

**Refugee Quota Programme (“RQP”) Standard Operating Procedures (“SOPs”)
Assessing and deciding Mandated Refugee applications**

Step	Actions	Person(s) responsible
<u>Upload biometrics</u>	1. Liaise with Identity Services regarding uploading of biometrics Out of scope 2. Identity Services advises a suitable time for the upload to occur and oversees the uploading of biometric records 3. When advised to do so by Identity Services, complete uploading of biometric records, in batches at the pace advised by Identity Services 4. See Global Process Manual for steps on how to do this Out of scope	<u>RQSO/TA</u>
<u>Post-Mission case updates</u>	CRM – Case Status Update case status in CRM to In Progress using Bulk Edit process - details at the following link: Out of scope	<u>RQSO/TA</u>
<u>Lodgements</u>	AMS – Lodging an Application 1. Make sure case is allocated to you under Officer 2. Complete application lodgements on AMS application for each applicant using the following steps : Out of scope Lodgement requirements unless waived: <ul style="list-style-type: none"> ▪ A signed and dated residence application form ▪ Passport size photos (generated via IDMe) ▪ Valid passport, travel document or other identity document ▪ All other lodgement requirements met e.g. (custody documents and or Best Interests Assessment (“BIA”) or Best Interests Determination (“BID”) identification relationship e.g., marriage certificate, medical certificate) ▪ Full birth certificate or ID card ▪ The applicant is not liable for deportation or has liability suspended Lodgement requirements that may be waived: <ul style="list-style-type: none"> ▪ Evidence of relationship (combined declaration mandatory) ▪ Birth Certificate or Identity Card (combined declaration mandatory) ▪ Custody document (declaration and/or BIA/BID mandatory) ▪ Police Clearance Certificate (combined declaration mandatory) Note: A note must be added at lodgement stage which explains why a lodgement requirement has been waived or why the application has been lodged with a lodgement requirement to follow e.g.: INZ Medical requested and in process – will be submitted accordingly	<u>RQSO</u>

<u>Case/Applicant withdrawals</u>	<p>A case may have to be withdrawn for the following reasons:</p> <ul style="list-style-type: none"> ▪ Applicant was a no show at interview ▪ United Nations High Commission for Refugees (“UNHCR”) advises withdrawal of application or individual applicant pre or post-interview ▪ If Principal Applicant (“PA”) withdraws, the whole case must be withdrawn ▪ If a Secondary Applicant (“SA”) withdraws, follow the steps below <p><u>Withdrawal – PA and case (In-Progress)</u></p> <ol style="list-style-type: none"> 1. Paste email communication with UNHCR/or discussion with client on AMS application notes 2. Decide case on AMS – withdraw using the following steps: Out of scope 3. Update case status on CRM from Pending interview/In Progress to Withdrawn 4. Email IMM to advise case has been withdrawn and medicals no longer required (if they have not been completed). 5. Stamp file with withdrawn stamp 6. Return file in photocopy room and note on AMS file returned for filing <p><u>Withdrawal – SA only (In-Progress)</u></p> <ol style="list-style-type: none"> 1. Paste communication from UNHCR/ IOM as to why SA has been withdrawn onto AMS application notes 2. Consider whether there is a need to confirm with remaining applicants that they wish to proceed on resettlement 3. Request an updated RRF from UNHCR if not already received 4. Open the application and choose the “Applicants” tab 5. Right click on the SA you wish to remove and click on “Remove” Out of scope <p><u>Withdrawal – PA and case (Approved - Pre-Label)</u></p> <ol style="list-style-type: none"> 1. Copy correspondence onto AMS detailing reason for withdrawal Email the Immigration Manager Selection (“IM Selection”) to request AMS application is rolled back 2. Once the application has been rolled back, re-decide application as “Withdrawn” 3. Update Decision Summary and Case Report 4. On CRM, update “Status Reason” to “Withdrawn”. The update decision status will migrate from AMS to CRM overnight. 5. Stamp front of physical file with “Withdrawn” stamp 6. Return file to photocopy room and note this on AMS <p><u>Withdrawal – SA only (Approved - Pre-Label)</u></p> <ol style="list-style-type: none"> 1. Paste communication from UNHCR/IOM as to why SA has been withdrawn onto AMS application notes 2. Consider whether there is a need to confirm with remaining applicants that they wish to proceed on resettlement 3. Request an updated RRF from UNHCR if not already received 4. Email the Immigration Manager Selection IM Selection to request AMS application is rolled back 5. Once the application has been rolled back, open application on AMS and choose the “Applicants” tab 	<u>RQSO/ SUPPORT TEAM</u>
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	<p>6. Right click on the SA you wish to remove and click on “Remove”</p> <p>7. Out of scope</p> <p>8. Re-decide application</p> <p>9. Update Decision Summary and Case Report</p> <p>10. The following day, advise the Support Team that the SA has come off the case as they will need to manually remove the person from CRM</p> <p><u>Withdrawal – Whole case (Approved – Post-Label)</u></p> <p>An application cannot be rolled back after visa labels have been issued. If a case has been withdrawn and visa labels have been issued the steps to take are:</p> <ol style="list-style-type: none"> 1. Paste communication from UNHCR/IOM as to why the case has been withdrawn onto AMS application notes 2. Email IPTO of a visa case has been withdrawn 3. Open the application and choose the “Labels” Tab 4. Right click on the PA label record and click “Cancel” 5. Repeat this step for each of the applicant’s label records 6. In CRM, update “Status Reason” to “Withdrawn” 7. Stand in front of physical file with “Withdrawn” stamp 8. Return photocopy room and note this on AMS <p><u>Withdrawal - SA on (Approved - Post label)</u></p> <p>A Secondary Applicant cannot be re-decided after visa labels have been issued. In such situations, the visa label must be cancelled by:</p> <ol style="list-style-type: none"> 1. Opening the application and choosing the “Labels” tab 2. Right clicking on the label you wish to cancel and clicking on “Cancel” 3. Once the label has been cancelled, add a note to the AMS application notes, advising why the label was cancelled, i.e. “Applicant ([name]) has decided not to pursue resettlement and therefore will not be travelling to New Zealand for resettlement purposes - visa label cancelled accordingly” 4. The following day, update CRM by: <ul style="list-style-type: none"> ▪ Emailing the support team to request that they activate the withdrawn SA on both the client and Case records 	
<p><u>Changes to case composition</u></p>	<p>Composition of case may change post-interview. Where changes occur, follow the steps below:</p> <p><u>Family Composition Update – (Post-Mission-all stages)</u></p> <ol style="list-style-type: none"> 1. Ensure any family members (immediate and extended) recorded at interview and not already on AMS are added to AMS “Family” tab - Screen shots for this - HYPERLINK <p><u>Adding new baby – (In-Progress)</u></p> <ol style="list-style-type: none"> 1. Update received from UNHCR 2. Request updated RRF and birth certificate of new baby, if not provided 3. Request Support Team to add new baby to application (AMS and CRM processes) and saved updated RRF and MAKO 4. If no birth certificate provided, request Combined Declaration signed by parent via UNHCR 5. Request medical for baby from IOM 	<p><u>RQSO/ SUPPORT TEAM</u></p>

