



THE INTERNATIONAL ORGANIZATION FOR MIGRATION AND IMMIGRATION AND VISA SUPPORT SOLUTIONS

IOM has the skills, experience, resources, migration management know-how and global presence necessary to provide tailored service support to governments and migrants worldwide, by providing Immigration and Visa Support Solutions (IVSS), including: 1) country information; 2) logistical assistance to support visa processing; 3) skills and language testing facilitation; 4) visa application assistance; 5) travel document handling; 6) visa application centres; 7) interview facilitation; 8) self-payer health assessments; 9) DNA services; 10) biometrics enrolment; 11) document integrity and verification; 12) self-payer travel assistance; 13) web-based visa appointment scheduling and visa issuance systems; 14) border management information systems; 15) information services and 16) family tracing. IOM's practical operational solutions leverage the latest technology to simplify and streamline processes, reduce costs, improve service standards and counter fraud.

As the migration agency, with 60 years of migration management experience, IOM is uniquely positioned to assist governments looking for solutions to the challenges faced by visa and immigration offices in processing ever more complex and increasing caseloads with limited resources. IOM's unique profile is based in its status as a Member State owned organization with a mandate to facilitate orderly and humane migration. As such, IOM delivers flexible, tailored service solutions to government clients and migrants on a cost recovery basis. IOM's solutions are driven by service excellence, with a focus on ensuring that visa applicants and visa recipients are at all times, treated with dignity and respect, and are empowered with information in their own language to understand the visa application and issuance process as well as their rights and responsibilities.

In the delivery of all immigration and visa support solutions (IVSS), IOM consistently communicates to applicants that the visa decision-making process rests entirely with states. In assuming the time-consuming, administrative functions involved in this process, IOM enables immigration officers to focus on core functions such as identity management, adjudicating visas and countering fraud.

IOM offers a package of services which can be selected as a whole or as stand alone services. These can be provided on a government-funded, project basis or funded by visa applicants and visa recipients on a service-for-fee basis. Service partnership agreements with IOM may be negotiated bi-laterally between IOM Missions and the visa and immigration offices of diplomatic missions or at the regional or global level. IOM cooperates closely with governments at all times, to ensure that service objectives are met on time and within the budget, with a focus on service, integrity and confidentiality.

OUR OBJECTIVE
“ PROVIDE TAILORED IMMIGRATION AND VISA SUPPORT SOLUTIONS TO GOVERNMENTS AND MIGRANTS WORLDWIDE ”



IOM International Organization for Migration

TYPES OF SERVICE SOLUTIONS

What follows is a general listing and description of the types of services IOM provides, with the understanding that IOM tailors all solutions to meet the unique needs of its clients - governments and migrants.

VISA APPLICATION CENTRES

IOM operated Visa Application Centres handle all of the time-consuming administrative tasks of the visa application process and work to ensure that only properly completed visa applications are submitted, along with all required supporting documentation. Such outsourcing partnerships result in reduced costs and workloads for diplomatic missions, faster visa processing times and improved service standards for visa applicants. Most importantly, such partnerships enable visa and immigration officers to make informed decisions based on complete information and help them to focus on their core function – adjudicating visas. IOM handles all administrative tasks including: information dissemination, receiving fees and applications, capturing biographical information and handling all data-entry duties, capturing and securely transferring biometrics data, passport/visa return and reporting.



THE RECEPTION DESK AT AN IOM OPERATED VISA APPLICATION CENTRE

VISA APPOINTMENT SCHEDULING AND VISA ISSUANCE SYSTEMS

IOM develops on-line, web-based visa appointment and visa issuance systems on behalf of governments, to centralize management and oversight, streamline processes, reduce costs, eliminate queues and to combat visa fraud and corruption. IOM is also able to host and maintain such systems, at all times ensuring data protection and personal information protection. IOM's solutions standardize and automate processes, thus ensuring equal and equitable access for all visa applicants. IOM's tailored web-based solutions include training and technical support, and upon request, handover of the software to the government

LOGISTICAL ASSISTANCE TO SUPPORT VISA PROCESSING

IOM provides representational/logistical assistance to governments where no full-time representation exists. Support to visiting immigration officials, may include arranging accommodations, providing local transportation and interview facilities, liaising with the host government, organizing interpretation services, scheduling of applicant interviews, application form-filling, country briefings and security arrangements.

