

## **Additional Guidance for Determining Whether an Employee is a Critical Worker**

The below guidance is intended to give additional guidance only **do not copy any of this information into any correspondence with a client.**

An immigration officer who is a National Manager in BVO will determine who is an 'other critical worker'. Critical Workers can be divided into two separate groups- those employees who are required to come to New Zealand for less than 6 months and those required to come for 6 months or longer.

It is important to understand how long the employee is intending to be in New Zealand as this will guide which set of instructions you apply:

### **6 MONTHS OR LESS:**

This group must have:

- Unique experience and technical or specialist skills that are not readily obtainable in New Zealand OR
- Are undertaking a time-critical role which is:
  - For the delivery of an approved major infrastructure project OR
  - For the delivery of an government approved event OR
  - For the delivery of an major government-approved programme OR
  - Is in support for an approved government-to-government agreement OR
  - Has significant wider benefit to the national or regional economy.

### **MORE THAN 6 MONTHS**

This group must meet one of the above requirements AND

- Earn at least \$106,080 per annum OR
- Have a role that is essential for the completion or continuation of a science programme under a government funded or partially government-funded contract, including research and development exchanges and partnerships, and has the support of MBIE Science, Innovation and International Branch to travel to New Zealand to carry out their work OR
- Be undertaking a role that is essential for the delivery or execution of:
  - A government-approved event OR
  - A major government-approved programme OR
  - An approved major infrastructure project.

Factors that may be taken into account when determining whether a person is an 'other critical worker' include:

- Why that person is needed to ensure the delivery, continuity or execution of the work or service, and the effect on the work or service if the person was unable to come; and
- Why it is not possible to re-deploy workers already in New Zealand (this could include time constraints or the specific nature of the work or service to be done); and

- The situation of the staff (if any) currently performing the role(s), and whether they can remain or not in the roles; and
- The length of the visa required and the reason for that length of visa.
- Why now? What is the urgency/exceptional circumstance requires them to be exempt from border restrictions?

#### **What is unique experience and technical/specialist skills?**

Unique or specialist skills include, but are not limited to, whether these skills or experience:

- Have been gained in a specialist training institution or by working in a highly specialist firm.
- Can be demonstrated through global experience.
- Are inherent to a person.

#### **What should I consider when making this assessment?**

Factors to consider include, but are not limited to, whether:

- There are no workers in the country who could perform the role OR
- There is a very limited pool of available workers who could perform the role and they are not available to the employer.
- Consider whether or not relevant training, formal education or work experience can be gained in New Zealand.
- Applications for seasonal workers will generally not be approved under these instructions. The only exceptions will be if the nature of the work is highly skilled or uniquely specialised.
- Examples of workers meeting this standard may include: some highly specialist veterinarians, vendor-appointed engineers required to install major equipment, or an actor in a key film role.

#### **How do we know these skills are not readily obtainable in NZ?**

- Refer to the information provided by the employer and outline this in the assessment template.
- There are three checks that should be completed (listed in 'processing tips' below) when assessing these EOIs. Consider how credible the information given is compared to the information found by doing these checks.
- Consider if the employer has made any attempts to recruit locally.

#### **What is a 'time-critical' role?**

- "Time critical" includes if the person does not come to New Zealand, the project, work or event will cease or be severely compromised, or significant costs will be incurred.
- Does this person need to be here before the New Zealand borders open?
- There is no specific timeframe set on this, however the employee needs to be essential to the starting, continuation or completion of the work/project.

#### **What is an approved major infrastructure project?**

- There is a specific list, outlined in instructions H5.30.10.

**How do we determine if the role is time-critical for work which brings significant wider benefit to the national or regional economy?**

- Consider the impact of this person not coming to New Zealand to fulfil their role- will the project be stalled or unable to be completed entirely?
- Mention if the employer has listed a dollar value for the project and the employee's contribution to it.
- What is the outcome of the employee completing this role?
- Consider if the economic impact is projected/estimated vs. proven.
- Consider how the person contributes to the work/project in a wider context.

**EOI Processing Tips**

1. As a starting point, the following checks should be done when assessing the EOI:
  - Look up the Clients Contacts Report (CCR) for the employer
  - Check [Companies Office](#) to confirm the company's existence/history
  - Do a general Google search on the company/refer to their website.
2. The NZBN should be listed in the Plone submission, the company's AMS client record, and can be found on the Companies Office website.
3. Conduct a name/NZBN search for the employer and link any existing ID's.
4. Complete the contact tab
5. Information warnings or concerns should be noted and reflect in the assessment template in the 'any other notes' section.
6. An employment agreement does not need to be sighted at EOI stage, however will be requested when an ITA is issued.
7. Please note that a high wage (i.e. above the median salary) does not necessarily reflect the need for that employee to travel to New Zealand.
8. You may request for further information if no/minimal information is provided on Plone.

**Filling out the Template**

*Summary of the work the business undertakes*

This can include:

- Industry/sector the business operates in
- Scope of the business (employee size, number of sites in NZ/offshore)
- How many people are currently doing the role?
- Product/service they provide
- Any specific projects the business is involved in currently e.g. creation of a COVID-19 vaccine.

**Application Processing Tips**

**VISA CONDITIONS AND VALIDITY**

- Under these instructions, an applicant can be granted a Critical Purpose Visitor Visa for up to 6 months OR a maximum of 12 months where a CXR has been provided (unless from the applicant is from a low TB country list in A9.25.10).

### CRITICAL PURPOSE VISITOR VISAS

- Unless there is a compelling reason otherwise, CP VVs should be granted as single entry visas. If you think a multiple entry visa should be granted, consult a Technical Advisor

### CRITICAL PURPOSE VARIATION OF CONDITIONS

- A Critical Purpose Variation of Conditions can be granted for a duration in line with the substantive visa.
- If the visa has been activated, the CP VOC should not be given a first entry date, they should be given an expiring date in line with their substantive visa.
- If the visa has not been activated, the CP VOC will require a 6 month F/E date
- CP VOCs should be granted as multiple entry and in particular, it is important to ensure that **Work to Residence** visas are granted as multiple entry.

### Frequently Asked Questions

#	Question	Respondent	Answer
1.	Do AMS notes need to be entered for all of the employees included in the EOI?	Henderson Office	<u>No.</u> At EOI stage, a client ID and AMS notes only needs to be created for the employer.
2.	The employer has mentioned that their employee wishes to bring their dependents, however has not provided their details.	Henderson Office	We require the employee(s) (and their dependents) name at EOI stage.  To do this- contact the employer directly.
3.	One employee appears to meet Critical Worker requirements but not the other. What do I do?	Henderson Office	If one employee appears to meet Critical Worker instructions but not another, this will need to be clear in the assessment template.  Move the MAKO folder into the 'MIXED OUTCOME' folder.

4.	I don't know much about the sector the employer operates in. Can I contact a lead agency for advice?	Henderson Office	Yes, this an option, however contact your Immigration Manager in the first instance.
5.	The employee has requested an exception for their New Zealand citizen/resident employee. Do I proceed with the assessment?	Henderson Office	<p>Citizens and residents who have been in NZ as residents can be refused outright as citizens can't be granted a visa, and 'activated' residents don't need to be approved as critical workers.</p> <p><i>“EOI NOT CONSIDERED: The request cannot be considered under COVID 19 travel ban exception process as the NZ border remains closed for all apart from NZ citizens and residents who are returning to NZ.”</i></p> <p>Offshore residents who have not had their residence visas activated still require a critical purpose to travel to New Zealand so may still apply through this process.</p>
6.	The employee appears to meet other Critical Purpose instructions (e.g. Critical Health Worker, Ordinarily Resident Australian), can I issue an ITA straight away on this basis?	Henderson Office	<p>Consult a TA in the first instance.</p> <p>We can ITA on the other grounds, however we must be relatively certain that they meet the requirements of the other category.</p>
7.	The employer has stated they won't pay for the quarantine requirements for their employee.	Henderson	Ensure this information is captured in the assessment template under 'any other notes'.

