

## Remote Centres UKVI & EUSS Quality Observation Criteria

Question	Options	Criteria						
<b>Set up</b>								
<b>1</b>	Does the venue have WiFi or Internet access available to connect to in order for the training to take place?	<table border="1"> <tr> <td style="text-align: center;">Yes</td> <td>You have been able to identify that there is secure a WiFi that can be connected to in order to deliver a training session, and it has enough bandwidth to support the training session.</td> </tr> <tr> <td style="text-align: center;">FAIL</td> <td>The Centre does not have any Internet facility available at all.</td> </tr> </table>	Yes	You have been able to identify that there is secure a WiFi that can be connected to in order to deliver a training session, and it has enough bandwidth to support the training session.	FAIL	The Centre does not have any Internet facility available at all.		
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<b>2</b>	Is the room/area being used to deliver the session well lit?	<table border="1"> <tr> <td style="text-align: center;">Yes</td> <td>The room/area to be used for training is well lit e.g. Natural lighting and/or working internal lighting - glare from the sun does not affect training. If glare is affecting training and no blinds are present please add notes.</td> </tr> <tr> <td style="text-align: center;">No</td> <td>The above criteria cannot be met. Please leave detailed notes to back up your decision.</td> </tr> <tr> <td style="text-align: center;">N/A</td> <td>This cannot be clearly determined via the video call observation. Detailed notes MUST be made.</td> </tr> </table>	Yes	The room/area to be used for training is well lit e.g. Natural lighting and/or working internal lighting - glare from the sun does not affect training. If glare is affecting training and no blinds are present please add notes.	No	The above criteria cannot be met. Please leave detailed notes to back up your decision.	N/A	This cannot be clearly determined via the video call observation. Detailed notes MUST be made.
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<b>3</b>	Does the room/area being used to deliver the session offer an element of privacy?	<table border="1"> <tr> <td style="text-align: center;">Yes</td> <td>There is privacy given to the session as it was conducted in a separate room, or there were privacy screens used. Please make detailed notes if there is another alternative used to provide privacy so this can be updated.</td> </tr> <tr> <td style="text-align: center;">No</td> <td>The session was conducted in an open area - making it easier for passers-by to eaves-drop on the session or shoulder surf. Please give detailed notes of any other examples that you feel should fit into this.</td> </tr> <tr> <td style="text-align: center;">N/A</td> <td>This cannot be clearly determined via the video call observation. Detailed notes MUST be made.</td> </tr> </table>	Yes	There is privacy given to the session as it was conducted in a separate room, or there were privacy screens used. Please make detailed notes if there is another alternative used to provide privacy so this can be updated.	No	The session was conducted in an open area - making it easier for passers-by to eaves-drop on the session or shoulder surf. Please give detailed notes of any other examples that you feel should fit into this.	N/A	This cannot be clearly determined via the video call observation. Detailed notes MUST be made.
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4	Are the seating and tables suitable to allow customers to work at them comfortably (think DSE)?	Yes	Customers should be able to sit at the tables with their legs underneath, and should be offered a suitable height of chair to ensure they are able to work from their machine without having to overstretch.
		No	The above criteria has not been met e.g. tables were too small to put a laptop on, and chairs were too low or did not fit underneath the table. Please leave details notes indicating what seating and tables are available.
		N/A	This cannot be clearly determined via the video call observation. Detailed notes MUST be made.
<b>Delivery of Session</b>			
5	Was the customer welcomed by the centre/trainer and their needs/requirements confirmed/assessed?	Yes	The customer received a warm welcome, and their needs and requirements were verified at the start of the session.
		No	The above criteria was not met. Please leave detailed notes to support your answer.
6	Was the customer taken through the process and provided with sufficient support to make a start with their application?	Yes	The centre representative, or trainer ensured that the customer understood the process that needed to be completed and supported them to make a start with their application.
		No	The above criteria was not met. Please leave detailed notes to support your answer.
7	Was the customer provided with assistance step-by-step through the process as required? (Inc. use of Android devices for EUSS)	Yes	The customer received step-by-step support throughout the session as they required.
		No	The above criteria was not met. Please leave detailed notes to support your answer.
8	Was the session recapped and any next steps explained in a clear/concise manner that was understood by the customer?	Yes	The session was recapped clearly and concisely, with a summary of any next steps the customer may or may not need to take in order to complete their application.
		No	The above criteria was not met. Please leave detailed notes to support your answer.

9	If the customer's application was unfinished at the end of the session, did they leave knowing how to continue the application to completion?	Yes	It is clear that the centre representative/trainer did all they could to prepare the customer to complete their application if it was unfinished at the end of the session.
		No	The above criteria was not met. Please leave detailed notes to support your answer.
		N/A	The application was completed during the session.
10	Was the appropriate survey completed at the end of the session?	Yes	The correct survey was completed at the end of the session. This should be based on the booking confirmation email.
		FAIL	The correct survey was not completed at the end of the session, or the incorrect survey was completed.
11	If the session needed to be extended, was the correct protocol followed?	Yes	If additional time is required and the session needs to be extended, this must first be confirmed by calling Head office (WAD) and additional time requested. Only when this has been authorised can this be allowed.
		No	The correct protocol for requesting further time was not followed.
		N/A	Further time was not required.
12	Was the centre representative/trainer careful not to provide any immigration advice?	Yes	The centre representative/trainer was careful not to provide any immigration advice to the customer, instead pointing the customer in the right direction to get the answer they needed. The centre representative/trainer ensured they only provided Digital Assistance.
		FAIL	The centre representative/trainer provided immigration advice. Please leave detailed notes of what advice they provided to ensure affective feedback to the centre management, the centre representative/trainer and the Home Office as applicable.