

How to verify an Identity Document

Course Workbook



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START HERE

WELCOME!

This is the course companion workbook for our How to Verify an Identity Document course.

HOW TO USE THIS WORKBOOK

Download and save this workbook before filling in your answers. It is editable - all you have to do is click inside the boxes or above the solid lines to type your answers. You can also print the workbook and complete it by hand if you prefer.

This is how it works. In this course we will teach you about verifying identity documents, but information alone isn't enough - you need to take action, and you might want a reference source when putting your learning in to practice - that's what this workbook is for. Once downloaded and saved, it is yours to keep, print or save on your computer. Forever. Well, perhaps not forever, but for a while ...

The workbook is designed for you to use side by side with the learning. It follows the same structure as the course and has space for your notes; it contains useful tips and links to external websites and other useful reference material.

Don't worry - this workbook does not need to be handed in; it is not assessed and no-one else will see it (unless you want to share).

DON'T BE STUCK

If you are having difficulty with any element, from technical issues to difficulty understanding the content or how it relates to your work, please let us know. You can contact us by phone or email:

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DISCLAIMER

Immigration rules and regulations do change. We make every effort to keep our material up to date, but can't guarantee this. Please always double check before taking action based on the information in this workbook and associated course.

ABOUT THE COURSE

Complete this page for your learning record

Section	Notes
Course Title	How to Verify an Identity Document
Dates of course	
Your Personal Objectives in taking this course To form some objectives, finish this sentence: "By the end of this course, I will be able to ..." Try to find 2 or 3 bullet points in answer	<i>Tip - where possible, avoid starting your bullet points with 'understand' - try to find a stronger descriptive word</i>

By applying the information in this course, you should be better able to check whether identity documents are genuine and in the hands of the rightful holder. Following the steps you are about to learn will help avoid identity fraud in your organisation.

Section	Notes
Is it Genuine?	
Has it Been Altered to Fit?	

Section	Notes
Do I Need to Look More Closely?	
Does it All Make Sense?	
I have some doubts - what should I do?	

Section	Notes
Space for Extra Notes	

REFERENCE SECTION

THE PART OF FIVES

Five areas with five bullet points which serve as a reminder on how to check a document:

1. Check for impersonation

1. Compare the photograph to the document holder
2. Check age and visible marks; check signatures
3. Check the relative position of facial features - e.g. the ear position in relation to the eyes
4. Ask for and check identity against further documentation and other information already known
5. Turn the document upside down to encourage you to see differences rather than similarities

2. Check for a genuine document

1. Check for a watermark
2. Look for other security features
3. Does the document look well constructed?
4. Check issue and expiry dates - do they make sense?
5. Are all the pages present? Are they in the correct number order?

3. Check for counterfeiting

1. Look at the print quality
2. Does the document have a UV reaction?
3. Can you see hidden text with a magnifying glass?
4. Can you feel any tactile features?
5. Does all text properly align?

4. Check for signs of tampering

1. Do all the pages align properly?
2. Are there any signs of tampering of the stitching and spine of the document?
3. Are there any cut marks around the photo or the bio details?
4. Is there any dirt or dust under the laminate?
5. Does the data match the MRZ?

5. Check everything makes sense

1. Is the document appropriately 'aged'?
2. Does information in the document match other known information?
3. Are there any spelling mistakes?
4. Check against PRADO
5. Do you recognise the country of issue?

THE MAKE SENSE TEST STEP PROCESS

We find a lot of document checkers concentrate on the document without thinking more widely. We have found more fraudsters because of their behaviour, or because something doesn't 'add up' rather than through an examination of a document. This final step is, in our opinion, the most important step as it is very difficult for a fraudster to make sure everything 'makes sense'. So how do we do it?

The following list is not exhaustive, but gives an idea of the sorts of things to consider with this step in our recommended process:

- Have you heard of the country of issue?
- Are you familiar with the document you are handling?
- Do the names match across all documents?
- Have you looked at the stamps, visas and other endorsements in the document - do they make sense in relation to the person, the dates of issue and the other documents?

