Valid online application under the premium route

Within 45 working days from the date the applicant was submitted the applicant must attend an appointment at the PEO to:

- submit any mandatory supporting documents, and
- provide biometric information, if required.

If either of the above requirements are not met, you must reject the application as invalid.

Biometric information

Biometric information appointment

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you what to do when the main applicants and dependants have not enrolled their biometric information or cancelled or failed to attend an appointment.</p> <p>This section covers the following:</p> <ul style="list-style-type: none">• The main applicant has not enrolled at a Post Office.• Dependants have not enrolled at a Post Office.• The applicant cancels their premium application enrolment appointment.• The applicant fails to attend their premium application enrolment appointment.	<p>In this section</p> <p>Main applicant has not enrolled at a post office</p> <p>Dependants have not enrolled at a post office</p> <p>Applicant cancels their premium application enrolment appointment</p> <p>Failure to attend a premium application enrolment appointment</p> <p>Links to staff intranet removed</p>
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Biometric information

Main applicant has not enrolled at a Post Office

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	<p>has been paid. If the applicant resubmits the application but does not attend at a Post Office to enrol their biometric information within 15 working days, you must follow the process above.</p>	
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Biometric information

Dependants have not enrolled at a Post Office

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the responsible adult, the parent's biometric information notification letter will be acceptable evidence of their identity if none of the above is available. The reason for this is the main applicant will have sent their supporting documents with their application to the Home Office and so the above documents may be unavailable.

If the child's parent is not applying as part of the same family group as the dependant, or the responsible adult is someone other than the parent, they must provide one of the above forms of identification.

If you are rejecting an application for any reason you must return all documents to the applicant for them to submit a valid application. This includes returning any biometric residence permit (BRP) received as long as it is still valid, If the BRP has expired you must:

- update CID with a note to say the BRP was sent in and has now expired
- send the BRP to biometric immigration document management unit (BIDMU) for destruction, and
- send a copy of the BRP back to the customer if needed, also you will need to put a comment on their rejection letter why it is not being returned.

If the applicant does not provide their BRP when they then submit a valid application you must request it from them and hold the application until it is received. You must invalidate applications where the 'outgoing' BRP has not been provided as the return of the BRP is mandatory. The Home Office has the power to require it is returned under regulation 16 of the Immigration (Biometric Registration) Regulations 2008.

Once the applicant resubmits a valid application, you must send them a biometric information notification letter. A calendar event on CID will be auto-populated showing the date by which the applicant must book an appointment or enrol their biometric information at a Post Office.

If you reject a dependant's application, they will not be considered alongside the main applicant. If the dependant wishes to apply for leave to remain, they will have to make a separate application in their own right.

Biometric information

Applicant cancels their premium application enrolment appointment

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Biometric information

Failure to attend a premium application enrolment appointment

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Biometric information

Initial consideration

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Biometric information

Biometric information results

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you how to find out the results of a biometric information enrolment.</p>	<p>In this section CID results Admin events Biometric information results in the casework decision Links to staff intranet removed</p>
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Biometric information

CID results

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you about the results of biometric information enrolment on CID and the action you must follow.</p> <p>You must check for the results of any IDENT1 follow-up actions and that the biometric information has been verified before you make a decision.</p> <p>You can locate the results of the biometric information enrolment on the ‘admin events’ screen in CID. There are three outcomes that require no further identity investigation and you can continue to make a decision. These are:</p> <p>Claimed identity accepted on enrolment or following an interview You can proceed to consider the application against the rules.</p> <p>Claimed identity not accepted following interview You must consider refusal on the grounds of deception. For more information, see related link: Refusals.</p> <p>Applicant refuses to provide biometric information You must consider rejection for non-compliance.</p> <p>If the case does not have one of the three outcomes above, the biometric information team will put an outcome in the follow up actions screen in the biometric residence permit (BRP) system which will tell you how to proceed. For more information, see related link: Admin events.</p>	<p>In this section</p> <p>Biometric information results</p> <p>Admin events</p> <p>Biometric information results in the casework decision</p> <p>Links to staff intranet removed</p>
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Biometric information

