ADEPT Newsletter

Contents – here is what we have learnt to date

1. Additional document assessment activity

When an applicant submits new information or a document to the online application system, ADEPT creates an Additional Document Assessment activity. You may see one in your My Activities grid. A change such as uploading a document (e.g. bank statement) or adding details to a field in the Online Application system (e.g. an address change) will trigger this activity.

Some of the changes that are made by applicants are major, such as the separation from a partner, or the loss of a job offer in the context of a work visa application. Others can be minor, such as a change of address within the same town. Because ADEPT cannot determine if the change is major or minor, every change needs to be assessed by a person.

Relevant sections of the User Guide (Section 4.5 Assessing an Additional document assessment activity).

Steps on how to assess an additional document assessment activity:

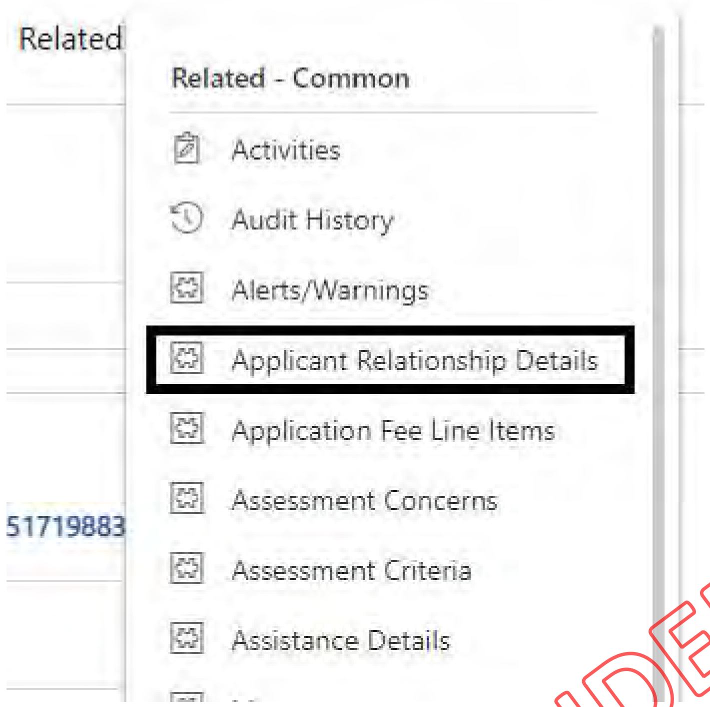
1. Open the activity. You will see an Additional Document Assessment activity screen.
2. To open an additional document that an applicant has provided, select the link displayed in the Document Metadata Object field.
3. Review the additional document and make any amendments required by the ADA. If you need to create an assessment concern, do so in the Assessment Concern grid of the assessment activity. This will trigger the system to generate an RFI/PPI Activity, when all the assessment activities for this application have been completed.
   Note: Please ensure all naming conventions are followed refer to section 6.
4. Record an outcome for the assessment activity in the Assessment Details section, Outcome field. Select either Instruction Met or Require Further Info or Cancelled.
5. Select Yes to confirm the outcome you have selected. If you do not wish to proceed with the selected outcome or if you selected the outcome by error, you can reset the value of the Outcome field to "--Select--".
6. Once this is completed, set the value of the Activity Status to Completed and select Save.

Note: If you would like to change the outcome after you have saved it, you must contact your Technical Advisor as soon as possible. However, if it has moved to RSQC, please contact the TA who it has been allocated to and advise of the situation.

If it's just the normal supporting documents and not something that raises any issue that won't be dealt with in the normal process, you can just mark it as "instruction met".

2. Updating family information

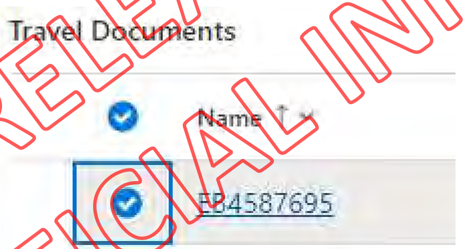
When an applicant requests for family information to be updated, you can find this under the applicant's profile -> Related -> Applicant Relationship Details.



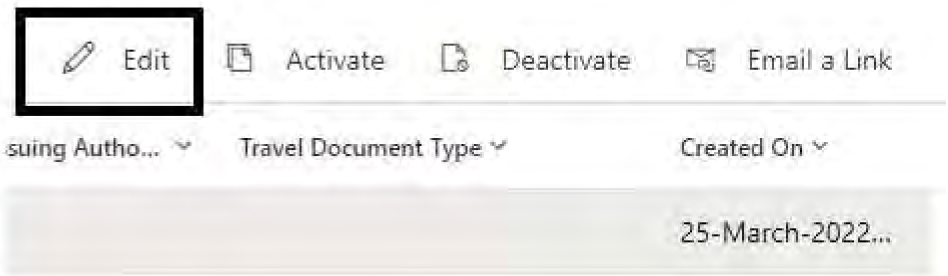
3. Updating PPT

When an applicant wishes to update to a new PPT, you can do this under the Identity tab of the applicant's profile.

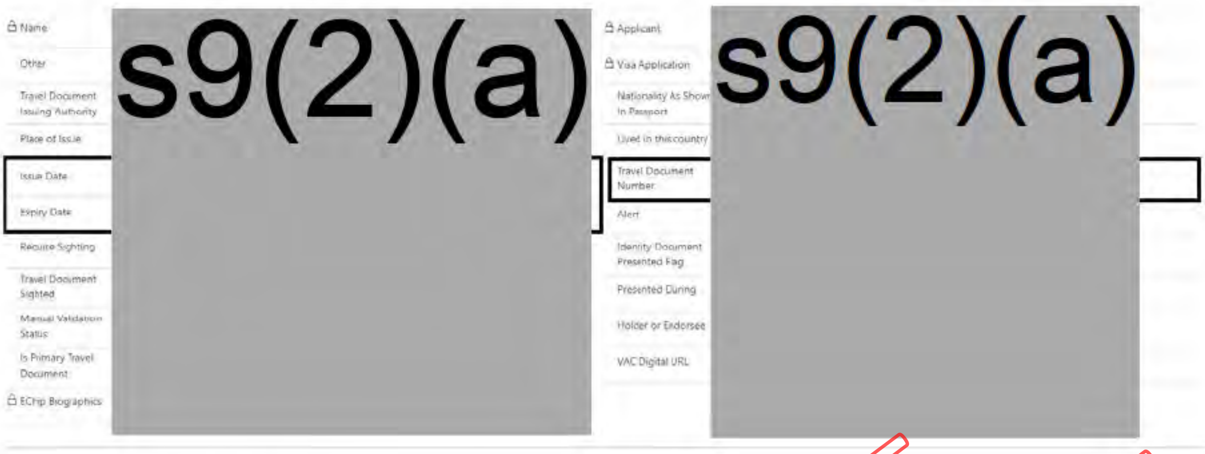
1. Select the PPT:



