

# COS to CCMS Training Facilitator Guide

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## Resources

You will need:

- Access to [CCMS Training environment](#)
- 1 x session plan per facilitator
- 1 x learner workbook per learner
- Projector
- Devices/desktops for learners

## Access

Learners should have access to:

- CCMS training & CCMS production/live
- COS
- DAON
- DCS
- AMS
- Cohesion libraries ([Templates Library - All Documents \(cohesion.net.nz\)](#))
- iLearn
- Tuwhiria
- Drive access (Z: citizen ([\\wlgprdf15.dia.govt.nz](#)))
- [Guidelines - Citizenship by grant links \(cohesion.net.nz\)](#)
- [Topic Overview - CCMS \(cohesion.net.nz\)](#)

## Equipment

- Projector/TV

## Comms

- Message Christopher Toms before training begins to ensure CCMS TRAIN, CCMS PROD, and DAON access is sorted.
- Ensure you have enrolled learners in the iLearn course, so they receive reminders and calendar invites for training.

## Before you begin

Ensure:

- Learners are booked into the training. Use the [session sign up](#) to book the learners in.
- You have set up the support MS Teams chat with the learners – this is where you can send through links or anything useful to support learning.

## Learning objectives

Learn how to process CBG applications using the CCMS system.

## Haere mai, welcome: Introductions

TRAINER: Have the learners form a group, for example at a table or in a circle of chairs, to start the day.

Welcome to COS to CCMS training. Over the next few days, I will be taking you through the CCMS basics and get you acquired on the differences in processing CBG apps on this system compared to COS.

Facilitators introduce themselves – mihi/pepeha, who we are, what we do. Facilitators introduce SME in charge of supporting the training group over the session. Before we start, I will cover off Health and Safety, and the plan for the day and week ahead:

- Housekeeping
- Emergency procedures
- Break times
- Ground rules e.g. phones on silent, respecting others, emailing etc
- Agenda for the day, and how the week ahead will look

## Get to know each other – Icebreaker

Pick an activity to use from [this link](#) – ensure you choose an activity that helps the group relax and get to know each other.

## Quick rundown on training schedule

TRAINER: Here is the agenda for the day.

TRAINER NOTE: give learners brief overview of the schedule

Time	Activity
Day 1	Welcome, introductions, systems check (30 mins)
Day 2	-
Day 3	-

TRAINER NOTE: send links to [CCMS PROD](#), [CCMS TRAIN](#) environment and [Citizenship Case Officer training iLearn](#) page via MS Teams chat.

TRAINER: I have sent you a few links via the Teams chat. Make sure to add them all as favourites as we will be referring to them regular throughout the training.

## Workflow and the CBG process

TRAINER: As a LISO processing CBG applications in COS, you are accustomed to using a checklist which lists out tasks for you to complete when making an assessment whether an applicant meets or does not meet.

TRAINER: bring up the [CBG UOW Overview PowerPoint](#)

Within CCMS, these tasks are separated into three stages/sections which we call units of work or UoW for short:

- Complete and Correct (UoW 1) is where you'll be checking that the application has all the required documents and information to make an assessment.
- Confirm Identity (UoW 2) is where you will confirm that the applicant is who they say they are.
- Check Eligibility 1 & 2 (UoW 3) is split into two sections. Eligibility 1 is where you'll be assessing whether the applicant meets entitlement & presence requirements. Eligibility 2 is where you assess the remaining eligibility criteria e.g. Character, English, Intention etc

As we can see on the PowerPoint, the tasks associated with:

### **Complete & Correct are:**

- Check CCMS records
- Check COS records
- Payment complete
- All fields Complete and Correct
- All Supporting Documents Provided
- Names Match Supporting Documents

### **Confirm Identity are:**

- Identity is unique
- Identity exists
- Identity is Bound

### **Eligibility 1:**

- Entitlement to reside
- Presence

## Eligibility 2:

- 16+, Full Capacity and Prescribed Manner
- Good Character
- Responsibilities and Privileges
- English Language
- Intent to stay

TRAINER: you are familiar with most of these tasks. Some are new to you and in this training, we will be focusing on what's new or different when processing in CCMS.

Any questions so far?

## Intro to Dashboard

TRAINER: Alright team, we will be doing a demo of the CCMS dashboard on the screen

TRAINER NOTE: bring up CCMS on the projector

When you load up CCMS, it takes you to the Dashboard. This is the area of CCMS you will become familiar with. It is where you will be able to see the work you currently have in progress or on hold as well as where you go to pick up new work.

## The Sections

TRAINER: bring learners to the front of the room (so they can see demo).

On the Dashboard we have the Sidebar - this is a permanent feature you will see this in all your views and can use it to navigate, we will look at this in more detail when we look at searching for information.

Next, we can see the working area of the screen. Within the working area of the screen there are 5 sections that you can see on this dashboard:

- My work in progress
- My email notifications
- On-hold
- My activity notifications
- My service requests (where you select, I'm ready)

## My Work In Progress

- This section holds all the applications that a LISO is currently working on.
- You should really only have 1 application in this worktable at most, or a group application set, as all of these applications are in-progress. LISOs will normally work on an application until it either needs to go on hold for some reason or is finished.
- When you click the 'I'm ready' button, all the services within that request populate here with the status of 'allocated'. You will then open them up, turn them to 'in progress' and start your work on each of them.

## My email notifications section

This section shows any incoming email associated with one of the applications you are working on. This will be useful to get a quick view of any incoming emails from the applicant or other staff member. This can fill up so you can clear the email notifications (this won't do anything to the email itself) by selecting the email (tick), go to the ellipses (...) and select 'mark complete'.

## On-hold section


The On-hold section looks almost identical to the other sections, except there is a Sub status column. The sub status column will highlight why the service request is on-hold. A service request will be moved to this section only when you change the status of an application "On-hold". If you bring something back off hold, it will populate back to the work in progress section.

If you're waiting on information from a customer, a check or can't progress it any further for some reason – the application needs to be put "on-hold". It shouldn't sit in your active work (or work in progress).

Let's look at the columns in these sections.

## Columns

The Service request column shows the service request ID. Clicking on an ID in this column will open up the service request.

 *Open your allocated Service Request to show learners how it looks, then return to the Dashboard.*

DEMO PROFILE

The **Service ID column** will show the services that are attached to this service request. There may be single applications or applications for groups of applicants.

The **status column** shows if the application has been started or in-progress, or if it is on-hold and why it's on-hold. In the 'My work in progress' section, all application statuses will be in progress.

The **Stage column** gives an indication on the progress a LISO is making through a request. There are 6 stages in total, although we'll be focusing on the 5 stages only.

- **Stage 1 is Complete and Correct** - In which you'll be checking that the application has all the required documents and information to make an assessment
- **Stage 2 is Confirm Identity** - Here you'll confirm that the applicant is who they say they are
- **Stage 3 is Check eligibility 1** – In this task you'll be assessing whether the applicant meets the status and presence requirements
- **Stage 4 is Check eligibility 2** – You'll be assessing the remaining eligibility criteria
- **Stage 5 is Recommend** – This is where you will submit your recommendation of whether the applicants meets or does not meet the requirements for Citizenship by Grant. The request will be forwarded on to another LISO for validation.
- **Stage 6 is Validate** – This is the 'second check' stage where another LISO will review the request.

TRAINER: Allow the learners some time to ask questions and investigate the Assessment work section



## My activity notifications section

The My activity notifications section tracks any additions to one of the services that you are working on. One of the things in here which would be of interest is the when the NZSIS checks are returned but beside that, LISO's don't often use or view this section often.

You can mark the notification as complete and clear it from your list.

*Demonstrate ticking next to a notification, click the ellipsis and select 'Mark Complete'*

## My Service Requests/I'm Ready

This is where you will select the 'I'm ready' when you're ready to work on you next application. This will populate the next service request in the queue.

Note for facilitators: Learners may ask about the split group button and in which case we can mention the ability to split the groups via the service request summary screen

To use this, just select the application you wish to split from the group, and click "Split from group"

The system will automatically create a new service request separate from the rest of the group

**DSDQKK - Saved**  
Service request

**Summary** Related

**General information**

Requestor \* **Brad Brown**

Service request type \* **Group**

Access channel \* **Counter**

Date received \* 17/01/2022

Created on 16/01/2022 12:54 PM

Use Flow **Yes**

**Services**

Service ID	Subject person	Application type	Status
<b>68RSYK</b>	<b>Elsa Bradley</b>	<b>CBG Youth 14-15</b>	<b>In-progress</b>
B8RSYK	Luz Warner	CBG Samoan Adult	On-hold
N8RSYK	Devin Hood	CBG Child under 14	In-progress
Q8RSYK	Ira Henson	CBG Samoan Child	In-progress
X8RSYK	Darla Bernard	CBG Adult	In-progress

1 - 5 of 5 (1 Selected)

**Order**

Payment type \* **Payment** Total Order Amount \* **\$1,645.70** Date payment received \* **17/01/2022 1:00 PM**

1 - 1 of 1

Draw learners attention to the 'I'm ready' button so they know where to find it

When this button is clicked, it will take a moment's pause, and then populate the service request here. You will also see the applications move to the 'in progress' section which we will look at next.

In the top-right corner of each section there is the option to refresh and see all records (you may need to click the ellipsis to locate these buttons). You'd only ever need to refresh a section if you suspect it needs updating, like if you have updated the status of a service request and it has not yet updated on the section.



Use the refresh function on a section to show how it works

Any questions?

TRAINER: I want you all look around the different areas we've demoed and ask any questions. Okay, go!

TRAINER NOTE: give learners 5-10 mins to complete this task.

If you want a refresher on the Dashboard, we have a iLearn module for that. I will send you a link for future reference.

TRAINER NOTE: send link to LISO View - Dashboard module.

## Terminology

TRAINER: on page **2 and 3** of your workbooks, we have listed CCMS terminology. Take a look through them as we will be referring to these terms throughout the training.

TRAINER NOTE: give learners 10mins to look through terminology table.

Any questions?

## Picking up new work

TRAINER: Your dashboard will be empty currently and so I want you to pick up a new service request. You do this by scrolling down to 'My Service Requests' and clicking 'Im Ready'.

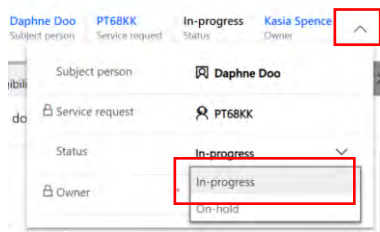
TRAINER: CCMS will take a minute to load the new service request, but once it does, there will be a pop up. Make sure to select the option where you can go into the Service Request. You do this to see if there are one or more apps in the service request. Once you have taken a look, press the 'Home' button on the sidebar to return to the main screen.

Any questions?

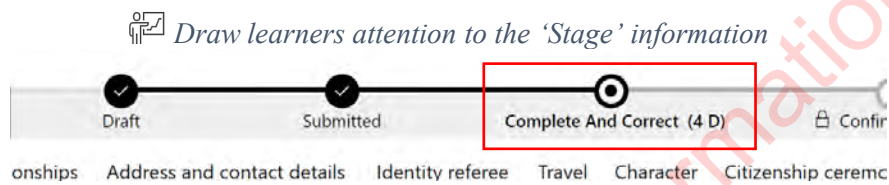
## UoW 1 – Complete & Correct

TRAINER: I don't need to cover legislation with you, so what I will do is show you how to process applications in CCMS starting from the first Unit of Work - Complete and Correct. Follow me as I go through these steps.

1. You need to click on the Service ID which is the link to the application – If you have a group, pick the first application from the list.
2. Once you have clicked into the Service ID, The first page you land on is called the 'General' tab – this is where we see some basic information about the application and the 'application processing' area where we find the Units of Work.
3. The first thing you need to do when you start working on an application is to change the status of the application from 'Allocated' to 'In Progress' – \*TRAINER show demo using X368KK



- In the application processing area, you'll see what stage the application is up to. You need to click on Submitted and "Next Stage" to get to Complete and Correct



You can also see the different Units of Work across the progress bar. They will 'unlock' as we complete each section.

TRAINER ASK: which UOW are we focusing on first?

Looking for: Complete & Correct

- Demonstrate where the Complete & Correct UOW is and click on the task name

Clicking on this link will take us to the UOW tasks.

