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Standard Operating Procedures

Global Talent Independent Program - Expressions of Interest processing

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1. Introduction

This Standard Operating Procedure (SOP) document details the Global Talent Independent Program (GTIP) migration pathway, with an emphasis on the assessment of Expressions of Interest (EOIs).

The objectives of the SOP include:

- on-boarding of new assessment officers
- improving quality and consistency
- consolidating existing instructions for assessment officers
- directing officers to available resources.

As GTIP is a relatively new program, procedures are dynamic and this document will need to be updated regularly.

2. Background

The Global Talent Independent program was launched on 4 November 2019 with the intent to identify, attract and invite the best and brightest skilled migrants from across the globe. Up to 15,000 permanent migration places have been allocated to GTIP in the 2020–21 migration program year, triple the allocation from the previous program year.

Currently the target sectors are:

1. AgTech
2. FinTech
3. MedTech
4. Cyber Security
5. Quantum Information, Advanced Digital, Data Science and ICT
6. Space and Advanced Manufacturing
7. Energy and Mining Technology.

The Global Talent application process requires the candidate to submit an Expression of Interest (EOI) via the Global Talent contact form on the departmental website. Applicants able to demonstrate a track-record of internationally recognised exceptional and outstanding achievements within their target sector as outlined in the Procedural Instructions (PI) will then be formally invited by the Department to lodge a Distinguished Talent visa (subclass 858) application.

Global Talent Independent sub-team - contacts

The Global Talent Independent sub-team sits within the Skilled and Migration Program management section.

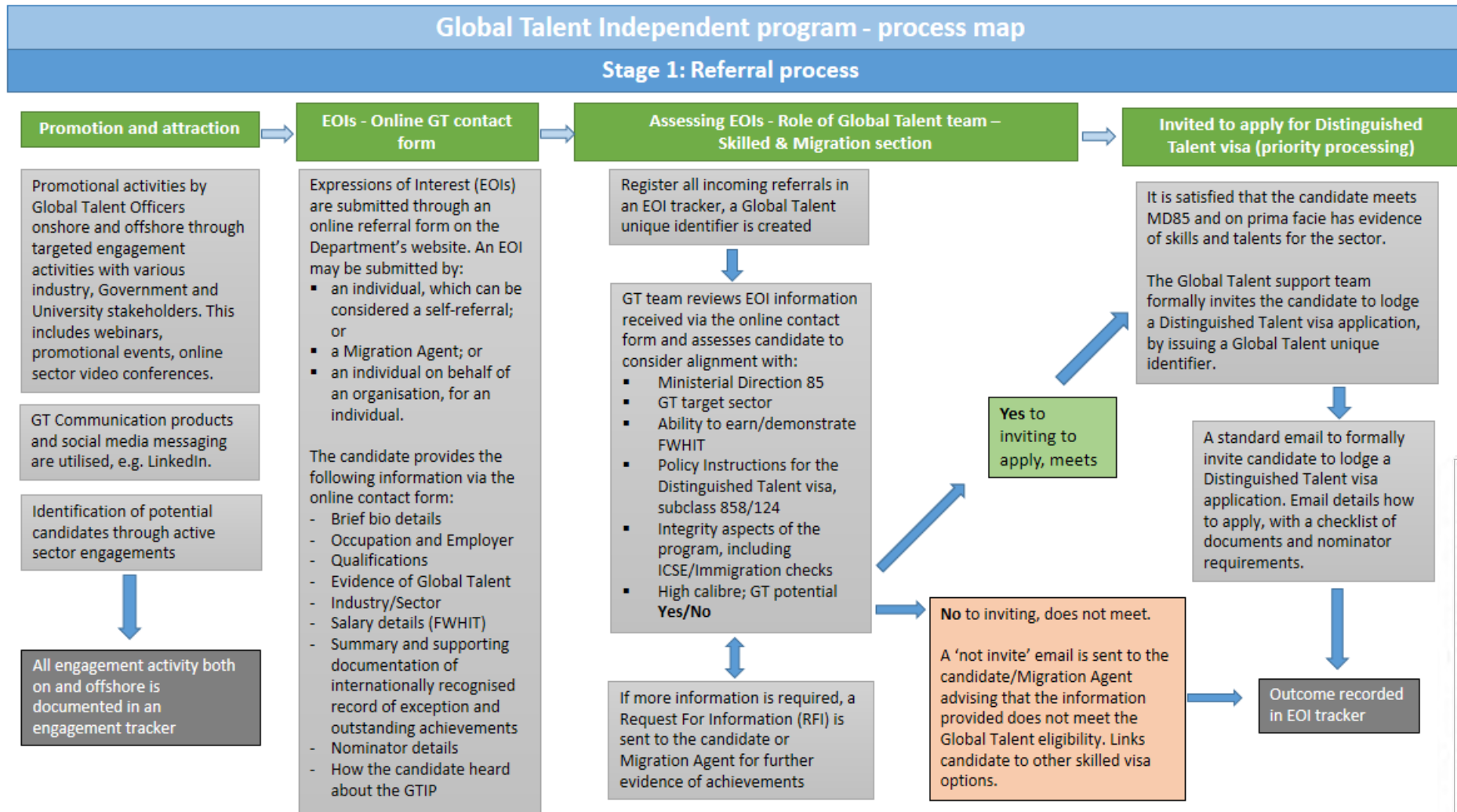
Name	Position	Location	Email	Emergency
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s. 22(1)(a)(ii), s. 47E(d)

3. Reference materials

Officers must familiarise themselves with the following reference materials.

3.1. Process map - s. 47E(d)



Stage 2: Visa Application stage - ImmiAccount



3.2. Legislation and policy

- Ministerial Direction 85:
<https://legend.border.gov.au/migration/2017-2020/2020/17-05-2020/acts/Pages/document00011/level%20200227/Direction-No-85.aspx>
- Subclass 858 and 124 regulations in LEGEND
- Subclass 858 and 124 Procedural Instructions in LEGEND

Note: Subclass 124 was repealed with NOV20 legislative changes on 14 November 2020. On-hand 124 and 858 applications lodged prior to this date will continue to be processed in line with the pre-NOV20 regulations and PI. As at 19 November 2020 the PIs are under review and have not yet been updated to align with the regulation changes.