6. Review information from UNHCR, add any notes on High Needs on CRM if required (see section 11 – update CRM)

Adding new baby – (Approved – Pre-Label)

1. Follow steps 1-2 above
2. Request IM to roll back decision to add new baby to application
3. Follow steps 3-6 above
4. Complete decision for baby on AMS
5. Update Decision and Case Report

Adding new baby – (Approved - Post-Label)

A baby cannot be added to an approved application after the visa label has been issued. In this situation pass file with updated RRF to Support Team who will complete the following:

1. Day 1 – create baby's identity in AMS and raise new application - add baby into the rest of the family under family tab and also add rest of the family into the baby's family tab.
2. Day 2 – CRM - Locate baby through CN and feed data, Print declaration form, locate family under case - change case size, add baby under Applicants using the add button - print residence form needed.
3. Email IPTO team that baby has been added to the system
4. Pass the file back to RQSO
5. RQSO request baby's medical, complete decision on AMS and update Decision and Case Report

Deceased PA – (In-Progress)

Following an update from UNHCR verifying death of the PA and submitting any related evidence i.e. death certificate AND updated RRF based on new family composition

1. Add note on AMS, confirming death of client and any document/s provided
2. After discussing the situation with the T or IM – Selection – raise Client Border Alert Template, out of scope
3. Raise alert on PA's AMS – Border Alert, deceased (see IAC 16/01) for full details regarding alerts and follow process outlined in IAC)
4. Follow steps for withdrawing application in AMS and update case status in CRM to Withdrawn
5. If case has secondary applicant(s) check with UNHCR if remaining applicants wish to continue
6. If yes, provide case file and updated RRF to Support Team to create a new application and file
7. Request UNHCR to assist with completion of new Residence Application
8. Re-interview family and /or complete new settlement interview, if required

Deceased PA – (Approved – Pre-Label)

1. Follow above steps 1-2 above
2. Update case status in CRM to Withdrawn - leave approved application as is in AMS
3. Follow steps 4-7
4. Update Decision and Case Report to reflect new case composition

Deceased PA – (Approved – Post-Label)

	<p>Following an update from UNHCR notifying of death of the PA and submitting any related evidence i.e. death certificate AND an updated RRF based on new family composition</p> <ol style="list-style-type: none"> 1. Add note on AMS, confirming death of client and any document/s provided 2. After discussing the situation with the TA or IM – Selection – raise Client Border Alert Template, Out of scope (see IAC 16/01) for full details regarding alerts and follow process outlined in IAC) 3. If case has secondary applicant(s) check with UNHCR if remaining applicants wish to continue and if so request updated RRF 4. If yes, following receipt of new RRF, provide this and the physical file to the Support Team to create a new application, file and case number for new PA and SAs 5. Copy all relevant documents from the previous PA's file to the new PA's file 6. Request IOM/UNHCR to assist with completion of new Residence Application 7. Re-interview family and /or complete new settlement interview, if required <p><u>Deceased SA – (In-Progress)</u></p> <ol style="list-style-type: none"> 1. Follow process for <i>Withdrawal of SA</i>, above 2. In addition - Raise alert on SA's AMS – border alert, deceased <p><u>Deceased Approved Pre or Post-Label)</u></p> <ol style="list-style-type: none"> 1. Follow process for <i>Withdrawal of SA Pre or Post Label</i>, above 2. In addition – Raise alert on SA's AM – border alert, deceased 	
<p><u>Biodata corrections</u></p>	<p><u>Biodata corrections</u></p> <p>Biodata corrections can be made in the following circumstances:</p> <ul style="list-style-type: none"> ▪ Applicant has declared offsh that their bi data is incorrect and provides evidence to substantiate their claim. e.g documents such as a birth certificate or plausible verbal evidence (statutory declaration may be required) ▪ Where an applicant has a valid travel document, details of this should be added to AMS ▪ UNHCR has stated that the applicant's biodata is incorrect in the RRF, however they cannot amend it due to exit permit issues/issues with departure <p>Process:</p> <ol style="list-style-type: none"> 1. Make corrections in AMS client record using the “Add” function 2. Add note in AMS client record explaining reasoning for correction - If no documents are available to substantiate claim, the note should include an explanation regarding why biodata correction is accepted as credible and plausible 3. Place orange dot on the bottom right of physical file front cover (for biodata correction post-arrival) 4. Tick Biodata Correction box on CRM client record <p>Complete biodata corrections as recorded on Residence Application forms 6(c)</p> <p>Go to Global Process Manual for full details on editing client information in AMS: Out of scope</p>	<p><u>RQSO</u></p>

	Note: Biodata corrections <i>cannot be made</i> when applicant has declared a correction offshore but they hold a valid national passport with the incorrect bio data/original identity on it.	
<u>Editing identities</u>	<p>Editing Identities in AMS (Includes Biodata corrections)</p> <p>Corrections can be made to identities, when:</p> <ul style="list-style-type: none"> ▪ Errors identified with the existing information held; or ▪ Applicant’s details need to be updated with further/new information (including Biodata correction) ▪ Areas that can be updated include biographic details, addresses, family members details, face images ▪ Use the “EDIT” function for typos ▪ Use the “ADD” function if recording a correction to the identity and we need to keep record of previous identity. See Out of scope 	<u>RQSO</u>
<u>Replacement applications following biodata corrections</u>	<p>Raising and approving a Replacement Visa</p> <p>When biodata corrections have been made to a client identity, a Replacement Permanent Resident application will need to be raised and processed and new visa labels issued reflecting the biodata corrections:</p> <ol style="list-style-type: none"> 1. Raise a “Permanent Resident Face Application” – see Document Overview: GUIDANCE - Replacement V.docx (wd.govt.nz) 2. Process and approve the application by following the prompts 3. Ensure to add notes to A/S recording the reason for the replacement application 4. Issue Replacement Visa Label 5. The following day update CRM by: <ul style="list-style-type: none"> ▪ Selecting Case record ▪ Click on the new application ▪ On the top right at the “Status Reason” dropdown menu, choose “Duplicate Application” ▪ To link the new application to the old one, enter the original application number when prompted 	<u>RQSO</u>
<u>Linking identities</u>	<p>Linking Identities in AMS</p> <p>If a client has more than one identity in AMS they must be linked. Duplicate identities may occur for some of the following reasons:</p> <ol style="list-style-type: none"> 1. Details in client’s passport (as scanned into IDMe) differ from those recorded initially. 2. An error was made during biometric enrolment (spelling error, selecting the wrong country of birth, date of birth error) 3. Client information in AMS does not match that captured during biometric enrolment <p>Link identities using the steps outlined in the following link: Out of scope</p>	<u>RQSO</u>