Admin events

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page provides information on the results of, and associated reasons for, admin events entered by the biometric information enrolment team.</p> <table border="1"> <thead> <tr> <th data-bbox="448 391 1097 422">Admin event</th> <th data-bbox="1097 391 1780 422">Reason</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 422 1097 758">Applicant refuses to provide biometric information.</td> <td data-bbox="1097 422 1780 758">The applicant has refused to provide their biometric information following a verbal warning. Any reasons given are recorded in notes. You must consider whether the applicant has a good reason for not providing their biometric information. For more information, see related link: People who do not have to enrol their biometric information.</td> </tr> <tr> <td data-bbox="448 758 1097 837">Claimed identity accepted on enrolment no further action.</td> <td data-bbox="1097 758 1780 837">The initial match results confirm the claimed identity.</td> </tr> <tr> <td data-bbox="448 837 1097 981">Unexpected match results - interview required.</td> <td data-bbox="1097 837 1780 981">The match results indicate the applicant qualifies for an identity interview which biometric residence permit (central operations unit (BRP (COU))) will request.</td> </tr> <tr> <td data-bbox="448 981 1097 1133">Applicant refuses to undertake identity interview.</td> <td data-bbox="1097 981 1780 1133">The applicant refuses to undertake an identity interview following a verbal warning. Any reasons given added to notes.</td> </tr> <tr> <td data-bbox="448 1133 1097 1284">Unexpected match results - further casework defined.</td> <td data-bbox="1097 1133 1780 1284">Further casework is based on the findings of the match results. Refer to your operational guidance for further instructions.</td> </tr> <tr> <td data-bbox="448 1284 1097 1431">Run systems checks for matched and claimed identities.</td> <td data-bbox="1097 1284 1780 1431">The match results suggest different identities than those used in the application. Systems checks must be carried out.</td> </tr> </tbody> </table>	Admin event	Reason	Applicant refuses to provide biometric information.	The applicant has refused to provide their biometric information following a verbal warning. Any reasons given are recorded in notes. You must consider whether the applicant has a good reason for not providing their biometric information. For more information, see related link: People who do not have to enrol their biometric information.	Claimed identity accepted on enrolment no further action.	The initial match results confirm the claimed identity.	Unexpected match results - interview required.	The match results indicate the applicant qualifies for an identity interview which biometric residence permit (central operations unit (BRP (COU))) will request.	Applicant refuses to undertake identity interview.	The applicant refuses to undertake an identity interview following a verbal warning. Any reasons given added to notes.	Unexpected match results - further casework defined.	Further casework is based on the findings of the match results. Refer to your operational guidance for further instructions.	Run systems checks for matched and claimed identities.	The match results suggest different identities than those used in the application. Systems checks must be carried out.	<p>In this section</p> <p>Biometric information results</p> <p>CID results</p> <p>Biometric information results in the casework decision</p> <p>Links to staff intranet removed</p>
Admin event	Reason															
Applicant refuses to provide biometric information.	The applicant has refused to provide their biometric information following a verbal warning. Any reasons given are recorded in notes. You must consider whether the applicant has a good reason for not providing their biometric information. For more information, see related link: People who do not have to enrol their biometric information.															
Claimed identity accepted on enrolment no further action.	The initial match results confirm the claimed identity.															
Unexpected match results - interview required.	The match results indicate the applicant qualifies for an identity interview which biometric residence permit (central operations unit (BRP (COU))) will request.															
Applicant refuses to undertake identity interview.	The applicant refuses to undertake an identity interview following a verbal warning. Any reasons given added to notes.															
Unexpected match results - further casework defined.	Further casework is based on the findings of the match results. Refer to your operational guidance for further instructions.															
Run systems checks for matched and claimed identities.	The match results suggest different identities than those used in the application. Systems checks must be carried out.															