CBG Application: Unit of ...  
Active for 3 months

Draft   Submitted   **Complete And Correct (< 1 Min)**   Confirm Identity

General   Related

Subject person   Jeff Smellis

Tasks

Group By: (no grouping)

Task	Outcome	Criteria	Supporting evidence	Comments
Check CCMS records	Complete	Nothing found	---	Searched Names
Check COS records	Complete	Nothing found	---	Searched Names
Payment complete	Complete	Infinity number pr...	---	---
All fields complete and correct	Complete	All mandatory inf...	---	All information is
All supporting documents provided	Complete	Required docume...	---	Has provided all r
Names match supporting documents	Complete	Names included l...	---	Names match the





Active for less than one minute

Status   In progress

Next Stage

- This feature is where we will focus our work. There are other sections displayed on this page, they are all relevant to the tasks you complete. For example, the Payment/Order section, names and supporting documents are all linked here – useful for the tasks we need to complete.
- For each task there are a set of actions, all actions are the same. How it's resolved and information within each differ depending on what we need to assess as part of the task and what information we find.

- The actions within each tasks are:

-  **Outcome** – usually complete or follow up required (some are pass/fail) -
-  **Criteria** – an explanation as to how we reached that outcome – this is a drop-down list
-  **Comments** – any additional or important information about this task
-  **Supporting evidence** – this links to the documents uploaded to the application. You can link a document to the task to help support your decision.

So, for this UOW, we have 6 tasks to complete. We'll look at each one in more detail now. Check for any questions or comments before continuing.

TRAINER: the way the tasks are ordered in the first UoW in CCMS doesn't reflect the way LISO's process in CCMS – This is how they process UoW 1:

TRAINER: bring up slide 7 of [CBG UOW Overview PowerPoint](#)

TRAINER: the way LISO's process UoW is:

1. All Supporting Documents Provided: to make sure we have all the info we need to make an assessment.
2. Names Match Supporting Documents: supporting documents support the name provided by the applicant
3. All Fields Complete and Correct:
4. Check CCMS Records: once we have all known names, we can search these on CCMS to see if we have come across them in the past.
5. Check COS Records: same as the above
6. Payment Complete: can be done at anytime during this UoW

TRAINER: on page 4, there is visual of how the tasks are laid out in each UoW in CCMS. I will give you a few minutes to write the order in which LISO's actually process UoW.

## UoW 1 – All Supporting Documents

[Guidelines - Documents provided by Citizenship applicants \(cohesion.net.nz\)](#)

[Guidelines - Checking applications include required documentation for citizenship by grant \(cohesion.net.nz\)](#)

TRAINER: We will start off this UoW by checking that the right supporting documents have been provided by the applicant but also to ensure the details match and are the same person.

TRAINER: can you remind me again what type of supporting documents we can expect to see in an application:

Looking for:

- Birth evidence
- Copy of passport biodata page
- Image/photo of the applicant
- English evidence
- Relationship document (marriage certificate)

TRAINER: As customers are able to upload their own documentation, we may see a range of documents, and quality of images, come through to CCMS. Let's have a look at where we find them. The way we access supporting documents is to scroll down in the Complete & Correct section and scroll down to the 'Supporting Documents' section. To view a supporting document, you click the checkbox next to the document you want to open and then click 'Open'.

TRAINER NOTE: demo accessing supporting documents on CCMS and how to open them.

The other way to access Supporting Documents is to click on the CBG application/Service ID (top right link) and click on the 'Supporting documents' tab. To view a supporting document, you click the checkbox next to the document you want to open and then click 'Open'.

## Document Types

TRAINER: As you can see here, there are a number of columns with information about each supporting document. Can anyone take a guess at what each of these columns mean?

TRAINER: Have a different learner volunteer to answer at each column. Answers are:

- **Name:** This is whatever the customer (or officer) has named their document and uploaded, you may see a range of names eg “ScanCannon123456”, “My drivers licence” etc → **DO NOT CHANGE NAMES OF A DOCUMENT**. The name does not matter, and if changed this can corrupt the file and stop upload – if an officer uploads an AMS report and the name of the document says something else, that’s fine, because you still need to tag what the document is and provided as.
- **Document type:** What the actual document is, eg birth certificate
- **Provided as:** What we use the document for, eg identity, or English evidence
- **Uploaded on:** This shows the date and time the document was uploaded to CCMS

It is good to note that a customer does not have to try to determine these document types or what they are being provided as, they only see that they need to upload their birth certificate or photo of themselves, CCMS will automatically do this on our side. Only LISOs who upload further documents will need to know how to complete this information.

## Amending/deleting a supporting document

TRAINER: There are a couple tasks that you may need to perform, but not as often. One is to amend a supporting document’s ‘type’ or ‘provided as’ fields in CCMS if the document was uploaded in the wrong place by the customer. The other is you may need to have a document deleted from an application if it was uploaded by an officer in error.

We won’t go into these at this stage, but there are steps in Tuwhiria te Tikanga to follow if these situations occur.

TRAINER NOTE: send link to [Guidelines - Supporting documents in CCMS \(cohesion.net.nz\)](https://cohesion.net.nz/guidelines-supporting-documents) and [System Step - Save a supporting document \(cohesion.net.nz\)](https://cohesion.net.nz/system-step-save-supporting-document) via MS Teams chat.

## Uploading a supporting document

TRAINER: There might be times when you need to upload a supporting document to assist with your assessment of an application e.g. AMS report, Bruteforce etc. Here is a quick demo on how to do this:

- Click into the Service ID link and select the ‘Supporting documents’ tab
- Click the ‘Upload’ button
- You can either drag and drop OR sift through your folders to select the document you want uploaded.

- Once the doc has been selected, you have to fill out the metadata 'Name', 'Document Type', 'Channel Type' and then click 'Upload'
- Make sure to permanently delete the document from your desktop as we don't want to hold people's personal information there. You do this by clicking SHIFT + delete.  
TRAINER NOTE: demo this if needed.

Any questions?

## Other Names:

[Policy - Names and citizenship by grant applicants \(cohesion.net.nz\)](https://cohesion.net.nz)

TRAINER: If you need to add other names into the application, this can be done through the 'Other names' section which you can find below the Complete & Correct tasks.

TRAINER NOTE: show learners where the 'Other names' section is located

To add a new other name, click '+ New Name'. For the 'Name Type' field, click enter and it will pop up with all the available options. Select the appropriate option. Make sure to fill out the 'Given name(s)' and 'Family name' fields as they are mandatory before you click 'Save and Close'.

The Tuwhiria page [Policy - Names and citizenship by grant applicants \(cohesion.net.nz\)](https://cohesion.net.nz) goes over situations when you would need to add names to the application.

TRAINER NOTE: send out [Policy - Names and citizenship by grant applicants \(cohesion.net.nz\)](https://cohesion.net.nz) via MS Teams chat.

TRAINER: any questions at all?

## Completing the task: All Supporting documents provided

TRAINER: Now that we have sighted all the supported documents provided as well as noted anything that we need to follow up with the applicant about, we can go ahead and complete this task in CCMS.

TRAINER: We'll go to our task list and complete the assessment information.

 *Demonstrate completing the task information:*

Outcome: Complete

Criteria: Required documents provided and have the correct document type

Comments: N/A (if we had to amend metadata, here would be a good place to note that)

Supporting evidence: N/A



TRAINER: What questions do you have about this task?

TRAINER NOTE: give learners 5-10 mins to write notes in workbook

## Names match supporting documents

TRAINER: we are going to check that the names match supporting documents next.

TRAINER: this task is a good reminder to ensure that the name we have recorded for the applicant matches their evidence and that we've **recorded and searched for** any other names we locate.

Let's open up our UOW to complete the details of this final task:

 *Demonstrate opening up the Application below to find the UOW*

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As before, we'll bring up our task list and complete the assessment information.

 *Demonstrate completing the task information:*

Outcome: Complete

Criteria: Names included in supporting documents are reflected in CBG application

Comments: if we've edited or added a name, we'll put the details of that change here.

Otherwise, we can leave this blank.

TRAINER: With the service request you picked up earlier, I want you to complete both the 'All Supporting Documents Provided' and 'Names Match Supporting Documents' tasks. If you have more than one application in the service request, just do one application for the time being.

TRAINER NOTE: give learners 10-15 mins to complete the two tasks and write notes in their workbook.

## All Fields Complete & Correct

TRAINER: moving onto the next task – all fields complete and correct. For this task we need to check through each tab to ensure that all relevant questions have been answered and the information is correct. We may also need to add or amend some information in the application.

There are certain areas we cannot change – [Procedure - Complete and Correct \(cohesion.net.nz\)](#) has some clear guidelines about what you can amend and what you need to leave.

All applications have an audit trail which logs any changes to data – this can be really useful if you accidentally change something you shouldn't have!

We are going to get into a workbook activity where you are going to get familiar with the tabs in the application and the things you need to edit. You will need Tuwhiria open, and CCMS, to answer the questions. Okay, go!

TRAINER: Allow learners time to complete the activity. De-brief and answer any questions the learners may have.

Answers to the workbook activity below:

<b>Check all fields activity answers</b>
1. What do you need to check/do as part of step 1 of checking all fields? <b>Check the Country of Birth (COB) is populated (and add it if required)</b>
2. What are the 6 fields that you need to check are populated that are required for the DAL/Register (step 6) <b>Family name, Name type, Gender, POB, COB, Photo of the applicant tagged as 'photo of applicant' &amp; 'identity'</b>
3. A) What do you need to do if the ID referee does not meet the criteria? <b>request the applicant to provide new referee details via email, upload the email from the applicant as a supporting document</b>  B) Will you update the 'Identity referee' tab with the new details? <b>NO</b>
4. In the 'Applicant' tab, what do you need to add under the 'Family name' <b>Add the 'name type' from the drop-down menu</b>
5. If the applicant has recorded a gender different to that on their documentation, what do you need to do? <b>If stat dec provided – make a note, no stat dec – verify info through LET185, app confirms gender change – request stat dec</b>
6. If there are unanswered questions in the 'Statements' tab, should you amend these? <b>No. Any unanswered questions that are answered via email should be uploaded as sup doc</b>

TRAINER: And just like previous tasks, we need to complete the details of this one in CCMS.

In this task, we've checked through each tab in the application to ensure all the information is there and it's correct – we've made any amendments that we're able to. Let's open up our UOW to complete the details:

 *Demonstrate opening up the Application below to find the UOW*

DEMO PROFILE

As before, we'll bring up our task list and complete the assessment information.

*Demonstrate completing the task information:*

Outcome: Complete

Criteria: All mandatory information provided and in correct format

Supporting evidence: N/A

TRAINER: any questions?

Complete this task on your application.

TRAINER NOTE: give learners 10 mins to complete this task and write notes in their workbook.

## Check CCMS records

TRAINER: Moving onto the next task – check CCMS records. We do this task to see if we have come across this applicant before. If they have applied before, it will give us an idea as to whether the new application might have to be a submission to the Minister - they may have not met presence, or they could have had disqualifying convictions which is information important to our assessment of the application.

For this task, we need to search for the Application and Passport via the global search bar.

 *Demonstrate where the Global Search bar is in CCMS*

## Global Search

The search function in CCMS is located at the top of the screen in CCMS. The search bar itself is a smart search bar, so as soon as you start typing into the search bar, suggestions will be made. Global Search is really what it sounds like - it searches the whole system with whatever key words you put into the search bar. This means you will see the person (contact) records, service requests and application records that contain what you search by.

 *Demonstrate locating the CCMS global search bar*

TRAINER: Ask "One of the issues with a global search function is searching for common names, what do you think would happen if I were to search the name *smith*?"

