Visa Verification Process Guide

Checking Visa Eligibility using the Visa Entitlement Verification Online (VEVO)

TAFE and Learn Locals directly enrolling eligible people seeking asylum and refugees are responsible to do the VEVO check.

ASRC referring eligible people to TAFE, Learn Locals and Private RTOs for enrolment in courses continues to be responsible to do the VEVO check.

VEVO is used to check the type of Visa that people who are eligible must hold which includes one of the following:

- Bridging VISA E (BVE) (Subclass 050 or 051)
- Temporary Protection Visa (TPV) (Subclass 785)
- Safe Haven Enterprise Visa (SHEV) (Subclass 790)

VEVO is also used to check whether the person who is eligible holds study rights and if necessary i.e. doing a student placement, holds work rights.

<go to the next page>

Steps to do a VEVO check

For steps on how to do the VEVO check, please visit the website at https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)

Alternatively, you can follow the steps below.

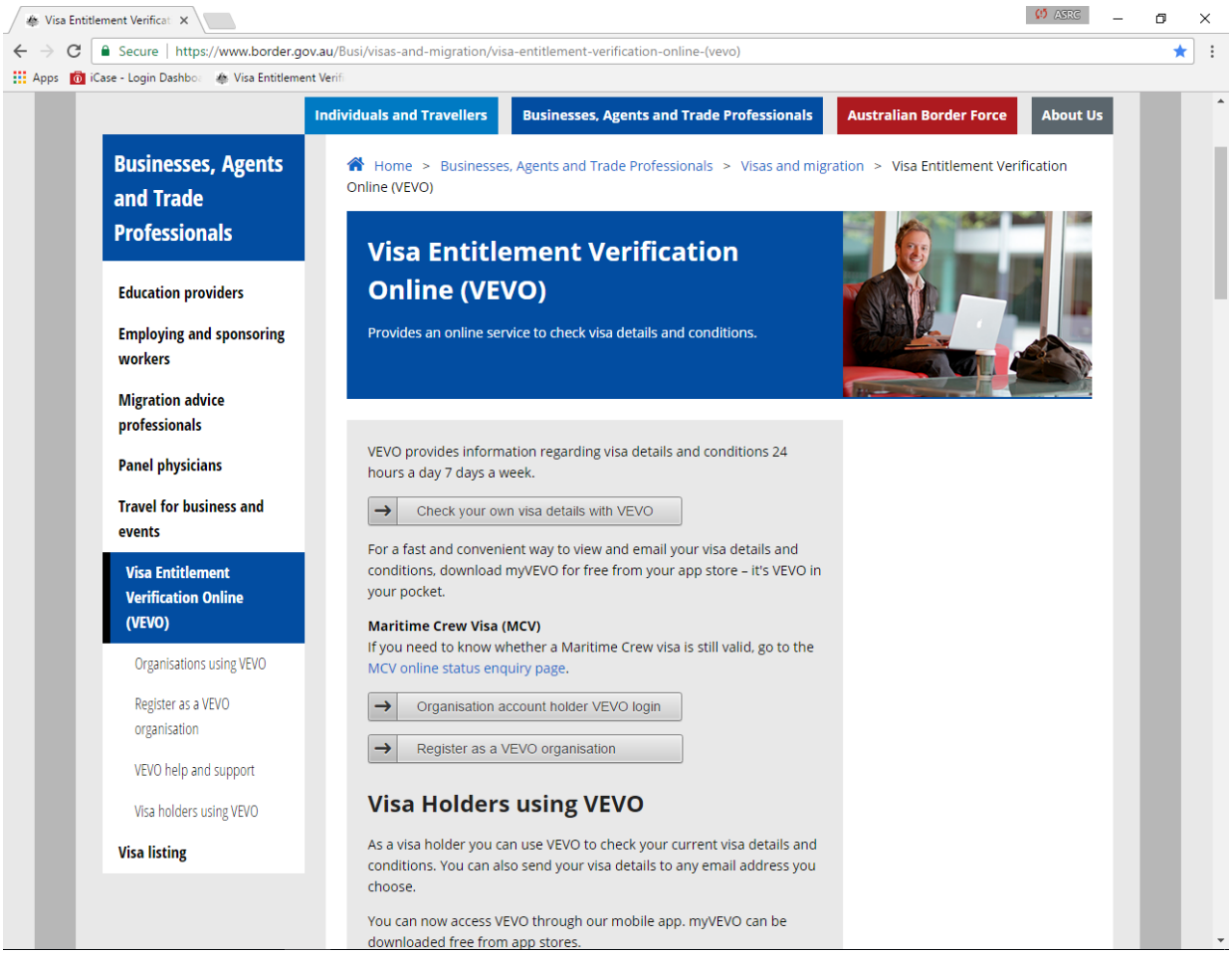
Step1 - Organisation account holder VEVO login

