

Low touch process for Visitor visa applications triaged as Low-risk or Medium-risk in ADEPT

Standard Operating Procedure
Version 3.0

When to use

Use this processing when an Immigration Officer has been allocated a low risk or medium risk visitor visa application to assess in ADEPT from 16 September 2022 until 18 November 2022.

Context

INZ have received large volumes of Visitor visa applications since the reopening of the category in August 2022. Whilst some Visitor Visa applications are processed in AMS, most Visitor visa applications lodged online should be processed in ADEPT. Due to the high volume of applications, INZ has introduced a Low-touch approach to processing these applications.

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Role

- Immigration Officer (IO)
- Technical Advisor (TA)
- Immigration Manager (IM)

Prerequisites

- Access to ADEPT

Steps

1. **Open your ADEPT workflow to check for new allocations for Visitor visa applications.**

Immigration Officer Dashboard ▾

My activities

Application Number ▾	Link to activity ▾	Category ▾	Assessment Activity Type (... ▾)	Priority Le
VV00	https://adept.crm6.dynam	Visa Application	---	Standard
VV00	https://adept.crm6.dynam	Visa Application	---	Standard
VV00	https://adept.crm6.dynam	Visa Application	---	Standard

2. Use the recommended view in ADEPT so that you can see the 'Estimated date of arrival' and 'Estimated date of departure'. Take note of this as you will need it when determining the visa conditions at Step 14.

3. Open the application by double-clicking on the application link shown above. This will take you to the main application screen.

- Select the 'Assessment activities and RFI' tab from the 'Visa application' banner

VV [redacted] Visitor Visa - General [Saved] Standard Priority

Visa Application

General | Visa Applicants | Additional Information | **Assessment Activities and RFI** | Waiting On | Risk and Risk Monitoring Activities | Visa Conditions | Related

- Check the 'Assessment activities' that have generated for this application

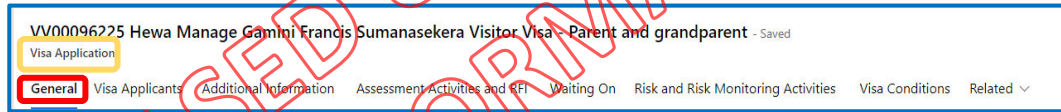
If...	Then...
There is a character or health activity present	Do not continue with this SOP. A full assessment is required. Push each activity associated with the application back to your IM. (See ADEPT user guide 4.12.2 'Push back an activity') <i>End of process.</i>
The application only includes a Purpose activity and either a risk activity, sponsorship, additional document, or secondary applicant activity...	Proceed to Step 4 below

4. Length of stay

- Open the 'Purpose activity' and check the assessment criteria

If...	Then...
The Purpose activity includes any assessment criteria that refers to Length of stay instructions (V2.5)...	Do not continue with this SOP. A full assessment is required. Push <u>each activity</u> associated with the application back to your IM. (See ADEPT user guide 4.12.2 'Push back an activity') End of process.
The 'Purpose activity' does not contain any assessment criteria that refers to Length of stay instructions (V2.5)...	Proceed to Step 5

5. Return to the 'Visa application' screen and select the 'General' tab.





- Scroll down to the 'Other details' section and find the 'Risk rating' field. The 'Risk rating' should classify the application as either low, medium, or high risk.



6. Determine if a risk is present

If...	Then...
The application that you have been allocated is LOW risk ...	Proceed to Step 8
The application that you have been	Identifying Medium Risk by Default applications in ADEPT

<p>allocated is MEDIUM by default/design...</p>	<p>Go into the risk activity, double-click on the Risk area, and check if there is any risk advice link</p> <p>If no link displayed or risk rule is displayed as 'None' it is a medium risk by default/design application</p>  <p>Proceed to Step 8</p>
<p>The application that you have been allocated is triaged as Medium with risk</p>	<p>Identifying Medium with Risk applications in ADEPT</p> <p>Go into the risk activity and double-click on the Risk area. If a risk advice link is present and this links to a Risk rule number/description...</p>  <p>Proceed to Step 7 below</p>
<p>The application that you have been allocated is triaged as HIGH risk</p>	<p>Do not continue with this SOP as a full assessment is required.</p> <p>Push <u>each activity</u> associated with the application back to your IM. (See ADEPT user guide 4.12.2 'Push back an activity')</p> <p><i>End of process.</i></p>

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• s6(c) [Redacted]

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[Redacted]

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8. s6(c) [Redacted]

[Redacted]

s6(c) [Redacted]

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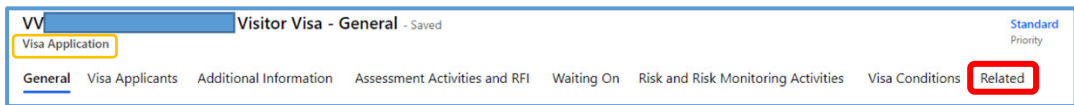
If...	Then...
An active/expired/suspended alert is present...	<p>Do not continue with this SOP as a further assessment is required.</p> <p>Park the application in your dashboard, change the activity status of ALL included activities to 'ON HOLD' as per the screenshot below:</p>  <p>End of process.</p>
No active/expired alerts are present...	Proceed to Step 9

9. Check for warnings

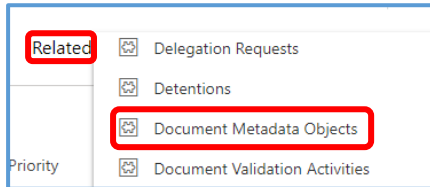
If...	Then...
An active/expired warning is present...	Do not continue with this SOP. A full assessment is required.
No active/expired warnings are present...	Proceed to Step 10

10. Check the passport details

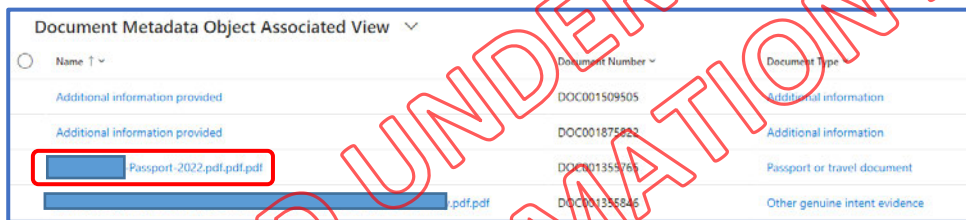
- Select the 'Related' tab from the 'Visa application' banner



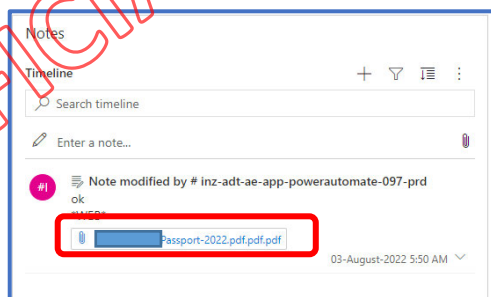
- From the dropdown menu, select 'Document Metadata objects'



- From the 'Document Metadata object Associated View' screen, click on the link in the 'Name' column adjacent to the 'Passport or travel document' document type. (Do not click on anything in the 'Document type' column)



- This will bring up the 'Document metadata object' screen. From here, you will need to navigate over to the far right-hand side of the page where you will find the 'Notes' section (pictured below). From here you will need to click on this link to open the PDF document. The PDF should contain a copy of the applicant's passport bio-data page (*The document should download through your browser*)



If...	Then...
The applicants are from a Visa waiver country, China or the Pacific	Passport scans or MRZ check not required – Proceed to Step 12

The applicants are from a visa required country not including China or the Pacific...	Passport scans not required however, MRZ check required – proceed to Step 11 below
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11. Passport checks – see the full process to complete an MRZ scan [here](#)

- Complete an MRZ check using the [link](#) from the Verification Toolkit

To check the MRZ code please enter it below (starting from the top).

(optional)

Extra check on date of birth

Extra check on date of expiry

day month year

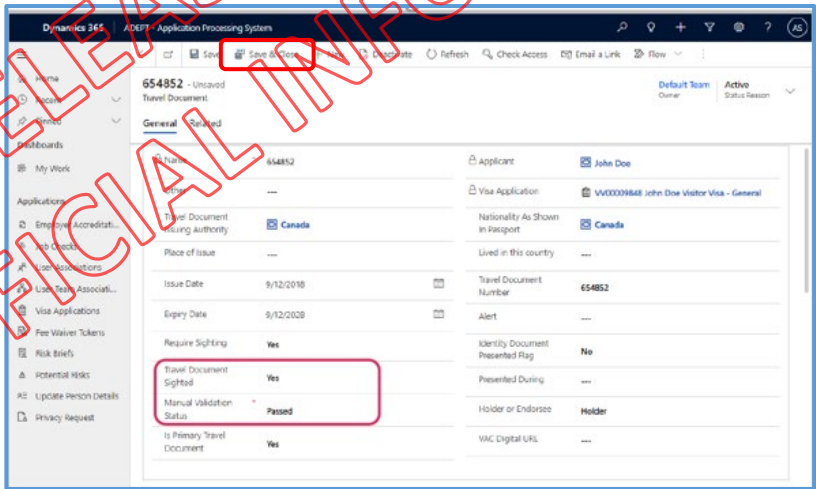
day month year

Check

The MRZ code is correct

<https://www.documentchecker.com/rdo.dll/enter>

12. Once MRZ check completed, enter the following into the ADEPT ‘Travel document’ record for each applicant as pictured below:



- Select ‘Save and Close’ from the top menu to complete the activity.

13. s6(c) [Redacted]

- s6(c) [Redacted]

- If the VO/TA confirms that further risk is present that should be addressed - do not proceed with this SOP as a full assessment is required.

14. Determine the visa conditions for the application - Recommended conditions

- Use the table below for Offshore applicants to determine what visa conditions will apply (*Conditions may vary for some Special Category VVs*)
- *If the intended stay (identified at Step 2) exceeds the recommended conditions below – please consider the applicants request(intended stay) and assess against instructions.*

Recommended visa durations – offshore applicants

Nationality	First Entry Before	Expiry Date Travel	Expiry Date Stay	Entries
Chinese	N/A	5 years	6 months	M
American	N/A	4 years	6 months	M
Visa Waiver nationals	N/A	3 Years	6 months	M
Visa Required nationals	N/A	1 Year	6 months	M
Philippines*	N/A	1 year	59 days	M

**Philippines has a bilateral fee waiver with New Zealand but the duration of stay cannot be more than 59 days unless they have paid a fee, in which case their travel and stay expiry dates can be granted in line with other visa required nationals.*

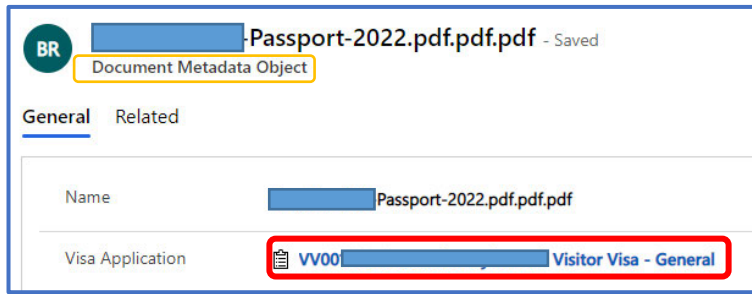
15. Check the expiry date of the passport against the duration of the visa that you are granting

- Ensure that the passport validity meets the requirements at E3.10

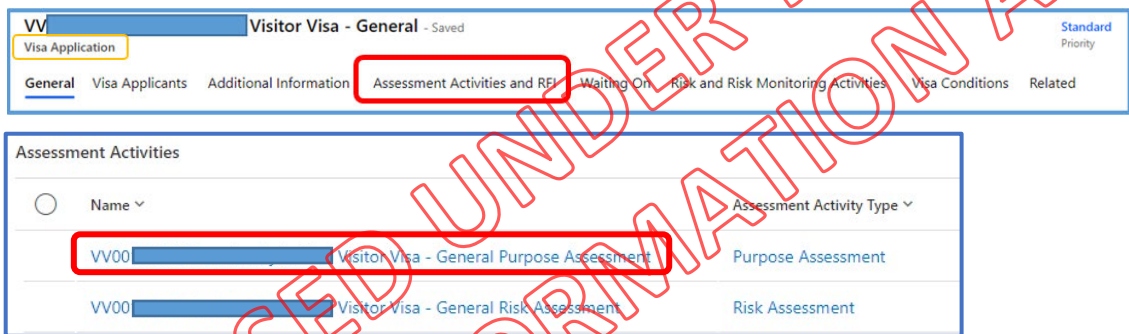
If...	Then...
The applicant has sufficient duration remaining on their passport	Grant the full duration and proceed to the steps below
The applicant DOES NOT have sufficient duration remaining on their passport as per E3.10	Grant the maximum duration in line with E3.10 and the expiry date of the passport and proceed to the steps below

16. Finalising the application in ADEPT.

- From the 'Document metadata object' screen, double-click on the Visa application link pictured below to return to the 'Visa application' screen

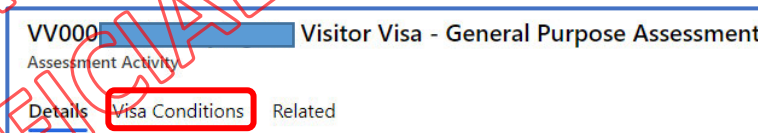


- Select the 'Assessment activities and RFI' tab from the 'Visa application' banner and double-click on the 'General Purpose Assessment' activity link

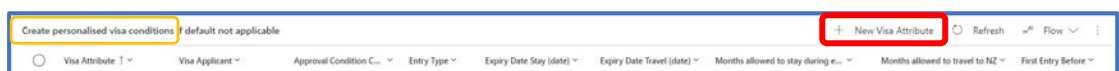


- Generating visa conditions in ADEPT

- From the 'Assessment activity' screen, select the 'Visa conditions' tab from the banner as pictured below:



- You will need navigate to the bottom half of the screen to find the 'Create personalised visa conditions' section and select 'New visa attribute'



- Complete the 'Entry type' and 'Approval condition Collection' fields ONLY

Quick Create: Visa Attribute

Visa Application * vvo [redacted]

Entry Type * ---

Expiry Date Stay (date) ---

Expiry Date Travel (date) ---

First Entry Before ---

Expiry Date Stay (months allowed) ---

Expiry Date Travel (months allowed) ---

Approval Condition Collection * ---

- Select ONE of the Approval condition collections below before selecting 'Save and close'

Choose approval condition collection for Approval Condition Collection

visitor

Approval Condition Collection Lookup View (default) ▾

Approval Condition Collection ▾

Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection

Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection

Visitor Offshore - Single entry - Waive funds/OWT

Visitor Offshore - Multi entry - Waive funds/OWT

Visitor Offshore - Single Entry - Approval Condition Collection

- From the 'Visa conditions' screen, you should see the visa conditions you have just created under the 'Create personalised visa conditions' section and double-click under visa applicant column as pictured below:

Create personalised visa conditions if default not applicable

+ New Visa Attribute Refresh Refresh Filter

Visa Attribute T	Visa Applicant	Approval Conditio...	Entry Type	Expiry Date Stay (d...	Expiry Date Travel...	Months allowed to stay durL...	Months allowed to travel to ...	First Entry Bef...
	Visitor Visa Gener...	Multiple						

- You will need to complete the 'Primary applicant's client status' which will then populate the relevant fields below so that the remaining conditions can be filled in (*Important: This is an example only*).

New Visa Attribute - Saved
 Visa Attribute

General Related

Visa Application * **VV [redacted]** - General Entry Type * Multiple

Primary Applicant's Client Status **Offshore**

Visa Duration

Months allowed to travel to NZ **36** Months allowed to stay during each visit **3**

Duration of First Entry Before (Months) ---

- Once completed, select 'Save & close' from the top banner above the ADEPT application number heading

← Save Save & Close New Deactivate Refresh Check A

VV000 [redacted] Visitor Visa - General Purpose Assessment - Saved
 Assessment Activity

19. Mark activities as 'Instruction met'

- Select the 'Details' tab from the assessment activity banner followed by the Visa application link

VV000 [redacted] Visitor Visa - General Purpose Assessment
 Assessment Activity

Details Visa Conditions Related

VV000 [redacted] Visitor Visa - General Purpose Assessment - Saved
 Assessment Activity

Details Visa Conditions Related **Complete assessment activity**

Assessment Details

Application ID [redacted]

View Assessment Activity Details <https://app.powerbi.com/groups/404fc964-c172-4f65-86cf-720d397297eb/reports/9af6b6...>

Visa Application **VV [redacted]** Visitor Visa - General

Complete the following fields as per the User guide

Application ID	VV00093653	Outcome	Instruction Met
View Assessment Activity Details	https://app.powerbi.com/groups/404fc964-c172-4f65-86cf-720d397297eb/reports/2e267c...	Confirm Outcome	Yes
Activity Status	In Progress	Change Outcome	Yes
Variation of Condition Application	---	Response Received Reason	---
		Subjected to QC	Yes

- Change the activity status to “Completed”
- Change the outcome to “Instructions Met”

20. Select the ‘Assessment activities and RFI’ tab from the Visa application banner

Visitor Visa - General - Saved

Visa Application

General | Visa Applicants | Additional Information | **Assessment Activities and RFI** | Waiting On | Risk and Risk Monitoring Activities | Visa Conditions | Related

- If your application includes a sponsorship activity please ensure that you add a note into the eVisa letter as per the User guide steps found under the heading ‘Adding notes to a Visa’ found under 4.12.14 (you will need to scroll to look for the heading)
 - This will need to be added for each applicant that is included.

NSCHelen MBIE/Auto Bayer

General | Additional Information | Employment | Travel | Affiliations | Character | Documents | Risk Profile | Manual Assessments | **Visa & Approvals** | Related

21. Ensure that each activity included in the application is marked as ‘Instruction met’ as per the steps in the User guide.

Name	Assessment Activity Type	Source	Outcome	Owner	Created On
Visitor Visa - General Purpose Assessment	Assessment	Manual	Instruction Met		22-August-2022 7:35 PM
Visitor Visa - General Assessment	Assessment	Manual	Instruction Met		22-August-2022 7:34 PM

22. Once all activities are marked as instruction met, the application should now be finalised and should no longer be showing on your dashboard.

- *Please note it may take 10-15 minutes for the system to sync with AMS and issue the visa.*

[End of process]

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Low touch processing for Visitor Visa (General) applications in AMS that have been converted from Parent/Grandparent Visitor visas that were lodged in ADEPT

Henderson TA
Version 3.0

When to use

Use this procedure when you have been allocated a Visitor Visa – General that was transferred to you from the 'Queue HAO,VV PGP' queue. These applications were originally lodged in ADEPT as Parent/Grandparent Visitor Visas but have now been converted into AMS to be processed as Visitor Visa – General.

Context

When applying for Visitor visas online via ADEPT, some applications were incorrectly being categorised and lodged as Parent/Grandparent Visitor visas.

In addition to this, there have been other factors in ADEPT that have caused major delays with a large cohort of Parent/Grandparent Visitor Visas and associated medical requirements where they may not have necessarily been required and as a result, it has been decided that these applications would be transferred out of ADEPT to be processed in AMS as Visitor Visa – General applications.

If approved under this process, a one-off exception has been made to grant these applicants a Visitor visa – General with the same conditions as a Parent/Grandparent Visitor visa allowing a visa duration of 36 months after the issue date with a maximum of 6 months after each arrival while the visa is valid.

Role

- Immigration Manager
- Immigration Officer
- Technical Advisor

Prerequisites

- The Visitor Visa – General application that you have on hand was transferred into your name from the 'Queue HAO,VV PGP' queue.

14/Oct/2022	Visa, Visitor, General
Case Manager changed from [REDACTED] Henderson TA	
Case Manager changed to [REDACTED] Queue HAO, VV PGP	
Case Manager changed by: Fletcher, Candice on: 2022-10-14 13:01:48	

Guidelines

This is not the SOP for the processing of all Parent/Grandparent Visitor visas. This process has been created to progress a high-volume of Parent/Grandparent Visitor visa applications that have been delayed in ADEPT due to various reasons.

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Bulk processing – Applications approved under this process should have the same visa conditions and as a result, you will be able to use the bulk processing functionality in AMS to issue multiple visas at once.

Please use the following blurb when waiving fees for these applications:

Reason for waiving fee : Associated application

Fee was paid with ADEPT application, this application has been re-raised in AMS as a GVV.

When applying for Visitor visas online via ADEPT, some applications were incorrectly being categorised and lodged as Parent/Grandparent Visitor visas. In addition to this, there have been other issues with the P/GP category in ADEPT that require the application to be re-raised in AMS. This one-off exception has been made to assess this applicant as a Visitor visa – General and if eligible for this visa, grant with the same conditions as a Parent/Grandparent Visitor visas. Please see AMS history for ADEPT application information.

Steps

- 1. Open the application in AMS and check for any active, suspended or expired Warnings/alerts**

If...	Then...		
An active/expired warning or an Expired Alert is present...	The Immigration officer must determine if the warning/expired Alert is relevant to the application. <table border="1"><thead><tr><th>If...</th><th>Then..</th></tr></thead><tbody></tbody></table>	If...	Then..
If...	Then..		

	<p>The IO has determined that the warning or Expired Alert is relevant to the assessment of the application...</p>	<p>Do not continue with this SOP The application should not be processed under Low touch - A full assessment is required. End of process</p>
	<p>The IO has determined that the warning is NOT relevant to the assessment of the application...</p>	<p>Proceed to Step 2 below</p>
<p>An active/suspended Alert is present</p>	<p>See a TA before proceeding</p>	
<p>No active/expired warnings or alerts are present...</p>	<p>Proceed to Step 2 below</p>	

2. Check AMS movements and identify whether PC is required

If...	Then...
<p>Time already spent in NZ plus the period of intended stay exceeds 24 months and no valid PC has been provided recently or valid PC with concern</p>	<p>Do not continue with this SOP The application should not be processed under Low touch - A full assessment is required. End of process</p>
<p>Time already spent in NZ plus the period of intended stay exceeds 24 months and valid PC has been provided with no concern</p> <p>Or</p> <p>Time already spent in NZ plus the period of intended stay DOES NOT exceed 24 months</p>	<p>Proceed to Step 3 below</p>

3. s6(c) [Redacted]

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

4. Open the application form (Document metadata for Visa application) via ADEPT:

- Cross-check the email address from the application form and ensure that it matches the email address for communications to be sent from AMS (address tab)
- Check present of Adviser, if so add as 'contact'
- Check the character declarations

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If...	Then...			
<p>The applicant/s HAS declared character issues...</p>	<ul style="list-style-type: none"> You will need to determine if the character declaration triggers A5 instructions. 			
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #cccccc;">If...</th> <th style="background-color: #cccccc;">Then...</th> </tr> </thead> <tbody> <tr> <td>The declaration falls under A5 instructions...</td> <td> <p>Do not continue with this SOP</p> <p>The application should not be processed under Low touch - A full assessment is required.</p> <p>End of process</p> </td> </tr> </tbody> </table>	If...	Then...	The declaration falls under A5 instructions...
If...	Then...			
The declaration falls under A5 instructions...	<p>Do not continue with this SOP</p> <p>The application should not be processed under Low touch - A full assessment is required.</p> <p>End of process</p>			

	<table border="1"> <tr> <td>The declaration DOES NOT fall under A5 instructions...</td> <td>Proceed to Step 5</td> </tr> </table>	The declaration DOES NOT fall under A5 instructions...	Proceed to Step 5
The declaration DOES NOT fall under A5 instructions...	Proceed to Step 5		
The applicant has NOT declared character issues...	Proceed to Step 5 below		

5. Check health declarations on the application form

If...	Then...						
The applicant/s HAS declared health issues...	<ul style="list-style-type: none"> Check IHS for applicant/s with declaration (Search using full name and DOB) 						
	<table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td> Medicals have been assessed as NOT ASH Or IHS indicates that a medical assessment is in progress or there are notes from the Medical assessor(MA)... Or No medicals have been submitted with this application </td> <td> Do not continue with this SOP The application should not be processed under Low touch - A full assessment is required. End of process </td> </tr> <tr> <td>Medicals have been submitted with this application and assessed as ASH or ASH with conditions</td> <td>Proceed to Step 6</td> </tr> </tbody> </table>	If...	Then...	Medicals have been assessed as NOT ASH Or IHS indicates that a medical assessment is in progress or there are notes from the Medical assessor(MA)... Or No medicals have been submitted with this application	Do not continue with this SOP The application should not be processed under Low touch - A full assessment is required. End of process	Medicals have been submitted with this application and assessed as ASH or ASH with conditions	Proceed to Step 6
	If...	Then...					
Medicals have been assessed as NOT ASH Or IHS indicates that a medical assessment is in progress or there are notes from the Medical assessor(MA)... Or No medicals have been submitted with this application	Do not continue with this SOP The application should not be processed under Low touch - A full assessment is required. End of process						
Medicals have been submitted with this application and assessed as ASH or ASH with conditions	Proceed to Step 6						
Medicals have been submitted with this application and assessed as ASH or ASH with conditions	Proceed to Step 6						

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<p>The applicant has NOT declared health issues...</p>	<p>Proceed to Step 6 below</p>
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6. Risk assessment - manually triage the application

To manually initiate triage:

- o Click **Initiate Assessment**.



