



Charles Kim
fyi-request-10292-c6ab94b3@requests.fyi.org.nz

File No: DOIA 1819 – 1632

Dear Charles Kim

Thank you for your email of 11 May 2019, requesting the following information under the Official Information Act 1982 (the OIA):

1. *A current Code of Conduct policy applicable to the Immigration Officers and Disciplinary Procedures.*
2. *The Internal protocols of the Immigration NZ regarding Immigration case officers in terms of responding to email inquiries from the applicants.*

Our response

In response to both questions, please find attached:

- MBIE Code of Conduct 2015
- MBIE Addressing Conduct and Behaviour Policy
- Immigration New Zealand customer interactions: principles and process

If you wish to discuss any aspect of your request or this response, please contact Charmaine Ho, Business Advisor, Operations Support, Immigration New Zealand at charmaine.ho@mbie.govt.nz.

Yours sincerely

Karen Bishop
Assistant General Manager – Visa Services
Immigration New Zealand
Ministry of Business, Innovation and Employment





**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

MBIE Code of Conduct 2015

Released under the Official
Information Act 1982

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MINISTRY OF BUSINESS, INNOVATION AND EMPLOYMENT CODE OF CONDUCT

	BEING FAIR	BEING IMPARTIAL	BEING RESPONSIBLE	BEING TRUSTWORTHY
SHAPE	<p>We strive to make a positive difference to the well-being of New Zealand and all New Zealanders.</p> <p>We work to make our services accessible, efficient and effective for all.</p>	<p>We respect the authority of current and future governments.</p> <p>We accept that our official responsibilities may affect the way we engage in activities outside of work</p>	<p>We strive to improve MBIE's performance and efficiency.</p> <p>We are mindful that MBIE's resources are publicly owned and funded, and we will act responsibly in our use and management of them.</p>	<p>We work to the best of our abilities at all times.</p> <p>We ensure our actions and decisions are not affected by our personal interests or relationships.</p>
COLLABORATE	<p>We respect the backgrounds, differences and perspectives of all those with whom we work and serve.</p> <p>We share our knowledge, experience and information to help others to be successful.</p>	<p>We maintain the political neutrality required to enable us to work constructively with current & future governments.</p> <p>We are inclusive, respectful and responsive in our dealings with all people, regardless of their position, personal characteristics or situation.</p>	<p>We are professional and objective in our language, actions and interactions.</p> <p>We listen to and provide feedback openly, reconsider the ways we have always done it, and where appropriate suggest new ways of doing things.</p>	<p>We undertake personal and professional development to improve the performance of ourselves and MBIE.</p> <p>We are open with MBIE, and disclose any commercial activities, financial, employment or personal interests or relationships that might cause an actual, perceived or potential conflict of interest.</p>
DELIVER	<p>We act in the public interest and with a spirit of service to the community.</p>	<p>We carry out MBIE's functions and provide impartial, robust and comprehensive advice and delivery of service that is unaffected by personal interest, values, beliefs and/or political bias.</p> <p>We act professionally at work and in our dealings with those with whom we work and serve</p>	<p>We act lawfully.</p> <p>We treat information with care, and use and disclose it only for its intended purpose.</p>	<p>We act with fairness, impartiality, courtesy, integrity and honesty in everything we do.</p> <p>We make sure our actions can withstand public, legal and parliamentary scrutiny and will enhance MBIE's reputation.</p>

SPECIFIC CODE OF CONDUCT REQUIREMENTS:

Note: The following requirements are not an exhaustive list. Breaches of these requirements may amount to misconduct or serious misconduct depending on the nature and severity of a breach.

Being Fair

We strive to make a positive difference to the well-being of New Zealand and all New Zealanders

- › You will undertake the duties of your position diligently and to a satisfactory standard to help MBIE meet its purpose.

We work to make our services accessible, efficient and effective for all

- › You will not access or use MBIE information and systems for your personal gain, curiosity, or interest or for the unauthorised gain, curiosity, or interest of another person.