<p><u>Post Mission file management</u></p>	<p><u>Make up physical file:</u></p> <ol style="list-style-type: none"> Check documents and make up file in the following order (as documents become available) - there is no need to print documents from IGMS <ul style="list-style-type: none"> RRF (including BIA in section 7) Identity documents (National ID card, Passport) and translations Other documents and translations BID (if provided separate from RRF) Any medical documents from home country or country of asylum Combined Declarations and Settlement Declaration Residence Application Form Interview template - General Questions Correspondence in date order Decision Assessment Summary Special Reports (if any) Case Report <p>Begin to fill out UNHCR Case Processing Checklist (inside right cover of file)</p> <p>Out of scope</p> <p><u>7</u></p> <p><u>Interviews</u></p> <ol style="list-style-type: none"> Tidy up interviews, print a hard copy and put it in the physical file Save interviews into MAKO case folders in PDF form as per naming protocol 6(c) i.e. "RQPIVcase No. application number" and "RQPRRFcase No. application number" <p>Out of scope</p> <p><u>Residence Application</u></p> <ol style="list-style-type: none"> Check that the Residence Application form is fully complete, i. <ul style="list-style-type: none"> Signed and dated at the end by relevant parties, PA, SA, children 18 and over, the interpreter and the RQSO Initialed on each page by PA and RQSO Character questions at Section B have been completed. If fully complete, put in client file and scan and save in client folder in MAKO If not completed in full the application form will need to be completed again prior to proceeding with the application for residence (speak to TA if uncertain if the form needs completing again) <p><u>Documentation and declarations</u></p> <ol style="list-style-type: none"> Check documentation noted at <i>S3.17 Requirements for making an application for grant of a permanent resident visa (mandated refugee)</i> http://inzkitt/publish/opsmanual/#46529.htm has been provided: <ul style="list-style-type: none"> Residence Application for Mandated Refugees form Medical certificates (Check AMS - this will be covered via the visa medical process for RQP cases) Photographs (taken via IDMe) An original or certified copy of a birth certificate or identity card - if unavailable ensure Combined Declaration has been completed 	<p><u>RQSO/TA</u></p>
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	<ul style="list-style-type: none"> • Legal custody documents for children under 16 years - if not available, a declaration stating legal custody signed by accompanying parent and/or a BIA/BID • Evidence of relationship (i.e. marriage certificate, civil union certificate, birth certificate of children of the parties) - if evidence is unavailable a declaration sighted by both parties stating the duration and nature of the relationship • Police Clearance Certificate (PCC) or if unavailable a signed Combined Declaration <p>2. Check additional documentation provided is stored on IGMS or if not, on file in hard copy:</p> <ul style="list-style-type: none"> • Passports (On IGMS if scanned at interview, otherwise if a photocopy put on file and in MAKO) • Case specific documents i.e., police reports, death certificates, military booklets/records, UNHCR ID cards, evidence of refugee status <p>3. Check declarations (i.e., Settlement and Combined) are present, signed and correctly completed. If not completed in full or at all, the declarations will need to be completed, prior to proceeding with the application</p> <p>4. Save all documents which are not in IGMS in the physical file and MAKO</p> <p>Note: If all relevant documentation has not been provided, contact UNHCR to request it if appropriate</p> <p>Emails Add all case related emails to file in order of receipt on AMS and in MAKO</p>	
<p><u>Initial case assessment</u></p>	<p>Assess application</p> <ol style="list-style-type: none"> 1. Save RQP Decision Summary outcome in MAKO case folder 2. See Section 9 of SOPs on steps to begin assessment against the following areas as per <i>S3.22a-g Requirements for grant of a permanent residence (mandated refugee)</i> 3. Add information to RQP Decision Summary as you progress assessment: <ul style="list-style-type: none"> ▪ Identity ▪ Documents and Document Verification ▪ Relationships meet residence criteria ▪ Credibility ▪ Character ▪ Settlement (Review what RCO has written in CRM to see if it has an impact on S322.g) ▪ AMS alerts required Out of scope ▪ Verification of information as required (CRU requests, Verification Toolkit and Verification team requests) 4. Assess/add the following outcomes as they are received/completed: <ul style="list-style-type: none"> ▪ Risk assessment A5.30 <p>s 6(c)</p> <ul style="list-style-type: none"> ▪ Health assessment <p>Follow-up interviews and requests for missing documents/information</p> <ol style="list-style-type: none"> 1. Arrange and complete a follow-up interview if initial case assessment identifies this is required 	<p><u>RQSO/TA</u></p>

s 6(c)

s 6(c)

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Out of scope

A5.30 - Risk Assessment

Assessing Risk against A5.30 Applicants normally ineligible for a residence class visa

This assessment considers whether the applicant poses a risk to New Zealand's reputation is done by Risk Assessors from the Risk Assessment Team ("RAT") and by RQSOs

<http://inzkit/publish/opsmanual/#35059.htm>

For mission cases with no RAT Checklist in use:

1. Email RAT regarding post-mission screening requirements, advising:
 - That interviews have been saved in MAKO case folders and are ready for A 30 assessment
 - Which cases require priority A5.30 assessment (i.e., Urgent cases)
 - Which cases have unresolved credibility issues and will be submitted to RAT following credibility assessment by the RQSO
2. If RAT considers that all applicants meet A5.30 (do not pose a reputational risk) they will record this on AMS and inform the RQSO
3. If RAT considers that an applicant does not meet A5.30, they will advise RQSO who can discuss the outcome with the RQP TA for further advice –in most cases this will lead to the case being declined on A5.30 (Character – risk).
4. If RAT cannot make a decision about A5.30, further information may need to be gathered. In this case RAT will inform the RQSO and another interview must be obtained via remote interview or email and the additional information provided for RAT

For missions for which RAT has prepared a RAT Checklist:

RQSO/RAT

	<ol style="list-style-type: none"> 1. Compare information gathered at interview against Post-Mission RAT Checklist section 2. Complete RAT Checklist and add to file, and MAKO 3. Email mission spreadsheet to RAT regarding post-mission screening outcomes, advising which cases: <ul style="list-style-type: none"> ▪ Have unresolved credibility issues and will be assessed by the RQSO following the credibility resolution ▪ Have presented with risk triggers and what the risk triggers were (these cases require RAT to complete full risk assessment) ▪ Have not presented with risk triggers and therefore require name checks only 4. Once name check is completed, and there is no adverse information, RQSO adds A5.30 note on AMS "1st tier assessment complete. No Risk" 5. OR, if an RQSO considers that a full assessment is needed they should advise RAT, who will assess the application and determine whether the applicants meets A5.30 <p>Note: in outcomes t RQSO should record the RAT outcome on the applicant's file cover sheet and in the QP Decision Summary – mandated refugees</p>	
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s 6(c)	<p>Review g 6(c) out me ither emailed by identity services or available via AMS)</p> <p>An 6(c) may b wed in AMS r further information may be received by email from Identity S vices. e result ay reveal information that has an impact on multiple assessment areas incl d</p> <ul style="list-style-type: none"> ▪ Identity ▪ Credibility ▪ Character; and ▪ Relationships <p>Note: Full details about using 6(c) can be found in the Global Process Manual at: Out of scope</p>	<u>RQSO</u>
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RELEASED UNDER THE OFFICIAL INFORMATION ACT