The first screen takes you to the Visa Entitlement Verification Online log in page.

Locate these buttons on the screen:

- Organisations using VEVO
- Register as a VEVO organisation
- VEVO help and support

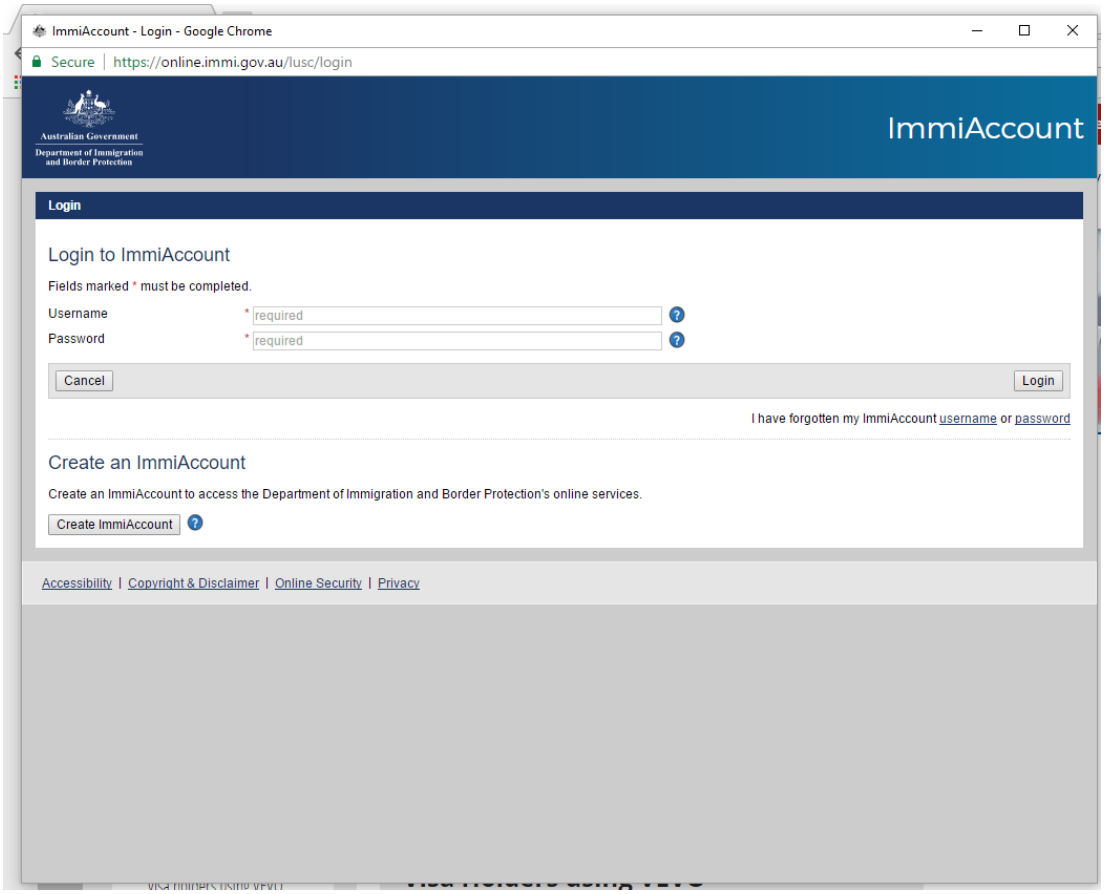
Then **click on the 'Organisation account holder VEVO login' button** then you will be taken to the next screen.