We respect the backgrounds, differences and perspectives of all those with whom we work and serve

- › You will refrain from physical, verbal, written or psychological violence or bullying of any kind, racial or sexual harassment and unlawful discrimination.
- › You will value and support the contribution of all colleagues.
- › You will treat our customers and other people you have dealings with in your role with courtesy and respect.

We share our knowledge, experience and information to help others to be successful

- › You will work constructively and positively with your colleagues.

We act in the public interest and with a spirit of service to the community

- › You will share relevant knowledge and information with your colleagues to achieve MBIE's objectives and goals.
- › You will contribute to a healthy and safe workplace.

Being Impartial

We respect the authority of current and future governments

- › You will be politically neutral in all of your dealings in the workplace, irrespective of what your personal views may be.
- › You can be a member of a political party however you will not reveal advice given to the Government and you will abide by your duty of confidentiality to MBIE.

We accept that our official responsibilities may affect the ways we engage in activities outside of work

- › You will not publically criticise or comment in a personal capacity on policies with which you have been professionally involved or associated.
- › You will make it clear to others when you are commenting as a private individual.
- › You may communicate privately with a Minister or MP about matters outside of your role at MBIE, but if you are in a senior position or work closely with Ministers, you should exercise particular care in doing so.

- › If you wish to communicate directly with Ministers and MPs in your personal capacity about matters concerning MBIE you will first raise the matter with the Chief Executive.
- › You will not participate in a political event that advertises your official capacity within MBIE.
- › You will not approach a Minister or MP about an employment relationship problem. The process for addressing such issues is outlined in your employment agreement.

We maintain the political neutrality required to enable us to work constructively with current and future governments

- › You will provide full, frank and impartial advice to the Government if required in the course of your duties.
- › You will ensure that your contribution to any public debate or discussion on policy matters maintains the discretion and neutrality appropriate to your position.
- › If approached directly by an MP, you will ensure that any such dealings are addressed and seen to be addressed impartially.

We are inclusive, respectful and responsive in our dealings with all people regardless of their position, personal characteristics or situation

- › You will not unlawfully discriminate against any person.
- › You will work collaboratively with your colleagues and external stakeholders.

We carry out MBIE's functions and provide impartial, robust and comprehensive advice and delivery of service that is unaffected by personal interest, values, beliefs and/or political bias

- › If you are in a position where you are required to give advice to the Government you have a responsibility to provide such advice honestly, impartially and in a full and frank manner, drawing attention to the possible consequences of policies or proposals.

We act professionally at work and in our dealings with those with whom we work and serve

- › If you find that your personal views or beliefs on an issue are in conflict with the Government to an extent that you cannot perform your duties in a politically neutral way, you will immediately raise this with your manager.
- › You will not make a personal attack on any person.
- › You will follow all lawful and reasonable instructions.

Being Responsible

We strive to improve MBIE's performance and efficiency

- › You will familiarise yourself with and adhere to all relevant MBIE policies, procedures and practices.

We are mindful that MBIE's resources are publically owned and funded and we will act responsibly in our use and management of them

- › You will not use MBIE's systems to access, download, store or send any pirated or unlawful software, images, offensive or otherwise inappropriate material.
- › You will not use MBIE's work phones, vehicles, internet or email inappropriately or excessively. This includes your use of social networking sites such as Facebook and Twitter and websites such as Trade me. If you have questions about what is inappropriate or excessive use, please refer to the relevant policy or speak to your manager.
- › You will not possess or access objectionable, offensive or pornographic material at work or while using MBIE's facilities.
- › You will not use MBIE's networks to stream video or audio for personal use.

We are professional and objective in our language, actions and interactions

- › You will not be present at work in an unfit state, for example being under the influence of alcohol, drugs or other intoxicants.
- › You will maintain standards of behaviour, language and dress that are appropriate to the workplace and that uphold a positive image of MBIE.
- › When posting online (for example on Facebook or Twitter) you will not say anything that will bring MBIE into disrepute or compromise your ability to do your job.