	s 6(c)	
<u>Visa Medical Requirements</u>	<ul style="list-style-type: none"> ▪ All applicants must have an acceptable standard of health (ASH) to qualify for residence as a Mandated Refugee ▪ Monitor and progress Visa Medical Requirements as per RQP Visa Medical SOP <p>Out of scope</p>	<u>RQSO/TA</u>
<u>Assess information against instructions</u>	<p>As noted above, all mandated refugees applications must be assessed against Immigration Instructions S3.22a-g outlined in the INZ Operations Manual here: http://inzkit/publish/opsmanual/#46530.htm</p> <ul style="list-style-type: none"> ▪ Identity ▪ Credibility ▪ Relationships ▪ Character (includes reputational risk) ▪ Risk (includes s 6(c) alerts) ▪ Health; and ▪ Settlement <p>The following sections expand on how to assess these areas in the RQP Decision Summary:</p>	<u>RQSO/TA</u>
<u>S3.22a - Identity</u>	<p>Establishing identities of all applicants as per s3.22a</p> <p>To assess whether the identity of Mandated Refugee Applicants can be established the following documents must be assessed:</p> <ul style="list-style-type: none"> ▪ An original or certified copy of their birth certificate (which has their name, date of birth, place of birth, the names and occupations of their parents), or ▪ If the applicant does not have a birth certificate, consider any other available identity documents eg: National Identity Card or Passport R2.40.20 http://inzkit/publish/opsmanual/#44893.htm <p>1. To verify a document effectively it must be translated http://inzkit/publish/opsmanual/#46159.htm</p> <ul style="list-style-type: none"> ▪ If not familiar with the document provided, assess document using Verification Toolkit http://inzkit/publish/vt/index.htm#57125.htm 	<u>RQSO/TA</u>

- If there is no comparable example in the Verification Toolkit, seek verification via the INZ Verification Team or IOM Canberra **Out of scope** or make a CRU request

- If an applicant does not have a Birth Certificate or National Identity card, consider and assess their explanation for not having one. Acceptable reasons may include:

- s 6(c)

2. If satisfied with the explanation regarding the inability to provide an identity document, the requirement to have one can be waived and the applicant (or the applicant's parents when the child is age 17 and below) should complete and provide a declaration stating they do not have an identity document, which should include:

- Their full name
- Place of birth
- Full names of both parents

3. The declaration must have been signed and dated by the applicant/parent and the interviewing officer (RQP CMI Declaration)

Note: If it is possible to obtain Statutory Declaration in country of asylum, this would be the preference. AND if no identity documents have been provided, check this declaration has been provided and completed in full.

<http://inzkit/publish/opsmanual/#46529.n>

Assessing discrepancies in identity - consider if any of the following apply:

s 6(c)

1. If "Yes" applies to any of the above scenarios, review and assess the following:
 - a. Has the discrepancy been put to the applicant
 - b. Have they provided a plausible, reasonable and credible explanation for the discrepancy
 - c. Following their explanation, has their identity been established. If not, is there anything further needed to verify the explanation provided (i.e. CRU request, approach to Verification Network).

	<p>2. If there are unresolved discrepancies with identity of any applicant, that have no plausible explanation, the application must be declined, as the applicant has failed S3.22a of the immigration instructions</p>	
<p><u>S3.22d - Relationships meet residence criteria</u></p>	<p><u>Assessing the relationship between the Principal and Applicant and any partner and/or dependent child(ren) as per S3.22d</u></p> <p>When assessing if the applicant’s relationships meet residence criteria, R2.1.15 and R3 must be considered and the following requirements must be met:</p> <ul style="list-style-type: none"> ▪ The applicant partners must meet the criteria of a genuine and stable relationship ▪ Children without either biological parent included in the application must have been admitted to be included in the residence application; and ▪ Children with only one biological parent included in the application (where parents are separated/divorced) must be accompanied by the submission of study documents and/or a BIA/BID <p><u>Assessment of genuine and stable relationship between partners:</u></p> <ol style="list-style-type: none"> 1. The PA and partner must have been assessed to be in a genuine and stable relationship as outlined at: http://inzkit/publish/opsmanual/#46504.htm 2. When assessing if a relationship meets the threshold for residence, the evidence as outlined at F2.20 must be considered and assessed http://inzkit/publish/opsmanual/#46504.htm <p>It is uncommon for a refugee applicant to have documents/evidence to submit with their application other than a marriage certificate, and/or birth certificates of children featuring the respective partner’s name. The assessment of a genuine and stable relationship in the mandated refugee context should include assessment of available documents, as well as:</p> <ul style="list-style-type: none"> ▪ The date the relationship began, ▪ The length of relationship, ▪ The relationship’s exclusive nature, ▪ The couple’s narration about their lives together (i.e. whether they owned a house together etc.), and ▪ The reason for any period of separation, which can be assessed using the UNHCR RRF, RQP Resettlement Interview and RCO settlement interview. <p><u>Assessing the inclusion of dependent children in the residence application:</u></p> <ol style="list-style-type: none"> 1. To assess if a child is dependent on the PA, dependent child instructions must be considered at R2.1.30 as only dependent children can be included in a residence application alongside their parents http://inzkit/publish/opsmanual/#46504.htm 2. Ensure the child is assessed based on their age at application lodgement as different criteria apply for different age groups as follows: <ul style="list-style-type: none"> ▪ 17 years old and younger <u>Must be single</u> ▪ 18-20 years old <u>Must be single with no children of their own</u> ▪ 21-24 years old <u>Must be single with no children of their own and totally and substantially reliant on their parents for financial support</u> 3. For those aged 21-24, additional factors to assess (as at R2.1.30e) include: 	<p><u>RQSO/TA</u></p>

- whether the child is in paid employment, whether this is full time or part time, and its duration;
 - whether the child has any other independent means of financial support;
 - whether the child is living with its parents or another family member, and the extent to which other support is provided;
 - whether the child is studying, and whether this is full time or part time
4. If the dependent child assessment determines that the applicant child is not a dependent child, consider liaising with UNHCR to see if they can be considered independently from their parents and referred to INZ as a linked case.

Assessing whether applicant parent(s) have custody of applicant child(ren):

If a child aged 16 or under is being submitted to New Zealand with only one biological parent, documents relating to the legal custody of the child must be submitted with the application as per s3.17f <http://inzkit/publish/opsmanual/#46529.htm> and assessed as follows:

1. Review and assess the legal custody document
2. Consult the verification tool kit with regard to the rules and regulations of the home country in question, around custody
3. If there is no information available on the tool kit make a CRU request and assess and review information regarding what constitutes legal custody within the home country of applicant
4. If further clarity is required, seek support from ROP TA to seek advice from the MBIE Legal Unit (further details below)
5. When documents relating to legal custody are unavailable the following must be submitted:
 - A declaration confirming that the applicant parent(s) has legal custody of the applicant child(ren) and/or a BIA or BI submitted by UNHCR <http://inzkit/publish/opsmanual/#46529.htm>
6. While legal custody is not required for a child aged 16 years or over, if an application is made for a child younger than 16 years of age, any non-applicant parent or guardian of the child must consent to the child making the application (s59 Immigration Act 2009) and their views should be outlined in either a BIA or BID.

