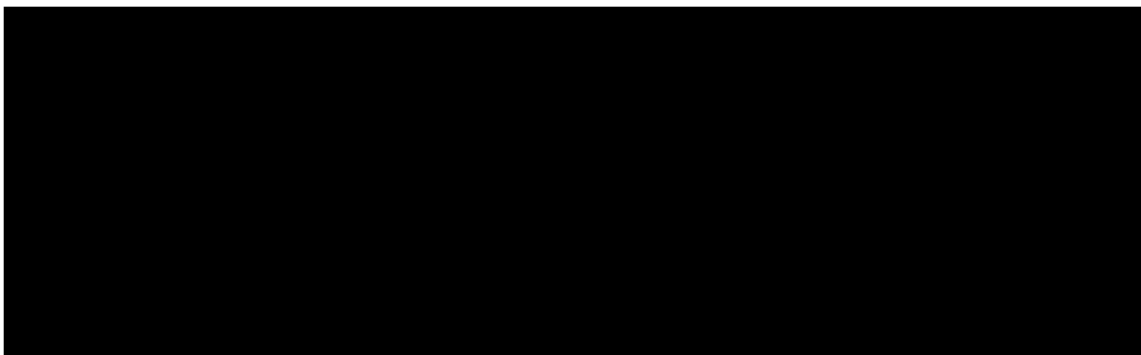


Examining First Time Applications

This procedure defines the tasks to be performed to examine first time applications

About this Procedure

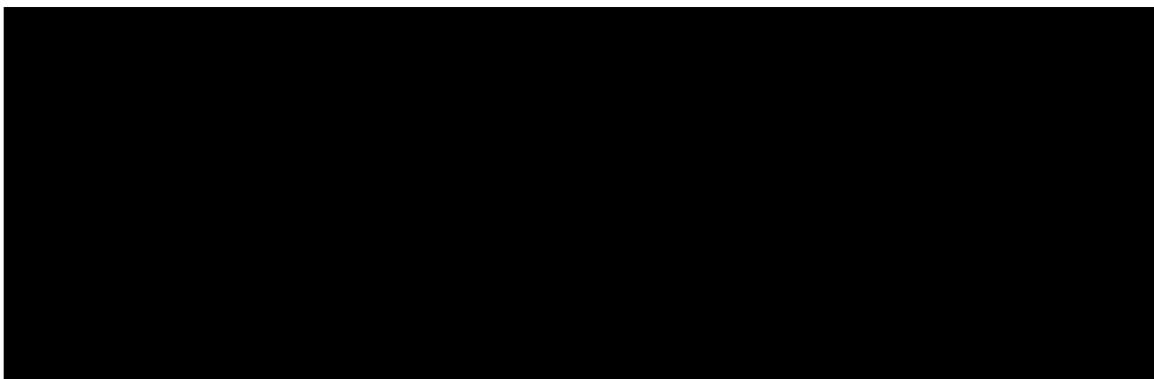
1.1 This procedure defines the tasks to be performed to examine first time applications.



Note: If the application is part of a block it is essential that the First Time Applications in the block are examined before any other services types in the Block.

Displaying the Application Details

2.1 Access the application details by scanning the application barcode and selecting the 'Find' button;



2.3 Examiners dealing with overseas applications should be aware that some applications will be submitted via Local Service. The Local Service's policy defines the criteria for locating an Overseas Local Service. Depending on the criteria which is met some Overseas Local Services will off differing services to others. As below:

2.4 In countries where the customer cannot submit an application using the online channel e.g. due to lack of connectivity or online payment issues, the Overseas Local Service will:

- Conduct a completeness check of a paper application form;
- Check the credit card payment mandate for the correct fee or where card payment is not possible take a cash payment.
- Take a copy of the documents submitted and sign the photocopy as a true likeness;
- Complete a document template with the customer, (noting what documents have been returned to customer);
- Forward the application to Her Majesty's Passport Office. Linked applications must be kept together with a 'Supporting Document Receipt' giving details of each application in the link;
- The applicant will collect the issued passport at a Local Service.

2.5 In countries where the customer can submit the application using the online channel but due to local laws must retain their original passport, the customer will apply and pay online. The customer will bring their supporting documents, photographs and online declaration to the Overseas Local Service for them to:

- Take a copy of the documents submitted and sign the photocopy as a true likeness;
- Complete a document template with the customer, (noting what documents have been returned to customer);
- Forward the online declaration, photographs and supporting document copies to Her Majesty's Passport Office. Linked applications must be kept together with a 'Supporting Document Receipt' giving details of each application in the link;
- The applicant will collect the issued passport at a Local Service.

2.6 Passports which are issued for applications from Local Services must be returned to the Local Service for the customer to collect.

2.7 The address to send the new passport can be found on the document receipt, this address must be entered into the Alternative Address Field on AMS prior to selecting "Exam Complete".

2.8 The following rules must be adhered to when entering the address:

- Line one - Customer's Name;
- Line 3 - Town/City/Province;
- Line 4 - Country;
- The post code must be entered into the "post code" field.

2.9 The envelope that contains the application, payment mandate, photos, photocopies of documents submitted, supporting documents checklist and 'cover sheet', (if linked) will be sent to the Application Processing Centre by DHL.

Note: If an application is received from the UK, with a UK residential address and an overseas delivery address, or during the examination process the applicant informs us that delivery overseas is required, then the Examiner should contact the applicant and ask them confirm this in writing and explain why [REDACTED]

[REDACTED] If the applicant is able to provide a genuine reason for posting the documents abroad and demonstrate a connection to the new address, the case should be escalated to the appropriately trained team member to contact the Policy Team and request an urgent response concerning how the application should be processed and the fees to be paid. The Policy Team will evaluate if the case could have been treated as a UK case but then events overtook the applicant, or if the applicant merely applied in the UK to avoid the overseas fee and the risk based examination process with no intention of ever collecting or having their passport delivered to the UK.

Note: If the applicant requests the passport and supporting documents are delivered to a “care of” address the examiner should refer to the “Posting Passport and Document Policy” request the required information and then refer to a Line Manager for a decision.

Confirming Service Type

4.1 Check the correct Service Type has been selected (i.e. New Adult or New Child) and is shown at the top left hand corner of the screen.

[REDACTED]

[REDACTED]

[REDACTED]

4.4 Confirm on the application form whether the applicant has requested for the return of their supporting documents by Secure Delivery. [REDACTED]

[REDACTED]

4.5 If the Secure Delivery service is ticked at Sect 01 of the application form but only appears on the Fees screen as an overpayment in the Payments field, access the type tab and select the 'Secure Delivery' tick box in the 'Additional Services' section. [REDACTED]

4.6 **All** renewal or replacement applications (whether it is now an adult or child application) for those born on or after 30/04/2006 who's first passport was issued prior to 31/10/2014 will need to be checked to see whether either of the parents was born in an EU8 country or if they declared citizenship of an EU8 country in the parental details section in line with the Failure to Complete Checks under the Worker Registration Scheme policy and guidance.

