

HOW TO ADMINISTER CITIZENSHIP & WORK RIGHTS CHECK

Seamlessly integrated with the Federal Government Department of Home Affairs Visa Entitlement Verification Online (VEVO) database, WorkPro offers a powerful option to manage and administer citizenship and work rights requirements.

Sending Requests

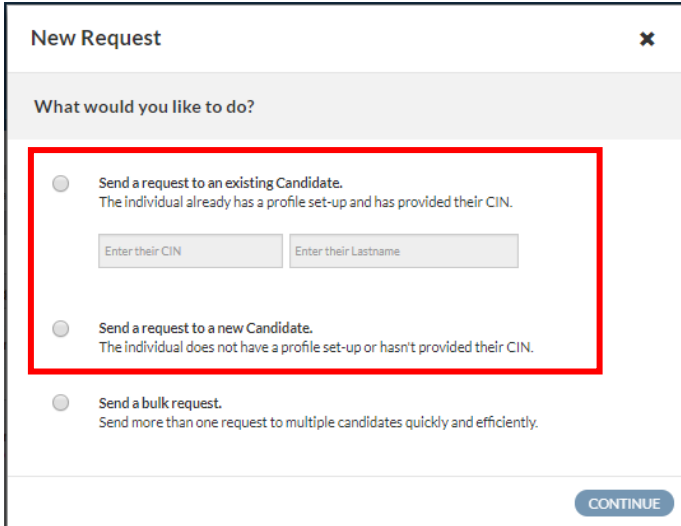
There are several ways to manage citizenship and work rights checks:

1. Request one candidate to provide their citizenship information on-line.
2. Request a group of candidates to provide their citizenship information using the bulk request function.
3. Complete a check on behalf of a candidate.

Send a Request to one Candidate

Step 1: Log in and select 'Request'

Step 2: Choose the most suitable option, and 'Continue'



New Request ✕

What would you like to do?

- Send a request to an existing Candidate.
The individual already has a profile set-up and has provided their CIN.
- Send a request to a new Candidate.
The individual does not have a profile set-up or hasn't provided their CIN.
- Send a bulk request.
Send more than one request to multiple candidates quickly and efficiently.

CONTINUE

Step 3: Select 'Background Checks', 'Citizenship & Work Rights Check', complete the candidate information and 'Send Request'.

SELECT PACKAGE ▾

Candidate Details ⚠ ▶

- Background Checks
- Induction & Learning
- Licences & Tickets
- Documents
- Reference Check
- Medical Check

Candidate Details

Complete the details below and then add each task to include in the request.

Candidate Name

Candidate Email

Candidate Mobile

Requesting Site

Splash/Landing Page

Request Summary

No tasks in the request.

SEND REQUEST

2. Send a Bulk Request

Step 1: Log in select 'Request' and 'Send a bulk request'.

New Request ✕

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Send more than one request to multiple candidates quickly and efficiently.

CONTINUE

Step 2: Choose whether to 'Use a CSV File' or to 'Enter Details Manually', complete the action and 'Send Requests'.

Bulk Request
✕

This function will allow you to send more than one request to multiple people quickly.

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1. Create your CSV file. The file must contain 2 columns, one column with the heading Name, and second column with the heading Email.
2. Select the Package to be sent
3. Select the Requesting Site ⓘ
4. Select the CSV file

Option 3: Complete a Work Rights (VEVO) check on a candidate’s behalf

Step 1: Log in to WorkPro and select ‘New Background Check’ from the ‘Actions’ tab

Step 2: Select ‘Citizenship & Work Rights Check’ from the drop-down list, ‘Create the check for a new Candidate’, and ‘Create Check’.

Step 3: Complete the check details on the candidate’s behalf and ‘Submit’ the check for processing.

Validating Citizenship & Work Rights

Australian Citizens:


From the Admin dashboard:

Step 1: Find and open the candidate record

Step 2: Select ‘Citizenship & Work Rights’

Background Checks	Induction & Learning	Licences & Tickets	Documents		
Background Checks					
2 background checks					
Service	Site	Status	Result	Date	Expiry Date
Citizenship & Work Rights	WorkPro Demo Site AU	Awaiting Details		07/01/2019	
Citizenship & Work Rights	WorkPro Demo Site AU	Ready to Submit to VEVO		28/11/2018	

Step 3: Check the ID or ID’s that have been uploaded



Ready to Acknowledge.


