

# IOM VISA APPLICATION CENTRES



In support of regular and complementary migration pathways, IOM Visa Application Centres (VACs) facilitate safe, regular and orderly migration and mobility by improving visa processing. Efficient and timely processes that safeguard the rights and needs of migrants while maintaining States' security considerations, benefit both migrants and governments.

States are finding it increasingly challenging to process the large volumes of visa applications, given that two-thirds of the world population require visas to travel. In response, governments are increasingly outsourcing migration management related tasks to external service providers, primarily seeking to improve service standards, lower costs, reduce wait times for migrants and to increase territorial coverage.

As the UN Migration Agency, IOM offers a unique, non-profit, migrant-centric alternative for Member States, drawing upon more than 65 years of migration management experience and the successful operation of VACs in more than 50 countries since 1994.

## VAC SERVICES

### 1

#### INFORMATION

- Distribution of application forms, information sheets and check lists regarding visa requirements.
- Timely and empowering assistance including in person, via telephone, e-mail, fax, website and SMS inquiries from migrants.
- User-friendly, accurate, comprehensive and up-to-date websites and social media channels.
- SMS alerts for updates on the status of visa applications at no cost.

### 2

#### APPOINTMENT SCHEDULING

- IOM's Visa Application Processing Software (VAPS) can be configured to create slot capacity by parameters including date, time-range and visa type, giving complete flexibility to Member State visa officers.

### 3

#### APPLICATION REVIEW AND COMPLETENESS CHECKS

- Acceptance of applications over the counter, after reviewing them for completeness and validity, based on criteria provided by Member State visa offices.
- Receipt of passports and supporting documentation after required pre-scrutiny.
- Administrative and non-judgemental acceptance of visa applications.

### 4

#### PROCESSING OF FEES

- Designed to simplify visa and service fee payments for migrants.
- Enables multiple means of payment according to the needs of migrants in each country and region.
- Real-time updates on fee collection.

### 5

#### BIOMETRIC ENROLLMENT

- Biometric data is captured by security cleared, qualified staff, encrypted and confidentially submitted to Member State visa offices as part of the end-to-end visa application process.



## VISA APPLICATION PROCESSING SOFTWARE (VAPS)



VAPS is a proprietary, scalable, adaptable and integrative software solution designed to manage visa processing tasks by IOM on behalf of Member States.

VAPS is built upon modern data security principles and fully complies with industry and government privacy standards.

SCALABLE ADAPTABLE INTEGRATIVE USER FRIENDLY

### MIGRATION GOVERNANCE FRAMEWORK

IOM centres operate with efficiency and support well-administrated visa and entry schemes, with limited wait times and reasonable fees.

In addition this support is available for all individuals regardless of gender, age or other diversity characteristics.

### OBJECTIVE 3

Migration should take place in a safe, orderly and dignified manner.



### EMPOWERING MIGRANTS

The visa support services offered by IOM allow migrants to access safe, empowering and orderly migration and mobility channels.

IOM operated centres offer dignified, quality attention in a non-discriminatory setting while enhancing the efficiency, cost-effectiveness and integrity of visa and entry schemes to include channels for student mobility and labor migration.



### VISA CENTRES FOR VULNERABLE MIGRANTS

IOM operates centres on behalf of Member States in the context of humanitarian crises. These facilities are designed to support the processing of complementary pathways for migration such as family reunification cases and the issuance of visas granted for humanitarian reasons, among others.

In addition to providing assistance to those affected by natural or man-made disasters, this assistance protects migrants from unscrupulous visa brokers and human smugglers.

## GLOBAL COMPACT FOR MIGRATION



The GCM sets out common understandings, shared responsibilities and unity of purpose regarding migration, in all its dimensions.

Objectives 3 and 4 include specific references related to the need to facilitate accurate information and access to visas, with pathways that respond to the needs of migrants. Objective 5 calls for States to enhance availability and flexibility of pathways for regular migration.



IOM Visa Services are aligned with the objectives of the Sustainable Development Goals, Goal 10, Target 7 which seeks to:

*“Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies.”*