Looking for:

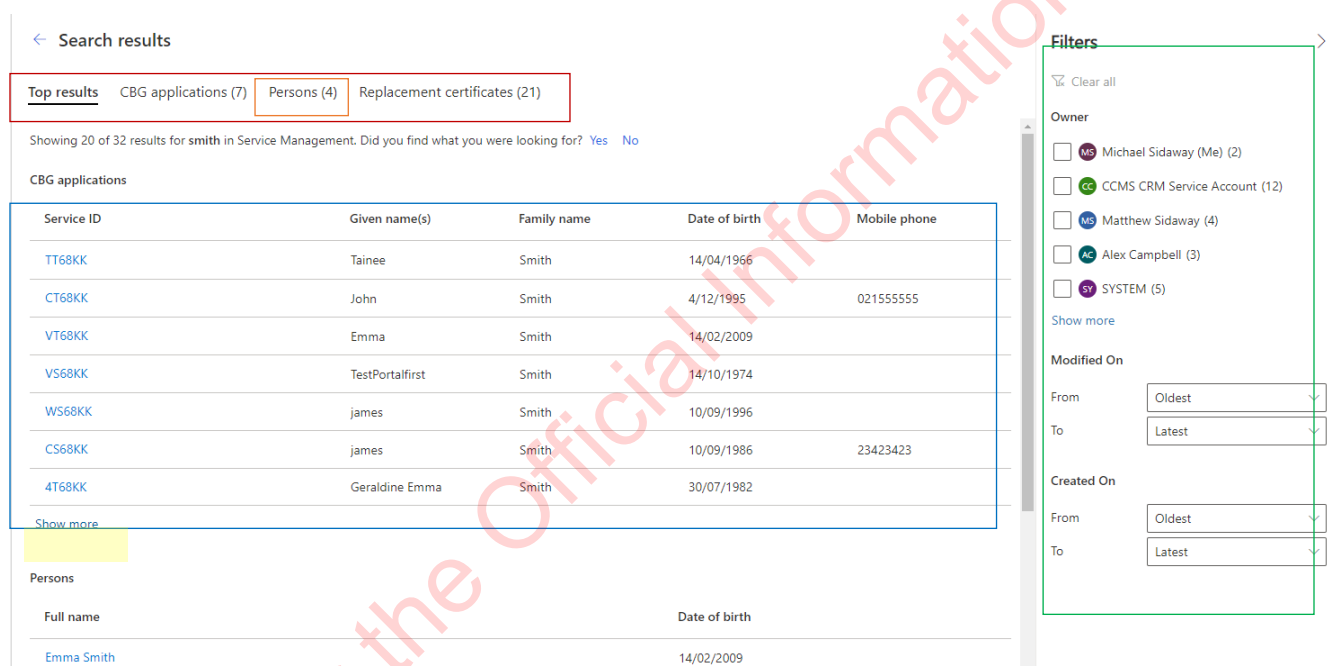
- lots of results if your search terms aren't specific

Exactly. Although you could search for just the first name, you'll get all search results with that name in it. I need to search for Emma Smith, both of these names are pretty common. We need to put in enough information to locate the record we need. If I start searching with Smith... What do you think my results will be?  
 Answer: All the Smiths

 Demonstrate locating the CCMS global search bar and look for Smith

## Search Results Screen

 Navigate the Search results screen



← Search results

**Top results**   CBG applications (7)   **Persons (4)**   Replacement certificates (21)

Showing 20 of 32 results for smith in Service Management. Did you find what you were looking for? [Yes](#) [No](#)

CBG applications

Service ID	Given name(s)	Family name	Date of birth	Mobile phone
<a href="#">TT68KK</a>	Tainee	Smith	14/04/1966	
<a href="#">CT68KK</a>	John	Smith	4/12/1995	021555555
<a href="#">VT68KK</a>	Emma	Smith	14/02/2009	
<a href="#">VS68KK</a>	TestPortalfirst	Smith	14/10/1974	
<a href="#">WS68KK</a>	james	Smith	10/09/1996	
<a href="#">CS68KK</a>	james	Smith	10/09/1986	23423423
<a href="#">4T68KK</a>	Geraldine Emma	Smith	30/07/1982	

[Show more](#)

Persons

Full name	Date of birth
<a href="#">Emma Smith</a>	14/02/2009

**Filters**

Clear all

**Owner**

Michael Sidaway (Me) (2)

CCMS CRM Service Account (12)

Matthew Sidaway (4)

Alex Campbell (3)

SYSTEM (5)

[Show more](#)

**Modified On**

From:

To:

**Created On**

From:

To:

1. Ribbon can be used to filter the different results displayed
2. The Filters column provides even more options in how we can sort our results, we have options to filter by Owner, when the application was last modified and when it was created.
3. The top results reference applications in the system that best match the search terms (as more application types get added into CCMS, this could include Passports and other SDO products)
4. Person record results
5. **Show more** option brings up a full list of results.

Continue searching, the next option I'll try is searching for Emma.

 Demonstrate locating the CCMS global search bar and look for Emma

So that's narrowed it down, but I think I can do better. So I'm going to search by Emma Smith

 *Demonstrate locating the CCMS global search bar and look for Emma Smith*

What's happened here?

Answer: Searched on both

**That's correct. Global Search searches each word individually so even if you search for a first name and a surname the results will show any record that has either word, not just both. To make our search as narrow as possible we need to put quotation marks (" ") around our search terms.**

 *Demonstrate locating the CCMS global search bar and look for "Emma Smith"*

Ensure you point out:

- Which result indicates a person record
- Which result indicates an application record (we'll look more at this later)
- Reference numbers might be shared between application & service request numbers

*Answer any questions the learners have.*

## Searching the left menu tabs: Persons, CBG Applications, Service Requests

TRAINER: Bring learners together in front of the projector.

In the side bar of my dashboard, under Service management I have the options to search under Persons, Service Requests and CBG Applications.


 *Point out each of the links in the service management in side bar*

- **Persons** will help me find the person/contact record which has contact information and some biodata.
- **Service Requests** will help me find the 'buckets' which contain the request(s)
- **CBG Applications** will help me search for the service or application


Let's go to the **Persons** tab in the Side Bar and search there. After you've clicked this option you should see 'Active persons' at the top of the screen. If you can't see this, click the dropdown next to the title and select Active persons, or any other view you want to see.


 *Open the drop-down menu next to the title*

Now on this page you can see a search bar in the top right,


 *Direct the learners' attention to the search bar, search for "Mozella", and then clear the search by clicking X*

There are also filters beside each of the column titles to refine your results and an alphabetical search tool along the bottom of the section. You are able to search by date of birth, email address, phone number using the filter options in the relevant column.

 *Direct learners' attention to the filters. Open one up and show the options available eg 'Contains Emma', then clear filter, or 'Begins with Jo'*

 *Direct learners' attention to the alphabetical search tool along the bottom of the section*

The person record, service request and service are all linked – so you can go into the service through the person record or find the person record through the service.

 *Demonstrate accessing the Persons tab and search for Daphne Doo using the "Search for Records" feature at right of screen*

*Click on the Full name hyperlink to bring up the person record.*

*Click on the 'Service requests' area and show the service requests attached to the person.*

What questions do you have about this? You will mainly be searching the CCMS as part of your tasks to find out if the customer has applied before, and what that outcome was. You can do the same searching in CBG Applications and Service Requests.

*Demonstrate accessing the other tabs and using the filters and search bars.*

Ok, now we have some activities in the workbook **pages** \_\_\_-\_\_\_ for you to have a go at.

<b>"Search Practice" Workbook Answers</b>	
1. How many search results contain the name Digna? <b>In global search 7</b>  How many of these are Person Records?  <b>4</b>	
2. What is the CBG <b>service request #</b> associated to Eun-Kyung Choi? <b>HZ68KK</b>	
3. Using the Persons Tab in the side panel, search for Anahera – what is their full name?  <b>Anahera Gilmor</b>	
4. Using the Persons Tab in the side panel, who is associated to karalyn@waimatedc.govt.nz? <b>Karalyn Reid</b>	
5. Search for Eun-Kyung Choi:  <b>CBG application #: PZ68KK</b> <b>DOB: 09/08/1948</b> <b>Email: <a href="mailto:EUN-CHONG@dia.nz">EUN-CHONG@dia.nz</a></b>	

6. ML68KK – who is the subject person? Hue Motsinger
7. Service ID starts with an DF6– who is the subject person? Digna Api
8. Name of subject person: <b>Yadira Griese</b> PPT #: <b>R1CoRKoy</b> Mobile: <b>20000000</b> Name of IdRef: <b>Owen Divis</b>

TRAINER: Ensure learners are comfortable moving around CCMS and hyperlinking between Person Record, Services, and Service Request. Do a demonstration of moving around R688KK

## Duplicate Records module

TRAINER: there is a module I would like to take a look which looks at duplicate records in CCMS.

When searching in CCMS for the customer, and you discover there is another Person Record/s that matches your customers information while processing a new application, you will need to identify which scenario the duplicate record fits into. This module does have some recordings and sound, so you may want to pop on headphones to have a listen. As always, you can pop notes or questions into **page** \_\_. Okay, go.



TRAINER: Give learners time to complete the **LISO View – Duplicate Records Process** module. Debrief and answer any questions the learners may have.

TRAINER: if you do come across this situation and need a refresher, you can revisit this module or check out the Tuhwiria page [System Step - Find and link a person record in CCMS \(Assess duplicate records\) \(cohesion.net.nz\)](#)

TRAINER: Let's complete the 'Check CCMS records' task:

*Demonstrate completing the task information:*

Outcome: Complete

Criteria: No records found

Supporting evidence: N/A

Comments: Searched all names (add names searched for) and no records found

TRAINER: any questions?

TRAINER NOTE: give learners 5-10 mins to write notes in workbook

## Check COS records

TRAINER: seeing as you all are well versed in COS, there is no need to delve into how to search within COS but essentially you are looking to see if we have come across this applicant before. Start with a broad search and if your getting a lot of results due the name search being a common name, add a date of birth into the search.

Once you have completed your search in COS, here is how you complete the task in CCMS:

 *Demonstrate completing the task information:*

Outcome: Complete

Criteria: No records found

Supporting evidence: N/A

Comments: Searched all names (add names searched for) and no records found.

TRAINER: any questions?

TRAINER: Complete both the 'Check CCMS records' and 'Check COS records' tasks on your application.

TRAINER NOTE: give learners 10-15 mins to complete the two tasks and write notes in workbook

## Payment complete

TRAINER: the final task in Complete & Correct is the 'Payment complete' task. It's a straightforward task as all we need to do here is check that the payment for the application is complete.

The way the online portal works is that payment must be successful in order to submit the application. It's highly unlikely you will get an application where payment isn't made, if they have applied online.

You'll see in the Unit of Work task – the payment section is brought through so it's very easy to check.

 *Demonstrate the Complete & Correct UOW and the 'Orders' section*

DEMO PROFILE: **5T68KK**



Names match supporting documents			---	---	---
----------------------------------	--	--	-----	-----	-----

Orders			+ New Order		:
✓ Order ID	Total Amount	Date payment received	↑	↓	
ORD-01312-X9Y9Y9	\$470.20	---			

So long as you can see the total amount is \$470.20 (per adult) and the date payment received, you can complete the task.

 *Demonstrate completing the task information:*

Outcome: Complete

Criteria: Infinity number provided against order and payment complete

Supporting evidence: N/A

Comments: N/A (we don't need to address anything here)

TRAINER: any questions?

TRAINER: Complete the 'Payment complete task' in CCMS.

TRAINER NOTE: give learners 10-15 mins to complete this task and write notes in their workbook.

## Live work – UoW 1

TRAINER: I want you to pick up 3 more apps and complete the first UoW. Take your time when going through this process and refer to the guidelines in Tuwhiria. If you get stuck, we're also here to support you.

TRAINER NOTE: ensure [Procedure - Complete and Correct \(cohesion.net.nz\)](https://cohesion.net.nz) is sent via the MS Teams chat.

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.

TRAINER: before we move onto the next UoW, do you have any questions?

## Interactions

There will be times where you might need to make contact with either the applicant or Immigration NZ. There may also be some missing documents or clarification needed from the first UOW Complete & Correct.

Whenever we make contact with someone about an application, we need to ensure this is recorded. We call these: **Interactions**.

 *Open Application for DEMO PROFILE*

Whenever you open or return to an application, it's a good idea to review the interactions to see if anything new is there. Often our Contact Centre will field calls about applications and leave interaction notes if something needs updating or the applicant has passed on some information for you.

You can view interactions at:

- CBG (Application) level
- Service Request level
- Person level

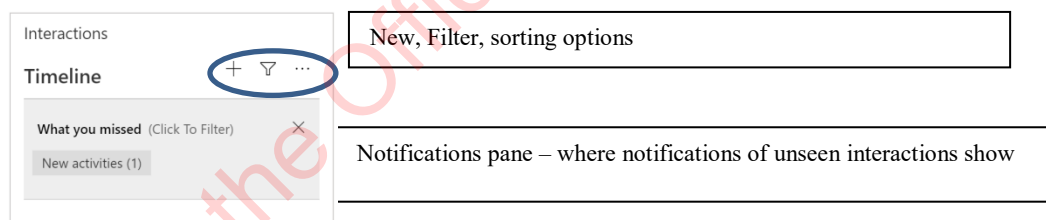
**Use the timeline at the Application/Service level for creating and checking Interactions as this is the one you see when you are working on the Application.**

Note: Interactions created at the service request or person level will not show at the application level.