3.3. Webpages

- Global Talent program overview:
<https://immi.homeaffairs.gov.au/visas/working-in-australia/visas-for-innovation>
- Distinguished Talent visa information:
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/distinguished-talent-858>
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/distinguished-talent-124>
- EOI (via Global Talent contact form):
<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/global-talent-contact-form>
- EOI (via Global Business and Talent Acquisition Taskforce):
<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/global-business-and-talent-attraction-taskforce-expression-of-interest-form>
- Sharepoint for GTI in OneSkilled:
[https://teams.bcz.gov.au/sites/GSMandBIIP/Processing/Global%20Talent%20Independent%20\(GTI\).aspx](https://teams.bcz.gov.au/sites/GSMandBIIP/Processing/Global%20Talent%20Independent%20(GTI).aspx)
- Paper nomination form (Form 1000):
<https://immiauthor.homeaffairs.gov.au/form-listing/forms/1000.pdf>
- Paper Distinguished Talent visa application form 47SV:
<https://immiauthor.homeaffairs.gov.au/form-listing/forms/47sv.pdf>

3.4. Processing tools

- Case note assessment template - s. 47E(d)
- GT EOI Tracker – Consolidated Tracker 2019-2020-2021 – Excel spreadsheet shared by assessors to track/update their EOI assessments. **Please remember to close when not in use!**
s. 47E(d)
- Stationery in mailboxes (RFI – request for information template, invitation/non-invitation letters, etc.)
- Email response templates - s. 47E(d)
- Register of Top 100 ASX companies - s. 47E(d)

3.5. Group mailboxes

Mailbox	Address	Owner
s. 22(1)(a)(ii), s. 47E(d)		

3.6. TRIM resources

Resource	Location
File – Processes and Standard Operating Procedures	s. 47E(d)
Email standard response template	
Detailed process map	
Register of Top 100 ASX companies	
Group mailbox auto reply	
Instructions for adding HA officers to Country Education Profiles (CEP)	
GTI Complex enquiries	
GTI Complex enquiry register	
Global Talent Independent – Reporting – Ad Hoc Reports incl FOI requests	
BP0001 – Global Perm and Temp visa activity report	
BP0067 – Permanent Skilled – Global Talent Independent visa activity report	
Global Talent EOI Registration Admin (SOPs and Tracker back-up files)	
Global Talent Factsheet	
GTI and Taskforce Factsheet	
Global Business and Talent Attraction Taskforce Factsheet	
Factsheets - Skilled, Regional, Global Talent (incl LA, HILA)	
Space and Advanced Manufacturing Factsheet	
Cyber Security Factsheet	
AgTech Factsheet	
Energy and Mining Technology Factsheet	
FinTech Factsheet	
MedTech Factsheet	
QI AD DS ICT Factsheet	
Documents moved from G:drive to TRIM	

3.7. Verification resources

Internet access including social media required s. 47E(d)

Type	Resource	Location
s. 47E(d)		

Released by Department of Home Affairs
under the *Freedom of Information Act 1982*

4. GTI promotions and pre-EOI engagement

Global Talent Officers (GTOs) are responsible for promotion of the program, identification and support of candidates in onshore and offshore territories. Candidate support includes:

- Streamlined pathways to permanent residency
- Bespoke advice on how and where to relocate
- Industry-specific networking
- End-to-end service with a single point of contact.

4.1. Global Talent Officers

GTO	Region	Office (GTOs currently onshore)	Telephone
S. 47F(1)			

4.2. Business Industry Regional Outreach officers (BIROs)

BIRO	Region	Work telephone	Mobile telephone
S. 47F(1)			

BIRO	Region	Work telephone	Mobile telephone
s. 22(1)(a)(ii)			

5. Registration of Expressions of Interest (EOIs)

5.1. Overview

- Global Talent candidates may be referred by a GTO or BIRO, or they may self-refer.
- Candidates submit an EOI via the following online form, to which they can attach documents:
<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/global-talent-contact-form>
- Candidates do not received an acknowledgement email. A message is displayed reading:
Thank you, your request has been successfully submitted, you will not receive a confirmation email. We will contact you as soon as possible.
- EOIs are received via email to s. 47E(d)
- Support officer creates a BCC file and registers on the tracker so it is ready for allocation.

5.2. Registration

Slightly outdated instructional videos are available s. 47E(d)

1. Open the GT EOI Tracker and Bulk email lists Excel files from s. 47E(d)
2. Open the oldest new EOI from the subfolder 1. Processing > Register on tracker in the s. 47E(d) mailbox
3. s. 47E(d)
4. If first EOI, create a BCC TRIM file. Proceed to Step 7.
5. s. 47E(d)

6 s. 47E(d)

7. Transpose all relevant information from the EOI email to the Tracker to complete the columns with an orange heading (except for RID and CID)
8. Complete the source field in accordance with the following instructions:
 - a. If referred by a GTO or BIRO, record the relevant region and advise relevant GTO via email of any cases containing their name (see [escalation protocols](#) and approved email stationery – further details in Step 6)
 - b. If not referred by a GTO or BIRO, copy and paste the email into the search section of the Bulk email lists spreadsheet
 - i. If the Bulk email lists spreadsheet identifies the email address, record the result in the source field
 - ii. For an N/A result, record as Self-referral in the source field


s. 47E(d)

9. If first EOI, create a BCC TRIM file. If second/third EOI, relate the files in TRIM.
10. Copy (right click from the preview pane) and paste the BCC file number into the Tracker
11. Copy and paste the client name and BCC file number into the email subject line
12. Save the EOI to the BCC file in TRIM.