The person has nominated that they are an Australian citizen. Open the identity document to confirm citizenship and either 'accept' or 'reject' the evidence. A formal report will be stored as compliance evidence.

Full Legal Name: Scott Nicholas Gowling
 Check Type: Australian Citizenship [\(Change\)](#)

ID Uploaded: [Australian Passport](#)

If the candidate has uploaded the incorrect identification document or the information is not valid, you can 'Reject' the identification. The candidate will receive an email request to upload new identity evidence and re-submit.

Step 4: If the uploaded ID is correct, 'Verify' the evidence, which will produce a certificate that is date and time stamped and permanently stored for audit purposes.



Check Completed.

Full Legal Name:
 ID Uploaded: (None)

Requested By: acrw admin
 Acknowledged By: acrw admin
 Completed: 11/11/2020 9:00 AM
 Result: **Proof Accepted**

Non – Australian Citizens

Step 1: Submitting a VEVO check

(a) Submitting a single check:

The status on the dashboard will display as 'Ready to Submit to VEVO'.

Open the Check.

Cross-reference the information that is entered with the identity document that has been uploaded. Note, if there is any information that is mismatched, you can correct the information prior to submitting it to VEVO.

If the information and identity is correct, 'Submit' to VEVO for processing.

If the identity document is not correct, you can 'Reject' it and enter a note to send to the candidate to correct.

Citizenship & Work Rights Check

Australian Citizen: YES NO

Country of Citizenship: Afghanistan

⚠ Enter the legal names exactly as they appear on the passport or ImmiCard.

Given Names on Passport/ImmiCard: Ron

Family/Surname on Passport/ImmiCard: Candidate

Date of Birth: 05/04/1985

Country of Passport/ImmiCard: Afghanistan

Passport/ImmiCard Number: 123132123

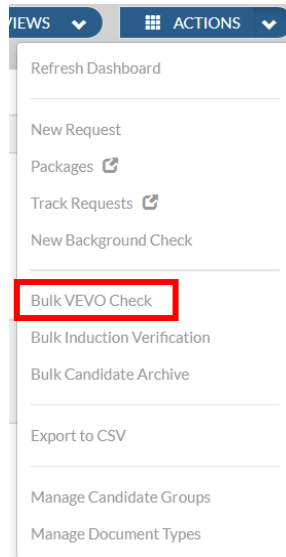
Passport/ImmiCard Document: Review the citizenship document.
VIEW REJECT

I declare that I understand and agree to the listed Terms and Conditions. ⚠

SUBMIT

(b) Submitting a Bulk Request

- i. To submit checks in bulk, from the dashboard:
 - a. Using the Filter, select 'Background Checks', 'Citizenship and Work Rights' and 'Ready to Submit to VEVO'. The names of the candidates will appear in your dashboard view.
 - b. Select 'Actions' from the top of the screen and 'Bulk VEVO check'.



- ii. The names displayed in this list are available for bulk submission to VEVO. It is possible to select all or only some of the names presented. Please note that you cannot view the identity document using the bulk VEVO process. Nor can you reject a check because the person has uploaded an incorrect identity document. If you need or want to check this information, then each check must be checked individually, then you can submit your checks in bulk through our VEVO integration.

Bulk VEVO Check ✕

Select the candidates you would like to submit a Work Rights Check for.
The list below is filtered to candidates who currently appear on your dashboard and have an existing or unsubmitted Work Rights Check.

Candidate Name	Current Status	Expiry Date	☐
Demo Candidate AU	Awaiting Details		☐
trixie evans	Ready to Submit to VEVO		☐
Frank Fuller	Awaiting Details		☐
trixie maree	Awaiting Details		☐
testing evans	Awaiting Details		☐
lachlan Arthur-brown	Awaiting Details		☐
Alvin George	Awaiting Details		☐
testing maree	Awaiting Details		☐
Karen Garcia	Awaiting Details		☐
Sarah Fitzgibbon	Awaiting Details		☐
Demo Candidate AU	Awaiting Details		☐

Enable automatic reminders
 I declare that I understand and agree to the listed [Terms and Conditions](#).

✕ CLOSE

- iii. Once candidate/s are chosen, accept the Terms & Conditions and select 'Submit'. The checks will be completed seamlessly and returned to your Home page dashboard.