 *Show the Interaction Timeline –General Tab Application Screen*

At the top of the timeline are options for making and filtering Interactions.

 *Indicate the symbols by the heading "Timeline"*



And a notification area that shows if there are new Interactions.

Below this, interactions are ordered in descending order from newest to oldest. The order can be reversed using the sort options in the ellipsis.

 *Select the ellipsis, select the unticked option to change the order (change to oldest first)*

 *Click on the subject line of the top Interaction to open the preview. Close the Interaction.*

 *Hover over a circle. Move mouse away from the Interaction*

If you hover over the Interaction this is replaced with three icons. The most useful of these is the one on the right "Open Record".

 *Hover over Interaction to show Icon.*



Now let's have a look at creating new interactions.

## Email Interactions

Creating a new email in CCMS sends an email to the customer.

It is important to use the email function in CCMS as replies are automatically linked to the appropriate application.

There are a number of prewritten templates stored in CCMS that are used during processing.

-  Demo as you talk through instructions
-  Demonstrate creating a new Email

At the top of the Timeline select plus (+), then email from the dropdown list. This will open the email. Complete the details required.

**In the From field it needs to show 'Citizenship Office'. If your name is populated, remove your name (by clicking the x) and searching for Citizenship Office.**

FROM: Citizenshipoffice  
TO: DEMO PROFILE NAME

**IMPORTANT:** The 'To' field is where we will select the person record of the applicant – this is why ensuring the email address on the person record is correct is important. We also need to be careful to select the correct person record. You can hover over the record you've selected to see more information to ensure you have the right one (not a duplicate or someone with a similar name). If you need to, you can click into the hyperlinked name to check the person record itself.

When using a template we leave the subject line empty as this is filled in automatically. On the top ribbon I have the option to Insert Template.

-  *Select Insert Template*

I click into the search template field and view the dropdown list of templates available. I select the template I want to use and click select. This will apply the template, adding the subject information and the customer's name into the email.


When I'm happy with the email I select send from the top ribbon. This will close the email and return to the Application.

-  *Open the email you just sent from Timeline – point out CRM# in subject line*

Each email has a tracking code which identifies the application (starts with CRM), if the subject line is changed the email does not return directly to the application. CCMS tries to identify the Case Officer to return it to using the service number and customer name. Emails that come in from customers, that CCMS cannot match to a particular service record/customer will be forwarded to [citizenshipoffice@dia.govt.nz](mailto:citizenshipoffice@dia.govt.nz). This email inbox will be monitored by the full Citizenship trained staff who rotate monitoring of this inbox (along with other admin tasks). They will forward emails to relevant case officers to action.

*Close the Email to return to Application*

TRAINER: if you can't find the email template your after via CCMS, you need to take a look through 'Citizenship letter templates and Templates library on Cohesion.

 TRAINER: demo where you can find the Cohesion templates library and letter templates page.

Discuss activity/Ask if any questions before continue.

Adding a phone call interaction is very similar.

## Note Interactions

Another type of Interaction is notes - you can use these for adding information for yourself or other staff that may be looking at the application – remember that the customer can request to see this so anything added needs to be suitable for the public.

Turn to **page** \_\_\_ in your workbook and answer the questions using Tuwhiria.

## WORKBOOK ANSWERS

1. What types of interactions can you leave?

Phone

Email

Note

Appointment

2. According to Tuwhiria, when sending an email to an organisation (such as Immigration NZ), what do you need to do?

Remove applicant from the 'To' field

Click on 'Change View'

Click on 'Persons', then 'Persons lookup view (default)' and select the most relevant result.

3. For a phone interaction, which fields do you fill in?

Subject

Call To (for outgoing call)/ Call From (for incoming call)

Description

Duration

4. If you need to resend an email because the applicant hasn't received it, what do you need to check before resending?

Check customer's email address is correct in the Address and contact details tab.

(Answers can be found in [System Step - Resend an email interaction](#) and [System Step - Create a new interaction](#))

## On-hold notes

Related System Step – [Use On Hold notes](#)

You have the ability to leave notes about why an application is on hold. If you have made contact with an applicant and are now waiting on some further information before continuing, there is a space for you to provide notes to let other CCMS users know this information.

The space is 40 characters long and you will need to delete the note once the reason for the application being on hold is resolved.

Go to the 'General' tab of application 5T88KK

On the left-hand side of the page there is an 'On Hold Notes' section (under the Application Outcome field).

Note: this only has 40 characters so notes will need to be brief.

TRAINER: any questions?

## UoW 2 – Confirm Identity

TRAINER: alright team, we are going to move onto 'Confirm Identity' which is the second UoW. This is where you will confirm that the applicant is who they say they are.

The task associated with this UoW is as follows:

- Identity is unique
- Identity exists
- Identity is bound

TRAINER: the way LISO's process this UoW is the way its outlined in CCMS. We will start with 'Identity is unique'


### Identity is unique

[Procedure - Check identity is unique \(cohesion.net.nz\)](#)

TRAINER: We used to have to use DCS for this task on all applications but due to the Policy change there are only a few reasons why we would do a DCS checks. Not a complete list of reasons but some examples of when a DCS check might be warranted is:

- Applicant requested married name, but no supporting documents provided - you would check DCS to see if you can locate an record. If you do, you will not need to seek further evidence.
- Notification of applicant's death to cancel and refund the application

TRAINER: if a DCS check is not needed, you can go ahead and complete this task:

 Demonstrate clicking into 'Outcome' and draw learners' attention to the drop-down list – Select 'Pass'  
Leave everything else blank.

TRAINER: any questions?

TRAINER: Complete the 'Identity is unique' task for your application in CCMS.

TRAINER NOTE: give learners 5-10 mins to complete this task and write notes in their workbook.

## Identity exists

TRAINER: we are going to move onto the next task. This is where we need to assess whether the identity exists by comparing the identifying details of the subject person against those held by Immigration NZ (INZ). This is the 2<sup>nd</sup> task in Confirm Identity.

We want to know that the identity they've applied under for Citizenship by Grant matches the identity of the person who came into the country; the identity on the residency visa.

TRAINER: ask 'what are some of the identifying attributes you think we'd need to compare?'  
Looking for: given names, surname, date of birth, country of birth, travel document number

Great! You can also refer to **page** \_\_ of your workbook, which illustrates some of these attributes.

TRAINER: allow learners a minute or so to locate the page.

## Using the INZ API

An Immigration NZ API was introduced to CCMS which pulls across these details into the application – rather than needing to search in the Immigration system itself. We're going to have a look at the INZ API in more detail now.

TRAINER: Have learners log into iLearn and give them time to complete the **Case Officer View – Immigration API Results** module. Let them know that some of the information will relate to the next UOW (presence requirements etc.) but there are a few fields we'll use for this task. Debrief and answer any questions the learners may have.

Turn to **page** \_\_ in your workbooks to look at the INZ API in more detail and how we'll use it for the 'Identity Exists' task. Use Tuwhiria to help you answer these questions.

WORKBOOK ANSWERS:

1. Match these Identity results with what they mean:

API results:	Result means:
1:1	Multiple identities found
1:N	No match
---	Exact match

2. What is the process if you get a 1:1 match and there is an exception showing 'Primary image service is down'? **Retrigger the API (the photo has been prevented being brought across)**
3. How do we retrigger the API? **Click the 'New INZ Search' button in the API section**
4. Where in the API do you find the biodata information to review and match to the application? **In the 'identity' tab of the API**
5. What would you need to do if you locate another name in the API results? **Re-run checks (UOW1 &2)**
6. What is the last step you need to action before completing the task in CCMS? **The primary Nationality Field is automatically populated, but we must check to ensure it matches the application and supporting evidence ('Primary nationality' can be found in the 'Applicant' tab in the 'Countries of citizenship' section – TRAINER NOTE: demo this.**

(Answers can be found in [Procedure - Check identity exists](#))

TRAINER: check for any questions before continuing.

When we're looking at the biodata information in the API, we also need to ensure this matches the information in the supporting docs they have (birth record, passport etc.)

We might find other names in this task, they may have used other names when they've interacted with Immigration NZ – if we do, we need to record these in the 'Other names' section in CCMS.



TRAINER ASK: What else do you think we need to do if we find other names at this point?  
(Prompts: Where else are names important, something we've already done...)

Looking for:

- Re-do our searches in CCMS and COS from the Complete & Correct
- There is a process to 'reactivate' the UOW to redo these searches

TRAINER: Let's go through how to complete this task. If you are satisfied that the subject person's details in the Citizenship application match those held by Immigration NZ, you can complete this task.

 Demonstrate opening up the Application below to find the UOW

**DEMO PROFILE: QZ68KK**


Go into the Confirm Identity UOW and draw learner's attention to the Identity Exists task.  
We'll choose **Pass** for this outcome...

 Demonstrate setting the 'Outcome' to 'Pass'

Then we need to choose the criteria we used to come to that outcome...

 Demonstrate setting the 'Criteria' to 'Identifying attributes match'

Again we'd leave a comment that outlines how we reached this assessment

 Demonstrate adding a comment like: Biodata on API matches application & supporting evidence. No alerts or concerns around identity.

There probably isn't any supporting evidence for this task so we can leave it blank.

TRAINER: any questions?

TRAINER: Complete the 'Identity exists' task for your application in CCMS.

TRAINER NOTE: give learners 5-10 mins to complete this task and write notes in their workbook.

## Identity is Bound

TRAINER: The final task in this unit of work is called 'Identity is bound'. This is where you will be comparing the subject person's photos and liveness checks to confirm that they are a real person – that the person who applied is alive.

## Photo Triangulation

See Tuwhiria: [Procedure – Bind through photo triangulation](#)

TRAINER: The first thing we need to do in this task is photo triangulation.

TRAINER: Draw learners' attention to the triangle on the whiteboard

We compare their INZ photo, the photo in their passport scan and their uploaded photo to check they are all the same person. Note that if the photo is over 6 months old, we may still be able to accept it as long as we can match it to their passport and liveness image. You will want to open these on 3 separate tabs so you can easily compare them.

TRAINER ASK: Where do we locate their INZ photo, passport photo and the photo of the applicant?

Looking for: the Supporting Documents tab in the application

That's right – we'll open these images to compare them, along with the INZ photo.

TRAINER ASK: If you're looking at the photo the applicant uploaded and it's on it's side... what should we do?


Looking for: download it, rotate it, upload it into the CCMS application and apply the appropriate meta data to it.

Yes! We should have caught this during Complete and Correct but you still have a chance to fix it up now if you haven't. The photo must be in a portrait layout and have the right meta data.

## Liveness

See Tuwhiria: [System Step – Check Liveness test results in DAON](#)

The next part of this check is looking at Liveness. While we can compare the photos of an applicant, we can't be sure that the person applying is a real live person – we want some more proof before we can confirm the identity of the applicant we're dealing with. We'll start by working through a module in iLearn about what liveness is and how we use it.

 **TRAINER:** Have learners log into iLearn and give them time to complete the **Case Officer View – Liveness Assessments** module. Allow 10-15 mins to work through this. Check for any questions before continuing.

So, first we need to check that the link we're looking at has **face authentication: match** – we compare the 'selfie' that gets taken with the uploaded image, so we know we're looking at the right person (and that someone else in a group hasn't completed liveness for the wrong application).

Next we need to look at the actual results – keep in mind that 'failing' the test might not mean they failed the identity check – that is *our* call.

Turn to **page** \_\_\_ in your workbooks and answer some questions around liveness. Use Tuwhiria to help you with these questions – there are a few pages you can use to locate the information you need.

### WORKBOOK ANSWERS

1. Where is the link to the applicant's liveness check located? What could you do if the link isn't there?

Located in the Supporting Documents tab. If the link isn't there you can offer to send a liveness link to the applicant, arrange for applicant to send in their original passport, or arrange an Identity Confirmation appointment.  
(Liveness Assessment module or **Procedure - Check identity is bound**)

2. Which four images need to match for binding to happen?

the liveness video image

the INZ photo

the overseas passport image

the passport-style image

(Found in **Procedure - Check identity is bound > Conduct binding twisty**)+

3. Match the element on the left with what to look for on the right.

Element:		Looking for:
<b>DAON Evaluation</b>		Inconsistencies in skin texture
<b>Video evaluation</b>		The applicant failed repeatedly
<b>Liveness movements</b>		Should look normal with no edges or visible printing, and should have a 'fisheye' effect
<b>Selfie photo</b>		Image shows reflections or objects between the phone and the subject
<b>Facial features</b>		Subject is trying to do more than one of the challenge movements at once


4. What kind of comment would you leave in this task if you have assessed that someone passes this requirement? **Checked nod, shake & blink video – all match applicant and INZ photo. No issues with liveness or photo triangulation.**

TRAINER: check for any questions before continuing.