If the risk rating is...	Then...
<p>s6(c)</p> <p><i>RELEASED UNDER THE OFFICIAL INFORMATION ACT</i></p>	

7. s6(c) [Redacted]

[Redacted]

8. s6(c) [Redacted]

s6(c) [Redacted]

9. s6(c) [Redacted]

If...	Then...
s6(c) [Redacted]	[Redacted]

10. Open the applicant/s passport bio-data page from 'Document Metadata Objects' in ADEPT to determine if an MRZ check is required.

If...	Then...
The applicants are from a Visa waiver country, China or the Pacific	Passport scans or MRZ check not required – Proceed to Step 12

The applicants are from a visa required country not including China or the Pacific...	Passport scans not required however, MRZ check required – proceed to Step 11
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11. MRZ check – see the full process to complete an MRZ scan [here](#)

To check the MRZ code please enter it below (starting from the top).

 (optional)
 Extra check on date of birth day ▾ month ▾ year ▾
 Extra check on date of expiry day ▾ month ▾ year ▾

The MRZ code is correct

Complete an MRZ check using the [link](#) from the verification toolkit

- **Once the MRZ check is complete please enter the following into AMS application notes:**

PA Passport xxxxxxxxxx:MRZ check passed – no concerns with the applicant’s identity

SA Passport xxxxxxxxxx:MRZ check passed – no concerns with the applicant’s identity

If concerns are identified with the MRZ check please see VO/TA

12. Add the following blurb into AMS note

‘This visa has been approved as part of the IMT agreed upon approach to converting a VV Parent/Grandparent ADEPT to VVG AMS. This decision has been made in line with the SOP’s in place at the time of making a decision. ‘

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- If the VO/TA confirms that a risk is present that should be addressed - do not proceed with this SOP as a full assessment and VAT is required.

14. Visa conditions – An exception has been made for this cohort of applications and it was decided that we can grant a 36-month Visitor Visa – General from start date of the visa with a maximum stay of 6 months after each arrival while the visa remains valid.

- *We can grant 6m/36m in line with the Parent/Grandparent instructions regardless of the intended stay requested in the application form.*

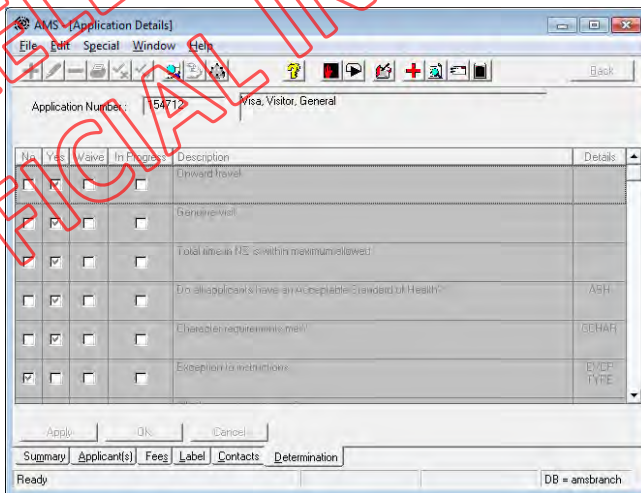
If...	Then...
You have a group of applications that you are ready to approve under this process...	Click here to Follow the Bulk processing VV SOP End of process.
You have only one applicant/one application that you are approving...	Proceed to Step 15

15. Further checks

- Check the expiry date of the passport and ensure that if approved, that you grant the total visa duration in line with E3.10
- Where you grant a shorter duration due to applicant’s passport validity, add relevant note on AMS and E-visa

16. Complete the determination screen in AMS

- Complete remaining determination questions as appropriate.



Note: Quality Control Checks are not required for low risk or medium risk visitor visa applications that are approved under this process.

17. Complete and finalise the application

Format your label in AMS based on the conditions noted at Step 13

- When formatting the label - Do not use the 'First entry before' field – **leave blank**
- Expiry date travel (Three years from the 'Start date'): dd/mm/yyyy
- Visa expiry field: 6

AMS - View Label details

Label Details

Label Number : []

Type of Application : Visitor's Visa

Place of Issue : Henderson Client Number : []

Start Date : 08/Sep/2022

First Entry Before : 08/Sep/2025 Expiry Date Travel : See Conditions

Number of Entries : Multiple Visa Expiry : See Conditions

Label Holder Details

Name : []

Travel Document Nbr : [] Date of Birth : 22/Mar/1970

Sex : Female Citizenship : India

Label Endorsee Details

Endorsee Name Sex Date Of Birth

[] [] []

Visa valid for travel for 36 month(s) from Start Date. This visa expires 6 month(s) after each arrival. Stay subject to grant of entry permission. You must leave before visa expiry or face deportation. The holder shall not undertake employment in NZ. The holder shall not study for more than 3 months in every 12 month period in NZ. Financial support evidence not required. Return/onward ticket not

18. Decide the application/s in AMS and send the e-visa letter via TLS as pictured below (**Email and DMS option**).

Issue (4 items)		
V380	Visitor e visa approval letter	Create
V380a	Visitor Chinese e visa approval letter	Create
V380c	Visitor e visa approval IMT PGFP	Create
V417	Transfer of e-Visa to new passport	Create

19. Link applications in AMS and lapse the ADEPT application using the steps in the User guide: [4.12.16 Cancelling and Lapsing an application](#)

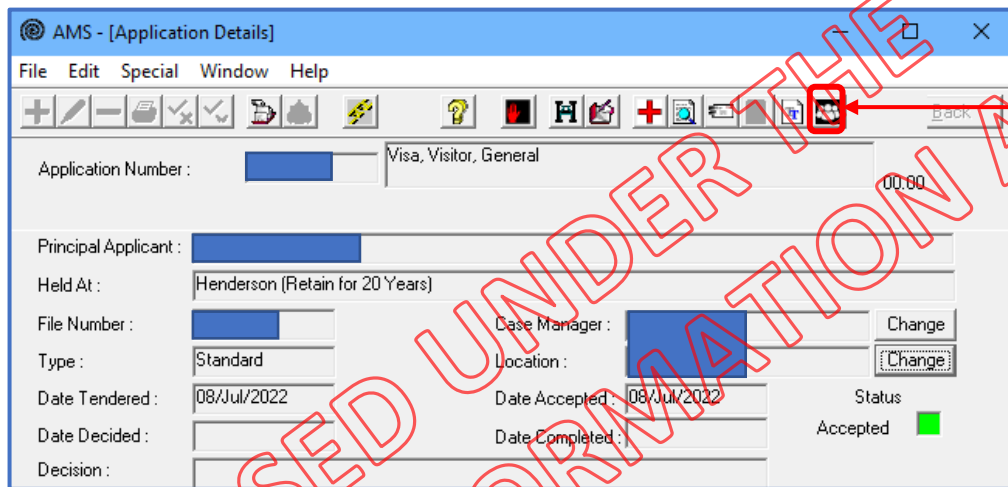
End of process

Bulk Processing low risk Visitor visas where the same conditions apply for all applicants

Steps

1. Create a new group for the first application

To create a new group for the first application, open the application in AMS and select the 'Groups' button from the AMS toolbar as pictured below:



Notes:

- If the Groups button is clicked for an application that is already part of a Group, the View Group Summary screen appears. Otherwise, the Add to Group dialogue box will appear.
- The Groups button is disabled on completed applications.

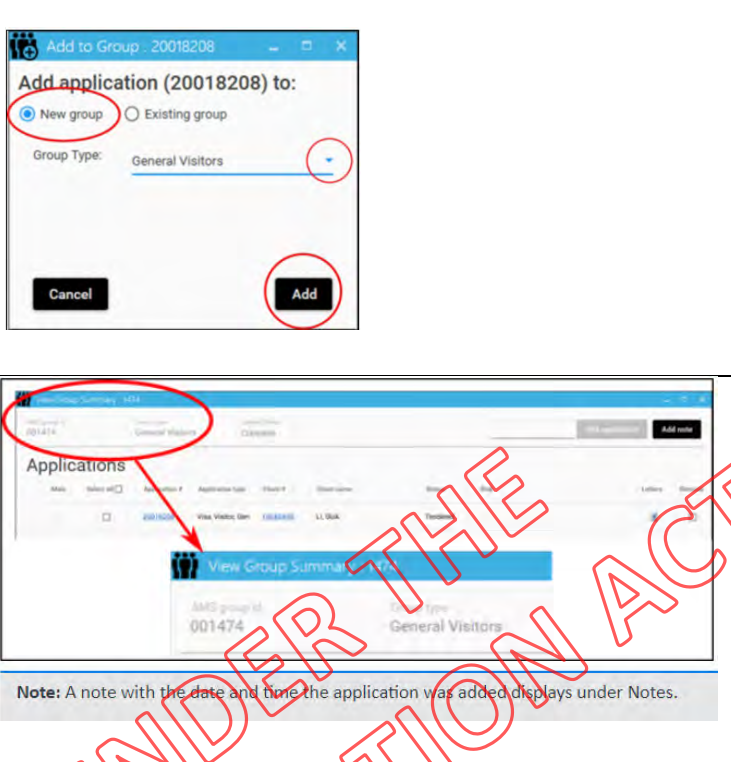
2. Group Type – Select 'Batch' as all Visa conditions should be the same for the group of applications you are approving as determined in the previous SOP.

3. Creating a 'new Group'

In the **Add to Group** dialogue box:

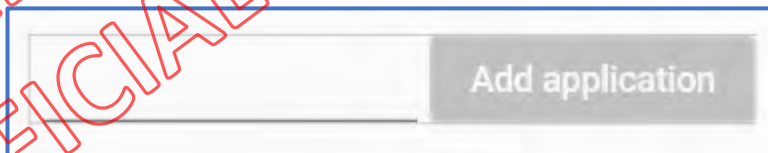
- Click the **New** group option.
- The **Group Type** drop-down option appears.
- Select the required **Group Type**, and
- Click **Add**.

AMS displays the new group on the *View Group Summary* screen with a Group ID and its added application.



4. Adding applications

- At this stage all applications should have already been allocated to you.
- *You will need all of the application numbers for the applications to be bulk processed/grouped together.*
- Add each application from your allocation into the new Group one at a time using the 'Add Application' function on the Groups screen



5. No assessment note is required as all included applications should be included under the Low touch process as determined in the previous SOP.

6. Select **ONE** application from the group and decide as normal.

- **Visa conditions** – as an Exception, this cohort of applicants may be granted a 36 month Visitor visa from the start date with a maximum stay of 6 months after each arrival while the visa is valid.

Complete the determination tab, format label and decide the application in AMS(three green lights) – **do not format the eVisa in TLS at this step**

Format your label in AMS

- When formatting the label - Do not use the 'First entry before' field – **leave blank**
- Expiry date travel (Three years from the 'Start date'): dd/mm/yyyy
- Visa expiry field: 6

AMS - View Label details

Label Details:

Label Number : [Redacted]

Type of Application : Visitor's Visa

Place of Issue : Henderson Client Number : [Redacted]

Start Date : 08/Sep/2022

First Entry Before : 08/Sep/2025 Expiry Date Travel : See Conditions

Number of Entries : Multiple Visa Expiry : See Conditions

Label Holder Details:

Name : [Redacted]

Travel Document Nbr : [Redacted] Date of Birth : 22/Mar/1970

Sex : Female Citizenship : India

Label Endorsee Details:

Endorsee Name : [Redacted] Sex : [Redacted] Date Of Birth : [Redacted]

(Visa valid for travel for 36 months) from Start Date. This visa expires 6 months) after each arrival. Stay subject to grant of entry permission. You must leave before visa expires face denotation. The holder shall not undertake employment in NZ. The holder shall not study for more than 3 months in every 12 month period in NZ. Financial support evidence not required. Return/onward ticket not

7. From the 'Group summary' screen, select the *decided application* (from step 6) as the 'Main' application as pictured below:

Main	Select all	Applications	Actions	Client name	Status	Letters	Remove
<input checked="" type="checkbox"/>	<input type="checkbox"/>	20018132 Group Visa, Visit 12043822 XIL AUN	Completed	Low			
<input type="checkbox"/>	<input type="checkbox"/>	20018131 Group Visa, Visit 12018806 XIL CHAN	Accepted	Low			
<input type="checkbox"/>	<input type="checkbox"/>	20018130 Group Visa, Visit 12018807 CHAN	Accepted	Low			
<input type="checkbox"/>	<input type="checkbox"/>	20018139 Group Visa, Visit 12018807 GAO DHAN	Accepted	Low			

8. Click 'Select all' from the toolbar above to process the remainder of the applications you have added to this group.

9. Select 'Bulk process' near the bottom of the screen

<input type="checkbox"/>	<input checked="" type="checkbox"/>	20018020 Group Visa, Visit 12012579 WU CHEA	Accepted	Low
<input type="checkbox"/>	<input checked="" type="checkbox"/>	20018022 Group Visa, Visit 12019331 XIL KAI	Accepted	Low
<input type="checkbox"/>	<input checked="" type="checkbox"/>	20018024 Group Visa, Visit 12019331 SAO YUN	Accepted	Low

Bulk process

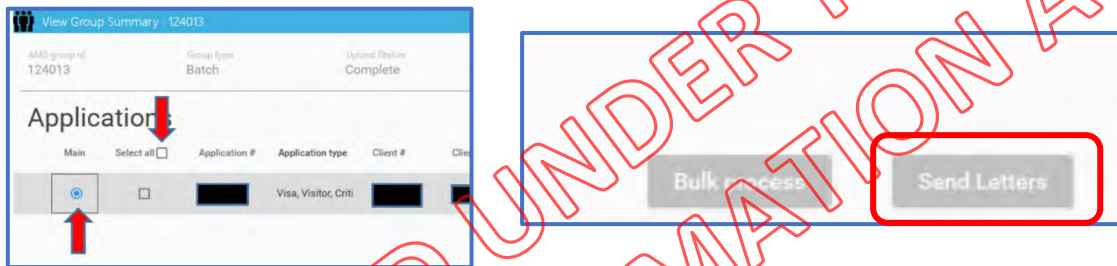
Check for errors: Once 'Bulk process' has been selected, all included applications (except the main) should be highlighted in **GREEN**. If applications are highlighted in **RED** or **ORANGE** you will need to move the cursor to the application to find the reason and rectify the issue and decide individually. **You DO NOT need to remove applications from the group.**

If an applicant within the group holds a passport that does not have the sufficient duration remaining to issue the full duration of the visa – you will get an error. In this case – you will need to format the label and decide this (three green lights) individually in line with the passport.

Note: Applications that were manually completed will also appear as 'errors'. These will show as completed and a mouse hover message will inform you "Selected application is completed and cannot be processed further", no action needs to be taken. These applications will not be altered when the Group is processed.

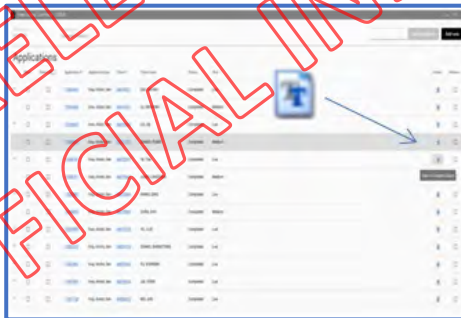
10. Sending eVisa letters for all applications

- Once all applications have been decided, click 'Select all' (including the main application) and select 'Send letters'



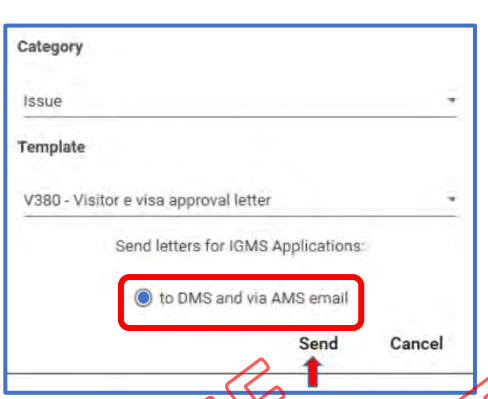
11. Check e-visa letter

- Open one of the TLS letters for any of the included applications to ensure that the conditions are displayed/formatted correctly



12. Complete the following fields as follows:

Field/action:	You select:
Category	Issue
Template	V380c – Visitor e Visa approval IMT PGP
Select	to DMS and via AMS email
Click	Send



13. Add a Group note

- Add a Group note to advise that the e-Visa letter has been emailed and saved to DMS.

End of process

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Low touch process for Parent/Grandparent Visitor visa applications triaged as Low-risk or Medium-risk in ADEPT

Standard Operating procedure
Version 1.0

When to use

When an immigration officer has been allocated a low-risk or Medium risk Parent/Grandparent Visitor visa application to assess in ADEPT from 16 September 2022 until 18 November 2022.

Context

This procedure is in line with the low-touch VW General processing that we are also undertaking in ADEPT.

Initially Low-touch processing did not include Parent/Grandparent Visitor visas as V3.110 requires medicals to be assessed as a mandatory requirement. This approach has now been changed to include Parent/Grandparent Visitor visas that meet certain criteria as outlined below.

Role

- Immigration Officer

Prerequisites

- Access to ADEPT

Guidelines

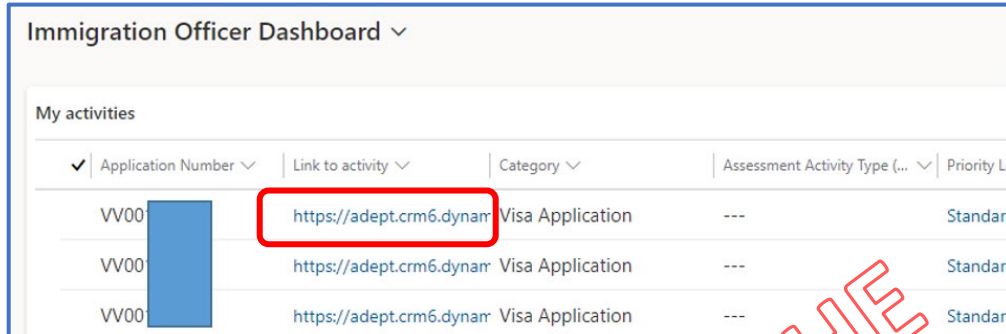
s6(c)

Passport scans: In the interim, passport scans are not required for applicants from countries that require visas (non-Visa waiver and not from China or the Pacific) – **MRZ checks are required instead.**

s6(c)

Steps

1. Open your ADEPT workflow to check for new allocations for Parent/Grandparent Visitor visa applications.



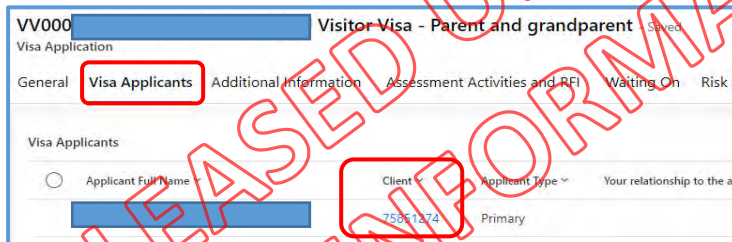
Immigration Officer Dashboard

My activities

Application Number	Link to activity	Category	Assessment Activity Type (...)	Priority Le
VV00	https://adept.crm6.dynam...	Visa Application	---	Standard
VV00	https://adept.crm6.dynam...	Visa Application	---	Standard
VV00	https://adept.crm6.dynam...	Visa Application	---	Standard

2. Open the application by double-clicking on the application link shown above. This will take you to the main application screen.

