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LEVEL 2

Immigration Adviser Training Manual

Immigration and Asylum & Protection
Independent study and assessment preparation

WORKED CASES / MODEL ANSWERS / FILE TEMPLATES

Based on the two official IAA Level 2 syllabuses published in September 2026.
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Independent training publication

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Using this manual

Study the syllabus for the category you intend to practise in. The Immigration Advice Authority published its revised syllabuses on 23 September 2026. Its Level 2 Immigration syllabus and its Level 2 Asylum syllabus are separate documents. This book covers both, with the specialist protection chapters identified in the contents. Passing an assessment is only one part of gaining authorisation. Check the categories, level and limitations on the organisation's and adviser's approval before acting. [01] [02] [03] [04] [41]

Which official material should I use?

The published May 2026 exam resource book is a shared Levels 2 and 3 publication from the earlier assessment arrangements. It can help with background revision. The IAA announced approved websites in place of that resource book in the revised assessment and an additional ethics and professional behaviour component. Follow the latest IAA candidate instructions for the actual assessment, including the permitted sources and any transition arrangements. The November registration changes and the date on which assessments resume are separate matters. [06] [07] [08] [38] [45]

How to study a case

1. Record the client's objective, their location and any urgent deadline.
2. Check your category and scope. Identify any part that needs immediate referral.
3. Build a dated chronology and mark each fact confirmed, reported or disputed.
4. Find the applicable legal provision, then record its version and commencement date.
5. State the decision you seek, evidence needed, uncertainty and next action.

Publication and source credits

IAA Training, part of James Immigration Solutions Ltd, publishes this independent study manual. All scenarios, exercises and templates were created for this edition. The scenarios use invented facts and no client or learner records. Use fictional details when completing exercises or sharing answers.

The sources are credited in the text and linked in the register. Contains public sector information licensed under the Open Government Licence v3.0 where that licence applies. Third-party rights remain with their respective owners. [57]

> Use current official rules and guidance for live work. The syllabus and assessment publications were checked on 26 November 2026.

Scope, authorisation and referral

Level 2 casework involves applying immigration rules and policy to non-routine cases, within the adviser's authorised category. Before taking instructions, identify the work to be done rather than inferring scope from the title of the document. An apparently ordinary application may include an urgent protection concern, a tribunal deadline or a challenge to an existing decision. [02] [03] [04]

Triage the work before committing

- Confirm the client, authorisation category, actual work requested, deadline and any applicable organisational restrictions.
- Identify whether the task concerns a UKVI application, brief initial grounds of appeal, substantive appeal work, a Secretary of State bail request, a tribunal bail application, or a public law challenge.
- Record what the adviser can do, the work needing referral and which person will own each deadline. Send a written handover securely, with the client's authority as appropriate.

Draw the boundary clearly

The IAA guidance permits initial notices of appeal and initial grounds within defined limits, followed by referral. It excludes substantive appeal conduct, including paper appeals and tribunal representation. An application to the Secretary of State for bail is distinct from an application to the First-tier Tribunal for bail, which is outside Level 2 scope. Judicial review work, including issuing a pre-action letter, is outside scope. Complex or specialist work may require referral even when the general topic appears in the syllabus. [04] [19] [21] [46]

> Client file. A person brings a refusal and asks you to write the full tribunal submissions. Secure the decision and delivery evidence. Identify the deadline and whether an initial lodging step is appropriate. Explain that substantive conduct needs an authorised representative, and confirm who has accepted the handover.

Sources, dates and legal reasoning

A reliable answer starts with the provision that governs the question on the relevant date. An Act, a statutory instrument, the Immigration Rules and a guidance document serve different functions. Read the enabling legislation and any binding judicial interpretation where relevant. Use guidance to understand decision-making and evidence, and flag any inconsistency for specialist review. [09] [10] [13] [26]

Build a source record

- Write the issue as a question you can answer, such as whether a variation date affects the requirements governing the application.
- Record the statute, rule or appendix, paragraph, policy version and date checked. Mark the operative date of any amendment and read its transitional wording.
- Identify the decision-maker. UKVI caseworkers and immigration officers make different decisions within their functions. The First-tier Tribunal hears eligible appeals and the Upper Tribunal has separate functions.
- Record any binding case you rely on with the court, decision date, citation and the proposition it supports. Check for later authority rather than relying on a case summary.

Apply the law to evidence

Use one paragraph per disputed requirement. Put the controlling rule first, then explain the facts that support and weaken the client's position. Finish with the evidence needed and a practical recommendation. Preserve a copy or reference to the operative source in the file.

> Worked example. Guidance updated on Monday mentions a new rule commencing next month. A client intends to apply on Friday. Check commencement and transition before adopting the new criteria. Keep a separate note of the rule in force on Friday and any later change that affects a varied or future application.

Valid applications, variation and section 3C

Treat validity, eligibility and suitability as three distinct questions. Validity determines whether the application can be considered. Eligibility tests the route criteria. Suitability deals with specified adverse matters. Cross-check general provisions and the individual route. [09] [10] [11] [12]

Prepare a procedural chronology

- Record expiry from the decision and status records, submission date and time, fee or waiver steps, biometrics, and evidence requests. Keep acknowledgements and proof of delivery.
- Check the correct form, submission route, fee or waiver, health surcharge where relevant, identity and biometric requirements. Find the rule governing the application date.
- Where there are two applications or a change of route, determine whether the later filing varies a pending application. Check for voiding, withdrawal, refund and validity consequences rather than assuming the first case remains pending.