Step 2 – Login to your VEVO account

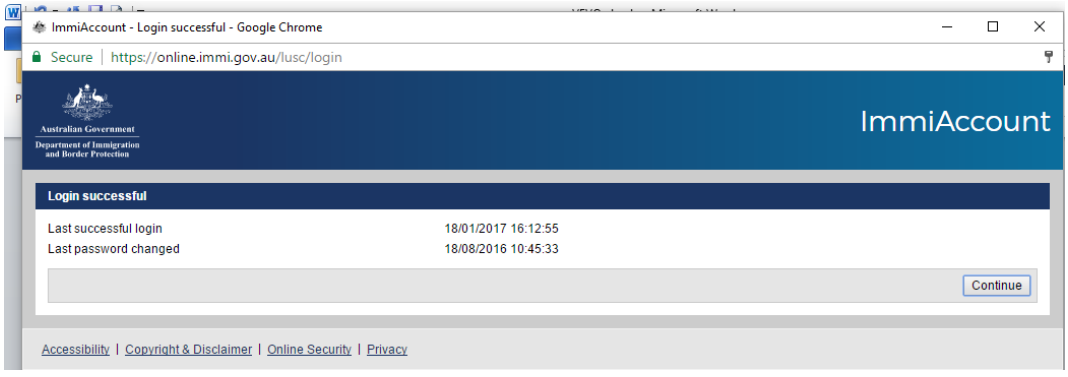
Note: **You may be asked if you wish to save the password. Your answer here is always 'Never'** - this must be kept as a secure login.

After you enter your details you will be taken to the next screen.