The comment here is really important – the validator needs to know *how* you've assessed the task, not just that they've passed. Being specific about what you've checked and how you've come to your conclusion is a good idea here.

### CLR (Colour Light Reflection)

CLR (Colour Light Reflection) is similar to liveness except that instead of repeating the gestures (nod, shake, blink), they will have coloured light flashed at their face. The way the light reflects back at the camera helps us determine that the face is a real, 3D face and not a picture or altered filter etc. Again, there is a useful module on what CLR is and how we use it for this task.

 TRAINER: Have learners log into iLearn and give them time to complete the **Online Identity Checks - CLR** module. Allow 10-15 mins to work through this. Check for any questions before continuing.

Turn to page \_\_ in your workbooks and fill in the blanks.

## WORKBOOK ANSWERS

Using the [Guidelines - Checking Liveness tests](#) page in Tuwhiria, complete the following table.

Failure Reason	What you see (in DAON)	Action...
<b>quality: poor frame rate (-207)</b>	Less than 5 frames visible in the results.	<b>Reject.</b> <b>Refer to Investigations with all application content.</b>
<b>spoof: attempted spoof detected (score: -200)</b>	Will present 5 frames.	
<b>quality: video capture continuity error (-204)</b>	Would present less than 5 frames.	
<b>quality: not enough frames</b>		
<b>matching: the embedded face images do not match liveness data (-220)</b>	May present differences between frames.	
<b>quality: poor face position (-203)</b>	<b>Face turned or cut by the side of the frame, face not sitting in the blue 'mesh'.</b>	Assess on case by case basis. Pass if manual match can be made between Liveness frames and other images.
<b>quality: the embedded faces do not match throughout the sequence. (-221)</b>	May still present 5 frames but may have inconsistencies between the frames.	Review CLR video to attempt to determine 'Liveness' of the identity. If unresolved, refer to Investigations for support.
<b>quality: environment too bright (-205)</b>	<b>Grayscale images would be very bright/washed out.</b>	Assess on case by case basis. If manual match to Source can be made then accept Liveness.
<b>quality: too much motion (-208)</b>	May present some distortion or 'movement' between the frame captures.	If less than 3 attempts made by customer, send link to re-do CLR.
<b>quality: poor frame rate (-201)</b>	May present 5 frames.	Review CLR video to attempt to determine 'Liveness' of the identity. If unresolved, refer to Investigations for support.
<b>quality: head too small (-202)</b>	<b>User error.</b>	Assess on case by case basis. Manually compare the images to determine the same identity is present between Liveness and the Upload or Source image. If less than 3 attempts made by customer, send link to re-do CLR.
<b>quality: the white light face does not match the enrolment (-222)</b>	Would present as 5 frames.	<b>Assess on case by case basis.</b> <b>If manual match to Source can be made then accept Liveness.</b> <b>If less than 3 attempts made by customer, send link to re-do CLR.</b>
<b>No match: APPLICANT_PHOTO</b>	Would present as 5 frames.	Attempt to manually match the CLR frame against the customer's images. If these match, accept the CLR match failure and continue. Determine if there is a group scenario and process as required.

**(Found in Guidelines - Checking Liveness tests)**

TRAINER: check for any questions before continuing.

TRAINER: CLR is the default liveness assessment that is completed by an applicant, unless they indicate they have a sensitivity to light or photosensitive epilepsy which in that case they do the gestures (nod, shake, blink).

Any questions?

Once you have completed photo triangulation...

TRAINER ASK: remind me again what photos do we compare?

Looking for: INZ photo (or AMS), passport photo & photo of applicant

Yes, that's right. I've checked all three and they match. Then I click into the Liveness result link...

TRAINER ASK: what's the first thing I check in the liveness link?

Looking for: that the 'selfie' photo matches the applicant

That's right. This is especially important if the applicant has applied as part of a group. Sometimes the liveness check is done for the wrong applicant and the images won't match. We also need to be sure they haven't had someone else complete liveness for them.

TRAINER ASK: what do I check after the 'selfie' photo?

Looking for: CLR result or the nod, shake or blink videos

Yep, so now I've checked that the photo and videos are all of the applicant and that the applicant is alive. I can now complete the 3<sup>rd</sup> task.

 Demonstrate opening up the Application below to find the UOW

DEMO PROFILE: **QZ68KK**

Go into the Confirm Identity UOW and draw learner's attention to the Identity is Bound task.

We'll choose **Pass** for this outcome...

 Demonstrate setting the 'Outcome' to 'Pass'

Then we need to choose the criteria we used to come to that outcome...

 Demonstrate setting the 'Criteria' to 'Liveness check'

Again we'd leave a comment that outlines how we reached this assessment. You will put in what videos you checked to confirm liveness and that all photos of the applicant match (triangulation).

Example of comments:

- CLR is at 'Pass' and the photo shows 'match' – comment would be 'CLR liveness completed and passed. Photo triangulation can also be achieved'
- CLR fails or the photo shows 'no match (but manual checks show it's fine) – comment would be 'CLR liveness completed. CLR shows fail (\*reason\*) but manual checks confirm okay to proceed. App\_Photo shows 'no match' but MPC (manual photo comparison) confirms identity match. Photo triangulation can also be achieved.'
- For applicants who do gestures and pass – comment would be 'checked nod and shake video, all match applicants. All photos match'.

And that's the third task completed.

TRAINER: any questions?

TRAINER: Complete the 'Identity is bound' task for your application in CCMS.

TRAINER NOTE: give learners 5-10 mins to complete this task and write notes in their workbook. Also send the 'bullet point list of example of comments' above to the MS Teams chat.

## **Sending/resending Liveness links**

Completing the Liveness test when you apply online is optional – some applicants might not have a camera on their device which allows them to complete it or maybe their internet connection kept dropping out.

If there is no liveness test on the application, we can send them a Liveness Link to complete the identity proofing process.

TRAINER: Have learners log into iLearn and give them time to complete the **Generating a Liveness Link** module. Allow 10-15 mins to work through this. Check for any questions before continuing.

TRAINER ASK: If the applicant can't or won't complete liveness, what are the next options to complete binding?

Looking for:

- send in original passport
- attend an Identity Confirmation appointment
- refer application to ID experts group

## Completing the 'Confirm Identity' UoW

TRAINER: So now we've completed all 3 tasks under the Confirm Identity and we need to complete the unit of work so we can move on to the next step.

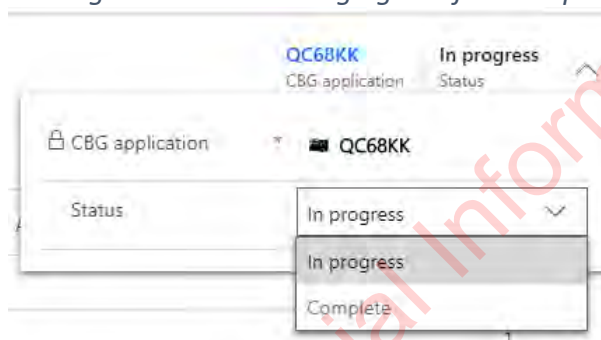
If we have completed these checks and there is nothing we have to refer, we can complete the UOW.

 Demonstrate opening up the Application below to find the UOW

DEMO PROFILE

Click on the 'Status' and change this to 'complete'.

 Demonstrate clicking 'Status' and changing this from 'In progress' to 'Complete'



TRAINER: ask "what do you think we do from here?"

Looking for: Click 'Save & Close'

This means the next UOW Check Eligibility 1 will unlock

## Live work – UoW 2

TRAINER: I want you to complete UoW 2 for all the apps on your dashboard. Take your time when going through this process and refer to the guidelines in Tuwhiria. If you get stuck, we're also here to support you.

TRAINER NOTE: ensure [Procedure - Confirm Identity \(cohesion.net.nz\)](https://cohesion.net.nz) is sent via the MS Teams chat.

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.

TRAINER: before we move onto the next UoW, do you have any questions?

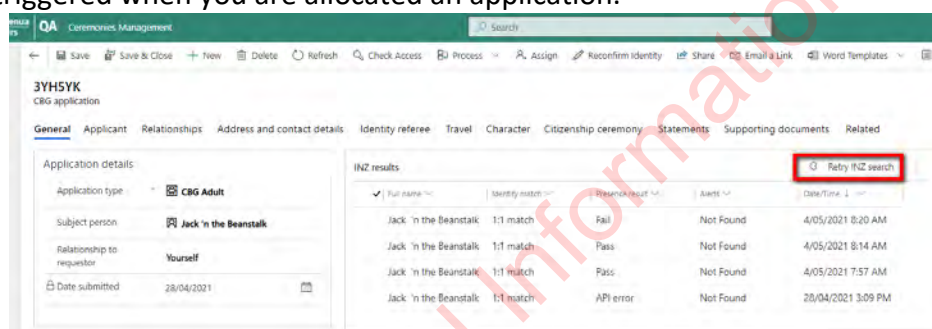


## UoW 3 – Check Eligibility 1


TRAINER: as mentioned at the start of the training, UoW 3 or Eligibility is split into two parts – Eligibility 1 and 2. You have to complete the tasks in Eligibility 1 in order to unlock the tasks in Eligibility 2. Let's look at Eligibility 1

The tasks in Eligibility 1 are 'Entitled to reside' and 'Presence'. The way we assess these two tasks is via the INZ API.

You will use the most recent API results to make your assessment. **Reminder:** the API will be automatically retriggered when you are allocated an application.



We've used some parts of the API for previous UOW, but let's refresh ourselves on what information the API has and how we will use it for this UOW.

 TRAINER: Have learners log into iLearn and go through the Immigration API results module

Check with the learners before continuing.

TRAINER: Let's have a look at the different parts of the API which will help us with our assessment of whether the applicant meets the Entitlement and Presence requirement.

TRAINER: Demonstrate opening the INZ API results for DEMO PROFILE

On the 'Travel and Visa' tab we have a couple of areas that are useful to make our assessment.

- **Calculation:** shows us when they got permanent residency, their total number of days in NZ and whether they meet the 1350 requirement
- **Year Breakdown:** shows us whether they've met the 240 day requirement in each of the 5 years (calculated back from the date they submit/pay for their application) – here you'll see a YES if they meet the year requirement or NO if they don't.
- **Visa and Permit History:** this section is really useful as it tells us when and what kinds of visas and permits were issued. This is really important if you notice a

'visitor visa' in amongst the visas. This could impact their presence calculations as it is considered an absence from NZ.

- **Alerts & Exceptions tab:** these tabs will let us know if there is an error with the API data retrieval process or if there are any known alerts or considerations about the applicant. [Guidelines — INZ API Errors and Exceptions](#) ([cohesion.net.nz](http://cohesion.net.nz)) talks you through the various errors and exceptions that you come across when accessing the API and how to resolve them. Use [Guidelines - INZ Alerts and actions](#) ([cohesion.net.nz](http://cohesion.net.nz)) to check alert codes when retrieving info from INZP API and what to do with them.

The screenshot shows the TRN Service Management interface for a 'New INZ CBG eligibility result'. The 'Calculation' section is highlighted with a red box and contains the following data:

Field	Value
Date residency permit granted	---
Total days in NZ	0
1350 days result	Fail

The 'Year Breakdown' section is also highlighted with a red box and shows 'No data available'.