We listen to and provide feedback openly, reconsider the ways 'we have always done it' and where appropriate suggest new ways of doing things

- › You will act in good faith.
- › You will maintain open communication and share information.

We act lawfully

- › You will obey the law of the country in which you are working.
- › You will disclose past criminal convictions not covered by the Criminal Records (Clean Slate) Act 2004 or any other convictions that you are legally required to disclose.
- › You will disclose new convictions and/or pending criminal charges.
- › You will not unlawfully take abuse or misuse MBIE's property.

We treat information with care, and use and disclose it only for its intended purpose

- › You will maintain confidentiality in relation to work matters at all times, including after your employment has ended.
- › You will not use MBIE's assets (which include property, systems, equipment, funds and information) for personal gain or for the personal gain of another person.
- › You will not use MBIE's systems to access information on individuals or organisations where you have no business reason to access the information (this includes family, friends, acquaintances and people in the public eye).
- › You will not pass on or sell MBIE information or information held by MBIE to a third party, for example to a family member or a collection agency, or share information about a tender process with a company participating in that process.
- › You will not store or use MBIE information on unapproved ICT systems or services such as personal email accounts and cloud web services.

Being Trustworthy

We work to the best of our ability at all times

- › You will carry out your duties efficiently and use your skills and resources to the best of your ability and be present at and available for work as required.
- › You will perform your role in line with the performance and behaviour expectations set by your manager
- › You will not ask for, accept or offer a gift, bribe, benefit, payment or other favour in return for the provision of MBIE's services, unless specifically permitted to do so by MBIE's policies.

We ensure our actions are not affected by our personal interests or relationships

- › You will not access or work on matters for your family, friends or acquaintances, nor provide them with unauthorised advice or assistance.
- › If you feel that a personal relationship means that you cannot be objective in the performance of your duties, you will raise the matter with your manager immediately.

We undertake personal and professional development to improve the performance of ourselves and MBIE

- › You will be active in your own self-development and take opportunities to enhance your performance.
- › You will ensure that you remain up to date with any continuous professional development that may be required for you to perform your role.

We are open with MBIE and disclose any commercial activities, financial, employment, personal interests or relationships that might cause an actual, perceived or potential conflict of interest

- › You must perform your duties honestly and impartially and avoid any personal, financial or professional situations which may compromise (or be seen to compromise) your integrity. For example, giving preferential treatment to an organisation in which you have an interest.
- › You will ensure that your personal views do not impact on your work at MBIE. This includes ensuring that any personal adherence to or work for a particular political or moral cause or movement does not impact your work performance, discredit MBIE or jeopardise its relationship with clients and/or the Minister.
- › You will disclose all conflicts of interest (including potential and perceived conflicts) to your manager. For example, a family involvement in a company tendering for business with MBIE, ownership of a rental property during a dispute with tenants, when a family member appears on your recruitment panel, acting on behalf of others in tribunals or processing the application of a person known or related to you (for example processing an immigration application for a family friend). This can also include conflicts of interest arising from being a member of a club, society or association, having a professional or legal obligation to someone else (such as being a trustee) and owning a beneficial interest in a trust/land.
- › You will declare any secondary employment or contracting/consulting or business ventures that you are involved with.
- › You will advise MBIE if you are made bankrupt or enter into a No Asset Procedure.
- › You will disclose if you hold another public office.
- › You will disclose all gifts you accept over the value of \$50 that are offered in the course of your employment, such as prizes, tickets to sporting events, fees, discounts, upgrades, free travel, products, services, entertainment and hospitality or any other form of benefit, favour, reward or inducement.