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8.	I have located the employee in AMS and note that they have serious a bona fide/character/health issue but potentially meets a critical purpose.	Henderson Office	You will need to outline this in the referral assessment.
9.	The employee earns above the median salary but this is based on a 60 hour work week. Does this meet requirements?	Henderson Office	Yes- there is no hourly rate for this salary requirement.
10.	An EOI has been refused previously, do I need to assess their subsequent one again?	Henderson Office	<p>Yes, every new EOI requires a new assessment. Sometimes in subsequent EOIs, employers may provide more information that changes the outcome.</p> <p>Consider what new information has resulted in requirements now being met</p>
11.	Should I be requesting for information at EOI stage?	Henderson Office	<p>In some instances, it may be necessary to request further information to proceed, however this will be considered on a case by case basis.</p> <p>Requests for information should be given a response timeframe of <b>48 hours</b>.</p>

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## **Visa Conditions and Validity**

- Under these instructions, an applicant can be granted a Critical Purpose Visitor visa for up to 6 months OR a maximum of 12 months provided a CXR isn't required.
- A Critical Purpose Variation of Conditions can be granted for a duration in line with their substantive visa.
- Generally, Critical Purpose Visitor visas should be granted as single entry visas. If you think a multiple entry visa should be granted, consult a Technical Advisor.
- Variation of Condition visas should be granted as multiple entry- if the visa is activated do not put a first entry date on it.

### **Validity**

- If the applicant is a dependent of a Critical Worker, the visa they are granted should not be valid for longer than their partner's visa in New Zealand.
- There are some visa types that will lose their original visa conditions if a Critical Purpose Variation of Conditions is raised on top of their original visa. This is because their 'expiry date stay' date cannot be altered in AMS. In these cases, a Critical Purpose Visitor visa will need to be raised and the applicant informed that their original visa conditions (multiple entry) will not apply to the new visa.
- For those who meet the 'under 6 month' requirement but are staying for a much shorter period, e.g. 6 weeks, still issue a 6 month visa. This is due to the current issues with flight availability.

### **Conditions**

- Any applicant approved under the Critical Worker category, their employer and occupation **must** be recorded on the visa label.

## **What if the applicant appears to meet other Critical Purpose criteria?**

- As we do not have sufficient information that is needed to re-raise the new EOI we process as normal and make a note in the referral assessment that they likely meet [Critical Purpose category]. If the outcome of the referral is not successful, the support team can inform them that they may test their eligibility under other CP criteria when we email them with the decision letter under Other Critical Worker.

## Additional Guidance for Employer Border Exemption Inbox Procedure

The below guidance is intended to give additional guidance only **do not copy any of this information into any correspondence with a client.**

We receive emails from employers and advisers through our email inbox:

[Employerborderexceptions@mbie.govt.nz](mailto:Employerborderexceptions@mbie.govt.nz)

We receive emails primarily regarding employer border exceptions. It is preferable that these are responded to within 24-48 hours where possible, although some queries may be urgent and require swifter action.

Some of the common enquiries and their responses are as follows:

### **RECONSIDERATION REQUESTS**

We regularly receive emails from employers or advisers requesting reconsideration when a request has been declined. We provide some information relating to the reconsideration process in our decline emails, but we do not actively encourage or facilitate employers to submit a reconsideration request merely because their request has been declined.

In order to accept a request for reconsideration, new and compelling information that was not provided in the original request must be provided, and must be provided promptly.

If a significant amount of time has elapsed since the decision and an employer/adviser is enquiring about their options for the first time, do not provide the option of a reconsideration as it would not be accepted. Instead direct them to submit a new request.

If the enquiry is recently after the decision, you may give them the option, but it is best to provide a specific timeframe for when they must provide this information. If new and compelling information has not yet been provided, one week is a reasonable amount of time to provide to ensure that it is provided promptly. If longer is needed, consideration can be given to the circumstances and whether this is reasonable.

#### **New and Compelling**

When considering whether to accept a reconsideration request, you must consider whether the information provided is both **new** and **compelling**. This means that the information must not have been provided in the original request, and it must be substantial enough that it may have an impact on an assessment of the relevant immigration instructions, H5.30.5(a)(i) and (ii).

When considering this, you should look at the assessment of the previous request to find the core reasons for the decline and any concerns the immigration officer or National Manager have raised.



New information should ideally address these concerns (or demonstrate how another instruction is met), or at least factor into the assessment of the appropriate instructions.

An example of this would be an employer who provides evidence of having advertised for a position in New Zealand and being unable to source local workers. This would be a relevant consideration for a request that was previously declined under H5.30.5(a)(i), so a reconsideration request would likely be accepted; however it will depend on the reasons for the decline.

Noting all of the above, remember that you are not the immigration officer assessing a request in order to recommend a decision. You are not conducting a full assessment of the new information and whether you believe that the request now meets instructions; you are only conducting a face value check of whether the new information is likely to be relevant in addressing the concerns noted in the previous decision.

### **Process if Accepted**

If you are accepting a reconsideration for consideration, you should:

- Raise a new application in AMS under Special, Expression of Interest, Border Exceptions Request (Business or Agency). Link the new application to the original request that was declined.
- Process lodgements and place in the 'Queue, CW Recon' case manager. An Immigration Manager will need to waive the fee.
- Place the new information (or the email received) in the same MAKO folder as the originally declined request – this should be marked as information for a reconsideration.
- Rename the MAKO folder to include "RECON ANXXXXXXXX" at the end, so that both application numbers are included in the folder name. Move the MAKO folder to the "Reconsiderations" folder.

## **QUERIES**

### **Application Update**

When an email is received requesting update on a request, please check the AMS notes and MAKO folder to determine its current status. Once this is confirmed, respond back to the email advising where it is in the process. Please be careful in ensuring if that we are only responding to the authorised parties.

It is best not to promise an outcome within a specific timeframe where possible. We advise that most requests are decided within two weeks, but we would not provide a specific date unless there is certainty that there will be an outcome by then.

### **Decline Clarification**

Due to the generic nature of our decline letters, employers/advisers will often seek clarification as to the reasons for the decision.

The summary of the assessment in MAKO should give an indication of the reasons instructions were not met, along with any additional comments from the National Managers. These reasons can be provided to the employer/adviser.

#### **Other Queries**

A number of other queries are received, such as questions about individual EOIs or MIQ. These can be directed to the appropriate avenues (e.g. INZ website, MIQ website, ICC).

Many other simple queries can be answered by information on INZ's website page for employers:

<https://www.immigration.govt.nz/about-us/covid-19/covid-19-information-for-employers>

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## Industry/Role Specific Guidance

- [Universities](#)
- [High level management roles](#)
- [Project manager roles](#)
- [Technical/trade roles](#)
- [Fisheries roles](#)

<u>Universities</u>	<u>High Level MGMT Roles</u>
<ul style="list-style-type: none"> <li>○ When assessing unique talent, focus less on the wider importance/benefit of the role (e.g. assisting with the pandemic response) and more on the actual skill set the employee has.</li> <li>○ What about the employee's skillset could only have been gained overseas? What sets them apart?</li> <li>○ Is someone already doing the role, just at a stretched capacity?</li> </ul>	<ul style="list-style-type: none"> <li>○ Is the employee's skillset actually unique or are they just the best candidate for the role?</li> <li>○ Is someone already doing the role, just at a stretched capacity?</li> <li>○ Careful with economic benefit- how will the employee's role <i>directly</i> impact this?</li> </ul>
<u>Project MGMT Roles</u>	<u>Technical/Trade Roles</u>
<ul style="list-style-type: none"> <li>○ Is the employee already completing this role offshore or are people onshore filling in? This suggests the employee may not be essential to the projects delivery or that they need to be in New Zealand on a time critical basis.</li> <li>○ Is someone already doing the role, just at a stretched capacity?</li> <li>○ Careful with economic benefit- how will the employee's role <i>directly</i> impact this or the project being worked on?</li> </ul>	<ul style="list-style-type: none"> <li>○ How time critical is the employee's input to the project? What would happen if they don't arrive next week? Next month?</li> <li>○ Is someone already doing the role, just at a stretched capacity?</li> </ul>
<u>Fishery Roles</u>	
<p>There are strong grounds for approval if:</p> <ul style="list-style-type: none"> <li>○ The vessel's systems/diagrams/ops manuals etc. are in another language.</li> <li>○ The vessel/its operations result in local Kiwi employment or earn significant export revenue.</li> <li>○ There are a number of people coming to work on vessels that are 'hibernating' which one might logically conclude that this means the roles</li> </ul>	