[REDACTED]

Confirming Applicants Details with Supporting Documentation

5.1 For postal, partner or counter applications a scanned image of the appropriate section of the application form will be displayed alongside the relevant field on the screen. For online applications a blank space and the message "No application form data to display will be displayed along side the relevant field on the screen.

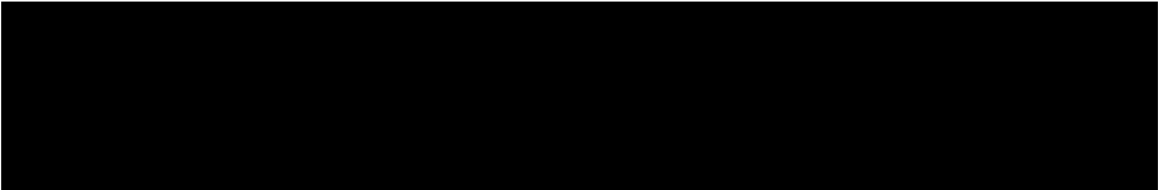
5.2 For postal, partner or counter applications ensure that the application details shown on screen, including the address, mirror the scanned image of the application form, unless there is an obvious error on the part of the applicant as confirmed by the supporting documentation. Any differences between the details on the form, those on screen and the information contained in the supporting documentation should be rectified in accordance with current policy. E.g. where the customer has a second forename on their previous passport but has omitted this on their application form, the new passport must be issued to reflect the names on the previous passport. If any further documentation is required send a letter requesting it; [REDACTED]


[REDACTED]

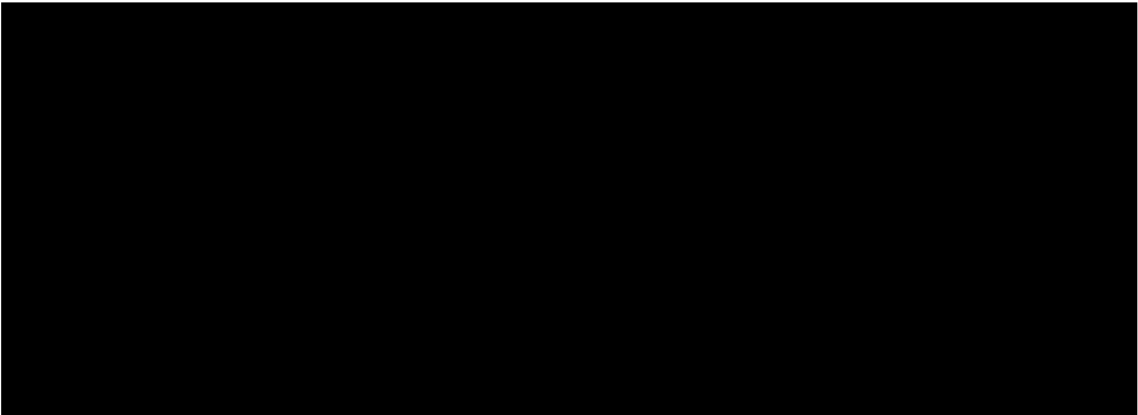
[REDACTED]



Note: For Overseas applications, Overseas Examiners must ensure that the applicants and/or countersignatories e-mail address is correct if they are sending letters by e-mail.



5.3 For postal, partner or counter applications if any of the information shown on screen is incorrect, including the address, when compared to the application form, and there is no obvious error as explained above, amend these details and mark the Data Capture ok? 'No' radio button on the 'Prepare PPT' tab 



5.5 Confirm the applicant's title or other title displayed on screen with that shown on the application form. (Any other titles must comply with the guidelines laid down by the Her Majesty's Passport Office Policy Team). Amend any errors.

Note: If the applicant has entered a title in the title field on the application form, the following warning will be displayed under the Warnings tab 'Free text title present. An observation maybe required on the passport'. Please note observations should only be added in line with current policy.

5.7 Overseas Examiners dealing with Overseas applications must check that the correct supporting documents have been submitted with the application against the criteria [REDACTED]. Examiners dealing with Overseas applications must consult [REDACTED] to understand any known cultural naming conventions to avoid unnecessarily contacting overseas customers.

Note: Examiners sending letters overseas must follow the "Overseas Query Handling" procedure.

Note: If an application is received with day and month of birth left blank, the applicant should be contacted to establish if they have a date of birth which they use for official purposes. If so, documentary evidence must be requested as per the Date of Birth policy. When the evidence is received, a case note should be recorded to verify the date used. Where the applicant does not have a date of birth for official purposes, January 1st should be used and this should be explained to the customer.

Note: If the passport is to be posted the application must not be Exam Completed without a full postcode shown on the Address fields. If no

postcode is shown on the application form you must confirm the postcode with either the applicant, www.Royalmail.com or the Postcode Helpline on 0906 312 1222 (8am - 6pm Monday to Friday) or 08457 711 222 (6pm - 8am Monday to Friday, weekends and Bank Holidays).

Note: Overseas postcodes cannot be checked using the above method. Applications from overseas residents may not have a postcode or a UK style address system.

Note: Where an overseas application does not have a postcode.

Examiners must hand write NP, (denoting 'no postcode'), onto the delivery envelope so that the post room are aware that no postcode is available and do not return the envelope to the team."

Note: If the passport is to be collected from the Public Counter, the application can be Exam Completed without the postcode.

Confirming Previous Passport Details


6.1 Access the 'Previous PPT' tab.


6.2 If the applicant has stated that they have not previously held or been included on a passport continue with the examination process

Note: Examiners dealing with overseas applications will deal with applicants who hold dual nationality. Her Majesty's Passport Office expects these applicants to insert non-British passport numbers onto the application form. Photocopies of any non-British second passports are acceptable and will mainly come from applications submitted by Local Services who will have stamped and signed them to indicate that these are copies of the original document, however, colour photocopies of second passports may be accepted through the post in exceptional circumstances.

6.3 If the 'Yes' option has been selected on the Previous PPT tab' and the previous passport is enclosed:-




- Verify the details on screen with the enclosed passport. If the passport enclosed is for the applicant ensure the correct passport number has been entered in the Passport 1 field on the Previous Passport tab;



6.4 If the 'Yes' box at the scanned image of the Previous Passport Details section or on the online application form is crossed and the previous passport is not enclosed, provided the passport is not lost, stolen etc Send a Letter requesting the passport or an explanation as to its whereabouts. Record a Case Note to this effect 

Note: Examiners sending letters overseas must follow the "Overseas Query Handling" procedure.


6.5 If the Yes option has been selected and it is indicated on the application form that the previous passport is lost or stolen:


- Select the Type tab and amend the service type to Replacement;
 - Add a case note to confirm this action 
 - Proceed to process this application as a Replacement Application 
- 



Confirming Parents Details Section is Completed

7.1 Access the 'Parents' tab.

7.2 For postal Partner, Partner and Counter applications ensure the details displayed on screen match those on the scanned image of the application form. If any of the details are incorrect amend the details on the screen and save any changes. Record any data capture errors. 



7.3 Once all the parental details are correct, continue to examine the application in accordance with current policy and procedures. If this section is blank but should have been completed send a letter requesting completion of a form in full including the Countersignatory Section.