Status while an application is pending

Section 3C can extend existing leave if its statutory conditions are met, including a qualifying in-time application that remains undecided when existing leave expires. Check whether the application was valid and whether a statutory review or appeal phase, withdrawal, departure or other event changes the analysis. Identify the continuing conditions and seek authoritative clarification if necessary. An exception to overstaying consequences under an applicable rule does not itself restore leave or a right to work. [09] [10] [12]

> Worked example. An online form was filed before expiry, but the payment failed and UKVI later sent a message. Obtain the exact message, payment record and any opportunity to correct the problem. Do not give an unconditional right-to-work answer while validity and status remain unresolved.

Selecting a route and building an evidence plan

Choose the route that answers the client's objective and can be supported by evidence. Start with location, current permission, route requirements, switching restrictions and any prospect of settlement. Record a credible alternative and its trade-offs. [09] [11]

Route comparison for casework

- Visitors. Check purpose, credible plans, funds, accommodation, permitted activities and the intention to leave. Check visa-national and ETA rules independently. An ETA is a travel requirement and does not establish permission to enter.
- Students and work routes. Confirm the right sponsorship document, eligibility, current salary or funds provisions, permitted work, switching restrictions and dependants. Identify evidence for each separate criterion.
- Other work and business routes. Compare sponsor-dependent and endorsement or qualification-based routes. Do not treat every work route as leading to settlement or allowing dependants.
- Family and settlement routes. Compare the specific category, qualifying period, switching, applicable financial and English-language evidence, and whether a discretionary alternative is relevant.

Build the evidence plan

Use four fields per requirement: rule, evidence already held, evidence still needed, and when it is due. Distinguish an income document from proof money was received. Check any prescribed evidence, required format and relevant discretion before treating alternative material as sufficient.

> Worked example. A sponsored worker is offered a new post. The offer letter does not establish that the proposed sponsor is licensed, that the occupation code is correct or that the applicant can start in the role. Verify the route requirements and present a safe timeline before the client resigns or starts work.

Family casework and Article 8

Family applications require a clear account of the relationship, the relevant route and the practical effect of refusal. Check the current partner, parent, child or adult dependent relative provisions. Identify which definitions and evidence requirements attach to the specific route. [09] [13] [14] [15]

Build the family decision file

- Identify sponsor status, applicant location, relationship history and existing permission. In a parent case, establish the nature of the child's care and contact, living arrangements and relevant orders.
- Check marriage and civil partnership procedures separately from eligibility for immigration permission. Verify notice, evidence and referral requirements for the relevant UK jurisdiction.
- Test finances, English language and accommodation under the actual route and application date. Where a specified evidence appendix applies, check document periods, source and format.
- In adult dependent relative work, investigate the relevant care need and realistic arrangements in the country of residence. Do not substitute expressions of family preference for evidence about care.

Analyse rights and the child's interests

Stage the analysis. First consider the Rules and any relevant exceptions. If an Article 8 issue remains, identify protected family or private life, the interference and its practical consequences, then explain proportionality and applicable public-interest considerations. In cases engaging section 55, make a separate, evidence-based assessment of the child's interests and record how they are weighed. [13] [14] [15]

> Worked example. A child spends only weekends with the applicant but receives regular care from them. Obtain school or care records and a dated parenting schedule. Describe the child's actual routines and how a separation would change them. A generic statement of hardship adds little.

Residence, EU cases and private life

A residence case is a calendar exercise and a legal exercise. Build a dated record from immigration decisions, travel evidence and reliable contemporaneous documents. Separate physical presence, lawful residence and continuity. The same absence or period of permission may receive different treatment under different appendices. [09] [11] [12]

Long residence and private life

- For long residence, check the qualifying period, excluded categories or periods, gaps, and the continuous-residence provisions in force at the relevant dates. Pay particular attention to changes and transition rules for absences.
- For private life, start with the applicable eligibility category and evidence. Consider obstacles to integration or other route-specific tests where relevant. Keep the Rules analysis separate from any outside-the-Rules Article 8 case.
- Check what the client actually seeks. A route may lead to time-limited permission before any later settlement application.

EU Settlement Scheme

Distinguish an application under Appendix EU from an entry application under its family permit appendix. Record eligibility basis, critical dates, relationship evidence and continuity. Check any late-application requirements, retained rights, conversion or transition arrangements, and the available review or appeal route. A relative's status does not alone prove the applicant qualifies.

> Worked example. A file shows a nine-month absence and an old travel booking but no boarding or entry record. Ask for actual travel evidence and the reason for absence. Test the applicable rule and exceptions. Produce two outcomes if the disputed dates cannot yet be established.