<p>aren't time critical. However, the vessel's 'readiness' to jump back out to sea at any moment is the time critical factor here and the crew need to be on board to ensure this.</p> <ul style="list-style-type: none"> <li>○ There may be specific bilateral/international agreements that require the presence of certain roles on vessels- this is sufficient to indicate the role is time critical, unique and has a wider economic benefit.</li> </ul>	
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**UNIVERSITY LECTURERS/EMPLOYED BY UNIVERSITIES**

**DECISIONS OVER-TURNED**

<b>Employer</b>	CN 20194667 <span style="background-color: black; color: red;">Section 9(2)(a)</span> University
<b>Time requested</b>	Less than 6 months
<b>Role</b>	Senior Lecturer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Employer has hired a Senior Lecturer in Section 9(2)(a) that will also provide Section 9(2)(a) throughout the Section 9(2)(a) session. The role requires a Section 9(2)(a)

The employer claimed no one in New Zealand has the level of specialist training/experience/expertise that the employee has.

The role is time critical given the short-term nature of the Section 9(2)(a) season.

*Decision over-turned because:*

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand- what about the employee's skill set and experience could only have been gained overseas?
- Why the role may be time critical- how does it benefit the wider economy?

<b>Employer</b>	CN20194981 The University <span style="background-color: black; color: red;">Section 9(2)(a)</span>
<b>Time requested</b>	More than 6 months

<b>Role</b>	Lecturer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (b) (iii) (MBIE science)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Employer has hired a Lecturer in **Section 9(2)(a)** which involves training **Section 9(2)(a)** workers in **Section 9(2)(a)**, lecturing post-graduate **Section 9(2)(a)** students in **Section 9(2)(a)**, serve on governance groups and undertake research. Role currently being completed by staff 'covering the workload'.

Employer claimed that these skills were unobtainable in New Zealand because they require the candidate to hold a PhD and have experience in delivering **Section 9(2)(a)** content. The **Section 9(2)(a)** experience was stated to be important given its current use in the pandemic. Employee has experience as a **Section 9(2)(a)**.

Employer would be working on the MBIE science project to alleviate the workload of the current staff.

Noted employee earns less than the median wage requirement.

*Decision over-turned because:*

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand- role is already being covered by existing staff, albeit at stretched capacity.
- When assessing unique talent, focus less on the wider importance/benefit of the role (e.g. assisting with the pandemic response) and more on the actual skill set the employee has.



University **Section 9(2)(a)**  
(Lecturer)- Decline.p

<b>Employer</b>	CN20194981 The University <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Research Fellow
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (b) (iii) (MBIE science)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Employer requires employee in a specialist research fellow role to undertake research on an **Section 9(2)(a)** **Section 9(2)(a)** programme.

Employee holds a PhD and has the requisite **Section 9(2)(a)** experience. Employee is an award winning graduate at a top ranked university in **Section 9(2)(a)**. Employee will work directly on a MBIE funded science programme in **Section 9(2)(a)**.

Role is currently being temporarily filled by a PhD graduate. Research on the MBIE science program is being completed- but at a stretched capacity.

*Decision over-turned because:*

- Noted the skills and experience of the employee, however the employer hasn't demonstrated that there are any **Section 9(2)(a)** in New Zealand that could take up the role. Referral states there is a 'small pool of **Section 9(2)(a)** in New Zealand'. Referral also states that a PhD graduate is in this role temporarily.
- While employee is contributing to an MBIE science programme, it hasn't been demonstrated that the employee's role is critical to its delivery.
- Careful with contradictory rationale- there is someone currently in this role and employer has stated there is a small pool of people in New Zealand that could perform the role, just not to the level of the employee.
- As above, careful when assessing unique talent- it's not about the importance of the role itself (assisting with **Section 9(2)(a)** research is obviously very important right now), it's about demonstrating that this person's skill set is unique.



University **Section 9(2)(a)**  
(Research Fellow) - I

<b>Employer</b>	CN21291744 The University <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Lecturer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Employee to be hired as a Senior Lecturer in the School of **Section 9(2)(a)** Employer claims employee is one of very few people specialised in the field of **Section 9(2)(a)** - role requires relevant PhD and 5 years research experience. Will be lecturing a qualification that is not otherwise available in New Zealand.

Employer has claimed that employee will attract more PhD students to the university, benefitting the economy.

Employee has been working remotely.

*Decision over-turned because:*

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand- what about the employee's skill set and experience could only have been gained overseas?



Section 9(2)(a) sity of  
Decline.f

### DECISIONS UP-HELD

<b>Employer</b>	CN21291744 The University Section 9(2)(a)
<b>Time requested</b>	More than 6 months
<b>Role</b>	Lecturer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Decline
<b>Decision made by National Manager</b>	Decline

Employee to be hired as a Lecturer in Section 9(2)(a) Studies. Employee to be involved in developing Section 9(2)(a) training programmes and consulting on government's initiatives to improve public service interpreting. Employer claims the programme will have a wider benefit to the economy given the training programme will attract more students and the interpreting profession is an essential support role.

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand.
- Employee does not met remuneration threshold.
- Role isn't time critical.



Section 9(2)(a) sith of  
(Lecturer)

<b>Employer</b>	CN20063052 University Section 9(2)(a)
<b>Time requested</b>	More than 6 months
<b>Role</b>	Lecturer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approve
<b>Decision made by National Manager</b>	Approve

Employee to be hired as Dean of the School of Section 9(2)(a) division. Employee has bought in over Section 9(2)(a) million dollars of new funding for Section 9(2)(a) initiatives throughout her career and has received national recognition as a Section 9(2)(a) for significant service to Section 9(2)(a) education. Remuneration is \$ Section 9(2)(a) P/A.

- Employee has skills that could only have been obtained outside in New Zealand and are unique in their speciality.
- Remuneration indicates level of specialist skill.



Section 9(2)(a)

**HIGH LEVEL MANAGEMENT ROLES**

**DECISIONS OVER-TURNED**

<b>Employer</b>	CN74917424 Section 9(2)(a) Limited
<b>Time requested</b>	More than 6 months
<b>Role</b>	General Manager
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Employer manufactures Section 9(2)(a) for export and sale in New Zealand. Employee’s knowledge of Section 9(2)(a) manufacturing and supply chains as well as the Section 9(2)(a) language/culture listed as reasons the employee’s skillset is unique.

Referral outlines there is insufficient information to determine whether the role is time critical and will benefit the wider economy. Referral highlights the business has lost NZD\$ [redacted] K in the past 12 months due to supply chain issues. Business may risk losing new contracts that employee has secured.

*Decision over-turned because:*

- National Manager has acknowledged that language is an important skill for an employer, however the referral doesn’t support how this skillset is unobtainable in New Zealand.
- Further noted business losses have been over the past 12 months which cannot be directly attributed to the employee not being in the role given they were only offered the role in 2020.



Section 9(2)(a)



<b>Employer</b>	CN75621949 <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Director
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

A Director of a **Section 9(2)(a)** services company provided funding to small/medium sized enterprises in New Zealand submitted an EOI for himself. He has over 20 years' experience in the finance industry and is stated that the business will generate \$ **Section 9(2)(a)** million in its economic contributions and 300-4500 jobs in NZ. He earns a salary of \$ **Section 9(2)(a)** p/a.

*Decision over-turned because:*

- We have someone who is incredibly skilled and important for the business but not *uniquely* skilled.
- The NM has noted that while the employee may build a business that will contribute to the economy, this appears speculative at this stage and not time critical.



**Section 9(2)(a)** -  
Decline .pdf

<b>Employer</b>	CN75607547 <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Co-Founder/Director
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Co-founder/director of a company that develops **Section 9(2)(a)** products. They have developed patented **Section 9(2)(a)** technology, have the support of NZTE, have completed several years of testing and planning in **Section 9(2)(a)** and are now ready to launch in New Zealand.