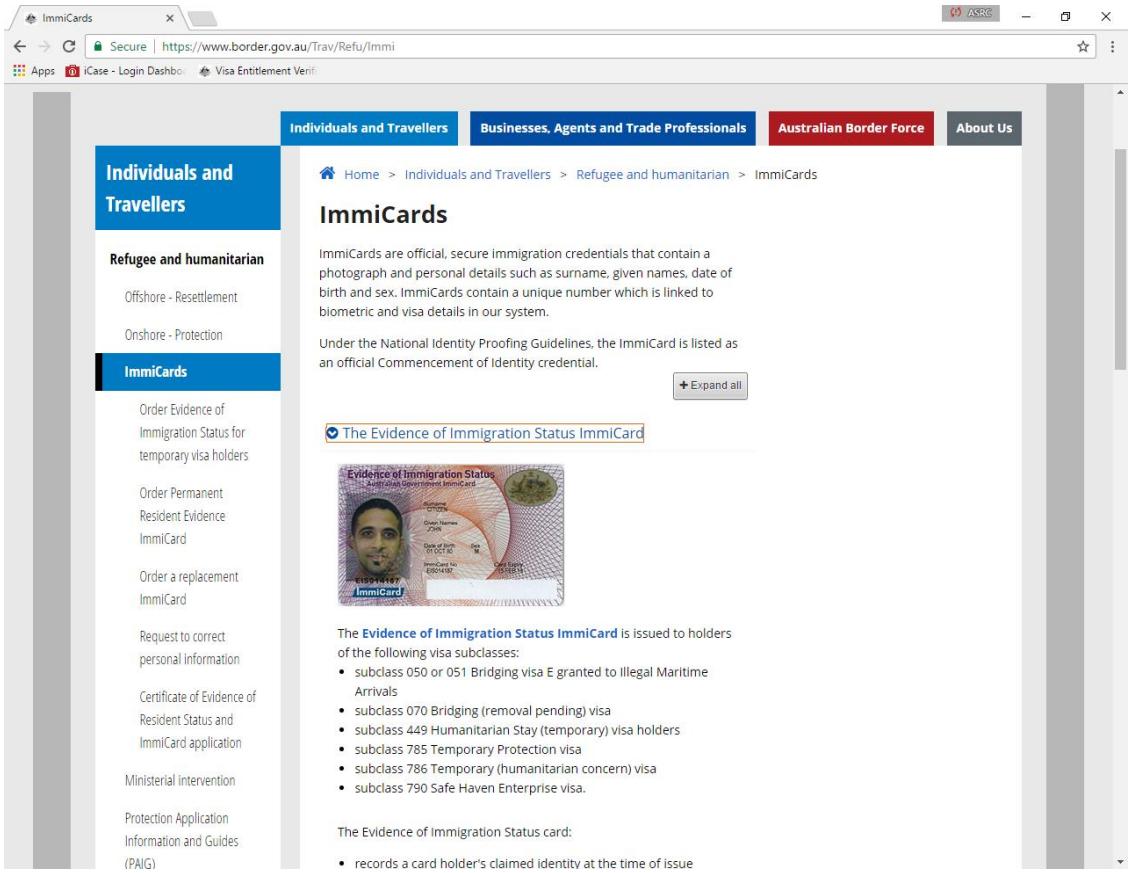
Step 3 – Login successful

This screen shows dates of Last successful login and Last password change. **Click 'Continue'.**



Step 4 – Do a VEVO check

Every person applying for a course under this program will have an Immicard. This provides the details you need to **do a VEVO check**.



Step 5 – Enter details for VEVO check

This is where the **details for the person whose VEVO is to be to checked are entered**.

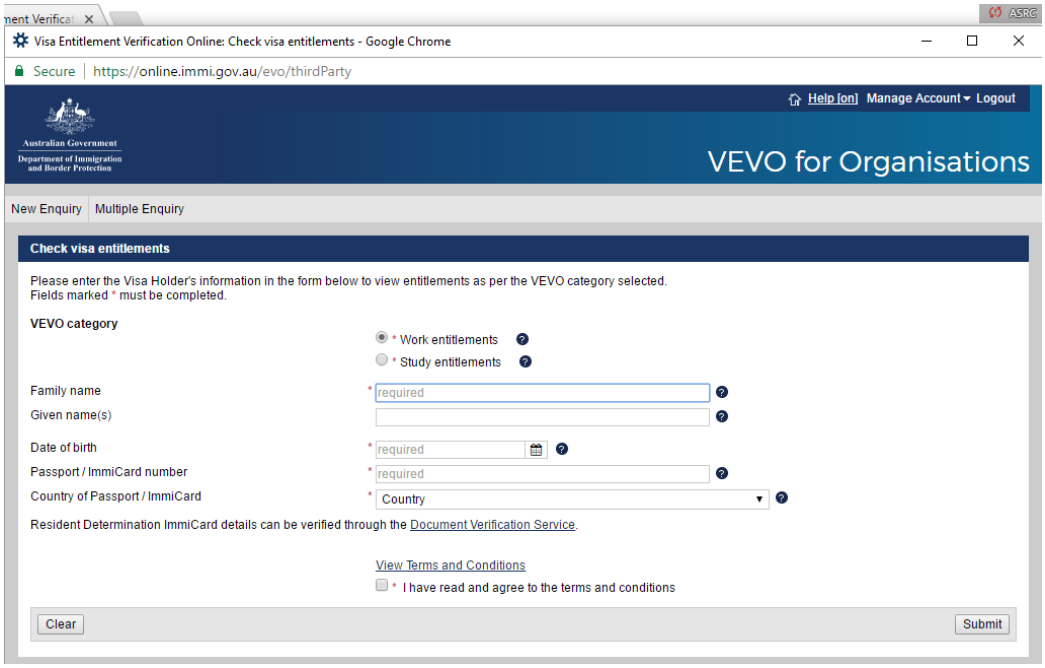
You will notice that the default setting is 'Work entitlements'. You need to change this to 'Study entitlements' as that is required for all applicants.

The essential fields are denoted by the red asterisk.

You enter the details exactly as they appear on the Immicard.