	Check immigration status of matched identities.	The immigration status of previous applications is unclear and requires requesting the other file or further enquiries on CID. BRP (COU) will request the file or make further enquiries on CID.	
	Check passport and/or supporting documents.	The match results suggest the documents submitted may not be in the applicant's identity or may be forgeries or counterfeits. Refer to you operational guidance for further instructions.	
	Deed poll and/or marriage certificate to be checked.	Biometric information matching has revealed a name change on the basis of marriage or otherwise that may not be supported by documents. Refer to your operational guidance for further instructions.	
	Referred to enforcement following biometric information match.	The match results indicate a category to be placed in the enforcement queue according to the criteria above. Refer to your operational guidance for further instructions.	
	Central reference system (CRS) check required.	Where an expected visa match has not been realised as noted by the acknowledgement form and requires a check of the passport and/or CRS. Refer to your operational guidance for further instructions.	

Biometric information

Biometric information results in the casework decision

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you how the biometric information results may affect the caseworking decision.</p>	<p>In this section</p> <p>Matches and no-matches</p> <p>Multiple identities</p> <p>Links to staff intranet removed</p>
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Biometric information

Matches and no-matches

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[Process overview](#)
[Applying for a biometric residence permit – standard route applications](#)
[Biometric information appointment process – premium and super premium applications](#)
[Biometric information enrolment process](#)
[Biometric information casework process](#)
[Replacement biometric residence permits](#)
[Biometric information verification process](#)
[What a biometric residence permit \(BRP\) is](#)
[Background to biometric information](#)

This page tells you about matches and no-matches following biometric information enrolment.

You must consider all aspects of the application with the biometric information result.

‘Match’ means the person who has had their biometric information taken in this application has previously submitted their biometric information at some point.

‘No-match’ means the person who has submitted their biometric information in this application has not previously had their biometric information taken.

	Match	No-match
Expected result	The applicant declares they have previously submitted their biometric information details and they match to this record.	Where the applicant declares they have never had their biometric information taken and no match is found.
Unexpected result	Where the applicant declares they have never submitted biometric information before.	Where the applicant has a biometric information entry clearance or they have stated they had previously submitted their biometric information.

In this section

[Biometric information results in the casework decision](#)

[Multiple identities](#)

Biometric information

Multiple identities

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	<p>If an applicant has more than one representative, you must:</p> <ul style="list-style-type: none">• only communicate with the representative dealing with the applicant in their previous identity, and• send a letter to the representative the applicant used under their other identity explaining the Home Office can no longer deal with them about the applicant.	
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Biometric information

Refusals

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This section tells you how to refuse applications due to the use of deception being shown by the results of biometric information enrolment.</p>	<p>In this section Reasons for refusal Sanctions for non-compliance Curtailment following repeated non-compliance Deception</p> <p>Links to staff intranet removed</p>
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Biometric information

Reasons for refusal

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Biometric information

Sanctions for non-compliance

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of practice.

The three types of sanctions that can be imposed are:

- a refusal to issue a biometric residence permit (BRP)
- an immigration sanction, this can be either:
 - a rejection of a person's application for leave to remain in the UK, or
 - a variation (curtailment) or cancellation of a person's existing leave to enter or remain in the UK
- the issuing of a civil penalty notice.

When determining the amount of the civil penalty notice BIDMU will consider whether the person has:

- contravened an application or maintenance requirement
- any previous incidences of, or continued, non-compliance
- evidence of extenuating circumstances, such as limited financial means or responsibility for children under 18 who have also failed to comply.

For penalty levels see section '7. Civil penalties' of Code of practice about the sanctions for non-compliance with the biometric information registration regulations at related link: [Biometric information code of practice](#).

When issuing a civil penalty notice the liable person has 32 working days from the date of issue in which to object. The civil penalty notice tells them how to object.

A person who is given a civil penalty notice under section 9(1) of the UK Borders Act 2007 may appeal to the county court in England, Wales and Northern Ireland or to the sheriff in Scotland.

A person can lodge an appeal against a Notice of Liability as follows:

- To the county court in England and Wales within 28 days after having received Notice of Liability or within 28 days after having received the determination of the objection.