Product prototypes exported out of **Section 9(2)(a)** have been planning a return to New Zealand since **Section 9(2)(a)**

*Decision over-turned because:*

- National Manager not satisfied the individual's skillset is unique or that their role is time critical.
- Don't forget- instruction H30.5 (a) (i) requires an individual to have a *unique* skillset. The role/skill set they hold may be pivotal or vitally important to the business but this in itself does not make it unique or unobtainable in New Zealand.
- The focus here was too much on the importance of the individual's role within the business- they are a co-founder and director, they are certainly vital for the business' operation but their actual skill set, business development and strategy is not unobtainable in New Zealand.



Section 9(2)(a)

Decline.pdf

<b>Employer</b>	CN27265596 Section 9(2)(a)
<b>Time requested</b>	More than 6 months
<b>Role</b>	Senior Manager
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approval
<b>Decision made by National Manager</b>	Decline

Section 9(2)(a) wishes to bring in a Senior Manager on a permanent basis. Employee has vast experience and education in Section 9(2)(a) services however this skillset is generalised.

*Decision over-turned because:*

- While the employee is skilled in his field and would be the best candidate for the role, it is not that these skills are unobtainable in New Zealand. The skills the employee has are not inherent to them and are all skills that could be found in New Zealand.
- Don't forget- instruction H30.5 (a) (i) requires an individual to have a *unique* skillset. The role/skill set they hold may be pivotal or vitally important to the business but this in itself does not make it unique or unobtainable in New Zealand. Management/consultant roles for large corporations appear unlikely to meet H30.5 (a) (i) instructions based on the referrals we've seen.



Section 9(2)(a)

- Decline - NM overtu

<b>Employer</b>	CN23177763 Section 9(2)(a)
<b>Time requested</b>	More than 6 months
<b>Role</b>	Managing Director
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Approve
<b>Decision made by National Manager</b>	Decline

Employee will be managing New Zealand office staff for a trust that specialises in the provision of Section 9(2)(a) services for Section 9(2)(a). Employee has stated the employee is crucial for the completion of a project with Section 9(2)(a), however limited information provided about this.

Employee has over 15 years' experience in leadership roles including Section 9(2)(a). Employer has also referred to her multilingual capabilities and knowledge of the Section 9(2)(a) market as being reasons the skillset is not obtainable in New Zealand.

*Decision over-turned because:*

- o Acknowledged that salary requirements met, however not satisfied skillset is sufficiently unique and could not be obtained in New Zealand.



Section 9(2)(a)

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### DECISIONS UP-HELD

<b>Employer</b>	CN59066630 Section 9(2)(a)
<b>Time requested</b>	More than 6 months
<b>Role</b>	Managing Director
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Decline
<b>Decision made by National Manager</b>	Decline

Employee to work in a CEO level position- employee outlined the role is essential to the running of the business given the current economic environment. Employee will be responsible for the overall strategic direction of the business- will manage the business portfolio of \$ [redacted] million annually.

Employer has attempted to upskill current employees. Noted employee holds a high level, leadership role with high level responsibility, however it's unclear why the employee's specific skill set would be unobtainable in New Zealand. Employer has not supported the claim that the employee's role is time critical and would provide wider economic benefit.



Section 9(2)(a)

## PROJECT MANAGER ROLES

### DECISIONS OVER-TURNED

Employer	CN46903806 [redacted] Section 9(2)(a)
Time requested	More than 6 months
Role	Principal Project Manager
Relevant instructions	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
Decision recommended	Approval
Decision made by National Manager	Decline

Employee to deliver [redacted] Section 9(2)(a) infrastructure projects. Employer states skillset not obtainable in New Zealand due to the employee's [redacted] Section 9(2)(a) years of experience in similar leadership roles within the transport industry, including multi-million dollar contracts.

Employee's role will involve the delivery of multiple [redacted] Section 9(2)(a) projects in the range of \$30-\$50 million, benefiting the wider economy.

#### *Decision over-turned because:*

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand- what about the employee's skill set and experience could only have been gained overseas?
- What about this employee's role is essential or time critical? He plays a key role but likely the projects could go ahead without him in New Zealand.



Section 9(2)(a)

**DECISIONS UP-HELD**

<b>Employer</b>	CN21107619 <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Project Engineer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Decline
<b>Decision made by National Manager</b>	Decline

Employee to work primarily on a project not on the approved projects list. Would be working on other approved projects but on a casual/part-time basis.

Employer has noted employee was the top candidate out of 100's, however does not appear his role is time critical. Employer has stated they will re-advertise should employee not be granted an exception.



Section 9(2)(a)

Limited - Decline.pdf

<b>Employer</b>	CN22213439 <b>Section 9(2)(a)</b>
<b>Time requested</b>	More than 6 months
<b>Role</b>	Project Engineer
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit) H5.20.5 (b) (ii) (salary)
<b>Decision recommended</b>	Decline
<b>Decision made by National Manager</b>	Decline

Projects employee to work on are not on the approved list.

Employer has noted that the team would be stretched without the employee but will continue. Noted employees skill set specific to **Section 9(2)(a)** and **Section 9(2)(a)** projects as making him ideal for the role.

Skill-set not unobtainable in New Zealand, nor could it have only have been gained overseas. There are people in New Zealand fulfilling this role currently just at a stretched capacity.

Projects are not on the approved list.



Section 9(2)(a)  
- Decline.pdf

**TECHNICAL/TRADE ROLES**

**DECISIONS OVER-TURNED**

Employer	CN 67684252 [redacted] Section 9(2)(a)
Time requested	Less than 6 months
Role	Installers/Trainers
Relevant instructions	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
Decision recommended	Approval
Decision made by National Manager	Decline

Employee has a contract with [redacted] Section 9(2)(a) to install specialty [redacted] Section 9(2)(a) and speciality accessories.

Items were required to be shipped from the USA as they are not manufactured in New Zealand or previously installed in New Zealand. Employees will install items and train New Zealand staff on how to do so in the future.

Limited information given as to why the role is time critical and how the upgrade to the [redacted] Section 9(2)(a) would benefit the wider economy.

*Decision over-turned because:*

- Insufficient evidence provided by the employer to demonstrate these specific skills aren't obtainable in New Zealand- what about the employee's skill set and experience could only have been gained overseas?
- What about this employee's role is essential or time critical?



Section 9(2)(a)  
[redacted] D

## FISHERIES ROLES

### DECISIONS OVER-TURNED

Employer	Section 9(2)(a)
Time requested	Less than 6 months
Role	Anchoring Crew Workers
Relevant instructions	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
Decision recommended	Decline
Decision made by National Manager	Approval

Employer has requested ~50 workers to work on a vessel as anchoring crew workers. The workers are needed to meet anchoring and watch-keeping requirements. The vessel itself is amongst the largest fishing vessels operating in New Zealand.

The specific vessel the crew will be working on his Russian built- all on-board engineering systems, equipment, diagrams and operating manuals are in the Russian language. All positions on board are filled by crew with a minimum of 12 months experience in similar roles and all have been previously employed by Section 9(2)(a)

Employer claims to substantially contribute to the economy, employing ~1200 people in the country with revenues of \$450m. Without having the crew come on board, Section 9(2)(a) may be in breach of various legal requirements/maritime responsibilities.

#### *Decision over-turned because:*

- NM has highlighted that Section 9(2)(a) are a large NZ fishing company who contribute significantly to the regional and national economy.
- Existing crew are required to leave the vessel due to health, safety and security concerns.
- NM is satisfied the skills required cannot be sourced in NZ within the timeframe required and that there is a time critical aspect to this request- every day the vessel is in port results in potential financial losses.



Section 9(2)(a)

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Employer	Section 9(2)(a)
Time requested	Less than 6 months
Role	Specialist Crew Workers
Relevant instructions	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
Decision recommended	Decline

Decision made by National Manager	Approval
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Employer has requested 15 workers to work on a vessel to assist with its maintenance while it's in hibernation. The workers are needed to meet anchoring and watch-keeping requirements. The vessel itself is amongst the largest fishing vessels operating in New Zealand.