BIA process

UNHCR will submit a BIA within the RRF which documents the following:

- An account of the separation from the non-applicant parent,
- Information about contact with the non-applicant parent,
- Consent from the non-applicant parent for the child to resettle,
- Acknowledgement that the non-applicant parent knows that resettlement will likely result in permanent separation; and
- The views of the non-applicant parent must be included in the BIA via form of an interview with them, not views passed on from a third party
- Evidence of attempts to trace the non-applicant parent

BID process

If UNHCR identifies a Protection concern and/or if the child has reservations about being separated from the non-applicant parent, a full BID will be completed

All efforts to trace the child's biological parent(s) must be documented in the BIA/BID. If it is evident that there has been no effort to trace the non-applicant parent or it is uncertain if tracing has been initiated, contact local UNHCR office and ask if tracing has been attempted and the outcome of such efforts (to be included in an updated BIA/BID)

Assessing if an applicant child included with neither biological parent, has been adopted (legal or customary) as per R3.5.1

Legal adoption

1. If the applicant parent can and does provide legal adoption papers, assess the evidence. Examples of acceptable evidence of adoption can be found here: <http://inzkit/publish/opsmanual/#30979.htm>
2. All legal adoption papers must be submitted in original or certified form with the residence plan <http://inzkit/publish/opsmanual/#30979.htm>
3. If the applicant parent cannot provide or obtain legal adoption papers, they must provide a statutory declaration which declares the applicant parent has legal custody of the applicant child and this declaration must be considered as part of the relationship assessment. As per R3.5.1b, this declaration must state that the child has been adopted by the applicant parents, the date of the adoption and in which country the adoption took place. In addition, a BID must be submitted, considered and assessed. The BID, must evidence that all information relating to where the child's parents has been explored and assessed, and that tracing been initiated and commented on.

Customary adoption

1. If a child is adopted by custom, evidence of a customary adoption must be submitted in the form of a written declaration by the adoptive parents as per R3.5 <http://inzkit/publish/opsmanual/#30979.htm>
2. As per R3.5.1c, if an applicant child is adopted by custom, consent may be sought from the applicant parents to contact the child's biological parent(s) and seek confirmation of customary adoption, if it is believed that they will confirm that a customary adoption has taken place.
3. Evidence of customary adoption can be assessed further by assessing linked application(s) lodged by other family members to confirm a customary adoption has taken place as per R3.5.1.d.
4. The following resources may assist the assessment of what is defined as a customary adoption:
 - RQP adoption presentation (prepared by INZ Legal)

Out of scope

Note: If the RQSO is uncertain if a child can be adopted legally or by custom in relation to the laws in the applicant child's home country, the following tools are available to aid the assessment of relevant country information:

- a. The Verification Toolkit which may include contacting the Risk and Verification team to make an enquiry via the Risk & Verification Central Team
- Out of scope
- Out of scope

	<p>b. A Country Research Unit request via the intranet Out of scope</p> <p>c. Support from RQP TA to seek advice from the MBIE Legal Unit where necessary</p> <p>The analysis in the RQP Decision Summary should leave no doubt that the applicant parent had the right to remove the applicant child from their home country, and country of asylum, and that this conclusion was arrived at through assessment of the adoption document or declaration, the custody document, BIA or BID. The assessment of these documents should be recorded in the applicant’s decision summary.</p>	
<p><u>S3.22b - Credibility</u></p>	<p>S3.22b requires the refugee claim of a mandated refugee to be credible</p> <p>1. Identify cases with unresolved credibility issues requiring resolution. Factors to take into consideration when assessing credibility include:</p> <p>s 6(c)</p> <div style="background-color: #cccccc; padding: 20px; text-align: center;"> <p>RELEASED UNDER THE OFFICIAL INFORMATION ACT</p> </div> <p>s 6(c)</p>	<p><u>RQSO/TA</u></p>

s 6(c)

Format for writing credibility section:

6. Assess each credibility concern under a heading that describes the issue
7. Include a conclusion at the end of each section which outlines if the credibility concern has been resolved, how, why and when, and if it has not been resolved discuss why the application is still able to be approved despite the concern, or why it has led to the application being declined
8. ROs must explain why any unresolved concerns remain a problem and the reasons for any adverse credibility finding. If the benefit of the doubt is given to the applicant in relation to a credibility concern, an explanation of the reason(s) why it was given must be in the decision. The benefit of the doubt may be given when a refugee is generally credible but there are weak concern(s) still outstanding in respect of peripheral matters. However, numerous weak credibility concerns may result in declining the case on credibility based on a cumulative assessment, whereby the RQSO weighs up the balance and significance of negative versus positive credibility findings.

A.5 - Character assessment

Assessing whether all applicants for residence aged 17 and over, are of good character and not pose a security risk, as per 5.1

RQSO/TA

If any person included in the residence application for character requirements the application must be declined unless Character instructions are waived
<http://inzkit/publish/opsmanual/#35053.htm>

1. To assess the Character of applicants, the following should be reviewed and considered in your assessment to ensure they do not indicate any character concern for any applicant:
 - Police Clearance Certificates - as evidence of good Character, all applicants aged 17 and over must provide a police clearance certificate (PCC) from their country of citizenship and each country they have lived in for 12 months or more (whether on one visit or intermittently) in the last 10 years. The provision of the PCC must be taken into consideration when assessing the case.
 - If a PCC has been provided, the information in it must be assessed in full to ensure that the applicant meets Character instructions
<http://inzkit/publish/opsmanual/#41439.htm>
 - If an applicant is unable to obtain a PCC, consider the reason for this – reasons may include but are not limited to:
 - Information indicating conditions in the relevant country are such that the country's governmental infrastructure is no longer functioning; or
 - Confirmation that there are circumstances beyond the control of the applicants which prevent them obtaining the required certificates

- The applicant not being able to seek one from their home country due to their refugee situation
- If an applicant is not able to obtain a PCC, a Combined Declaration (generated from CRM) must be completed stating this (full details at <http://inzkit/publish/opsmanual/#46529.htm>) and the reasons for waiving the requirement must be included in the RQP Decision Summary
- Section B of the Residence Application form (relating to Character Requirements) includes questions that relate to:
 - From which countries a PCC is required is required, OR which countries must feature on the PCC waiver
 - Whether the applicant is the subject of investigation by law enforcement agencies, charges, convictions, sentences, deportation, visa/immigration breaches
 - Whether the applicant has had involvement in the illicit drug trade; a
 - Whether the applicant has had involvement in the discrimination of others on the basis of their ethnicity
- If a client has answered “Yes” to any of the Character questions in Section B, review all available information from the resettlement interview template relating to crime or illegal activity, convictions and sentencing and any supporting documents, such as court transcripts

s 6(c)