BASIC DOCUMENT EXAMINATION

By following these few simple steps, you can identify the more obvious signs of forgery and counterfeits. Wherever possible, you should compare with known originals.

CHECKING A BRP

Look at the card carefully;

- is it clean and in good condition?
- does it look as though it has been tampered with?

Check the card number;

- it should start with two letters followed by seven numbers, or three letters followed by six numbers; the number should not be raised.

Check the holder's Image;

- this image will always be in grey-scale,
- check that it matches the person presenting then card to you.

Check the tactile feature (on the back)

- the design can be seen by shining a light across the card,
- it is a raised design incorporating the four national flowers of the UK,
- you can feel the raised design by running your finger over it.

Feel the card;

- it should feel thicker than a driving licence,
- the card should have a distinctive sound when flicked,
- the card should not be bent or folded.

USEFUL RESOURCES

UKVI right to work checklist:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/774286/Right_to_Work_Checklist.pdf

PRADO:

<https://www.consilium.europa.eu/prado/en/prado-start-page.html>

UKVI right to rent checks:

<https://www.gov.uk/government/collections/landlords-immigration-right-to-rent-checks>

HMRC guidance for KYC checks:

<https://www.gov.uk/guidance/money-laundering-regulations-your-responsibilities#record-keeping-requirements>

Passport Proven Document Guidance

STEP 1

Is the person in front of you the owner of the document? Compare ALL photos in the documents with the person presenting them. Passport photographs are *normally* face straight on and *normally* on a light background.

STEP 2

Is it a genuine document? Look for at least 3 different security features from this list:

Watermark – there should be one within every visa page



Textured Print – the inside front and back covers are often printed with raised ink – can you feel it? Can you see a 'hidden image' by looking at an angle? NB not all textured print contains hidden images



Light catching security features (known as Optically Variable Devices) – look for parts of the document which show different images when you tilt the document – these are often silver foil or etched into the plastic laminate over the photo page



UV images – use a UV light to show hidden images – there should be something on every page, including the phot page



Stitching – look at the stitching – is it tight to the page with small holes



The MRZ uses a unique font known as "Optical Character Recognition" or OCR. Below is a chart of the **only** characters that should be seen in the machine-readable zone - MRZ.

Each line of the MRZ in **passports** should contain **44** characters in total. In ID cards and BRPs where there are 3 lines of MRZ, the same font is used, but it will only be 30 characters in length.

0	1	2	3	4	5	6	7	8	9
A	B	C	D	E	F	G	H	I	
J	K	L	M	N	O	P	Q	R	
S	T	U	V	W	X	Y	Z	<	

Note the flat top to the figure three and the open figure four, checking these two digits should help identify concerns.

If you see three different security features, you are likely to be looking at a genuine document

STEP 3

Does it all make sense? Is it the expected document given the circumstances?

Has the person been cooperative in the checking?

Passport Proven Imposter Guidance

Impersonation – is the simplest and fastest growing type of passport fraud. Simply put, it means the use of a passport or identity document by someone who “looks like” the real owner.

Identity documents presented by lookalikes will be genuine and will verify under any document examination process. To prevent this type of fraud it is important you pay close attention to the person presenting the document and carefully examine the photograph in the document and compare it to the applicant.



Follow a consistent process such as this...



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LEARNING REVIEW

Complete this page for your learning record

Point	Notes
What were the key take away points from the course?	<i>Aim for 3 bullet points</i>
How will you implement the key learning points in your job?	<i>Aim for 3 bullet points</i>
Did the course meet your own personal learning objectives?	
If not, why not?	
What action are you going to take as a result of this course?	

Congratulations

You did it!

You have completed the workbook
- don't forget to complete the course quiz
and download your certificate

Well done from the team at The TWO Academy