As above, the vessel the crew will be working on was built in the Soviet Union and as such have older style engineering and electro mechanical equipment on board and requires people with specialist knowledge of these systems.

Employer claims to substantially contribute to the national and regional economy, with revenues of \$100m in offshore export earnings. Claim to directly employ 40 New Zealanders. Without having the crew come on board, employer claims the vessels may have to be sold and the business closed.

Referral write up refers to the border being closed and the roles only being required for the hibernation of the vessels- it therefore did not appear that the roles were time critical.

Note that this request comprised of a number of different roles; motormen, seamen, refrigeration/electrical/chief engineers, boatswains, master and chief mates.

*Decision over-turned because:*

- NM has highlighted that the company is a large NZ fishing company who contribute significantly to the regional and national economy.
- NM has highlighted that while the vessel may be in hibernation, it is logical that the vessel will be required to be maintained in port and kept in a 'state of readiness'.
- NM is satisfied the skills required cannot be sourced in NZ within the timeframe required and that there is a time critical aspect to this request- every day the vessel is in port results in potential financial losses.



Section 9(2)(a)

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Employer	Section 9(2)(a)
Time requested	Less than 6 months
Role	International Scientific Observer
Relevant instructions	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
Decision recommended	Decline
Decision made by National Manager	Approval

Employer has requested 2 workers as Section 9(2)(a) - as part of operating within a specific fishery, various commissions require vessels to have two people in this role on board. New Zealand has a bilateral agreement with South Africa to provide people in this role.



Without these workers, the vessel will be unable to sail from New Zealand which would result in the loss of jobs for 50 crew.

The company has claimed that the international requirements of the commission/the bilateral agreement with South Africa are government to government agreements, however these are not listed under H5.30.15.

*Decision over-turned because:*

- While the above is not a specified government to government agreement, NM has highlighted that the implications of the vessel not being able to fish in this fishery would be significant for the regional economy through loss of revenue to New Zealand's export economy and potential loss of local jobs.
- Instructions have been met through the role being time critical and having a wider benefit to the economy.



Section 9(2)(a)

Approve - initial ana

<b>Employer</b>	Section 9(2)(a)
<b>Time requested</b>	Less than 6 months
<b>Role</b>	Master Captain
<b>Relevant instructions</b>	H5.20.5 (a) (i) (unique/technical/specialist) H5.20.5 (a) (ii) (time critical role with wider benefit)
<b>Decision recommended</b>	Decline
<b>Decision made by National Manager</b>	Approval

Company provides shore side support, project management, maintenance and operational management of superyachts. Employer has requested a Master Captain for a vessel currently berthed in Auckland. Under current insurance guidelines, the tasks of the Master Captain can only be legally completed by them as they have been given Power-of Attorney.

If the employee cannot enter New Zealand, the vessel will relocate to Section 9(2)(a) where a crew change would result in the loss of local jobs and revenue to the local marine industry.

*Decision over-turned because:*

- NM has stated that because the tasks can only be legally performed by this person, they are satisfied they have skills/experience not obtainable in New Zealand.



Section 9(2)(a)

Approve.pdt

# Assess Business EOI

## When to use

Use this procedure to assess an employer or supporting agency's expression of interest (EOI) submitted via the online form accessible on the INZ website.

## Context

In March 2020 New Zealand's border was closed in response to the COVID-19 global pandemic with the immediate impact of stopping most non-New Zealanders from travelling to New Zealand. A non-New Zealand citizen or resident wishing to enter New Zealand while the border is closed must be able to demonstrate that they meet the exception criteria as defined by INZ.

## Role

- Immigration Officer (IO)
- Secretariat Team

## Prerequisites

- Logged into AMS
- Received a visa application under the 'Special, Expression of Interest, Border Exceptions Request (Business or Agency)' in AMS
- Logged into Plone

Business EOIs land in the 'Queue HAO, BE Business EOI' queue.

Data entry will be completed by the Secretariat Team and a MAKO folder created in which to save the submission documents.

The Secretariat Team will also paste a note in AMS with a link to the MAKO folder for access by the IO.

Once these steps are completed, the EOI will be moved to the 'Queue, CW Ready' queue. They will be allocated to IOs by an IM from here.

## Steps

1. Check AMS Workflow for any new EOIs that have been allocated to you
2. Open the corresponding EOI in Plone

To do this, copy the Plone Reference Number for the AMS notes in the EOI.

The screenshot shows the 'AMS - Customer Interaction' application window. On the left is a sidebar with a tree view containing 'Client' (Barry's Business 1970 Limited), 'Application' (14884224 Special, Expression of Interest), and 'Type' (Character Notes, Employment, Group Notes, Health Notes, Institution and Course, Qualification). Below the sidebar is a 'Search For:' field and a 'Find Now' button. The main area displays a table of application records:

Date/Time	Officer	Branch	Type	Client/Appli	Client name/Appin Type
29/Jul/202	Gedye, Belinda	Henderson	Application	14884224	Special, Expression of Interest, Border Exceptio
29/Jul/202	Gedye, Belinda	Henderson	Application	14884224	Special, Expression of Interest, Border Exceptio
29/Jul/202	Queue HAO, BE	Henderson	Application	14884224	Special, Expression of Interest, Border Exceptio
29/Jul/202	Queue HAO, BE	Henderson	Application	14884224	Special, Expression of Interest, Border Exceptio

Below the table is a 'REQUEST DETAILS' section. The 'Plone Reference Number' field is highlighted with a green box and contains the value: d4cad44feb4a4383a14196593ba0cbcc. Other details include: 'Request by a business or an agency for an exception to the border restrictions to allow travel to New Zealand', 'Reason for bringing critical workers to NZ: Workers into New Zealand for an approved programme, infrastructure project, event', 'Number of workers on request: 10', 'Number of workers for up to 6 months: 6', 'Number of workers for 6 months or longer: 4', 'Number of family members on request: 2'. The 'EMPLOYER DETAILS' section lists: 'Organisation Legal Name: Barry's Business 1970 Limited', 'NZEN: a@b.c', 'Contact person: Connie Contact', 'Email of contact person: a@b.c', 'Phone number of contact person: 04 456 7898'. The 'ADVISER DETAILS' section lists: 'Adviser's full name:', 'Adviser's email address:', 'Adviser's license number:'. A note at the bottom states: 'Please refer to the Plone repository for further supporting data. The plone repository holds a summary of the work undertaken by this business / agency and the answers provided regarding how exception criteria is met. All named individuals on the request are in Plone within the uploaded document.'

Paste this reference number into the Plone search field and click the search icon to find the corresponding EOI.

# Dashboard for Belinda Gedye

SAFER is Immigration New Zealand's Secure Access Formdata Electronic Repository.

This application allows authorised INZ staff to easily access and review data submitted by external users while safeguarding the underlying information.

## Your Data Sets

The Data Sets that you have access to are listed below.

Data Set		
<b>Border Exception Request - Business</b>	641	3 days ago
<b>Border Exception Request - Individual</b>	2232	20 minutes ago

## Your Recent Activity

Changes and access to data is recorded in the SAFER Audit Log.

<b>Submission Viewed</b>	03 Aug 2020 11:37:58 NZST gedyeb
Border Exception Request - Individual > 06256aa2f85240b9a7f392a23afea9b2	
<b>Submission Viewed</b>	31 Jul 2020 11:44:51 NZST nankuh
Border Exception Request - Individual >	

Searching by using the Plone Submission ID will take you directly to the EOI.


Released under the Official Information Act

SAFER for INZ **PRE CMS-130.10** Belinda Gedye Data Sets Search by Submission ID

# Submission

Border Exception Request - Business  
**d4cad44feb4a4383a14196593be0cbcc**  
 29 Jul 2020 09:13:19 NZST

Completed



Data Notes History Print Share Payment Info

## Submitted Data

The users' submitted form data is displayed here. File attachments can be downloaded by clicking on the buttons below.