7.4 Once the new fully complete form is received, send it to BPO to be replaced. [REDACTED]

Note: Applicants who submitted their application via an Online route can not amend data once the application has been submitted so they will have to complete an SEO4 or Overseas application form as appropriate.

Note: An online application form can be replaced by a “postal application form”

Confirming National Status

8.1 Using the information from the 'Parents Details' section, and supporting documentation establish the applicant's National Status referencing British Nationality Legislation and Her Majesty's Passport Office Policy;

8.2 If further documentation is required to prove the applicant's Nationality Status, send a letter, [REDACTED]

Note: An examiner has the right to request additional documentation to support any application over and above published requirements where they can show that it is relevant and necessary in order to examine the application successfully, providing that such requests and the reason for them is properly case noted.

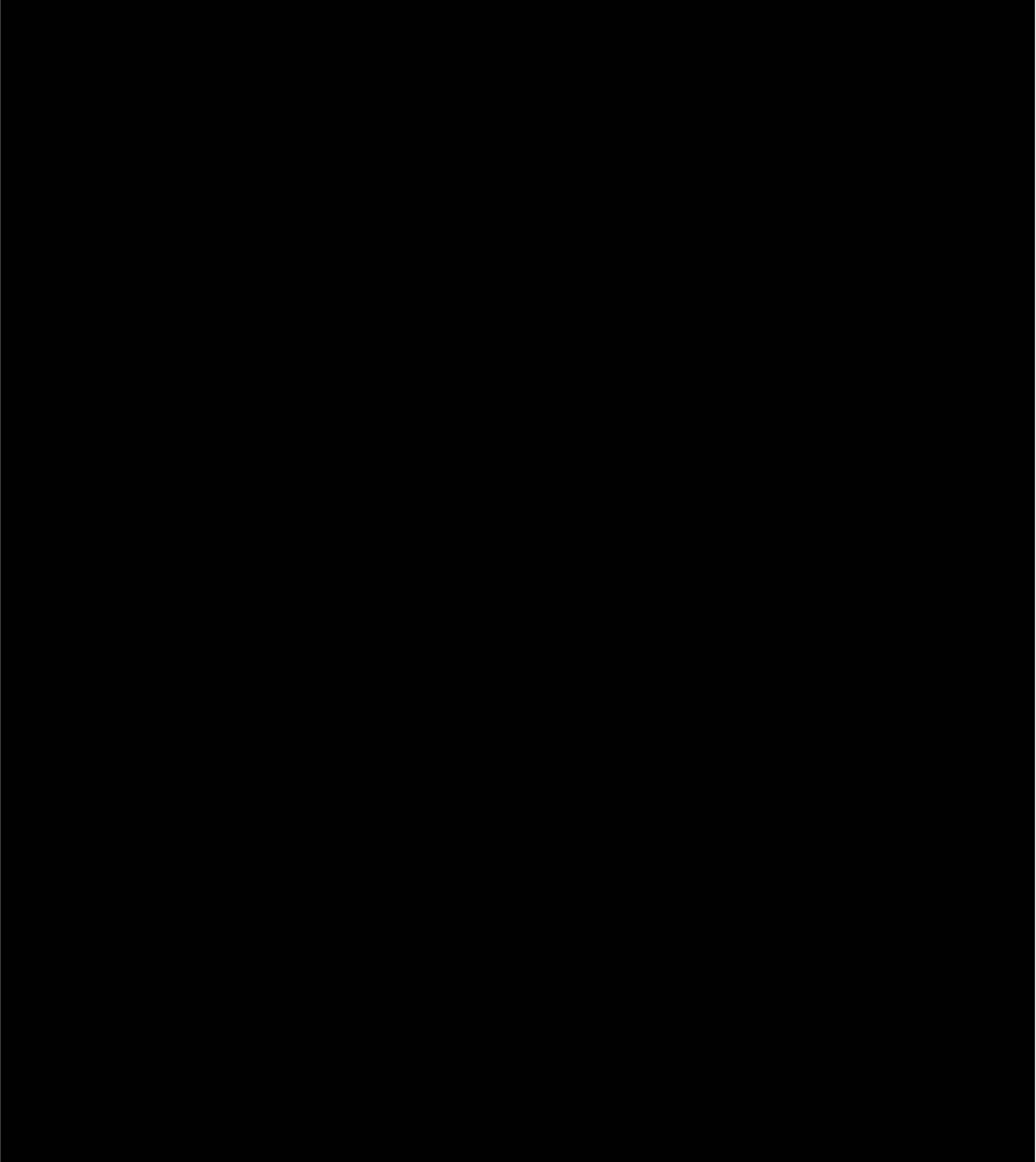
[REDACTED]

Note: The Grandparents tab will only display for Online applications. For Postal, Partner or Counter applications, the information should be taken from section 08 of the application form in accordance with current Policy.

8.4 If the application is supported by a Status Letter issued by the Nationality Directorate, [REDACTED]

8.5 Once the applicant's Nationality Status has been established and proven with documentation in accordance with Nationality legislation and Her Majesty's Passport Office Policy, record it as a Case Note, [REDACTED]
[REDACTED]

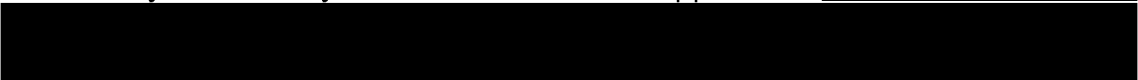
Establishing National Status - Overseas Applications - Born in the UK



9.2 Examiners dealing with any first time applications for applicants born at any time and resident [REDACTED] country, must ensure that a fully completed and countersigned form has been submitted by the applicant.

9.3 If a fully completed and countersigned form has not been submitted, examiners must contact the applicant to request a new fully completed and countersigned application form, (see the “Overseas Query Handling” procedure).