5.3. Creation of a BCC file

1. Open TRIM (HPE Records Manager)
2. Select New and Record
3. Select Business Context Container (BCC) (the very last option) and click OK
4. Expand the record box and complete the following mandatory fields.
 - a. Classification: VISA AND MIGRATION MANAGEMENT - Visa Processing - (for the first time, you need to select the folder icon on the right side – scroll down to VISA AND MIGRATION MANAGEMENT, select Visa Processing and click OK.
 - b. File Title: First Names SURNAME/s - XX/XX/XXXX – Global Talent Independent program – Expression of interest

- c. Untick Set Taxonomy box
- d. Current Location: Global Talent & Regional Outreach (search for this by clicking on the folder icon)
- e. Classification should be automatically set at "OFFICIAL:Sensitive". If not, please edit manually.

Classification + Category (Security + Caveats) 

- f. Business Context ID is free text – type Global Talent
 - g. Business Context: Select the folder icon and choose – VISA
 - h. Business Context Subtype: Select folder icon and choose – ASSESSMENT
5. Select OK.

5.4. Creation of new part and to relate BCC files

1. Search for the original BCC in TRIM, right click on the BCC and select 'New' and then 'New Part'
2. Select 'Locate New Part with previous Part' as shown and click 'OK' to create a new BCC for the new EOI



Create New Part **s. 47F(1)**

☒ Locate New Part with previous Part

☐ Move New Part to new Location

☐ Move New Part and Previous Part to new Location

New Part Location

☒ Copy Notes

OK Cancel Help

3. To relate the BCC records in TRIM, right-click on the BCC, select 'Details' and click 'Relate'
4. Enter the original BCC in the 'With Record' field, click 'Add' and 'OK'

Records - 457586426,457653841 - 2 Records found

s. 47F(1)

Relate Records To s. 47F(1)

Relationship Type
Related to

Build up a list of Records to relate

✓	Record Number	Title
---	---------------	-------

With Record
s. 47F(1)

Search Remove Add

OK Cancel Help

5. To check the files are related right-click on the BCC and select 'Properties', and 'Related Records'.

BUSINESS CONTEXT CONTAINER (BCC) s. 47F(1)

Additional Information Record Actions Attached thesaurus terms

General Related Records Display and/or Modify Notes

Description	Related record	Related record title
Has First Part Of	s. 47F(1)	VISA AND MIGRATION .

Related record s. 47F(1)

OK Cancel Help

Note: TRIM files can be deleted by submitting a SRC request under 'TRIM RM8 Request for Assistance'

6. Consideration of EOIs

Instructional videos are slightly outdated, but available at: s. 47E(d)

The EOI process provides the department with a mechanism to support the responsive processing of applicants that are identified as highly desirable by the Government.

As candidates have not yet lodged a visa application, officers do not make an assessment under visa application criteria, but rather determine whether a candidate, on the basis of available information, fits the government guidelines for priority processing and invitation as per Ministerial Direction 85 and s. 47E(d).

- If satisfied that the candidate meets the invitation criteria, and there are no indicators that the applicant would not meet visa criteria, they may be invited to lodge an application.
- If information at hand indicates that the candidate would not meet invitation or visa criteria, an officer may notify the applicant that they are not invited to apply. See escalation protocols regarding manager GTO engagement.
- If the candidate appears to meet relevant criteria, but information is insufficient to make a determination, further information may be requested on one occasion.

Officers consider information and documentation received, and invite exceptional and outstanding candidates that would be able to earn at, or above, the Fair Work High Income Threshold (FWHIT) and appear prima facie to have the ability to satisfy visa criteria.

6.1. EOI consideration overview

1. Open:
 - a. The GT EOI Tracker – saved at: s. 47E(d)
 - b. The Global Talent mailbox –s. 47E(d)
 - c. The approved notes template - currently 'GT EOI candidate details' saved at: s. 47E(d)
 - d. This document – saved to: s. 47E(d)
2. Managers allocate EOIs by recording the assessor's name under the "Assessment being conducted by:" field in the Tracker

3. Open the TRIM file and any related TRIM files
4. Consider the EOI and associated documentation against the following criteria:
 - a. Current or projected income exceeds the Fair Work High Income Threshold (FWHIT), currently AUD 153600
 - b. Internationally recognised for exceptional or outstanding achievements in the target sectors
 - c. Currently prominent
 - d. Would be an asset to Australia (exceptional benefit to Australia if under 18-55 years or older)
 - e. Would not have difficulty acquiring employment or become established in Australia in the target sector
 - f. Nominated by a recognised Australian citizen, permanent resident, eligible NZ citizen or Australian organisation prominent in the same sector
 - g. Other relevant criteria for students
 - h. Identity
 - i. s. 37(2)(b)
 - j. s. 47E(d)
 - i. s. 47E(d)
 - ii. s. 47E(d)
5. Record your findings on the approved notes template
6. Decide whether to:
 - a. invite the candidate to apply for a visa – cc s. 47E(d) if Hong Kong national or Hong Kong resident, bcc GTO for GTO-referred/prioritised cases.
 - b. refuse to invite the candidate to apply for a visa – s. 47E(d)
 - c. request further information (RFI) – only request further information and/or evidence when the candidate appears to have a positive profile but information is insufficient to invite. Indicate in the RFI that requirements are currently not met, and additional information/evidence is needed to demonstrate there are grounds for invitation.
7. Save case notes and documentation to TRIM

GlobalTalent@homeaffair...
Conversation History
RSS Feeds
Inbox [281]
01. PROCESSING
*Register on tracker 46
Identified talent
Offshore EOIs 24/03/2020
Referrals from Processing team
02. Client enquiries 55
03. EOIs
A. Invited to apply 41
A. Not invited to apply 23
B. Lodgement 4
B. RFIs 42
s. 22(1)(a)(ii)
C. Sent to Central/South A 2

8. Notify candidate of outcome via email stationery (the invitation email includes the BCC file as a Global Talent unique identifier) and save email to TRIM (BCC file number should only be given to the candidate if they are invited; do not include BCC file number in RFIs or non-invitation notifications)
9. Drag the client EOI email into the relevant mailbox folder (see image) – do not delete
10. Update tracker tool. IMPORTANT: to prevent corruption of the data, **copy and paste values without formatting** (i.e. right-click and select Paste Values).