Suitability, discretion and decisions

Read Part Suitability alongside the selected route. Separate mandatory refusal, discretionary refusal and route-specific grounds before assessing the evidence. Record whether a fact is established, alleged, explained or legally irrelevant. [09] [10] [11] [44]

Respond to an adverse issue

- Obtain the application record, relevant declarations, correspondence and decision. Distinguish a typo, an omission, a disputed fact and an allegation of deception.
- Obtain the client's explanation through open questions. Keep inconsistent versions on file and address them accurately. Seek independent evidence where it matters and avoid unsupported claims about intent.
- In a discretionary case, address what the decision-maker may weigh. Provide a short chronology, factors for and against, and the specific outcome requested.

When considering a concession or discretion

Check the current source, eligible group, application method, fee position, evidence and what permission would actually give the client. Compare use of a route under the Rules with any lawful residual discretion or human rights claim. An out-of-time filing carries status and conditions risks even where some circumstances may be disregarded. Check the consequence of withdrawal, refused permission, cancellation or curtailment separately.

> Worked example. A prior form lists a different work start date. Ask who supplied the date, compare contracts and payslips, and separate the timeline discrepancy from any claim of dishonesty. Explain what can be corroborated before making representations.

Domestic abuse and safeguarding

Start with safety. Confirm safe contact details, whether messages may be monitored, whether the person needs an interpreter and whether any child may be at risk. Outline confidentiality and its limits. Record consent and disclose only what is necessary. Refer to specialist support where appropriate. [04] [05] [16]

Compare the immigration options

Appendix Victim of Domestic Abuse provides a settlement route for applicants who meet its requirements. The Migrant Victims of Domestic Abuse Concession is a separate policy that can give eligible applicants temporary permission and access to public funds. Check the current qualifying categories, what the concession grants, and whether the person may qualify for settlement or a different route. A concession decision does not establish entitlement to settlement. Consider whether any retained residence route is relevant, within competence. [09] [16]

Evidence and a safe sequence

- Establish immigration status and route, relationship history, breakdown and safety needs.
- Explain the range of potentially relevant evidence. Do not assume a single type of report is essential. Seek available independent material and address gaps without exposing the client to risk.
- Keep track of expiry dates, conditions, money and housing needs, and consent for sensitive documents. Use safe referrals when the case also raises asylum, child protection or a matter outside authorisation.

> Worked example. A client's former partner controls their email and holds their documents. Agree a secure channel first. Seek safe copies of the decision and status. Map the concession and any settlement option separately. Do not contact the former partner to fill an evidence gap without assessing safety and consent.

Nationality and statelessness

Establish the client's state or states of possible nationality before recommending a route. Citizenship may be acquired automatically, by registration or by naturalisation. These routes have different criteria, discretion, evidence and filing requirements. Check the relevant date and the legislation in force at that date. [09] [17] [18]

Nationality research

- Identify place and date of birth, relevant parents and their nationality or status at the material time, plus any later status change.
- For children, identify any possible statutory entitlement to registration and distinguish it from discretionary registration. Consider proof of parentage and residence before selecting an application.
- For naturalisation, check the applicable statutory route, residence and absences, immigration status, good character, language and knowledge requirements, and any discretion. Keep a separate attendance or ceremony checklist where applicable.

Statelessness research

A missing passport does not establish statelessness. Identify countries with a plausible link and evidence of whether those states treat the person as a national under the operation of their laws. Separate formal recognition, documentary inability and practical barriers. Read the current Appendix Statelessness and relevant guidance for permission, conditions, evidence and any subsequent settlement route. Consider protection and safety before approaching an authority, particularly where this might expose a claimant or family. [17]

> Worked example. A person born in one country to parents from two others has no passport. Draw a three-country evidence map. Record the basis on which each state might recognise the person. Do not infer statelessness from one unanswered request.

Human rights, protection outcomes and family unity

Events can raise more than one human rights issue. A threatened loss of life, treatment reaching the applicable Article 3 threshold and interference with family or private life require separate analysis. Within the authorised category, identify the right, applicable decision and evidence before choosing a route or making representations. [04] [13] [14] [15]

Evidence under Articles 2, 3 and 8

- For an Article 2 or 3 issue, describe the concrete risk, relevant personal characteristics, source and severity. In a medical case, obtain appropriate clinical evidence and investigate practical access to care, with consent.
- For Article 8, explain dependence, routines and impact. Consider the applicable Rules, public-interest factors and the child's interests where relevant. Identify any hardship arguments that the evidence does not yet support.
- Identify what would follow if protection or another form of permission is granted. Check duration, conditions, review, extension or settlement, potential travel documents and whether a family reunion route is currently open and applicable. An earlier grant does not establish the terms of a later family application. [34] [35] [43]

> Worked example. A client has a serious health condition and a family member provides daily care. Consider clinical risk and family dependency as distinct issues. Ask the clinician about likely deterioration, available care and time frames, then obtain evidence on actual access and dependence. Avoid asking the clinician to decide the legal test.