2. Select edit:



3. Edit the Travel document number, issue date, and expiry date:

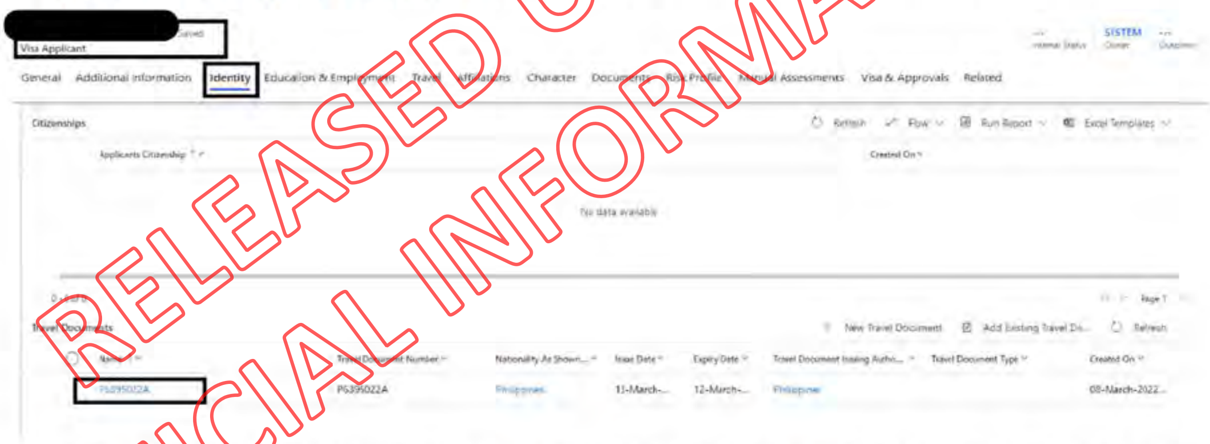


4. Select save and close.

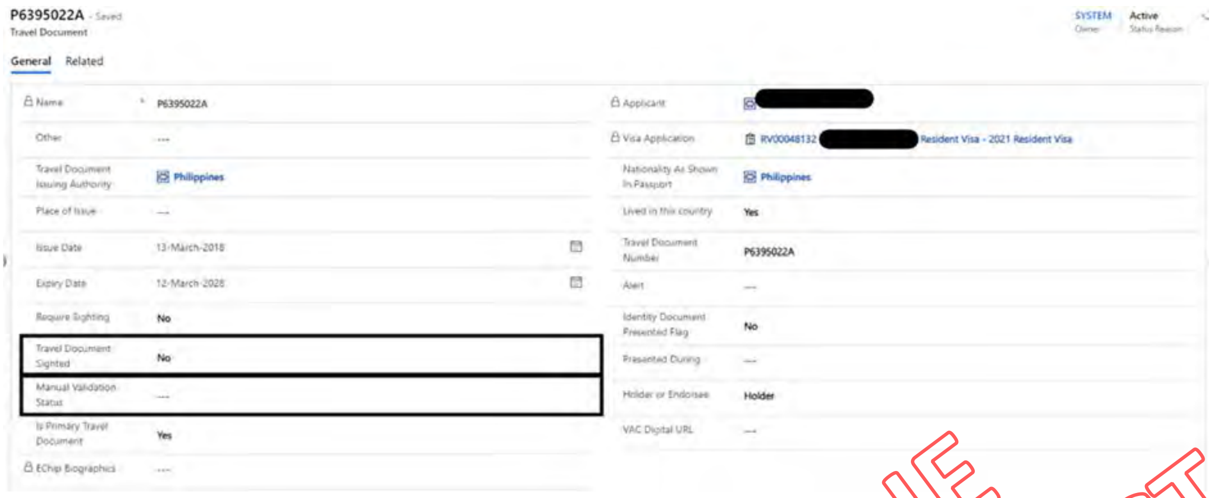
Note: There is no need to add a second travel doc record as the aim is to have only one PPT recorded for each applicant as this will ensure labels are issued to the correct PPT.

4. New/Previous Passport Scans

If a document has been sighted and recorded in VAC, ADEPT data needs to be updated. Go to the applicant's identity tab and select their Passport.



Update in the 'Travel Document Sighted' section to 'Yes' and change the 'Manual Validation Status' to 'Passed'



Only when this task is completed, the application will be able to move on.

5. Request to add secondary applicants

If a secondary applicant needs to be included per R2.40(d) or per the applicant's request, the following process will need to occur as we are unable to add them to ADEPT:

1. When you identify that the applicant wishes to include a secondary or R2.40(d) applies, you will generate the assessment concern "PA declared intention to include SAs but did not include them" in the assessment activity you are assessing.

2. You will then need to close the assessment off as "require further information" to enable the RFI to be generated. (This will need to be self-assigned)

3. Immigration Officer to send RFI for the following information (this is done through the above assessment concern):
   - *Application Form (INZ 1278 – Supplementary form for additional secondary applicants)*
   - *Medicals (if required)*
   - *NSC Form (if required)*
   - *Additional information if required*

4. Once all assessment activities have been completed the Application will proceed to the RSQC stage where the TA will complete a soft QC of all applicants currently on ADEPT and assign the ADEPT application to **NADO.**

6. Naming documents

When you have an uploaded document, follow the following naming conventions to name the document provided. This is to enable easier assessments in the future.

PPT - [PPT owner name]

Birth cert - [BC owner name] *[Country] Police certificate - [PC owner name]* *Details update - XX (specify type i.e address, DOB, name)* *Additional applicants requested* *Cover letter* *Travel plans* *Employment evidence (includes Payslips, IEA etc)* *Additional forms - INZ XXXX (specify the form i.e INZ 1200, INZ 1242)* *Relationship evidence* *Combined evidence – XXX / XXX [naming convention 1/ naming convention 2] (eg relationship evidence/employment evidence)* *Other document (include VAC receipts)* *e-medical letter*

Only update the Name – do not change the 'Document Type'

7. Applicants/LIAs asking questions

Please do not email outside of adept in any activity unless you are the RFI/PPI. The expectation is that all communications will be made in adept. In the odd occasion you need to communicate outside of adept, please leave this to the RFI/PPI IO. Ensure all emails/ phone calls are recorded in the note section of the activity you are completing (This should be the RFI/PPI).

8. Putting general notes

Please only add a general note if the information will have an impact on an assessment activity. For example, the applicant is due to give birth in a months' time. This is because we are trying to reduce over processing.

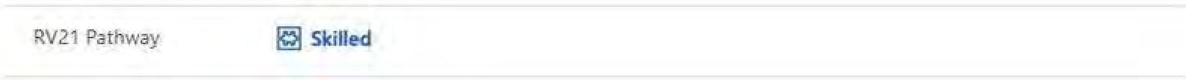
Note: General notes are best used for informing others, rather than rationales. Rationales should go in the appropriate assessment activity.

9. Assessing under a different eligibility criteria.

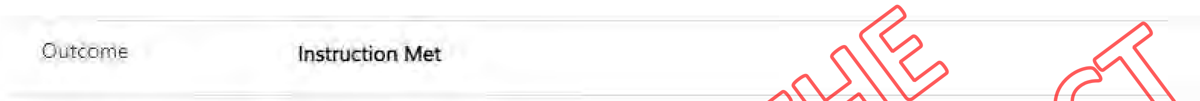
NB. If they do not meet the pathway they have declared, we should always check all the other pathways first before moving on to a PPI or RFI.

When an applicant doesn't meet the eligibility assessment for the criteria they applied for (skilled/scarce/settled) but meet another criteria, follow the following steps:

1. Leave the questions regarding skilled/scarce/settled blank.
2. Under RV21 Pathway, select the criteria they are eligible under.
3. In the reasons selection of the first question related to the previous pathway, explain why they meet the new pathway.



4. Complete the application outcome as instructions met.



5. Confirm outcome.

6. Change Activity status to Complete.

7. Save and close .

10. Correspondence recording.

For RFI/PPI activity, sometimes the LIA will contact the IO – please ensure IO's copy and paste all correspondence into the Notes of the RFI/PPI activity.

- Please make this only one note
- For further communication, edit the General Note and add any relevant emails
- Title this general note as 'Correspondence'

11. Employer alerts.

The expectation is that the eligibility IO will check if the employer or LIA has an active or expired alert. At this point, the application either has a risk assessment activity already, or not:

- If the application does not have a "RV21 Risk Assessment Activity", then the eligibility IO raises a "RV 21 Risk Assessment Activity" and leaves a note in the general notes of the risk.
- If the application does have an open "RV21 Risk Assessment Activity", then the eligibility IO leaves a note in the existing "RV21 Risk assessment".
- If there is a closed "RV21 Risk Assessment Activity", then the eligibility IO raises a second as and leaves a note in the notes of the risk.

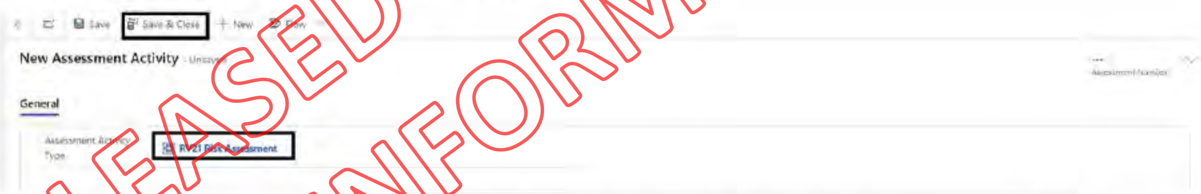
Ensure that the note explains if it is an employer, client or LIA alert and the CN.

12. To raise an "RV21 Risk assessment":

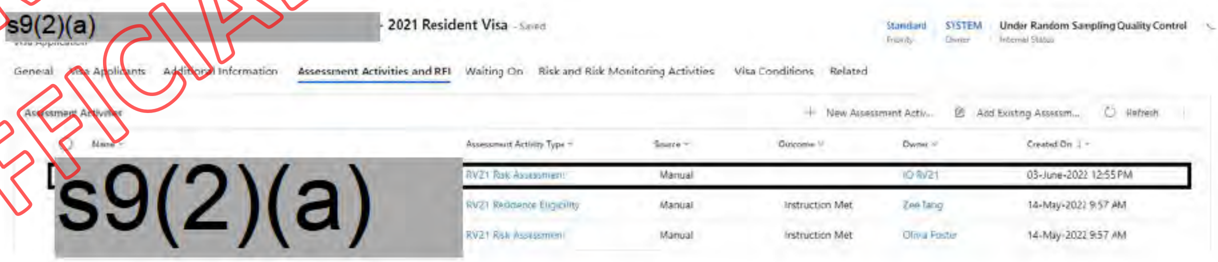
Some of the situations talked about in this newsletter will require you to raise a risk assessment. This is how to do it.