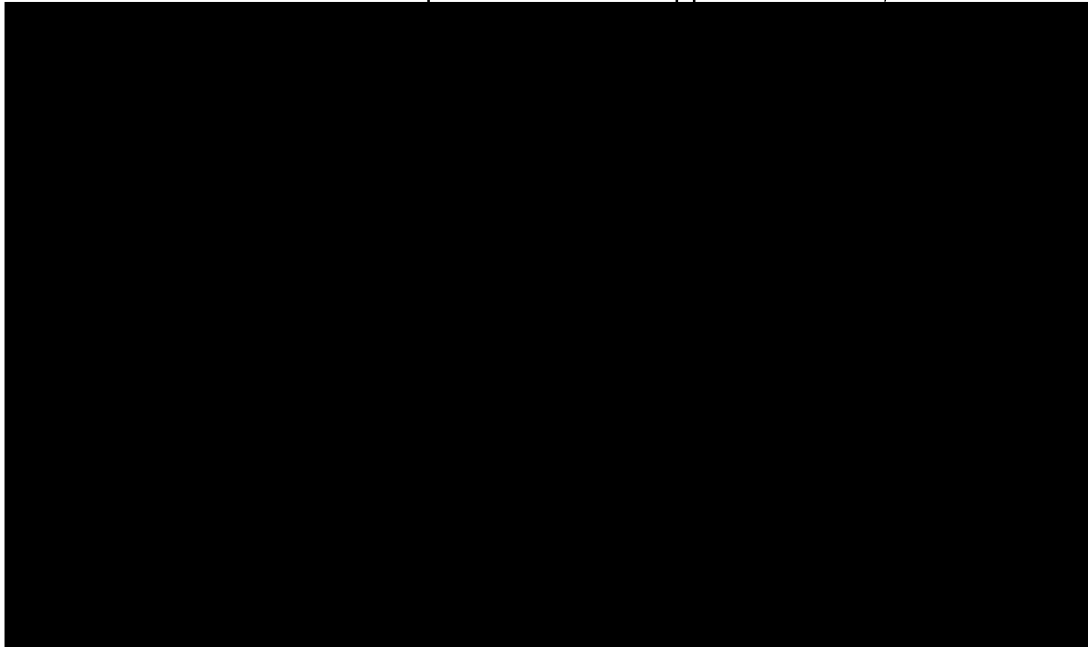
9.4 Examiners must ensure that the documents needed to establish both nationality and identity are enclosed with the application. [REDACTED]



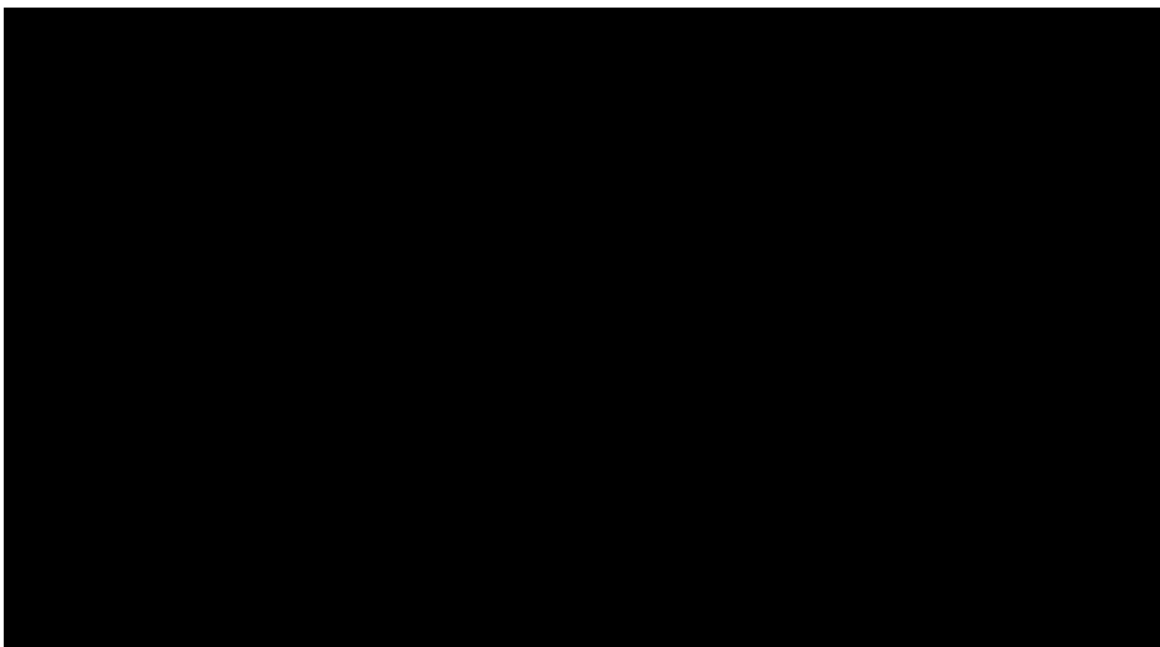
9.5 Examiners must conduct the following checks:



- Check that all necessary supporting documentation has been provided by the applicant;
- Check that the information provided in the supporting documents matches the information provided on the application form;



Establishing National Status - Overseas Applications - Born Outside the UK







Confirming National Status if Naturalised/Registered


11.1 Access the 'Naturalise' tab.

11.2 If the scanned image of the application form shows details of a Certificate of Registration or Naturalisation their document of Naturalisation/Registration should be with the application.

11.3 Confirm the document's details with the form and against the details on screen, the document number, place of issue and issue date must entered correctly on screen and where any of the data has been omitted, it must be added. The status details and Home Office reference number from the document must also be added as a Case Note, 

11.4 If the document is not included with the application send a letter requesting it 

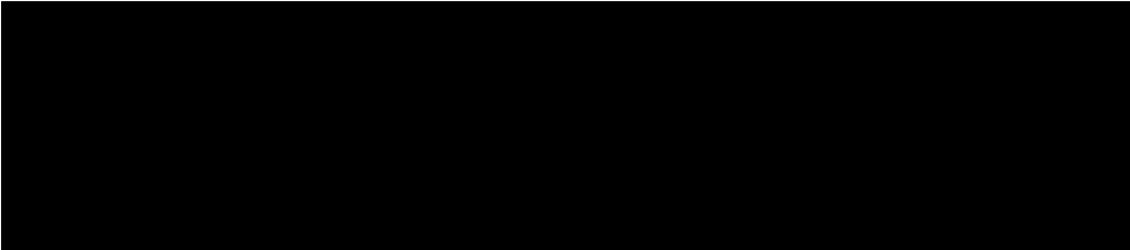
Note: Examiners sending documents overseas must follow the "Returning Supporting Documents Overseas" procedure.

11.5 If the applicant has incorrectly ticked the box in section 5 of the application form to show that they have been naturalised or registered, the radio button in tab 5 must be deselected and a case note added 

11.6 Where other details have been added to section 5 that do not refer to a nationality certificate, this must be removed before progressing.

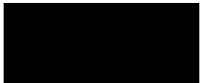

11.7 If the applicant has lost their Nationality document the details will have to be confirmed by the Nationality Directorate by telephone in accordance with Her Majesty's Passport Office Policy Manual.



11.8 If there is a change in personal details from what is detailed on the Naturalisation/Registration certificate, process the application in accordance with the Change of Name after Registration/Naturalisation policy.





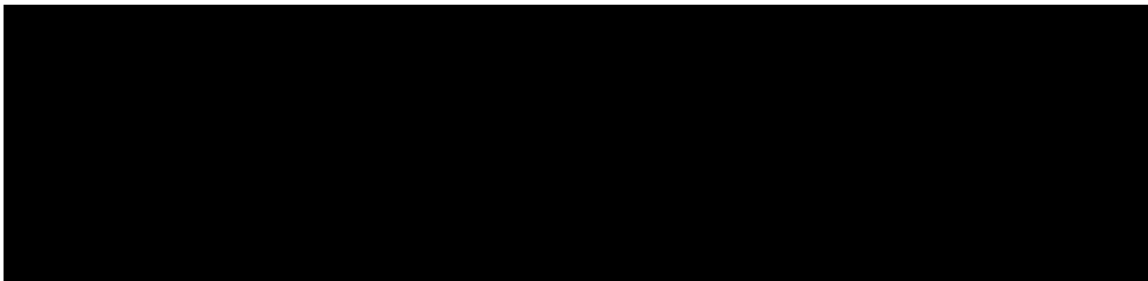
Checking the Countersignature

13.1 The countersignatory must now be checked see 


Note: Countersignatory occupations on overseas applications will vary and Overseas Examiners should refer to the Her Majesty's Passport Office Countersignatory Policy. 


