



THE INTERNATIONAL ORGANIZATION FOR MIGRATION AND VISA APPLICATION CENTRES

IOM's work in improving migration management includes developing Immigration and Visa Support Solutions (IVSS) for governments and migrants worldwide. Within this scope of work, IOM operates Visa Application Centres (VACs) on behalf of diplomatic missions. 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 visa and immigration offices, 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 assist officers to focus on their core function, adjudicating visas.

With diplomatic missions around the world processing ever increasing visa caseloads, often with fewer resources, outsourcing the administrative functions of the visa application process to IOM can be the ideal solution. 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 on a cost-recovery basis. With a track record of integrity and 60 years of proven experience in providing migration management solutions for governments, IOM is uniquely positioned to be the independent outsource partner of choice in the operation of Visa Application Centres.

Currently, IOM operates centres on behalf of the Australian Department of Citizenship and Immigration (DIAC) and Citizenship and Immigration Canada (CIC). 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 to their rights and responsibilities.

In the delivery of its VAC operations, IOM consistently communicates to applicants that the visa decision-making process rests entirely with states. IOM also adheres to strict data protection principles to ensure confidentiality and personal information protection.

The following are the main tasks are undertaken by IOM when operating VACs: Client Information, Receiving Applications, Data Capture, Fee Receipt, Passport/Visa Return, and Reporting.

OUR OBJECTIVE

“ ASSIST THE VISA OFFICES OF DIPLOMATIC MISSIONS IN THE PROCESSING OF VISA APPLICATIONS BY HANDLING ALL TIME-CONSUMING ADMINISTRATIVE TASKS ”



IOM International Organization for Migration



CLIENT INFORMATION

- distribute application forms, information sheets and checklists regarding visa requirements;
- answer walk-in, telephone, e-mail, fax, website and SMS inquiries from applicants;
- maintain an accurate and up-to-date website regarding the visa application process, requirements, processing times, FAQ's;
- maintain Internet facilities in the centres to assist applicants to access information and submit electronic applications.

RECEIVING APPLICATIONS

- provide detailed information to applicants on the proper completion of application forms;
- review applications for completeness;
- provide an application mail-in service;
- receive applications, passports, supporting documentation and visa application fees;
- record and securely dispatch applications and passports to the diplomatic missions;
- accept additional documents requested by diplomatic missions; and
- arrange appointments for visa applicants who require interviews.

DATA CAPTURE

- enter relevant applicant biographical information into tailored software systems;
- capture biometrics to the specifications of the diplomatic mission (photos, fingerprints);
- submit applications and supporting documents in the order requested by diplomatic missions;
- securely transfer applicant data to the relevant diplomatic missions; and
- securely transfer information to the relevant diplomatic missions regarding passports received and appointments scheduled.

FEE RECEIPT

- provide receipts identifying the type of application submitted and the fee amount received;
- securely remit application fees directly to the diplomatic missions' nominated bank accounts; and
- provide a daily reconciliation of fees remitted against applications received.

PASSPORT/VISA RETURN

- track the location of passports at all times, including via the centre website;
- collect processed applications from the diplomatic missions;
- return applicant passports, requests for additional information and visa decisions; and
- provide a passport courier return option for applicants.

REPORTING

- maintain records of all applications and application fees received; and
- provide such records and other tailored reports to the diplomatic mission.

Among the key pillars of IOM's VAC operations are the following:

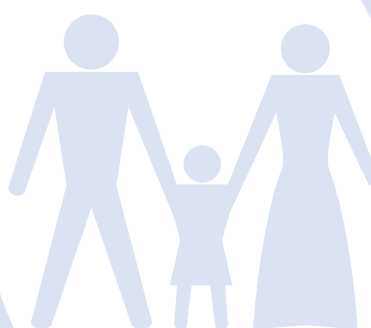
INTEGRITY – As an inter-governmental organization, IOM services are driven by member state ownership. IOM is mandate and not profit driven;

KNOWLEDGE – IOM VAC staff are trained in close partnership with diplomatic missions to have a detailed understanding of visa requirements;

SERVICE – IOM provides personalized, migrant friendly services and adheres to strict service standards set by partner governments, while ensuring that visa applicants submit only complete applications;

FLEXIBILITY – IOM individually customizes its centre processes and systems to meet the needs of governments;

TECHNOLOGY – IOM leverages the latest technology in delivering secure, customized software and biometric solutions for diplomatic missions.



**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.