6.2. Evidence for consideration against GTI criteria

To be read alongside with regulations and the PI. Where discrepancies occur, consult a manager and give priority to the regulations and PI. See: [verification resources](#).

Source	Criterion	Evidence
Dir 85	Current or projected income exceeds the FWHIT	<p>Candidates declare their current income in the EOI form. Consider:</p> <ul style="list-style-type: none">• Evidence of current income, including:<ul style="list-style-type: none">○ Payslips○ Tax documentation○ Employment contracts○ Bank statements showing income• Evidence of projected income:<ul style="list-style-type: none">○ Job offers○ Contracts/partnerships○ Open source information indicating salary rates above the FWHIT for similar level professionals in the target sector, including:

s. 47E(d)

Source	Criterion	Evidence
		Certain students may be deemed to meet the projected income requirement on the basis of their qualifications.
Dir 85/regs	Internationally recognised for exceptional or outstanding achievements in the <u>target sectors</u>	<p>Evidence:</p> <ul style="list-style-type: none">• CV/work references/contracts/publications/citations etc• Compare achievements against the industry <u>factsheets</u>• Open source information (search for candidate and related organisations)• Documentation or online resources providing detail of the standing in this field of the applicant's home country• The equivalence of the education qualification in relation to Australian standards (<u>Country Education Profile</u>)• Patents• Organisational charts• Conduct internet research on the international standing of employers, organisations and universities<ul style="list-style-type: none">○ Company websites indicating global reach○ Media articles○ Times university ranking○ ASX Top 100/Fortune 500 companies○ Forbes top banks in the world <p>Evidence that students may be considered to be internationally recognised for exceptional or outstanding achievements includes:</p>

Source	Criterion	Evidence
		<ul style="list-style-type: none">• PhD graduation certificates indicating a field of research from a <u>target sector</u> within the past 3 years, or a letter from the institution confirming the student will submit their thesis within 6 months, or• Academic transcripts indicating they graduated with a Masters or Bachelor with Honours degree in a <u>target sector</u> in the past three years with a grade point average of 80% or better.• Record of peer-reviewed international publications with a strong record of citations – Internet searches: websites such as <u>Google scholar</u>, <u>Researchgate</u>, Scopus, Semantic Scholar• Presentations at international conferences as keynote speaker• Extensive experience as a reviewer for international journal articles• High number of publications in reputable peer-reviewed international journals• Special talents/skillset being utilised in prestigious research/projects funded by the industry or government. E.g. CSIRO, Australian Research Council• Evidence of extensive and continued involvement reviewing international journal articles• Evidence of an active record in research that has resulted in excess of one hundred citations• Evidence of being a research lead• Evidence of holding a senior academic/leadership role (e.g. Professor, head of a research centre, or dean of school) in multiple countries, or in an institute with a standing comparable to or higher than the Australian/international standard• Evidence of patents with proof of application/ commercialisation• Evidence of successful application of research findings with positive impact on the community or industry

Source	Criterion	Evidence
		<ul style="list-style-type: none">• Contribution to prestigious research with high impact• Supporting statements provided by universities to demonstrate international significance of research and benefits to Australia (e.g. letters from Australian <u>Group of Eight</u> universities)
Act/Regs	Able to apply	s. 47E(d)
Regs	Still prominent in the area	<p>Evidence includes:</p> <ul style="list-style-type: none">• Recently completed projects• Recent publications• Currently and recently held senior positions• Presentations at professional fora, conferences and events• Recent patents, trademarks, copyrights and other intellectual property• Recent awards
Regs	Asset to the Australian community	<p>A candidate may provide the following information to demonstrate they will be an 'asset':</p> <ul style="list-style-type: none">• evidence that they have created a product/ technological advancement that is unique, and cutting edge in nature;• evidence demonstrating that the applicant's research fills a significant knowledge gap and will be of benefit to industry, business or academia in Australia; or• evidence of their involvement in (successfully) establishing a start-up company.
Regs	No difficulty becoming established in Australia in the target sector	<p>Evidence that may demonstrate this criterion:</p> <ul style="list-style-type: none">• employment contracts or offers related to the target sector in Australia;

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Source	Criterion	Evidence
		<ul style="list-style-type: none"> evidence of self-employment or opportunities to establish a viable business within the area of achievement; evidence of sponsorships, scholarships, grants or other payments intended to support the applicant while they are engaged in activities related to the area of achievement; evidence of academic qualifications in their area of achievement. E.g. PhD or Masters degree; evidence of high scores (overall grade-point average of 80 out of 100) during the completion of their Masters degree or Bachelor Honours degree, or demonstrated track records of previous employment in their area of achievement.
Regs	<p>Australian citizen, PR, eligible NZ citizen* or Australian organisation nominator with a national reputation in the target sector</p> <p>*Eligible NZ citizens are defined under <u>regulation 1.03 of the Migration Regulations 1994</u></p>	<p>As Form 1000 is not mandatorily provided with the EOI, officers perform brief ICSE checks to confirm the nominator's status in Australia. Individuals who have never travelled to Australia, and Australian citizens or residents who have not travelled overseas in many years may not have an ICSE record.</p> <p>Candidates will need to be nominated by an Australian organisation or individual with a national reputation in the same field, to endorse their credentials as being exceptionally talented. Nominators may include:</p> <ul style="list-style-type: none"> Commonwealth and State and Territory Govt agencies (CSIRO) Dept of Industry, Innovation and Science Growth Centres Peak Industry bodies An Australia business Australian citizen, permanent resident or an Australian organisation with a national reputation. <p>Check whether the nominator has a national reputation in the target sector via open source information and/or any evidence provided with the EOI.</p>

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Source	Criterion	Evidence
Regs	Exceptional benefit if outside 18 – 54 age range	Consider evidence of applicant's ability and intention to create benefits for Australia in relation to their age. Evidence may include business plans, investments, contracts, partnership documentation etc. Officers may seek, if not provided, evidence of the candidates immediate intention/plans upon arrival in Australia.
Regs	Public Interest Criteria (PICs)	Search for a record in ICSE/CSP and check any previous visas, refusals, cancellations and movements. s. 37(2)(b) Note that custody, health and character information is not requested at the EOI stage. s. 47E(d)
Regs	Member of family unit (MOFU)	s. 47E(d)

