



## UK Visas & Immigration

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[www.gov.uk/ukvi](http://www.gov.uk/ukvi)

FOI Reference: 45411

5 October 2017

Dear Sir or Madam

Thank you for your enquiry of 14 September, in which you requested a variety of information regarding ECO casework, procedures, guidance, training etc. Your request is being handled as a request for information under the Freedom of Information Act 2000.

### Information Requested

*I would appreciate your answers my questions below:*

- 1. What rules or procedures are in place to prevent cases where Caseworkers or ECOs disregard/overlook information already included in Visa applications?*
- 2. Are there any procedures in place to ensure that the issue of ECOs/Caseworkers overlooking or disregarding vital information on applications does not repeat itself at all in the same case/application?*
- 3. Is there any process i.e. training and testing process in place to ensure that all ECOs adequately understand every part of the Tier 4 rules and do not misapply the rules? How often is this evaluated?*

### UKVI Response

All decision makers undertake an ECO training course prior to undertaking the role. The course covers the requirements of the Immigration Rules, including Tier 4 of the

Points Based System (PBS). The training enables ECOs to assess an application for Entry Clearance against the Immigration rules based on the information and any documents that are supplied. The classroom based training then supplemented with a workplace induction and mentoring. Feedback on decisions are continuously provided to ECOs from a wide range of sources including reviews undertaken by Entry Clearance Managers (ECMS) both prior to the initial decision being dispatched and when an appeal or Administrative Review is lodged to maintain decision quality. Where an application has previously been refused the same ECO would not normally assess a fresh application. This process includes assuring that all the appropriate information was taken into account when reaching the decision and ensures continuous improvement

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference **45411**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
3rd Floor, Peel Building  
2 Marsham Street  
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e-mail: [info.access@homeoffice.gsi.gov.uk](mailto:info.access@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by staff not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

C. Walls  
Customer Planning & Performance

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>