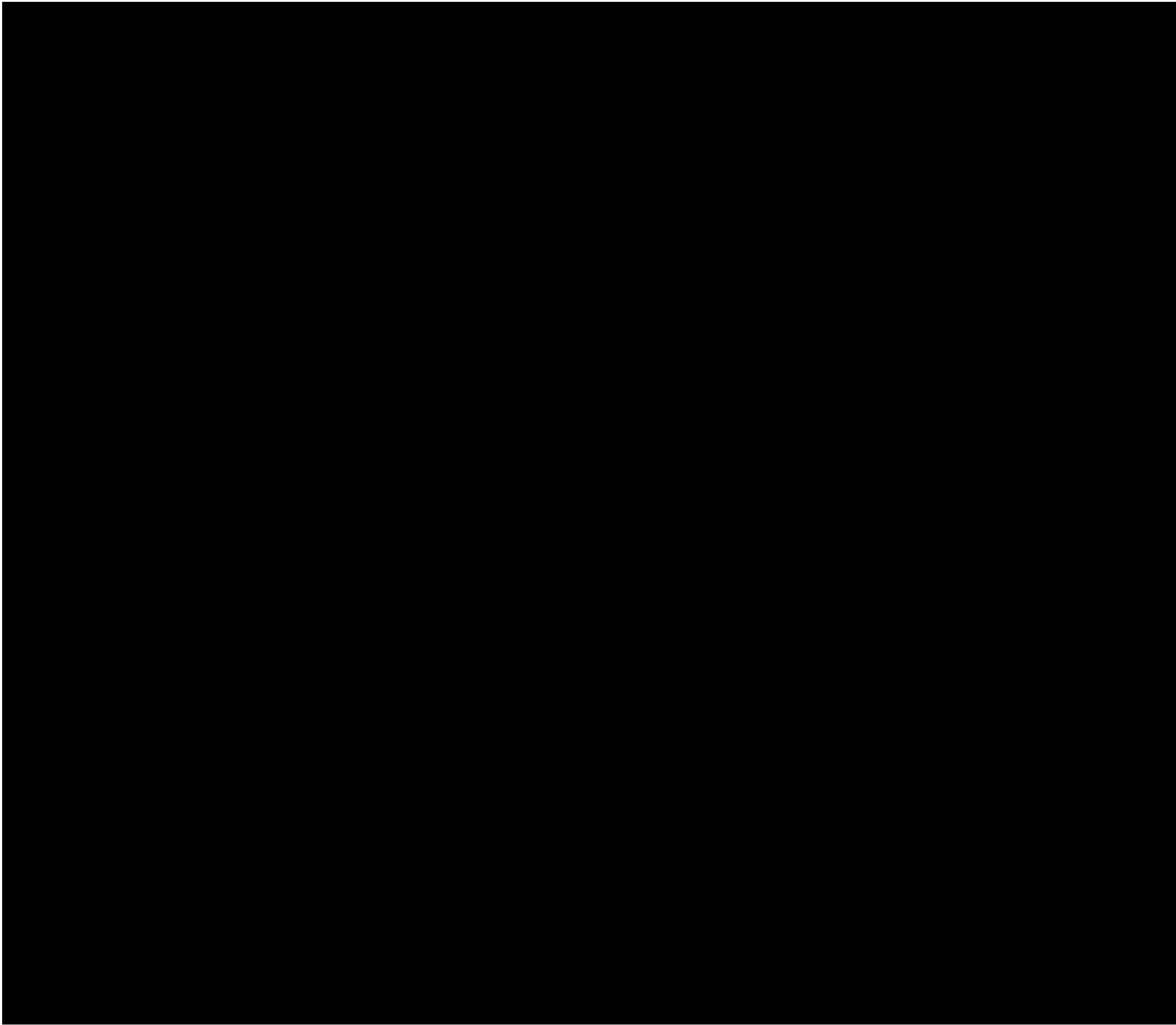
Note: Examiners sending letters overseas must follow the "Overseas Query Handling" procedure.

Note: For overseas applications, the countersignatory should be either British or Irish as per standard policy and procedures however, overseas applicants may struggle to get a British or Irish countersignatory. (See the "Countersignatories UK and Overseas" policy).






Checking the Photograph and Signature


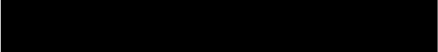


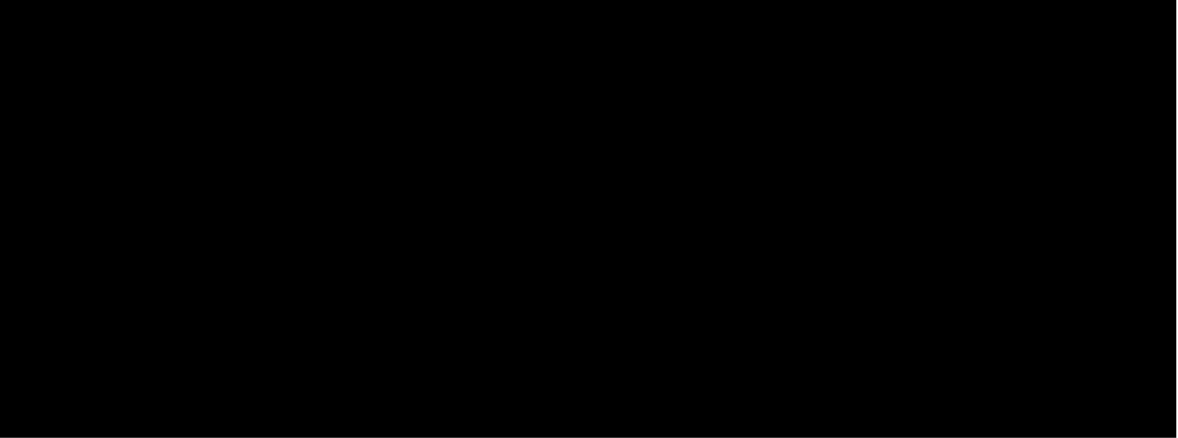
14.3 If the photograph is acceptable select the 'Photo OK' check box in the 'Photo Checked?' field.



Checking the Signature

14.4 Check the Declaration section of the application form or the Passport Holder to Sign section of the declaration form has been signed and dated correctly, in accordance with Her Majesty's Passport Office Policy. The only exceptions are for applicants who are unable to sign






14.7 Should an Examiner decide that a new signature is required; an Examiner should contact the applicant in the usual way.

14.8 If the application is for a young person aged between twelve and fifteen ensure section 6 of the application form or the Passport Holder to Sign section of the declaration form has been signed by the young person.