6.3. Case studies

6.3.1. Case studies – clear invitations

s. 47F(1)

6.3.2. Case studies – clear do not invites

s. 47F(1)


S. 47F(1)

6.3.3. Case studies – complex cases

S. 47F(1)

6.4. Invitation to apply

1. Considered all information (including the client's response to your RFI, if applicable) in TRIM
2. From the Global Talent mailbox, go to the stationery folder, and open the template named 'Invitation to apply for the Global Talent Program (Distinguished Talent visa)'
 - a. Change the email in the 'From' field to send from the Global Talent mailbox
 - b. Add the client email address to the 'To' field
 - c. If the candidate is from Hong Kong, cc to s. 47E(d) or bcc for other nationalities in Hong Kong. See [Escalation Protocol](#). If the candidate referred/prioritised by a GTO, bcc the relevant GTO.
 - d. Enter the client's name and BCC file number into the email – the BCC file number is their Global Talent unique identifier
 - e. Amend the template as required depending on whether there is an authorised recipient or the client is offshore
 - f. Remove yellow highlights and red text
 - g. Check that your personal email signature has not been added to the email, but add your first name to the GTIP signature
 - h. Send and TRIM the invitation email to the clients BCC file
 - i. If a GTO referral, forward the invitation email to the relevant GTO

Send	From ▾	s. 47E(d)
	To...	
	Cc...	
	Subject	Invitation to apply for the Global Talent Independent program (Distinguished Talent visa)
	Attached	 GTI Document Checklist.pdf 558 KB

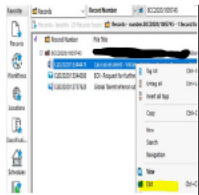
Dear

Invitation to apply for the Global Talent Independent program (Distinguished Talent visa) - NameXXXX - BCCXXXX/XXXXXX (Global Talent unique identifier)

(Remove the following paragraph if no Migration Agent is acting) You have been authorised to receive correspondence on behalf of this candidate. When we say 'you or your' in the following correspondence, we are referring to this candidate.

Thank you for expressing an interest in the Global Talent Independent program. Based on the information you have provided, the Department is pleased to consider you under the Global Talent Independent program.

3. Update the case assessment notes in TRIM to reflect your decision:
 - a. right-click on the notes document in TRIM and select 'edit' in the pop-up box
 - b. amend the case notes as required and save.




4. Slide the EOI email into the mailbox folder 03. EOIs > A. Invited to apply
5. If a GTO referral, send a copy of the invite email to the GTO

6. Update the EOI Tracker
 - a. Access s. 47E(d)
 - b. Open the Tracker
 - c. Find the client on the spreadsheet and update the following highlighted fields accordingly.

Assessment being conducted by:	Client ID2	Client location onshore/offshore (as at time of assessment)	Onshore application bar	RFI request date	RFI received date	Status	Invite / No Invite / Closed Date	Broader portfolio of achievement	Priority EOI Tag	Comments

6.5. Do not invite to apply

1. Consider all information (including the client's response to your RFI, if applicable) in TRIM
2. If the candidate has been referred by a GTO, escalate to manager (APS 6 / EL1) prior to non-invite so that discussion can be held with GTO officer – refer to Escalation Protocols.
3. From the Global Talent mailbox, go to the stationery folder, and open the template named 'The information you have provided does not meet the Global Talent eligibility'.
 - a. Change the email in the 'From' field to send from the Global Talent mailbox
 - b. Enter the client's name – do not include the BCC file number
 - c. Amend the template as appropriate, including entering the candidate's passport number
 - d. Remove yellow highlights and red text
 - e. Check that your personal email signature has not been added to the email, but add your first name to the GTIP signature
 - a. Send and TRIM the non-invitation email to the client's BCC file.

 Send	From ▾	s. 47E(d)
	To...	
	Cc...	
	Subject: The information you have provided does not meet the Global Talent eligibility	

Dear <title> XXXXXXXXX

(Remove this first paragraph if no Migration Agent is acting) You have been authorised to receive correspondence on behalf of the candidate XXXXXX. When we say 'you or your' in the following correspondence, we are referring to this candidate.

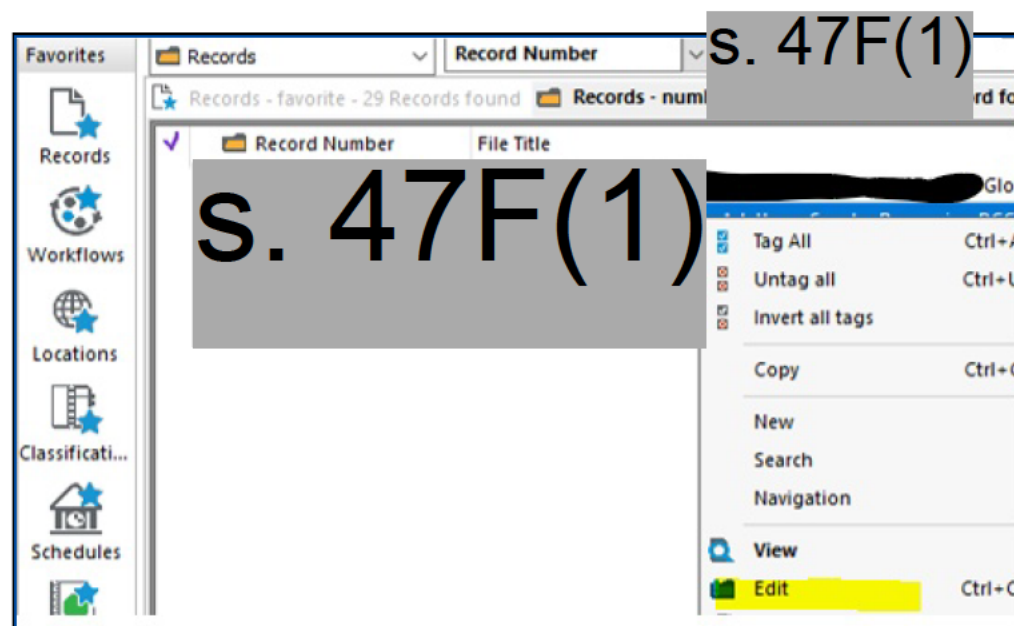
Thank you for taking the time to express your interest in the Global Talent Independent (GTI) Program and for providing the Department with further information (REMOVE if no RFI).