Reviews, appeals and deadlines

Start with the actual decision. Identify the decision-maker, statutory basis, what was refused, whether any appeal ground is available and whether the decision gives administrative review rights. Review eligibility is route-specific. A review is generally directed at a caseworking error within the relevant procedure. [13] [19] [20] [44] [48]

Clock and authority check

1. Save the decision and evidence of when and how it was sent or received.
2. Identify the applicable procedure, the client's location and any special rule. Check the current method of calculating time, filing method and any fee.
3. Record the deadline and an earlier internal target. Preserve proof of filing and communication.
4. Identify the owner of the next step. If authorised and appropriate, initial lodging and limited initial grounds may protect a position. Refer substantive case conduct immediately. [04] [19] [48]

Recognise the available forums

The First-tier Tribunal is the usual first appeal forum for eligible immigration and asylum decisions. The Upper Tribunal has distinct appeal and judicial review functions. The forum, procedure and remedy depend on the case. Judicial review is generally a separate public law challenge and requires specialist referral. Preserve the deadline and documents rather than drafting pre-action correspondence. [04] [19] [46] [48]

> Worked example. The letter is dated Tuesday but the client says they first saw it Friday. Obtain the email headers, delivery or service information and any representative's notice. Establish which date the rules use. Keep urgent referral moving while the date is checked.

Enforcement, detention, bail and offences

Distinguish administrative removal, deportation and detention. Record the statutory route and current notice, any previous decision, reporting arrangements and any urgent removal directions. The existence of a removal power does not settle lawfulness in a particular case. Escalate urgent public law and tribunal issues promptly. [04] [10] [13] [21] [46]

Prepare an authorised bail file

- Confirm where the client is, an accessible contact, basis and length of detention, reasons given and current removal plans.
- Identify vulnerability and previous attempts that may bear on detention or release. Seek consent before obtaining information from a third party.
- Consider a genuine address, support, reporting arrangements and proposed conditions. Check the relevant procedure and decision-maker. Secretary of State immigration bail and tribunal bail are distinct. Refer tribunal applications and any detention challenge outside scope.

Recognise offences and their consequences

Use the current Act when identifying potential illegal entry, overstaying, breach of conditions, deception, facilitation, obstruction or use of false documents. Distinguish employer civil penalties from criminal liability and distinguish allegations from findings. Check specialist statutes for entry documents, documentation cooperation, false identity documents and asylum support offences. A criminal issue requires referral to a suitably qualified practitioner. [10] [22] [23] [55]

> Worked example. A detainee asks you to prepare a tribunal bail hearing for tomorrow. Record the immediate facts, deadline and secure contact. Arrange urgent referral to someone authorised for tribunal bail. Keep evidence organised without promising representation.

Public funds, support and employment

Conditions must be read from the grant and the applicable law. Public funds is a defined immigration term. Benefit entitlement, homelessness assistance, asylum support and the right to work can each depend on a separate set of provisions. Never infer one from another. [09] [22] [23] [24] [32] [33]

Decide what must be checked

- Obtain the grant and status record. Identify a no-recourse condition, other restrictions, the precise benefit or service and who would be claiming. Check the relevant welfare rules and immediate practical needs.
- Where a change of conditions may be possible, verify the route, supporting circumstances and consequences. Signpost qualified welfare advice when entitlement is uncertain.
- Verify employment conditions and any continuing status. If section 3C is in issue, reconcile the application timeline with the conditions of prior leave. For asylum applicants, verify whether permission to work was granted and what restrictions apply.

Act on immediate need

A client who is destitute or unsafe may need same-day specialist welfare, homelessness, children's services or asylum support advice. Record consent, referral details and what the client should expect. Avoid promising payment or housing. [12] [22] [24] [32] [42]

> Worked example. An employer asks whether a client with an expired status record can continue working because an application is pending. Establish the type and validity of application, any continuing leave and applicable conditions. Point the employer to the official checking process and avoid giving assurance based only on the pending application.

Ethics, vulnerable clients and file quality

Apply the IAA Code from first contact through closure. Confirm who the client is, who can instruct, how communications are agreed, the scope and cost of work, and who has access to the file. Check for conflicts early and revisit them when a sponsor, relative or payer has different interests. [04] [05] [49]

Make a reasoned ethics record

1. State the problem, the people affected and whether there is an immediate risk.
2. Identify the relevant duty and competing interests. Consider competence, confidentiality, conflict, accuracy and client independence.
3. Record the available actions, your chosen response and why it is appropriate.
4. Document communication, consent, safeguarding, supervision, referral or withdrawal steps as applicable.

Work with the client and the evidence

Use a suitable interpreter and record their role. Adapt questions for trauma, disability, age and communication needs. Separate instructions from independent evidence. Give clear written advice on options, risks, fees and deadlines, and explain the internal complaint process or regulator route as appropriate. Keep a versioned chronology, evidence index, decision note and client confirmation. [05] [49]

> Worked example. A sponsor pays the fee and asks you to omit a fact the client disclosed. Confirm who is instructing you. Decline to omit material information, protect the client's confidentiality and consider whether you can continue. Record the pressure and your reasons without disclosing sensitive information to the payer.

