



17 November 2022

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John

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Tēnā koe John

OIA request 22/23 0254 Request for citizenship by grant 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 3 October 2022 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”*

We advised you in our letter, dated 28 October 2022, that we were still determining the documents that fall within scope of your request.

Please now find these documents attached as appendices, alongside this letter. The appendices contain copies of the following documents:

- Appendix A – Facilitator Guide and Learner Workbook
- Appendix B – Online training Modules: Case Officer CCMS Dashboard updates, Case Officer View Duplicate Records CCMS and Colour Light Reflections (CLR) Identity check
- Appendix C – Online training Modules: Case Officer View Liveness Assessments CCMS, Generating a New Liveness Check in CCMS and Case Officer View Immigration API Results CCMS
- Appendix D – Online training Modules: Case Officer Biodata Locking & Syncing Functions CCMS and Citizenship by grant Eligibility Child & Youth Applications
- Appendix E – Guidelines, Policies, Procedures and System Steps from Tuwhiria

Some information has been withheld under the following sections of the Act:

- 6(c) – If the making available of that information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.

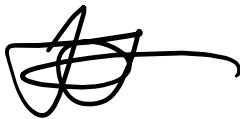
- 9(2)(b)(ii) – to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
- 9(2)(g)(ii) – to maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment
- 9(2)(k) – to prevent the disclosure or use of official information for improper gain or improper advantage

All names and details used in the training materials as examples of citizenship applicants and applications are fictitious.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on the DIA website. All requestor data, including your name and contact details, will be removed prior to release. The released response will be made available here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

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 or freephone 0800 802 602.

Ngā mihi

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

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