- Show Submission Metadata  
 Show Raw Field Names

#	Field	Value
1	Organisation legal name	Barry's Business 1970 Limited
2	Business name	Barry's Bargain Bin
3	NZBN	
4	Provide a brief summary of the work your business or agency undertakes:	Selling wholesale items to other businesses.
5	Street number	100
6	Street name	Testing Street
7	Suburb	
8	Town or city	Wellington
9	Country	NZL
10	Postcode	
11	Full name of contact person	Connie Contact
12	Job title or position of contact person	Admin Assistant
13	Email address of contact person	a@b.c
14	Phone number of contact person	04 456 7898
15	Are you an Adviser filling out this form on behalf of the employer or agency?	N

The key for the codes used throughout the EOI submission can be found here:

<http://thelink/content/inzkit/Documents/Country-codes.pdf>

To navigate to this page, you select INZ Resources/Border Exceptions.

Note that AMS may have created a new client ID for the client- ensure that the client IDs are linked as per normal process.

### 3. Assess the EOI against relevant immigration instructions in H5.30.5

Assess whether you think immigration instructions have been met and whether an invitation to apply (ITA) should be issued. Complete the [assessment template](#) and

save it to the MAKO folder previously created by the Secretariat Team. The link to the folder will be in an AMS note.

**Note:**

There may be instances where you note that the employee meets another exception criteria such as Critical Health Worker or by being an Ordinarily Resident Australian.

Consult a TA in the first instance to confirm requirements are met. If requirements are met, the following should be completed:

- The employer EOI closed off as 'replaced by new' (if only one employee included, if not, the EOI should remain open).
- If there was only one employee included in the submission, place note in employee's AMS client ID stating: *Employee assessed under alternative exception criteria, submission not promulgated to National Manager.*
- If there are multiple employees included in the one EOI, continue the referral as normal and mention that one of the employees has been ITA'ed under a different category in the referral template.
- An individual EOI should be raised for the client and the fees waived (discretionary- seek IM approval first).
- The EOI should be completed as per standard process [here](#) and the client sent an ITA.
- The employer should be informed of this outcome.

**Note:**

If an EOI has been returned to you for a further information request, the information provided by the employer should be saved to the same folder.

Use the template in [this SOP](#) to request the further information.

**4. Move the EOI into the CW Referred to National Manager queue in AMS**

The Secretariat will pick up the EOIs and refer them to National Managers to review and decide.

If...	Then
The National Manager requires more information	The secretariat team will move the EOI to Queue, CW RFI. Follow standard process to request further information from the employer or supporting agency.

	Once received, recommence this process.
The National Manager has decided to <b>approve all</b> workers included in the EOI	The Secretariat will scan the completed referral and save this to MAKO. They will move the EOI to the Critical Worker Approved queue.
The National Manager has decided to <b>approve some</b> of the workers included in the EOI	<p>The Secretariat will scan the completed referral and save this to MAKO. They will then use TLS to create a decline letter template and notify the employer or supporting agency of the decision.</p> <p>The Secretariat will also put a list of the declined workers names in AMS notes.</p> <p>The Secretariat will then move the EOI to the Critical Worker Mixed Outcome queue.</p>
The National Manager has decided to <b>decline all</b> of the workers included in the EOI	The Secretariat will scan the completed referral and save this to MAKO. They will then finalise the AMS application and email the employer or supporting agency to advise of the decision.

5. Review the Critical Worker Approved and Critical Worker Mixed Outcome queue

Support officers will follow [this SOP](#) to add the approved workers to the EOI submission. They will then move the EOI to the CW Approved Workers Added queue for completion by an Immigration Officer.

6. Complete the determination questions

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AMS - [Application Details]

File Edit Special Window Help

Application Number : 14884224 Special, Expression of Interest, Border Exceptions Request (Business or Agency) 00.00

No	Yes	Waive	In Progress	Description	Details
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Authorised decision maker (ADM) approved or declined all critical workers on the application?	ADM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Agree to pay for MIQ (Managed Isolation and Quarantine) if required?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All other requirements met?	

Apply OK Cancel

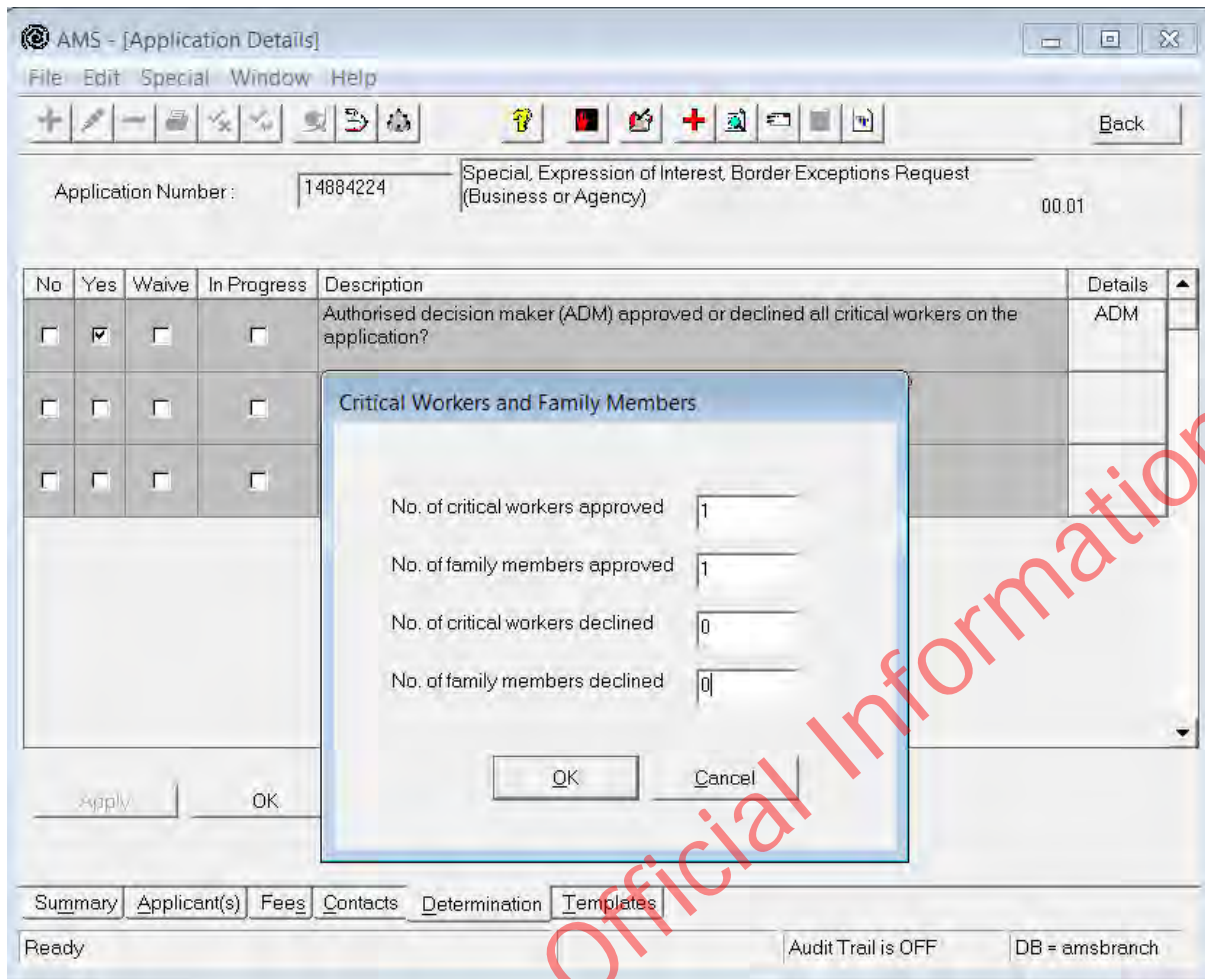
Summary Applicant(s) Fees Contacts Determination Templates