We act with fairness, impartiality, courtesy, integrity and honesty in everything we do

- › You will carry out all lawful and reasonable instructions.
- › You will ensure that you don't incur any liabilities without proper authorisation.
- › You will not use your position as an employee of MBIE to obtain information not normally required by you in the course of your employment.
- › You will respect others' privacy.
- › We make sure our actions can withstand public, legal and parliamentary scrutiny and will enhance MBIE's reputation
- › You will not bring MBIE into disrepute. For example by making statements to the media without authorisation, or making public criticism of or comments on (including on social media) MBIE and/or policies with which you have been professionally involved or associated.
- › You will ensure any communications you make, whether internally or externally, are professional and respectful.

WHO THE CODE APPLIES TO

The Code of Conduct applies to (and creates enforceable obligations on the part of) all Ministry of Business, Innovation and Employment employees, including managers, people working on a full time, part time or temporary or casual basis and covers locally engaged employees working offshore. It should be read in conjunction with your employment agreement and MBIE's policies and procedures.

The Code of Conduct also applies to MBIE's consultants and contractors and will form part of those contractual arrangements to the extent specified in the contract between that person/company and MBIE.

BREACHES OF THE CODE

Breaches of the Code of Conduct may, following investigation, result in disciplinary action, up to and including a first formal warning; a final warning or dismissal either with or without notice.

If you have any questions about this Code of Conduct or what might be considered unacceptable behaviour under the Code of Conduct or before you take a course of action that you are not entirely sure complies with the Code of Conduct please discuss these with your manager. If you are aware of behaviour occurring within MBIE that could contravene the Code of Conduct, you must also raise this with your manager or another appropriate person.

As a state servant you are also expected to read, understand and adhere to the State Services Standards of Integrity and Conduct (which you can find at ssc.govt.nz).

PLEASE SIGN AND RETURN THE FOLLOWING PAGE TO YOUR MANAGER.

CODE OF CONDUCT ACKNOWLEDGEMENT

I _____ acknowledge that:
(Print name)

- > I have received a copy of the Code of Conduct;
- > I have read and understood my obligations under the Code of Conduct;
- > I understand that a breach of the Code of Conduct may lead to disciplinary action.

Signed: _____ Date: _____

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Addressing Conduct and Behaviour Policy

This policy is part of a suite of 3 policies to do with conduct which includes the:

- [Addressing Fraud, Corruption and Dishonesty policy](#) which covers allegations of fraud, corruption and dishonesty and
- [Protected Disclosure Policy](#) which deals with serious wrongdoing as defined by the Protected Disclosure Act 2000.

Each policy sets out how conduct issues will be managed.

Purpose

The purpose of this policy and the related procedures are to:

- outline what managers need to do to address conduct or behavioural issues promptly and fairly and
- ensure all employees know what to expect where conduct or behaviour falls short of MBIE's standards as set out in the Code of Conduct.

Scope

This policy and the related procedures (Addressing Conduct and Behaviour Procedure and Addressing Fraud, Corruption and Dishonesty Policy) apply to:

- all MBIE employees (permanent, fixed term or casual) in New Zealand and offshore
- locally engaged staff offshore (although local variations may apply in accordance with local laws and customs)
- people seconded to MBIE from other organisations.

Depending on the nature of the issue, other specific policies may also be relevant and should be referred to. For advice please contact HR.

Escalation Process

The onus is on the relevant Manager within the Business Group concerned to advise their management chain on a no surprises basis. A Deputy Chief Executive may escalate issues to the Chief Executive where the issues have organisational wide implications.

Policy statements

1. Our commitments

- a. MBIE's policies and practices support a high-performing and healthy workplace culture with high standards of integrity and conduct
- b. MBIE will set clear and reasonable expectations of conduct and behaviour for all employees, while giving them the flexibility to deliver on their job requirements
- c. MBIE will address any conduct or behavioural issues as soon as practicable, and make decisions about any corrective or disciplinary action within reasonable timeframes

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- d. Where any employee breaches MBIE's trust and confidence or does not meet behaviour and conduct expectations, they will be held accountable, and may be subject to disciplinary action.
- e. In undertaking any disciplinary process, MBIE will treat people fairly and aim to prevent the recurrence of the conduct or behaviour that is causing concern.

