



ONLINE WORK PERMIT



#	QUESTIONS/QUERIES	RESPONSES
1.	Are police records now required to be submitted with the New Work Permit applications or can they be added after the process has started?	Yes, police records are now required to be submitted with New Work Permit applications once the work permit application has been uploaded into the System as it facilitates for pre-check by the Immigration Surveillance Team and minimizes issues at the ports of entry. It also allows for the Labour Clearance to be issued directly to the employer once the application is approved.
2.	Why is no tab available for me to upload a resume or cover letter?	This issue is being addressed.
3.	What can be done to address the issue where the Portal has a limit of 500KB for each document uploaded but that limit is not adequate for documents to be uploaded?	Open the PDF document in Adobe Acrobat, and select 'File', 'Save as Other', and 'Reduced Size PDF'. Additionally, capacity will be increased to 750KB as file sizes can make it difficult to upload files. Particularly, where internet speed and quality are issues.
4.	Should photo be PNG format or JPEG format?	Clearer instructions will be provided shortly.
5.	Why is no tab available for me to upload Good Standing Certificate/Certificate of Earnings or Work Permit Cards?	This issue is being addressed. In the meantime, these documents can be uploaded under "Advertisement Details" for Work Permit Renewal Applications.
6.	What date should we enter where an expiration date is required to add location for Certificate of Incorporation employers.	December 31 should be entered.
7.	Why doesn't the system ask for the immigration time/status?	This issue is being addressed. In the meantime, a copy of the Work Permit Card or Immigration time stamp with Bio Page, if card has expired, can be uploaded in the Passport Picture Detail for the Work Permit Renewal Applications.



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8.	Why does the status on the home page reads "Pending Submission" when application has been submitted?	This issue is under review to be made more intuitive as this button indicates one may proceed to submit the application which is done from the drop-down at the top of the home page.
9.	Why when 'Save Application' is clicked, does the status on the home page states, "Pending Upload"?	This issue is under review to be made more intuitive as this button indicates that you are returning to the application to continue uploading documents.
10.	Wouldn't the terms of employment already be on file when we initially applied for the work permit	The system is new, so no previous data is contained therein. This will change in the way of performing tasks, and will be revisited in the future.
11.	How far in advance for a renewal should/can the application be submitted?	Technically, an application can be submitted anytime. However, the Department's policy is for an application to be submitted 4-8 weeks in advance.
12.	Can I load all the applications and submit (with up-to-date documents) when the time falls due?	Yes, you can load all the applications and submit with up-to-date documents when they become due.
13.	Will the applications always be in the portal so that upon next year's renewal there is no need to input everything again, or would it need to be a fresh start each renewal?	New applications are required each year.
14.	Why am I unable to select the 'position offered'?	Perhaps the page did not load properly, which is likely an Internet issue.
15.	If someone does have dependents but is not planning to bring them to the territory at all, does the section on dependents need to be filled in?	No, the section on dependents does not need to be filled out. However, the possibility that the circumstances may change later should be considered by the prospective employee.



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16.	What needs to be included in the terms of employment? Is there a specific format?	Information normally found in a contract relating to conditions of employment, which is anything that identifies the obligations of the employer and employee. Presently, there is no specified format.
17.	Approvals will show on the site – does this mean New Work Permit Holders will not have to show documentation on landing, and that the Immigration Officer on duty will just be able to access the information then and there?	Employees will still be required to show the necessary documents, which will be verified on the System.
18.	What is the process for showing the National Health Insurance (NHI), Inland Revenue and Social Security Certificates of Good Standing/Earning? Are these just handed in to the office as usual or will we be able to upload them later?	We will soon be resolving the issue for the System to allow the documents to be uploaded. In the meantime, these documents can be uploaded under “Advertisement Details” for Work Permit Renewal Applications.
19.	Date of birth field validation restricts age that is past the age of 60	Advised 65 is retirement age and that there should not be a restriction on age. Therefore, enter the oldest date allowed as Immigration has been advised and will refer to the bio page of the passport until the relevant action is determined.
20.	Should we just proceed with renewals in paper form for now?	No, all applications should be submitted via the portal as we try to address any issues with the System.
21.	How is payment being handled?	Presently, payments are required to be paid in at the office. After the application is submitted and the status changes to “Pending Processing Fee Payment”, the relevant personnel should proceed to the office to make the payment.
22.	What are the requirements for police reports (i.e., currently one for every location you’ve lived in for 6 months or more over the last 10 years)?	A police report for the current address must also be included.



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23.	If still 6 months or more, what if you've lived somewhere for less than six months? The "residence history" section only allows you to choose one year minimum as having lived somewhere.	Select a year for places lived in for less than a year. So, if the person changed address every 6 months, it would require 10 addresses to satisfy the requirement
24.	If we receive one police report but are waiting on more which may take longer to receive, will this hold up the whole process, or will we be able to proceed based on at least one clean report to start?	All required documents need to be uploaded before completing the application process.