

ADMISSIONS: CAPACITY DEVELOPMENT AND SERVICES TO GOVERNMENTS AND MIGRANTS

IOM's Immigration and Border Governance (IBG) Division partners with Member States to enhance the migration policies, legal frameworks, technical and administrative structures, and human resources required to effectively address the challenges and harness the opportunities of human mobility.

Within this framework, the Immigration and Visas Unit (IV) assists Member States with effective and rights-based admission and stay solutions, promoting flexible and accessible regular migration pathways for the benefit of all. IV activities cover a wide range of specialized thematic areas to deliver advice, tools, and services for immigration and visa processes and to facilitate admission frameworks.

IV support can be provided and tailored to specific contexts, as well as the needs of governments and migrants. These programmes ensure streamlined and cost-effective procedures for immigration authorities and are driven by migrant-centric, protection-sensitive and rights-based approaches – with fundamental human rights and data protection at the center of their delivery. IV programming is equally underpinned by other international and regional legal standards and frameworks relevant to human mobility, including on free movement, legal identity, border management, detention, return, counter- trafficking and smuggling in persons and others.

In line with IOM's commitments to advance the 2030 Agenda, Immigration and Visas activities contribute to the achievement of the Sustainable Development Goals (SDGs).



Target 10.7: Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies



Target 16.9: By 2030, provide legal identity for all, including birth registration

ADMISSIONS - CORE AREAS OF INTERVENTION



FACILITY MANAGEMENT

Dedicated or purpose-built facilities to offer a safe and dignified space to receive prospective migrants and carry out visa processing support. Facilities are managed effectively, catering to the needs of beneficiaries, including waiting rooms, secure private counters, nursing rooms, spaces for children, etc. IOM recruits staff for these facilities and provides the services needed.



OUTREACH

Contact migrants and prospective migrants, particularly those in vulnerable situations, to inform them of the rights and requirements for them to access specific migration pathways. This can be done in crisis settings wherever States want to inform a target population in a given context that they are eligible to apply for a visa for instance.



CASE MANAGEMENT

Offer and operate case management softwares for visa application processing, with customizable reporting possibilities to visa issuing authorities. IOM uses tailor-made case management systems to create and follow cases through the whole process.



INFORMATION SERVICES

Provide migrants with accurate and timely information on admission and stay processes, including details on the visa requirements, registration procedures, and timelines, across multiple channels and in various languages. This can be provided in-person and remotely through user-friendly websites and contact centers, as needed.



BOOKING AND SCHEDULING SYSTEMS

Schedule appointments for visa-related procedures, by means of website, telephones, e-mail, or in-person. IOM systems can include overseeing data management and cleansing to identify duplicate bookings and providing unique access credentials to visa issuing officers for monitoring and cybersecurity purposes.



DATA INPUT

Input, manage, and transfer requested data directly into government visa information systems, while ensuring compliance with data protection policies.



DOCUMENT REVIEW AND RECEIPT

Assist applicants by providing in-person or remote document completeness checks to complete applications, ensuring all documents align with the requirements of visa issuing authorities. In addition, IOM can take care of the receipt, transfer, and return of migrants' documents (identity, travel, and others) submitted during the application process, offers high- quality scanning services for supporting documentation and has secure and encrypted storage facilities for them.



BIOMETRIC DATA COLLECTION, VALIDATION, AND TRANSFER

Facilitate the collection of biometric data used for admission and stay purposes, in fixed or mobile centers and in compliance with the requirements of visa issuing authorities with secure encryption and storage. IOM can also transfer the biometric data collected from visa applicants at Visa Application Centers with strict identity management protocols.



PASSPORT, DOCUMENT COLLECTION, DELIVERY AND RETURN

Offer various methods to transfer and receive applicants' documentation, including in-person or through international or local courier/post. In addition, IOM provides real-time application status updates to applicants and visa issuing authorities with secure access using unique reference numbers.



PRE-DEPARTURE SUPPORT

Provide pre-departure support to migrants, with information about the country of destination, rights and duties at arrival, and details on travel.



NON-TRAVEL DOCUMENT VERIFICATION

Conduct in-person site visits to issuing entities to verify the authenticity of documents submitted in support of visa application processes. IOM facilitates the cross-checking of records by the issuing entity and reports findings back to the requesting Member State.



PAYMENT AND TRANSFER SYSTEMS

Provide solutions to collect and transfer visa fees on behalf of visa issuing authorities, in different currencies, according to local conditions and government requirements, by offering multiple payment method opportunities in compliance with the requirements of the Member State, including credit, debit and prepaid card solutions, online payment options, bank transfers and cash payments.



INTERVIEW FACILITATION

Facilitate interviews on behalf of Member States' representation and visa issuing authorities at IOM offices or IOM-operated Visa Application Centers, including arranging remote video interviews, using secure networks and encrypted software. IOM can provide the facility for these interviews and/or conduct them using authorized interview questions provided by the relevant authorities, as needed.



CAPACITY DEVELOPMENT

Provide policy and legal support to Member States to contribute to strengthening the operational systems, human resources and technical solutions needed to respond to diverse immigration governance challenges. Activities include assessments, developing recommendations and Standard Operating Procedures (SOPs), as well as trainings.

Services delivered in coordination with other IOM Divisions:



VULNERABILITY SCREENINGS AND REFERRALS

As part of registration and visa facilitation activities, IOM staff, trained by the Protection Division, also performs screenings to identify the vulnerabilities of beneficiaries, and can refer them to the appropriate authorities, as needed.



HEALTH SCREENINGS

As part of travel assistance programming which derive from visa support projects, IOM's Migrant Health Division performs pre-departure health screenings. Other health-related services involved in immigration and visa programmes include DNA facilitation, in the context of family reunification for example.