- From the 'Visa applicants' tab – use the client number to bring up the applicant's record in AMS



VV0000 Visitor Visa - Parent and grandparent

Visa Application

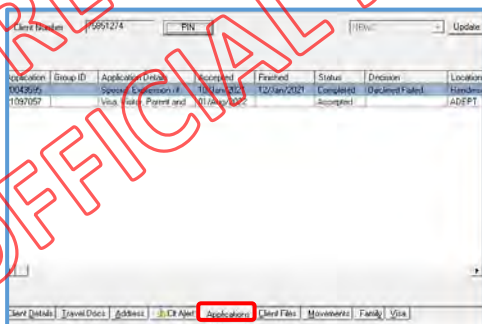
General **Visa Applicants** Additional Information Assessment Activities and RFI Waiting On Risk a

Visa Applicants

Applicant Full Name Client Applicant Type Your relationship to the ad

75861274 Primary

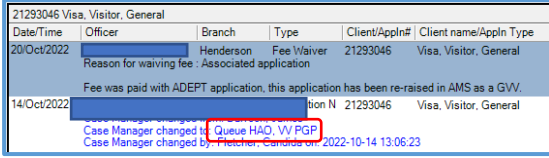
- Check for open applications in AMS by selecting the 'Applications' tab



Client Number: 75861274 P/N Update

Application	Group ID	Application Details	Accepted	Finished	Status	Decision	Location
0049975	Sponsor	Dependent and	18/Jan/2021	12/Jan/2021	Completed	Document Failed	Internal
1037057	Visa	Parent and	10/Nov/2022		Accepted		ADEPT

Client Details | Travel Docs | Address | **Applications** | Client Files | Movements | Family | Visa

If...	Then...
<p>There is an open Visitor visa application that has been manually raised by NADO and put into the 'Queue HAO, VV PGP'...</p>  <p>Or</p> <p>The applicant has recently been granted a Visitor visa in AMS that was originally in the queue above...</p>	<p>Add the relevant general note to the application in ADEPT: <i>"ADEPT VV application to be lapsed as there is an open VV application in AMS ANxxxxxxx"</i> Or <i>"ADEPT VV application to be lapsed as VV has been granted in AMS ANxxxxxxx"</i></p> <p>You will then need to lapse the ADEPT application using the steps in the User guide: 4.12.16 Cancelling and Lapsing an application End of process.</p>
<p>The applicant does not have an open or completed VV application that has been raised in AMS that was in 'Queue HAO, VV PGP'...</p>	<p>Proceed to Step 3</p>

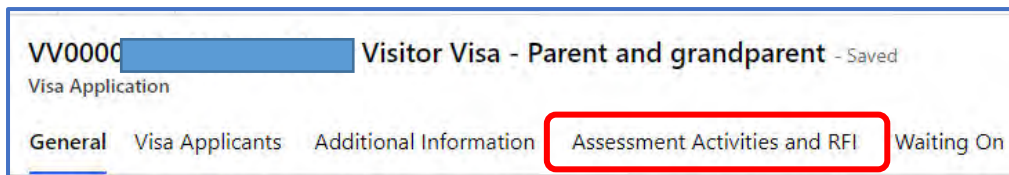
3. Check the lodgement date of the application



If...	Then...
<p>The application was submitted ON or BEFORE 21 September 2022...</p>	<p>Proceed to Step 4 below</p>
<p>The application was submitted ON or AFTER 22 September 2022</p>	<p>Do not continue with this SOP. A full assessment is required. End of process.</p>

4. Checking activities

- Select the 'Assessment activities and RFI' tab from the 'Visa application' banner

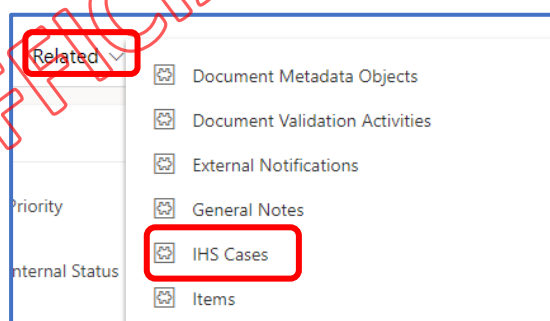
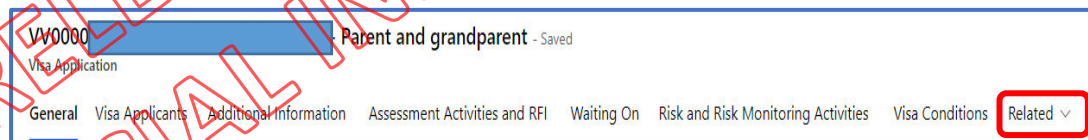


- Check the 'Assessment activities' that have generated for this application

If...	Then...
There is a character or health activity present	Do not continue with this SOP. A full assessment is required. <i>End of process.</i>
The application only includes a Purpose activity and either a risk activity, sponsorship, additional document, or secondary applicant activity...	Proceed to Step 5 below

5. Checking medicals

- Select the 'Related' tab dropdown and choose 'IHS cases' as pictured below:



- Determine if the applicant/s have completed recent medicals in relation to the current application – the medicals should show on the next screen as pictured below:

IHS Case Associated View				
Name	Visa Applicant	IHS reference number (NZHR)	Health Result Date	Assessment Outcome
HR2034469	[REDACTED]	HR2034469	02-October-2022	ASH with conditions
HR2034470	[REDACTED]	HR2034470	02-October-2022	ASH

If...	Then...
Medicals for all included applicants have been assessed as ASH or ASH with conditions for the current application...	Proceed to Step 7
A medical has come back as NOT ASH...	Do not continue with this SOP. A full assessment is required. End of process.
There are no IHS cases displayed...	Proceed to Step 6

6. Select the 'Visa applicants' tab to bring up the client's details

VW0000 [REDACTED] Parent and grandparent - Saved
 Visa Application

General **Visa Applicants** Additional Information Assessment Activities and RFI Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

- Use the applicant's surname and DOB to conduct a search in IHS

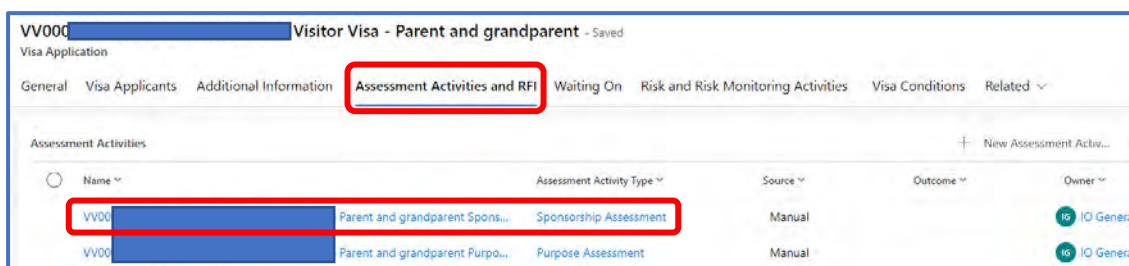
IHS Immigration Health System IHS Resources chongli

Search Criteria

IHS Reference (NZHR) [REDACTED] eMedical Reference (NZER) [REDACTED]
 AMS Client Id [REDACTED] Person Id [REDACTED]
 Application Id [REDACTED] Date of Birth dd / / mm / / yyyy
 Given Name [REDACTED] Family Name [REDACTED]

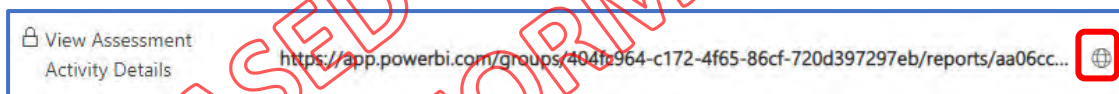
If...	Then...
There are NO medicals present in IHS... Or The applicant/s has been assessed as NOT ASH or ASH with conditions previously...	Do not continue with this SOP. A full assessment is required. End of process.
The applicant/s have been assessed ASH for current medicals (provided within 3 months of the lodgement date of the application) ... Or The applicant has valid medicals (within 36m assessed as ASH) that were provided with a previous application...	Proceed to Step 7

7. Select 'Assessment Activities and RFI' from the Visa application banner to determine if a 'Sponsorship assessment' activity is present.

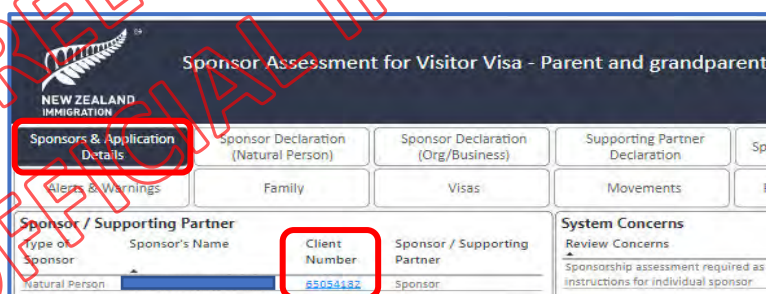


If...	Then...
A 'Sponsorship Assessment' activity is present...	Double click on the Sponsorship Assessment application link and proceed to Step 8
There is NO 'Sponsorship Assessment' activity present...	Do not continue with this SOP. A full assessment is required. End of process.

8. Open the PowerBI report from within the 'Sponsorship Assessment' activity by clicking on the icon below:



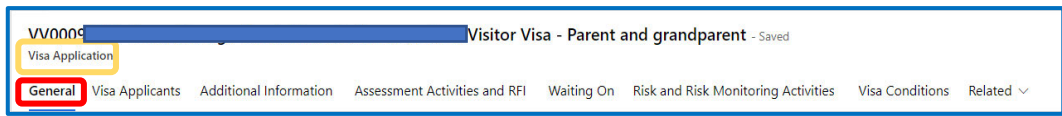
- Click on the Sponsor's client number to open the Sponsor's PowerBI report



- Navigate through the PowerBI report or open the sponsor's client record in AMS to determine if the sponsor is a NZ citizen/resident

If...	Then...
The Sponsor is a NZ citizen/resident	Proceed to Step 9
The Sponsor is NOT a NZ citizen/resident...	Do not continue with this SOP. A full assessment is required. End of process.

9. Return to the 'Visa application' screen and select the 'General' tab.



- Scroll down to the 'Other details' section and find the 'Risk rating' field. The 'Risk rating' should classify the application as either low, medium, or high risk.



10. Determine if a risk is present

If...	Then...
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s6(c)

[Redacted]

11.

s6(c)

[Redacted]

s6(c)

[Redacted]

s6(c)

[Redacted]

[Redacted]

[Redacted]

If...

Then...

s6(c)

[Redacted]

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12. s6(c)

[Redacted text block]

s6(c)

[Redacted text block]

• s6(c)

[Redacted text block]

s6(c)

[Redacted text block]

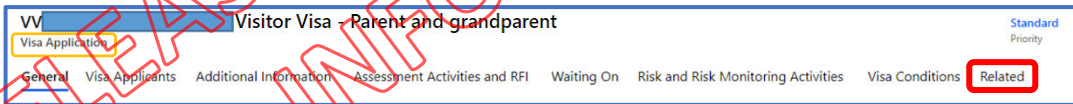
If...	Then...
s6(c) [Redacted content]	

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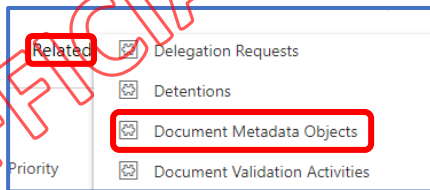
	s6(c)
No active/expired alerts or warnings are present...	Proceed to Step 13

13. Check the passport details

- Select the 'Related' tab from the 'Visa application' banner



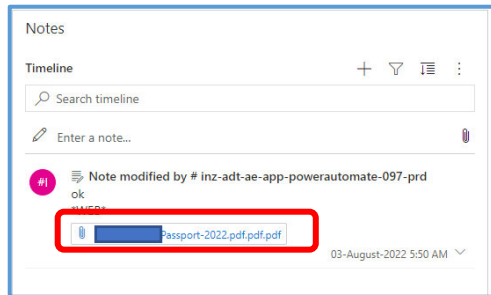
- From the dropdown menu, select 'Document Metadata objects'



- From the 'Document Metadata object Associated View' screen, click on the link in the 'Name' column adjacent to the 'Passport or travel document' document type. (Do not click on anything in the 'Document type' column)

Document Metadata Object Associated View		
Name	Document Number	Document Type
Additional information provided	DOC001509505	Additional information
Additional information provided	DOC001875822	Additional information
Passport-2022.pdf.pdf	DOC001355765	Passport or travel document
.pdf.pdf	DOC001355846	Other genuine intent evidence

- This will bring up the 'Document metadata object' screen. From here, you will need to navigate over to the far right-hand side of the page where you will find the 'Notes' section (pictured below). From here you will need to click on this link to open the PDF document. The PDF should contain a copy of the applicant's passport bio-data page (*The document should download through your browser*)



If...	Then...
The applicants are from a Visa waiver country, China or the Pacific	Passport scans or MRZ check not required – Proceed to Step 15
The applicants are from a visa required country not including China or the Pacific...	Passport scans not required however, MRZ check required – proceed to Step 14 below

14. Passport checks

- Complete an MRZ check using the [link](#) from the Verification Toolkit

To check the MRZ code please enter it below (starting from the top).

(optional)

Extra check on date of birth

Extra check on date of expiry

day month year

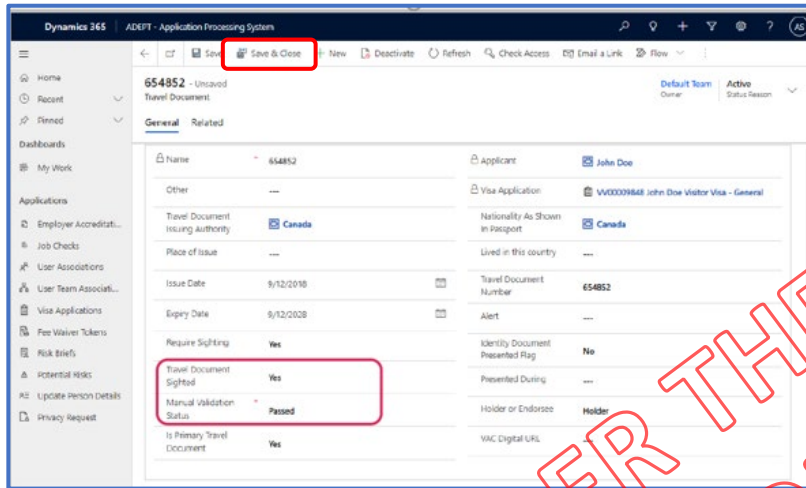
day month year

Check

The MRZ code is correct

<https://www.documentchecker.com/rdo.dll/enter>

15. Once MRZ check is done, complete the fields below in the ADEPT 'Travel document' record for **each applicant** as pictured:



- Select 'Save and Close' from the top menu to complete the activity.

16. s6(c) [Redacted]

- If the VO/TA confirms that further risk is present that should be addressed - do not proceed with this SOP as a full assessment is required.

17. Visa conditions

- As per V3.110 – Applicants who are granted Parent/Grandparent Visitor visas may be granted a 36-month Visitor Visa –PGP from start date of the visa with a maximum stay of 6 months after each arrival while the visa remains valid.
- *We can grant 6m/36m in line with the Parent/Grandparent instructions regardless of the intended stay requested in the application form.*

18. Check the expiry date of the passport against the duration of the visa that you are granting

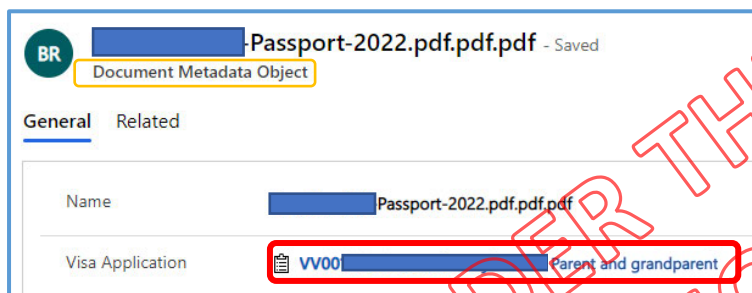
- Ensure that the passport validity meets the requirements at E3.10

If...	Then...
The applicant has sufficient duration remaining on their passport...	Grant the full duration and proceed to the steps below

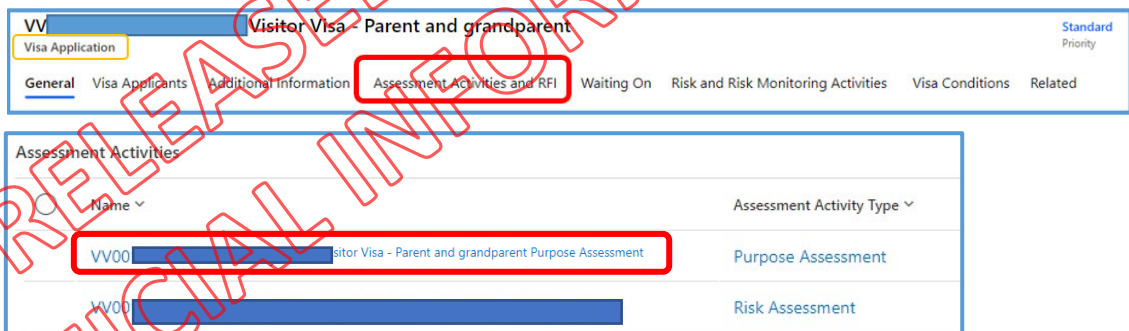
The applicant DOES NOT have sufficient duration remaining on their passport as per E3.10...	Grant the maximum duration in line with E3.10 and the expiry date of the passport and proceed to the steps below

19. Finalising the application in ADEPT.

- From the 'Document metadata object' screen, double-click on the Visa application link pictured below to return to the 'Visa application' screen



20. Select the 'Assessment activities and RFI' tab from the 'Visa application' banner and double-click on the 'General Purpose Assessment' activity link

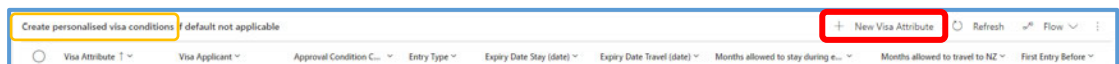


21. Generating visa conditions in ADEPT

- From the 'Assessment activity' screen, select the 'Visa conditions' tab from the banner as pictured below:



- You will need navigate to the bottom half of the screen to find the 'Create personalised visa conditions' section and select 'New visa attribute'



- Complete the 'Entry type' and 'Approval condition Collection' fields ONLY

Quick Create: Visa Attribute

Visa Application * VV00

Entry Type * ---

Expiry Date Stay (date) ---

Expiry Date Travel (date) ---

First Entry Before ---

Expiry Date Stay (months allowed) ---

Expiry Date Travel (months allowed) ---

Approval Condition Collection * ---

- Select the Approval condition collection below before selecting 'Save and close' (PGP VV applicants should be offshore)

Choose approval condition collection for Approval Condition Collection

visitor

Approval Condition Collection Lookup View (default) ▾

Approval Condition Collection ▾

Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection

Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection

Visitor Offshore - Single entry - Waive funds/OWT

Visitor Offshore - Multi entry - Waive funds/OWT

Visitor Offshore - Single Entry - Approval Condition Collection

- From the 'Visa conditions' screen, you should see the visa conditions you have just created under the 'Create personalised visa conditions' section and double-click under visa applicant column as pictured below:

Create personalised visa conditions if default not applicable

+ New Visa Attribute Refresh Refresh Flow

Visa Attribute	Visa Applicant	Approval Conditions	Entry Type	Expiry Date Stay (d...)	Expiry Date Travel ...	Months allowed to stay dur...	Months allowed to travel to ...	First Entry Bef...
	Visitor Visa Gener...		Multiple					

- You will need to complete the 'Primary applicant's client status' which will then populate the relevant fields below so that the remaining conditions can be filled in (*Important: This is an example only*).

New Visa Attribute - Saved
 Visa Attribute

General Related

Visa Application * **VV** [redacted] Parent and grandparent Entry Type * Multiple

Primary Applicant's Client Status **Offshore**

Visa Duration

Months allowed to travel to NZ **36** Months allowed to stay during each visit **6**

Duration of First Entry Before (Months) ---

- Once completed, select 'Save & close' from the top banner above the ADEPT application number heading

← [document icon] [refresh icon] Save **Save & Close** + New [deactivate icon] Refresh [check icon] Check A

VV000 [redacted] **Visitor Visa - Parent and grandparent** - Saved
 Assessment Activity

22. Add additional notes into the eVisa letter – Parent/Grandparent – this step must be completed for each applicant

- The full SOP to add these notes can be found [here](#)
- From the 'Visa application' screen – select 'Visa applicants' before double-clicking on the applicant's name Yes

VV [redacted] **Visitor Visa - Parent and grandparent** Standard Priority

Visa Application

General **Visa Applicants** Additional Information Assessment Activities and RFI Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

[redacted] - Saved

Visa Applicant

General Additional Information Identity Education & Employment Travel Affiliations Character Documents Risk Profile Manual Assessments **Visa & Approvals**

- Select 'Visa & Approvals' from the Visa applicant banner and select 'Yes' to add notes into the letter

Add Notes to Visa Letter **Yes**

- Place the following blurb into the blank field for all applicants.
 - “Additional conditions which if breached, may result in you becoming liable for deportation. The holder is entitled to stay a maximum of 18 months within the currency of Expiry date of travel. The holder of this visa is sponsored”*

- Save and close.

- *This step must be completed for each applicant*

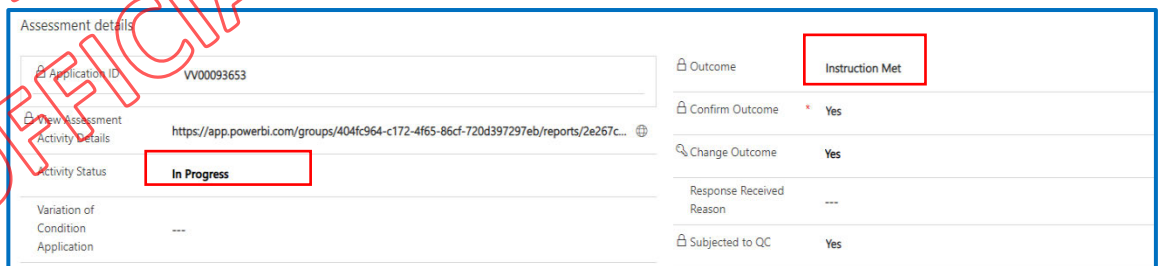
23. Mark activities as 'Instruction met'

- Select the 'Details' tab from the assessment activity banner followed by the Visa application link

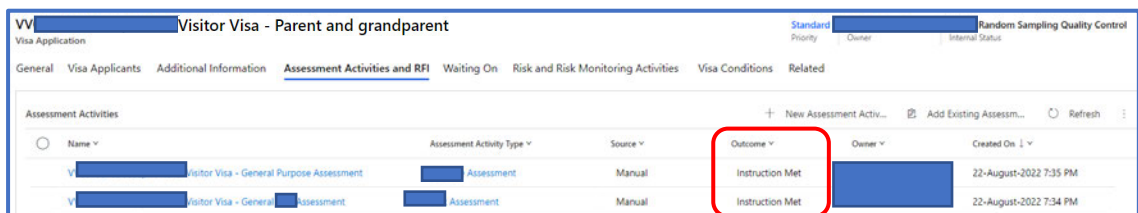


Complete the following fields as per the User guide

- Change the activity status to "Completed"
- Change the outcome to "Instructions Met"



24. Ensure that each activity included in the application is marked as 'Instruction met' as per the steps in the User guide.



25. Once all activities are marked as instruction met, the application should now be finalised and should no longer be showing on your dashboard.

- *Please note it may take 10-15 minutes for the system to sync with AMS and issue the visa.*

[End of process]

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Passport scan requirements for Visitor Visas in ADEPT

When to use

Use this procedure when a Visitor Visa application has been assigned to an immigration officer in ADEPT and before any assessment activities are conducted.

Context

Immigration instructions at E7.10.1 state that where an application is made on an electronic form in accordance with Regulation 23A or 23AA of the Immigration (Visa, Entry Permission and Related Matters) Regulations 2010, the applicant *may be* required to provide their original passport or travel document to an immigration officer if they are outside of New Zealand at the time they make the application; and not subject to a visa waiver to travel to New Zealand (E2.1); and not a person intending to travel on a People's Republic of China passport.

If an applicant meets the criteria above, the ADEPT system automatically created an activity for the applicant to submit their original passport or travel document for scanning to a VAC.

Changes have been made to the ADEPT system where such applicants are no longer required to submit their passport or travel document for scanning. An immigration officer is now able to accept a successful MRZ scan as meeting identity requirements and instructions at E7.10.1.

Role

- Immigration Officer (IO)
- Technical Advisor (TA)

Prerequisites

- Access to ADEPT
- Access to MRZ checker <https://www.documentchecker.com/rdo.dll/enter>
- You have been allocated a Visitor Visa application (including all associated activities) in ADEPT
- You have undertaken an assessment of the application form and other relevant documents and have established the applicant(s) is required to provide their passport or travel document for scanning. See [E7.10.1](#)

Steps

1. Open the ADEPT application (Visitor Visa – General)
2. Go to 'Related', and select 'Document Meta Data'
3. Open the passport or travel document for each applicant

4. Go to the 'Travel Document' page

To do this, follow the steps below:

- Go to 'Visa Applicants' tab
- Click on the applicant's name
- Go to 'Identity' tab
- Click on the travel document (make sure there is only one travel document listed here)

5. Check if the passport has been scanned by VAC

If the passport or travel document has been scanned by VAC, a digital URL should be available in the field below.

Note: IO is not required to click on the URL. The link confirms that a passport or travel document has been scanned.

The screenshot displays the Dynamics 365 ADEPT Application Processing System interface. The main content area shows a 'Travel Document' record for applicant 'Anakin Vader Skywalker'. The record details include:

Travel Document Issuing Authority	India
Place of Issue	---
Issue Date	1/01/2004
Expiry Date	1/01/2029
Require Sighting	Yes
Travel Document Sighted	No
Manual Verification Status	---
Is Primary Travel Document	Yes
Nationality As Shown in Passport	India
Lived in this country	---
Travel Document Number	K0867656723
Alert	---
Identity Document Presented Flag	No
Presented During	---
Holder or Endorsee	---
VAC Digital URL	---

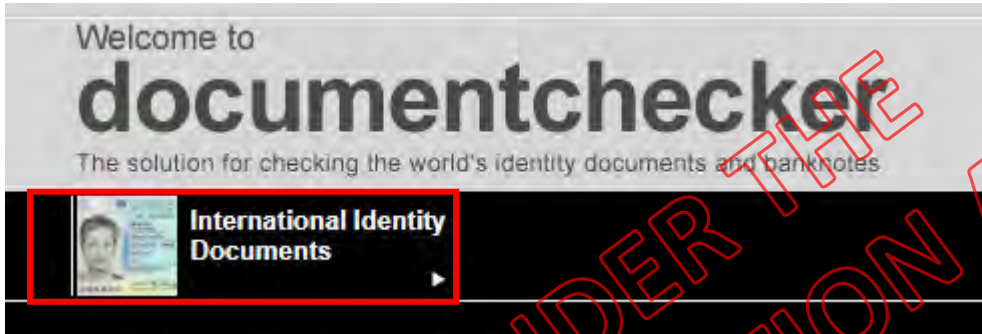
The 'VAC Digital URL' field is highlighted with a red rectangular box.