Unfortunately, the information you have provided does not meet the Global Talent Independent program eligibility.

<SCHEDULE 3 OPTION - Include the text below if the onshore candidate does not meet Schedule 3>

To be eligible to apply for the GTI Program, under the subclass 858 Distinguished Talent visa, individuals must hold a substantive visa at the time of application.

4. Update the case assessment notes in TRIM to reflect your decision:
 - b. right-click on the notes document in TRIM and select 'edit' in the pop-up box
 - c. amend the case notes as required and save (see image below).

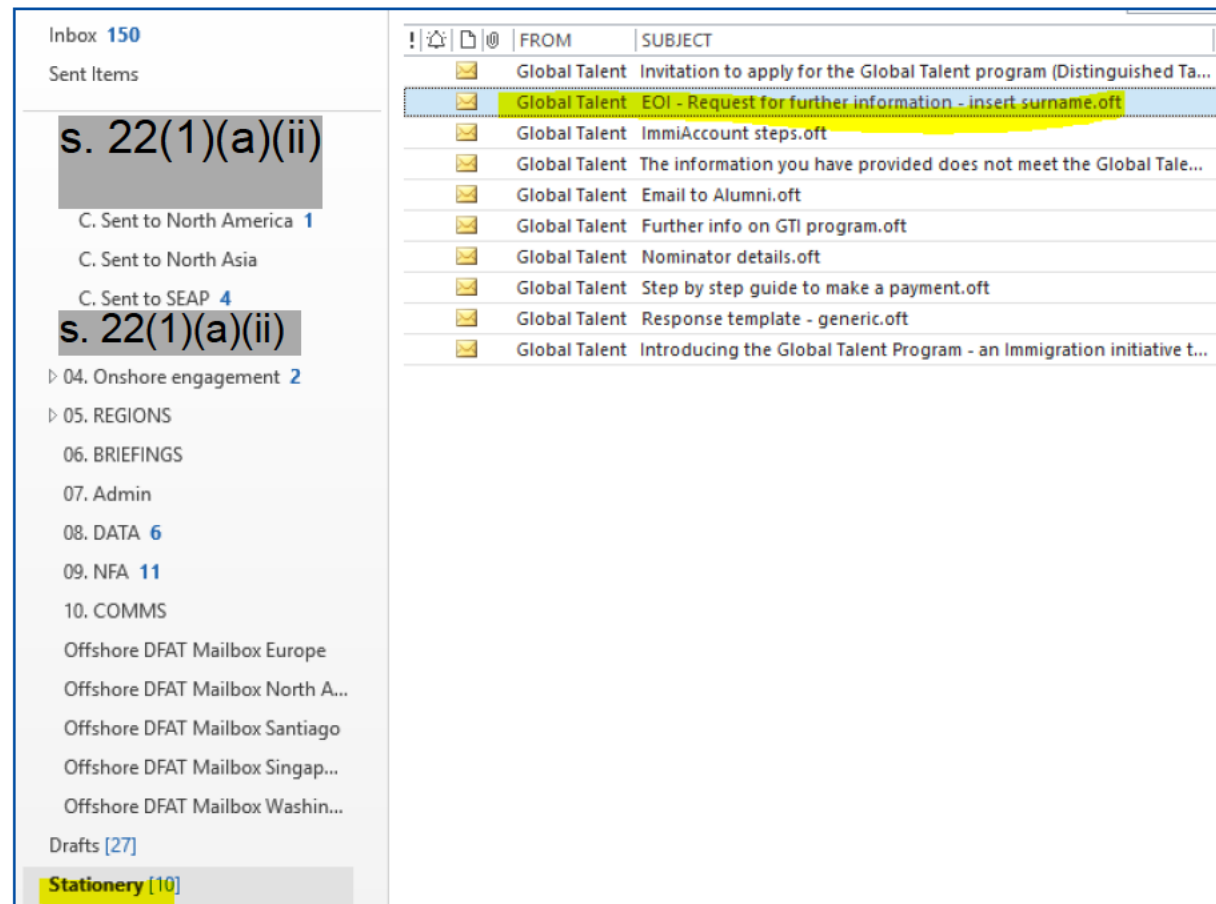


5. Slide the EOI email into the mailbox folder 03. EOIs > A. Not invited to apply.
6. Update the EOI Tracker:
 - d. Access s. 47E(d)
 - e. Open the Tracker
 - f. Find the client on the spreadsheet and update the following highlighted fields accordingly.

Assessment being conducted by:	Client ID2	Client location onshore/offshore (as at time of assessment)	Onshore application bar	RFI request date	RFI received date	Status	Invite / No Invite / Closed Date	Broader portfolio of achievement	Priority EOI Tag	Comments

6.6. Request for further information

1. Record your case notes in the case assessment Word document and save it into a folder on your computer.
2. In the Global Talent mailbox 'stationery' folder, open the 'EOI – Request for further information' template.



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3. Complete the RFI template:

- Change the email in the 'From' field to send from the Global Talent mailbox
- Enter the client's name – do not include the BCC file
- Amend the template as appropriate to request further information, including the candidate's passport number
- Remove highlighted and red text
- Add your first name to the signature, and check that your personal email signature has not been added to the email
- Send and TRIM the non-invitation email to the client's BCC file.

The screenshot shows an email composition interface. On the left is a 'Send' button with an envelope icon. To its right are three buttons: 'From' (with a dropdown arrow), 'To...', and 'Cc...'. Below these is a 'Subject' label. The 'From' field contains a redacted name 's. 47E(d)'. The 'To...' and 'Cc...' fields are empty. The 'Subject' field contains the text 'EOI: Request for further information - <insert first name and surname>', where the placeholder text is highlighted in yellow.

