NEW ZEALAND IMMIGRATION

ADEPT User Guide

Version 2.015 - 27 October 2022

Note: Please do not save a copy of this User Guide to your personal drive as the document is regularly updated. Please continue to access the User Guide using the INZ Kit link (which can be saved as a favourite) as this will always take you through to the most up to date version of the User Guide

Recent updates and additions to the user guide

Update	Section	User guide update date
Updated instructions to reflect current process	4.12.14 Entering visa conditions (before a visa is issued)	27 Oct. 2022
Added a note to refrain users from closing a SO validation activity until a face image is received	3.3.5 System Concern - Virus Scan failure	25 Oct. 2022
Added a note to indicate that the ‘Reviewed and Completed’ field is locked for Immigration Officers	4.12.3 Rework application	25 Oct. 2022
Added a note to indicate that border alerts and warnings must be raised in AMS	2.10.2 Creating Alerts and Warnings	18 Oct. 2022
Removed the note about self-approval of alerts and warnings for Border Officers	2.10.2 Creating Alerts and Warnings	18 Oct. 2022
Added a note to specify the character limit for names (surname, given and middle names)	4.12.11 Update client details	18 Oct. 2022
Added a note to prevent users from setting the status of risk activities to ‘On hold’	4.4.8 Refer to another team	17 Oct. 2022
Modified workaround when applicant is ASH with conditions	4.2.10 Flagging an RFI/PPI	11 Oct. 2022
Added a subsection to describe how to handle face images that failed virus scan	3.3.5 System Concern - Virus Scan failure	11 Oct. 2022
Added a section to describe how to share a record	2.1.9 Share a record	10 Oct. 2022
Added a note to reflect that an SO validation activity can only be closed after the requested face image has been provided	3.3.8 Complete an SO validation activity	4 Oct. 2022
Added a section to describe how to create inline (manual) RFI	4.12.24 Creating an inline RFI activity (manual RFI activity)	28 Sept. 2022
Updated the instructions for border officers when creating an alert/warning	2.10.2 Creating alerts and warnings	27 Sept. 2022
Added a workaround to indicate that sponsor related documents are not currently displayed in the Documents metadata object view	2.13 Reviewing application documents	27 Sept. 2022
Added a workaround to indicate that the multiple RMR creation functionality does not work for EAs yet	10.6.2 Creating multiple RMRs	23 Sept. 2022
Added an important for users not to create RFIs manually, except in specific scenarios	4.2.10 Flagging an RFI/PPI	22 Sept. 2022

Removed workaround relating to PowerBI report not working	4.5 Assessing a change of identity assessment activity	20 Sept. 2022
Added steps to search for police certificates using the advanced search	3.3.2 System Concern – police certificate	20 Sept. 2022
Added a workaround to remove duplicate content in the RFI letter when applicant is ASH with conditions	4.10.2 Assessing an RFI/PPI activity	16 Sept. 2022
Added a step to indicate how to determine the fee band	7.8.3 Specify the fee to be waived	16 Sept. 2022
Removed workaround to manually synch withdrawn status with AMS	4.12.8 Manage withdrawals	15 Sept. 2022
Updated steps to complete an RMR to reflect the new screenshots and removed the workaround	10.6.3 Completing an RMR activity	15 Sept. 2022
Added a note to reflect that assessment activity for new risks has been added and renamed the section	4.4 Assessing a Risk assessment Activity / Assessment Activity for new risks	15 Sept.2022
Added a new section to reflect that a new QC activity will now be created for declined applications	8.4.4 QC activity for declined applications	14 Sept. 2022
Removed a note to reflect that RSQC is temporarily managed outside ADEPT for RV21 applications	8.6 RSQC for RV21 applications	14 Sept. 2022
Added a section to describe how to assess CP assessment activities	5.2.5 Assess a CP assessment activity	13 Sept. 2022
s6(c)		
Added an important note to refrain users from deactivating assessment activities	4.2.12 Closing an assessment activity	8 Sept. 2022
Added an important note to say the IO must enter the interim visa expiry date if the applicant is on an interim visa	4.11.1 Decline an application 4.12.8 Manage Withdrawal	7 Sept. 2022
Modified note 2 to clarify the instructions to follow when no treatment is required	4.4.6 No treatment required	6 Sept. 2022
Added a note to reflect that RSQC is temporarily managed outside ADEPT	8.5 Performing application-based QC 8.6 RSQC for RV21 applications	5 Sept. 2022
Added a section describing how to handle a change of sponsor	11.6 Change of sponsor	5 Sept. 2022