- To the sheriff in Scotland not later than 21 days after receipt of the Notice of Liability or not later than 21 days after receipt of the determination of the objection.
- To the county court in Northern Ireland within 21 days of the issue of the Notice of Liability or within 21 days of the determination of the objection.

The date on which the civil penalty notice and objection determination are deemed to have been received is the second business day after the date the civil penalty notice is issued and/or given and the date specified in the notice of determination, respectively. This excludes Saturdays, Sundays, Bank Holidays, Good Friday and Christmas day.

In assessing which sanction to impose and at what level a civil penalty must be set, the particular requirement that has not been met, and the seriousness of the non-compliance is considered. Whether or not the person has limited or indefinite leave to remain in the UK must be taken into account.

The Home Office will not issue an immigration sanction and a civil penalty notice for the same incident of non-compliance with one of the requirements of the biometric information registration regulations.

For more information about the sanctions for non-compliance with the biometric information registration regulations, see related link: [Biometric information code of practice](#).

Biometric information

Curtailment following repeated non-compliance

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Biometric information

Circumstances when immigration civil penalties will not be imposed

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Deception

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labelling old biometric residence permits of successful applicants

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Official sensitive – do not disclose – start of section

The information in this page has been removed as it is restricted for internal Home Office use only.

Official sensitive – do not disclose – end of section

Biometric information

Destruction of biometric information

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Biometric information

Process for destruction of biometric information

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are being kept.

Request for destruction of records

A person may ask the Home Office to destroy their biometric information records because they believe the Home Office did not have the power to enrol them. They must put this in writing.

There are rare occasions when it emerges that an individual's biometric information should not be kept.

For more information on when biometric information must be destroyed, see related link: [When biometric information must be destroyed.](#)

Once an individual's records have been destroyed, the Home Office will not be able to access electronic copies of their fingerprints and photographs.

If an individual applies for confirmation of the destruction in writing, you must send them a letter confirming this within three months.

Biometric information

When biometric information must be destroyed

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Biometric information

When biometric information must not be destroyed

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Biometric information

Returning a biometric residence permit for ID purposes

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Biometric information

Undeliverable biometric residence permits

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delivery.

- If no contact from the applicant the courier sends a reminder letter.
- If still no contact the courier makes a second delivery attempt.
- If the applicant is still not present courier notifies BIDMU of failed delivery.
- The courier holds the BRP for 20 calendar days awaiting contact from the applicant. If still no contact from the applicant the BRP is returned to BIDMU on day 21.
- BIDMU check GCID to see if a change of address has been received in the meantime:
 - if a change of address has been received BIDMU notify the courier and return the BRP to them for delivery to the new address
 - if no change of address has been received BIDMU attempt to contact the applicant by telephone or email.
- BIDMU issue a reminder letter advising the applicant to contact the courier as soon as possible to rearrange delivery.
- The undeliverable BRP is held by BIDMU until the applicant makes contact to request delivery, or until the BRP expires.
- When the undeliverable BRP reaches its expiry date it is cancelled and destroyed. The BIDMU issue a second letter to tell the applicant they have no extant leave. The letter also tells the applicant that if they intend to remain in the UK, a fresh immigration application must be made and they must enrol their biometric information again.
- The Home Office cannot curtail the leave simply because the BRP is undeliverable. However, if the BRP is undeliverable but, for example, the Home Office is subsequently notified a student has failed to attend their course, then appropriate curtailment criteria may apply. This is regardless of whether the applicant actually holds their BRP.

