



**Agenda item 15: PIDC Model SOP Support – Future Priorities**

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**Recommendations**

The PIDC Regular Annual Meeting is invited to:

- a) **welcome** the continued success of the delivery of the PIDC Model Standard Operating Procedures Support Programme;
  - b) **note** the experiences shared by Members regarding the lessons and challenges of developing SOPs;
  - c) **strongly encourage** Members that have yet to do so to utilize this important support programme given its importance to linking national operations; and
  - d) **encourage** the Secretariat to continue supporting members in developing their Standard Operating Procedures.
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**Purpose**

This session provides an opportunity for Members to discuss lessons and challenges in developing Members Standard Operating Procedures.

**Background**

2. The PIDC Standard Operating Procedures (SOPs) Modernisation Programme was established to support Members document and streamline their business processes, and protect their organisations from knowledge loss while holding immigration officers accountable to their roles and responsibilities.

3. Prior to COVID-19, the SOP modernisation programme modality bought senior immigration officers to Apia, to develop and streamline their national immigration standard operating procedures through a one-week secondment programme. PIDC hosted seconded officers in Apia with technical experts to develop and adapt national SOPs that were aligned to international standards and best practices. Upon completion of the secondment, remote technical expert support was provided to finalise the development of the SOPs.

4. However, COVID-19 forced PIDC to change the delivery of the SOP modernisation programme with the ban on international travel. Online workshops were delivered collectively providing a detailed discussion of the PIDC Model SOPs and key procedural areas of interest before individualized remote technical assistance was delivered to each Member. While not ideal, this modality has proven effective to provide ongoing support for Members, as online technical advice is easily accessible for guidance of Members in developing their respective SOP drafts on an ongoing basis in addition to allowing the

Secretariat to directly monitor the drafting progress of individual Members SOP.

### Update

5. Nauru, Fiji and the Republic of the Marshall Islands were provided online SOP technical support under this refined SOP modernisation programme. While Members use the PIDC Model SOP as best practice to guide drafting and developing their national SOPs, Members ultimately determine their SOP templates based on national requirements and needs. Table 1 provides a summary of the SOP programme to date.

*Table 1: Summary of 2021/22 SOP Modernisation Programme*

<b>Country</b>	<b>Standard Operating Procedures Project Update</b>
Nauru	Draft SOP completed and is now currently undergoing national approval processes
Fiji	Fiji National Immigration SOPs Gap Analysis report completed Fiji SOP completed Fiji also worked with IOM Fiji to complete the inclusion of COVID-19 procedures into their SOP
Republic of the Marshall Islands	RMI Draft SOPs completed and currently undertaking in-house review and consultations on the finalisation of their SOP

6. Nauru, Fiji and the Republic of the Marshall Islands will be invited to share their experiences in developing their respective SOPs.