2. General principles underpinning our approach to conduct and behaviour issues

In order to act in good faith and ensure a fair process, MBIE will consider the circumstances surrounding each case carefully, and the following principles and practices will be applied:

- the safety of employees, contractors, clients and the public is paramount
- the relevant manager will seek advice and support from HR
- the employee will be told about any concerns and allegations, evidence and proposals during the process and will have the opportunity to comment in response
- allegations of misconduct or serious misconduct will be investigated appropriately before any disciplinary action is considered
- the employee will be told about their right to access support, advice or representation where disciplinary action may result
- the employee will be told about any potential disciplinary action(s) that they may face
- the decision-maker will listen to and will carefully consider the employee's comments and all other relevant information with an open mind
- disciplinary action will be approved only by managers with the appropriate level of delegated authority, following consultation with HR
- information about the issue, the associated process, and the outcome will be treated confidentially within the parameters of that process, and will be shared only as is necessary or in accordance with applicable legislation (e.g. the Privacy Act 1993, the Official Information Act 1982).

3. Informal corrective action

Where the conduct or behaviour issue is considered minor enough to be dealt with informally, particularly if it is a first offence, the employee's manager may opt to take an informal, corrective approach. This may include recording future expectations of conduct or behaviour in a file note or letter of expectations.

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4. Misconduct and serious misconduct

- a. concerns or allegations, if substantiated, may lead to formal disciplinary action against an employee, including misconduct or serious misconduct
- b. misconduct or serious misconduct includes (but not exhaustively) behaviour that:
 - breaches or seriously breaches the standards of conduct as described in MBIE's Code of Conduct or the State Services Standards of Integrity and Conduct and/or
 - brings (or could bring) MBIE into disrepute, and/or diminish public trust or confidence in MBIE
- c. some types of behaviour may still amount to misconduct or serious misconduct even where they are not specifically noted in the Code of Conduct or policy documents.

5. Addressing Fraud Corruption and Dishonesty Policy - Internal Assurance Investigations

In some instances (see list below) allegations may be forwarded by any employee to Internal Assurance to investigate because of their nature, and the significant potential risks they pose to the Ministry, its staff, systems, reputation, or integrity. These instances include bribery, corruption, criminal activity, dishonesty (as defined in the Addressing Fraud Corruption and Dishonesty Policy) and undeclared conflicts of interest that could adversely impact on the Ministry, and may include significant or complex issues such as:

- criminal activity
- dishonest behaviour, acting without authority and acting contrary to the interests of MBIE
- fraud
- possession of objectionable, offensive or pornographic material using MBIE equipment or premises and
- unauthorised access, disclosure or use of Ministry information.

Internal Assurance will undertake these investigations as they have the expertise and tools to investigate such allegations. The investigations will be undertaken in accordance with the Addressing Fraud, Corruption and Dishonesty Policy ([link to policy](#)).

Where an issue does not meet the threshold for investigation by Internal Assurance, it will be managed by the manager under the requirements of this policy and the Addressing Conduct and Behaviour Procedure. The Internal Assurance team determine the threshold for their involvement in consultation with the relevant manager.

