

SHOEB LODHI - GROWTH SYSTEMS ARCHITECT

Immigration Case Management Template

Track intake, evidence, reviews and client updates without losing ownership.

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Programme-agnostic working template. This document states no specific visa rules and gives no immigration or legal advice. A suitably qualified advisor must verify the applicable programme, requirements and deadlines from current authoritative sources.

I separate what a client reports, what evidence shows and what an advisor has verified. That keeps a tidy case file from being mistaken for an eligibility decision.

Open the case with minimum necessary information

Case ID / opened on / intake owner

Assigned advisor / backup

Client name / preferred name

Preferred language / interpretation needs

Approved email / callback number

Current location / contact timezone

Goal / destination or programme, if known

Who is included in the requested service

Client-reported deadline / source of date

Advisor verification of deadline / date checked

Preferred update channel / frequency

Permission and notice record reference

Client's objective, in their own words

Use a case ID on printed working sheets. Do not add passport numbers, financial details or sensitive history unless the reviewed process needs them. Keep evidence in the approved secure workspace, not attached to a general lead record.

Separate triage from eligibility.

This checklist prepares an advisor review. It does not accept or reject a person for any programme.

Programme-agnostic screening checklist

- ☐ The client's goal, destination preference and requested service are recorded.
- ☐ The assigned advisor's scope and any need for specialist support are checked.
- ☐ The client understands the difference between initial screening and verified advice.
- ☐ Reported facts are attributed to the client, with the date and any uncertainty.
- ☐ The advisor has identified which programme or options require current research.
- ☐ Relevant current official sources and the date checked are recorded by the advisor.
- ☐ Evidence requested has a stated purpose and is limited to what the review needs.
- ☐ Any reported deadline is flagged for verification rather than treated as confirmed.
- ☐ Contradictions, missing information and translation needs have an owner.
- ☐ No approval, processing-time or outcome guarantee has been made.

Questions for the qualified advisor

Issue / reported fact	Question or source to verify	Owner / due date

Record a workflow outcome

- ☐ Intake incomplete - request the specified missing information.
- ☐ Ready for advisor review - no eligibility conclusion recorded yet.
- ☐ Further evidence or specialist review needed - assign an action.
- ☐ Client not proceeding - record their instruction and closure action.

Reviewer / review date / source reference	Next action / owner / due date

Any later eligibility assessment belongs in the advisor's reviewed advice record with its assumptions and sources. Do not let an AI summary change the case outcome automatically.

● [03 / DOCUMENT TRACKER]

Track the version, not just the file.

The advisor determines what is needed for this case. The blank tracker below is not a visa document checklist.

For each requested item, record its purpose, exact version and secure workspace reference. Keep received, checked and approved as separate states. A received file has not necessarily been reviewed.

Write only approved document categories. Status key: requested / received / needs correction / checked / no longer needed.

Ref	Requested item / version / purpose	Owner	Requested / due	Status	Checker / date
01					
02					
03					
04					
05					
06					
07					
08					

Quality check before “checked”

- ☐ Correct person and case; no accidental cross-case attachment.
- ☐ Readable and complete for the purpose the advisor specified.
- ☐ Names, dates and references match, or discrepancies are recorded.
- ☐ Any translation, certification or validity question is sent to the advisor.
- ☐ The latest version is clear; older versions are retained or removed under policy.
- ☐ The checker, check date and next correction action are recorded.

Secure workspace reference / access owner

Missing or corrected items review date

Correction request, owner and next step

Do not infer acceptance by an authority from an internal check. The advisor verifies the requirements that apply to the actual case.

● [04 / CASE PIPELINE]

Give every stage an exit condition.

These SLAs are example internal service targets. They are not government processing times, filing deadlines or visa requirements.

Stage / owner	Exit evidence	Example internal target
01 / Intake opened Case coordinator	Case ID, contact route, request, owner and permission record established.	Acknowledge within 1 staffed business day.
02 / Intake pending Case coordinator	Missing intake questions resolved or a specific request assigned.	Review gaps within 2 business days of opening.
03 / Advisor review Qualified advisor	Scope, current sources, risks and next steps recorded by the advisor.	Review within 3 business days of complete intake.
04 / Evidence collection Coordinator + client	Advisor-requested items received and checked, or gaps explicitly accepted for next review.	Review tracker weekly; use item-specific due dates.
05 / Preparation, if engaged Case owner	Agreed work prepared, uncertainties resolved and reviewer assigned.	Set a case-specific due date at stage entry.
06 / Client + advisor approval Case owner	Client checks factual content; advisor completes professional review and release approval.	Request review within 2 business days of readiness.
07 / Submission or agreed action Authorized handler	Verified receipt or evidence of the actual agreed action, with date and reference.	Confirm the action within 1 business day after evidence.
08 / Monitor or close Case owner	Next verified action scheduled, or closure summary and retention action recorded.	Use an agreed update interval and case-specific deadlines.