- AMS Alerts – check before deciding the case to see if there is an alert that impacts on an applicant’s Character
- RAT assessment of A5.30 - ensure that the applicant/s is risk acceptable against A5.30.
- Name searches, verification and CRU searches - review and assess any information gathered via these sources to see if they indicate a Character concern

2. If an applicant has declared a Character issue or a Character issue has been identified through any of the above sources, the nature of the Character issue must be determined and assessed against Character Instructions at:

- A5.20 (s15 & s16) <http://inzkit/publish/opsmanual/#35059.htm>
- A5.25 <http://inzkit/publish/opsmanual/#35058.htm>
- A5.35 <http://inzkit/publish/opsmanual/#35060.htm>
- A5.30 (assessed by the RAT team) <http://inzkit/publish/opsmanual/#35059.htm>

3. If a character issue has been identified post mission/resettlement interview (i.e. through s 6(c), name search, s 6(c), RAT Check) and it was not declared by the client, in the interests of fairness and natural justice this information should be put to the client for comment before the case is decided as per A1.5 <http://inzkit/publish/opsmanual/#35020.htm>

Special Directions and Character Waivers:

An application cannot be approved for residence in New Zealand if an applicant fails Character Instructions, unless a Character Waiver or Special Direction is granted

When to use a Character Waiver:

See A5.25 <http://inzkit/publish/opsmanual/#35058.htm>

1. The applicant should not be declined on Character grounds, without first considering all information and whether the circumstances are compelling enough to justify waiving the good Character requirement, such as:
 - The seriousness of the offence (generally indicated by the term of imprisonment or size of the fine);
 - Whether there is more than one offence
 - The significance of the false, misleading or forged information provided, or information withheld, and whether the applicant is able to supply a reasonable and credible explanation or other evidence indicating that in supplying or withholding such information they did not intend to deceive INZ
 - How long ago the relevant event occurred
 - Whether the applicant has any immediate family lawfully and permanently in New Zealand
 - Whether the applicant has some strong emotional or physical tie to New Zealand
 - Whether the applicant's potential contribution to New Zealand will be significant
2. A Character waiver could also be considered on humanitarian grounds (i.e. the applicant failed Character instructions) and the reason is directly related to persecution/their circumstances as a refugee

When to use a Special Direction

When section 15 & 16 of the Immigration Act applies - see A5.20

<http://inzkit/publish/opsmanual/#35057.htm> a Special Direction could be considered on humanitarian grounds (i.e. the applicant has failed Character instructions) for reasons directly related to the applicant's circumstances as a refugee

Process

1. A Special Direction or Character Waiver form must be completed and sent to the IM – Selection for sign off before deciding on application
2. If the IM – Selection does not agree that a Special Direction or Character Waiver should be granted, the application must be declined on Character grounds.
3. If the IM – Selection agrees that a Special Direction or Character Waiver should be granted, the application can be approved if all other residence instructions have been met.
4. Special Direction and Character Waiver forms as follows:
 - Example of blank form –Special Direction:
Out of scope
 - Example of a completed form – Special Direction:
Out of scope
 - Example of a blank form – Character Waiver
Out of scope
 - Example of a completed form – Character Waiver
Out of scope
5. A copy of the Special Direction or Character Waiver must be saved in the clients' MAKO folder and in the client file.

	<p><u>Risk Assessment:</u> Assessment of A.5.30 considers the risk to New Zealand’s international reputation and is completed by the RAT team: http://inzkit/publish/opsmanual/#35059.htm A note must be added to the Decision Assessment Summary confirming the risk assessment has been completed, and the outcome should be stated and considered as part of overall Character assessment</p> <p>s 6(c)</p>	
6(c)	<p>Fully assess 6(c) (based on information on AMS) taking into consideration the impact on all areas of S3.22 (Identity, Character, Relationships, Credibility, Risk)</p> <p>s 6(c)</p> <p style="text-align: center; color: red; font-size: 2em; opacity: 0.5; transform: rotate(-20deg);">RELEASED UNDER THE OFFICIAL INFORMATION ACT</p>	<u>RQSO</u>
<u>AMS Alerts</u>	<p><u>Assessing whether an Alert should be added or deleted</u></p> <ol style="list-style-type: none"> 1. Assess all on AMS Alerts (i.e. 6(c), Health Alert, Information Warning, other) 2. Check if there are any Alerts in regard to any of the applicants on AMS and if the alert is relevant to the client’s application for residence (i.e. related to their identity, their character, their health, the biometric enrolment result, their credibility, their travel history, visa applications, the relationships between the PA and partner and PA and partner’s children). All Alerts should be assessed in full against immigration instructions 3. If the Alert is relevant to the application, consider why it is relevant and what steps need to be taken before making a decision on the case 	<u>RQSO/TA</u>

	<p>4. If an Alert was added to AMS prior to the INZ interview, any prejudicial information should have been put to the applicant at their interview and their response considered as part of the decision assessment</p> <p>5. If an Alert was added to AMS, post-INZ interview, read what the alert says and see if the Alert impacts upon the immigration decision.</p> <p>6. Alerts which may appear on AMS may relate to:</p> <ul style="list-style-type: none"> ○ Medical Health warning – informing the decision maker not to decide an application while the medical case is still being assessed or the applicant is having treatment ○ Character concerns, biometric enrolment, Interpol information, an information warning, a deceased applicant, risk to New Zealand’s reputation <p>Note: Some Alerts will need to be deleted and a note added, explaining the reason for the deletion of the Alert. Deleting an alert requires authorisation, email IM-Selection to request authorisation. If uncertain what to do about an alert approach the TA or IM-Selection.</p> <p><u>An Alert may be added when</u></p> <ul style="list-style-type: none"> ▪ An applicant deceases ▪ An applicant has relations of concern (former domestic violence, associations with particular group of concern) not included in application <p>Note: An AMS note should always be made explaining why an Alert has been added (see examples of notes). The alert should be authorised by your Manager</p> <p>Note: See the Alert Matrix for a full list of types of Alerts and examples of notes: Out of scope</p> <p><u>An Alert should be deleted when:</u></p> <ul style="list-style-type: none"> ▪ They will stop a client from boarding and the application is approved ▪ The case has been finalised, and therefore health alert is no longer required <p>Note: An AMS note should always be made explaining why an Alert has been deleted</p> <p>Note: See the following link for full information about alerts: Out of scope</p>	
<p><u>S3.22.f- Health Assessment</u></p>	<p><u>Assessing whether all applicants have an Acceptable Standard of Health (“ASH”) as per S3.22.f</u></p> <ol style="list-style-type: none"> 1. Review and assess if all the applicants meet ASH as per the process outlined in the RQP Visa Medical SOPs Out of scope 2. If an applicant is not ASH, the application must be declined, regardless of whether the other applicants included meet ASH 3. A note must be made in the RQP Decision Summary about the outcome of the Health Assessment and its impact upon the decision for the applicant/s 	<p><u>RQSO/TA</u></p>