INTERVIEW FACILITATION

Member States may require IOM to conduct interviews with applicants on their behalf. In this case, the relevant immigration officers provide IOM with the questions and objectives of the interviews, prior to IOM contacting the applicants and scheduling appointments. IOM Officials conduct the interviews in-person, within IOM premises and submit interview transcripts to the requesting government officials. IOM procedures ensure that applicants are fully informed of IOM's strictly facilitative role and the fact that the visa decision making process rests solely with governments.

DOCUMENT INTEGRITY AND VERIFICATION

Increasingly, governments are looking to IOM to facilitate the verification of documentation required as supporting evidence by immigration officers as part of the visa application process. In support of national migration programs, and with the consent of the applicant, IOM facilitates verification with the issuing authority, verifying documents such as academic records and trade qualifications, work references and work records, as well as public legal documents such as birth, death, marriage and divorce certificates, adoption papers and passports. IOM also conducts due diligence site visits, as required by governments.

VISA APPLICATION ASSISTANCE

Visa applicants often have difficulties completing visa application forms properly and completely, and in understanding the strict supporting documentation requirements. Incomplete or improperly prepared visa applications can affect processing of case files and create undesirable delays and increased workloads for visa and immigration officials. IOM can provide technical support, processes and on-line interview scheduling. IOM works to ensure that only complete applications are submitted to visa and immigration offices and provides an affordable cost-recovery based alternative to often expensive, unqualified and unscrupulous visa brokers. including 1) review of qualifications via government checklists to determine if an applicant is likely to qualify; 2) support to applicants in properly completing application forms in the required language and in correctly assembling the required documentation; and 3) assistance with on-line application

TRAVEL DOCUMENT HANDLING

IOM acts as the liaison between offshore visa processing posts and approved visa applicants, assisting with the receipt, mailing and return of passports, visa application related supporting documentation and visas. IOM utilizes the latest bar code tracking technology to ensure the tracking of all documentation transfers.



APPLICANT SERVICE COUNTERS AT AN IOM OPERATED VISA APPLICATION CENTRE

INFORMATION SERVICES

At the request of governments, IOM's Labour Migration and Human Development Division (LMHD), develops tailored pre-departure curricula designed to prepare migrants to adapt to the specific realities of their destination country. These pre-departure orientation courses not only focus strictly on information, but also address the skills, attitudes, and behavioral changes necessary to facilitate entry into their new host communities. These classes ensure that visa recipients not only understand their rights and obligations per their visa category, but also raise awareness about the expectations of the receiving societies.

IOM also operates call centres and designs websites and information materials in support of visa processing, providing applicants with easy to understand information in their own language about visa categories, visa fees and the visa application process.

COUNTRY INFORMATION

Where governments may not have a presence, IOM provides reliable and objective country information based on specific information requests from immigration departments, to facilitate sound-decision making and operative planning in migration matters. In support of the visa decision-making process and return and reintegration programs, IOM provides first-hand, factual and up to date country information on topics such as local country conditions, civil, political, economic, human rights, cultural and labour market situations, health, legislation, administrative, civil and criminal matters, as well as decisions and court orders which may directly or indirectly affect migration. Information is also provided to individuals wishing to know more about opportunities for employment, studying or settling abroad.

SELF-PAYER TRAVEL ASSISTANCE

To reduce the anxiety many migrants experience when travelling abroad for the first time and for resettlement, IOM facilitates the transition by providing detailed information on air travel and offering reduced, one-way migrant fares, provided by IOM's Operations Support Unit (OSU). IOM's assistance also includes assistance in completing all departure and arrival travel documentation, assistance at departure, in transit and upon arrival as well as flight escorts for the elderly, those with disabilities and unaccompanied minors.



AN IOM OPERATIONS SPECIALIST ASSIST MIGRANTS AT THE AIRPORT IN SRI LANKA

SELF-PAYER HEALTH ASSESSMENTS

Migration Health Assessments, which are provided by IOM's Migration Health Division (MHD), consist of an evaluation of the physical and mental health status of visa applicants and visa recipients, made either prior to departure or upon arrival, for the purpose of resettlement, international employment, enrolment in specific migrant assistance programs, or for obtaining a temporary or permanent visa. Such assessments are tailored to the requirements of the government partner and ensure that the migration process does not endanger the health of the applicant or the host population. At the same time, applicants benefit from the health assessment by becoming more aware of their own personal health conditions and by being empowered to take preventative or curative actions. Additionally, MHD provides many complementary travel and integration-oriented health promotion services, including treatment, counselling, health education, immunizations and medical flight escorts.