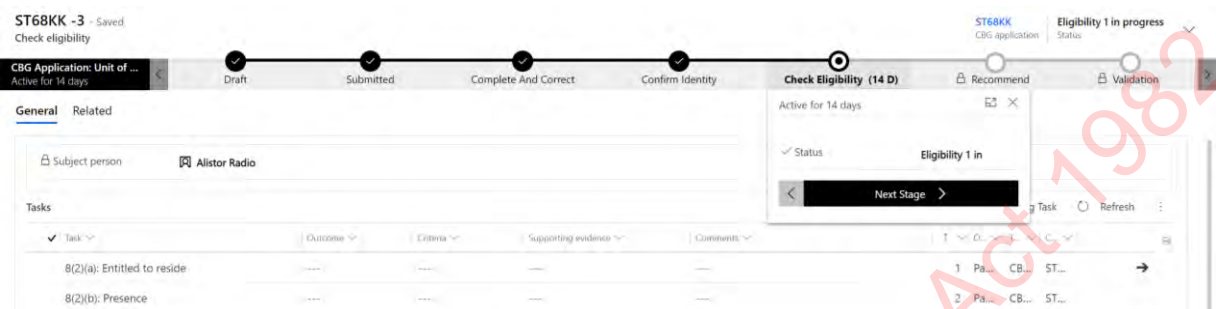
The screenshot shows the TRN Service Management interface for a 'New INZ CBG eligibility result' page. The 'Travel movements in last 5 years' table is highlighted with a red box and shows 'No data available'.

The 'Travel movements full history' section is also highlighted with a red box and shows 'No data available'.

## Completing Check Eligibility 1 in CCMS

Let's have a look at the tasks we need to complete in CCMS

- Click the **Check eligibility status on your demo application (LG68KK)**



It will also help to have the step guide open in Tuwhiria te Tikanga: [Procedure - Check Eligibility 1 \(cohesion.net.nz\)](https://cohesion.net.nz)

 Demonstrate opening the 8(2)(a): Entitled to reside task and completing the fields:

So we've looked at the API to confirm that our applicant is entitled to reside in New Zealand indefinitely. We can complete the task now:

**Outcome:** Pass

**Criteria:** Entitled to reside indefinitely for past 5 years


**Comments:** It is good practice to put in the date that the residency was obtained – you can take this from the 'Calculation' section of the Travel & Visa Tab:

Identity	Travel and Visa	Alerts	Exception
Calculation			
Date residency permit granted	---		

**Supporting Evidence:** n/a

As always, we'll save and close once we complete these details.

Let's move on to the next requirement – **8(2)(b): Presence**

 Demonstrate opening the 8(2)(b) Presence task and completing the fields:

We can also see from the API that our applicant meets the presence requirements. So we complete that task too:

**Outcome:** Pass

**Criteria:** Meets presence criteria in NZ

**Comments:** If applicable (i.e. if there was a visitor visa during the assessment timeframe, but it didn't impact the requirement)

**Supporting Evidence:** n/a

TRAINER: Debrief this section with the group, check for any questions they may have. Clarify any misunderstandings before continuing.

## AMS and Bruteforce

TRAINER: There will be times when the INZ API service is down and we have to revert to the manual method of assessing 'Entitlement to reside' and 'Presence'. I think you guys know what the manual method is – What is it?

Looking for: AMS and Bruteforce.


TRAINER: that's correct. If the API is down, we will have to pull the AMS report for the applicant and calculate presence using Bruteforce.

We will not be going over how to pull an AMS report or how to calculate presence using Bruteforce as you know this. If you do need to use AMS and Bruteforce, make sure to upload both as supporting documents. Everyone good with how to upload supporting documents?

TRAINER NOTE: if any learners are unsure about upload supporting documents, take them through this again. See page **15 & 16 for instructions**.

## Biodata Lock & Syncing

Once we complete the Check Eligibility 1 UOW, the biodata details are locked and cannot be edited. We're going to look at an eLearning module to learn more about this function and what you need to do if you need to amend locked information.

 *Have learners complete the 'Case Officer View – Biodata Lock and Syncing Functions' in iLearn*

Check for any questions.

TRAINER: have learners turn to page \_\_\_ of their workbooks to work through questions around this process.

## WORKBOOK ANSWERS

1. If an applicant applies for a name change before they attend a ceremony or receives their certificate, can their new name appear on their record? **Yes, it must (it is their legally registered name)**

2. What if they have already received their Citizenship certificate?  
**Apply for confirmation of citizenship and evidentiary certificate**

3. What are the bio data fields in a Citizenship application?

- Given names
- Surname
- D.O.B
- P.O.B
- C.O.B
- Gender

4. Biodata errors

Made by applicant	Made by Citizenship
4a. If the error was made by the applicant ... they must provide <b>evidence</b> of the <b>correct details</b> , or refer to <b>evidence</b> already provided with their application	4b. If the error was made by Citizenship, and the certificate was issued with the <b>incorrect biodata</b> , then the replacement certificate fee should be <b>waived</b>
4c. In cases where a certificate has already been issued, incorrect certificate <b>must</b> be <b>returned</b> to DIA.	
4d. Why?  <b>Mitigate risk of identity fraud</b>	

5. Circle the correct response for whether we need to recheck (re-do searches) if the applicant's biodata has changed:

Scenario	Recheck?
Chihiro Ogino has changed their name to Rumi Chase	<b>Y</b> / N
Ardeth Oded Bay has changed their name to Ardeth-Oded Bay	Y / <b>N</b>

Dennech Shand has changed their name to Fennech Shand	Y / N
D.O.B should be 01/01/1993 instead of 01/07/1994	Y / N
D.O.B should be 12/03/1997 instead of 03/12/1987	Y / N
Middle name was left off the application	Y / N

What is LET185 and when is it sent to the applicant?

Biodata letter confirming details to be recorded on customers Citizenship certificate.

Send: once you have assessed that the applicant meets presence and status requirements.

What is the process to request 'reconfirm identity' **before** validation?

The assessor will email details of the service to [workflow@dia.govt.nz](mailto:workflow@dia.govt.nz) with the title '**Activate reconfirm identity to update biodata**'.

Check for any questions before continuing.

See Tuwhiria: [Procedure – Manage biodata and identity photo changes after E1](#)

Also some information about why we re-run checks or not: [Guidelines – Biodata changes for CBG.](#)

To sum up:

- Biodata information is locked to provide a higher level of security around the data we have
- Supporting Document metadata is locked for the same reason
- You can request these be unlocked by emailing WFC (which activates 'Reconfirm Identity' UOW)
- Information will sync between the Person Record & the Application
- **It is REALLY IMPORTANT that we've checked and amended this information in the previous UOW before locking down the biodata**

## Sending LET185 & 187

TRAINER: Letter 185 is a 'biodata letter' that confirms all the details recorded on an applicant's citizenship record. At this point in the process, we'd go out for anything else (before sending LET185) as we need to ensure we've got the correct information and identity before confirming the details on their citizenship record.

Once we have everything we need from the previous UOW (documents, liveness etc.) and have completed all our checks and updates, we can get them to confirm the biodata that will appear on their Citizenship record (LET185).


In some uncommon circumstances, the applicant will want a different name or information on their record – which means we'd need evidence to support these changes. Most of the time, you won't hear anything back. We just continue as normal.

If you amend any biodata information *after* a Letter 185 is sent, there is also a Letter 187 which is an amendment to biodata information. This can be found in the Citizenship letter templates internet page.

Get learners to look over letters in CCMS & Cohesion to get familiar with the content and the **areas they'll need to amend**.

TRAINER: If the learners aren't familiar with the letters, Print LET185 and LET187 & allow them to get familiar with the sections they'll need to amend based on the situation. These are also at the end of this session plan for your reference.

As with our other tasks, once we've completed everything we need to - we'll complete Eligibility 1 in order to trigger the next piece of work.

 *Demonstrate changing the status of Eligibility 1 to complete*

## Live work – Eligibility 1

TRAINER: I want you to complete Eligibility 1 for all the apps on your dashboard. Take your time when going through this process and refer to the guidelines in Tuwhiria. If you get stuck, we're also here to support you.

TRAINER NOTE: ensure [Procedure - Check Eligibility 1 \(cohesion.net.nz\)](https://cohesion.net.nz) is sent via the MS Teams chat.

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.

TRAINER: before we move onto the next UoW, do you have any questions?

TRAINER: any questions before we move onto Eligibility 2?

## UoW 3 – Check Eligibility 2

TRAINER: Okay, so we are going to look at Eligibility 2, which is where we assess the remaining Eligibility requirements. These are:

- 16+, Full Capacity, and Prescribed Manner
- Good character
- Responsibilities and Privileges
- English Language
- Intent to stay

Lets go through each of these one by one and how you would complete these tasks.

### Full Capacity

TRAINER: To complete this task in CCMS:

Locate the task: 8(1): 16+, full capacity and prescribed manner

Outcome = pass

Click on the Criteria field. Select 'Meets all criteria under section 8(1)(a), (b) & (c)'

Comment = We would comment anything that impacted our decision. If there is nothing additional to report, then we can leave this blank

Supporting document = Link to supporting evidence if required

### Character: POLS

TRAINER: When assessing Character in CCMS, you would need to assess:

- The 'Character' tab to see if anything detrimental has been disclosed by the applicant – TRAINER show learners how to locate the 'Character tab'
- INZ API to see if there are any alerts - [Guidelines - INZ Alerts and actions \(cohesion.net.nz\)](#)
- The POLS and NZSIS results. The request for a POLS report and NZSIS check is automatically sent out when you complete Eligibility 1
  - POLS report is automatically sent to CCMS. I am going to send you an email re how it works. TRAINER NOTE: Send following attachment to learners.





Automatic Police  
check responses.ms

## Character: NZSIS

TRAINER: You should get a notification on your dashboard when an NZSIS report is returned. You will need to go in and check your applications to see whether there is any further information:

- A status of 'Complete' means you can continue.
- A status of 'Pending' means you need to wait and potentially follow up.
- Occasionally you may see 'Failed' with the comment 'Could not determine the outcome from the file received for Batch'. This is likely a formatting error. Log a job and the team should be able to rectify this and allow you to continue.

## Character: Other Information Requests

TRAINER: You will be familiar with the process of going out to external agencies if the applicant has ticked 'Yes' to one of the Character statements e.g. money owed to government agency, and you determine more information is needed. This info is found on the 'Character' tab. The letter templates you can use are available on the 'Citizenship letter templates' page.

You can do most information requests through CCMS. The only agency we can't go directly to is IRD – this will have to be done indirectly through the applicant.

Any questions?

## Completing the Character task

TRAINER: Task comments in the character space are really important and need to be clear, even if you're just explaining how you have come to the conclusion that there are no character issues. There is a Tuwhiria page that is really useful in this space: [Guidelines - Application notes for assessment of good character requirement for citizenship by grant \(cohesion.net.nz\)](#)

Have a look at page \_\_\_ of your workbook for some tips around leaving character comments.

To complete this task in CCMS:

- Locate the task: **8(2)(c) Good character**
- **Outcome = Pass**
- **Criteria = No issues found**
- Leave a comment on how you came to this conclusion:  
*No character concerns indicated on application. No API alerts. No long absences since residency. NZ police check returned only non-disqualifying infringements.*
- Link to supporting evidence if required (i.e. the overseas Police report if applicable)

TRAINER: any questions before we move on?

## Responsibilities & Privileges

### [Guidelines – Checking responsibilities and privileges of grant of citizenship](#)

TRAINER: This is an easy task to complete. Simply head over to the 'Statements' tab on the application and look at whether the applicant has ticked 'Yes' to the 'Responsibilities & Privileges' statement in their application for citizenship.

To complete this task in CCMS:

- Open the task: **8(2)(d) Responsibilities and privileges**
- Click on the Outcome field
- **Outcome = Pass**
- Click on the Criteria field
- **Criteria = No issues found**
- We don't require a comment here as the application will show the evidence (through the 'statements' section)

TRAINER: any questions?

## English

TRAINER: let's move onto the English requirement. The assessment for this task will be made by looking at:

- The 'Applicant' tab: you will have to take a look at the 'English Language' section and see what the applicant has selected next to statements on English being their first language and applicants' ability to speak English. You can also look here to see whether the applicant comes/holds a citizenship from a English speaking country (USA, UK, Australia) or a country where English is an official language (South Africa).

- Statements tab: check 'Interpreter/translator' statement
- Supporting documents: can find documents that support the applicant ability to speak English
- INZ API: to see Visa category the applicant was granted residency under.

If your happy that the applicant meets this requirement, you can go ahead and complete this task:

- Open the UOW task: **8(2)(e) English language**
- Click on the Outcome field: **Outcome = Pass**
- Click on the Criteria field: **Criteria = Country of origin (or other criteria)**
- Leave a comment on how you reached this outcome: This could include the evidence you've sighted, any conversations you've had (including what was asked and answered), their country of origin
- Link to supporting evidence if required

There was an enhancement made to CCMS on Sunday (28/8) where the 'English language' task is auto populated if the applicant comes from one of the English-speaking countries that is listed on Tuwhiria or has a certain visa type e.g. skilled migrant visa that doesn't require English language checks. I will send you a snippet of the enhancements via MS Teams.