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6. Types of formal disciplinary action

- a. the main types of formal disciplinary action that can be taken against an employee are warnings and dismissal.
- b. the type of warning issued will depend on the nature and gravity of the misconduct, as well as any information provided by the employee, and their employment history with MBIE.
- c. the decision maker, in consultation with HR, will decide whether it is appropriate to issue a warning, or a final warning. The decision maker must ensure they follow MBIE's delegations manual, in particular by ensuring any disciplinary sanction is authorised by a manager with the appropriate delegations.
- d. an employee may be issued with a final warning for a further breach or in the first instance for more serious incidents of misconduct.
- e. dismissal may be considered where earlier warning(s) have been issued, or for serious misconduct
- f. dismissal is usually on notice but summary dismissal giving no notice may be actioned in some cases of serious misconduct. Notice requirements will be specified in the applicable employment agreement
- g. where notice is required, at MBIE's discretion payment can be made in lieu of the employee working through the notice period.
- h. the employee will be given the opportunity to comment on the proposed outcome before a final decision is made. This opportunity to comment can be provided to the employee at a meeting, or requested from the employee in writing.

The decision maker is able to revert to informal corrective action at any time during or following a formal process if they believe this is appropriate based on the information considered.

Related procedures

- [Addressing Conduct and Behaviour Procedure](#)
- [Addressing Fraud, Corruption and Dishonesty Policy](#)

Relevant legislation

- Employment Relations Act 2000
- State Sector Act 1988
- Protected Disclosures Act 2000
- Human Rights Act 1993
- Privacy Act 1993
- Official Information Act 1982

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Other related documents

- [Code of Conduct](#)
- [Standards of Integrity and Conduct \(State Services Code of Conduct\)](#)
- [Delegations](#)
- Relevant employment agreements

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INZ customer interactions: principles and process

Principles act as guidance for how to approach customer interactions in day-to-day work. There are ten principles Immigration New Zealand (INZ) staff should keep in mind when interacting with customers. These are outlined below and are not outlined hierarchically.

More [specific guidance on how to contact customers](#) in any given instance is also available.

Key principles

Principle
1 Customer interactions must always adhere to legal and privacy obligations.
2 Efficient methods of communication are preferred.
3 Online channels of communication are preferred to other channels.
4 Customer circumstances that impact their ability to use particular communication channels should be considered.
5 Communication methods should remain consistent across the visa application process.
6 Communications should be consolidated into the fewest possible number of interactions and interactions should not be duplicated.
7 The timeframes given to customers to respond to communications should be standard across INZ offices.
8 Language used in communications must be simple and clear.
9 Standard templates and formats should be used in customer interactions.
10 Communications with customers must be recorded in AMS notes.

1. Legal and privacy obligations

Customer interactions must always adhere to legal and privacy obligations.

When interacting with customers, staff should always operate within the provisions of the appropriate legislation, such as the Immigration Act 2009 and the Privacy Act 1993, as well as immigration instructions. This ensures that the proper principles of privacy, fairness and natural justice are followed.

2. Efficient communication channels

Efficient methods of communication are preferred.

The most efficient method of communication should be used for any particular customer interaction. Using customer interactions that are as efficient as possible means:

- Using methods that require the least time and resource to undertake.

- Using channels of communication that will encourage quick or easy responses from the customer.

3. Online communications

Online channels of communication are preferred to physical communications.

One of the New Zealand Government's ten priority results and targets is that *New Zealanders can complete their transactions with government easily in a digital environment* (Result 10).¹

In line with this, online channels in communications with customers, such as emailing or uploading requests to online accounts, are preferred to physical communications, such as posting letters.

4. Identifying customer circumstances

Customer circumstances that impact their ability to use particular communication channels should be considered.

The circumstances of the customers that INZ is interacting with should be considered when determining the channels used for customer interactions. Consideration of these circumstances should focus on the customer's *needs* rather than their *desires* or *wants*. While prioritising online communication is a key principle, some customers may not have access to or not be able to use online communication channels. Each customer interaction must fit to the customer's needs.

5. Consistency of communication method

Communication methods should remain consistent across the visa application process.

The method used to communicate with the customer during the visa application process should remain consistent throughout. Consistency is particularly important for written communications. Verification interactions may require other methods, such as phone calls and interviews.

6. Consolidate customer interactions and avoid duplication

Communications should be consolidated into the fewest possible number of interactions and interactions should not be duplicated.

