

OISC Model Documents

Adviser Information

Running the organisation - Codes 49-51

Code 49 says organisations must have and effectively apply appropriate management structures, governance arrangements, processes and policies to support and maintain a viable and sustainable business. These must be available for inspection by the Commissioner.

Code 50 says organisations must inform the Commissioner of the individual who has specific overall responsibility for those who give immigration advice or immigration services within their organisation.

Code 51 says organisations must have a business plan for its current business year together with cash flow/funding projections.

The business plan should set out the aims and objectives of the organisation and how the organisation plans to meet them. These should be divided into the short term, for the next year, and the long term, for the subsequent two years.

The business plan should be reviewed annually.

Constructing a business plan

You may wish to consider the following and include within your business plan:

- The short-term objectives of your organisation
- The organisation's objectives for the subsequent 2 years
- Details of the individual who has overall responsibility for those that give immigration advice or services
- What research your organisation has undertaken regarding the immigration sector/environment it will be working
- How your organisation's financial stability will be sustained now and thereafter
- The internal strengths of your organisation
- The internal weaknesses of your organisation
- The external opportunities of your organisation
- The external threats to your organisation
- How much will you need to invest in training
- Financial requirements/Cash flow – During start up and thereafter e.g. buying computers, renting a business premise, staff salary, advertising costs.

Please note that the requirements can be submitted as one document.

Below is a suggested 'Model Template' that you can use as your Business Plan. Please ensure that your plan reflects how your organisation intends to operate. The sections highlighted in yellow are for guidance only.

ABC Immigration is a fictional organisation as are the names of any individuals in this document

ABC Immigration Business Plan

ABC Immigration

Address 1

Address2

City/town

Post code

Phone: 01956 565 658

Fax: 02125 256584

Mobile:07958 5456666

E-mail:abc@services.com

Web site

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1. Summary

(Enter your text here)

The summary should be written after you have written your plan as it explains the main points of your plan.

Use the summary to highlight the key points of your plan.

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2. Business overview

(Keep this section brief)

Introduction

(Enter your text here)

Explain why you wish to give the immigration services you intend to provide, to whom and where. Please also provide the details of the individual who has specific overall responsibility for those who give immigration advice or immigration services within their organisation. Please also give details of any complimentary services you will be providing or businesses you will be operating.

Your business environment & goals

(Enter your text here)

Give an overview of your goals and the future you have for your business. What are the strengths and weaknesses of your competition? Explain your competitive advantage(s) and the market niche(s) you have identified. What makes you confident your business will last.

Business Aims & Objectives

(Enter your text here)

Outline your business strategy for:

- The 1st year
- The next 2 years

Describe your business objectives and goals (make sure they are specific and measurable).

Tactics

(Enter your text here)

Outline the gap between where you are now and where you want your business to be in 1st, 2nd & 3rd year.

Cover the main practical steps you have to take to get your business from where it is now to where you want it to be in those time periods. What extra resources will you need?

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Core values

(Enter your text here)

Describe the core values that will underpin your business. Explain why these core values are crucial to your long-term business success, how they will benefit customers and how they will help to motivate both you and your staff.

SWOT

STRENGTHS to your business: •	WEAKNESSES (what you are lacking): •
OPPORTUNITIES to your business: •	THREATS from others: •

Outline the external threats or opportunities that could impact on your business during:

- The next year
- The next 2 years

3. Marketing

Market research

(Enter your text here)

Explain what market research you have done and methods you used. What target market(s) has your market research (and trading experience) identified.

Explain how you understand these markets and how you will feed this back into your business (improvements, service changes, etc).

Describe the current marketing reach of your business (local, national, international) and how you will reach customers (eg through local papers, Yellow pages, the Internet).

In terms of your strategy, what new markets do you plan to access:

- In the next year?
- In the next 2 years?

Describe how you plan to accomplish this.

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Business relationships

(Enter your text here)

Explain what Business relationships you have in place or are planning to develop in order to your access to markets.

Technology

(Enter your text here)

Explain how you will use technology in your business to lower costs, increase profits be more efficient & effective.

Marketing budget

(Enter your text here)

Submit your marketing budget for the year. Explain how you will monitor it.

4.Team and management structure

Please provide a diagram of your organisation in terms of line management of staff.

Skills, experience, training and retention

(Enter your text here)

Describe the skills, business track record and experience you and the key members of your team have.

Explain the key staff, their positions and main responsibilities.

Describe your 1st years staff training programme and budget.

If there are gaps in your team, or you need extra staff to fulfil your short and longer term strategies, describe these gaps below and the type of person you need to recruit to fill those gaps.

Explain how any new staff will be trained.

Management systems

(Enter your text here)

Describe the business & financial systems you will have in place.

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Please explain how fees will be recorded and the arrangements you have in place for a separate client account and business account. Please explain who will have overall financial control of the organisation and who will deal with financial payments received from clients on a day-to-day basis.

Please explain how you will employment and other legal obligations such as health & safety, tax and VAT.

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5. Financial budgets and forecasts

Attach financial budgets and forecasts such as:

- Cash flow forecast/funding projections

Provide brief notes on each of these forecasts.

If the cash flow forecasts pinpoint future cash flow difficulties, explain how you plan to deal with these challenges.

(Example of a cash flow forecast)

	Pre Start	Jan F/C	Jan Act	Feb F/C	Feb Act	Mar F/C	Mar Act
Cash In		700		1200		1600	
Loans	1000						
Total In	1000	700		1200		1600	
Cash Out							
Training	500	200		400		600	
Electricity		200		200		200	
Office equipment	100	50		50		50	
Office rent	100	100		100		100	
Insurance	200					200	
Telephone	50	20		20		20	
Total Out	950	570		770		1170	
Reconciliation							
Opening Balance	0	50		180		610	
Total In/Out	50	130		430		430	
Closing Balance	50	180		610		1040	