TRAINER NOTE: send following snippet via MS Teams chat:

**85898 – Auto populate tasks – Eligibility unit of work – 'English language'**

This release introduces a new enhancement for the Eligibility 2 unit of work (8(2)e: English language) unit of work regarding CBG applications.

Currently, LISOs need to manually enter all data regarding the English language eligibility fields even when we know an applicant would meet English language criteria. Now it will be automated based on recent policy changes for applicants from certain countries or who have certain visa types that don't require English language checks. This means there will be less manual work, as now the system will do it for you.

After release, all the fields (outcome, criteria, and comments) will be populated by data taken from the INZ API. Although the system automates these fields, you will be able to edit them manually if you need to.

There will be an update to the Eligibility 2 page in Tuwhiria once the release update has been completed.

[Procedure - Check Eligibility 2](#)

Any questions before we move on?

## Intention

TRAINER: let's get into the Intention requirement.

Similar to the 'Responsibilities & Privileges' criteria, we assess intention by confirming the applicant has agreed to the following statement in their application:

I will continue to reside in New Zealand if granted citizenship, unless I have stated otherwise

There are couple of additional places we want to check to ensure nothing has been noted to contradict this intention:

- Sometimes applicants will call the Contact Centre to advise they're waiting to get their citizenship and NZ passport to travel to Australia (for example) for a new job or to meet with family who have settled there. This would definitely let us know we need to follow up with the applicant. TRAINER ASK: Where would we find that information?  
Looking for: in the 'Interactions' tab on the application
- Alternatively, the applicant may have noted future travel plans (in the Travel tab) or have multiple or long absences or be out of the country based on their INZ API travel history that might warrant a conversation about where the applicant is planning to settle.

General Applicant Other names and relationships Address and contact details Identity references **Travel** Character Citizenship ceremony **Statements** Supporting documents

If you have assessed the applicant as not meeting this requirement, there is a letter we can send to them with their options going forward which is LET650.

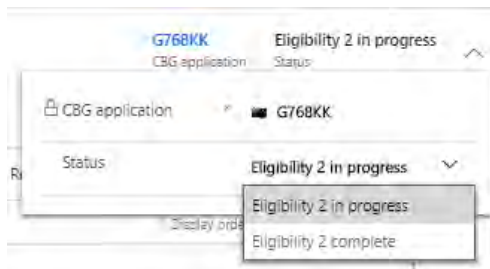
TRAINER: let's complete this task in CCMS:

- Let's look at our last task for this UOW: **8(2)(f) Intent to stay**
- Click on the Outcome field: **Outcome = Pass**
- Click on the Criteria field: **Criteria = Continue to reside in New Zealand**
- Comment: Leave a short comment on how you reached this outcome
- Supporting document: Link to supporting evidence if required

Any questions before we move on?

## Completing the Eligibility Unit of Work

All done! All tasks associated with the Eligibility UOW are now complete. Now we need to update the status to complete to move on to the next step.



## Debrief

We have just completed the Eligibility Unit of Work. What questions do you have?

TRAINER: Answer or park questions as required

## Live work – Eligibility 2

TRAINER: I want you to complete Eligibility 2 for one application on your dashboard. Take your time when going through this process and refer to the guidelines in Tuwhiria. If you get stuck, we're also here to support you.

TRAINER NOTE: ensure [Procedure - Check Eligibility 2 \(cohesion.net.nz\)](https://cohesion.net.nz) is sent via the MS Teams chat.

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.

TRAINER: before we move onto the next UoW, do you have any questions?

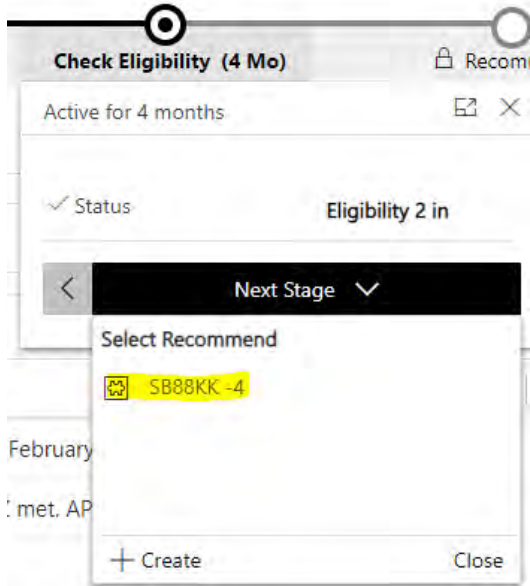
## Introduction to Recommend

TRAINER: The fourth step in processing the Citizenship application is the recommendation. This occurs after all required checks & UOW in the application have been completed.


 *Demonstrate these actions as talking through them*

*Demonstrate opening **Recommend UOW FOR DEMO PROFILE** in TRN: SB88KK*

Important point to make - change 'Eligibility 2' status from 'In Progress' to 'Complete' before moving onto Recommend. Click on 'Check Eligibility' progression bar, select 'Next Stage', and then select the 'Recommend' link (**DEMO PROFILE in TRN: SB88KK**):



This will open the General tab for the Recommend Stage. The focus of this stage is reviewing the tasks of the Application before finalising the result.

 *Scroll down to the Summary table*

This shows a summary of the tasks completed. Here you can check the outcome of each task in very UoW.

Each of the tasks may be opened by clicking on them. This will let you check more of the details of each task.

 *Click on a task to show the detail of the screen.*

It will show if there are comments or supporting documents for the task.


 *Go back to General tab of Recommend*

When you have checked all the tasks and are happy with the result it is time to complete the recommendation in the Recommendations section beneath this.

**TRAINER:** Open the Recommendations page by clicking the link in this section:

Recommendations							Refresh	Excel Templates	...
✓	Name ↑	Type	Recommendation	Comments	Status	Recommendation ...	Recommendatic		
	FW68KK -4a	Assessment	---	---	In progress	---	---		

General

Type	Assessment
Recommendation	---
Comments	---
Recommendation by	---
Recommendation date	---  ---

In the Recommendation field press enter and select one of the following options:

- Grant (Adult) clearly meets
- Grant (Adult) meets with exceptions
- Does not meet the requirements

Write any comments related to the recommendation. If there was no issues with the application, you can leave it blank.

After this change status at the top right of the screen from 'In progress' to 'Complete'. Click on Save & Close to return to the General Tab of the Recommend Screen.

Last two steps are that you click on 'Recommend' on the progression bar and change status from 'Assessment in progress' to 'Assessment complete' and click 'Next stage'. The status at the top right should say 'Validation in progress'. Click 'Save and Close'. If this was a single app in the service request, it will be removed from your dashboard for Validation, if it is a group, you have to complete all apps in the service request before it is removed from your dashboard.

The Application will then be assigned to another Case Officer for Validation.

TRAINER: what questions do you have regarding this step?



## Live work – Recommend

TRAINER: I want you to complete the Recommend stage for one of your applications on your dashboard. Take your time when going through this process and refer to the guidelines in Tuwhiria. If you get stuck, we're here to support you.

TRAINER NOTE: ensure [Procedure - Review and recommend \(cohesion.net.nz\)](https://cohesion.net.nz) is sent via the MS Teams chat.

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.

## Other Topics: Child & Youth module

TRAINER: I would like you to look through the Child & Youth module as there are some things you do differently when processing these application types in CCMS:



TRAINER: have learners log into iLearn and go to the page 'Citizenship by Grant for Life & Identity Services Officers'. Scroll down to the 'Child & Youth Applications' section.

TRAINER NOTE: make a note to the learners that there are slides where it tells the learners to stop. Ask learners to ignore this and go through the whole module.

TRAINER: any questions?

You can refer back to this module as well as use Tuwhiria when processing Child & Youth module.

## Live work

TRAINER: We are going into more live work by clicking the 'I'm Ready' button but this time, you will be processing these apps from start to end. Make sure to take your time and use the instructions outlined in Tuwhiria as well as the notes on your workbook as you process these applications. If you get stuck, don't hesitate to grab one of us.

Any questions? Okay go!

TRAINER NOTE: As your learners start working through their applications, it is important to check in on their progress. Make sure to walk around the room regularly and check in with the learners to see how they are doing with the work and offer assistance if they need help.



## Course Evaluation

TRAINER NOTE: make sure learners fill out [Course Evaluation - COS to CCMS Training.docx \(cohesion.net.nz\)](#) form before they leave training.

Released under the Official Information Act 1982

# COS to CCMS Training Learner Workbook

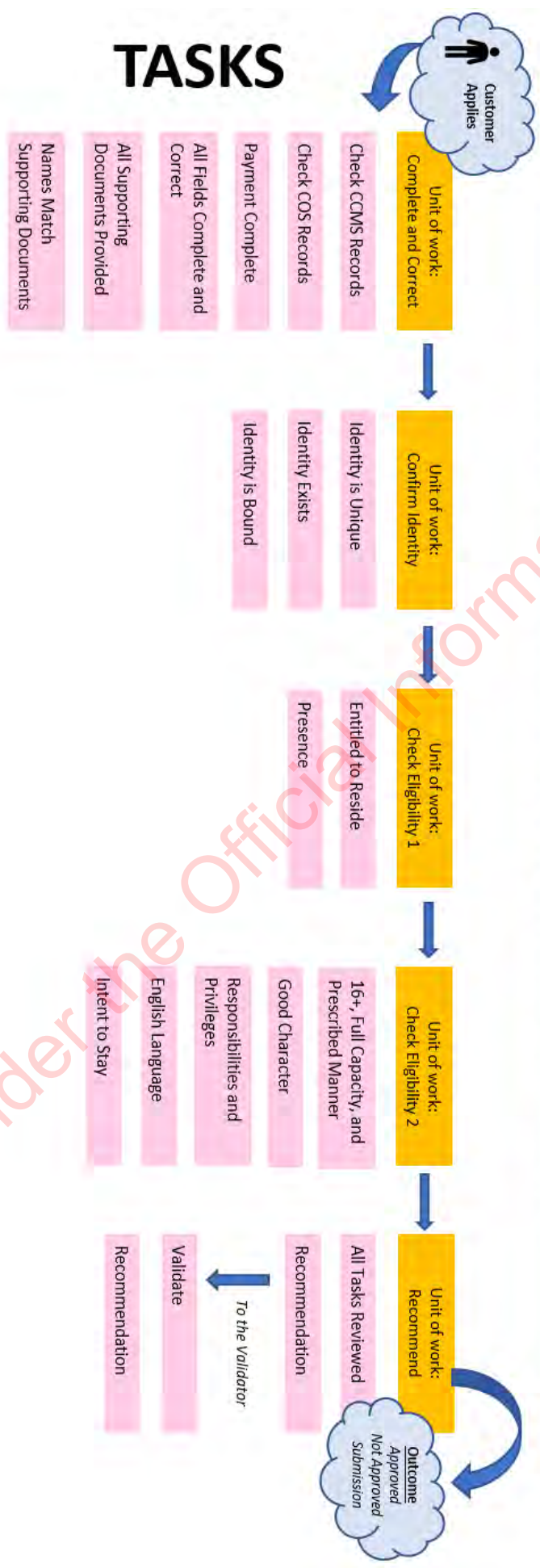
Released under the Official Information Act 1982

# CCMS Terminology

Term	Definition
Application (Service)	This is the application itself, the <i>service</i> that has been applied for (i.e. Citizenship by Grant, a Passport etc.)
Assessment	The first recommendation of the outcome of an application completed by the Assessor
Assessor	The LISO who is completing the assessment and first recommendation
CCMS	Customer Centred Management Solution – the software that supports the delivery processes
Check Eligibility	The unit of work used to assess whether the customer meets the required criteria for a service.
Complete and Correct	The unit of work used to determine that all information and supporting documentation required to assess the application has been provided.
Confirm Identity	The unit of work used to assess and verify the identity of the customer for a service.
COS Person Reference Number	Person ID number retrieved from COS and entered into CCMS
Customer/Subject person	The person whose identity or life event the application relates to.
Customer Validation	The process of checking the customer’s identity by asking a set range of questions when they contact us
DAL	Stands for Data Aggregation Layer – it’s a repository where key identity information is pulled from a number of our systems and can be shared with other agencies through data-sharing agreements
Ellipsis (...)	Three dots that indicate that there are more fields not currently showing. Click on the ellipsis to see these fields.
Identity binding	Reliably connecting the information we hold about a Customer to the person that is that Customer
Identity exists	Task in Confirm Identity UOW. CO must be able to match the identity against internal and external corroborative and authoritative sources.
Identity is unique	Task in Confirm Identity UOW. Refers to the identity being unique to the individual within the existing records held by DIA
Interaction	Any communication that happens with a customer including notes

Interaction Timeline	The section on the right hand side of the screen that lists the Interactions related to a service
Person Record	The record of a person in CCMS. Could have either been an applicant or requestor
Portal	The Online Application site filled in by the Requestor/Customer
Review and Recommend	The unit of work used to review and validate the summarised assessments of the application in order to propose an outcome.
Requestor	The person who has submitted the application
Service Request	The request for the service or services – this could contain one application or a group of applications
Stage	The sequential steps that an application progresses through as part of assessment.
Task	Activities that need to be completed within the Unit of Work
Unit of work (UOW)	A collection of tasks that must be resolved in order to proceed to the next step in the process
Validation	It is the second, independent recommendation of the outcome of the application. A Validator reviews the application and provides a second recommendation.