ADEPT

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1 USER GUIDE INTRODUCTION

User Guide Introduction

The ADEPT system is a digital visa processing system which has been developed as part of a program of work to help Immigration New Zealand (INZ) achieve the best immigration outcomes using the right balance of people, policy, and technology. It helps support INZ's strategy to strike the balance between facilitating migration and protecting New Zealand's interests.

The ADEPT system automates and streamlines previously repetitive administrative tasks during the visa application process which allows our people to focus on tasks requiring judgement and decision making.

Purpose of this guide

This guide has been developed to ensure ADEPT users understand how to use the ADEPT System functionality to assist in the decision-making process for relevant immigration matters.

The purpose of this guide is to ensure that INZ staff:

- Understand the end-to-end process an application follows in the ADEPT system and where manual tasks may be triggered.
- Can access and log in to the ADEPT system.
- Can navigate the ADEPT system according to their role.
- Understand how to process tasks relevant to their role in the ADEPT system.

Additional learning

Before reading this guide, complete the *Welcome to ADEPT* module on Learn@MBIE.

Audience

This document is for anyone within INZ and the wider Ministry of Business, Innovation & Employment (MBIE) who require:

- read-only access to ADEPT to view information held within ADEPT
- read/write (edit) access for users requiring a higher level of functionality such as Immigration Officers, Immigration Managers, Support Officers, Health Assessment Team users, Technical Advisors, Risk and Verification users etc., who have dedicated dashboards and editing rights.

This guide must not be distributed externally.

Overview

ADEPT is a **digital visa processing system.** The process begins with an applicant submitting an application via the external Immigration Online portal (see the teal APPLY path in the diagram below). The internal ADEPT system processes the data and applies various business rules. If the system detects a concern, an assessment activity is raised. The assessment activities created need to be manually processed before a decision can be made on the application.

- If no concern is detected, ADEPT runs the automated processing to completion and issues a visa automatically.
- The diagram below illustrates this concept and shows how the system can fully automate the processing of a visa (see the blue Auto ASSESS path on the diagram) or trigger manual activities along the way (at any point in time) as soon as a concern is raised (see the green manual ASSESS path on the diagram).
- When manually assessing a visa application, Immigration Officers (IOs) can use ADEPT to request the support of the Risk & Verification team to perform general or specialised verification activities or provide advice (see the aqua VERIFY path on the diagram). Note that when a manual assessment activity has been completed, the automated processing resumes.
- After the assessment is complete, and before a visa is issued, manual quality control activities may take place (see the yellow box on the diagram).
- Finally, the outcome of the process (e.g. approved or declined visa) is presented to the applicant on the ADEPT portal.

Level 3 High Level Business Process

(for Visitor Visa)

This user guide covers the manual activities performed by internal staff. Activities undertaken by an applicant or automated system tasks are not covered. This user guide does not provide Immigration Standard Operating Procedures (SOPs) however, references are made in relevant sections to existing SOPs.

How to use this guide

This user guide focusses on the manual activities performed by internal staff. Activities undertaken by an applicant or automated system tasks are not included in this guide.

This user guide does not provide Immigration Standard Operating Procedures (SOPs) however, references are made in relevant sections to existing SOPs. Note that these SOPs may refer to the AMS system until they are updated to reflect new instructions related to ADEPT.