If the passport is scanned by VAC	Go to step 8
If the passport is not scanned by VAC	Go to step 6

6. Conduct a MRZ check on the passport or travel document number provided

To do this, follow the steps below:

- Go to <https://www.documentchecker.com/rdo.dll/enter>
- Click on 'International Identity Documents'



- Click on MRZ button on top left



- This will open a pop-up box (if you are unable to see the pop up, check if pop ups are enabled by the browser)
- Go to the Quick MRZ Check

To check the MRZ code please enter it below (starting from the top).

(optional)

Extra check on date of birth day ▾ month ▾ year ▾

Extra check on date of expiry day ▾ month ▾ year ▾

Check

?

[Go to the Quick MRZ Check](#)

- An updated pop up will appear as below:

Check the MRZ code on:

Machine readable passport

Machine readable identity card (type I: MRZ code of 3 lines)

Machine readable identity card (type II: MRZ code of 2 lines)

complete the following fields to check the MRZ code:

date of birth 01 ▾ - 01 ▾ - 1900 ▾

date of expiry 01 ▾ - 01 ▾ - 1985 ▾

nationality Afghanistan ▾

gender male ▾

Check

[Go to the Full MRZ Check](#)

- Enter the required information & click on 'Check'
- The pop up screen will be updated to a result screen with a set of characters framed in red. Check the area framed in red against the MRZ details on the passport.

CHN657411252407036

Note: Noted that in some documents, the M or the F is replaced by the sign <. The 3 character nationality code may also sometimes deviate.

Please also check the passport image against the application form image and confirm all biographical details the applicant has uploaded are a match to the biographical details on the application form.

Where there are concerns about any of these, officers should refer to their risk and verification team. Additionally, where an immigration officer considers it necessary, they retain the ability to request the physical passport to determine the application.

- 7. Ensure the 'Travel Document Number' is correctly recorded by comparing it against the passport copy provided and the MRZ check result.**
Repeat steps 4-7 for all applicants as necessary.
- 8. If the step above is completed successfully and no concerns have been identified, go back to the 'Travel Document' tab in ADEPT.**

9. Select Travel Document Sighted as 'Yes'

10. Select Manual Validation Status as 'Passed'

Dynamics 365 | ADEPT - Application Processing System

654852 - Unsaved
Travel Document

Default Team | Active
Owner | Status Reason

General | Related

Name	654852	Applicant	John Doe
Other	---	Visa Application	VV00000008 John Doe Visitor Visa - General
Travel Document Issuing Authority	Canada	Nationality As Shown In Passport	Canada
Place of Issue	---	Lived in this country	---
Issue Date	9/12/2018	Travel Document Number	654852
Expiry Date	9/12/2028	Alert	---
Require Sighting	Yes	Identity Document Presented Flag	No
Travel Document Sighted	Yes	Presented During	---
Manual Validation Status	Passed	Holder or Endorsee	Holder
Is Primary Travel Document	Yes	AAC Digital URL	---

11. Select 'Save and Close' from the top menu to complete the activity.

12. Continue with the assessment activities

[End of process]

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Process to request Quality Check for ADEPT applications (VV)

Standard Operating Procedure

Version 1.1

Immigration Officers

When to use

Use this procedure during the assessment of a Visitor Visa - ADEPT application (including all associated activities) where you are still required to put applications through for a Quality Check to be undertaken.

(If you are unsure if you need to put the application through for a Quality check – please ask your manager)

Context

When INZ started processing Offshore Visitor visa applications in ADEPT, it was decided that RSQC would be set at 100% meaning that all applications would generate an RSQC before the application would be finalised regardless of whether an Immigration Officer actually needed to be Quality Checked for that application.

The approach has changed, RSQC will no longer be set at 100% and instead there will be a **manual Quality check process** for all staff that have not yet met the required quality threshold to be removed from RSQC (and for all applications that would normally require a Quality Check as per the Quality Control SOP) and all applications that are being put forward to be declined.

Role

- Immigration Officer (IO)
- Immigration Manager (IM)
- Technical Advisor (TA)

Prerequisites

- Access to ADEPT
- You have been allocated a Visitor Visa application (including all associated activities) in ADEPT

- You have undertaken an assessment of the application form and other relevant documents as required to complete the application activities identified by ADEPT.
- You are ready to make your decision and progress the application to the next stage

Steps

1. Open the ADEPT application (Visitor Visa)
2. Ensure that you undertake all of the necessary checks as indicated by the activities generated in ADEPT for your application
3. **IMPORTANT: Please do not select the 'Instruction met' dropdown for the outcome of ANY of the assessment activities (unless ONE of the below exceptions apply).**

If...	Then...
The outcome for at least one of the included activities is 'RFI'...	Select RFI as the outcome for those activities alone so that the RFI activity can generate. Assess the RFI activity as normal but DO NOT select an outcome for the RFI activity prior to QC – proceed to the steps below
<div style="position: absolute; top: 5px; left: 5px; font-size: small;">s6(c)</div>	

4. Once you have determined if instructions are met or not and you are ready to put the application forward to QC please follow the steps below:

- Change the activity status of ALL included activities to 'ON HOLD' as per the screenshot below

Activity Status	Completed
Variation of Condition Application	Unallocated
	In Progress
	On Hold
	Response Received

- Send an email to hendersonqc@mbie.govt.nz using the following template:

<p>If you are satisfied that instructions are met:</p>	<p>Subject line: VVxxxxxxx QC for Approval Body of email: <i>Activities included in the application: Purpose/Risk/Character</i> <i>Risk level: Choose an item.</i> <i>VVG or Special Category: Click or tap here to enter text.</i> <i>I am satisfied that all instructions are met and the application is decision ready</i></p>
<p>If you are NOT satisfied that instructions are met:</p>	<p>Subject line: VVxxxxxxx QC for Decline Body of email: <i>Activities included in the application: Purpose/Risk/Character</i> <i>Risk level: Choose an item.</i> <i>Reason for decline: Choose an item.</i> <i>VVG or Special Category: Click or tap here to enter text.</i> <i>I am NOT satisfied that all instructions are met and the application is decision ready</i></p>

*Please avoid sending multiple emails to this inbox regarding the same application number.

5. Process after the QC email has been sent to hendersonqc@mbie.govt.nz

- Technical Advisor to undertake QC assessment of the application as per the current QC standard operating procedure and the QC will be carried out in the QC Tool.

<p>If rework is required</p>	<p>The TA will add a note into the 'General notes' of the ADEPT application to advise rework is required.</p>
-------------------------------------	---

	<p>The TA will send an email to the Immigration Officer indicating what rework is required.</p> <p>Once rework is completed the Immigration Officer is to send an email to the TA who completed the initial QC using the following template.</p> <p>Subject line: VVxxxxxxx Rework QC for Approval/Decline</p> <p>Body of email: <i>Rework undertaken: (Brief description)</i> <i>I am satisfied that all instructions are met/not met and the application is decision ready</i></p> <p>If the TA is satisfied that no further rework is required the steps below will be undertaken.</p>
<p>If rework is not required</p>	<p>The TA will send an email to the Immigration Officer to advise that the application can be finalised.</p> <p>Subject line: VVxxxxxxx QC Completed</p> <p>The TA will add a note into the 'General notes' of the ADEPT application indicating that the QC has been completed with no concerns identified.</p> <p>The Immigration Officer is to follow the steps below to finalise the application:</p> <ol style="list-style-type: none"> 1. Change the activity status for ALL included activities to COMPLETED 2. Mark the activity 'Outcome' field as either INSTRUCTION MET or INSTRUCTION NOT MET <div data-bbox="552 1480 1114 1570" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <input type="text" value="Outcome"/> <input type="text" value="Instruction Met"/> </div> <ol style="list-style-type: none"> 3. Mark the activity 'Confirm outcome' field as YES 4. For approvals: Once the 'Outcome' field has been completed for all included activities the application should automatically finalise in ADEPT. For declines: Follow the decline process as outlined in the ADEPT user guide.

[End of process]

Creating visa conditions for Parent/Grandparent Visitor Visa applications in ADEPT

When to use

Use this procedure when assessing a Parent/Grandparent Visitor Visa (VV) - ADEPT application where an Immigration Officer is required to create a new visa condition that will override the default and add notes to be displayed on the eVisa letter.

Context

Currently, it is recommended that only one of the following three highlighted Approval Condition Collections are used:



A screenshot of a list of Approval Condition Collections in ADEPT. The list contains five items, each with a radio button and a text label. The first three items are highlighted in yellow: 'Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection', 'Visitor Offshore - Single entry - Waive funds/OWT', and 'Visitor Offshore - Multi entry - Waive funds/OWT'. The other two items are 'Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection' and 'Visitor Offshore - Single Entry - Approval Condition Collection'.

- Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection
- Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection
- Visitor Offshore - Single entry - Waive funds/OWT
- Visitor Offshore - Multi entry - Waive funds/OWT
- Visitor Offshore - Single Entry - Approval Condition Collection

However, the above three sets of Approval Condition Collections do not include the length of permitted stay and sponsorship visa conditions for Parent/Grandparent Visitor Visas. It is important to impose the mandatory conditions on a visa label to ensure Parent/Grandparent Visitor Visa holders comply with its conditions.

Immigration officers (IO) are required to add notes to a visa in ADEPT to ensure the mandatory visa conditions are added to the eVisa letter.

Role

- Immigration Officer (IO)

Prerequisites

- Access to ADEPT

Steps

1. Open the Parent/Grandparent Visitor Visa in ADEPT.

2. Ensure that you undertake all of the necessary checks as indicated by the activities generated in ADEPT for your application.
3. Once you are satisfied all the activities included in the application meet immigration instructions and you have created a custom visa condition (non – default visa condition) in the Purpose activity, please follow the steps below.

NOTE: do not mark activities as 'Instruction Met' until AFTER you have completed the steps below and added the note

- Open the **Visa Applicant** screen from the main ADEPT application page.
- Click applicant full name
- Select the **Visa & Approvals** tab of the Visa Applicant screen
- On the top grid, you will see the **Add Notes to Visa Letter**. Select "Yes"
- In the **Additional Notes for VISA letter** grid, add the following:
"Additional conditions which if breached, may result in you becoming liable for deportation. The holder is entitled to stay a maximum of 18 months within currency of Expiry date of Travel. The holder of this visa is sponsored."

Add Notes to Visa Letter	Yes
Additional Notes for VISA letter	* Additional conditions which if breached, may result in you becoming liable for deportation. The holder is entitled to stay a maximum of 18 months within currency of Expiry date of Travel. The holder of this visa is sponsored.

- Click on the **Save and Close** button to save your changes.
- The notes will be displayed on the visa letter once the visa is issued.

NOTE: The process of adding a note to a visa letter is also outlined in section 4.12.14 of the ADEPT user guide.

4. Once you have added the note in ADEPT, you can complete the activities as outlined in the User Guide and mark them as 'Instruction Met'.

[End of process]

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Processing Visitor Visas in ADEPT that include RIG Assessment activities

Henderson TA
Version 1.0

When to use

Use this procedure when a Visitor Visa application in ADEPT includes a *RIG ASSESSMENT ACTIVITY*.

Context

When assessing Visitor visa applications in AMS, Immigration Officers are required to undertake an assessment of the RIGs where required to determine if a referral to RAT or SAT is required.

It has been clarified that this is not the same process when assessing Visitor visa applications in ADEPT. All Visitor visa applications that include *RIG ASSESSMENT ACTIVITIES* in ADEPT are to be assessed by the SAT team.

Visitor Visas in ADEPT are currently being processed using an 'Application based' approach and the guidance below will cover both scenarios - 'Application based' and 'Activity based' processes.

Role

- Immigration Manager
- Immigration Officer

Prerequisites

Please only use this SOP if one of the following applies (click on the applicable link):

Application-based processing in ADEPT	For Immigration Managers	You are allocating Visitor Visa applications to Immigration Officers to process
	For Immigration Officers	You have been allocated an application that includes a RIG ASSESSMENT ACTIVITY
	For Immigration Officers	You have an on-hand application(assessment in progress) that contains a RIG assessment activity
	For Immigration Managers	Immigration Officers have pushed-back a RIG ASSESSMENT ACTIVITY that they have pulled that needs to be referred to SAT.

Activity-based processing in ADEPT	For Immigration Officers	You have pulled a <i>RIG ASSESSMENT ACTIVITY</i> and the activity is currently sitting on your dashboard
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Allocating ADEPT Visitor Visa applications to Immigration Officers to process

Application-based processing

Immigration Managers

1. Before allocating an application (including all activities) to an Immigration Officer you will need to check if there are any *RIG ASSESSMENT ACTIVITIES* included.

If...	Then...
There is a <i>RIG ASSESSMENT</i> activity included...	Do not allocate this application to the Visitor Visa processing IO. This application must first be assessed by the SAT team and should be put into the 'SAT queue'
There is NO <i>RIG ASSESSMENT</i> activity included...	Proceed as normal to allocate the application

End of process

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Process when you have an on-hand Visitor Visa application that includes a RIG Assessment Activity.

Application-based processing

Immigration Officers

1. Open the application in ADEPT and open the *RIG ASSESSMENT* activity.
2. Determine whether you can continue with the assessment of the application

If...	Then...
The <i>RIG ASSESSMENT</i> activity has been completed and finalised by the SAT IO...	Proceed with your assessment of the other activities
The <i>RIG ASSESSMENT</i> activity has been assigned to you and you have undertaken a partial assessment, or you are ready to determine the outcome of the activity....	Push-back ALL activities to your IM as this will need to be re-allocated to the SAT team.

End of process

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Process when an Immigration Officer has pushed-back activities that are included in an application that includes a RIG ASSESSMENT activity.

Activity-based processing Immigration Managers

The Immigration Officer should have only pushed the *RIG ASSESSMENT* activity back to the IM if the *RIG ASSESSMENT* activity has not been completed/assessed by a SAT officer.

If...	Then...
The <i>RIG ASSESSMENT</i> activity has not been assessed by SAT IO...	This application must first be assessed by the SAT team and should be put into the 'SAT queue'.
The <i>RIG ASSESSMENT</i> activity has been assessed by SAT IO...	The application should be processed by the IO and should be returned to them to continue processing.

End of process

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Process when you have pulled a RIG Assessment Activity.

Activity-based processing

Immigration Officers

RIG ASSESSMENT activities should not be in the pool of activities for IOs to pull from as these should only be assessed by the SAT team.

If this happens - **Push-back the activity to your IM as this will need to be allocated to the SAT team.**

End of process

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Lapsing a Visitor Visa application in ADEPT

Henderson TA
Version 1.0

When to use

Use this procedure when an applicant applies for a Visitor Visa in ADEPT and ONE of the following criteria apply (while the application is in progress):

1. Urgent escalations (IM/PL/VOM) – where the application is not able to be progressed through ADEPT and is instead finalised in AMS.
2. The Immigration Officer has determined that the application should be closed/finalised where **no 'Withdraw request' activity is present in ADEPT.**
3. The applicant is UNLI, holds a Limited Visa, on an interim visa or transit visa.

Note: This SOP should not be used where the applicant has already requested to Withdraw their Visitor visa application via the online system.

Context

Lapsing a Visitor Visa in ADEPT is used to close or finalise an application without any further action required from the applicant.

In scenarios where the applicant has initiated the withdraw request through the online system – the ADEPT user guide steps '**4.12.8 Manage Withdrawal**' should be used (do not continue with this SOP).

Lapsing an application means that 'Withdrawal request' activities will no longer generate and are not required to lapse the application in ADEPT.

In regard to point 3 above: Under Section 20 of the Immigration Act 2009, people who are unlawfully in New Zealand are not able to apply for further visas. As per E2.15(b) a Limited Visa holder, interim visa holder or transit visa holder may not apply for a temporary visa. There are instances where ADEPT has accepted applications from these applicants despite of their ineligible status and therefore, Immigration officers should lapse these applications to finalise them.

Role

- Immigration Officer (IO)
- Immigration Manager (IM)

Prerequisites

You have:

- ADEPT access

Steps

1. Determine which process to follow based on the circumstances of your application:

If...	Then...
You have an Urgent escalation (IM/PL/VOM) – where the application is not able to be progressed through ADEPT...	Use the following SOP: Lapsing an application due to an Urgent escalation where the application cannot be finalised in ADEPT
You have determined that the application should be closed/finalised where no 'Withdraw request' activity is present in ADEPT...	Use the following SOP: Lapsing an application where no 'Withdraw request' activity is present
The applicant is UNLI, holds a Limited Visa, on an interim visa or transit visa...	Use the following SOP: Lapsing a Visitor visa application where the applicant was not eligible to apply (UNLI, LV holder, IV or TV)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Lapsing an application due to an Urgent escalation where the application cannot be finalised in ADEPT

1. Create a new Paperless VV application in AMS (ensure correct category is selected i.e. VV, General, Covid-19, Super Yacht)

- Ensure that you use the same 'Date tendered' as the ADEPT application.
- Add a note to explain why the new VV was raised in both AMS and ADEPT (general notes)
- Add any secondary applicant/s to the application if required
- Complete all lodgement requirements
- Link new AMS application number to existing ADEPT AMS application number in AMS
- Initiate Risk
- Request SIO/TA or IM to waive the fees
- Locate the application supporting documents in ADEPT
- Process application in AMS and assess BAU for an AMS VV application.
- Ensure final visa assessment is recorded in AMS notes if required
- Ensure the application is QC'd by a TA if required

2. Finalise application and send out e-visa (Amend the standard letter, if required)

3. Check if there are any outstanding assessment activities.

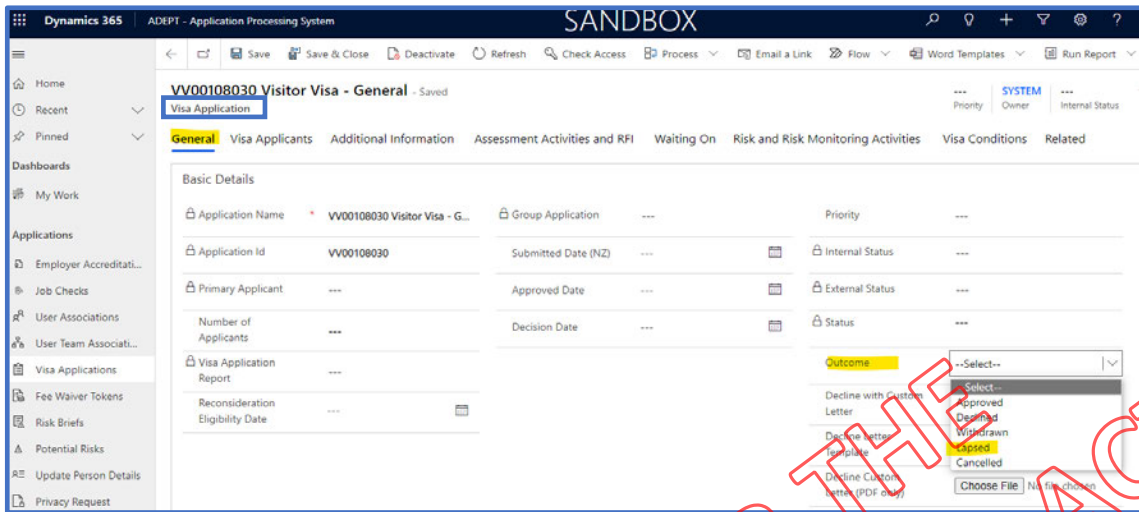
If there are outstanding activities, close each activity by changing the **Outcome** field to **Cancelled** from the 'Assessment Activity' page.

The screenshot displays the Dynamics 365 ADEPT Application Processing System interface. The main window shows an 'Assessment Activity' for application ID RV00848274. The 'Outcome' field is currently set to '--Select--' and is open, showing a dropdown menu with the following options: '--Select--', 'Instruction Met', 'Require Further Info', and 'Cancelled'. A blue arrow points to the 'Cancelled' option. The 'Activity Status' is 'In Progress' and the 'Assessor' is '---'. The 'Subjected to QC' field is also set to '--Select--'. The 'Complete assessment activity' button is visible at the top right of the assessment details section.

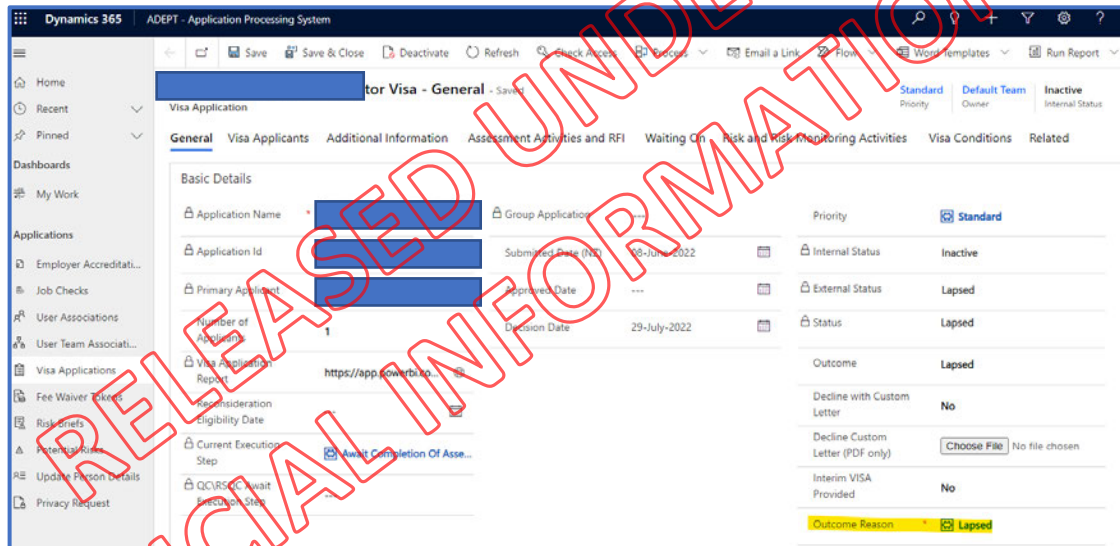
4. To lapse the application:

Go to the 'Visa application' screen

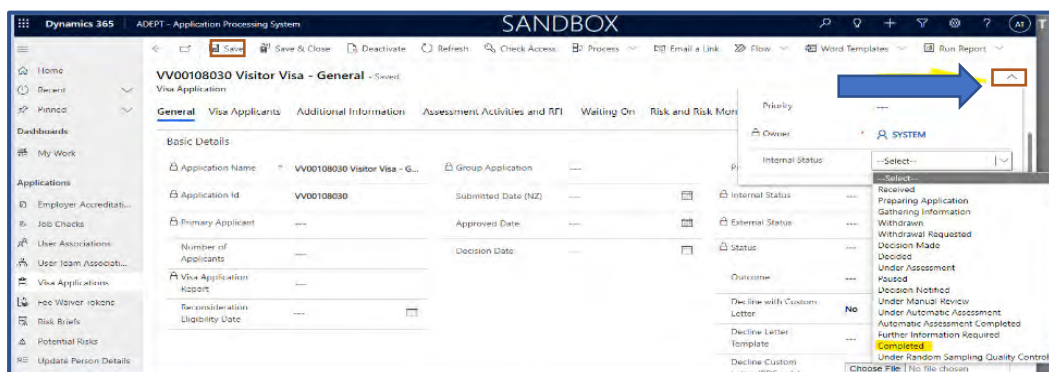
Set the value of the **Outcome** field to **'Lapsed'** in the **General Tab** of the application



Set the value of the **Outcome Reason** field as **'Lapsed'**



Select the dropdown next to the **'Internal Status'** field in the top right-hand corner of the **Visa application** screen and change the internal status to **'Completed'**. Click **Save**.