Communications during an application process should be consolidated where possible so that a customer is not contacted multiple times if one interaction is sufficient. This avoids both unnecessary frustration for the customer and inefficiency for INZ.

¹ The following are the specific targets associated with result 10:

- *"By 2017 an average of 70% of New Zealanders' most common transactions with government will be completed in a digital environment.*
- *We will support New Zealanders through the digital transition: Assist customers to transact digitally, and provide alternatives for those who can't."*

Similarly, only one communication should be used for any particular interaction with a customer, unless there is a compelling reason to use an additional communication. For example, staff generally should not both phone and email communications to a customer to achieve the same end.

7. Standardised timeframes for responses

The timeframes given to customers to respond to communications should be standard across INZ offices.

Timeframes given for responses from customers to a particular interaction should be consistent across INZ offices. Standardised timeframes allow INZ processes to be managed more easily across the global office network and give greater assurance to customers.

8. Simple language

Language used in communications must be simple and clear.

The language used when communicating with customers must always be succinct, simple and clear, so that the customer can understand it easily. Often English will be INZ's clients' second language. Legalistic language should only be used when absolutely necessary, such as when quoting immigration instructions or outlining a person's rights.

9. Standardised templates

Standard templates and formats should be used in customer interactions.

Where templates and standard formats are available, these should be used in communications with customers. At times these templates may be amended to account for any nuances of a particular situation. Standardised templates, however, should not dictate the method of communication. For example, staff should not feel compelled to write to a client because there is a template letter, when a telephone call may be more appropriate.

10. Recording communications

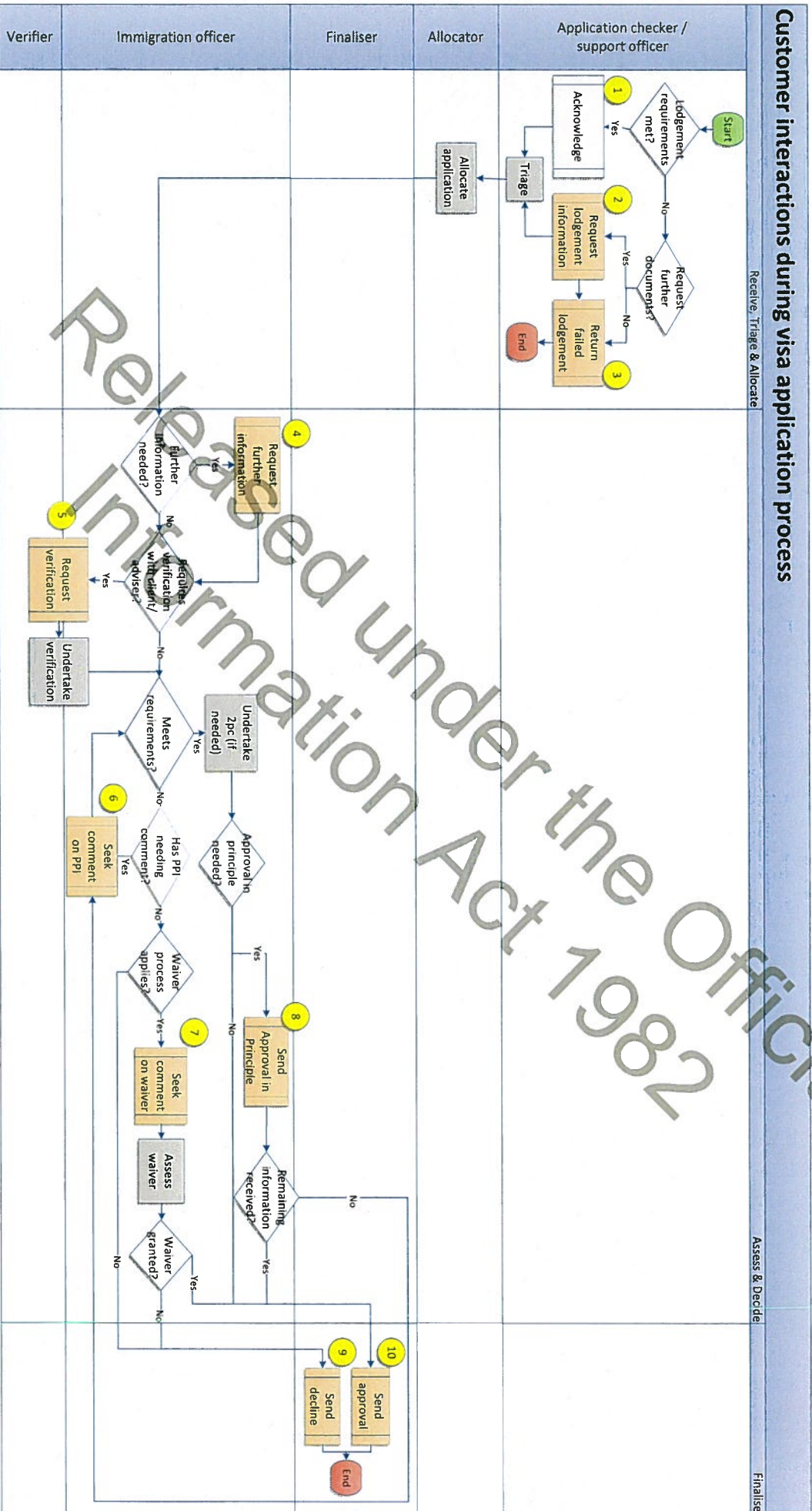
Each communication with a customer must be recorded in AMS notes.