The information, screenshots, and instructions contained within this document are accurate as of the time of publishing and may be subject to change. For instance, WalkMe has been implemented after the screenshots were captured for this document, therefore you will see WalkMe buttons and links throughout most screens in ADEPT that are not shown in the screenshots of this user guide. These buttons / links are designed to help users through their journey in ADEPT.

This user guide has been designed in sections based on user roles beginning with this Introduction and the Common Capability section which provides guidance for all users such as how to log in, basic navigation, searching ADEPT, viewing client reports, and managing dashboards.

The sections that follow are specific to groups of users so that each user can easily find the information relevant to their role as shown in the following table.

User role	User guide	Notes
All roles/users	Common Capability	
IO	Immigration Officer	
IM	Immigration Manager	
VOM	Immigration Manager	
HOO	Immigration Manager	
VO	Risk and Verification	
HAT	Health Assessment Team	
SO	Support Officer	
TA	Technical Advisor	
SAT	Special Assessment Team	
ICC	Immigration Contact Centre	
PL	Practice Lead	
RAT	Risk and Verification	RAT users will use the R&V Team dashboard
VM and R&V Managers	Risk and Verification	VM and R&V Managers use the R&V Manager dashboard
Privacy officers	Common Capability	

Intelligence Analysts	Common Capability	
Intelligence Support Officer	Common Capability	

Workarounds used in this guide

As additional functionality and upgrades are being built and released into the ADEPT system, there are several workarounds in place until that functionality is released. Workarounds are temporary processes and therefore are subject to change. Workarounds in this guide are denoted by a pink border as shown in this paragraph.

About this guide

This guide was produced in November 2021 by the ADEPT Project and is the first version released for INZ.

The information, screenshots, and instructions contained within this document are accurate as of November 2021 and may be subject to change.

Version history

Date	Version	Author	Description of change
August – November 2021	0.1 - 0.7	Lisa Elder (Principal Business Analyst) Felicien Houet (Senior Business Analyst) Eshan Salpadoru (Senior Business Analyst)	Development of document
November 2021	0.8	Gordon Barlow (ADEPT Business Owner)	Programme/Technical review 1
December 2021	0.9	Jules Kelly (Senior Instructional Designer)	QA
January 2022	1.0	Gordon Barlow (ADEPT Business Owner)	Released final version for publication
April 2022	1.1	Felicien Houet (Senior Business Analyst)	Included Resident 2021 Visa
May 2022	2.0	Annie Kim (Manager ADEPT Operations)	Release final version for publication

2 COMMON CAPABILITY

Common Capability Introduction

The purpose of this document is to provide guidance and support on common functionality within ADEPT to anyone within Immigration New Zealand (INZ) and the wider Ministry of Business, Innovation & Employment (MBIE) requiring access to ADEPT.

More specifically this document is intended for:

- Anyone within INZ or MBIE who requires access to the ADEPT system in a read-only capacity to view information to support their roles.
- Immigration Officers, Immigration Managers, Support Officers, Health Assessment Team (HAT) users, Technical Advisors, Risk & Verification (R&V) team, etc., who have dedicated dashboards and editing rights for additional functionality to support their day-to-day roles.

2.1 Accessing ADEPT

The link to ADEPT system is: https://adept.crm6.dynamics.com

Your MBIE credentials will log you in automatically via single-sign-on (SSO). If you are prompted to log in, use your MBIE username and password.

If you experience problems logging into the system, or if you are not able to see the correct data, refer to Section 2.15, Troubleshooting.