Ready Audit Trail is OFF DB = amsbranch

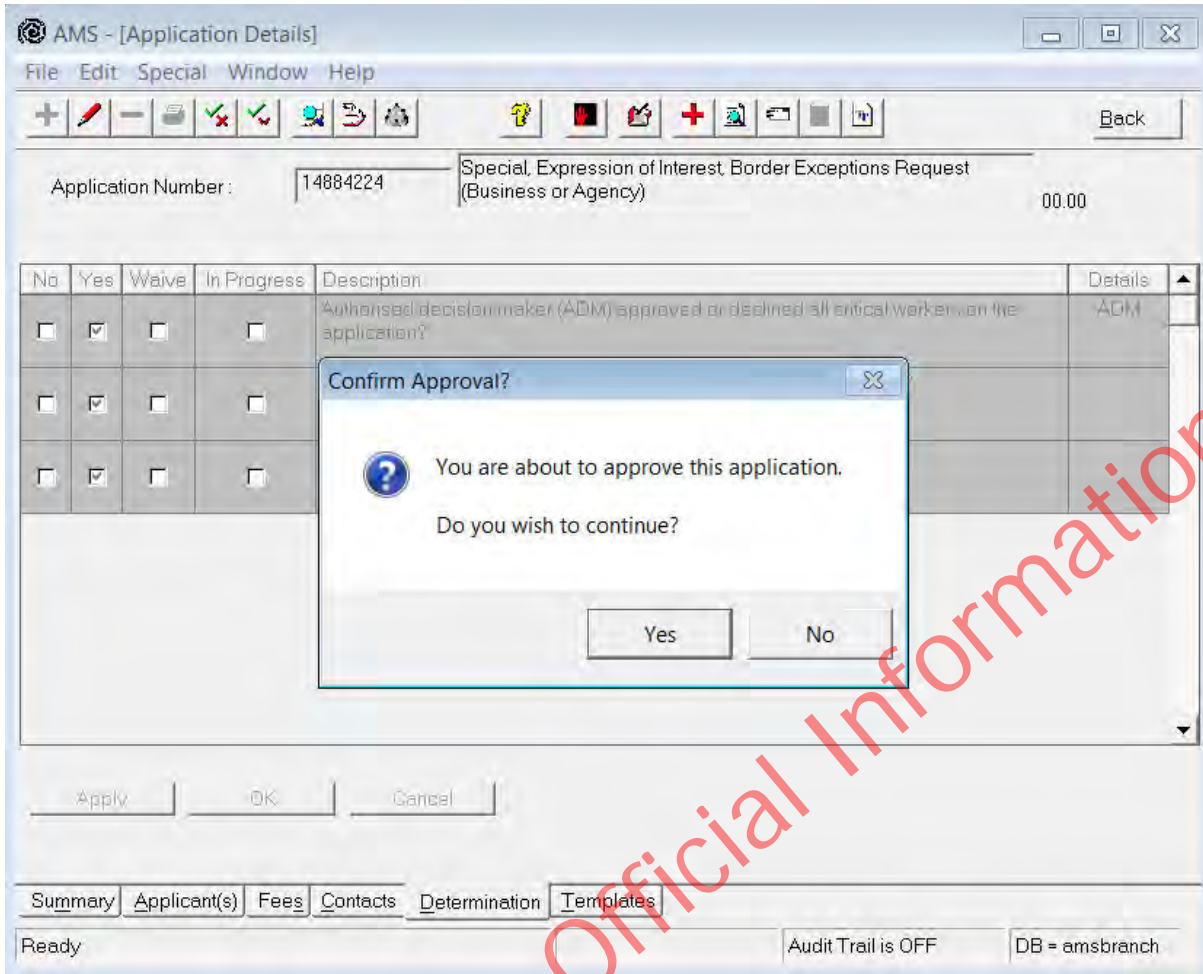
You will need to indicate the number of workers approved and/or declined for this EOI.

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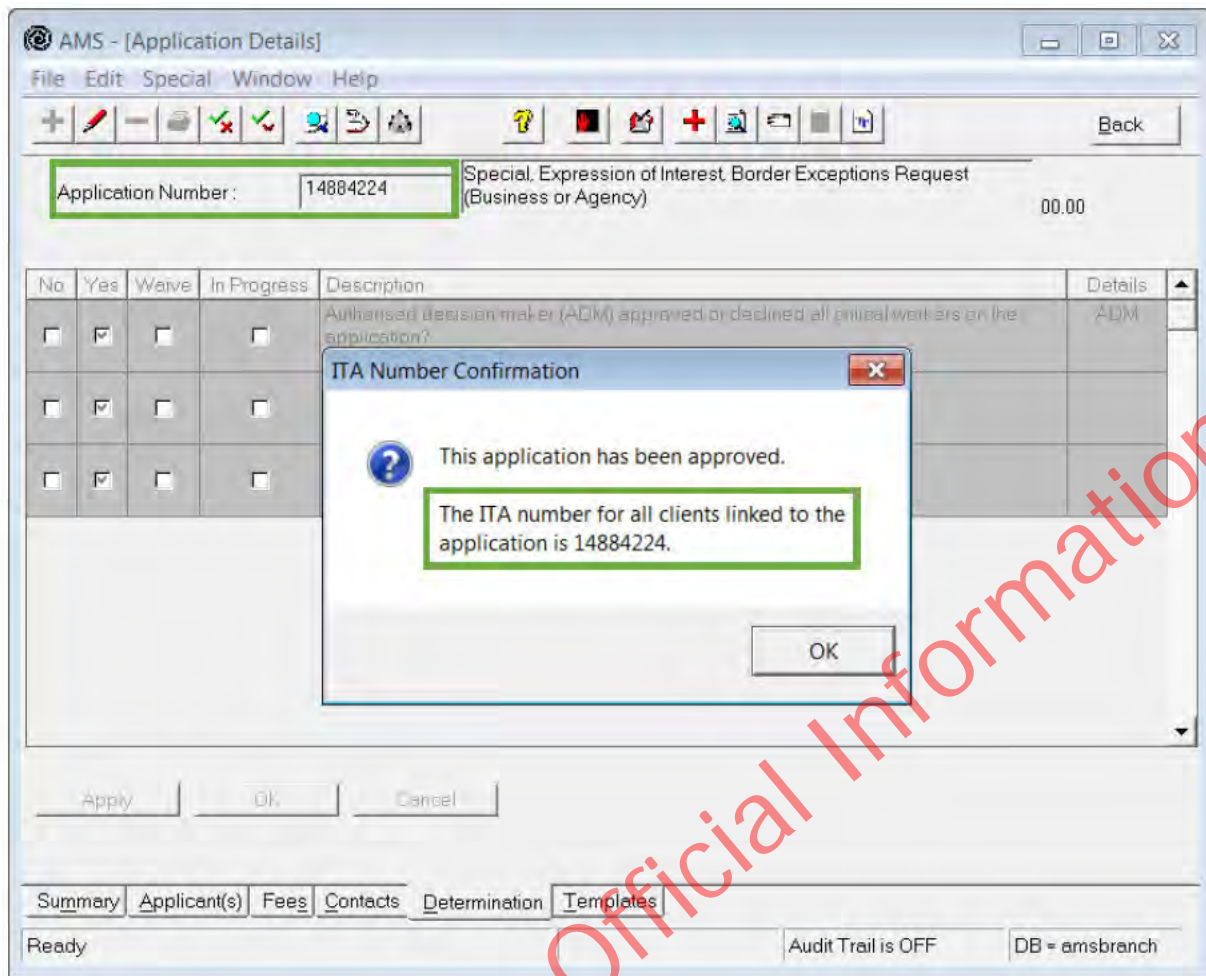