Hint: A VEVO check will be returned instantly.

A VEVO check is returned with four different responses:

1. **Unlimited** – the candidate has unlimited working rights in Australia on their visa.
2. **Limited** – the candidate has limited working rights in Australia on their visa.
3. **No Work Rights**
4. **Rejected** – VEVO can reject a candidate’s check due to an incorrect data submission. e.g. the candidate entered the incorrect passport number and it does not match the information provided.

All successful VEVO checks will include a full disclosure report for compliance evidence. This record is stored against the individual candidate record.

Automatic Polling of the VEVO Database

Once a candidate’s work rights have been checked against the VEVO database, using the WorkPro function, it will continue to be automatically checked every 3-days against the database.

If there is a change to the candidate’s right to work, a new certificate will be produced and uploaded against the candidate record in your WorkPro dashboard. The old certificate will continue to be stored as a strong audit tool, however, you do not need to set a periodic schedule for a re-check, the WorkPro program will do this on your behalf.

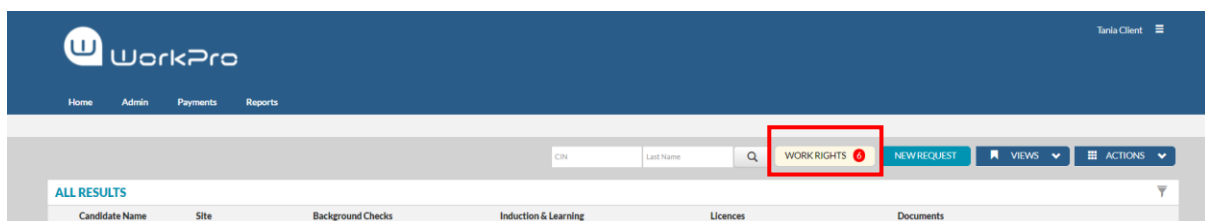
A report will also be emailed that contains the candidate’s name, and any work condition that has changed.

The automatic re-polling function does need to be re-established every 90-days.

Leading up to the 90-days a button will appear in your WorkPro dashboard with a number next to it.

You need to open the checkbox and decide which candidate’s you’d like to be included in the new 90-days cycle by either ‘archiving candidate’ or ‘processing new check’. If this step is not taken, the candidate’s will **NOT** be included in the next cycle. If you miss this action, you can conduct a bulk check of the candidate’s by using the filter function as noted under ‘Bulk Check’ in this document. This will then add them to a new 90-day cycle.

If you archive a candidate, they will not be included in the automatic polling function, but you can also ‘unarchive’ them by using the filter function and searching for their name.



This Week's Polling Alerts: Action Required Before 27-Sep-2021

It's almost 90 days since a work rights check was completed for the candidates listed below.

To move candidates into the next cycle, 'Process New Check'. This ensures the candidates will be automatically polled for a further 90 days with no action required by you.

You can also 'Archive Candidate' and they will not be part of the automatic poll and removed from your dashboard. You can easily add an unarchived candidate to the 90-day cycle by completing a new VEVO check.

Candidate Name	Site	Current Status	Expiry Date	Process New Check	Archive Candidate
Agent Smith	WorkPro	Unlimited	08/10/2021	<input type="checkbox"/>	<input type="checkbox"/>
Debra Collins	WorkPro	Unlimited	07/11/2021	<input type="checkbox"/>	<input type="checkbox"/>
Fahad Candidate	WorkPro	Unlimited	12/10/2021	<input type="checkbox"/>	<input type="checkbox"/>
Jane Smith	WorkPro	Limited	08/01/2022	<input type="checkbox"/>	<input type="checkbox"/>
Jill Taylor	WorkPro	Unlimited	17/11/2021	<input type="checkbox"/>	<input type="checkbox"/>
John Taylor	WorkPro	Unlimited	19/12/2021	<input type="checkbox"/>	<input type="checkbox"/>

Asbestos Removalists Green Tile Test

Expiry Management

You can also use the Insights dashboard to manage your work rights compliance.