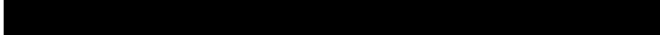
14.9 If the application is for a Post Dated passport, this section must be signed in the new name.

14.10 If the Declaration section of the application and/or section 6 of the form and/or the "Applicant to Sign" or "Passport Holder to Sign" section of the declaration form is unsigned send a letter  enclosing an application form or declaration form for the completion of all relevant sections and two further photographs, one of which must be certified as a true likeness by the Countersignatory. (See Printing Declaration Forms)

14.11 Once a new form is received, send it to BPO as a replacement (see )

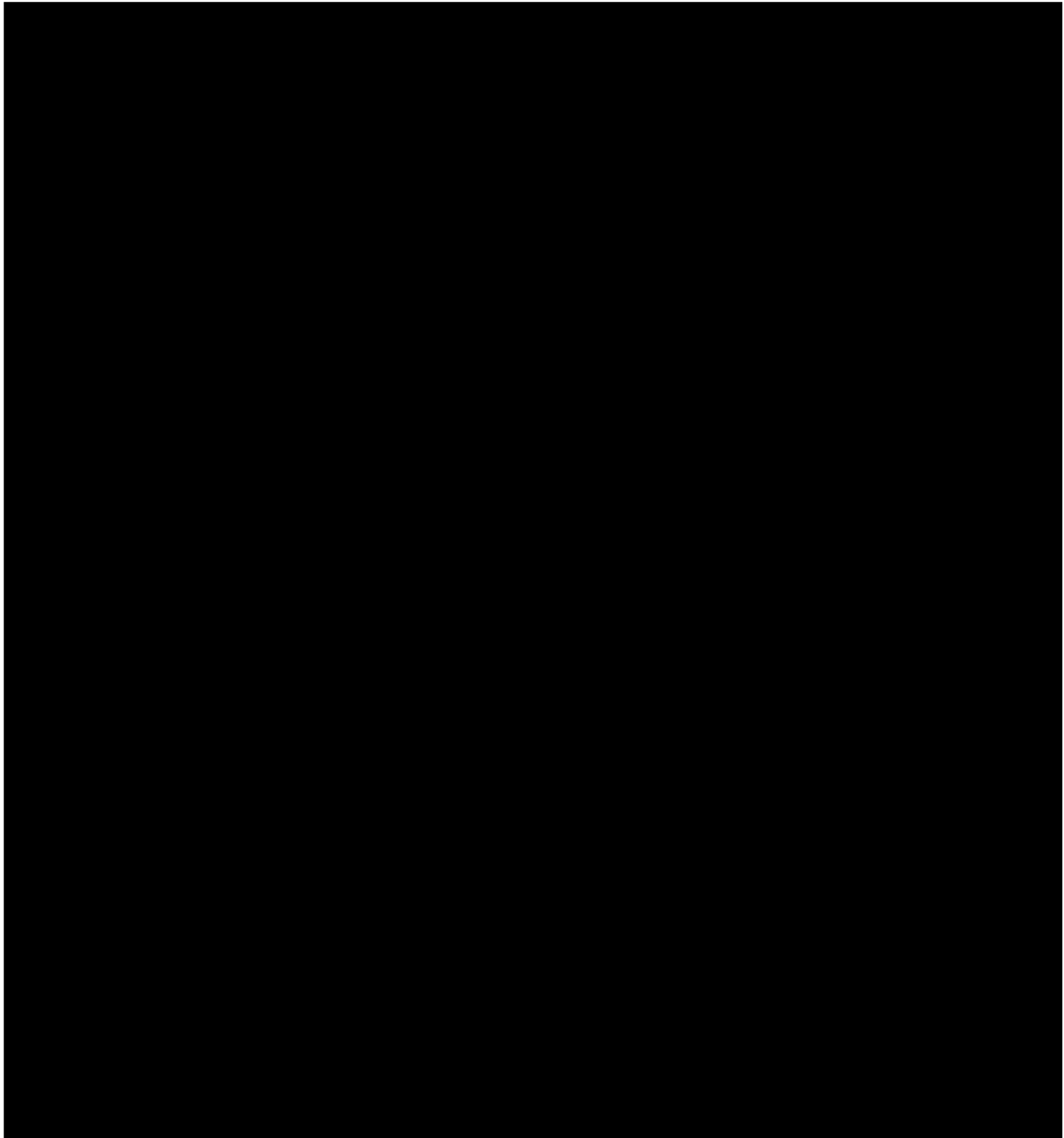
14.12 Once the application form or declaration form has been returned by BPO the signature field will default to sign after receipt on all adult applications and all applicants where the child is aged 12 to 15 years of age. For children aged 11 years and under or for applicants who are not required to sign the 'Do Not Print' option will be selected.

14.13 If 'Do not print' is selected the words 'The holder is not required to sign' will appear in the actual signature field.

14.14 If the application is for a person aged between 12 and 15, the 'Signature for Printing' field will default to sign after receipt' unless the holder is unable to sign 

14.15 Check whether or not the signature is acceptable. If the image of the signature is of poor quality the application should be returned to BPO requesting a signature re-scan or a new fully completed application form should be requested.

NOTE : Although the signature is not going to be printed on the sign after receipt passport, it is important that the signature is scanned correctly as this will still be needed for our records.



[REDACTED] 'Applicant is Within One Month of Their 16th Birthday'

16.1 If the applicant is within 3 weeks of his/her 16th birthday. [REDACTED]


16.2 When this warning is generated and the applicant has completed an application for a first time child, contact the customer or parent/guardian and confirm if they would like to wait until their 16th birthday and receive a 10 year passport.

If they do not wish to wait until their 16th Birthday:

- Continue to examine the application following current policy and procedures;

If they wish to wait until their 16th Birthday:

- Explain they will need to complete a new application form and send the balance of the fee;

16.3 Following the telephone conversation send a letter to the applicant confirming what is required. The application form or declaration form should then be placed in pigeon hole pending the return of the new form and fees. For online applications 