1. Go to the "Assessment Activities and RFI" of the application. Select "New Assessment Activity".

2. Search RV21 Risk assessment, select it. Save and close.



3. This will generate the risk assessment activity. It should go into the activity pool and be assigned to an IO.

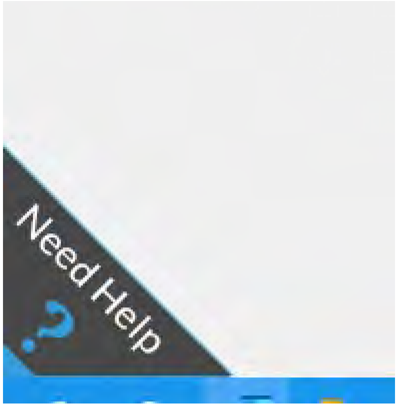


13. Regularly check the Adept guide.

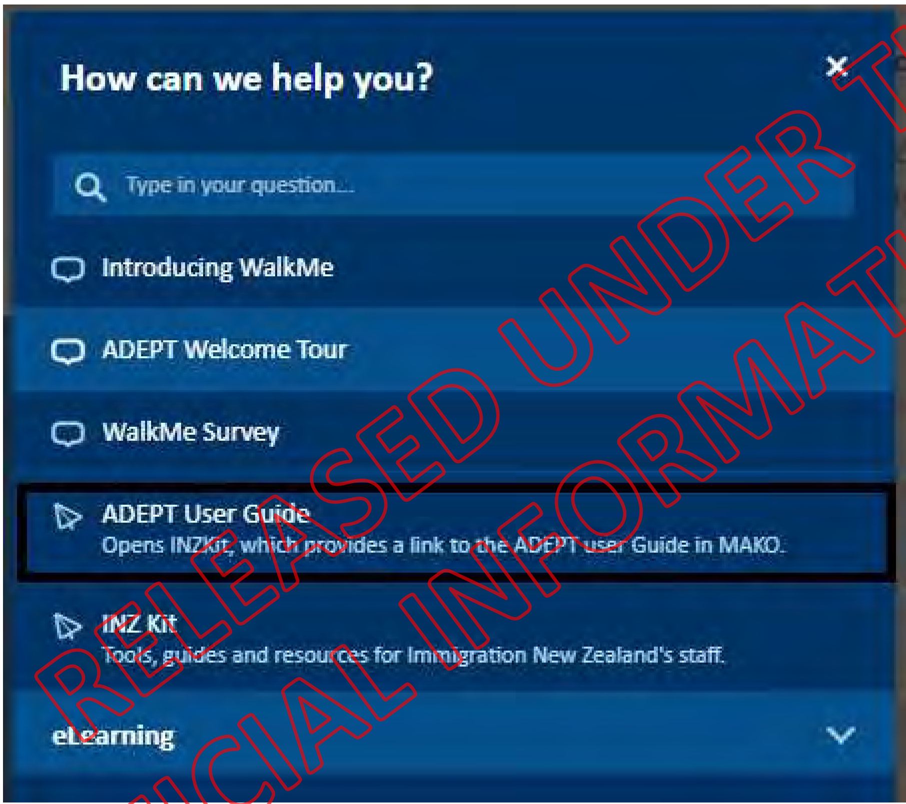
The adept guide is regularly being updated. Please check this every few days, even if you think you know the process to ensure you are kept up-to-date.

Hint: below are some steps for quick access in adept to the guide.

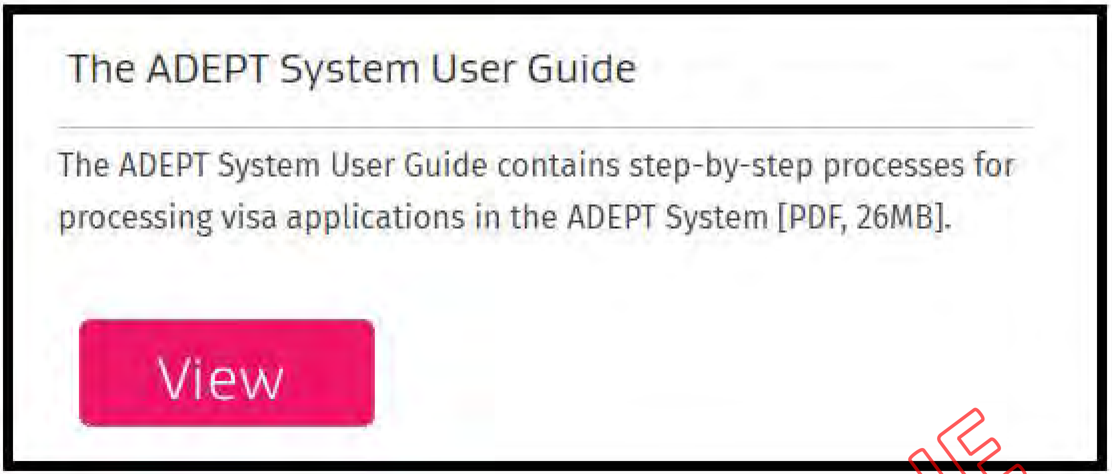
1. Select "need help" on the bottom left of the home page



2. Select the “adept user guide”

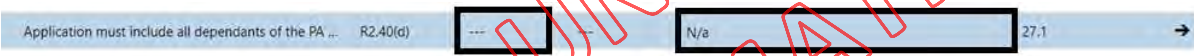


3. Select “the adept system user guide”



14. Not appliable criteria.

Some assessment activities will not be applicable to your applicant. For example, the contractor question in scarce. In these cases, enter “N/a” into “Reasons” and leave “Instruction met” blank. See below as an example.



15. Risk assessment.

There has been a lot of confusion regarding risk. Here are some pointers for you:

- If risk advice is required (such as all NPP warnings), generate the Risk activity – Risk advise referral. The VST will return with their advice.
  - Only complete risk treatments if risk treatments (formally verification) are completed.

If the outcome is to request further information, raise an assessment concern and fill out the required documents. Select “require further information” under the “outcome” and confirm the outcome.

RFI/PPI IO to add a note to their activity of the result of the risk treatment.

s6(c) [redacted]

Ensure that there are adequate notes in the reasons to explain the RFI in the risk section. Ensure that the RFI/PPI IO rationalises why the risk is mitigated in the general notes.

16. Rationale

You should not be entering rationale unless there is subjective decision making. This is most commonly in the following situation:

- We you select no – instructions not meet: we need to explain why not so that the RFI/PPI IO knows why they have the activity.
- Risk: Risk involves decision making on particular risk.
- Partnership: Decision making over the relationship.
- Dependency: same as above.
- When a response is given: rationale decision making over whether the provided information mitigates the original concern.

Most of the time, a rationale will not be required when you select yes – meets instructions.