2.1.1 Dashboard

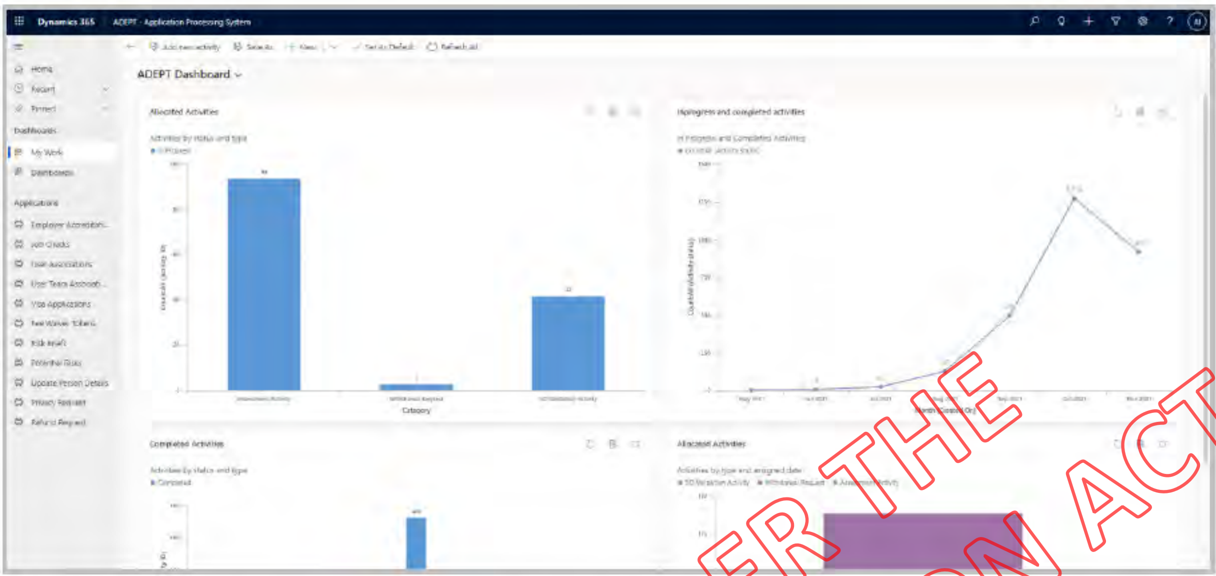
Most ADEPT users belong to a team and will have a specific team dashboard. If you do not belong to one of these teams, you are presented with a default dashboard which allows you to view information required to support your role and undertake limited tasks.

For example, if you are an immigration officer (IO), you are presented with the default **Immigration Officer Dashboard** which has specific functions relating to tasks you need to perform.

Users can create or customise the dashboard as required (Section 2.13, Creating a Dashboard).

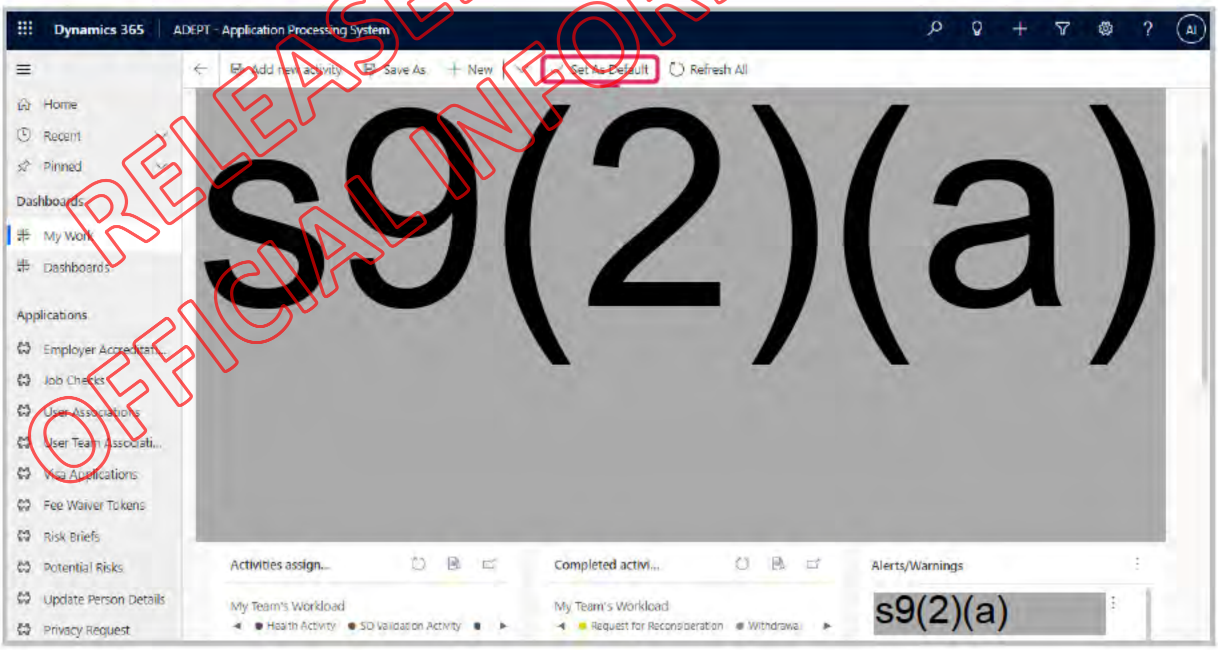
More information about the specific dashboard for your role is described in each role-specific section of the user guide.