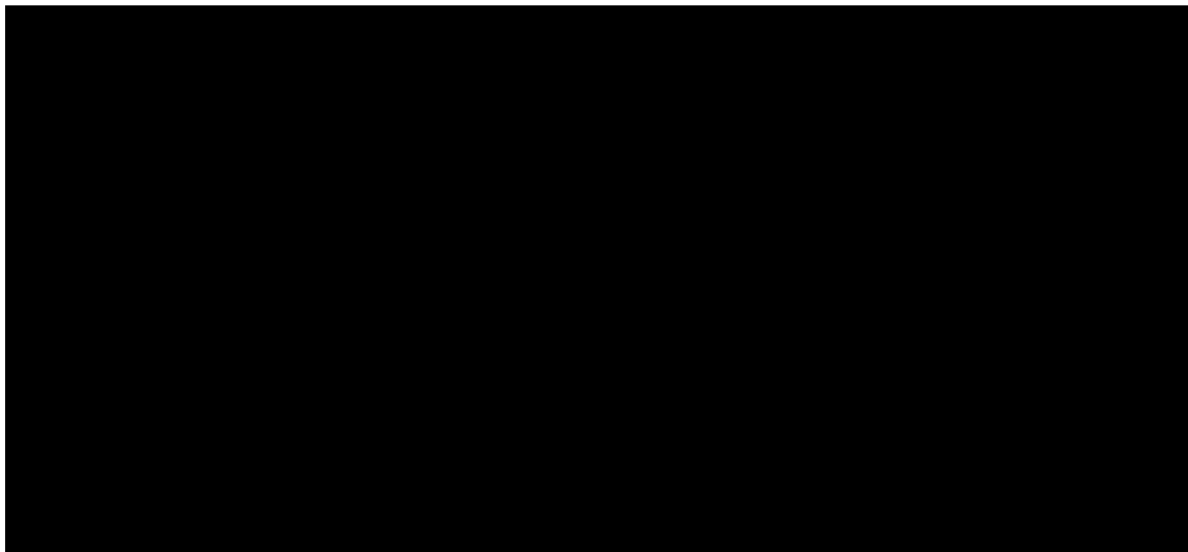
the applicant will have to fully complete an appropriate paper application form for a first time adult. (SEO4 or Overseas Form).

16.4 Where the application has been completed as a first time adult and the appropriate fee submitted, the case should be held in PH until the 16th birthday before processing.

Confirming Supporting Documents

17.1 Select the 'Supp Docs' tab.

17.2 Check and confirm the documentation received with the application. If there are any variances between the documents recorded in this field, those written on the application form and those actually received, the screen should be amended.



17.5 Once all documents have been correctly recorded select the 'Supporting documents checked OK?' check box.



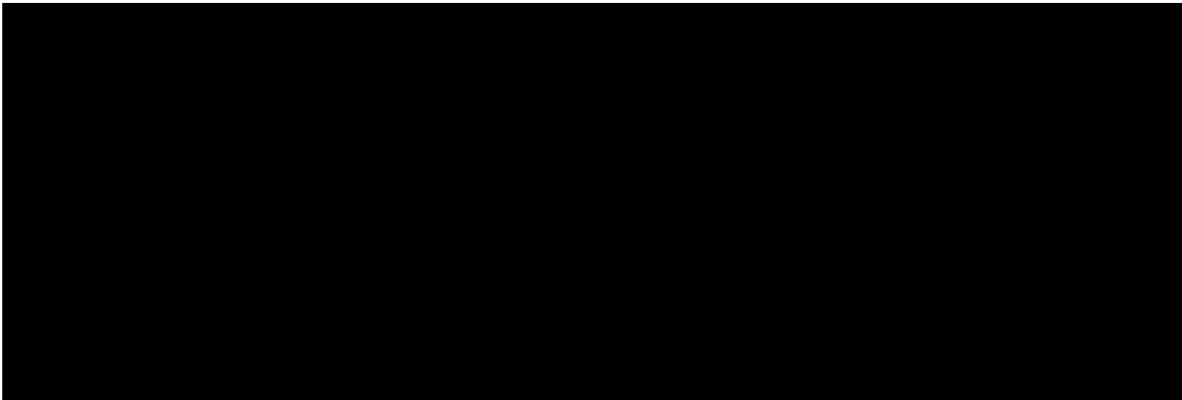
Requests for Refunds of Fees Paid on the Online Appointment Booking System

21.1 [REDACTED] for refunds when If the applicant booked an appointment and cancelled or did not keep the appointment.

21.2 When the customer books an appointment on the [REDACTED] system they have to select a tick box stating they agree to a statement that includes the phrase “I won’t get a refund if I miss or cancel my appointment”. If they then submit the application by post or online they will have to pay the required fee again.

21.3 If a letter is received with the application outlining compassionate reasons for not keeping or cancelling the appointment the letter should be forwarded to the Customer Contact Centre in Southport.


21.4 If at any point during the examination process the applicant mentions they had a compassionate reason for not keeping or cancelling an appointment they should be directed to send a letter or email (enclosing evidence/attaching scanned copies of evidence of their compassionate reasons) to the Customer Contact Centre in Southport






Alternative Addresses

23.1 If an alternative address is required in accordance with policy access the 'Alternative Addresses' tab, from the 'Prepare Passport' tab, and enter the relevant addressee details.



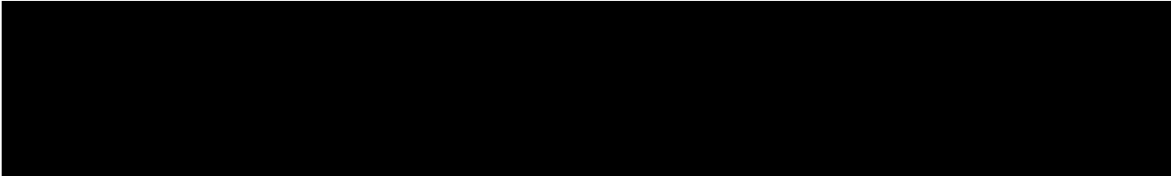
Note: If the alternative address is used, the system will prevent an application form being Exam Completed unless a name and the first line of the address exists.




23.2 Examiners must check the additional information section on all online applications



23.3 If, in accordance with current policy, the applicant holds a title of nobility that will be shown on the passport, the applicants correct title i.e. 'Lord ' or 'Sir ' or 'The Hon Mrs ' etc should be entered into 'Alternative Address Name' field. This will ensure the envelope is addressed correctly.





23.5 All passports and supporting documents for applicants under 16 must be addressed to the parent or guardian.

Note: It is essential that this is done as if the passport needs to be signed for there may be problems with DX delivering the passport if it is addressed to a child who can not sign for it.

Note: Overseas examiners must check where the passport/supporting documents are to be delivered to. Deliveries to UK addresses must be handled in accordance with current DX policy and procedures.





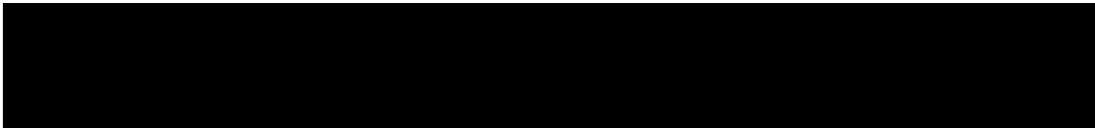
Entering Observations

24.1 If in accordance with current policy an observation is required select the 'Observations' tab and enter any relevant observation 




Recording an Examination Decision

25.1 Confirm the bio-details shown are correct.

25.2 Check the applicants correct nationality is shown in the 'Nationality Status' field.



25.3 Confirm the 'Date of Issue' and the 'Date of Expiry' fields to check these are correct.

Note: If the applicant is applying for a Post Dated passport, the date of the Wedding should be entered in the Date of Issue field. A Post Dated passport can not be issued until three months prior to the Wedding. If an application is received earlier send a letter to the applicant and set the Bring-up date for when the application can be issued 


Note: Examiners sending letters overseas must follow the "Overseas Query Handling" procedure.

