

Tip Sheet: Capturing Facial Images

As a part of the pre-examination stage in eMedical, panel clinics are required to capture a digital facial image of each client at the time of their appointment and then upload the image to their case in eMedical.

Clients are no longer required to bring passport size photographs with them to their appointment.

Note: A scanned image of a photograph must not be uploaded because a scan is not a true image of a client's facial features.

The photographs uploaded in eMedical are used for identification purposes during the visa application process and verified against other information in departmental systems.

It is therefore important that photographs uploaded in eMedical meet biometric standards. The instructions below will assist you to ensure your clinic's photographs meet the Department of Home Affairs (Home Affairs), Immigration, Refugees and Citizenship Canada (IRCC) and Immigration New Zealand (INZ) requirements.

What to include when capturing a biometric quality photograph?

A photograph must include:

- the full head including hair (with a clear gap around the sides and top of head)
- neck and shoulders
- both eyes (opened)
- nose
- mouth (closed) and
- neutral expressions (no frowning or smiling)

Are there any exceptions?

Religious head covering - if a head covering is required for religious reasons make sure the full facial features are not obscured. The head covering should be shifted to show from above the eyebrows to below the chin and the ears where possible. Face covering veils are not permitted.

Prescription glasses - If a person is wearing prescription glasses then ensure the frame does not cover any part of the eyes and that there is no reflection. Glasses must be taken off if they are tinted or have a heavy-rimmed frame.

What are the minimum camera requirements?

Facial images must be captured using a digital camera set to a resolution (number of pixels) in order to capture a final image of 640 by 480 pixels minimum. The file size must be no larger than 500KB and no smaller than 80KB.

The camera should be capable of saving images in the recommended JPEG format.

The camera must be held in a vertical orientation (portrait)

Photo Capturing Guidelines

Setup

- The distance between the subject's face and camera should be between 0.7 to 1.5 metres
- The camera must be level with the subjects eyes – a height-adjustable chair should be used
- The photo must be captured against a plain, uniform background – no other people or objects should be visible

Subject

- Capture the whole face, including all hair (where possible), the neck and top of shoulders
- The head must be centred and facing the camera – no rotated or tilted poses
- Eyes must be open and clearly visible
- Mouth closed
- A neutral expression – no smiling

Prescription glasses

- The lenses must be clear or transparent so that the whole eye is visible
- The frame must not obscure the eye
- No reflections on the lenses must obscure the eye
- If the whole eye is not visible, the subject may need to remove glasses during capture



Children

- No other person must be visible
- Open mouth will be accepted

Lighting

- Even lighting on the face without use of a flash
- No shadows on the face, around the eyes and under the chin
- No red-eye
- No hotspots on the face
- No shadows or reflections on the Background

Appearance

- No hair or head covering across the eyes, face or neck
- Facial piercings that obscure the face or cause reflections should be removed


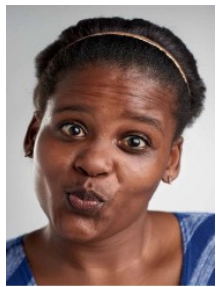




Head coverings

- Head coverings worn for religious reasons should be shifted to show the whole face – from above the eyebrows to below the chin and the ears
- Head coverings should be shifted to remove any shadows on the face

Editing

- The photo must be a true likeness of the subject
- No retouching of photos is permitted
- The photo must be in colour
- The photo must not be compressed

Non-compliant images – these types of images are not acceptable and would NOT consider acceptable for eMedical purposes:

 <p>No background clutter is permitted – must be a plain background</p>	 <p>The subject must be facing forward and have a neutral expression</p>	 <p>Incorrect image exposure – images cannot be too light or too dark</p>	 <p>The face and background must be shadow-free</p>	 <p>The whole eye must be visible – no heavy frames or reflections on the lenses</p>	 <p>Head-coverings must not cover the face</p>
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