The dashboard is organised into grids and interactive charts for ease of use as shown in the following screenshot.



If you see more than one dashboard, set your main dashboard to show by default as shown in the following screenshot.

1. Select the drop-down arrow next to the dashboard name and select the dashboard you wish to set as your default dashboard.
2. Select **Set as Default**.



2.1.2 Using ADEPT grids

The grids and data presented will depend on your user access/role. The following grids are displayed in the default dashboard.

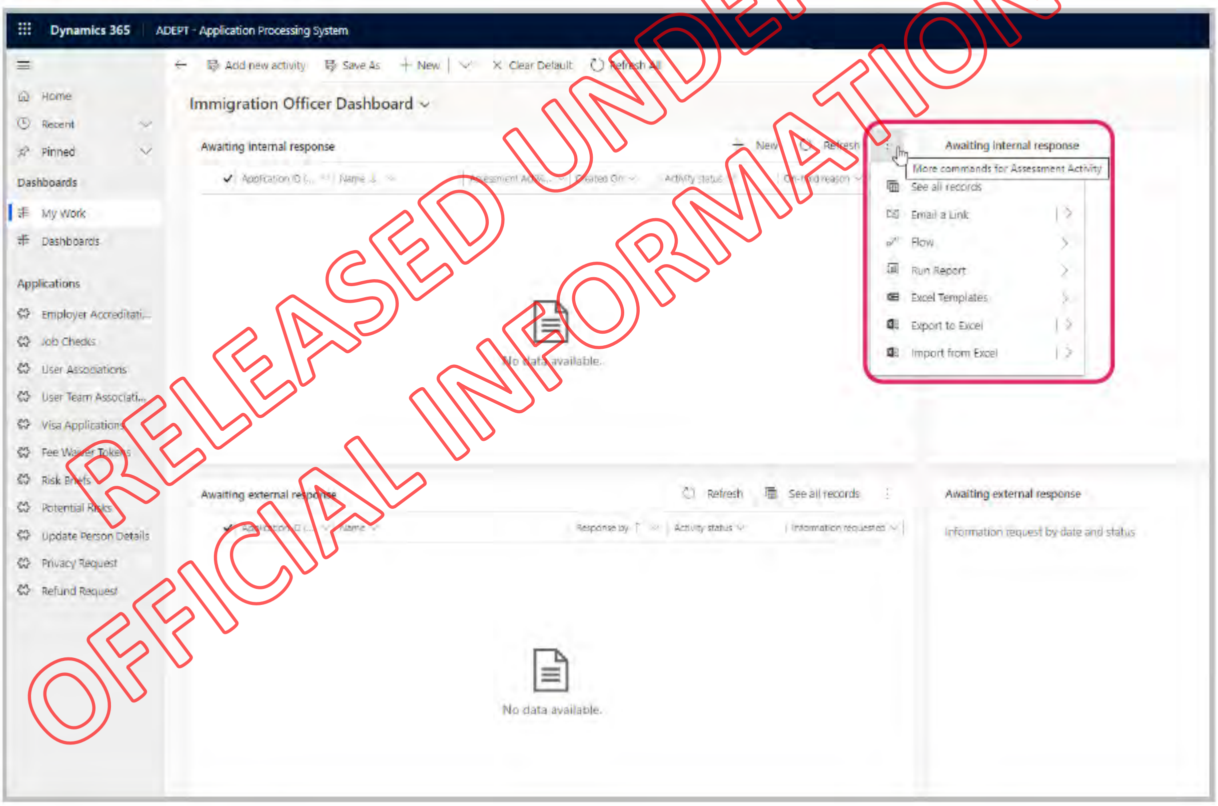
Allocated Activities (by status and type)
Allocated Activities grid is a chart of allocated activities by status and type.