Select 'Insights' from your private dashboard:

The screenshot shows the WorkPro Insights dashboard with a sidebar on the left containing 'Home', 'Requests and Tasks', 'Subscriptions', and 'Candidate Profile'. The main dashboard area features a top navigation bar with 'Home' and 'Log out' options, and a 'Date Range' filter set to '01/04/2021 - 01/04/2021' and 'Sites: All Sites (9)'. The dashboard is divided into several sections:

- Expired Compliance Items:** 2 (Red box)
- Compliance Items Expiring Within 30 Days:** 1 (Yellow box)
- Compliance Items Expiring in 30-60 Days:** 3 (Purple box)
- Compliance Items Expiring in 60-90 Days:** 1 (Green box)

Below these are four charts:

- Requests Sent:** 6
- Tasks Sent:** 27
- Exhausted Subscriptions:** 0
- Subscriptions Exceeding 85% Usage:** 0
- Subscriptions Exceeding 50% Usage:** 0
- Subscriptions Expiring Within 30 Days:** 2

The 'Request Status' chart shows 'Sent' (6), 'Token Used' (3), and 'Token Unused' (3). The 'Completed Tasks by Service' chart shows 'Background Checks' (2.0), 'Induction & Learning' (1.0), 'Licences & Tickets' (0.5), and 'Document Management' (0.5). The 'Outstanding Tasks by Service' chart shows 'Background Checks' (7), 'Induction & Learning' (8), 'Licences & Tickets' (9), and 'Document Management' (10).

Additionally, WorkPro utilises a traffic light system to display expiry information and you will also receive email notifications as work rights are expiring as an additional warning.

e.g.

WorkPro Demo Site AU

CIN: 834199

Citizenship: **Unlimited (Non-Australian) (Exp: 31/03/2018)**

Green (60 – 90 days)

Expiring:
Expiring in 60 to 90 days ▼

Purple (30 – 60 days)

Expiring:
Expiring in 30 to 60 days ▼

Orange (30 days)

Expiring:
Expiring in 30 days ▼

Red (Expired)


Expiring:
Expired ▼

Conducting a new Citizenship & Work Rights Check if the existing check has expired.

You can also conduct a new Citizenship & Work Rights Check individually or in bulk at any time regardless of the 90-day automatic polling cycle.

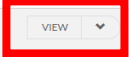
(a) Single Check

Step 1: To conduct a single check, search the person in the database using the ‘filter’ icon and enter the candidate’s first and last names, then select ‘Apply’.

+ REQUEST ↙ 

Candidate:

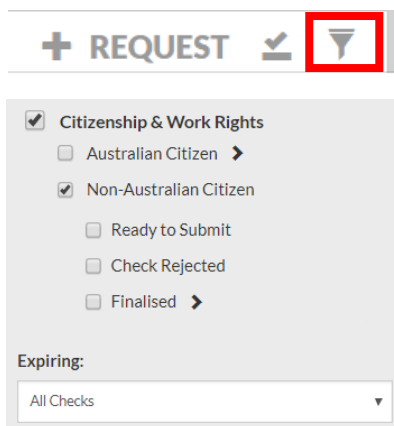
Step 2: Select ‘View’ and ‘New Visa Check’ from the list.

----- CIN: 1354692	WorkPro Demo Site AU	Citizenship: Awaiting Details Citizenship: Ready to Submit to VEVO	Elevated Work Platform - HM (Exp: 20/03/2019)	Lease	
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The candidate’s information that was previously entered is automatically stored. Check the information is correct and ‘Submit’.

(b) Bulk Check

Use the 'filter' function to search for work visas that are expiring and should be considered for re-check.



The screenshot shows a user interface for managing requests. At the top, there is a '+ REQUEST' button, a checkmark icon, and a funnel icon (the filter function) which is highlighted with a red box. Below this is a filter panel with the following options:

- Citizenship & Work Rights
 - Australian Citizen >
 - Non-Australian Citizen
 - Ready to Submit
 - Check Rejected
 - Finalised >

At the bottom of the filter panel, there is an 'Expiring:' dropdown menu currently set to 'All Checks'.

- i. Select 'Background Checks'
- ii. Select 'Citizenship & Work Rights'
- iii. Select 'Non-Australian Citizen'
- iv. Select 'Finalised'
- v. Then under the 'Expiring:' drop-down, select 'Expiring in 30 days'
- vi. Select 'Apply' – a list of candidates will be presented whose visas will be expiring
- vii. Select 'Actions', 'Bulk VEVO Check', the checks you'd like to renew, agree to the Terms & Conditions and 'Submit'.