17. Visa Refusals

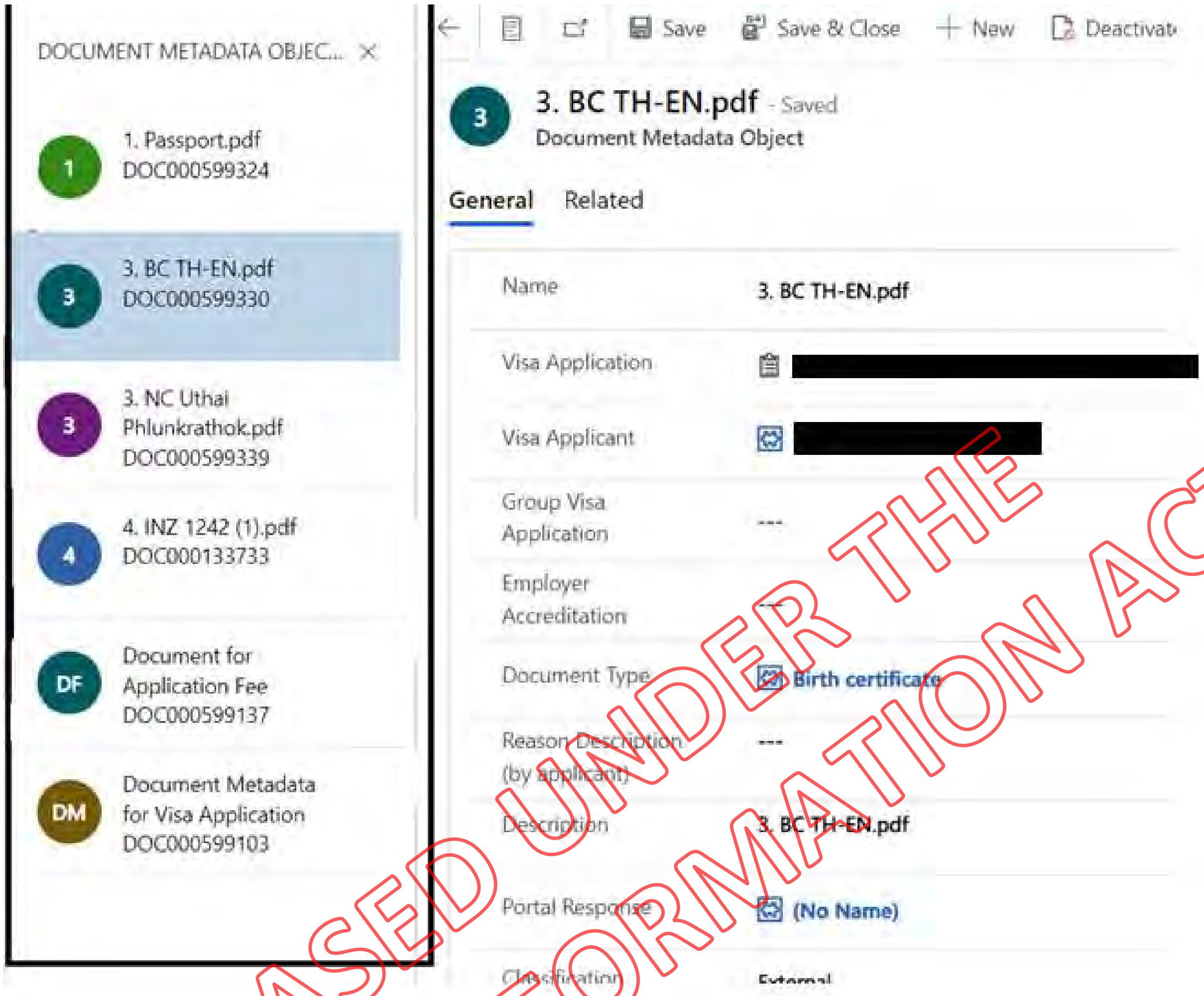
When an applicant has declared any previous visa refusal/decline(s) OR previous declined visa application(s) are identified from AMS, this information is to be updated and recorded in ADEPT

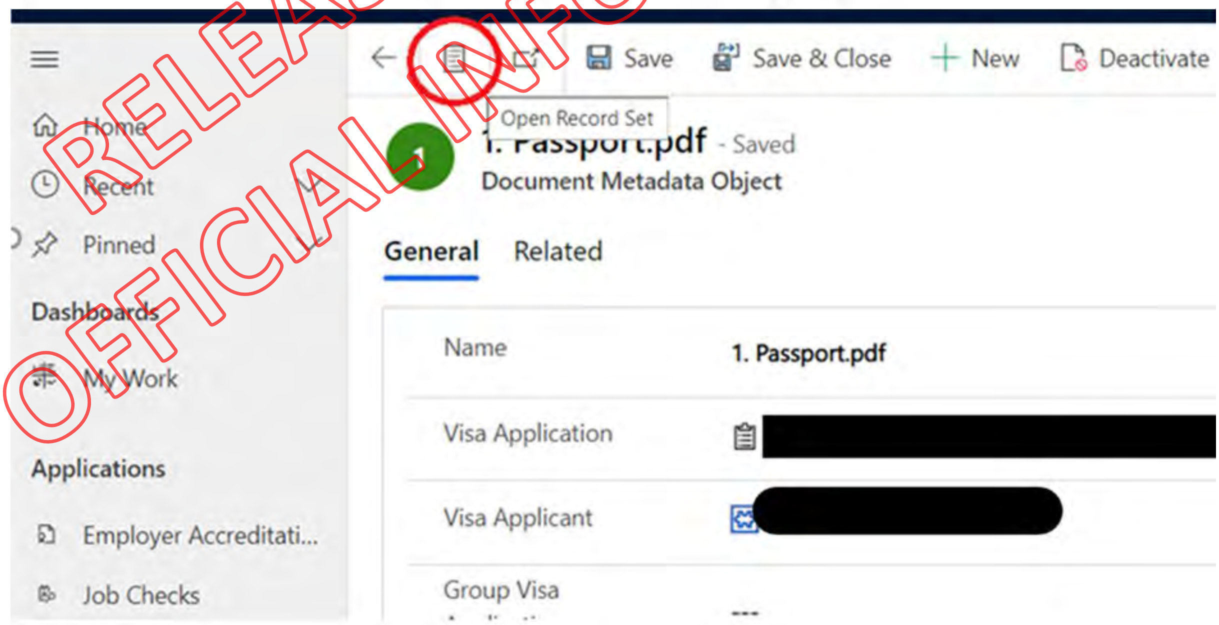
- Visa application → Relevant visa applicant → Character tab → Add to 'New Visa Refusal'

18. Multiple document side-view

To help processing efficiency you can use the side view for documents rather than individually accessing the documents. Follow the process below on how to do it.

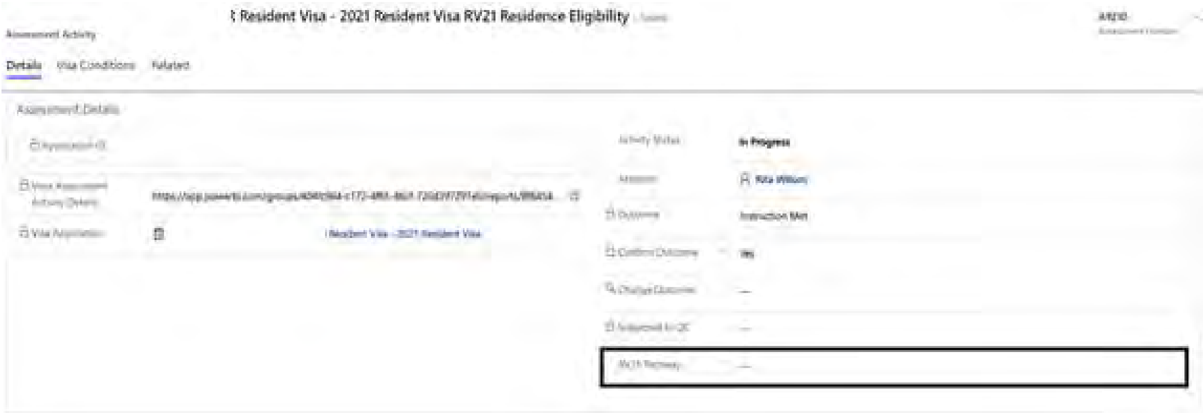
- Visa Application → Document Metadata Objects → Click into any document name → Click 'Open Record Set'





19. Completing RV21 Pathway

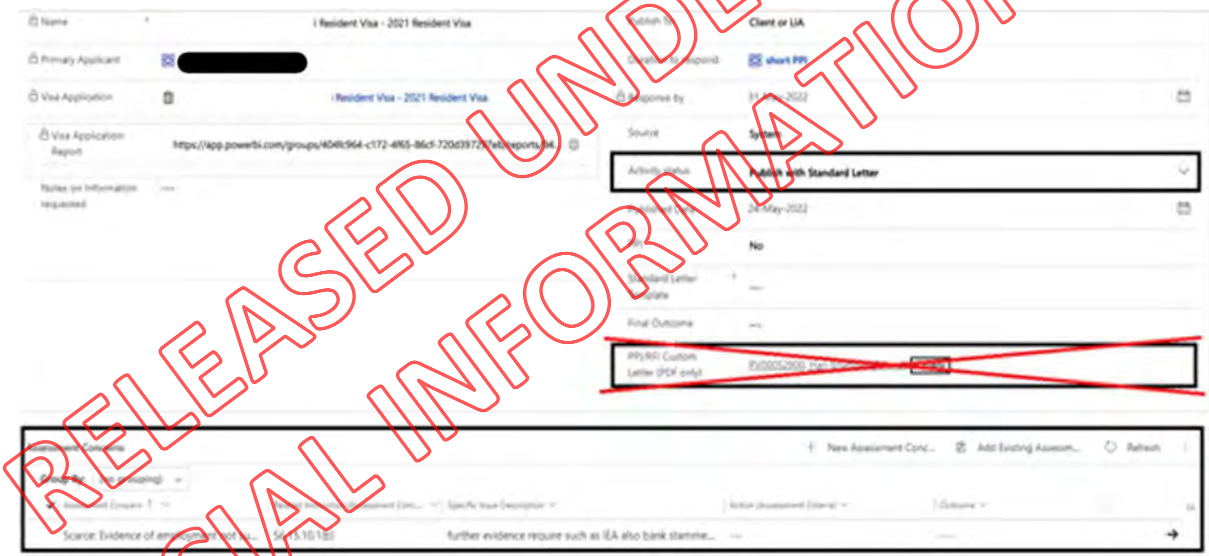
Please ensure to complete the RV21 pathway.