Refugee definition and the evidence test

For the separate Level 2 Asylum syllabus, begin with the Refugee Convention and the domestic legal framework. In a single-nationality case, identify the country of nationality, feared persecutor, alleged acts, reason for the risk, and why available protection or relocation may not resolve it. A complete analysis considers the statutory provisions, not only the client's account of past harm. [03] [25] [26] [27] [50]

Apply the two stages where section 32 governs

1. On the balance of probabilities, assess whether the person has, or is attributed, a relevant characteristic that could cause fear of persecution for a Convention reason and whether they in fact fear that persecution.
2. If those conditions are met, assess whether there is a reasonable likelihood of persecution for that reason on return and of lack of protection. Apply the statutory wording and current guidance to the case, including any issues of internal relocation.

Build a protection analysis

Link the fear to race, religion, nationality, political opinion or membership of a particular social group. Test attribution as well as actual characteristics. Gather recent country evidence tied to the person's locality, profile and access to protection. Identify exclusion, cessation, multiple nationality or national security issues for specialist review when required.

> Worked example. A witness describes threats after neighbours attributed a political view to them. At stage one, investigate the attribution and the actual fear. For prospective risk, analyse who can locate the person, local police protection and realistic relocation. Consider what later evidence does and does not establish.

Interviews, credibility and country evidence

An effective asylum file explains the source and reliability of each material fact. Use a timeline that distinguishes exact dates, approximate periods and estimates. Trace any translation, interpretation, trauma, age or literacy factor that might matter to the evidence without assuming it explains every discrepancy. [03] [27] [28] [29] [31]

Prepare the client without coaching

- Explain the role of screening, the substantive interview, interpreters and breaks. Identify communication and safeguarding needs early, including requests for adjustments.
- Ask open questions first. Separate what the client directly observed from what they heard. Clarify approximate dates and places using anchors the client recognises.
- Read back any statement with an interpreter if required. Keep earlier versions, explain why any correction was made and identify evidence that corroborates or qualifies the correction.
- Build a country evidence note recording publication, date, passage, geography and source limitations. Cross-check relevant country guidance and balance supporting and contrary material.

Respond to a discrepancy

Record the two passages precisely and ask the client to explain the difference. Obtain relevant material before making representations. Avoid rewriting the account to produce artificial consistency. If a clinical or specialist report is necessary, give a neutral question and relevant instructions within your competence.

> Worked example. Screening records the event in March, while a later interview records May. Ask what each date refers to, obtain the record and check whether the interpreter and format could have contributed. Keep both original records and document the evidence for any clarification.

Fresh submissions and third-country issues

Start by checking the procedural stage. A pending first claim, a refused claim with an outstanding appeal and a case with no outstanding appeal can have different routes for evidence. New material requires a reasoned comparison with what was already considered. [04] [13] [25] [30]

Structure further submissions

- Identify the previous reasons for refusal, any tribunal findings and the material that was before the earlier decision-maker.
- Separate genuinely new evidence from material previously considered. Explain the source, relevance and limits of each new item.
- Apply paragraph 353 where it governs the submissions. Ask whether the material is significantly different and, taken with the material previously considered, creates a realistic prospect of success before a tribunal. Record how each new item addresses a disputed issue.
- Check the current method of submitting evidence, any deadline and whether protection or human rights issues must also be raised in response to a notice. Escalate substantive appeal work or judicial review.

Recognise admissibility and referral risks

A third-country connection can trigger an admissibility issue before the substance of a protection claim is considered. Obtain the notice and travel history, identify personal safety and family factors and check current law, policy and deadlines. Refer a third-country asylum appeal or specialist challenge. Treat national security and serious exclusion questions as requiring specialist involvement. [04] [13] [25] [46]

> Worked example. After a concluded case, a new document is received from a previously unknown witness. Compare it against the earlier findings and establish reliability, rather than just resubmitting the full original bundle.

Children, age assessment and support

Separate the protection decision, age determination and welfare arrangements. An age dispute may affect accommodation, interviews and safeguards before a protection claim is decided. Take safe instructions and obtain documents without treating appearance alone as decisive. [03] [14] [28] [29] [32]

Assess immediate practical needs

- Establish claimed age and source, care arrangements, household and any urgent accommodation need. Identify whether the child is accompanied or unaccompanied and which authority is involved.
- Record the section 55 welfare issue, any age assessment or referral and dates. Identify the current statutory and policy framework for age assessment and refer any disputed or urgent challenge.
- Plan interpreter and interview accommodations. Identify the role of a responsible adult where applicable and avoid collecting evidence in a way that increases risk to the child or family.

Support, work and outcomes

Check the client's procedural stage, destitution and household facts before advising on asylum support. Support during a pending claim and support after refusal are different regimes. Identify any potential local authority responsibilities and seek specialist welfare advice where necessary. Check permission to work separately and verify expiry and restrictions. [22] [32] [33] [42]

> Worked example. A person says they are 17, has a disputed identity document and receives notice to move accommodation. Record the notice, check immediate safety, seek an urgent children's services and specialist referral as appropriate, and avoid treating the accommodation notice as conclusive on age.