# Processing Citizenship by Grant in CCMS



Released under the Official Information Act 1982

# Service Request or Service?

The Service Request buckets shown below are a great way of representing what applications are and will be included in Service Requests.

## Release 1

## Future Releases



# Intro to Dashboard - Notes

**My work in progress:**

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**My email notifications:**

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**On-hold:**

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**My activity notifications:**

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**My service requests**

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# All Fields Complete & Correct

Use Tuwhiria **Procedure – Complete and Correct** to answer the below questions:

1. What do you need to check/do as part of step 1 of checking all fields?

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2. What are the 6 fields that you need to check are populated that are required for the DAL/Register (step 6)

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3. A) What do you need to do if the ID referee does not meet the criteria?

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B) Will you update the 'Identity referee' tab with the new details? \_\_\_\_\_

4. In the 'Applicant' tab, what do you need to add under the 'Family name'

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5. If the applicant has recorded a gender different to that on their documentation, what do you need to do?

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6. If there are unanswered questions in the 'Statements' tab, should you amend these?

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# Search Practice

Complete the following search practice using the CCMS TRAIN site:

1. How many search results contain the name Digna?

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1b. How many of these are Person Records?

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2. What is the CBG **service request #** associated to Eun-Kyung Choi?

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3. Using the Persons Tab in the side panel, search for Anahera – what is their full name?

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4. Using the Persons Tab in the side panel, who is associated to karalyn@waimatedc.govt.nz?

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5. Search for Eun-Kyung Choi. What is her:

CBG application #: \_\_\_\_\_

D.O.B: \_\_\_\_\_

Email: \_\_\_\_\_

6. ML68KK – who is the subject person?

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7. Service ID starts with an DF6– who is the subject person?

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8. Click on the CBG Applications tab on the left and search for the application K168KK.

Open the application and in the space provided below, write down the:

Name of subject person: \_\_\_\_\_

Passport/travel document number: \_\_\_\_\_

Mobile phone number: \_\_\_\_\_

Name of the identity referee: \_\_\_\_\_

### Notes or Questions

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Released under the Official Information Act 1982

# Note Interactions

Using Tuwhiria **System Step - Resend an email interaction** and **System Step - Create a new interaction**, answer the following questions:

1. What types of interactions can you leave?

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2. According to Tuwhiria, when sending an email to an organisation (such as Immigration NZ), what do you need to do?

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3. For a phone interaction, which fields do you fill in?

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4. If you need to resend an email because the applicant hasn't received it, what do you need to check before resending?

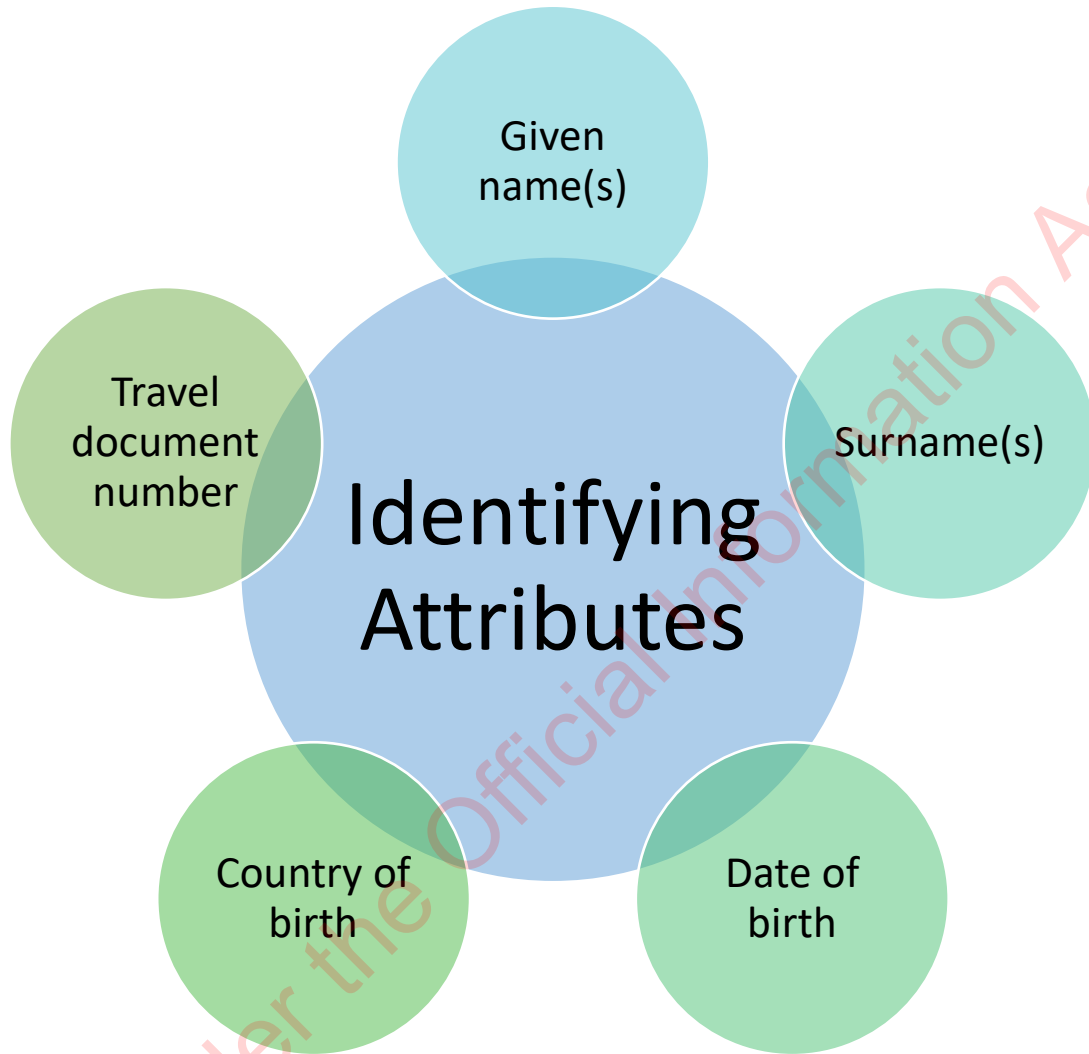
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# Identity Exists



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# INZ API

Using Tuwhiria **Procedure – Check identity exists** answer the following questions:

1. Match these Identity results with what they mean:

API results:	Result means:
<b>1:1</b>	Multiple identities found
<b>1:N</b>	No match
<b>---</b>	Exact match

2. What is the process if you get a 1:1 match and there is an exception showing 'Primary image service is down'?

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3. How do we retrigger the API?

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4. Where in the API do you find the biodata information to review and match to the application?

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5. What would you need to do if you locate another name in the API results?

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6. What is the last step you need to action before completing the task in CCMS?

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# Liveness

Using Tuwhiria **Procedure – Check identity is bound** and **Guidelines – Checking Liveness tests** answer the following questions:

1. Where is the link to the applicant's liveness check located? What could you do if the link isn't there?

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2. Which four images need to match for binding to happen?

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3. Match the element on the left with what to look for on the right.

Element:		Looking for:
<b>DAON Evaluation</b>		Inconsistencies in skin texture
<b>Video evaluation</b>		The applicant failed repeatedly
<b>Liveness movements</b>		Should look normal with no edges or visible printing, and should have a 'fisheye' effect
<b>Selfie photo</b>		Image shows reflections or objects between the phone and the subject
<b>Facial features</b>		Subject is trying to do more than one of the challenge movements at once

4. What kind of comment would you leave in this task if you have assessed that someone passes this requirement?

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### Notes or Questions

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## CLR (Colour Light Reflection)

Using the **Guidelines - Checking Liveness tests** page in Tuwhiria, fill in the blanks (green areas) for the below table:

Failure Reason	What you see (in DAON)	Action...
quality: poor frame rate (-207)	Less than 5 frames visible in the results.	
spooof: attempted spooof detected (score: -200)	Will present 5 frames.	
quality: video capture continuity error (-204)	Would present less than 5 frames.	
quality: not enough frames		
matching: the embedded face images do not match liveness data (-220)	May present differences between frames.	
quality: poor face position (-203)		Assess on case by case basis. Pass if manual match can be made between Liveness frames and other images.
quality: the embedded faces do not match throughout the sequence. (-221)	May still present 5 frames but may have inconsistencies between the frames.	Review CLR video to attempt to determine 'Liveness' of the identity. If unresolved, refer to Investigations for support.
quality: environment too bright (-205)		Assess on case by case basis.
quality: too much motion (-208)	May present some distortion or 'movement' between the frame captures.	If manual match to Source can be made then accept Liveness. If less than 3 attempts made by customer, send link to re-do CLR.
	May present 5 frames.	Review CLR video to attempt to determine 'Liveness' of the identity. If unresolved, refer to Investigations for support.
quality: head too small (-202)		Assess on case by case basis.

		<p>Manually compare the images to determine the same identity is present between Liveness and the Upload or Source image.</p> <p>If less than 3 attempts made by customer, send link to re-do CLR.</p>
<p>quality: the white light face does not match the enrolment (-222)</p>	<p>Would present as 5 frames.</p>	
	<p>Would present as 5 frames.</p>	<p>Attempt to manually match the CLR frame against the customer's images.</p> <p>If these match, accept the CLR match failure and continue.</p> <p>Determine if there is a group scenario and process as required.</p>

## Notes or Questions

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# Biodata Lock & Syncing

Using Tuwhiria Procedure – Manage biodata and identity photo changes after E1 and Guidelines – Biodata changes for CBG, answer the following questions:

1. If an applicant applies for a name change before they attend a ceremony or receives their certificate, can their new name appear on their record?

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2. What if they have already received their Citizenship certificate?

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3. What are the bio data fields in a Citizenship application?

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## 4. Biodata errors

Made by applicant	Made by Citizenship
4a. If the error was made by the applicant ... they must provide _____ of the _____, or refer to _____ already provided with their application	4b. If the error was made by Citizenship, and the certificate was issued with the _____, then the replacement certificate fee should be _____
4c. In cases where a certificate has already been issued, incorrect certificate _____ be _____ to DIA.	
4d. Why?  _____	

5. Circle the correct response for whether we need to recheck (re-do searches) if the applicant's biodata has changed:

Scenario	Recheck?
Chihiro Ogino has changed their name to Rumi Chase	Y / N
Ardeth Oded Bay has changed their name to Ardeth-Oded Bay	Y / N
Denec Shand has changed their name to Fennec Shand	Y / N
D.O.B should be 01/01/1993 instead of 01/07/1994	Y / N
D.O.B should be 12/03/1997 instead of 03/12/1987	Y / N
Middle name was left off the application	Y / N

6. What is LET185 and when is it sent to the applicant?

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7. What is the process to request 'reconfirm identity' **before** validation?

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# Character task comments

See Tuwhiria: **Guidelines – Application notes for assessment of good character requirement for citizenship by grant**

Examples of comments you could use for an applicant with no character concerns:

*No character concerns indicated on application. No API alerts. No long absences since residency. NZ police check returned no-result.*

or

*No character concerns indicated on application. No API alerts. No long absences since residency. NZ police check returned only non-disqualifying infringements.*

Questions to ask yourself when assessing character:

- Has the applicant declared anything in the 'Character' tab of the application?
- Are there any alerts on their API results?
- Is there anything on the NZPOLS check that requires follow up?
- Have there been any long absences overseas that may require an overseas police check?

## Notes or Questions

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