20. PPI and RFI Activities

When completing a PPI or RFI activity, <u>DO NOT</u> select 'Publish with Custom Letter' or Upload a custom letter.

Select 'Publish with Standard Letter'.



This will mean that to send a letter, we will need to change the assessment concern. This will then update in the Standard Letter.

Letter content

Letter Header	Evidence of occupation
RFI Content	Immigration instruction S6.15.10.1 states that for an applicant who holds a current work visa that specifies they may only work for a specific employer, we may consider information provided with this Resident Visa application and previous work visa applications to determine if the Scarce requirement is met, unless their occupation has changed since the grant of their visa. Instruction S6.15.10.1(b) states that an applicant whose occupation has not previously been assessed, or evidence was not previously provided, will be required to provide sufficient evidence to demonstrate they meet Scarce criteria, including but not limited to: - an employment agreement or letter from employer stating the occupation and hours, and
PPI Content	Immigration instruction S6.15.10.1 states that for an applicant who holds a current work visa that specifies they may only work for a specific employer, we may consider information provided with this Resident Visa application and previous work visa applications to determine if the Scarce requirement is met, unless their occupation has changed since the grant of their visa. Instruction S6.15.10.1(b) states that an applicant whose occupation has not previously been assessed, or evidence was not previously provided, will be required to provide sufficient evidence to demonstrate they meet Scarce criteria, including but not limited to: - an employment agreement or letter from employer stating the occupation and hours, and
Decline Content	Immigration instruction S6.15.10.1 states that for an applicant who holds a current work visa that specifies they may only work for a specific employer, we may consider information provided with this Resident Visa application and previous work visa applications to determine if the Scarce requirement is met, unless their occupation has changed since the grant of their visa. Instruction S6.15.10.1(b) states that an applicant whose occupation has not previously been assessed, or evidence was not previously provided, will be required to provide sufficient evidence to demonstrate they meet Scarce criteria, including but not limited to: - an employment agreement or letter from employer stating the occupation and hours, and - evidence of provisional or full registration in an occupation in New Zealand where this is required. You have not provided the required evidence of your occupation, so you do not meet instruction S6.15.10.1(b).

21. How to upload the face picture

When an applicant has an alert from the Face team to request a picture, follow the following:

1. Risk IO: The alert will generate a risk assessment activity. The outcome will be RFI for the picture. Ensure adequate notes are made.
2. RFI IO: will RFI the picture.
3. Once the applicant responds, follow 3.2.5 of the ADEPT user guide to escalate to the identity team (below)

22. A reminder on the order of completing activities

If, while completing your activity, you are required to create a new activity, please remember not to complete your current activity until you have generated the new activity. This is important as if you close-off the final outstanding activity on an application, the application will automatically move to QC stage with the outstanding assessment not completed.

23. Application Finalisation activity

Before completing a finalisation assessment, please ensure there are no outstanding re-work. Once the finalisation assessment is done- the application will be completed despite the fact there is outstanding re-work.

You may have noticed that you have begun receiving Application Finalisation Activities. These are generated when rework is completed, or the status of an application is manually changed. You can simply close these activities off with no further action required. Please note that this may change in the future.

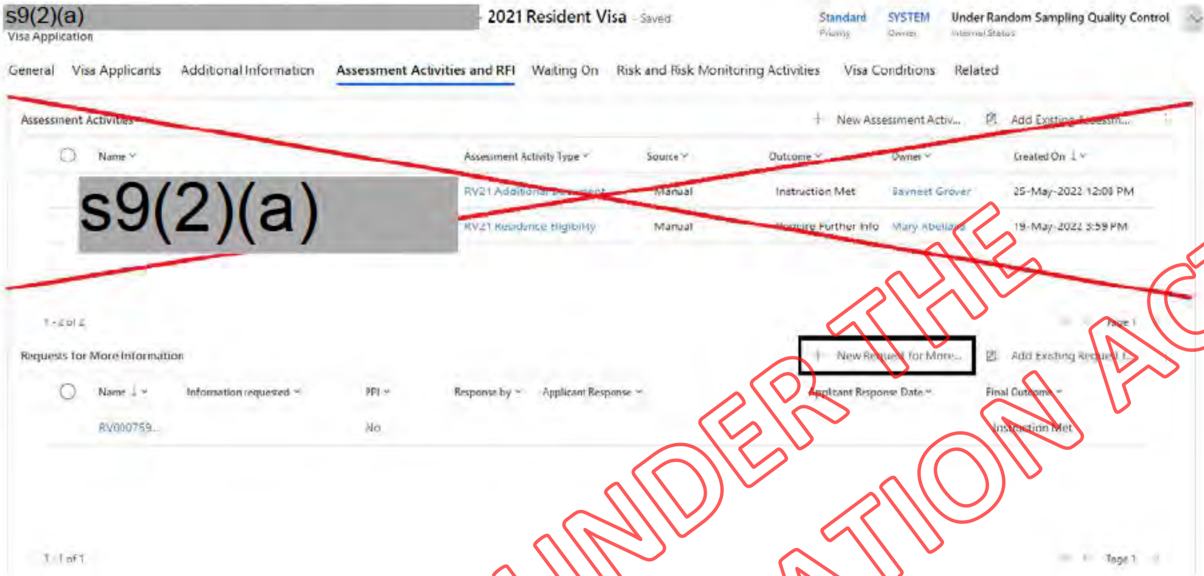
24. Where to send eVisa correction requests

If you are contacted about corrections required for an error on an issued eVisa, you will need to forward this query to chloe.stone@mbie.govt.nz

25. Manually generating an RFI/PPI activity

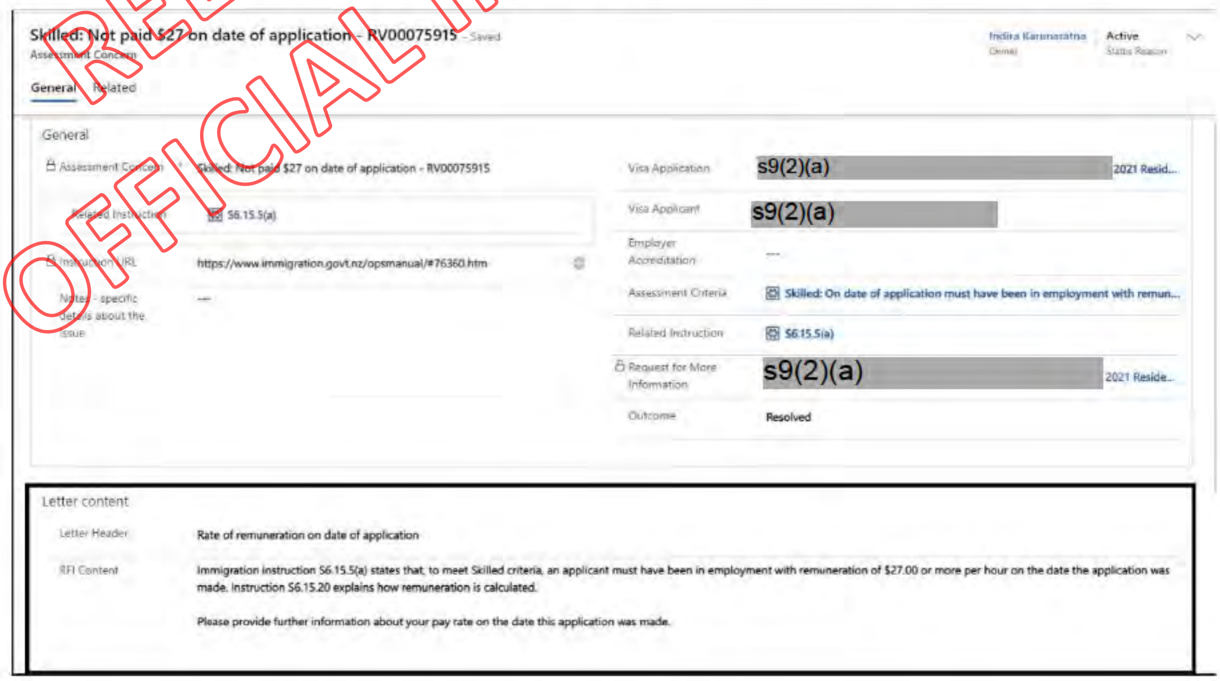
NB: Only generate an RFI/PPI after RSQC or with permission from a TA.

If you come across a case where you are required to manually generate an RFI/PPI activity, please ensure that you do this in the "Requests for More Information" section rather than the "Assessment Activities" section of the "Assessment Activities and RFI" tab (please see below). This should not be required often.