- Family name.
- Use the calendar to select the date of birth as that gives the correct format.
- The country of the Immicard is Australia as you can see on the sample.

You must accept the Terms and Conditions to proceed then click 'Submit'.



Step 6 – entitlement check

The next screen gives the result of your enquiry.

- Note that the date and time that you have submitted the request appears then the category which enables you to confirm that it is 'Study Rights' you are checking.
- The Visa category and the Visa Grant Date are shown.
- **Importantly the statement you need to see appears at the bottom: 'No limitations on study'.**

On the right hand side of the screen you can request a view as a PDF. You need to **click view as a PDF and save the document as evidence of eligibility.**

It's important to note that when you do this download, the person's name does not appear so you should use the name in your saved file.

<go to the next page>

Australian Government
Department of Immigration and Border Protection

Visa Entitlement Verification Online (VEVO)

Entitlement Check

This document contains the result of a Visa Entitlement Verification Online (VEVO) Entitlement Check and is valid as at Tuesday November 29, 2016 17:30:06 (EST) Canberra, Australia (GMT +1100).

Please note: VEVO Entitlement Checks are only current at the time conducted and should only be considered valid when received directly from the VEVO system.

Important information about VEVO

A VEVO check shows the visa status and entitlements associated with a particular visa holder, such as work or study rights.

VEVO does not provide evidence of the identity of a person. Always sight the passport or the identity document, such as ImmiCard, that was used by the visa holder for the VEVO Entitlement Check; to confirm their identity and ensure that it matches the details shown below.

Important information for employers

Non-citizens who do not have a valid visa, or the necessary work conditions associated with their visa, are not permitted to work in Australia.

If you hire or refer for work non-citizens who don't have the right to work, you face serious penalties including fines and/or imprisonment.

For more information about employing legal workers, go to: http://www.border.gov.au/BusiEmpl/Empl/employing-legal-workers

Want to know more about VEVO?

For more information about VEVO, go to: http://www.border.gov.au/Busi/Visa

Please note: visa holders are not required to have a visa label in their passport for travel to, or stay in, Australia.

Entitlement Check Result

Valid as at Tuesday November 29, 2016 17:30:06 (EST) Canberra, Australia (GMT +1100)

Category selected	Study entitlements
Passport / ImmiCard number	[redacted]
Visa class / subclass	WE / 050
Visa grant date	16 November 2016
Location	Onshore
Study condition(s)	No limitations on study.

Step 7 – submit online inquiry

1. You may get an error message when you submit a request showing that an error has occurred and the Department is unable to identify the person.