Note: When lapsing an application, the system will automatically:

- Update the external client status to 'Lapsed'
- Update the system status to 'Inactive'
- Sync the record with AMS so that the application record in AMS is made inactive

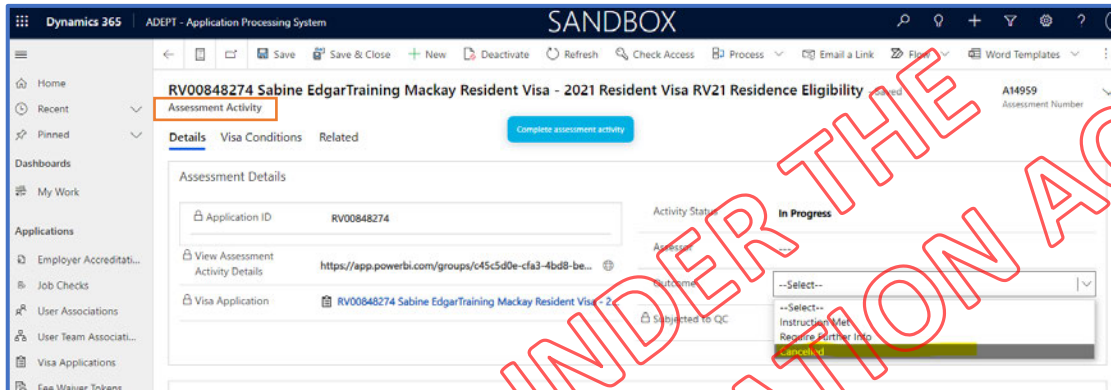
End of process.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Lapsing an application where no 'Withdraw request' activity is present

1. Check if there are any outstanding assessment activities.

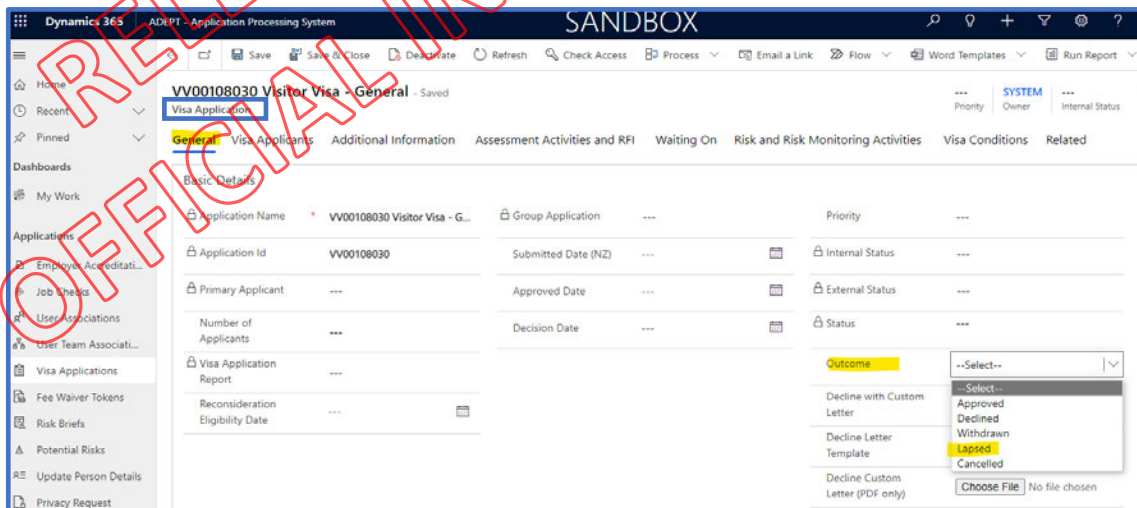
If there are outstanding activities, close each activity by changing the **Outcome** field to **Cancelled** from the 'Assessment Activity' page.



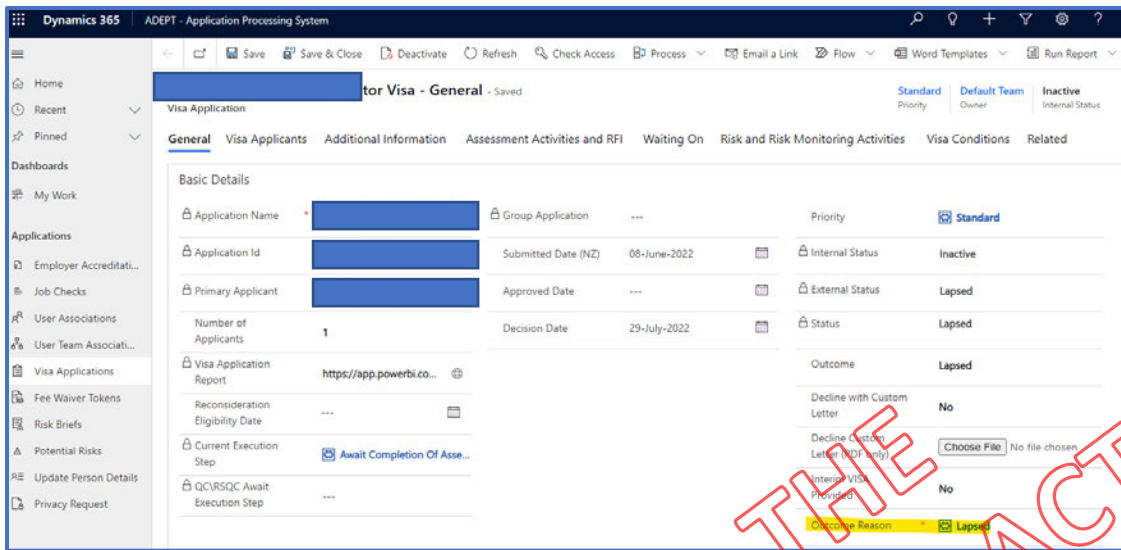
2. To lapse the application:

Go to the 'Visa application' screen

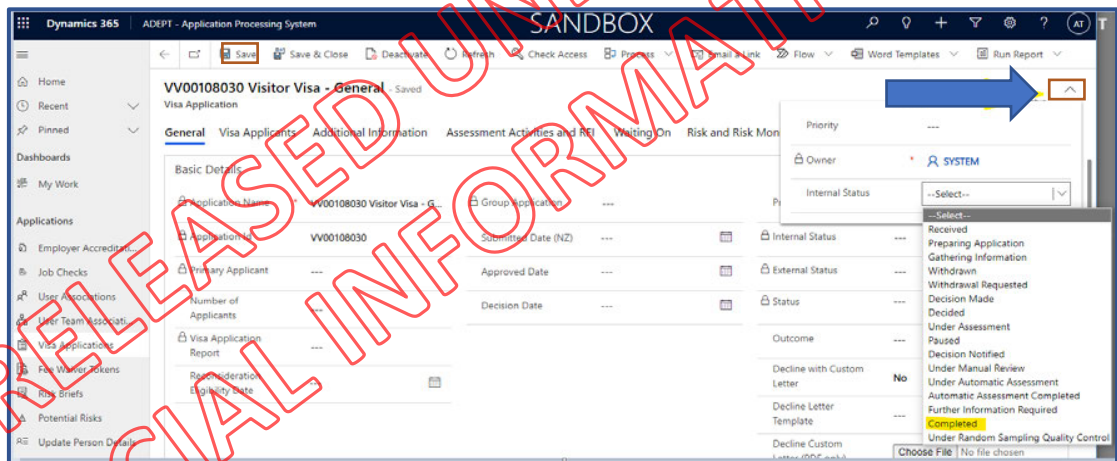
Set the value of the **Outcome** field to **Lapsed** in the **General Tab** of the application



Set the value of the **Outcome Reason** field as **'Lapsed'**



Select the dropdown next to the 'Internal Status' field in the top right-hand corner of the **Visa application** screen and change the internal status to **'Completed'**. Click **Save**.



Note: When lapsing an application, the system will automatically:

- Update the external client status to 'Lapsed'
- Update the system status to 'Inactive'
- Sync the record with AMS so that the application record in AMS is made inactive

3. Determine if the applicant is eligible for a refund

If...	Then...
Substantive work has been carried out on the application ... OR Application will be re-raised and finalised in AMS...	The applicant is not eligible for a refund but you can continue to lapse/finalise the application. Proceed to Step 4 to send the Withdraw letter.

No/minimal work has been carried out on the application...	The applicant MAY be eligible for a refund – discuss with IM Proceed to Step 4 to send the Withdraw letter.
--	---

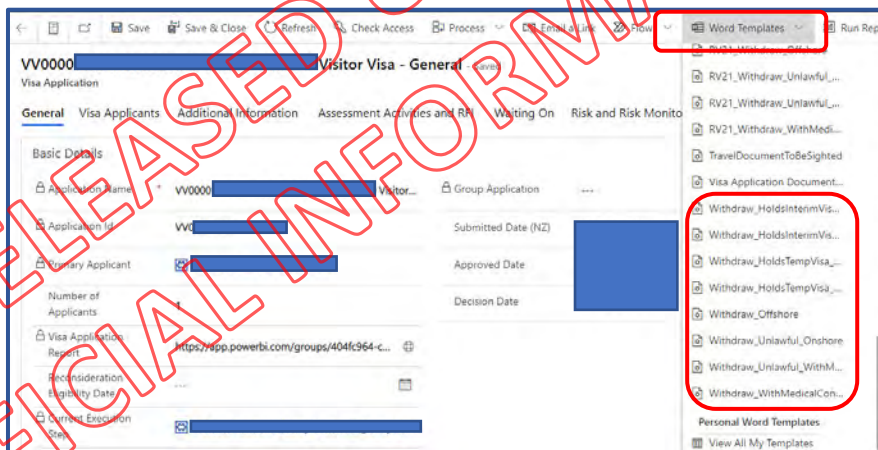
4. Communicating with the applicant

A 'Withdraw request' activity will NOT be generated in ADEPT for an Immigration Officer to action.

The application will be lapsed in ADEPT and as a result, the Withdraw letter will need to be sent *outside of ADEPT*.

5. Sending the withdraw letter

- From the Visa application screen in ADEPT, click on the drop-down arrow next to 'Word templates' and select the relevant option for your application (Offshore, onshore, temp visa holder, interim visa holder, unlawful etc.)



- Once selected, the template should appear in your downloads, and you should be able to add/customise as required.
- Ensure that you double check the details in the letter and ensure that all included applicants are listed.
- Ensure that you explain in the letter why the application is being closed/withdrawn
- **If an IM has approved the fee refund:** You will need to add a 'Refund' blurb into the letter as this is not part of the default template in ADEPT.

Fee refund

We note you have paid fees to apply for your visa. In this case, given the circumstances, a fee refund request has been approved for this application only. You will need to action the steps below in order to process the refund.

Please visit our website to download the INZ 1183 Customer refund form:
<https://www.immigration.govt.nz/new-zealand-visas/already-have-a-visa/my-situation-has-changed/visit/can-i-get-a-refund-for-my-application-fee>.

Complete the form and attach it to an email in response to this letter at your earliest convenience to avoid delays in processing the refund.

- Save the letter as a PDF document and send the letter to the applicant via email with the withdrawal letter as an attachment. (Cross-check the email address in the application form to ensure the contact details are correct)
- You will also need to upload the letter using the ADEPT user guide **2.12 Uploading Documents** steps ensuring that you select the 'External' option so that the letter is also visible here to the applicant.
- Place a general note into the application to confirm that the letter has been sent via email and uploaded into the applicant's account.

6. Additional steps for refunds

Once the refund form has been received:

- Advise the applicant they will be contacted by the support team (SO) for the refund process.
- IO to send a refund request (cc the approving IM) to INZHendersonSupport@mbie.govt.nz with the subject:
- **[REFUND, app number, name of applicant]**.
- Include the refund request and any relevant information in the email.
- Add an AMS note, eg: I have emailed INZ Henderson Support and requested the refund process to start – IM (name the IM) has approved – Reason and Amount.
- Please **DO NOT** send any forms or links to the applicant.

The Support team will complete the refund process from here.

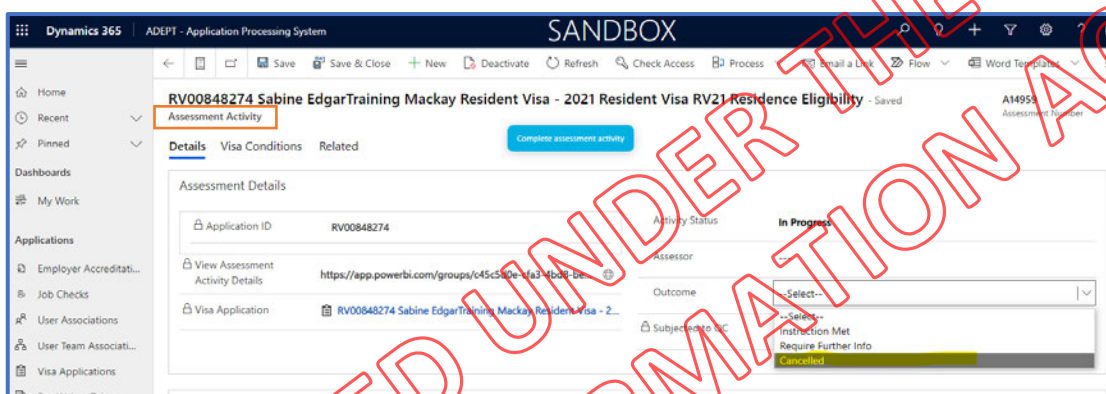
NB: This process will start within 48hrs from when the email is received by the Support team.

End of process.

Lapsing a Visitor visa application where the applicant was not eligible to apply (UNLI, LV holder, IV or TV)

1. Check if there are any outstanding assessment activities.

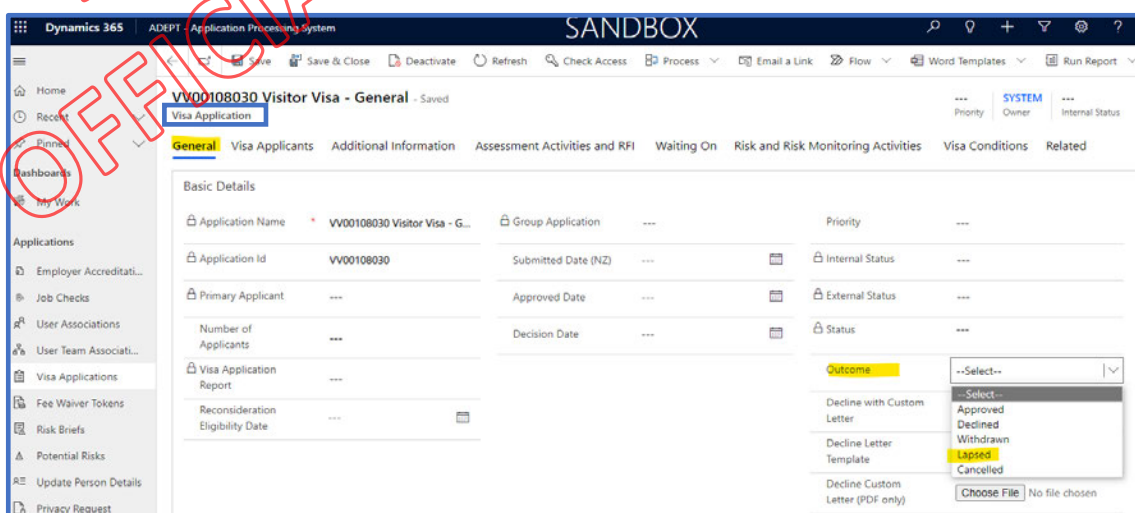
If there are outstanding activities, close each activity by changing the **Outcome** field to **Cancelled** from the 'Assessment Activity' page.



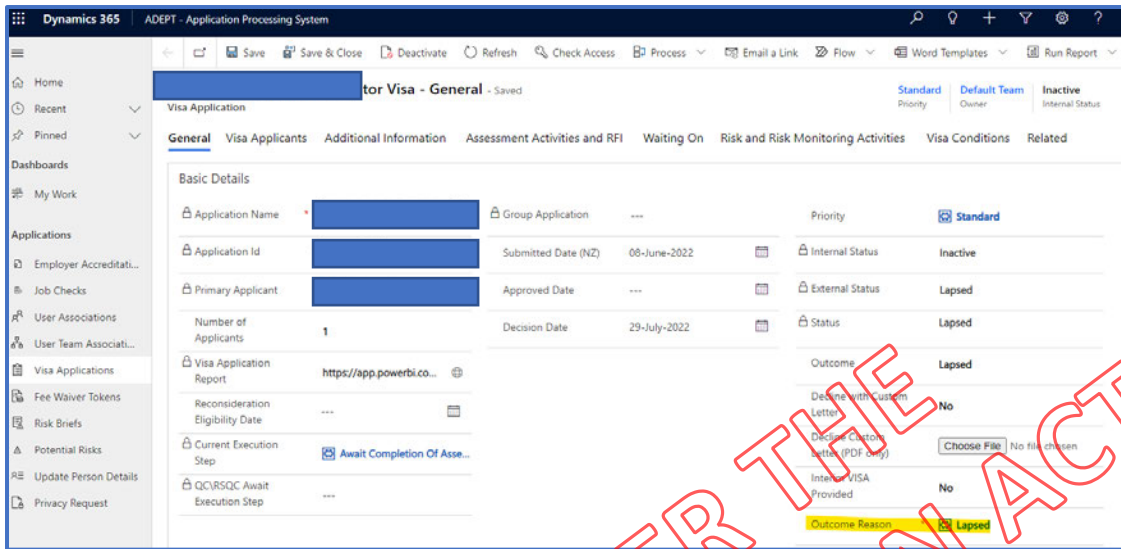
2. To lapse the application:

Go to the 'Visa application' screen

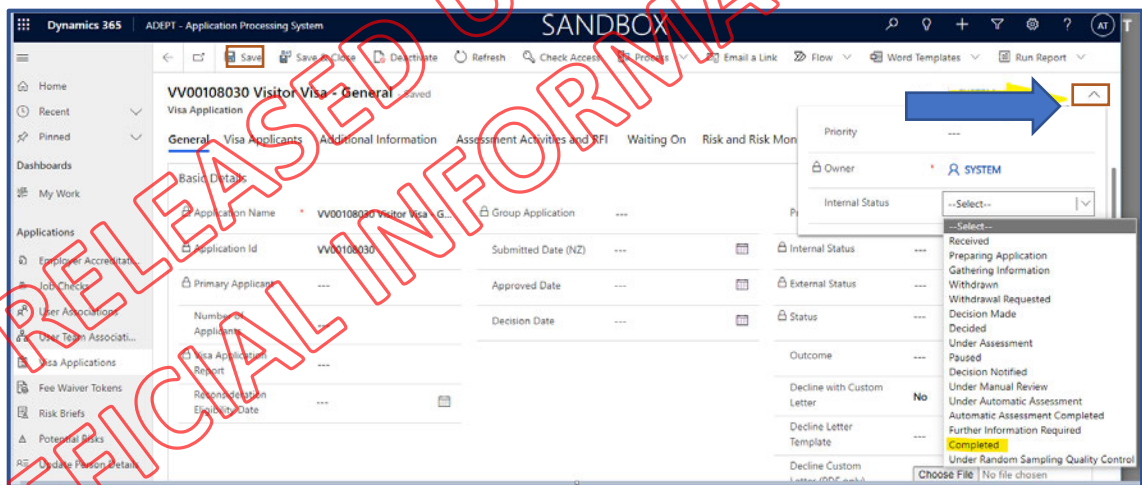
Set the value of the **Outcome** field to '**Lapsed**' in the **General Tab** of the application



Set the value of the **Outcome Reason** field as **'Lapsed'**



Select the dropdown next to the 'Internal Status' field in the top right-hand corner of the **Visa application** screen and change the internal status to **'Completed'**. Click **Save**.



Note: When lapsing an application, the system will automatically:

- Update the external client status to 'Lapsed'
- Update the system status to 'Inactive'
- Sync the record with AMS so that the application record in AMS is made inactive

3. Communicating with the applicant

Email the client and advise them their application has been lapsed and the fee will be refunded.

Suggested email templates found here: [Email templates for Scenario 3](#)

4. Once the refund form has been received:

- Advise the applicant they will be contacted by the support team (SO) for the refund process.
- IO to send a refund request (cc the approving IM) to INZHendersonSupport@mbie.govt.nz with the subject:
- **[REFUND, app number, name of applicant].**
- Include the refund request and any relevant information in the email.
- Add an AMS note, eg: I have emailed INZ Henderson Support and requested the refund process to start – IM (name the IM) has approved – Reason and Amount.
- Please **DO NOT** send any forms or links to the applicant.

The Support team will complete the refund process from here.

NB: This process will start within 48hrs from when the email is received by the Support team.

End of process.

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Suggested email templates for UNLI, IV/LV and TV holders

Beginning of template

Dear [XYZ],

Thank you for your application for a Visitor Visa – General. We received your application on [DATE].

Your application

Unfortunately, we need to advise you that we have not accepted your application because you do not hold a valid visa that allows you to be in New Zealand. Your last valid visa expired on [DATE] or You were on a limited visa /interim visa/ transit visa when you lodged this application. We are therefore returning your application without processing it.

Under section 20 of the Immigration Act 2009, people who are unlawfully in New Zealand are not allowed to apply for further visas.

Or

as per Immigration Instruction E2.15(b) a limited visa holder, interim visa holder or transit visa holder may not apply for a temporary visa.

We can find no exceptional circumstances in your application that might allow Immigration New Zealand to grant a visa as a matter of absolute discretion.

[Use the next paragraphs if the applicant was UNLI when they lodge the application. Delete these instructions.]

You no longer hold a valid visa

As you no longer hold a valid visa, you must arrange to leave New Zealand immediately.

Please see further information here on next steps:

[If you do not leave New Zealand before your visa expires | Immigration New Zealand](#)

Liability for deportation and appeal rights

You must hold a valid visa at all times and depart New Zealand before it expires. If you remain after it expires you will be in New Zealand unlawfully; you will then be liable for deportation. If you are deported from New Zealand, you will be unable to return until the end of any prohibition period and have paid any costs of your deportation. If you are in New Zealand unlawfully and depart voluntarily you may still be deemed to be deported, but you will not be subject to any prohibition period.

If you wish to appeal against your liability for deportation, you may do so on humanitarian grounds no later than 42 days after first being in New Zealand unlawfully. Further information on how to appeal to the Immigration and Protection Tribunal is available on its website:

www.justice.govt.nz/tribunals/ipt

Refund of fees

We note you have paid fees to apply for your visa. You are entitled to have these fees refunded as we cannot process your application.

Please visit our website to download the INZ 1183 Customer refund form:

<https://www.immigration.govt.nz/new-zealand-visas/already-have-a-visa/my-situation-has-changed/visit/can-i-get-a-refund-for-my-application-fee>.

Complete the form and attach it to an email in response to this letter.

Or

[Use the next paragraphs if the applicant had a valid limited/ interim/ transit visa when they lodge the application. Delete these instructions.]

Liability for deportation and appeal rights

The expiry date of your limited/ interim/ transit visa is [date]. If you remain in New Zealand after your visa expires, you will be unlawfully in New Zealand and will be liable for deportation. If this happens, your unlawfulness and liability for deportation will begin on the second day after the expiry date of your visa.

If you do not leave voluntarily before you are served with a deportation order, you may be prohibited from returning to New Zealand in the future.

If you are deported from New Zealand, you will be unable to return until the end of any prohibition period and have paid any costs of your deportation. If you are in New Zealand unlawfully and depart voluntarily you may still be deemed to be deported, but you will not be subject to any prohibition period.

If you wish to appeal against your liability for deportation, you may do so on humanitarian grounds no later than 42 days after first being in New Zealand unlawfully. Further information on how to appeal to the Immigration and Protection Tribunal is available on its website:

www.justice.govt.nz/tribunals/ipt

Refund of fees

We note you have paid fees to apply for your visa. You are entitled to have these fees refunded as we cannot process your application.