Protection grants, review and related rights

Use the decision notice and the applicable protection policy as the basis for any post-grant advice. Refugee status, humanitarian protection and discretionary or other permission are distinct decisions. Record which decision was made, the date the claim was lodged, the duration and conditions of permission, and which next steps may be available. [25] [34] [35] [43]

Make a post-grant checklist

1. Verify the status record, conditions, expiry, work and any access to benefits.
2. Identify the policy applying to the date the protection claim was lodged. Check any temporary protection-route provisions, renewal or review requirements and arrangements relevant to children.
3. Check settlement or extension eligibility under the operative route. Diary the earliest action and the expiry date separately.
4. Check the current rules for a travel document and family options. Read any restrictions, closure, transition or exceptions on the relevant family route before advising a sponsor.
5. Discuss the potential protection implications of travel or contacting the authorities of the country of origin. Obtain specialist advice if cessation, revocation or disputed nationality is in issue.

Connect rights to the facts

Article 3 risk and Article 8 family or private life issues can arise in protection casework. Plan evidence for each legal question separately. Compare the applicable protection threshold to the evidence, and identify any issue needing a specialist review rather than extending the file beyond authorised scope. [04] [13] [15] [25]

> Worked example. Two clients received protection on the same day, but lodged claims on different dates. Check their individual decision notices and policy dates before giving either renewal or settlement advice.

Trafficking and modern slavery

Start with immediate safety, exploitation indicators and a safe way to communicate. Consider coercion, debt, restrictions on movement or withheld identity documents in context. Explain the role of the National Referral Mechanism and the involvement of designated first responders. Check consent and referral rules for adults and safeguards for children. [03] [04] [36] [56]

Keep the decisions distinct

- The Reasonable Grounds stage and the Conclusive Grounds stage are different decisions with different functions. Check the current evidential approach and guidance.
- A referral or positive identification does not itself grant immigration permission. Consider separate temporary permission provisions and other immigration or protection options within authorised scope.
- Check whether current guidance provides a reconsideration route for a negative finding. A judicial review challenge needs prompt referral to an authorised specialist.

Prepare evidence with care

Use an evidence table covering the account, control and exploitation indicators, dates, independent records, current needs and sensitive information. Commission expert or medico-legal evidence where relevant, with specific neutral questions and informed consent. Check the different legislation or guidance relevant to England and Wales, Scotland or Northern Ireland. [36] [37] [56]

> Worked example. A worker reports that documents were held and that they were moved between addresses. Establish immediate safety, agree secure contact and refer appropriately. Keep a separate note of evidence for identification, immigration permission and any protection claim. Do not promise a particular outcome.

Reading judgments and writing representations

A useful case citation answers one question. Record the court, the date, the point decided and whether later statute or authority affects it. Select the paragraph from the judgment yourself, then use your own words to explain how it applies to the facts. [02] [03] [09]

Four guided readings

- Agyarko and Ikuga. Identify the Article 8 reasoning, the role of the Rules and what the court considered when assessing exceptional circumstances. Compare evidence of practical barriers with a general preference to remain. [51]
- AM (Zimbabwe). Identify the Article 3 medical threshold discussed by the court and why availability and accessibility of treatment require distinct evidence. [52]
- HJ (Iran). Explain why the reason a person would conceal a relevant characteristic matters in protection analysis. Keep the court's reasoning tied to the individual facts. [53]
- Karanakaran. Identify the approach to evidence and future risk in this earlier decision. Compare it to the statutory framework under section 32 where that section applies. Check claim date and transitional provisions before deciding which approach governs. [26] [27] [54]

Representation structure

Open with the decision sought and source of authority. Present a short chronology and a rule-by-rule analysis. Label the documents that support each important fact. Address adverse material fairly. Close with remaining questions, any evidence that will follow and an accurate statement of scope.

> Editing exercise. Replace "the facts prove exceptional circumstances" with two evidence-based sentences. Identify whose daily care would change, how and why alternative arrangements are or are not realistic. Cite the relevant document and separate inference from verified fact.

Case A: status and validity

Daria's permission expires at midnight on 4 October. She submitted an online application at 20:40 that day. She shows a screenshot confirming submission and a card message saying the payment was reversed on 6 October. UKVI sent an email on 7 October asking for a response by a stated date. The employer wants a yes-or-no answer on whether she may work.

Write your answer

1. Identify the documents and dates you need before advising.
2. Explain why establishing section 3C is a separate exercise from identifying the immigration route.
3. Give a practical first response to the client and describe what should be recorded.

Model reasoning

Obtain the complete application, expiry evidence, fee and payment records, UKVI's message, and any correction or response. Check the correct form and applicable validity requirements on the date of submission. Establish whether UKVI treated the form as valid or gave an opportunity to correct the issue, and whether a response was made on time. Check the effect of any later variation or decision.

If the section 3C conditions are met, identify which prior conditions continue. If the facts remain incomplete, explain that status and work rights cannot yet be confirmed and record the urgent UKVI deadline. Give the client a clear action plan and refer the employer to the prescribed right-to-work checking route as appropriate. [09] [10] [11] [12] [23]

> Review your answer. It should identify a decisive missing fact, a source to check and a deadline owner. A confident prediction based on the submission screenshot alone is incomplete.

Case B: family evidence and referral

Mina's family application has been refused. The letter mentions financial evidence and says there are no exceptional circumstances. Her daughter, aged eight, spends three nights weekly with her. Mina provides medication and attends school meetings. A relationship certificate and a letter from a friend are in the file. The decision arrived in her spam folder and she shows you only a screenshot.