- TRIM the RFI email under the client's BCC file number from the mailbox sent folder
- TRIM the case assessment Word document you had saved earlier under the same BCC file number
- Slide the EOI email into the mailbox folder 03. EOIs > B. RFIs
- Update the EOI Tracker:
 - Access s. 47E(d)
 - Open Tracker
 - Find the client on the spreadsheet and update the following highlighted fields accordingly.

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Assessment being conducted by:	Client ID2	Client location onshore/offshore (as at time of assessment)	Onshore application bar	RFI request date	RFI received date	Status	Invite / No Invite / Closed Date	Broader portfolio of achievement	Priority EOI Tag	Comments

10. The Mailbox manager will TRIM the RFI and put the email into your sub-folder - monitor your email folder within the Global Talent mailbox for RFI responses

11. Reconsider the EOI inclusive of new information as per the initial process, then decide whether to invite or not. RFIs should generally not be sent more than once.

7. Escalation protocol

Officer	Scenario	Action
Registration officer	Registration officer identifies GTO-referred EOI, or EOI that mentions GTO officer's name	Escalate to GTO: 1. Send email to relevant GTO advising them of EOI and priority allocation 2. Update tracker with priority tag details as per above registration instructions 3. If GTO responds that case is <u>not a priority</u> remove tracker priority accordingly
Registration officer	Registration officer identifies EOI submitted by ASX 100 company (refer <u>s. 47E(d)</u>)	Escalate to GTO-ACT <u>s. 22(1)(a)(ii)</u> 1. Send email to GTO ACT advising of EOI and priority allocation 2. If GTO ACT responds that case is <u>not a priority</u> update tracker priority tag accordingly
APS 5 EOI officer	APS 5 EOI assessor is minded to invite an EOI candidate <u>s. 47E(d)</u>	Escalate to APS 6 for consideration of <u>s. 47E(d)</u>

Officer	Scenario	Action
s. 47E(d)		
APS 5 and APS 6 EOI officers	All EOI assessors - officer sends invite to GTO-supported applicant	BCC the relevant GTO's email address in the invitation notification email

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Officer	Scenario	Action
s. 47E(d)		
APS 5 and APS 6 EOI officers	All officers - (HK nationals and third country nationals) - when sending invitation	<ol style="list-style-type: none">1. CC GTO HK when emailing invitations to Hong Kong nationals - s. 47E(d)2. BCC GTO HK when emailing invitations to third country nationals residing in Hong Kong -s. 47E(d)

8. Appendix

8.1. Registration

8.1.1. Searching for duplicate EOIs

Open Outlook and click on the folder named: **Register on tracker**

All of the emails that need to be registered onto the tracker spreadsheet are in this folder, along with some emails from applicants containing additional information to be trimmed into their files.

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When adding the details of the EOI into the tracker you should only

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enter the EOI once. Trim the duplicate EOI's into the same BCC file.

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s. 47E(d)

Search method 1:

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Search method 2:

s. 47E(d), s. 47F(1)

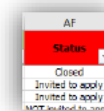
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8.1.2. Transposing data from EOI to the Tracker

Once you are confident that you will not be duplicating the records in the tracker you can begin opening each email and copy/paste the information required into each column of the tracker.

The columns that you will need to input data into are:

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Explanations of each of the data columns:

(Use the drop-down list options wherever they are given)

Column A: **Program Year** – Select the appropriate program year by referring to the submission date of the EOI.

Column B: **Request ID** – this field does not require completion at registration stage and is to be completed by the person responsible for importing data from webi reports.

Column C: **Client ID** – this field does not require completion at registration stage and is to be completed at the EOI assessment stage.

Column D: **Invitation code (T or G)** –

The new invitation code formats will be a T or G letter, followed by five digits as per the **row number**, as follows:

- T12345 – for Taskforce-invited applicants
- G54321 – for Global Talent Independent - invited applicants

Column E: **EOI** – this will indicate whether this is the client's first EOI submission, or subsequent submission. 'No EOI' or 'not recorded' is only used for historical cases

Column F: **Date received** - refer to the submission date of the EOI

Column G: **BCC** – TRIM number created by the registration officer for the EOI

Column H: **SURNAME** – as provided in the EOI

Column I: **Given Names** – as provided in the EOI

Column J: **Date of Birth** – as provided in the EOI

Column K: **PPT** – as provided in the EOI

Column L: **Nationality** – as provided in the EOI

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Column M: **Country living** – as provided in the EOI

Column N: **Source** – this will either be indicated on the EOI with the GTO's name, or when you search for the applicant's email address in the 'Bulk email lists' spreadsheet. When searching in the 'Bulk email lists' spreadsheet, anything other than #N/A will identify the source (Please refer Step 1 & 8(b) of 5.2. Registration in the SOP for instructions on how to conduct a search in the 'Bulk email lists' spreadsheet).

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Column N: **Source** (cont'd)

- Choose **GTO - Canberra** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **GTO - Central/South America** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **GTO - Europe** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **GTO - North America** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **GTO - North Asia** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **GTO - SEAP** – if the EOI names s. 22(1)(a)(ii) as the GTO contact
- Choose **BIRO** – if the EOI names a Regional Outreach Officer as the contact (refer to SOP for list of BIROs)
- Choose **SkillSelect EOI's** – if the client's email address is found on the Bulk email list under 'SkillSelect PhD'
- Choose **Students (PhD/Masters)** – if the client's email address is found on the Bulk email list under 'PhD 2019 Grad'
- Choose **TSS** – if the client's email address is found on the Bulk email list under 'TSS'
- Choose **TSS ICT** – if the client's email address is found on the Bulk email list under 'TSSICT'
- Choose **Self referral** – if the EOI does not have a GTO contact or is not found on the Bulk email list.

