VisaPak Database

ADEPT Changes

To:	All Border and Visa Operations Staff
From:	INZ ADEPT
Action required:	Discuss with your teams

Context

ADEPT has identified three changes to specific system processes to help with the processing of applications. These changes are in response to queries raised by ADEPT users.

Hybrid Work Visa Applications

Please check the submission date before processing Work Visa applications.

All Work Visa applications submitted in ADEPT on or after 17 September 2022 should be processed as an end-to-end Work Visa application.

Work Visa applications submitted prior to 17 September 2022 should be processed as a hybrid application. A hybrid application refers to a Work Visa application that is processed in both AMS and ADEPT.

Failed Face Images

The Support Officer (SO) validation activities for failed face images has changed. Sub-section 3.3.5 of the ADEPT user guide has been updated to reflect this.
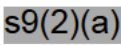
Please keep the validation activity open until a new face image is received from the applicant. If the activity is closed off without a new face image, the application will progress to the identity resolution step and will fail. This will prevent a new face image from being uploaded and will stop the application from progressing.

Application Approval and the Visa Not Being Synced to AMS

Please do not to remove the primary contact information from an application. Removing the primary contact stops the email address from being included in the AMS message. This means the application approval and the visa will not sync correctly with AMS.

Other Details

🔒 Name of Application	---	
Application Contact Person Name	*	s9(2)(a)
Primary Contact	---	
🔒 Portal Contact	s9(2)(a)	
Contact Person Telephone		
	s9(2)(a)	
Contact Person Email		
Licensed Immigration Adviser	---	

Action

Please discuss with your teams.

Contact	inzadept@mbie.govt.nz
Publish on Visa Pak Database	Yes
Publish on INZ website (publicly available)	No
Visa Pak issue date	20 October 2022
Visa Pak number:	527

VisaPak Database

Raising Employer Alerts and Warnings in ADEPT

To:	All Border and Visa Operations staff
From:	Stefan Koetsier, ADEPT Operations Team
Action required:	Discuss with your teams

Context

In May of 2022, a one-time data extract was taken of all employer alerts and warnings in AMS, and the NZBNs of those employers. These were imported into ADEPT, so that when an employer with one of those NZBNs applies, it triggers the alert/warning and flags the application for manual assessment.

However, going forward no further data extracts will be taken from AMS. Therefore, all new alerts/warnings raised against employers in AMS must also be manually raised against the employer or their NZBN in ADEPT.

AMS client identities of people are resolved via IDMe so they do not need their alerts/warnings to be separately raised in ADEPT because that data is able to be shared between AMS and ADEPT. This is not the case with businesses and other entities.

Guidance

Section 2.7.10 of the ADEPT Employer Accreditation User Guide and section 2.10.2 of the ADEPT System User Guide have been updated to provide guidance on how an alert/warning can be raised against an ADEPT client. The section gives guidance on how to raise an alert when:

- the employer has applied for accreditation
- the employer has not yet applied for accreditation

Action

Please discuss with your teams.

Contact	Stefan Koetsier
Publish on Visa Pak Database	Yes
Publish on INZ website (publicly available)	No
Visa Pak issue date	11 July 2022
Visa Pak number:	513