Write your answer

1. List the first four actions you would take.
2. Build a short evidence plan for the child's circumstances and the disputed financial issue.
3. Explain which review or appeal steps may need referral.

Model reasoning

Obtain the full decision and evidence of service. Record the date, client's location, representative details and any deadline. Read the decision and applicable rules before selecting a remedy. Secure the original evidence file and confirm instructions and competence.

For finances, identify the specific defect and the evidence required on the application date. For family life, confirm the actual care schedule, medication or clinician records, school contact and availability of other care. Apply the child-welfare question separately where relevant. Distinguish the legal issue from the additional evidence needed. If there is a valid initial lodging step and it falls within authorisation, act only within that scope and refer substantive appeal conduct. [04] [09] [13] [14] [19] [44] [48]

> Review your answer. Do not assume that more documents, a particular remedy or a generic Article 8 statement will fix the refusal.

Case C: protection and country evidence

Noor reports threats after a local group attributed a political opinion to them. An interview record places the first incident in late spring. Noor recalls it happened close to a named public event and was unsure which month was recorded. A public report documents problems in another region. Noor says police at home declined to intervene.

Write your answer

1. Separate the statutory stage-one questions from the future-risk analysis where section 32 applies.
2. Identify how you would check the discrepancy and the relevance of the public report.
3. Record what you would investigate about state protection and internal relocation.

Model reasoning

Confirm the claim date and the framework that applies. At stage one, investigate imputed political opinion and whether the claimant actually fears persecution, applying the relevant statutory standard. For future risk, identify who might target Noor, whether they can do so in the area concerned and the realistic availability of protection. Investigate internal relocation with the client's personal circumstances, access and safety in mind.

Compare interview notes, the public event timeline and any interpretation or reporting issue. Distinguish firsthand facts from estimates and retain both records. Check the geography, date and profile in the public report, then find reliable sources that bear on the client's local and personal circumstances. [25] [26] [27] [29] [31] [50]

> Review your answer. A report about a different region can inform context. Explain the remaining evidential gap before relying on it for a conclusion about Noor.

Case D: conflicted instructions and urgent harm

A sponsor pays for an adult family member's advice and insists that updates be sent to their own email. In a private meeting, the client reports controlling behaviour and asks you to delete that part of the record. The client is worried about housing and their immigration permission. A support worker offers to help but has no written authority to receive case details.

Write your answer

1. Identify the client, duties and immediate risks.
2. Set out how to handle communications, the case record and the third-party offer.
3. Explain what can be assessed now and what needs a timely referral.

Model reasoning

Confirm the adult client's wishes privately and agree a safe channel. Limit file access to authorised people. Explain confidentiality and its limits, assess safety and record the request securely. Distinguish a request to correct an inaccuracy from a request to erase information. Refer it promptly under the organisation's data rights procedure and record the decision, including any lawful reason to retain the information. [58] [59]

Check the domestic abuse concession and any applicable settlement route. For any referral, confirm the recipient, the lawful basis for sharing and any additional condition required for special category data. Record the client's instructions and any safeguarding duty, then share only the information needed via a secure channel. Consider whether conflict or scope requires withdrawal or referral. [04] [05] [16] [49] [58] [59]

> Review your answer. State what you will do immediately, who will receive information and why, and when you will check the client is safe.

Rapid checks and answer cues

Use these short prompts after studying the chapters. For each, name the decision-maker, check the current rule and write one fact you would verify.

Questions

1. A client wants to travel while an in-time application remains pending. What two issues must you check before giving an answer?
2. A sponsor has supplied bank statements but the credit descriptions do not match the employment evidence. What goes on the evidence plan?
3. A detainee asks you to appear at a First-tier Tribunal bail hearing. What can you do immediately?
4. A person with no passport is told they are automatically stateless. What should you investigate?
5. A potential trafficking victim receives a positive decision. What other decision must be checked before discussing a right to work?
6. A protection claimant gives two dates for a past event. What belongs in the record?

Answer cues

1. Check the effect of travel on any continuing leave and on the application under the relevant procedure. Confirm the route, travel timing and status before advising. [09] [12]
2. Identify what the rule requires, which dates and payments are disputed, and the primary evidence or explanation needed. [09] [11]
3. Confirm urgency, secure instructions and documents, then refer to a representative authorised for tribunal bail. [04] [21]
4. Check plausible nationality laws, parentage, records and recognition by relevant states. Plan safe evidence gathering. [17] [18]
5. Confirm the immigration grant or permission and its conditions separately from identification under the referral mechanism. [36] [37]
6. Preserve both original accounts, record context and explanation, and identify any corroboration or remaining gap. [27] [29]

Practical file templates

For training, fill in these templates with fictional information. Use the organisation's approved case management system for live work. Limit collection to what the case needs, restrict access and follow the organisation's retention schedule and any applicable legal or regulatory requirements. [58] [59]

Chronology and evidence index

- Chronology. Date or range | event | source | confirmed, reported or disputed | consequence or deadline.
- Evidence. Issue and legal requirement | document or witness | date and provenance | limitation | follow-up owner.
- Legal currency. Provision and paragraph | version or commencement | transition | date checked | application to the facts.