	4. Add the NZER reference (which can be found on the Immigration Health System (“IHS”) number to AMS and record the medical outcome on AMS	
<p><u>S3.22g - Assessing barriers to Settlement</u></p>	<p><u>Assessing whether there are any significant barriers to the ability of any of the applicants to settle in New Zealand, as per S3.22.g</u></p> <ol style="list-style-type: none"> 1. Review the following sources of information to assess any potential barriers to settlement for all applicants: <ul style="list-style-type: none"> ▪ RCO notes in CRM (qualifications, daily life, employment, health and well-being, resettlement to New Zealand, observations and action points) ▪ RQP Residence Interview Template ▪ UNHCR RRF and any supporting documents 2. Any settlement concerns noted by the RCO will be recorded in the Notes section on CRM and if concerns are identified they will write “no concerns about settlement in New Zealand 3. If the client expresses concerns about settlement in New Zealand, the RCO will record these as well, as answers provided to address those concerns 4. The RQSO may discuss client concerns with the RCO who conducted the interview <p><u>Potential settlement issues to consider:</u></p> <ul style="list-style-type: none"> ▪ Qualifications – If an applicant qualified in a particular profession, is the applicant aware that they may not be able to work in that profession and may have to retrain in New Zealand ▪ Education – If an applicant has a qualification, or is part way through completing a qualification, are they aware that the qualification may not be recognised in New Zealand ▪ Employment – Have any of the applicants stated that they have no intention to work in New Zealand ▪ Family reunification: <ul style="list-style-type: none"> ○ Have NZ family reunification instructions been clearly explained to the applicants and do they understand their commitments ○ If there are any non-travelling child/dependent declared at interview who do not qualify under RQFR, are the applicant/s willing to proceed with resettlement, knowing they will be permanently separated ○ Inter-personal relationships – have any of the applicants declared they are in a serious relationship, and if so, would this relationship impact upon their ability to settle in New Zealand, if settlement were to lead to permanent separation ▪ Family links: <ul style="list-style-type: none"> ○ Have all issues surrounding family links been explored (e.g.: managing expectations around living close to relatives already in New Zealand ○ Is the applicant comfortable being resettled in New Zealand if all their family have resettled in another country ○ Is the applicant comfortable moving far away from the country of asylum and leaving relatives there, or in their home country. ○ Does the applicant understand that they may be permanently separated from those family members. ○ In regard to linked applications, did the discussion at interview confirm that the applicant would be happy to resettle in New Zealand even if one of the linked applications is not approved and their own is. 	<p><u>RQSO/TA</u></p>

Note: Linked cases would all usually be approved or declined together, and the decision given at the same time, *unless* the PA in a linked case is an adult child/sibling with their own family and their opinion of settling alone has been fully explored

- Opinions held - Do any applicant/s hold opinions that are inconsistent with New Zealand's laws and societal beliefs, such as women should not work, girls should not go to school, hitting children who is acceptable, mistreating animals is acceptable, or they do not want to live in a multicultural and secular society
- Has any applicant expressed they do not want to resettle in New Zealand long-term and they may relocate after resettlement
- Medical or health issued – Are there any potential barriers to settlement in relation to medical conditions and support required post arrival - i.e. if an applicant who has a vision impairment is being resettled on their own, is there adequate resourcing support available on arrival and in the community to enable successful settlement. Review ADL information from LMC and discuss with Resettlement Case Adviser and RQP TA unclear
- Accommodation:
 - Family size - If the family is large, will adequate housing be available to them in New Zealand? Are there adult children in the application are they willing to live in separate houses
 - Singles - If applicant is single are they happy to house share (flatting)?
 - Expectations - Do the applicants understand that a safe affordable house will be sourced for them, it may not be close to, or in the same city, as friends and family?
- Language:
 - Do any of the applicants only speak one language, for which there is no language support for in New Zealand
 - Has any applicant stated they do not want to learn English and/or will refuse English language classes in NZ

At interview

- Potential barriers to settlement should be discussed and recorded during the interview.
- It is normal to be apprehensive about resettlement, but a barrier to settlement is something that would impact upon the successful settlement of the applicant(s) and, in some cases the wider New Zealand community and would be likely to change or change with support, following resettlement

PPI post interview

- If, when reviewing the interview and documents, a potential settlement barrier appears unaddressed/unresolved, the applicant can be contacted and the settlement barrier discussed again prior to making a decision on the application
- Any potential settlement issues/barriers can be discussed with the RCO to understand their perspective on the issue

What would not constitute a barrier to settlement:

- Apprehension about moving to New Zealand
- Expressing fear about retraining or working in a different field
- Expressing concern about how different the culture in New Zealand is and how it may be hard to adjust
- Saying they want to go home if the security situation improves

	<ul style="list-style-type: none"> ▪ Expressing unrealistic expectations, if it is obvious that the applicants have become more realistic during the course of their interview, or will, with support to help them adjust ▪ Sadness about moving far away from their non-settling relatives <p><u>Declining an application on the grounds of Settlement</u></p> <p>If a settlement barrier does not appear to have been resolved the application must be declined on settlement grounds and this noted in the RQP Decision Summary.</p>	
<p><u>Finalise decision summary</u></p>	<p><u>Finalising the decision using the RQP Decision Summary</u></p> <ul style="list-style-type: none"> ▪ The RQP Decision Summary should include assessment of the applicant’s circumstances within each area of the Immigration Instructions ▪ If the relevant Immigration Instructions in any have not been met, the application must be declined based on the immigration instruction the applicant failed to meet ▪ A full explanation regarding why the application has been declined must be included in the RQP Decision Summary <p>Note: A detailed account of the applicant’s background as per RRF is not required for the RQP Decision Summary - see example here: RQP Decision Summary</p> <p>Out of scope</p> <p>Note: Ensure to save the final version of the RQP Decision Summary in MAKO and place a hard copy in the client file</p>	<p><u>RQSO/TA</u></p>
<p><u>Update CRM</u></p>	<p><u>Updating CRM post-decision</u></p> <p>On the Client tab/screen on CRM, record:</p> <ul style="list-style-type: none"> ▪ Any requirements for biometric correction ▪ HIV status (if relevant) ▪ Biometrics to be taken upon arrival: <ul style="list-style-type: none"> ○ If biometric enrolment is required following the applicant’s arrival at Auckland Airport, the RQSO should tick the 6(C) on the record in CRM. ○ They should also add a red sticker to the front of the client file at the bottom right, noting on the sticker, which person in the case requires biometric enrolment. ▪ High and Complex needs: <ul style="list-style-type: none"> ○ Add brief notes if any of the following are present for any applicant: SGBV, family violence, detention history, significant trauma, special education needs – learning difficulties, developmental delay and mobility issues; ○ Any medical/mental health diagnosis or medical information from RRF/MAF not self-declared or of a sensitive nature (ie: not in Case report); and ○ Preface any notes in High Needs box with RQSO: xxxx (name) ▪ RHLT will add further information relating to medical and mental health conditions and vision impairment from 948 Settlement Medical ▪ Additional reports – tick if there are any available (includes Home Assessment, BID, BIA or Medical Report) 	<p><u>RQSO</u></p>