In Progress and Completed activities
This grid displays a chart of in-progress and completed activities.

Completed Activities
This grid displays a chart of completed activities.

Allocated Activities (by type and assigned date)
This grid displays a chart of allocated activities by type and assigned date.

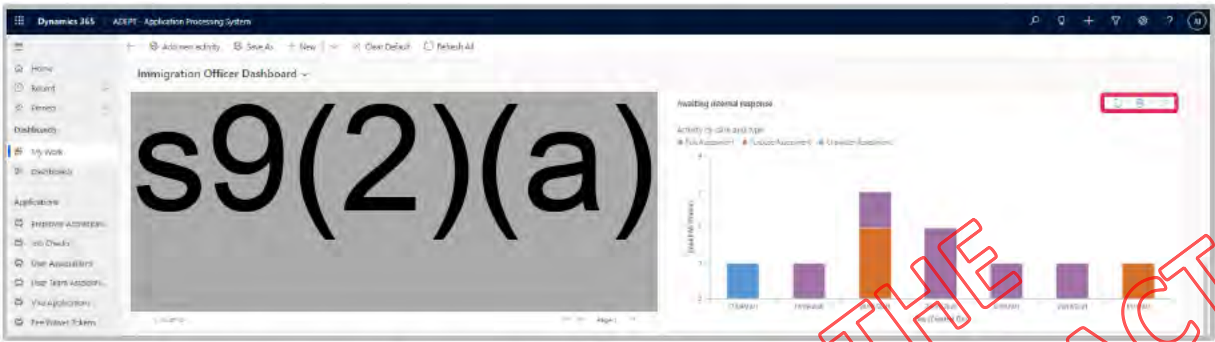
Grids have additional functions which are accessed via the menu at the top of the grid as shown in the following screenshot.



NOTE	Once you return to your dashboard after completing your activities, you may encounter an issue where information is not visible on the grids. If this occurs, refresh your dashboard to make sure your view is up to date. In some cases, you may have to repeat this step.

2.1.3 Using ADEPT Charts

When information is presented in grids, sometimes, the data is also displayed in a chart. For example, **Awaiting Internal Response** in the IO dashboard There are several interactive features of charts which are managed by the icons in the top right of the chart as shown in the following screenshot.



The following table describes the icon functions.

ICON	NAME	ACTION
	Refresh	Updates the chart with the latest data.
	View Records	View the charts alongside the data records.
	Expand Chart	Displays an expanded view of the chart.

2.1.4 Navigating ADEPT

There are several menus within ADEPT as shown in the following screenshot.

These menus are described in more detail in the following sections.

2.1.5 Banner menu

The menu icons at the top right of the ADEPT screen are known as the Banner menu as shown in the following screenshot.