Please visit our website to download the INZ 1183 Customer refund form:

<https://www.immigration.govt.nz/new-zealand-visas/already-have-a-visa/my-situation-has-changed/visit/can-i-get-a-refund-for-my-application-fee>.

Complete the form and attach it to an email in response to this letter.

End of template

Character Waivers in ADEPT

Context: With the continued processing of Visitor Visas in ADEPT, it has been identified that a modified process is required in order to complete ADEPT applications which require a Character Waiver.

The Assessment Waiver Form, with its current functionality in ADEPT, is not fit for purpose due to a lack of character space and viewing functionality. Character Waivers at times can be lengthy. Due to the lack of character space, this means that both Immigration Officers and Technical Advisors are not always able to sufficiently complete the text fields in ADEPT Assessment Waiver form. Additionally, the small text boxes in the Assessment Waiver Form in ADEPT make reviewing and reading the Character Waiver difficult.

Solution: While a change request has been submitted, an interim process has been devised until functionality is improved. This interim process will still require IO's to submit the Assessment Waiver Form through the ADEPT system. However, IO's and TA's will **not** use the text boxes in the ADEPT Assessment Waiver Form and will instead upload their Character Waiver in a Word Document to ADEPT.

Note: This interim process **only** applies to applications processed through ADEPT. The Character Waiver process in AMS remains the same.

The interim ADEPT process is outlined as per below:

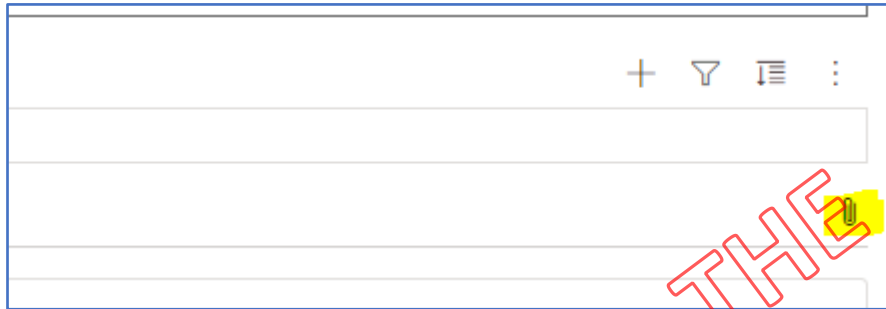
Steps:

1. Create the assessment waiver in ADEPT as per the user guide. Steps are outlined in section 4.12.4 of user guide.
2. Rather than using the text boxes provided in the Character Waiver form in ADEPT – use the blank Character waiver template (attached to email).
3. Complete the Character Waiver template with the relevant information.
4. In the 'Eligibility' field in the ADEPT assessment waiver form – state *“Refer to attached word document for Character Waiver Assessment”*.

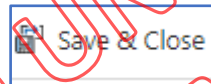
Eligibility

Refer to attached word document for Character Waiver Assessment

5. Attach the Character Waiver using the attachment button as per below. The attachment button can be found on the lower right-hand side of the Assessment Waiver Form in ADEPT.



6. Select the 'Save & Close' button on Assessment Waiver.



7. This will then populate the Character Waiver request in the TA dashboard. A TA will review and complete the character waiver. The TA will email you with the decision but will also either approve or reject the character waiver in ADEPT depending on the decision of the character waiver.

The same process will apply for Police Certificate waiver requests for ADEPT applications. However, attach the relevant PC waiver template please (blank PC waiver template attached to email).

Scenario 1:

Assessment criteria relating to medicals has populated in **PURPOSE** activity

- Answer 'No' to the related Assessment Criteria within the Purpose Activity.
- This will generate an Assessment Concern.
- Add rationale and select 'Require Further Info' for the Outcome of the Purpose Activity.
- In the RFI/PPI activity generate a RFI letter (RFI Named IO Visa Application Letter). It should populate with the relevant assessment concern.
- You may need to customise the letter if required
 - If they were ASH with conditions previously and you can use their **previous** medicals (less than 36m from lodgement + no additional health concerns noted) then you can format letter as per **Appendix 1**. Note – minor changes may be required.
 - If they need brand new medicals (as previous medicals are older than 36m) request they provide new medicals (GMC and/or CXR). See letter in **Appendix 2**.
- Send the letter to the client via ADEPT.
- IF, using the previous health case & only further tests are required
 - Locate the health case in IHS and go to the 'Visa Details' tab.
 - In the Visa Details tab select 'Add Application'
 - Enter the relevant ADEPT VV number into the 'Application ID' field.
 - This will populate data – do not input anything into 'Intended Work Activity' field.
 - Click Save.
 - This Visa Pak provides additional context: [VISA PAK 519](#)
- IF, requesting new medicals
 - Once you have sent the RFI the applicant will need to upload their e-medical sheet to their online account.
 - Once you have the NZER/NZHR number you will need to check to see whether the Panel Physician has submitted the case or not (this can sometimes take a week +).
 - Once the health case is submitted, add the visa application number to the IHS case as per the steps of above.
- Once medicals are received and completed (and if instructions are met) add rationale to RFI/PPI activity and mark as Instruction Met.

Scenario 2:

If a risk relating to **active** health warning generates for the **RISK** activity.

- Consider the content of the warning to determine what is required (E.g. Further tests/info or new medicals)
- As per above
 - if previous medicals have been completed within 36m from lodgement of this application, they may just need to provide the additional tests (if no additional concerns noted in warning + health declarations).
 - If previous medicals are *older* than 36m they will need to provide new medicals. Speak to a TA if unsure what to request.
- Add rationale to risk activity.
- Mark risk activity as 'Require Further Info'
- In the RFI/PPI activity generate an RFI letter (RFI Named IO Visa Application Letter)

- It will populate blank (as there are no assessment concerns raised in the risk activity) however you can add in what medicals you are requesting. You will need to customise the letter.
 - If previous medicals are still valid and they just need to provide tests – pull the further requirements from their last IHS health case and insert + include previous IHS case numbers. **See Appendix 1**
 - If new medicals are required – **see Appendix 2.**
- Send the letter to the client via ADEPT.
- IF, using the previous health case & only further tests are required
 - Locate the health case in IHS and go to the 'Visa Details' tab.
 - In the Visa Details tab select 'Add Application'
 - Enter the relevant ADEPT VV number into the 'Application ID' field.
 - This will populate data – do not input anything into 'Intended Work Activity' field.
 - Click Save.
 - This Visa Pak provides additional context: [VISA PAK 519](#)
- IF, requesting new medicals
 - Once you have sent the RFI the applicant will need to upload their e-medical sheet to their online account.
 - Once you have the NZER/NZHR number you will need to check to see whether the Panel Physician has submitted the case or not (this can sometimes take a week).
 - Once the health case is submitted, add the visa application number to the IHS case as per the steps of above.
- Once medicals are received and completed (and if instructions are met) add rationale to RFI/PPI activity and mark as Instruction Met.

NOTE: If client was previously ASH with conditions and previous medicals are expired – they may not require **BOTH** a GMC and CXR. It will depend on the outcome of their previous test – this is discretionary and if you are unsure what to request speak to a TA.

APPENDIX 1 (Previous medicals still valid – additional tests required only)

RFI Title Details (*pre – populated in RFI letter*)

Client Details (*pre – populated in RFI letter*)

Our assessment of your application

We have completed a first assessment of your application and need more information before we can go any further.

Please address the following concerns so that we can proceed with your application:

Your previous medicals for AN _____ were assessed as ASH with conditions with the following test (s) required for your next visa application:

Insert tests required as per previous IHS health case

Please provide the required tests and have your panel physician upload it to Immigration e-medical system under the case numbers below:

Insert NZER & NZHR case numbers from previous medical

NOTE: Medicals and chest x-rays must be undertaken with an Immigration New Zealand-approved Panel Physician.

To find a Panel Physician near you, see here: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/tools/panel-physicians>

For more information on obtaining medicals and chest x-rays, see here: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/medical-info/getting-an-x-ray-or-medical-examination>

eMedical is an online immigration health processing system, used by panel physicians in countries where eMedical enabled. The panel physician and/or radiologist completing your medical and/or chest x-ray will electronically submit information to Immigration New Zealand via eMedical.

Send the requested information by DATE

Please upload information to your Immigration Online account at www.immigration.govt.nz.

Any documents not in English must be translated into English by a recognised and independent translation service.

If you have any questions, you can:

- call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- find answers to frequently asked questions at: www.immigration.govt.nz/knowledgebase/kb-question

Ngā mihi

NAME

Immigration Officer

Immigration New Zealand

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APPENDIX 2. (Previous medical NOT valid. New medicals required.)

RFI Title Details (pre – populated in RFI letter)

Client Details (pre – populated in RFI letter)

Our assessment of your application

We have completed a first assessment of your application and need more information before we can go any further.

Please address the following concerns so that we can proceed with your application:

Your previous medicals for visa application AN _____ were assessed as ASH with conditions .

However, these medicals were issued over 36 months ago and as such do not meet health requirements as per A4.25 (c) (iii). For this application, further information is required to assess your health status.

Please obtain the following:

- Chest X-ray Certificate
- General Medical Certificate

NOTE: Medicals and chest x-rays must be undertaken with an Immigration New Zealand-approved Panel Physician.

To find a Panel Physician near you, see here: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/tools/panel-physicians>

For more information on obtaining medicals and chest x-rays, see here: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/medical-info/getting-an-x-ray-or-medical-examination>

eMedical is an online immigration health processing system, used by panel physicians in countries where eMedical enabled. The panel physician and/or radiologist completing your medical and/or chest x-ray will electronically submit information to Immigration New Zealand via eMedical.

Send the requested information by **DATE**

Please upload your e-medical sheet with your NZER/NZHR number to your immigration online account at www.immigration.govt.nz

Any documents not in English must be translated into English by a recognised and independent translation service.

If you have any questions, you can:

- call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
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Ngā mihi

NAME

Immigration Officer

Immigration New Zealand

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FAQ Streamline Low touch High-risk VV in ADEPT

Question/Issue:	Action:	Date added and TA
My applicant is onshore, can I proceed under Streamline/Low touch HR process?	No – Onshore applicants are not included under the Streamline process These should not be identified as applications to be processed under Streamline	8 December 2022 Lusi
s6(c)		8 December 2022 Lusi
What action do we take when there is a secondary applicant included?	There is no exit point/checks for Secondary applicants included under the Low touch process. If you have an existing application in your caseload where a concern has already been identified and you have started to address this as a concern – continue to process this BAU (full assessment) If it is a new allocation and you are following the LT process – proceed as per SOP	8 December 2022 Lusi
s6(c)		8 December 2022 Lusi

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**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIKINA WHAKATUTUKI

Low touch process for Parent/Grandparent Visitor visas in ADEPT

Henderson TA
October 2022
(Internal Use Only)

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What has changed?

Initially the Low touch process was not able to include Parent/Grandparent visitor visas due to the specific conditions required under V3.110.

Given the large number of PGP VV applications in ADEPT, our approach has now changed to include PGP VV applications that meet certain criteria.

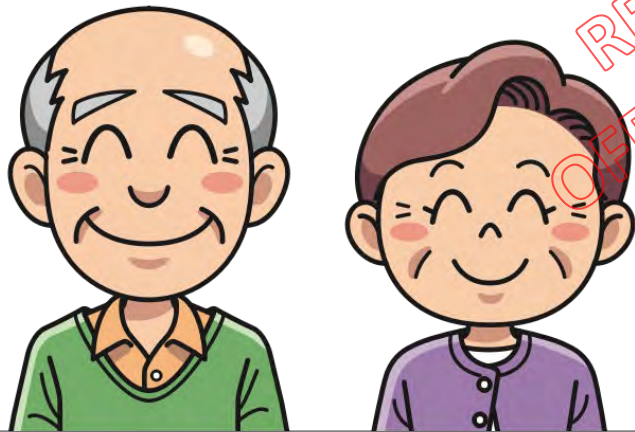
This Low touch process is in line with the VVG Low touch process in ADEPT with a few differences.



Low touch process for Parent/Grandparent applications in ADEPT

Use this procedure when you have been allocated a Visitor Visa – Parent/Grandparent in ADEPT.

A reminder that all PGP VV applicants must meet health requirements as per V3.110.b.iii



Important note: *A cohort of PGP VVs in ADEPT (approx. 1500) have been manually re-raised in AMS as they were stuck in ADEPT and could not progress. You will need to ensure that your application is not one of these...*



Exit point: Open AMS VV applications

Queue, HAO VV PGP

Open/completed VV in AMS (Queue, HAO VV PGP)

Approx 1500 ADEPT PGP VVs were stuck in ADEPT for various reasons including where applicants intended to apply for a VVG but the system lodged the application as a PGP VV in error...

As a result, these applications were manually transferred from ADEPT into AMS and were put into the **Queue, HAO VV PGP**.

This EXIT point has been added to avoid double-ups

Date/Time	Officer	Branch	Type	Client/AppIn#	Client name/AppIn Type
20/Oct/2022		Henderson	Fee Waiver	21293046	Visa, Visitor, General
Reason for waiving fee: Associated application					
Fee was paid with ADEPT application, this application has been re-raised in AMS as a GVV.					
14/Oct/2022			on N	21293046	Visa, Visitor, General
Case Manager changed to Queue HAO, VV PGP					
Case Manager changed by: Fletcher, Candice on: 2022-10-14 13:06:23					
14/Oct/2022	Darroch, James	Northern Regi	Fee Waiver	21293046	Visa, Visitor, General
Application imported via Bulk Data Capture					

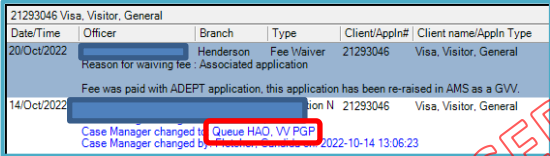
If an AMS application has been in this queue – immediately EXIT from Low touch PGP process



Exit point: Open AMS applications

Queue, HAO VV PGP

Open/completed VV in AMS (Queue, HAO VV PGP)

If...	Then...
<p>There is an open Visitor visa application that has been manually raised by NADO and put into the 'Queue HAO, VV PGP'...</p>  <p>Or</p> <p>The applicant has recently been granted a Visitor visa in AMS that was originally in the queue above...</p>	<p>Add the relevant general note to the application in ADEPT: <i>"ADEPT VV application to be lapsed as there is an open VV application in AMS ANxxxxxxx"</i></p> <p><i>Or</i> <i>"ADEPT VV application to be lapsed as VV has been granted in AMS ANxxxxxxx"</i></p> <p>You will then need to lapse the ADEPT application using the steps in the User guide: 4.12.16 Cancelling and Lapsing an application</p> <p>End of process.</p>
<p>The applicant does not have an open or completed VV application that has been raised in AMS that was in 'Queue HAO, VV PGP'...</p>	<p>Proceed to Step 3</p>



Exit point: Checking for Medicals

ADEPT and IHS



ASH w conditions and NOT ASH

Unlike other Low touch processes – this process includes mandatory steps to ensure that Medicals have been provided.

ADEPT →

Name ↑	Visa Applicant	IHS reference number (NZHR)	Health Result Date	Assessment Outcome
HR2034468	[Redacted]	HR2034469	02-October-2022	ASH with conditions
HR2034470	[Redacted]	HR2034470	02-October-2022	ASH

IHS →

Immigration Health System | IHS Resources | chongl

Search Criteria

IHS Reference (NZHR)	<input type="text"/>	eMedical Reference (NZER)	<input type="text"/>
AMS Client Id	<input type="text"/>	Person Id	<input type="text"/>
Application Id	<input type="text"/>	Date of Birth	dd / mmm / yyyy
Given Name	<input type="text"/>	Family Name	<input type="text"/>

Exit point: Checking for Medicals

ADEPT and IHS



ASH w conditions and NOT ASH

ADEPT

If...	Then...
Medicals for all included applicants have been assessed as ASH or ASH with conditions for the current application...	Proceed to Step 7
A medical has come back as NOT ASH...	Do not continue with this SOP. A full assessment is required. End of process.
There are no IHS cases displayed...	Proceed to Step 6

IHS

If...	Then...
There are NO medicals present in IHS... Or The applicant/s has been assessed as NOT ASH or ASH with conditions previously...	Do not continue with this SOP. A full assessment is required. End of process.
The applicant/s have been assessed ASH for current medicals (provided within 3 months of the lodgement date of the application) ... Or The applicant has valid medicals (within 36m assessed as ASH) that were provided with a previous application...	Proceed to Step 7



Exit point: Sponsorship in ADEPT

Low touch - Sponsorship

Sponsorship

Unlike other Low touch processes – this process includes mandatory steps to ensure that the applicant has a sponsor and that they are a NZ citizen/resident.

s6(c)

If...	Then...
A 'Sponsorship Assessment' activity is present...	Double click on the Sponsorship Assessment application link and proceed to Step 8
There is NO 'Sponsorship Assessment' activity present...	Do not continue with this SOP. A full assessment is required. <i>End of process.</i>



Exit point: Sponsorship

Low touch - Sponsorship

Sponsorship

There is a possibility that the applicant has not completed the form correctly and may still have a sponsor however, since this scenario will likely require an RFI – it will exit from Low touch

NEW ZEALAND IMMIGRATION
Sponsor Assessment for Visitor Visa - Parent and grandparent

Sponsors & Application Details (highlighted with a red box)

Alerts & Warnings | Sponsor Declaration (Natural Person) | Sponsor Declaration (Org/Business) | Supporting Partner Declaration | Spc

Family | Visas | Movements | R

Sponsor / Supporting Partner

Type of Sponsor	Sponsor's Name	Client Number	Sponsor / Supporting Partner
Natural Person	[REDACTED]	65054182	Sponsor

System Concerns

Review Concerns

Sponsorship assessment required as s instructions for individual sponsor

AMS - [Client Details]

Client Number: 67983311 | PIN: [REDACTED] | NEWC | Update

Identity: [REDACTED]

Client Details | Citizenship | ID References | Health Details

Surname: [REDACTED]

Given Name 1: [REDACTED]

Given Name 2: [REDACTED]

Given Name 3: [REDACTED]

Other Names: [REDACTED]

Salutation: [REDACTED] | Other Names

Sex: [REDACTED]

Date of Birth: [REDACTED]

Exit points for PGP VV Low touch processing

Open/completed VV in AMS (Queue, HAO VV PGP)

Lodgement date – 22 September 2022 or AFTER

Health and character activities

ASH w conditions and NOT ASH

Sponsorship

Some Med with Risk* and High Risk

Alerts and warnings

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Important Steps

Passport validity

MRZ check

Visa conditions – Standard PGP 6/36

Adding notes into the eVisa letter



Visa conditions

Choose approval condition collection for Approval Condition Collection

visitor|

Approval Condition Collection Lookup View (default) ▾

Approval Condition Collection ▾

- Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection
- Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection
- Visitor Offshore - Single entry - Waive funds/OWT
- Visitor Offshore - Multi entry - Waive funds/OWT**
- Visitor Offshore - Single Entry - Approval Condition Collection

New Visa Attribute - Saved

Visa Attribute

General Related

Visa Application	WV [REDACTED]	Parent and grandparent	Entry Type	* Multiple
Primary Applicant's Client Status	* Offshore			
Visa Duration		Months allowed to stay during each visit		
Months allowed to travel to NZ	* 36	Months allowed to stay during each visit	* 6	
Duration of First Entry Before (Months)	---			



Adding note into eVisa letter

PGP VV Low touch

Currently, we are unable to customise Approval condition collections in ADEPT and as a result, we need to manually add text into the eVisa letter as a current workaround.

vv Visitor Visa – Parent and grandparent

Visa Application

General **Visa Applicants** Additional Information Assessment Activities and RFI Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

Visa Applicant Saved

General Additional Information Identity Education & Employment Travel Affiliations Character Documents Risk Profile Manual Assessments **Visa & Approvals**

- Select 'Visa & Approvals' from the Visa applicant banner and select 'Yes' to add notes into the letter

Add Notes to Visa Letter Yes

- Place the following blurb into the blank field before selecting '**Save and close**'
 - *“Additional conditions which if breached, may result in you becoming liable for deportation. The holder is entitled to stay a maximum of 18 months within the currency of Expiry date of travel. The holder of this visa is sponsored”*
- *This step must be completed for each applicant*

Full SOP found here:
<https://mako.wd.govt.nz/otcs/llisapi.dll?func=ll&objaction=overview&objid=133467094>







Reminders/Resources

Quality Checks are not required for applications approved under this process

Always check AMS for the Open VV applications to avoid double-ups

Check Sponsor in PowerBI report or in AMS to determine if they are NZ citizen/resident

Visitor visa processing SOPs

s6(c)	
	s6(c)
	2a. MRZ check process for ADEPT VV applications.docx ▾
	2b. Process to request Quality Check for ADEPT applications - Henderson.docx ▾ 🔒
	2c. Parent Grandparent Visa Conditions in ADEPT SOP.docx ▾
	2d. Processing ADEPT Visitor Visa applications that include RIG assessment activities.docx ▾ 🔒
	2e. Lapsing Visitor Visa applications in ADEPT.docx ▾ 💡



Questions?





**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIKINA WHAKATUTUKI

Visitor Visa Policy training and Introduction to processing in ADEPT

Henderson TA

September 2022

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Part One:

- Introduction to Visitor visa policy



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Objective V1

Visitor visa policy

to facilitate the movement of visitors to New Zealand while

- *minimising the risks to New Zealand, and in particular;*

To foster tourism, trade and commerce, international understanding and cross-cultural links, educational and scientific activities, while:

- *maintaining the health, safety and good order of New Zealand society; and*
- *protecting New Zealand from international crime, terrorism and illegal immigration.*



V2.1 Visitor visa requirements

Visitor visa policy

To be granted a Visitor visa applicants must:

Meet the requirements under Generic Temporary Instructions for:

- i. Lodging an application for a temporary entry class visa as set out at E4 **AND**
- ii. Bona fide applicants as set out at E5 **AND**
- iii. Health and Character A4 and A5 **AND**

Funds V2.20 **AND**

Onward travel requirements V2.25 **AND**

Be coming to NZ for a Lawful purpose V2.1.1

What motivates people to Visit New Zealand?

Visitor visa policy



• Good visitors/Genuine

- See friends and family
- Meet grandchildren for the first time
- Celebrate special occasions eg wedding or birth of a baby
- Sightseeing
- Holiday



• Bad visitors/Non-Genuine

- Not intending to go home
- Claim benefits
- Work illegally
- Run up large medical bills
- Illegal behaviour
- Declined visa application history
- Overstay or non-genuine asylum claim, refused entry at border

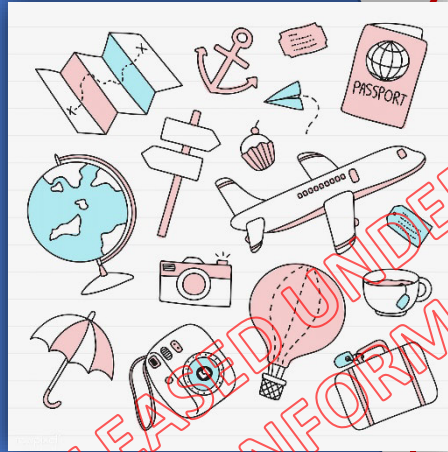
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Lawful purpose for Visitors V2.1.11

Visitor visa policy

- Holidaying
- Sightseeing
- Family and Social visits
- Amateur sport
- Business consultation
- Medical treatment
- Guest of Government visits
- Staying in NZ for the purpose of arranging travel to depart (c19)



V2.1.1(c)

We must be satisfied that they are not:

- Intending to undertake employment (see W2.2.1)

Or

- Intending to undertake a programme of study or training (***with the exception of short-term study V2.35 and U2.5(b)***)



Funds and onward travel V2.20

Visitor visa policy



MUST be met through at least ONE of the options below:

Funds that will be *genuinely available* to the applicant for the duration of their visa to New Zealand of at least NZ\$1000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid

OR

Sponsorship by a person, an organisation or a Government agency which meets generic sponsorship requirements set out at E6.5.