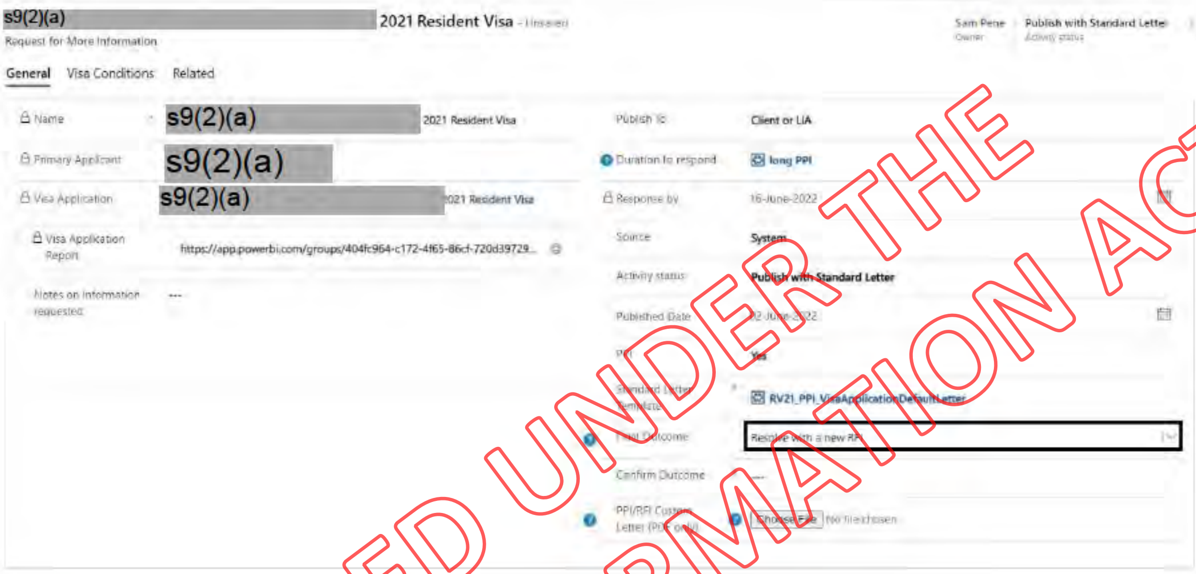
26. RFI/PPI Blurbs

If you are generating an RFI/PPI activity, please remember to customise the blurbs (found in each generated assessment concern) to suit the circumstances of your application. The information included in the blurb should be sufficient to explain to the applicant what information we require (or the specific concerns we are raising) and why.



27. Generating a second RFI/PPI

In some circumstances, you will need to generate a second RFI or PPI after a response has been received to the initial RFI/PPI (e.g. when following the Character/Health waiver process). To do this, please select "Resolve with a new RFI" as the outcome to the RFI/PPI activity. This will automatically generate a new RFI/PPI activity from which you can send the second letter. Then confirm the outcome.



28. Reminder to check additional documents for RFI/PPI responses

Sometimes applicants will upload their responses to RFI/PPIs as additional documents instead of as a response to the RFI/PPI. When assessing the RFI/PPI response please check any additional documents uploaded.

29. Fast Track Character Waivers for ADEPT applications

If you come across a case where you think that a FTCW could apply, please contact a TA in the first instance with all the relevant information. The TA will then review the information to make sure that they agree that a FTCW is appropriate.

Note. FTCW cannot be completed for convictions involving violence, sexual nature or false and misleading/ withheld information.

s6(c) [redacted]

s6(c) [redacted]

[redacted]

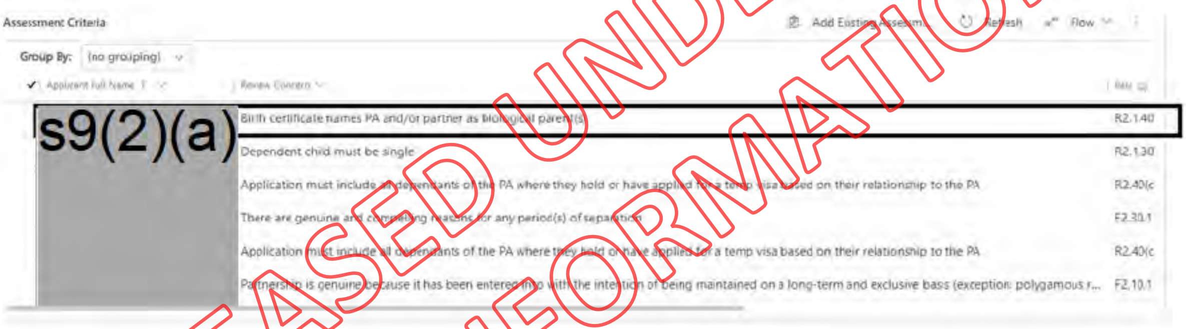
[redacted]

[redacted]

[redacted]

31. Where to record custody assessments

As you may have noticed, there is no specific custody question in the secondary applicant activity. As such, we ask that you record your custody assessment under the Birth Certificate question (pictured below)



32. A5.35- deferral process

ADEPT currently does not have the appropriate template wording; in the meantime, we will need to manually send out the deferral letter and place the RFI/ PPI activity on hold.

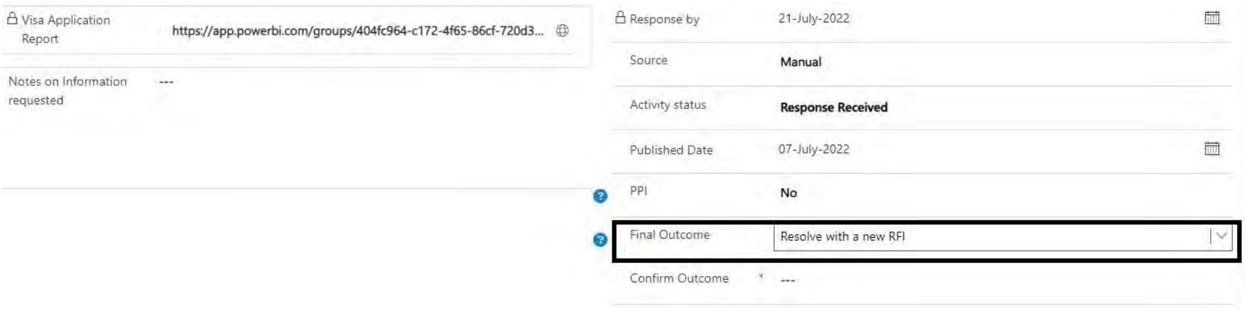
Please ensure you are saving the PPI letter you have created under the PPI activity and saving the email correspondence to the notes of the activity.

33. No response from the RFI/ PPI

In cases where the RFI/PPI IO has not received a response from the client and the due date has now passed the following steps are to be taken:

Note: Please double check the email address provided is correct

1. Close off the RFI/ PPI activity as "Resolve with a New RFI"



2. Once confirmed this will create a new RFI/ PPI activity, ask your IM to ensure this is allocated to you if it has not already been.
3. Re-send PPI/ RFI activity with the duration being "Short PPI" and add in a note regarding the client not responding to the letter and we are granting them a further opportunity.
4. If no response has been received for a PPI, come to a decision regarding the assessment concern (if declining, check with TA first before selecting final outcome). If an RFI was sent, IO to send a PPI regarding the assessment concern.

34. Casual Contracts

If a client is applying under Skilled or Scarce and has provided a Casual Employment Agreement for their employment. It is important we are checking the wording of the hours provided in this Employment Agreement.

As per S6.15.5 (c)(i) and S6.15.10 (c)(i), we must be satisfied employment is full-time from the employment agreement. This means if the employment agreement states they have no set hours, however the payslips show they are regularly working above 30 hours we are unlikely to be satisfied from this the client meets full-time and a PPI will need to be sent.

35. R2.40(d) rationale

Scenario examples	**Process steps**	***Mark R2.40.d question***	**Rationale expected**
PA has declared 'single' and no previous partners on AMS	Can assume there are no previous relationships	*Instructions met*	None
PA has declared 'partnership' and has not included partner	Cross check AMS, app form and 'additional docs' activities	*If R2.40.d does not apply or do not want to include in app* *- Instructions met*	R2.40.d does not apply, nor do they want to include their partner.
	Cross check AMS, app form and 'additional docs' activities	*If R2.40.d does apply, or they want to include in app* *Question = "no" and a Assessment Concern is generated to advise the*	R2.40.d applies, and partner has not been included.