Timer and escalation rules

- Define business days, staffed hours and timezone in the service agreement.
- Store stage-entered time, next action, owner and due date. Report overdue cases daily.
- If waiting on the client or a third party, record the dependency and a next review date. Do not let a pause hide an urgent reported deadline.
- Send deadline uncertainty, conflicting evidence or capacity issues to the advisor or duty lead. Keep the client informed with verified facts.
- Change stage only on evidence, never because an email was sent or AI inferred progress.

Staffed calendar / timezone

Overdue escalation owner / backup

Verified critical date / source / person who checked it

● [05 / CLIENT COMMUNICATION]

Promise the next update you control.

A regular “no change” update is more useful than silence. Separate your team's action from decisions made by another organization.

Trigger	What to communicate	Owner / timing
Intake received	Case ID, contact person, scope of next review and secure intake route.	Coordinator, within the adopted acknowledgement target.
Information missing	Specific item, why it is needed, secure route and a realistic requested date.	Coordinator, after advisor-approved request.
Advisor review complete	Verified next step, assumptions, open questions and who must act.	Advisor or approved case owner.
Active case, no new event	Current internal stage, what is pending and the next update date.	Case owner, at the agreed interval.
Verified material change	What changed, evidence source, impact and the next advisor-approved action.	Case owner promptly within the adopted service target.
Closure / handoff	Work completed, remaining responsibilities, access and retention arrangements.	Case owner after reviewed closure.

Client communication agreement

Primary contact / verified email or number

Preferred language / approved interpreter

Routine channel / secure-document channel

Update interval, for example weekly

Next update date / timezone

Escalation contact / staffed response window

Missing-information message

“For case [ID], the advisor has requested [specific item] to review [purpose]. Please use [approved secure route] by [requested date], or tell us if that timing is difficult. This request does not confirm eligibility or an outcome.”

AI assistant boundary

If an AI assistant answers routine status questions, disclose its role, verify the requester through the approved process and read only permitted status fields. Requests for advice, corrections, complaints or deadline interpretation go to the case owner. Do not expose details in shared inbox notifications.

Keep the case file controlled.

These are general operational reminders, not legal advice or a complete privacy notice. The responsible reviewer must approve requirements for the actual service and locations.

Before collection or sharing

- ☐ Explain the purpose, intended use and requested scope of information.
- ☐ Provide the reviewed notices and record the applicable permission or other approved processing basis.
- ☐ Record authorized contacts, representatives and any limits on sharing. Verify authority before disclosure.
- ☐ Collect only what the next approved step needs. Avoid broad document requests “just in case”.
- ☐ Agree an approved secure upload and communication route.
- ☐ Keep case-service communication separate from optional marketing permission.

During processing and at closure

- ☐ Grant access by role and review it when staff or case ownership changes.
- ☐ Keep document versions, review actions and disclosures traceable.
- ☐ Use only approved vendors and AI tools for the intended data and locations.
- ☐ Do not paste case documents into unapproved chat or personal storage.
- ☐ Route corrections, permission changes, access requests and deletion requests to the designated data owner.
- ☐ Apply the reviewed retention and deletion process at closure, including exports and working copies.
- ☐ Escalate a misdirected message or suspected disclosure through the incident process.

Permission and sharing record

Purpose / notice reference	Authorized recipient / scope	Recorded by / date / changes
Data owner / incident contact	Retention policy reference / closure review	

A tick on this worksheet is an internal record. It does not replace the notices, agreements, authorizations or professional review required for the actual case.

Send a status the client can act on.

Copyable case status update

Subject: Case [ID] - update as of [date]

Hello [preferred name],

Your current internal case stage is [stage]. Since our last update, we have completed [verified work and date].

We are waiting for [specific item or event]. The responsible person is [owner]. Your next action, if any, is [action, secure route and requested date].

[Advisor-approved explanation of any verified change or uncertainty.] This status update does not promise an authority's decision or timing.

We will update you again by [date and timezone], even if there is no change. For a correction or question, contact [approved route].

[Case owner / business]

Complete before sending

- ☐ Recipient and authority to receive this update are verified.
- ☐ Stage, facts and dates agree with the evidence in the case file.
- ☐ Internal targets are not described as official processing times.
- ☐ Uncertainty and specialist questions are clearly attributed.
- ☐ One next action, a responsible owner and a next update date are visible.
- ☐ The message contains no unnecessary sensitive data or attachments.

Case review log

Date / reviewer	Stage / open issue	Next action / owner / due
Template adopted by / date	Next process review / improvement owner	
_____	_____	

Want help implementing this?

Bring your intake stages, document handoffs and client update process. We can turn the administrative workflow into a clear case-management system.

shoebloodhi.com/contact