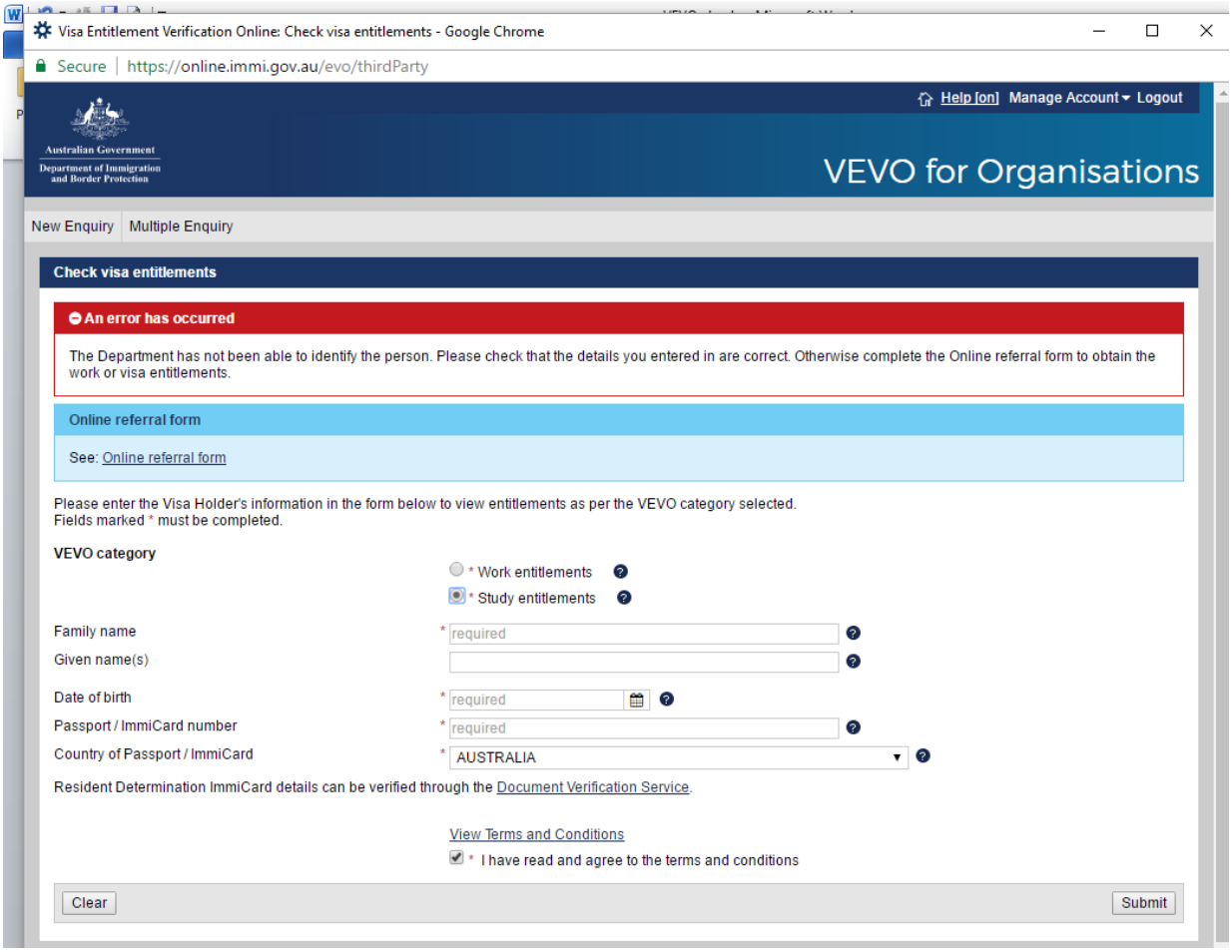
- Firstly check that you have entered the details correctly.
- If you can't see a data entry mistake you should tell the person that you cannot get a Study Rights check at present and suggest that they contact their caseworker.

Note:Errors can occur for a range of reasons – some of which are minor or there may be some other issues related to the person's visa status. It is important not to unduly alarm the person as hopefully, there is some minor reason for the error.

You have the option to submit an online enquiry which can take at least one week.

2. There may be a response which shows that the Visa Expiry Date is in the past. In this situation, it is important to inform the person that you are unable to enrol them without a copy of a current visa, even if the person tells you that their visa will be renewed.

3. There may be a case where the visa is current but the expiry date falls before the end of the course. As long as the information says that the visa is current at the commencement of the course, you can proceed with the enrolment. It is the responsibility of the visa holder to communicate with the Department of Immigration about their visa status.


Visa Entitlement Verification Online: Check visa entitlements - Google Chrome
Secure | https://online.immi.gov.au/evo/thirdParty
Help [on] Manage Account Logout
Australian Government
Department of Immigration and Border Protection
VEVO for Organisations
New Enquiry
Multiple Enquiry
Check visa entitlements
An error has occurred
The Department has not been able to identify the person. Please check that the details you entered in are correct. Otherwise complete the Online referral form to obtain the work or visa entitlements.
Online referral form
See: Online referral form
Please enter the Visa Holder's information in the form below to view entitlements as per the VEVO category selected.
Fields marked * must be completed.
VEVO category
* Work entitlements
* Study entitlements
Family name
Given name(s)
Date of birth
Passport / ImmiCard number
Country of Passport / ImmiCard
required
AUSTRALIA
Resident Determination ImmiCard details can be verified through the Document Verification Service.
View Terms and Conditions
* I have read and agree to the terms and conditions
Clear
Submit