Sponsorship V2.20.1

- Natural person OR organisation
- Sponsorship form
- NZ citizen or permanent resident
- Evidence of funds

Funds and ADEPT

- If the system has any concerns it will raise assessment criteria within the Purpose activity.



Length of permitted stay V2.5.1

9 month
MAX

V2.5.1(a)

Visitors to NZ are limited to a max stay of NINE MONTHS (unless V2.5.1.a applies)

Visitors to New Zealand are limited to a maximum stay on a visitor visa of nine months unless they:

- i. are genuine tourists (see V2.5.10) who require no more than an additional three months to complete their itinerary; or
- ii. are applying for a visitor visa under a special category of visitor visa instructions which allows a longer stay in New Zealand; or
- iii. cannot leave New Zealand because of circumstances beyond their control; or
- iv. have lodged a first-time application for residence that has been accepted for consideration, and a decision is unlikely during the currency of their existing visa.



Length of permitted stay V2.5.1

9 month
MAX

V2.5.1(a)

Visitors to NZ are limited to a max stay of NINE MONTHS (unless V2.5.1.a applies)

9/18 rule

V2.5.1(b)

A visitor visa should allow the applicant to stay in NZ for a **total of no more than nine months in the 18-month period before the proposed expiry date of the visa.**

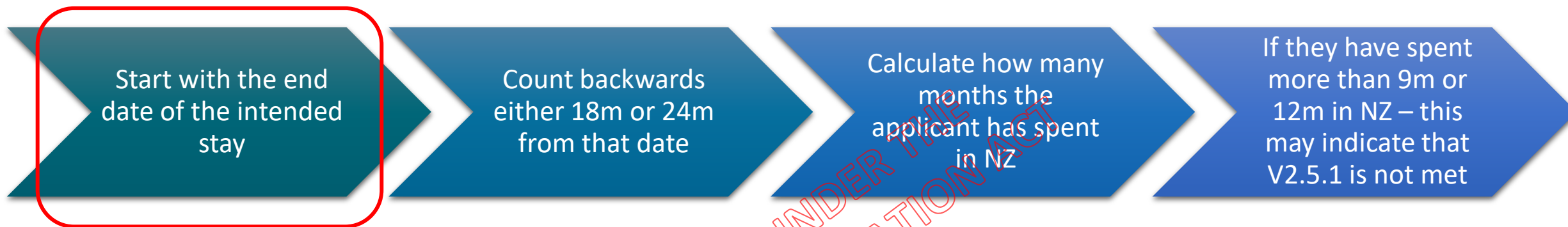
12/24 rule

V2.5.1(c)

Despite (b) above, an applicant who has been in New Zealand for **12 months on the basis of one of the exemptions at V2.5.1(a) above**, must **remain outside New Zealand for 12 months before a further application for a visitor visa may be approved.**



Determining if the length of stay requirements are met



April 2021	May 2021	June 2021	July 2021	Aug 2021	Sep 2021
Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022
April 2022	May 2022	June 2022	July 2022	Aug 2022	Sep 2022
Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023

Determining if the length of stay requirements are met

Example 1

Example 1: Thomas (VW)

Thomas is requesting to come to NZ on a VV for 5 months to visit his family as he has not seen them in 3 years. He intends on arriving into NZ on 1 October 2022 and depart on 1 March 2023.



No time spent in NZ
in the last 3 years

Requested stay

April 2021	May 2021	June 2021	July 2021	Aug 2021	Sep 2021
Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022
April 2022	May 2022	June 2022	July 2022	Aug 2022	Sep 2022
Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023



Determining if the length of stay requirements are met

Example 2

Example 2: Carly (Non-VW)

Carly's last visit to NZ began in March 2020 and she departed in July 2022 after having her visa extended a number of times due to Covid 19. She is now applying to come back to NZ as she misses the friends that she made here and wants to come back for Christmas. She intends to arrive back into NZ on 1 October 2022 and depart on 1 February 2023.

Time spent in NZ

Requested stay

April 2021	May 2021	June 2021	July 2021	Aug 2021	Sep 2021
Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022
April 2022	May 2022	June 2022	July 2022	Aug 2022	Sep 2022
Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023



Visitor visa core assessment

Things to consider



Push Factors

- What things in my home country would 'push' me or make me want to leave

Pull Factors

- What things in my home country 'pull' me back or motivate me to go back



Special categories of Visitors V3

V3.5 Business Visitors

V3.40 Medical treatment

V3.80 Arrival by yacht

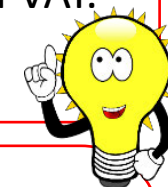
V3.55 Visiting media programme

V3.110 Parent/Grandparent

V3.100 Guardians

V3.155 Covid-19

For Low risk applications in IGMS/AMS – No VAT req for VVG and VVB only – all other Special categories required VAT.



Any instructions included under V3 will supersede any of the instructions included under the generic V2.1 criteria (Length of stay, conditions etc)



Business Visitors V3.5

Special Category VV

Business visitors who are not considered to be undertaking employment (see [W2.2.1](#)) may be granted a visitor visa, provided that they intend a stay in New Zealand for no longer than 3 months in any one year.

Business visitors who need to be in New Zealand for longer than 3 months in any one year, and all other business visitors, must apply for a work visa (see WS2).

Things to consider:

- Representatives on Official trade missions recognised by NZ govt
- Sales reps from overseas companies
- Overseas buyers of NZ goods or services
- People undertaking business consultations or negotiations in NZ on establishing, expanding or winding up and business enterprise in NZ

Lawful purpose:

- Supporting letter from overseas employer and NZ business/organisation
- AMS history
- Open source
- Credibility/risk level



Parent/Grandparent V3.110

Special Category VV

To facilitate opportunities for parents or grandparents (and their partners) to visit their NZ citizen or RV holder children or grandchildren

Lodged offshore

Meet Temporary
entry instructions

Full medicals

- No dependent children may be included (apply for their own VV)
- MUST be sponsored by a child or grandchild who meets sponsorship requirements
- Only ONE person or family unit may be sponsored at a time
- **Length of stay:** 36 month Multiple entry visa, allowing up to 6 months visit each time
- Limited to a MAX stay of 18 months total time in NZ during the currency of the visa (**18/36 rule**)

There is currently a HOLD on P/GP visa applications in ADEPT due to a system issue regarding medicals.



Part Two:

- Temporary visa processing (Refresher)



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Temporary visa requirements

Identity

Health

Risk

Character

Bona fides

You will be processing all risk levels – Low, Medium and High risk applications

You may be allocated Visitor visas to be processed in both AMS/IGMS and ADEPT

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ADEPT vs AMS/IGMS

The key differences

- The amount/type of assessment required
- The process (ADEPT UG and SOP)
- The programme
- The need for assessment templates
- Amount of rationale
- QC process is different
- Formatting of visa conditions



ADEPT will identify if further assessment is required:

- This may be generated as an activity OR
- This may generate further questions within the purpose activity



AMS/IGMS

AMS - [Application Details]

File Edit Special Window Help

Application Number : [redacted] Visa, Visitor, General 00.00

IGMS Application Number : A2890369

Principal Applicant : [redacted]

Held At : Henderson

File Number : [redacted] Case Manager : [redacted] Change

Type : Standard Location : [redacted] Change

Date Tendered : 21/Aug/2022 Date Accepted : 21/Aug/2022 Status

Date Decided : 12/Sep/2022 Date Completed : [redacted] Accepted [green square]

Decision : Approved Decided [green square]

Add QFTZ Risk Rating : High

Summary Applicant(s) Fees Label Contacts Determination Templates

Ready DB = amsbranch

IMMIGRATION NEW ZEALAND Document Management System
Immigration ONLINE

Find documents

AMS Application ID [redacted] Search Advanced Search

Modified date [One Year Ago Today]

1 - 13 of about 13 results

Document Context	Category	Supporting document type	Client Name	Document Created (NZT)	Add	Client View	Tra
Application	Application	Tax or invoice receipt	[redacted]	21/08/2022 2:00:50 PM		Yes	
Application	Application	Visitor Visa Application	[redacted]	21/08/2022 2:01:17 PM		Yes	

IMMIGRATION NEW ZEALAND

Visitor Visa Application [redacted]

Application Submit Date & Time: 21 August 2022 02:00 PM (NZT)

Version: August 2022 V18.1

Identity and Contact

The questions on this screen only relate to the Principal Applicant.
Please provide some basic information about yourself.

What is your name as shown on your passport?



ADEPT – Visitor visa application

Application number

Name of applicant

Type of visa application

IO name

Status of the application

Risk rating

Lodgement date

Application navigation toolbar

VV00105569 [redacted] Visitor Visa - General - Saved Standard Priority [redacted] Owner Under Random Sampling Quality Control Internal Status

General | Visa Applicants | Additional Information | Assessment Activities and RFI | Waiting On | Risk and Risk Monitoring Activities | Visa Conditions | Related

Basic Details

Application Name *	[redacted] Visitor Visa - General	Group Application	---	Priority	<input checked="" type="checkbox"/> Standard
Application Id	VV00105569	Submitted Date (NZ)	01-August-2022	Internal Status	Under Random Sampling Quality Control
Primary Applicant	[redacted]	Approved Date		External Status	Under Assessment
Number of Applicants	1	Decision Date	---	Status	Under Assessment
Visa Application Report	https://app.powerbi.com/groups/404fc964-c...	Outcome	---	Decline with Custom Letter	No
Reconsideration Eligibility Date	---	Decline Custom Letter (PDF only)	<input type="button" value="Choose File"/> No file chosen	Interim VISA Provided	No
Current Execution Step	<input checked="" type="checkbox"/> Trigger Quality Control Activity	Outcome Reason	---		
QC/RSQC Await Execution Step	<input checked="" type="checkbox"/> Await Completion of RSQC Activities				

Other Details

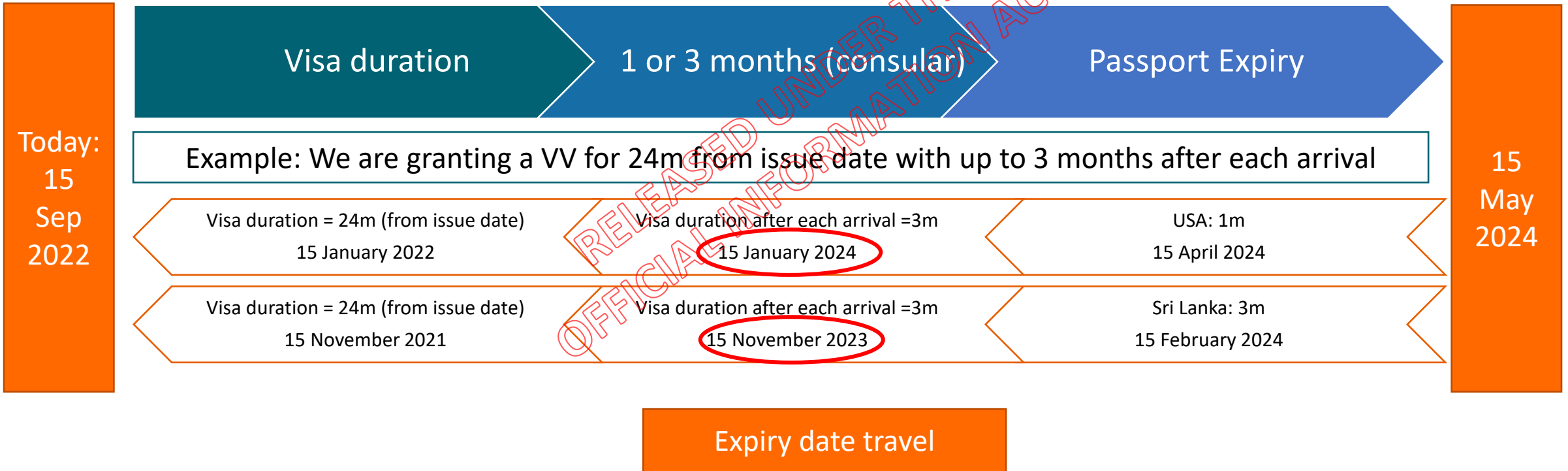
Name of Application	---	Case Owner	[redacted]	Risk Rating	Low
Application Contact Person Name	[redacted]	Case Owner (Team)	---	Warning Count	0

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Identity and Passport

Temporary visa application processing

Consular representation: E3.10(a) states Temporary entry class visas with travel conditions must not be granted unless the applicant's passport or travel document is current for at least three months beyond the expiry date of the proposed visa; or one month, if the issuing Government has consular representation in New Zealand that is able to issue and renew passports



Identity and Passport continued...

Temporary visa application processing

To find if there is a consulate in NZ, use this link: <https://www.mfat.govt.nz/en/embassies/>



Why?

We need to ensure that the applicant will not be granted a visa to stay here beyond the expiry date of their passport but also allow them the time needed to obtain a new one.

Passport scans – Interim process through to the end of September 2022

- Previously, non-VW countries(excluding China and the Pacific) were required to scan their passports at the VAC if not scanned before however, there has been a temporary change in process meaning that passport scans are not required for an application to proceed however, an MRZ check is to be undertaken for all VVs moving forward (subject to change).



Health A4

Temporary visa application processing



AMS/IGMS

- Health Assessment to be undertaken by the IO
- IHS/AMS/IGMS
- Check application form for health declarations
- Check for Health warnings – ASH with conditions previously
- If onshore – check if they exceed a 6m stay and if CXR is required

ADEPT

We can accept that health instructions have been assessed as met by ADEPT prior to the application being allocated to the Immigration Officer.

If there are health concerns identified by ADEPT:

ADEPT will generate 'assessment criteria' within the 'Purpose' activity when further health assessment is required by an Immigration Officer.

If an applicant has been assessed *ASH with conditions* previously – this will need to be addressed.



Visitor visa Risk assessments

Risk Market



Team	Area/Market
Pam/Shellia	Border Exceptions
Stella	Student + Visitor Visas (China, SEA and India)
Julie/Farah	Visitor Visa (India)
Michael	Visitor visa (Onshore/Pacific and Cargo)
William	Visitor visa (China and SEA)
Tash	Visitor visa (China and SEA + America and Europe)
Porirua	Visitor visa (Middle East and Africa)

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Visitor visa Risk assessments – AMS/IGMS

Temporary visa application processing

Low Risk

- Undertake checks in AMS/IGMS against information provided in the application form
- You still need to be satisfied that VV instructions are met
- No VAT required – VV General and VV Business ONLY ([Visapak 301](#))
- While on QC you will need to add a note into AMS to indicate what your decision is and what conditions you are granting

Medium risk

s6(c) [Redacted]

High risk

s6(c) [Redacted]

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Visitor visa Risk assessments – ADEPT

Temporary visa application processing

Low Risk

- No risk activity should be generated in ADEPT
- Low touch vs Low risk
- Low risk requires some level of assessment (this depends on what other activities are included)
- Low touch – AFV – process only with no assessment required (tbc)

Medium risk

• s6(c)

High risk

• s6(c)

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Character A5

Temporary visa application processing



ADEPT

Any declarations included on the application form should generate a 'Character activity' where the system identifies a concern that needs to be assessed by an Immigration Officer.



If no character activity has been generated by ADEPT – no further character assessment is required.

AMS/IGMS

A foreign PCC is required when the applicants intended stay (visa duration) PLUS their time ALREADY SPENT in NZ exceeds 24 months

- *We can accept PCC provided with previous applications if it was issued within 24m of lodgement*

- An NZPC is required when the applicant has spent 5 years (1,825 days) in New Zealand (regardless of intended stay)
- A National Security check may be required from some applicants – check Restricted instructions
- IO to address any declarations BAU

Bona fides assessment E5

Temporary visa application processing

Evidence of genuine intent and lawful purpose

Ability to leave New Zealand

Previous application history

Personal circumstances

IAC 19-01 and IAC 13-09

Personal Circumstances:

- Strength of family ties
- The nature of any personal, financial, employment or other commitments in their home country
- Any circumstances that may discourage the applicant from returning to their home country when their visa expires



Part Three:

- Assessing a Visitor visa in AMS/IGMS and ADEPT



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VAT assessment template

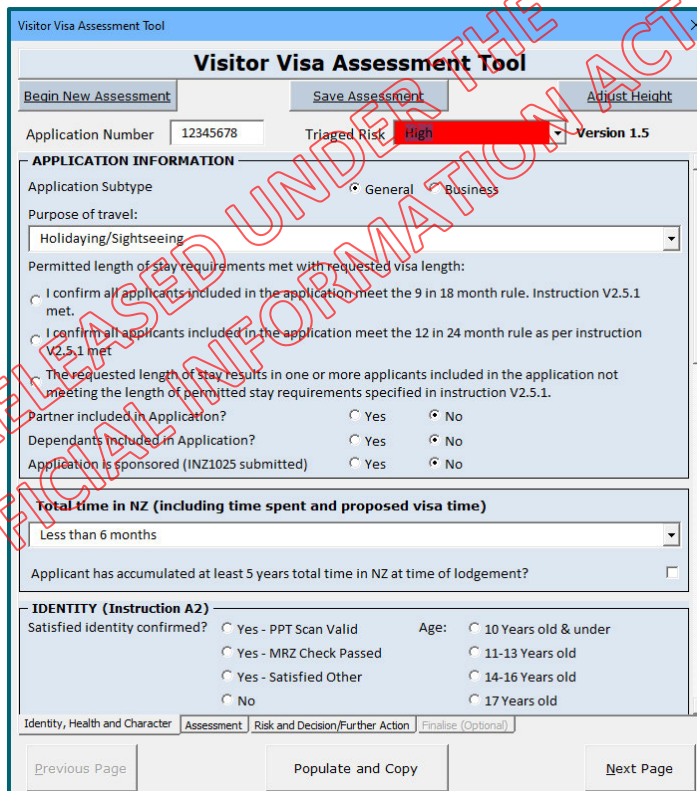
IGMS/AMS VV applications only – Med and High risk

Found in the INZKit: <http://thelink/content/inzkit/Pages/verifying-and-assessing.aspx>

Temporary Visa Assessment Tools

- [Dependant / Partner / Partnership Visa Assessment Tool \[DOCX 470KB\]](#)
- [Essential Skills Visa Assessment Tool \[DOCX 59KB\]](#)
- [Student Visa Assessment Tool \[DOCX 401KB\]](#)
- [Visitor Group Visa Assessment Tool \[DOCX 179KB\]](#)
- [Visitor Visa Assessment Tool \[DOCX 414KB\]](#)
- [Student visa assessment template- high touch \[DOCX 56KB\]](#)
- [Student visa assessment template - low touch \[DOCX 50KB\]](#)
- [Visitor visa general assessment template \[DOCX 53KB\]](#)

 visitor-visa-vat (1).docm ^



Visitor Visa Assessment Tool

Begin New Assessment Save Assessment Adjust Height

Application Number 12345678 Triaged Risk High Version 1.5

APPLICATION INFORMATION

Application Subtype General Business

Purpose of travel: Holidaying/Sightseeing

Permitted length of stay requirements met with requested visa length:

I confirm all applicants included in the application meet the 9 in 18 month rule. Instruction V2.5.1 met.

I confirm all applicants included in the application meet the 12 in 24 month rule as per instruction V2.5.1 met.

The requested length of stay results in one or more applicants included in the application not meeting the length of permitted stay requirements specified in instruction V2.5.1.

Partner included in Application? Yes No

Dependants included in Application? Yes No

Application is sponsored (INZ1025 submitted) Yes No

Total time in NZ (including time spent and proposed visa time)

Less than 6 months

Applicant has accumulated at least 5 years total time in NZ at time of lodgement?

IDENTITY (Instruction A2)

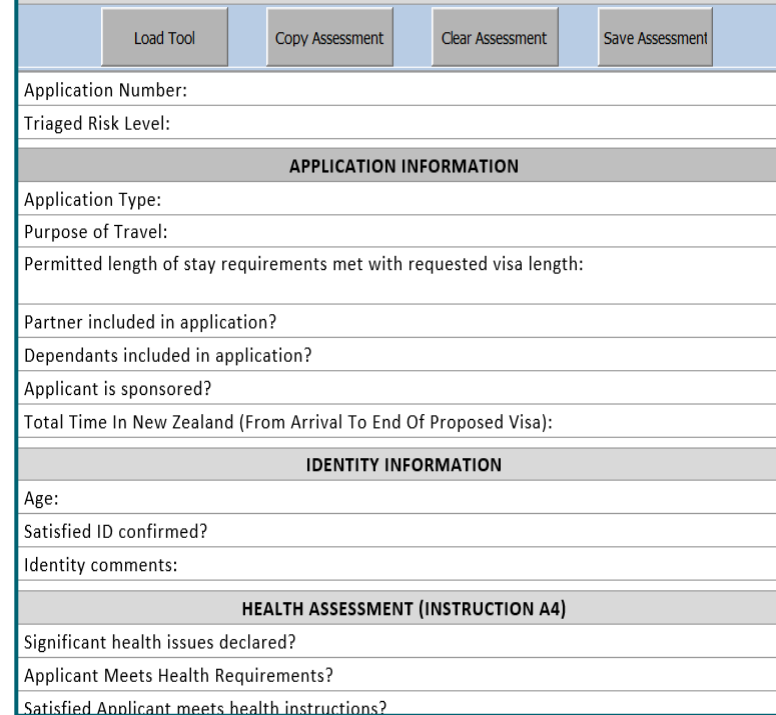
Satisfied identity confirmed? Yes - PPT Scan Valid Yes - MRZ Check Passed Yes - Satisfied Other No

Age: 10 Years old & under 11-13 Years old 14-16 Years old 17 Years old

Identity, Health and Character Assessment Risk and Decision/Further Action Finalize (Optional)

Previous Page Populate and Copy Next Page

Visa Assessment



Load Tool Copy Assessment Clear Assessment Save Assessment

Application Number:

Triaged Risk Level:

APPLICATION INFORMATION

Application Type:

Purpose of Travel:

Permitted length of stay requirements met with requested visa length:

Partner included in application?

Dependants included in application?

Applicant is sponsored?

Total Time In New Zealand (From Arrival To End Of Proposed Visa):

IDENTITY INFORMATION

Age:

Satisfied ID confirmed?

Identity comments:

HEALTH ASSESSMENT (INSTRUCTION A4)

Significant health issues declared?

Applicant Meets Health Requirements?

Satisfied Applicant meets health instructions?



ADEPT processing – Activity based vs Application based

VV00 [redacted] Visitor Visa - General - Saved

Standard [redacted] Under Random Sampling Quality Control
Priority Owner Internal Status

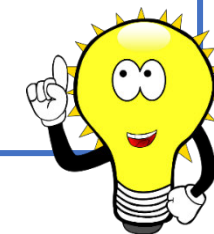
General Visa Applicants Additional Information **Assessment Activities and RFI** Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

Assessment Activities

New Assessment Activ... Add Existing Assessm... Refresh

Name	Assessment Activity Type	Source	Outcome	Owner	Created On
[redacted] Visitor Visa - General Sponsorship Assessment	Sponsorship Assessment	Manual	Instruction Met	[redacted]	14-August-2022 10:26 AM
[redacted] Visitor Visa - General Purpose Assessment	Purpose Assessment	Manual	Require Further Info	[redacted]	14-August-2022 10:25 AM

End to end processing: Instead of pulling activities at random, IMs will be allocating whole 'applications' to you.
This means that you will be allocated all of the associated activities for a single application.