Biometric information

Replacement biometric residence permits

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Biometric information

Requirements

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- Continue to meet the conditions of the leave they were granted. If they no longer meet these conditions, it may be appropriate for you to curtail their leave. For more information, see related link: Curtailment of leave.
- Have provided their biometric information as part of the application.
- Have a biometric information 'match' with the details they provided when they applied for their previous BRP.
- Have previously been issued with a BRP.
- Have returned their previous BRP, unless it was lost or stolen.
- Provide an explanation along with supporting evidence if the BRP has not been returned. For example, if they claim their BRP was stolen they must provide a police report.
- Have passed all security checks. For example, Police National Computer (PNC) and systems checks.
- Have not had their leave curtailed.
- Not be subject to removal directions.
- Not be subject to a foreign national offender deportation order.
- Be requesting a new BRP for one of the reasons stated on the application form.
- Have at least 28 days current leave remaining. If the applicant has less than 28 days leave remaining when you make a decision on their application you must not issue a replacement BRP. You must tell the applicant they have to make a new application.

You must check all documents carefully to make sure they belong to the applicant.

Once you are satisfied the applicant has existing leave, you must grant the application.

Biometric information

Lost or stolen biometric residence permits inside or outside the UK

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immediately using the BRP(RC) form.

If they do not apply for a replacement permit, they may have to pay a financial penalty of up to £1,000, or the Home Office may shorten their permission to stay.

Sometimes a person can lose their BRP in the UK and apply for a replacement. They then travel outside the common travel area (CTA) and subsequently lose their passport while abroad. They then obtain a new passport and entry clearance stamp and legally re-enter the UK. This raises the question whether the Home Office needs to withdraw the replacement BRP application. There is no need to withdraw the replacement BRP application as it is not covered by the Immigration Rules.

For information on what comprises the CTA see related link: [Common travel area](#).

UK Visa office

The UK Visa office will:

- Receive the visa application and check there are no general grounds for refusal.
- Check the applicant has provided a police report confirming the loss or theft of the BRP.
- Check the applicant has valid leave to remain (LTR) by emailing biometric immigration document management unit (BIDMU) with the full name, date of birth and biometric information page of the applicant's passport. BIDMU will confirm if the applicant has valid LTR or not.
- Issue a single entry visa (replacement BRP visa), if all requirements have been met by the applicant.

BIDMU

BIDMU will:

- Receive notice from the applicant of the loss or theft of the BRP and cancel the existing BRP.
- Issue the applicant with a warning letter telling them of the requirement to apply for a replacement BRP and the consequences of not doing so (civil penalty and/or

curtailment). The letter is sent to the applicant's UK address to await their return.

- Await contact from UK Visa office asking for details of the applicant's LTR.
- Confirm, to the relevant UK Visa office, if the applicant has valid LTR or not.
- Email a facial image of the applicant to the UK Visa office.
- Monitor compliance with the process.

Caseworking teams

You will:

- Receive an application for a replacement BRP (completed form BRP(RC)). You will not see the police report as it will have been submitted to the UK Visa office overseas as evidence of the loss or theft. The UK Visa Office would not issue a visa until they have seen the police report and had confirmation of the applicant's leave from BIDMU.
- Perform the usual caseworking activities.
- Initiate production and delivery of a replacement BRP.

Biometric information

Issuing a replacement biometric residence permit

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Biometric information

Refusing to issue a replacement biometric residence permit

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you how to refuse the issuing of a replacement biometric residence permit (BRP).</p> <p>In effect you are rejecting an invalid application which allows you to refuse to issue a replacement BRP. If you refuse to issue a replacement BRP, the applicant will have no right of appeal against your decision. This is because a replacement BRP application is not an immigration decision according to section 82(2) of the Nationality, Immigration and Asylum Act 2002, which sets out appeal rights.</p> <p>You must refuse to issue a replacement BRP if:</p> <ul style="list-style-type: none">• The application form is incomplete.• The fee has not been paid.• Supporting evidence has not been submitted.• The reason for a replacement BRP is invalid. For example, the BRP has neither been lost nor stolen, nor has there been a change of details.• There is not enough evidence the applicant has existing leave.• The applicant has failed to provide their biometric information within the specified time frame.• The applicant submitted false documentation (in support of any current or previous application).• The applicant does not have any existing leave to transfer nor has less than 28 days leave remaining. <p>You must send the applicant a letter to tell them they have been refused a replacement BRP. You must explain the reasons why you are refusing their application for a replacement BRP and tell them there is no right of appeal against your decision.</p>	<p>In this section</p> <p>Requirements</p> <p>Issuing a replacement biometric residence permit</p> <p>Cancelling old biometric residence permit that is replaced</p> <p>Dependants</p> <p>Links to staff intranet removed</p>
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labelling="Section-Header">Cancelling an old biometric residence permit that is replaced