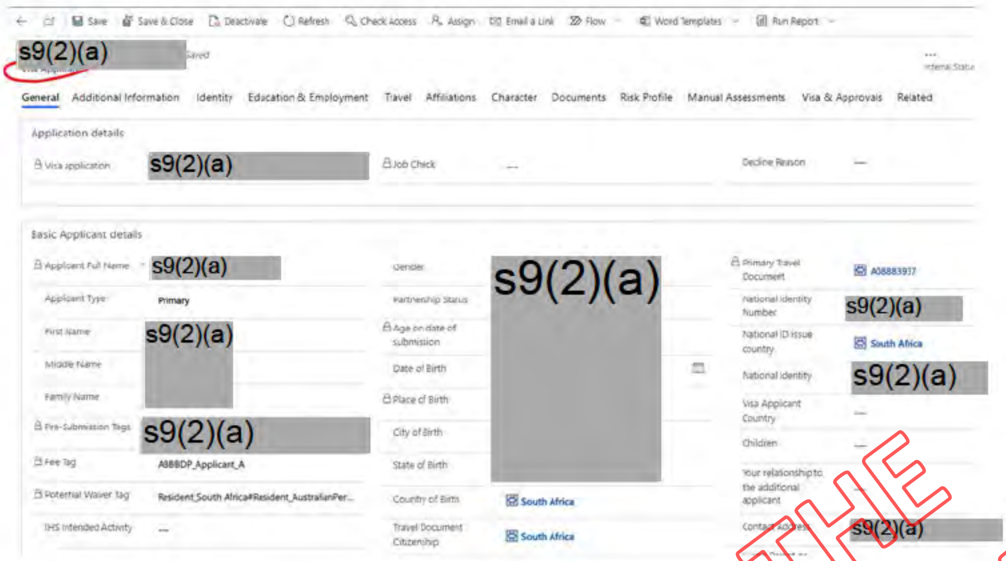
		partner needs to be included. - *Require Further information*	
PA has declared 'separated/ divorced'	Can assume the relationship has ceased. However still need to check for children- cross check AMS/ app form/ additional docs activity	*If no dependent children* *- Instructions met*	Partner has declared separated/ divorce, R5.115 applies. No DC to include
		If there is a dependent child where R2.40.d applies or want to include, and they have not been included already *- Question = "no" and an Assessment Concern is generated to advise the partner needs to be included.*	R2.40.d applies/ want to include Dependent
PA has declared Partnership and all dependents/ partner has been included	Cross check AMS, app form, Visa applicant tab and 'additional docs' activities to ensure no one is missing	*Instructions met*	All applicants have been included.

36. Overview of steps to add a new contact:

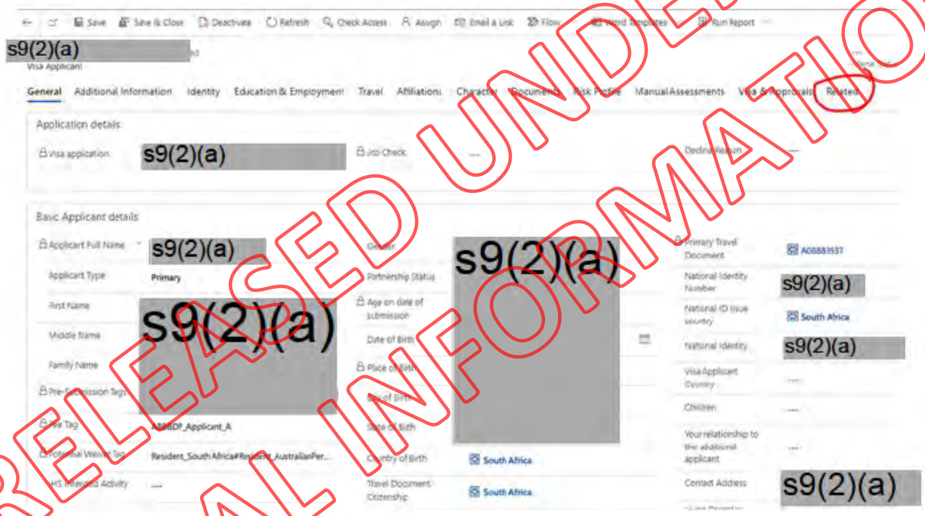
'visa applicant page' - 'related' - 'contact information' – select email or mobile – enter the new email address in the value field.

__Step by step guide:__

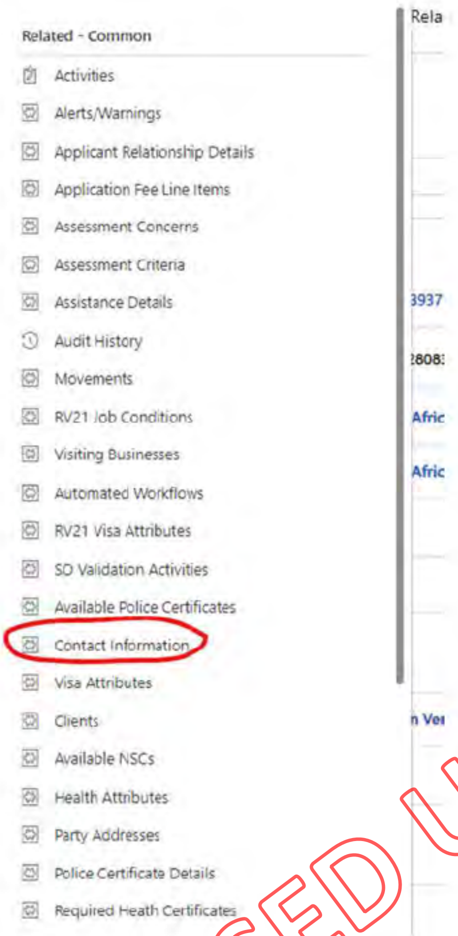
1. Go to the main page of the visa applicant:



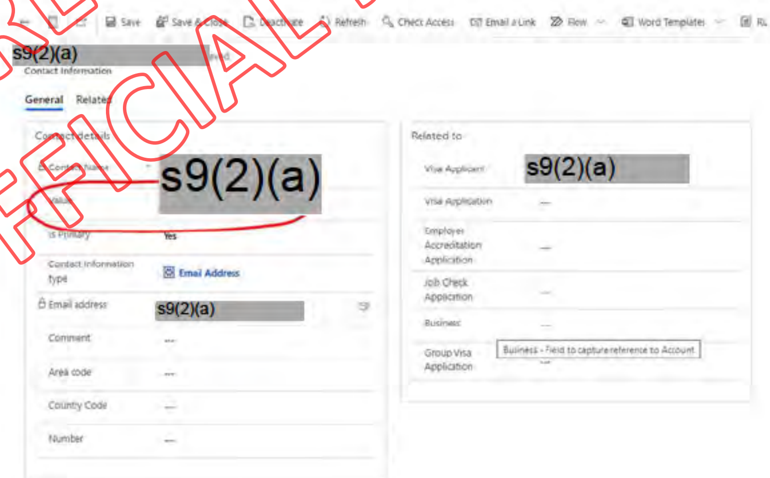
2. **Click on related:**



3. **Select 'contact information':**



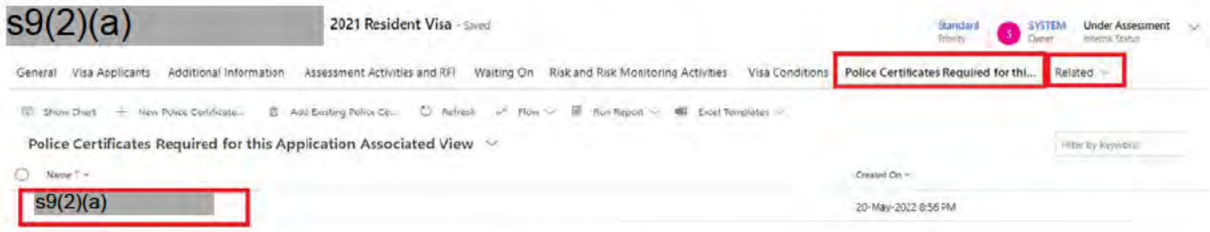
4. Select the contact type that you want to change, double click into it, then you will see the page below. You can then add the new email address in the 'value' field and click save.