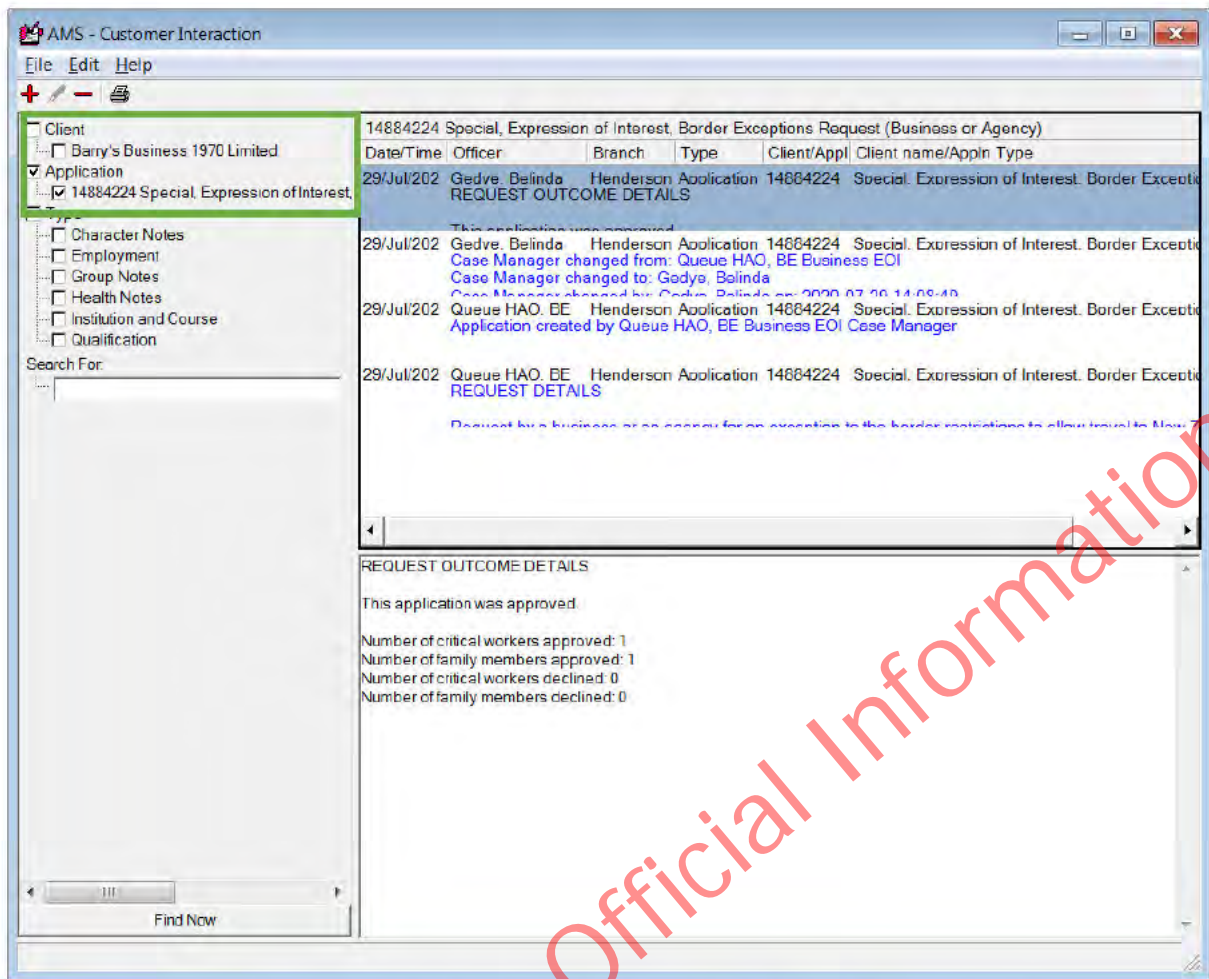
Complete all determination questions and approve the EOI.



**Note:** The ITA number is the same as the EOI application number.



The details of workers approved/declined can be found in AMS notes on the business EOI.



## 7. Inform the employer or supporting agency of the EOI approval

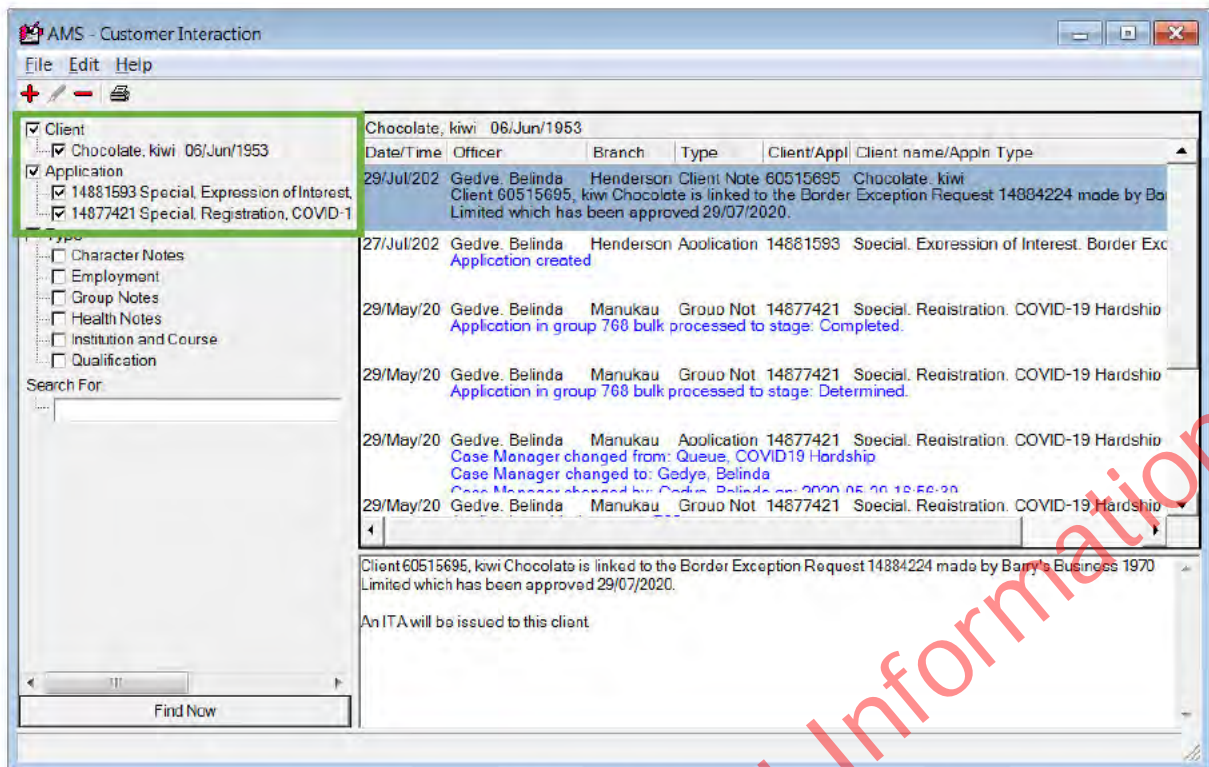
Create the approval letter template in TLS.

Copy and paste the template into a blank email and send it to the employer or supporting agency from the No Reply EmployerBorderExceptions mailbox.

**Note:** The letter templates where all workers are approved or declined does not include the name of every worker. For the scenarios where some workers are approved, the letter will require each worker's name to be listed for clarity and transparency's sake. Current technical constraints means that this information cannot be auto-generated into the letter.

## 8. Send an ITA to each individual worker that is approved

Upon EOI approval, an AMS note is generated onto the approved worker's client notes.



Create the approval letter template for the individual worker and any of their secondary applicants in TLS. You will have to create this within the employer's client ID and then paste it into a blank memo in the employee's client ID. Ensure you add the ITA number to the template.

Use the template in [this SOP](#) to add clear instructions guiding the applicants to apply for a Critical Purpose visa. Use the template relevant to Australians if you are inviting Australian citizens/residents to apply.

Copy and paste the template into a blank email and send it from the No Reply COVID19.NZVisaApplications mailbox.

# EMPLOYER COMMS

## EOI Information Request Template

A timeframe of 3 working days should be given to most requests for information.

### Email Subject Line:

[Employer Client Number] Further Information Required for your Critical Purpose Submission

Dear Employer or Supporting Agency Name,

Thank you for your request for your worker or workers to be approved as other critical workers for the purpose of exceptions to current border restrictions. We received your application on XX/XX/XXXX.

We have completed a first assessment of your request and need more information before we can assess it any further.

Please send the following:

- List information needed

Send the requested information by [date]

Please submit the above information by replying to this email. Do not change the email subject line.

What happens if I don't provide this information?

If you do not send the information, our decision on your application could be delayed. We may assess your application based solely on the information you have already given us.

Kind regards,

Immigration New Zealand