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Dependants

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Biometric information verification process

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Biometric information enrolment team

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process What a biometric residence permit (BRP) is Background to biometric information</p>	<p>This page tells you about the work of the biometric information enrolment team in a public enquiry office (PEO).</p> <p>The role of the biometric enrolment team is to record an applicant’s biometric information and seek to verify their claimed identity. The team is made up of the biometric information enroller and the biometric information supervisor.</p> <p>The verification of the claimed identity for enrolments in Post Offices is done by the biometric residence permit (central operations unit) (BRP (COU)) in Sheffield.</p> <p>The biometric information supervisors in PEOs and the BRP (COU) update the follow up actions on the BRP system. This includes every action they take and every required action to be followed up by the caseworker to establish a person’s identity.</p> <p>Information obtained from biometric information enrolment may have a direct effect on the casework consideration.</p>	<p>In this section</p> <p>Biometric residence permit (BRP) system results</p> <p>IDENT1 and PNC results</p>
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Biometric residence permit (BRP) system results

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IDENT1 and PNC results

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What a biometric residence permit (BRP) is

<p>About this guidance Process overview Applying for a biometric residence permit – standard route applications Biometric information appointment process – premium and super premium applications Biometric information enrolment process Biometric information casework process Replacement biometric residence permits Biometric information verification process Background to biometric information</p>	<p>This page tells you what a biometric residence permit (BRP) is.</p> <p>The BRP holds a migrant's:</p> <ul style="list-style-type: none">• biographic details:<ul style="list-style-type: none">○ name○ nationality○ date of birth○ place of birth, and• biometric information<ul style="list-style-type: none">○ facial image○ finger scans, <p>and shows their immigration status and entitlements while they remain in the UK.</p> <p>The permit is proof of the holder's right to stay, work or study in the UK. It can also be used as a form of identification, for example, if they wish to open a bank account in the UK. The holder is not required to carry their permit at all times, but they must show it at the border, together with their passport, when travelling outside of, and when returning to, the UK. There will be no endorsement in the passport.</p> <p>The BRP's design is set by European Union (EU) regulation. It is a standard credit card size (86mm x 54mm) and looks similar to biometric residence permits issued by other EU countries.</p> <p>The BRP uses biometric technology to lock a person into a single identity. Biometric information identifiers are collected in the form of a digitalised facial image and 10 dry electronic finger scans. This information is stored on the immigration and asylum biometric information system (IABS) held by the immigration fingerprint bureau (IFB). The BRP is a highly secure standalone polycarbonate card, which contains the holder's biometric information and immigration status in a tamperproof chip embedded in the BRP. The chip holds the facial image, two finger scans and biographical information.</p>	<p>Links to staff intranet removed</p>
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Benefits of biometric residence permits:

- Allows the Home Office to strengthen border control and lower the risk of unauthorised entry to the UK.
- Assists enforcement staff in detecting people who are in the country illegally, or who are abusing the system through identity fraud.
- Assists employers and sponsors to determine whether a permit presented to them is valid and to check entitlements to make sure those who are here illegally do not receive benefits and other privileges of living in the UK.
- To verify a BRP, employers and sponsors must email the BRP Verification Service (see related link). Emails receive an automated response, providing additional information that will allow the customer to verify the permit.
- The Home Office still aim to verify the permit within 24 hours of receipt of relevant information, although it may be necessary to request the permit is returned for verification. In such cases, the Home Office aim to verify the permit within 24 hours of receipt.
- Reduces administrative burden.
- Makes it easier for employers, sponsors and others to check entitlements to make sure those who are here illegally do not receive benefits and other privileges of living in the UK.