Customer interactions must be accurately recorded in AMS notes. Recording customer interactions ensures that immigration communications, processes and decisions can be accurately reviewed and explained.

Customer interactions: Process

Ten customer interactions can occur during the visa application process. These and the person who undertakes them are outlined below.

Customer interactions during visa application process



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Process steps

Step	Process	Description	Actor
1	Acknowledge	Acknowledgements are usually sent through the online system automatically or VAC. In exceptional circumstances an acknowledgement may need to be sent from an INZ office.	Application checker / support officer
2	Request information for lodgements	The customer is contacted to request further documentation to complete lodgement requirements.	Application checker / support officer
3	Return failed lodgements	The customer is contacted to inform them that their application is not accepted for processing by INZ. Any documentation submitted to INZ is also returned to the customer. Applications accepted through Immigration ONLINE may not be RFLed.	Application checker / support officer
4	Request further information	The customer is contacted to request further information required to assess the application accurately. This may include information that has been waived for the purposes of lodging an application.	Immigration officer
5	Request verification	Where verification is undertaken with the applicant or their representative, staff make contact with the customer, their representative, or relevant contact (such as employer or education provider) to verify the information. A further interaction or meeting may be set up.	Immigration officer / verification specialist
6	Seek comment on Potentially Prejudicial Information	Where Potentially Prejudicial Information (PPI) is encountered in the application, and the customer has not yet been given an opportunity to comment on it, the customer is contacted so that they may give further evidence or information to address the concerns.	Immigration officer
7	Seek comment on waiver	Where the customer does not meet health or character requirements, and is eligible for a waiver, the customer is contacted to give them an opportunity to comment on any circumstances that may be relevant to the assessment of the waiver.	Immigration officer
8	Send approval in principle	An approval in principle may be granted subject to the applicant providing additional information to complete the application. For example, a student visa application may be approved in principle subject to payment of tuition fees. The customer is contacted to inform them that their application has been approved in principle.	Immigration officer
9	Send decline	The customer is contacted to inform them that their application has been declined. Any documents and passports submitted by the customer are returned to the customer.	Finaliser
10	Send approval	The customer is contacted to inform them that their application has been approved. Any documents and passports submitted by the customer are returned to the customer.	Finaliser