Advice and case transfer note

- Client objective and scope. Issue, authorised category, work agreed and any restriction.
- Analysis. Applicable source, options, evidence for and against, conclusion and uncertainty.
- Action. Client and adviser tasks, deadlines, cost information and communication arrangements.
- Referral. Reason, consent, recipient, evidence shared, deadline owner and confirmation of acceptance.
- Closure. Outcome, advice confirmed, retention details and any later deadline communicated.

Ethics record

Record the people affected, duty, immediate risk, competing options, reason for the response and who should review it. Record corrections and follow-up actions without overwriting prior material. [04] [05] [49]

> Self-marking prompt. Could another authorised adviser pick up the file tomorrow and identify the next action, its deadline and the evidence that supports your recommendation?

Syllabus coverage map

Use this map with the official Level 2 syllabus for your intended category. The chapter labels are study signposts. They describe the scope of this manual and are not reproduced syllabus text. [01] [02] [03]

Immigration syllabus

- Legal frameworks, Rules, procedure and decision-makers. Use Sources, Valid applications, Selecting a route, Residence and Suitability.
- Family, rights, nationality and statelessness. Use Family casework, Domestic abuse, Nationality and Human rights.
- Enforcement, remedies, bail, public funds and employment. Use Reviews, Enforcement and Public funds.
- Trafficking, vulnerability, ethics, practical communication and casework. Use Trafficking, Ethics, Reading judgments, Cases A–D and Practical file templates.

Asylum syllabus

- Shared immigration framework, procedure and options. Read Part I alongside your category's official requirements.
- Convention criteria, statutory evidence test, procedure and interviews. Use Refugee definition, Interviews and Fresh submissions.
- Third-country issues, children, age assessment, support, work and outcomes. Use Fresh submissions, Children, Protection grants and Public funds.
- Trafficking, human rights, referral and ethics. Use Trafficking, Human rights, Reviews, Enforcement, Ethics and Cases C–D.

Final revision check

For each topic, state the rule, apply it to an original fact pattern, identify evidence and give a safe next step. Practise finding the source yourself and checking the current candidate instructions. [02] [03] [38] [39] [40] [45]

Official source register

01	2026 competence assessment syllabuses and publication date
02	IAA Level 2 Immigration syllabus
03	IAA Level 2 Asylum syllabus
04	IAA guidance on Level 2 competence and work permitted
05	IAA Code of Standards and related publications
06	IAA announcement on assessment changes
07	IAA registration transition announcement
08	Historical shared Levels 2 and 3 exam resource book
09	Immigration Rules and current appendices
10	Immigration Act 1971
11	Home Office guidance on validating and varying applications
12	Home Office guidance on section 3C and section 3D leave
13	Nationality, Immigration and Asylum Act 2002
14	Section 55 and the welfare of children

Official source register (continued)

15	European Convention on Human Rights
16	Victim of Domestic Abuse caseworker guidance and concession
17	Appendix Statelessness
18	British Nationality Act 1981
19	Appeal against a visa or immigration decision
20	Appendix Administrative Review
21	Home Office immigration bail guidance
22	Immigration and Asylum Act 1999
23	Right to work checks for employers
24	Public funds and immigration status
25	Asylum and the Immigration Rules, including paragraph 353
26	Nationality and Borders Act 2022, section 32
27	Home Office asylum credibility and refugee status guidance
28	Asylum screening and routing guidance

Official source register (continued)

29	Home Office asylum interviews guidance
30	Home Office further submissions guidance
31	Home Office country policy and information notes
32	Home Office asylum support application guidance
33	Home Office permission to work and volunteering in asylum
34	Protection decisions and permission to stay
35	Appendix Family Reunion for sponsors with protection
36	Modern slavery statutory and non-statutory guidance
37	Home Office temporary permission for victims of trafficking or slavery
38	IAA information and resources for immigration advisers
39	Level 1 and Level 2 Immigration syllabus changes, read for Level 2 only
40	Level 2 Asylum syllabus changes
41	IAA registration explained
42	Asylum support after refusal: section 4(2) policy

Official source register (continued)

43	Asylum claims lodged on or after 2 March 2026: protection-route permission
44	Appeal or administrative review rights: Home Office guidance
45	IAA candidate information on the revised assessment arrangements
46	Apply for a judicial review in an immigration or asylum case
47	Home Office guidance on refugee protection, claims and interviews
48	Immigration and Asylum Chamber tribunal procedure rules
49	IAA resources for regulated organisations and complaints procedures
50	The Refugee Convention and Protocol, United Nations High Commissioner for Refugees
51	Agyarko and Ikuga: Supreme Court judgment on Article 8
52	AM (Zimbabwe): Supreme Court judgment on Article 3 medical claims
53	HJ (Iran): Supreme Court judgment on Convention protection
54	Karanakaran: Court of Appeal judgment on evidence and risk
55	Immigration and Asylum (Treatment of Claimants, etc.) Act 2004
56	Modern Slavery Act 2015

Official source register (continued)

57	The National Archives: Open Government Licence v3.0
58	ICO: A guide to lawful basis
59	ICO: Data protection principles and individual rights