Stakeholder Case Reports

Finalising Case Reports

RQSO

- Generate Case Report template via CRM Case tab/screen
- Contribute to Case report as follows:
- Photographs of applicants
- Ensure all bio-data information is accurate as per travelling identity e.g. name, nationality, age etc.
- Note bio-data corrections to be actioned post arrival are recorded in top table
- Include a brief background summary in line with privacy guidelines:
- Brief and generalised basis of claim
- Date of marriage/start of partnership
- Brief information on family situation if any immediate family member/s not included
- Date and duration of interview
- Family reunification eligibility:
 - Specific to the applicant(s) which clearly outlines whether they are eligible sponsor under RQFR or RFSC
 - If an applicant is eligible to be a sponsor under RQFR or RFSC but it is not logistically possible at the time of decision, their eligibility should be noted well as a statement confirming it is not possible to proceed with an application and why
- Health and Well-being any medical condition self-declared to RQSO and not included in CRM/RCO should be added to the Case report within agreed privacy parameters – in doubt discuss with RCO/RST Case Advisor
- Do not include self-declared medical conditions of a sensitive nature, or any non-declared medical condition in RRP, MAF and/or IHS or any mental health diagnoses
- Save the Case Report according to the following naming protocol as “A1000 – RQP case report EXTERNAL” in word and PDF versions in the case MAKO case folder

Note: See the following link for an example Case Report:

Out of scope

Special Supplementary reports

- These reports should be provided when more detail is required than what is included in the High and Complex needs list
- Generate Supplementary report template via CRM Client tab/screen and information relating to:
 - Mental health issues,
 - Specific information about periods of detention,
 - SGBV,
 - Torture and trauma
- If there is information available in BIDs or BIAs, that is relevant to agencies, include summary in Special Report, place yellow dot on the bottom right of physical file front cover and update CRM (tick additional report report)

Note: Chose Adobe not printer if wanting to save as a PDF. See the following link for details of how to do this:

	Out of scope	
<u>2PC completed or cases identified for QAP</u>	<p><u>Submitting cases for 2PC</u></p> <p>All decisions must undergo a 2nd Person Check (“2PC”) or QAP</p> <ul style="list-style-type: none"> ▪ The 2PC process must be completed prior to the RQSO finalising on AMS ▪ The 2PC process involves an RQSO peer reviewing the file and completing the 2PC checklist <p><u>Submitting cases for QAP</u></p> <ul style="list-style-type: none"> ▪ The following cases must be submitted for QAP ▪ All applications being declined ▪ All QFR case ▪ Emergency cases and ▪ 10% of UNHCR mandated cases identified by each RQSO (per mission) 	<u>RQSO</u>
<u>QAP completed</u>	<p><u>The RQ TA will:</u></p> <ol style="list-style-type: none"> 1. QAP the case to ensure decision made is in line with 53.22 and the Immigration Act 2. Record their comments and the case outcome QAP process on QAP sheet and email it to the deciding RQSO with suggestions prior to decision 3. Update the QAP spreadsheet which is held in RQP TA folder on MAKO 	<u>TA</u>
<u>Deciding the case on AMS</u>	<p><u>Deciding the case on AMS</u></p> <ol style="list-style-type: none"> 1. Prior to deciding the application on AMS the RQSO should check that all applicants are present and correct (i.e., biodata is correct and applicants included match the current case composition): 2. Edit application to reflect any known changes to case composition that have arisen since interview (i.e., additions of babies (or removals of family members - see section 2 <i>Changes to family composition</i>) 3. Ensure to check all medicals have been received for any new additions 4. Decide the application on AMS, as per the following instructions <p>Out of scope</p> <ol style="list-style-type: none"> 5. Generate the decision letter: <ul style="list-style-type: none"> ▪ Open the application on AMS ▪ After the case has been decided and 2PCed, access the decision letter via template letters (“RQP Decision Letter Approve” or RQP Decision Letter Decline”) and personalise with the details of the case: <ul style="list-style-type: none"> ○ Add the UNHCR Case Number i.e. 354-15C06211 ○ Add the RQP Case number i.e. A1111 ○ Add the PA name ○ Remove the irrelevant wording in the subject heading as well as the paragraph regarding the “fact sheet” and add relevant information including interview date notification of travel by IOM ○ Add the name of the decision maker 6. Save decision letter on AMS templates 7. Print decision letter, sign and add to file. 	<u>RQSO</u>

	8. Scan and save electronic version of letter to MAKO case folder	
<u>Post Decision Admin</u>	<p><u>Advising UNHCR of decision</u></p> <ol style="list-style-type: none"> Email UNHCR contacts in mission location advising of decision and attaching scanned and signed decision letter Ensure to copy into the email: <ul style="list-style-type: none"> ▪ RQSO Mission leader ▪ IM - Selection ▪ IPTO team (for Urgent cases and RQFR cases only) ▪ RHLT team Paste email to UNHCR on AMS Application notes <p><u>Intake allocation</u></p> <ol style="list-style-type: none"> All <u>UNHCR Medical category</u> approvals need to be flagged to the RHLT by emailing them at: Out of scope - include case priority in the email (Normal, Urgent, emergency) and CIM - Selection All <u>NHCR Emergency or urgent priority</u> approvals need to be flagged to Operations manager and IPTO team by email and CIM - Selection and RHLT team RQSO should add approved Emergency and Urgent cases to the IPTO planning whiteboard <p><u>File Management</u></p> <ol style="list-style-type: none"> Complete Case Processing checklist on inside front cover of physical file. Print the following and place in file: <ul style="list-style-type: none"> ▪ Decision email to UNHCR ▪ RQP Decision Summary ▪ Case Report ▪ Special Reports <p><u>CRM</u></p> <ol style="list-style-type: none"> On Case tab, update Case Status from In Progress to Pipeline <p><u>MAKO</u></p> <ol style="list-style-type: none"> Move all decision-related documents into the case folder in MAKO <ul style="list-style-type: none"> ▪ Decision letter ▪ RQP Decision Summary, saved in PDF and word format ▪ Case Report, saved in PDF and in word format ▪ Special Reports – already in PDF Place physical file in Pipeline cabinet and make note on AMS that file has been transferred to Pipeline Update personal case spreadsheet/record keeping system to reflect decision outcome and data 	<u>RQSO</u>
6(c) <u>post-Biometric enrolment</u>	Occasionally biometric enrolment will need to be arranged upon arrival, i.e., from individuals who have turned 14 since their family's interview or for individuals whose biometric data has been lost or corrupted. In such situations, the process is:	

	<ul style="list-style-type: none">▪ The RQSO will have ticked the 6(c) on the client record in CRM. This will alert the IPTO team to the need to for biometric enrolment▪ The Liaison Officer who completes biometric enrolment of the applicant will email the RQSO involved to confirm this has been completed and uploaded▪ 6(c)▪ If there is no match, the RQSO should record the outcome on AMS▪ If the results include a Match of concern, the RQSO should speak to the TA or IM - Selection	
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