Column O: **Sector** – as provided in the EOI

Column P: **Occupation** – as provided in the EOI

Column Q: **Employer/Organisation** – as provided in the EOI

Column R: **Salary** – as provided in the EOI, or converted in to Australian dollars of

Column S: **FWHIT**

- Choose **Yes** – if applicant's salary is AUD\$153,600 or above
- Choose **No** – if applicant's salary is less than AUD\$153,600
- Choose **Student Cohort** – if applicant has completed PhD, Masters or Bachelor w/Honours in the last 3 years, or if they are submitting their PhD thesis in next 6 months
- Choose **Not recorded** – this option is only used for historical cases

Column T: **Student Cohort PhD tag**

- Choose **Y** – if FWHIT column indicates case is a 'student cohort' and applicant has a PhD or will submit their PhD thesis in the next 6 months.
- Choose **N** – if FWHIT column indicates case is a 'student cohort' and applicant does not have a PhD and will not submit their thesis in the next 6 months.
- Choose **Not Required** – if FWHIT column does not have 'student cohort' selected (ie: client is either Y or N for FWHIT).

Column U: **Highest qualification attained**

Column V: **Nominator**

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- Choose from 'Australian citizen', 'Australian permanent resident', 'eligible NZ citizen', or 'Organisation' as indicated in the EOI. Choose 'University' if the nominating organisation is a University.
- Choose 'Nil' if the candidate does not have a nominator
- Choose 'Not Recorded' – this option is only used for historical cases

Column W: **Nominator name** – Individual name, Date of birth and occupation, OR Australian organisation name.

Column X: **How did the client hear about GTI?** – as provided in EOI

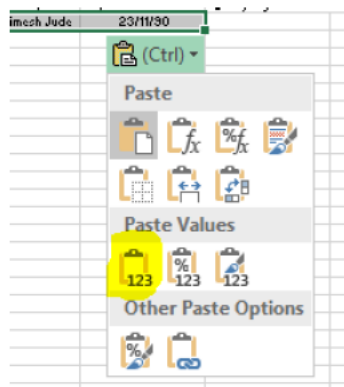
Column Y: **Email Address** – as provided in EOI. Please use migration agent's email if an agent is representing the candidate.

Column AF: **Status** – select '**EOI to be assessed**' from drop down menu

Column AI: **Priority EOI Tag** - complete this column if the EOI requires priority allocation

s. 22(1)(a)(ii)


To avoid issues with amending the tracker at the same time that several other staff are accessing it, we have our own 'personal' trackers that we enter the data onto first and then copy/paste into the main tracker at the end of the day. IMPORTANT: Please choose Paste Values when pasting the data across from your tracker to the main tracker otherwise, it can corrupt the main tracker.



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The personal trackers are located at s. 47E(d)

s. 47E(d), s. 22(1)(a)(ii)



8.1.3. Creating multiple TRIM files (BCC file numbers)

This is an advanced alternative method to create TRIM files for EOIs on bulk. For a simpler method to create single TRIM files one by one, please refer to [5.2 Registration](#) in the SOP.

Once you have finished entering the data onto the tracker, you will need to generate BCC files for each EOI and then TRIM each of the EOI emails.

Open TRIM

Create New BCC

Enter the file details as shown in the two screenshots below then click OK:

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This creates your first generic BCC:

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To create multiple BCC's with the same file details:
Right click the file you created, choose New > Copy Record

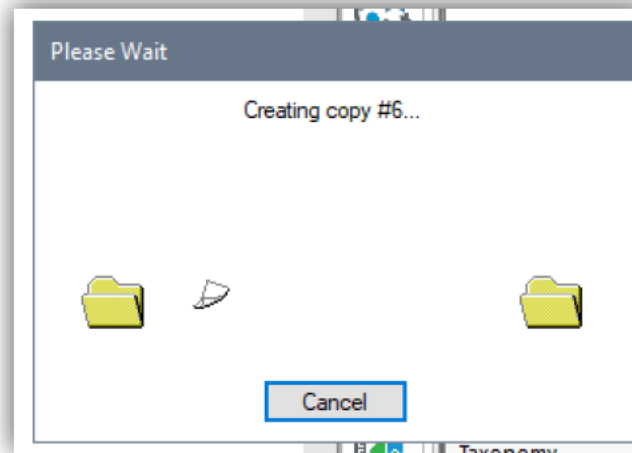
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Enter the number of copies you require and make sure the tick box to relate the files is left un-ticked:

s. 47E(d)



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When TRIM has created your file copies, you will see them all on one screen

S. 47F(1)

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Update your tracker with the BCC numbers (usually consecutive)

To use the auto-fill function in excel, roll your mouse over the little square in the bottom right of the cell with the BCC number, until the cursor changes from a thick white plus (+) symbol into a skinny black plus (+) symbol.

Click and drag the cursor down for the required number of cells.

Double check that the BCC numbers correspond with the BCC numbers in TRIM.

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Go into TRIM and update each file title with the applicant's name and DOB:
(You can set up the names and DOB's in a word document to allow for easier cutting and pasting)

S. 47E(d)

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Once you have edited the generic file title, you will see it has changed:

S. 47F(1)

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Update the file titles for all of the files:

S. 47F(1)

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Go back to the emails in outlook and update the subject line to include the BCC number:

S. 47F(1)

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S. 47F(1)

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TRIM the EOI email, using click and drag:

S. 47F(1)

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Close the new tab that shows the email was trimmed.

You should see the email subject line now has the letters "HPRM" in it and the BCC has a plus (+) symbol against the file number (indicating it contains documents)

S. 47F(1)

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Continue Trimming the rest of the emails until done.

S. 47F(1)

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Move the emails into the folder called: ***EOI's registered (onshore & offshore)**
Copy/Paste the EOI details from my personal tracker into the main tracker.
Save and close trackers.

S. 47F(1)

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9. Version Control

Version number	Date of issue	Author(s)	Brief description of change
1	November 2020	s. 22(1)(a)(ii)	Initial Development
2	December 2020		Updated GTO and ROO contact details based on advice from Global Talent and Outreach Section – being renamed to <i>Visa Engagement and Outreach Section</i>
	January 2021		Added TRIM references, including to standard response template Added link to case note assessment template on P:drive Updated escalation protocol to add instructions for closure of EOI by clients granted a BIIP visa Changed references from 'ROO' to "BIRO"