



28 October 2022

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John via FYI

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Tēnā koe John

### **OIA request 22/23 0254 Request for Citizenship Training material**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 22 September 2022.

You requested –

- *Could you please provide all training material, checklists and/or training templates that are used by DIA to provide training to the LISOs to be fully capable to assess Citizenship by Grant applications?*

On the 3 October we contacted you via email to rescope your request as we advised that it would likely be refused due to substantial collation. You updated the request to:

- *“copies of the most recent assessment templates and training materials for Citizenship Officers to follow when assessing the current Citizenship by Grant applications”*

In response to your request I can provide you with the following information.

Currently all of the citizenship training material is formulated to support a Life and Identity Services Officer (LISO) process a citizenship by grant application. There are no assessment templates - Citizenship by Grant (CBG) processing is made up of a number of eligibility tasks which are assessed and recorded directly into the system.

Guidance on how to assess an application is held in Tuwhiria te Tikanga. Tuwhiria Te Tikanga is the Departments online operational policy resource and knowledge management system. The main purpose for this system is to have standardised business knowledge across service delivery and operations, which enables staff to find the correct information quickly and ensure consistent application of the most up to date accurate policies and procedures by all staff. Tuwhiria Te Tikanga is not designed to be printed from directly. The pages need to be manually extracted and reformatted which is not a simple task and can take time.

Please be advised that pursuant to section 15A of the Act, the Department has decided to provide you with the information sought in your request. Some information will be withheld under section 9(2)(k) of the Official Information Act - prevent the disclosure or use of official information for improper gain or improper advantage.

However, we are still working to determine if there are other documents that may fall within scope of this request. A final response will be provided to you as soon as practicable, within three weeks.

Our citizenship by grant policies are outlined in the Citizenship Guidance Document [https://www.dia.govt.nz/diawebsite.nsf/Files/CIT\\_Operational\\_Policy/\\$file/Citizenship-Guidance-Document-September-2022.pdf](https://www.dia.govt.nz/diawebsite.nsf/Files/CIT_Operational_Policy/$file/Citizenship-Guidance-Document-September-2022.pdf) This document holds the information for CBG assessment undertaken by staff. Please have a look through this document, if there is a particular area you are interested in, please let us know.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

A handwritten signature in blue ink, consisting of a stylized, scribbled name followed by a horizontal line extending to the right.

Julia Taylor  
Manager Operational Policy and Official Correspondence  
Service Delivery and Operations