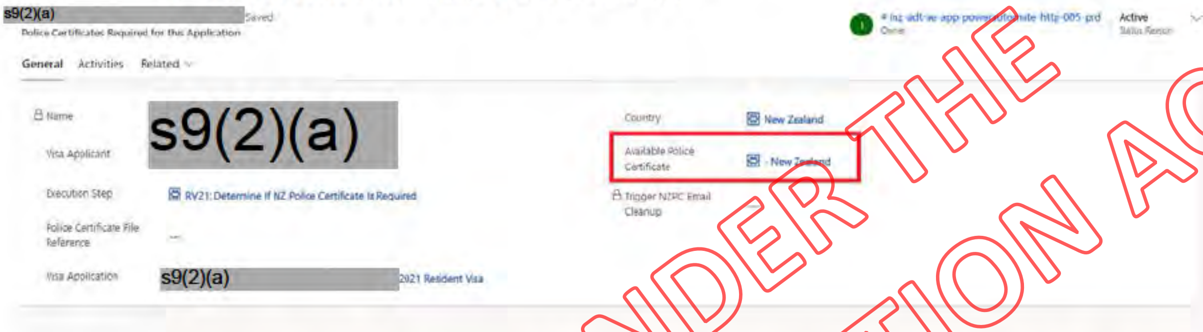
5. When you return back to Visa Application page, you should be able to see the updated email address showing under the 'General' tab:

37. Re-requesting New Zealand Police Certificates through ADEPT

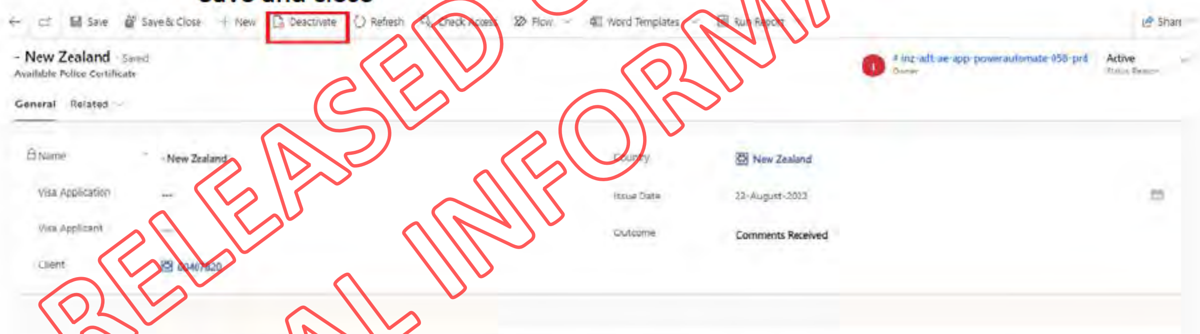
1. Click into the visa application page -> Related -> Police Certificates required for this application. Select the correct applicant you need to re-request the NZPC for.



2. Click into the Available Police Certificate



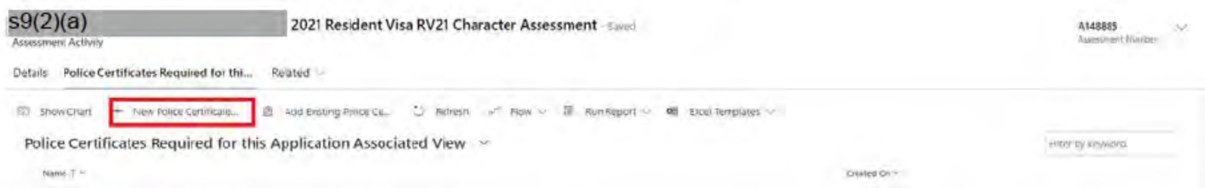
3. Once inside the New Zealand Police record response, click "deactivate" and confirm. Save and close



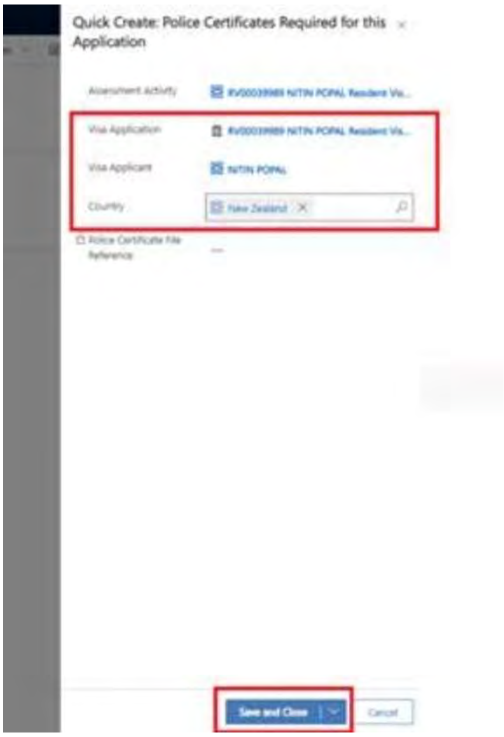
4. Go back to the visa application page.
5. Click into the appropriate assessment. Then click the "related" tab -> "Police certificates required for this application"

NB. To re-request the new NZ Police certificate you will need to do this from an assessment activity. If you have PPI'd the client on character complete this from the PPI activity. If no PPI activity, complete this from the Character assessment activity.

6. Click on "New Police Certificate required for this application"



7. Complete the following sections (*if not already completed*) and save and close



NB. If you have completed the above steps correctly under new Police certificate request in the activities tab you should see an automated email generated to New Zealand Police

38. Interviews and Verification- Phone Calls

To pre-arrange phone calls with applicants, you do not need to contact the Lia first (as long as it is for verification purposes). Please note that if you are calling an applicant to verify the credibility of the information provided- you do not need to pre-arrange these phone calls with LIA's. The purpose of these phone calls is to verify information. Please see a TA if you are unsure.

s6(c) [redacted]

39. Change to requirement to assess expired alerts and warnings in visa processing

Expired Alerts and Warnings are no longer required to be assessed for relevance as part of the visa assessment. In ADEPT this means that expired Alerts and Warnings will no longer trigger manual risk activities.

This guidance does not state that expired Alerts and Warnings cannot be considered as part of a visa assessment. Expired Alerts and Warnings will still be visible in AMS and ADEPT. If an Immigration Officer wants to rely on the content of an expired alert or warning in their assessment of a visa application, they should:

- take reasonable steps to ensure the information is accurate, up to date, complete, relevant, and not misleading.
- clearly document the steps taken and why the information is considered relevant in the visa assessment notes.

- consider whether the information warrants the creation of a new alert or warning.

s6(c)

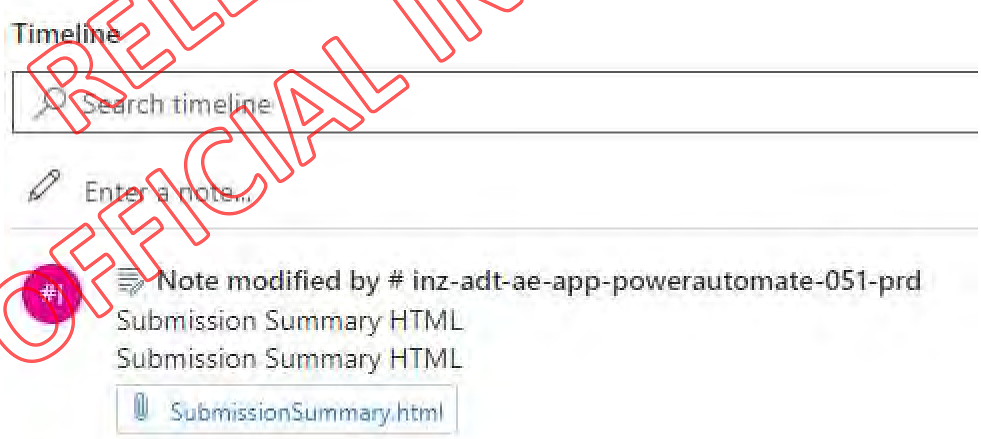
[redacted]

[redacted]

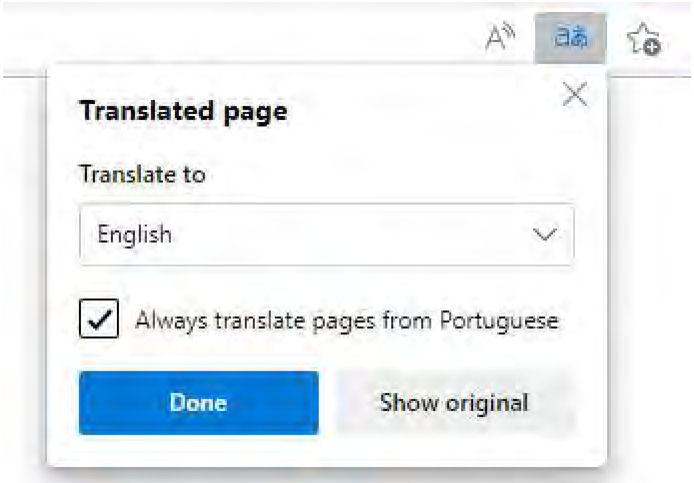
41. Visa application forms in other languages

Step 1: Go to the Visa Application page and select Additional Information.

Step 2: Scroll to the bottom screen titled Timeline and open the html link.



Step 3: The application form will automatically open with the translation option. Alternatively, select the translate icon in blue.



Translated page
Translate to
English
Always translate pages from Portuguese
Done
Show original