AN IOM PANEL PHYSICIAN CONDUCTING A MIGRATION HEALTH ASSESSMENT

DNA SERVICES

Many governments utilize DNA testing for family reunification caseloads to verify relationships for the purposes of visa decision-making. IOM's Migration Health Division (MHD) works closely with government partners in implementing the time consuming administrative tasks of the process. Service support includes providing the collection site, scheduling the testing of applicants, counselling applicants on DNA testing procedures, verifying the identity of applicants, completing all lab related documentation, and ensuring proper processing, transport and delivery of DNA samples to a government approved laboratory. Results are returned directly to the government partner. At all times, IOM ensures strict sample collection procedures, with proper identity management, chain of custody procedures and utilizing CCTV systems to counter fraud.



AN IOM NURSE COLLECTS A DNA SAMPLE FROM AN AMERICAN VISA APPLICANT



FAMILY TRACING

In close cooperation with governments, local authorities and NGOs in countries of origin (or in third countries), IOM's Migrant Assistance Division (MAD) facilitates the reunion of unaccompanied alien minors with their families via family search/tracing activities (interviews, site visits). Such tailored tracing activities are normally part of a larger scheme to provide sustainable and effective return and reintegration plans for unaccompanied minors once reunited with their families.

BORDER MANAGEMENT INFORMATION SYSTEMS

The IOM developed Personal Identification and Registration System (PIRS) is a border management information system (BMIS) which enables the capturing of biographic and biometrics data of travelers entering and exiting border points. PIRS provides a comprehensive, flexible and cost-effective solution for governments that have no, or inadequate border data capture systems. System functionality includes a movements database, movements records matching, secondary inspection referral capability, alert list screening (including capacity for connectivity to Interpol), and robust reporting. Combined and linked with IOM's web-based visa application and visa issuance systems and/or visa application centre operations, IOM aims to seamlessly link visa, passport issuance and border management.



A BORDER OFFICIAL UTILIZING THE IOM PIRS SYSTEM IN TANZANIA

SKILLS AND LANGUAGE TESTING

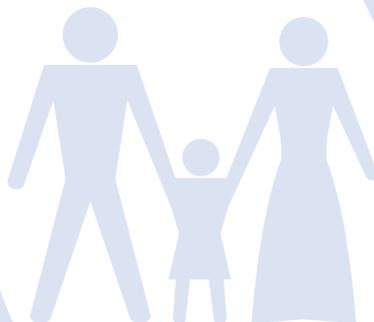
To support visa processing, at the request of governments, IOM's Labor Migration and Human Development Division (LMHD) conducts skills testing for both temporary and permanent migration schemes. IOM also develops and facilitates tailored language testing programs to ensure visa applicants have the requisite level of language skills for their particular visa type.

BIOMETRIC ENROLMENT

To ensure proper identity management and counter fraud, IOM provides tailored biometric solutions for governments. As part of the visa application process, IOM provides biometrics capture (facial images and fingerprints) and secure transfer, to the specifications of governments. IOM experience with biometrics projects includes utilizing Automated Fingerprint Identification Systems (AFIS) to identify repeat visa applicants or those accessing services. IOM is also able to provide customized mobile biometrics solutions at airports, utilizing biometrics capture and 1:1 matching, AFIS checks to ensure approved visa applicants' identities prior to embarkation.



USE OF BIOMETRICS AT AN IOM RECEPTION CENTRE IN ZIMBABWE



IOM
TODAY

MORE THAN **140 MEMBER STATES**
 MORE THAN **400 FIELD LOCATIONS**
7,300 STAFF WORKING ON **2,900 ACTIVE PROJECTS**
 MORE THAN **USD 1.4 BILLION EXPENDITURES IN 2010**

IOM IS COMMITTED TO THE PRINCIPLE THAT HUMANE AND ORDERLY MIGRATION BENEFITS MIGRANTS AND SOCIETY. AS AN INTERGOVERNMENTAL ORGANIZATION, IOM ACTS WITH ITS PARTNERS IN THE INTERNATIONAL COMMUNITY TO: ASSIST IN MEETING THE OPERATIONAL CHALLENGES OF MIGRATION, ADVANCE UNDERSTANDING OF MIGRATION ISSUES, ENCOURAGE SOCIAL AND ECONOMIC DEVELOPMENT THROUGH MIGRATION, AND WORK TOWARDS EFFECTIVE RESPECT OF THE HUMAN DIGNITY AND WELL-BEING OF MIGRANTS.