Assessing Visitor visa applications in ADEPT

Basic processing in ADEPT

Always refer to the user guide – The most recent version should be downloaded from MAKO:

<https://mako.wd.govt.nz/otcs/llisapi.dll?func=ll&objaction=overview&objid=120514332&logStopConditionID=4820446>

1562416290 2 open



Activities you may see in ADEPT for VVs

Purpose activity

All VV applications in ADEPT should generate a purpose activity. This is where you assess the reason why they are coming to New Zealand, if it is for a lawful purpose or not and whether the applicant is a bona fide applicant

The amount of 'Assessment criteria' associated with the purpose activity will vary based on the information provided by the applicant in their application form

Important reminders:

- You only need to assess the instructions generated by ADEPT in the Purpose activity
- You may not necessarily need to open all associated documents provided by the applicant as certain instructions are already assessed as met by ADEPT



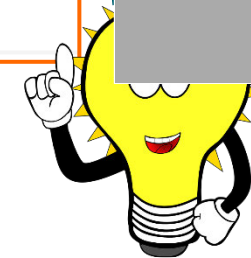
Activities you may see in ADEPT for VVs

Purpose activity continued...

Examples of some of the assessment criteria are pictured below:

Review Concern ▾	Related Instruc...
If offshore, can only come to NZ from a quarantine free travel zone	E2.10(b)
Considering the evidence of the applicant's family ties in their home country, no concerns identified	E5.10(a)(iv)
Considering whether the applicant has unlawful dependents in New Zealand, no concerns identified	E5.10(a)(iii)
Considering the evidence of the applicant's financial / employment / study ties in their home country, no concerns identified	E5.10(a)(iv)
Considering the evidence of the applicant's history of travel to NZ/other countries, no concerns identified	E5.10(a)(iii)
Considering the evidence of the applicant's genuine intent and lawful purpose, no concerns identified	V2.1.1

s6(c)



Activities you may see in ADEPT for VVs

Purpose activity continued...

The 'Purpose activity' will not always look the same in ADEPT – the system may identify other concerns which will result in additional assessment criteria being populated within the Purpose activity itself.

Assessment Criteria

Group By: (no grouping) ▾

✓ Applicant Full Name ↑ ▾ | Review Concern ▾ | Related Instruc... ▾ | Instruction

Applicants must provide a medical if they wish to stay in NZ for more than 12 months (consider changing default expiry to meet this)	A4.25(a)	Yes
Passport must be valid for - at least 3 months beyond the date they intend to depart; or - one month beyond the date they intend to depart, ...	A4.25	Yes
Applicants who - are not pregnant or under 11 years old, and - hold a passport from, or have spent 3 months in the last 5 years in countries t...	A4.25.1	Yes
Considering the evidence of the applicant's family ties in their home country, no concerns identified	E5.10(a)(iv)	Yes
Considering whether the applicant has unlawful dependents in New Zealand, no concerns identified	E5.10(a)(iii)	Yes
Considering the evidence of the applicant's financial / employment / study ties in their home country, no concerns identified	E5.10(a)(iv)	Yes

HEALTH

PASSPORT VALIDITY

?

Activities you may see in ADEPT for VVs

Sponsorship and Additional document activities

VV000 [redacted] Visitor Visa - General - Saved
Standard Priority [redacted] Owner [redacted] Under Random Sampling Quality Control Internal Status

General Visa Applicants Additional Information Assessment Activities and RFI Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

Assessment Activities

Name	Assessment Activity Type	Source	Outcome	Owner	Created On
VV000 [redacted] Visitor Visa - General Sponsorship Assessment	Sponsorship Assessment	Manual	Instruction Met	[redacted]	02-August-2022 7:56 PM
VV000 [redacted] Visitor Visa - General Purpose Assessment	Purpose Assessment	Manual	Instruction Met	[redacted]	02-August-2022 7:56 PM

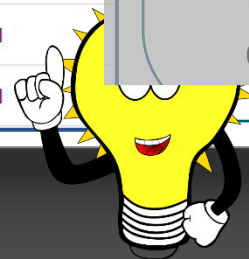
VV00 [redacted] Visitor Visa - General - Saved

General Visa Applicants Additional Information Assessment Activities and RFI Waiting On Risk and Risk Monitoring Activities

Assessment Activities

Name	Assessment Activity Type	Source
VV00 [redacted] Visitor Visa - General Additional Docu...	Additional Document Assessment A...	Manual
VV00 [redacted] Visitor Visa - General Purpose Assessm...	Purpose Assessment	Manual
VV00 [redacted] Visitor Visa - General Additional Docu...	Additional Document Assessment A...	Manual
VV00 [redacted] Visitor Visa - General Additional Docu...	Additional Document Assessment A...	Manual

Additional Document activities are automatically generated by ADEPT each time the applicant uploads a new document. (Either as response to a request or at their own request) No assessment required as such – however, it is recommended that you check these to determine if it affects your assessment



Activities you may see in ADEPT for VVs

Sponsorship E6.5

In addition to the Purpose activity, if the applicant has declared in their form that they claim to meet the funds/OWT requirement through a sponsor – **A sponsorship activity should generate in ADEPT.**

You must determine if the sponsor is an acceptable sponsor as per E6.5

The sponsorship form and other relevant documents can be accessed in ADEPT by opening the Power BI report from the sponsorship activity and selecting 'Related Documents'

Review Concern ▾	Related Instruc... ▾
Natural person sponsor must be a NZ citizen or resident visa holder	E6.5(c)(i)
Sponsor is not liable for deportation	E6.5.1 (a)(vii)
Sponsor is not receiving financial reward or fee	E6.5.1 (a)(ii)
Natural person sponsor must be ordinarily resident in New Zealand during the term of sponsorship	E6.5.1 (a)(i)
Sponsor has not breached previous sponsorship obligations	E6.5.1 (a)(v)
Sponsor has not entered insolvency procedures or been adjudicated bankrupt	E6.5.1 (a)(vi)

Activities you may see in ADEPT for VVs

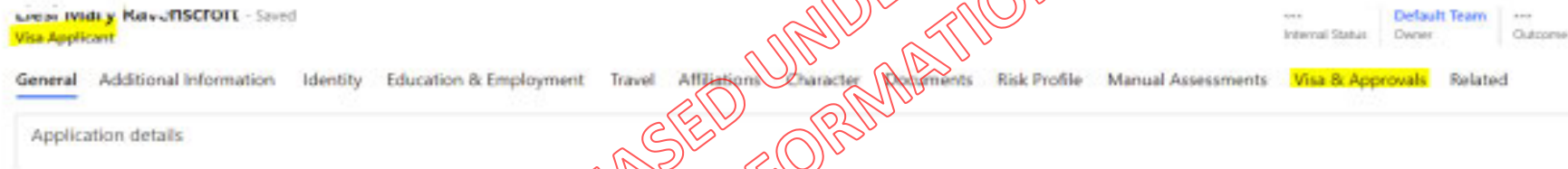
Sponsorship E6.5

You will need to add notes manually into the Visa letter for sponsored applicants
This will need to be done for each applicant included in the application

If the client is sponsored - You will need to add text in the approval letter.

This is done on the Visa Applicant Screen

1. Visa Applicant > Visa & Approvals



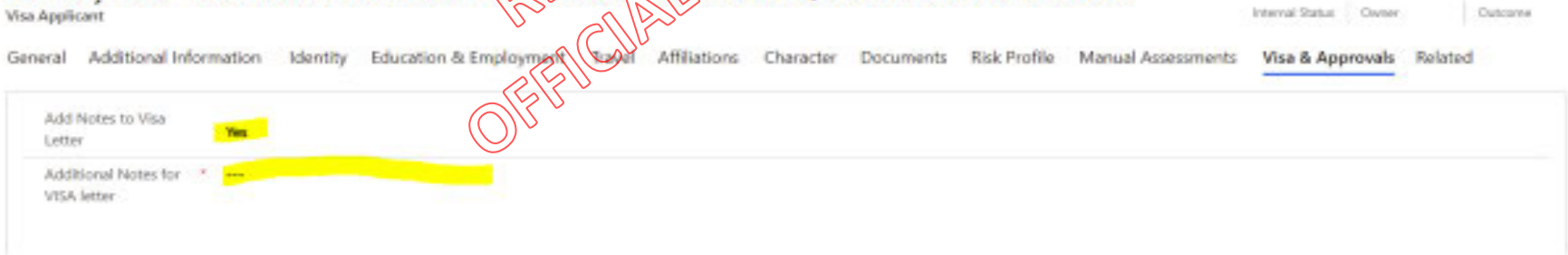
Visa Applicant - Saved

Internal Status: Default Team | Owner: Outcome

General Additional Information Identity Education & Employment Travel Affiliations Character Documents Risk Profile Manual Assessments **Visa & Approvals** Related

Application details

2. Select 'Yes' for 'Add Notes to Visa Letter' and add Sponsor related note.



Visa Applicant

Internal Status: Owner | Outcome

General Additional Information Identity Education & Employment Travel Affiliations Character Documents Risk Profile Manual Assessments **Visa & Approvals** Related


Add Notes to Visa Letter

Additional Notes for VISA letter: [Redacted]



Activities you may see in ADEPT for VVs

Character activity A5

Assessment Criteria		
Group By:	(no grouping) ▾	
✓ Applicant Full Name ↑ ▾	Review Concern ▾	Related Instruc... ▾
	If submitted, PC is issued by the correct authority	A5.10(f)
	If submitted, PC is less than 6 months old	A5.10(a)
	If submitted, PC is in English or translated	A5.10(h)
	Has submitted all required PCs	A5.50

Where ADEPT identifies that a PC is required or other indication that a character assessment is required it will generate a Character activity.



Activities you may see in ADEPT

Secondary applicant

IAC19-01 VV bona fide assessments for applicants coming to join their partner in NZ



VV000 [redacted] Visitor Visa - General - Saved Standard Priority Default Team Owner Under Assessment Internal Status

Visa Application

General Visa Applicants Additional Information **Assessment Activities and RFI** Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

Assessment Activities

Name	Assessment Activity Type	Source	Outcome	Owner	Created On
VV000 [redacted] - General Secondary Applicant Assess...	Secondary Applicant Assessment	Manual		IO General	05-September-2022 4:35 PM
VV000 [redacted] - General Purpose Assessment	Purpose Assessment	Manual		IO General	05-September-2022 4:34 PM
VV000 [redacted] - General Additional Document Asses...	Additional Document Assessment A...	Manual		IO VV Specific	01-September-2022 7:35 PM
VV000 [redacted] - General Additional Document Asses...	Additional Document Assessment A...	Manual		IO VV Specific	31-August-2022 6:23 AM

You are **NOT REQUIRED** to undertake partnership assessments as part of VV processing.

Assessment Criteria

Group By: (no grouping)

Applicant Full Name	Review Concern	Related Instruc...	In
[redacted]	Couple have met prior to application being made	E4.5.15(b)	--
[redacted]	Applicants intend to travel to NZ together	E4.1(b)(i)	--

Notes/rationale

ADEPT vs AMS

Assessment Criteria

Group By: (no grouping) ▾

✓ Applicant Full Name ↑ ▾ | Review Concern ▾ | Related Instruc... ▾ | Instructions Met ▾ | Action ▾ | Reason ▾ | Sort O... ↑ ▾

	If offshore, can only come to NZ from a quarantine ...	E2.10(b)	---	---	---	
	Considering the evidence of the applicant's family t...	E5.10(a)(iv)	---	---	---	1.1
	Considering whether the applicant has unlawful de...	E5.10(a)(iii)	---	---	---	1.2
	Considering the evidence of the applicant's financia...	E5.10(a)(iv)	---	---	---	1.3
	Considering the evidence of the applicant's history ...	E5.10(a)(iii)	---	---	---	1.4
	Considering the evidence of the applicant's genuin...	V2.1.1	---	---	---	

Page 1

In addition to selecting the relevant dropdown from the 'Instructions met' column it is also *highly encouraged* that any relevant note/rationale is entered into the 'Reason' field for the line item that you are assessing (This is a free-form field).



The expectation for rationale for AMS/IGMS applications remains the same. Each applicable section will require some form of rationale equivalent to the level of assessment that you are undertaking.

RFI/PPI



RFI

Low risk - RFI's may be sent but should not normally be required unless absolutely necessary for – consult with a TA in these cases

For Med and High – consider if RFI or PPI is more appropriate

PPI

The PPI process must always be followed before declining an ONSHORE applicant

E7.15.1 When to PPI for offshore applicants

- Information that was not obtained from the applicant and
- Is not publicly available and
- Will or may adversely affect the outcome of an application and
- The applicant has not previously had the opportunity to comment on this

If the information provided is not PPI but is used as a basis to decline an application, immigration officers should state explicitly in the decline letter and in their notes a clear link between the information provided by the applicant and the immigration officer's own conclusion.

ETI for Visitor Visa applications

When to consider

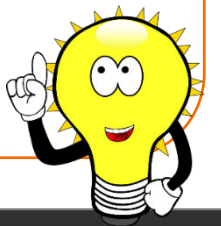
Whilst considering an ETI is not uncommon– we must always be satisfied that the circumstances are indeed exceptional

Exception to Instructions (ETI)

An ETI is a tool to allow a visa to be issued, despite the visa application not meeting Immigration Instructions. Therefore it is an 'Exception to Instructions' (ETI). Sometimes an exception is the best way for us to meet the overall objectives to balance the situation of clients and employers and the best outcome for New Zealand.

- In ADEPT, if you are wanting to grant an ETI you will need to mark that activity (Purpose) as 'Require further information'
- This should generate an RFI/PPI activity
- You may/may not need to PPI before ETI consideration (case by case)
- *If no PPI sent – please clearly state that RFI/PPI activity was only raised to grant ETI and no RFI/PPI was sent*
- Complete the ETI section
- Add rationale for the ETI
- Mark the RFI/PPI activity as 'Instruction met'

It is highly recommended that you discuss any ETI considerations with a TA while you are on full QC



Quality Check process

ADEPT

IMPORTANT: Please do NOT select 'Instruction met' for any of the included activities for the ADEPT VV application if you are on QC.

There is a manual QC process in place that takes place outside of ADEPT – [SOP found here](#)

Please ensure that the activity status is 'ON HOLD' pending internal advice and that you do not select an outcome field until QC is complete or you are off QC

Activity Status

On Hold

On Hold Reason

*

Pending Internal advice

AMS/IGMS

Business as usual here: Save your final assessment into AMS application notes or in TLS and change the location to Quality Control



Visa conditions – Single journey V2.10

Visitors may be granted a single journey visa for travel for up to 6 months from the date it is granted.

Mainly used for onshore applicants as this should align with their purpose. If instructions are assessed as met the Expiry date of stay will be issued in line with the applicant's requested date + 2 weeks to allow for travel

Visa conditions – Multiple journey V2.15

The objective of the multiple journey visa instructions is to facilitate opportunities for individuals who have bona fide reasons to regularly travel to New Zealand for visits of up to six months.

Mainly used for offshore applicants, must meet general VV requirements V2.1 and subject to the 9/18 rule

Visa conditions – Multiple journey V2.15

Continued...

When issuing the visa you will not only be granting the initial period of stay but you will also be giving the applicant the opportunity to return for regular visits

For example: An applicant from the Philippines would like to come to NZ for a 3 month holiday. If the IO is satisfied that the VV instructions are met, they can consider granting a 3 month visa after each arrival for the next 36 months in line with V2.15.

- d. Multiple journey visas may be current for travel for up to 3 years from the date they are granted so long as the passport remains valid, except in the case of:
- i. nationals of the United States of America, in which case the visa may be current for travel for up to 4 years from the date it is granted; or
 - ii. nationals of the People's Republic of China, in which case the visa may be current for travel for up to 5 years from the date it is granted.



Visa conditions

- Onshore vs Offshore

- **Starting point should be what the applicant has requested**

IO discretion

- IOs can decide ultimately what they would like to grant as long as instructions are met.
- *If you are on QC you will need to ensure that the conditions granted are in line with your purpose note/rationale*

Visitor Visa conditions



+Where a Limited visa(see L1/L2) may alleviate your concerns please consider. See a TA
 *If E7.15.1 applies you will need to follow PPI process

Case studies

Case Study 1:

A man from Spain wants to come to NZ to partake in a cycle tour of New Zealand for 6 months. He has provided a full itinerary of the tour with supporting evidence.

Case Study 2:

A woman from the Philippines wants to come to NZ for the first time for a stay of 3 months and has detailed her plans to visit the main tourist attractions in NZ.

Case Study 3:

An older couple from Germany have not been to NZ since 2018 and want to come to NZ for 5 months to visit their daughter and grandchild

Formatting Visa conditions in ADEPT

VV00 [redacted] Visitor Visa - General Purpose Assessment - Saved
Assessment Activity

Details **Visa Conditions** Related

Create personalised visa conditions if default not applicable

+ New Visa Attribute Refresh Flow

Visa Attribute ↑ Visa Applicant Approval Condition C... Entry Type Expiry Date Stay (date) Expiry Date Travel (date) Months allowed to stay during e... Months allowed to travel to NZ First Entry Before

Quick Create: Visa Attribute

Visa Application * [redacted]

Entry Type * ---

Expiry Date Stay (date) ---

Expiry Date Travel (date) ---

First Entry Before ---

Expiry Date Stay (months allowed) ---

Expiry Date Travel (months allowed) ---

Approval Condition Collection * ---

Step One:
Only complete the 2 fields below:
Entry type (Multiple vs Single) AND
Select the correct condition collection before 'Save and close'

Choose approval condition collection for Approval Condition Collection

visitor

Approval Condition Collection Lookup View (default)

Approval Condition Collection

- Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection
- Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection
- Visitor Offshore - Single Entry - Approval Condition Collection

If you type 'Visitor' into the search field it will bring these three collections up for you

If any other condition collections are used it may result in a blank visa being issued or other visa errors.



You will then need to open the conditions that you have created to confirm if the applicant is 'Offshore' vs 'Onshore' and fields should then appear to enter the period of stay you are granting

Visa conditions

Formatting in AMS

AMS - View Label details

Label Details

Label Number : 85847685

Type of Application : Visitor's Visa

Place of Issue : Henderson Client Number : 34769609

Start Date : 29/Aug/2022

First Entry Before : N/A Expiry Date Travel : N/A

Number of Entries : N/A Visa Expiry : 19/Sep/2022

Label Holder Details

Name : Teteimoana, James Owen

Travel Document Nbr : R493596 Date of Birth : 31/Jul/1995

Sex : Male Citizenship : Tonga

Label Endorsee Details

Endorsee Name	Sex	Date Of Birth
---------------	-----	---------------

[You must leave before visa expiry or face deportation. The holder shall not undertake employment in NZ. The holder shall not study for more than 3 months in every 12 month period in NZ.]

Cancel

AMS - View Label details

Label Details

Label Number : 85838243

Type of Application : Visitor's Visa

Place of Issue : Henderson Client Number : 69381254

Start Date : 24/Aug/2022

First Entry Before : N/A Expiry Date Travel : See Conditions

Number of Entries : Multiple Visa Expiry : See Conditions

Label Holder Details

Name : Wang, Dongmin

Travel Document Nbr : EJ3314447 Date of Birth : 07/Sep/1954

Sex : Female Citizenship : China

Label Endorsee Details

Endorsee Name	Sex	Date Of Birth
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[Visa valid for travel for 60 month(s) from Start Date. This visa expires 3 month(s) after each arrival. Stay subject to grant of entry permission. You must leave before visa expiry or face deportation. The holder shall not undertake employment in NZ. The holder shall not study for more than 3 months in every 12 month period in NZ. Financial support evidence not required. Return/onward ticket not]

Cancel



What next?

Allocations – How many? When?

ADEPT or IGMS/AMS

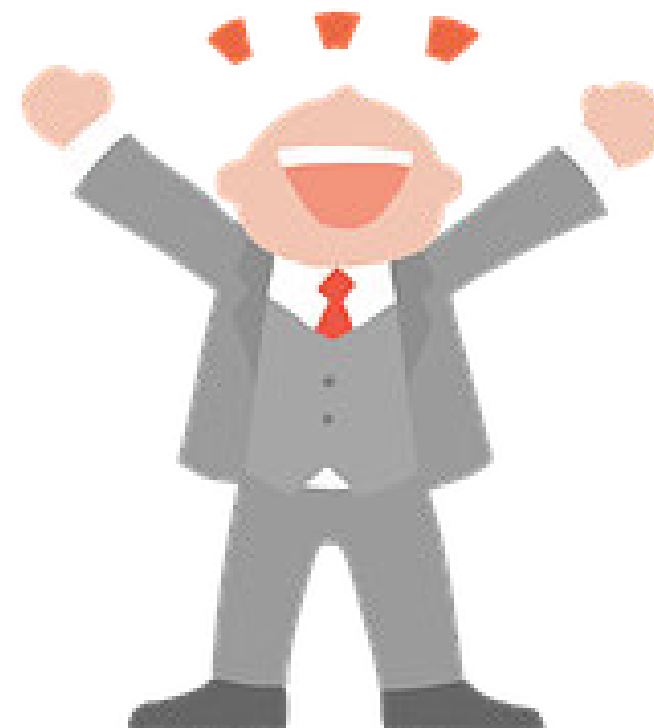
Resources – MAKO

Training Material

Risk market

QC

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OFFICIAL INFORMATION ACT

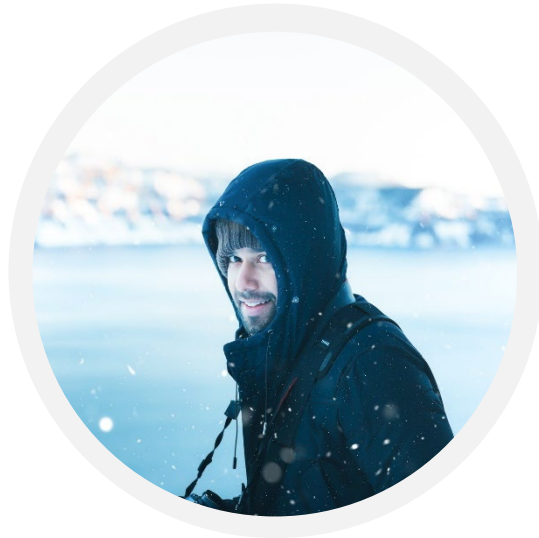


Questions?



RELEASED UNDER THE
OFFICIAL INFORMATION ACT





Adventurer

Since his divorce James has been on an adrenaline fix seeking out the next big challenge – let's go to Queenstown!

He's keen to stay for 3 months but he has some old university mates in New Zealand so might stay longer.

He's got a Canadian passport and is ready to go.

Age:
42

Family:
2 Children

Work:
Director

Location:
Calgary

Questions

1. What visitor visa options are available to James?
2. How long could he stay in New Zealand?
3. What activities could he do while in New Zealand?



RESOURCES

- Ops Manual
- INZ Website



NEW ITEM



Age:
27

Family:
Single

Work:
Artist

Location:
Shanghai

Artist

Xiao recently completed part-time study in media and film.

She's also a big movie fan and wants to visit New Zealand for 3 months. She would like to visit some of the locations where the Lord of the Rings movies were filmed.

She needs help choosing the right visa option for her trip.

Questions

1. What visitor visa options are available to Xiao?
2. How long could she stay in New Zealand?
3. What activities could she do using this visa option?



RESOURCES

- Ops Manual
- INZ Website



NEW ITEM



Age:
26

Family:
Single

Work:
Student

Location:
Tacheng,
Xinjiang

Programmer

Yang enjoys travelling, Australia and New Zealand are next on her list.

She has a total of 19 days for sightseeing in both countries.

She's also a huge winter sports fan and wants to go snowboarding in Queenstown.

Let's help Yang with her application and requirements.

Question

1. What requirements are applicable to Yang's application?
2. What evidence does Yang need to include with her application to show she meets these requirements?





Age:
26

Family:
Single

Work:
Student

Location:
Tacheng,
Xinjiang

Yang's Confused

She has been making good progress with her application but now needs to complete the section on bona fide.

She does not have a clear understanding of this requirement and is starting to feel anxious about her application.

Help Yang clear up her confusion by answering the following questions.

Questions

1. What is a bona fide applicant?
2. How would you explain to Yang why assessing bona fides is a critical step in the INZ process?
3. How can Yang demonstrate she is a bona fide applicant?