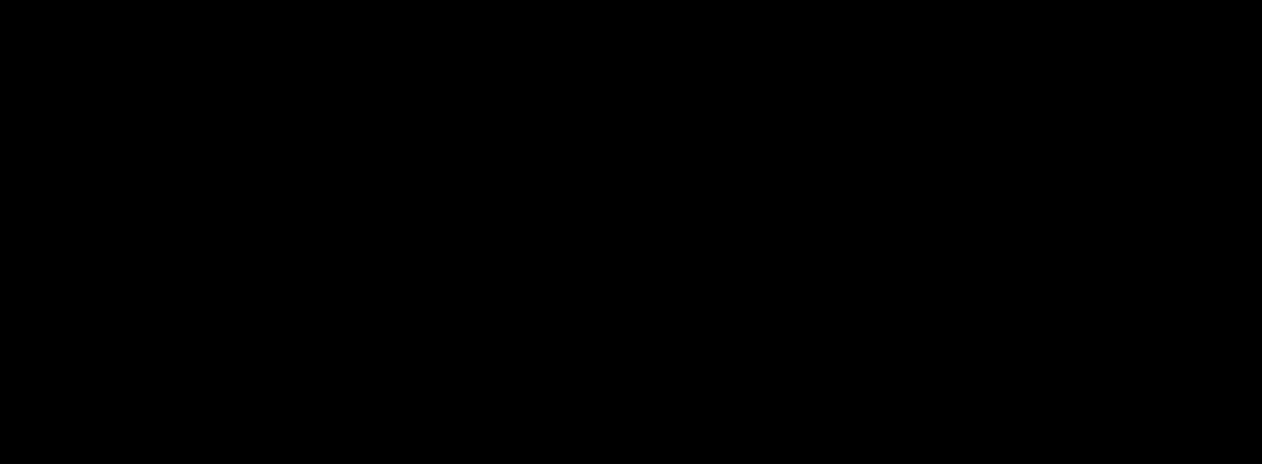
25.4 Check the application 'Val Period Years', the 'Val Period Months' and the 'Remaining Val Months' and ensure that the details are correct..

25.5 Check if the details in the 'Applicant Address' are correct.

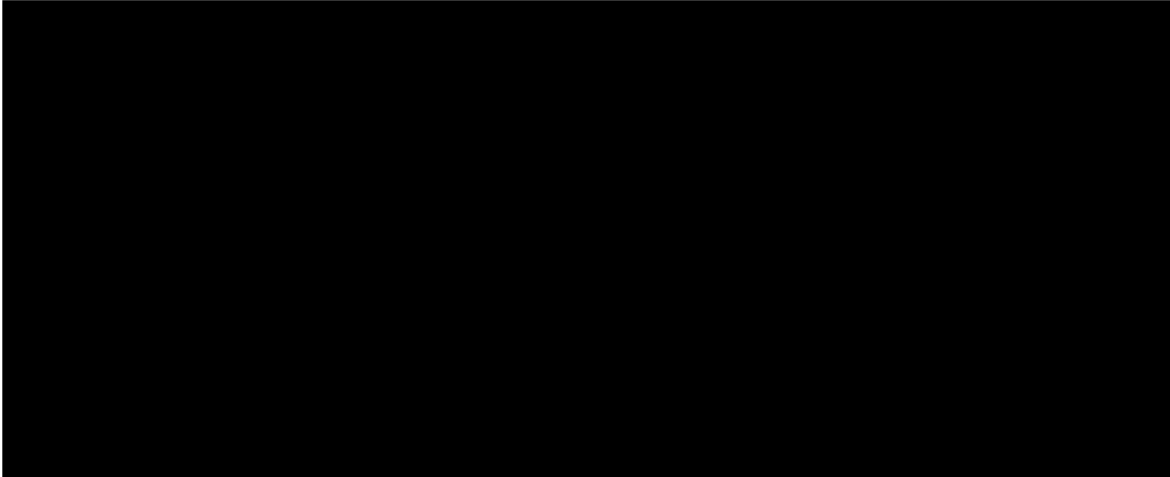
25.6 Select the Address OK tick box.



25.7 Check the 'Signature to be printed' is correct.




25.9 If under exceptional circumstances arrangements have been made with the applicant for the passport to be collected from the public counter 'Collect' should be select from the drop down menu in the 'Despatch Method', the applicant's address on App Details tab must not be amended.

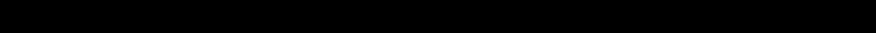


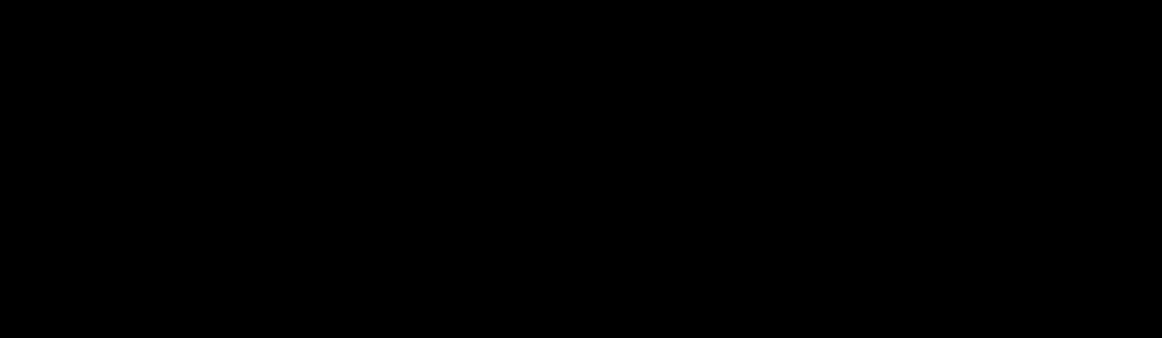
25.13 Confirm whether the applicant requires their supporting documentation returned by Secure Delivery. If this service is required ensure that the Secure Delivery tick box is selected on screen, on selection of this tick box the Fees tab will be updated accordingly.




25.14 Confirm whether a 48-page passport is required. If the applicant requested this service the necessary Fees and Payments should be recorded on the Fees tab page – 

25.1/5 Confirm if a Braille sticker is required that the Braille sticker check box is selected. (see note above).



25.18 If the applicant holds multiple current passports, the system will create link 



25.22 The examination decision is made by selecting the appropriate decision button  Examination is now complete. If the application has been passed and the application is not being sent for interview the date this decision was made will become the date of issue of the passport, unless it was Post Dated. Applications that are sent for interview will show a date of issue once they have completed the interview process. A passport number will only be allocated to the application at the Printing stage 


Note: Applicants born before 2nd September 1929 are not required to attend an interview. 




[REDACTED]

Note: Examiners dealing with overseas applications that fall into the interview requirement criteria must not pass/fail/withdraw the application until after the interview has taken place. [REDACTED]

[REDACTED] **After the interview has taken place, the examiner must also check the applicants and parents details in case they have changed as the examiner may need to re-establish the applicant's nationality.** [REDACTED]

[REDACTED]

[REDACTED]