For the individual it makes it easier to:

- provide proof of their right to live, and settle, in the UK
- prove their identity safely and quickly where and whenever this is required
- access employment - as potential employers can use the permit to check a future employee's identity and employment status quickly and easily.

The Home Office continues to work with other government departments, employers and stakeholders to maximise the use of biometric residence permits as a means of regulating access to employment and services.

To view the features of a BRP and the information it contains, see related link: [Guidance for](#)

	<p>checking the biometric residence permit.</p> <p>Applying for a biometric residence permit does not delay the application process. Biometric information enrolment must take place before the case can be concluded. This is so you can check the applicant against the Home Office's existing databases and link their biographical details provided to their unique biometric information identifiers.</p> <p>A BRP is valid for the duration of the person's limited leave, or for a maximum of ten years. However, in the case of a child or young person up to 16 years old, the maximum duration of the permit is five years only, after which the child or young person must apply for a replacement permit if they still have existing permission to stay in the UK. For example, a child of 14, issued with a BRP, will when they reach 16 have held the BRP for two years. They have a further three years left before having to apply for a replacement BRP.</p>	
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Background to biometric information

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immigration application. For more information on categories that require biometric enrolment, see related link: [People who must enrol their biometric information](#).

History of when BRPs were introduced to each category

From 25 November 2008:

- students
- spouses, unmarried, civil or same-sex partners
- dependants on these applications applying at the same time.

From 31 March 2009:

- students (now apply under Tier 4 of the points-based system (PBS), including post graduate doctors and dentists)
- academic visitors granted leave for a period exceeding six months
- visitors for private medical treatment
- domestic workers in a private household
- those applying on grounds of UK ancestry
- retired persons of independent means
- sole representatives – superseded by representatives of overseas businesses (see below)
- transfer of conditions (not an immigration application but an application to transfer previously issued conditions from a passport or other such document)
- dependants (where applicable) on these applications applying at the same time.

From 6 January 2010:

- Tier 2 of the PBS, sub-categories:
 - general
 - skilled workers
 - ministers of religion
 - sports persons
- representatives of overseas businesses

- dependants (where applicable under the Immigration Rules) applying at any time from this date when the main applicant is covered by scheme.

From 14 December 2010:

- Tier 1 of the PBS, sub-categories:
 - general
 - entrepreneur
 - investor
 - post-study work
- Tier 5 of the PBS (sub-category: temporary worker).

From 29 February 2012:

- Those applying for refugee status, humanitarian protection or discretionary leave.
- Settlement or indefinite leave to remain (ILR).
- Temporary leave to remain (LTR), not already incorporated by earlier phases of the rollout.
- No time limit applicants. This is for settled migrants who need evidence of settled status to be re-issued because their vignette (sticker) or stamp is in a lost, stolen or expired passport, or they wish to upgrade to a more secure format of document.
- Applicants for a Home Office travel document. If they do not already hold a valid BRP.

From 1 December 2012:

- Anyone given permission to stay in the UK for more than six months must now get a BRP, if they have not already applied for one.
- This makes sure those who made an application before a biometric requirement in their immigration category, and still have an application or appeal in the system beyond this date, will get this format of document if they are successful.
- This is necessary to comply with European Union (EU) regulations. It also makes sure that from this date there will only be one format of document issued in the UK by the Home Office to those from outside the European Economic Area (EEA) or Switzerland here for more than six months, making it simpler for employers and others checking

	them.	
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Contact

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Information owner

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This page tells you about this version of the biometric information guidance and who owns it.

Version	19.0
Valid from date	30 May 2014
Policy owner	Administrative operational policy team
Cleared by director	Naomi Hatton
Director's role	Director, operational policy and rules
Clearance date	19 November 2013
This version approved for publication by	John Thompson
Approver's role	Head of migration policy
Approval date	29 May 2014

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The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

Related links

[Changes to this guidance](#)

[Contact](#)

Links to staff intranet removed