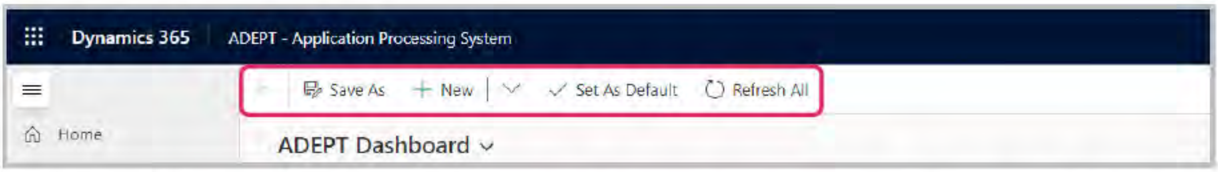
This menu is always present and does not change with the page you are viewing.

This menu allows you to do the following functions:

ICON	NAME	ACTION
	Search	This icon triggers the search function. This search allows you to search records across multiple entities in ADEPT. Refer to Section 2.2, Searching ADEPT.
	Assistant	This icon is for notifications. Note: this functionality has not been activated.
	New	This icon enables you to create a new record based on your role, e.g. contact or general note.
	Advanced find	This icon initiates the advanced search which allows you to create advanced search queries. Refer to Section 2.2.2, Advanced Search.
	Settings	This icon enables you to set up personal options and view the privacy statement.
	Help	The ADEPT system is built on the Microsoft Dynamics 365 environment. This icon will link you to MS Dynamics help documentation. Note, that for help with specific ADEPT functionality, you will need to refer to this user guide instead of the Microsoft documentation.
	Account	This shows your initials according to your log in name. This allows access to your account and to log out.

2.1.6 Top menu

The following menu appears at the top of the ADEPT screen, below the banner as shown in the following screenshot.



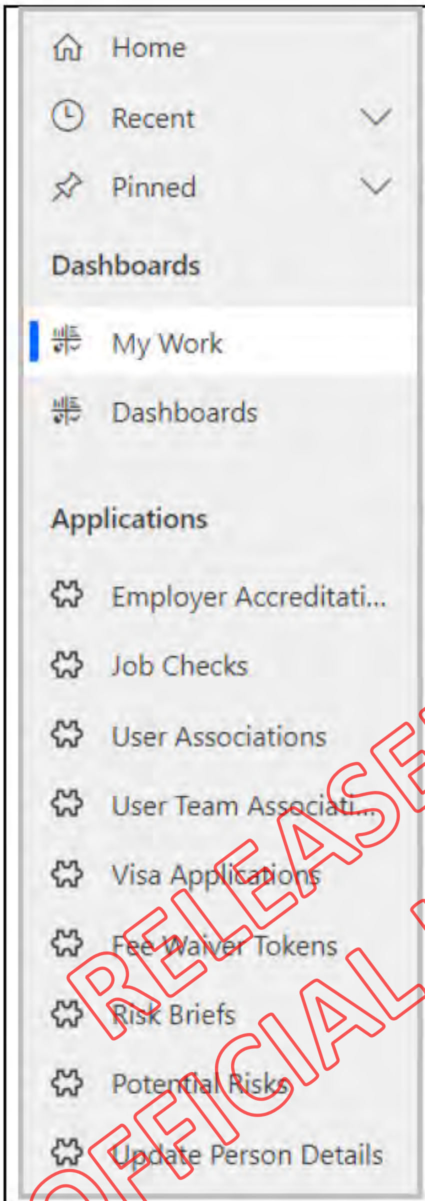
This menu is a dynamic menu which means that the options available change, based on the page or records you are viewing and your access rights. The functions of these options are described in relevant sections of the user guide.

The menu displayed when you first log in, allows you to do the following:

ICON	NAME	ACTION
←	**Back**	Takes you to the previous screen you were on.
Save As	**Save as**	Allows you to save any change you were making to a record in ADEPT (if you have view-only rights, this does not work).
+ New	**New**	Allows you to create a new dashboard. For more information on creating new dashboard, refer to Section 2.13, Creating a Dashboard.
✓ Set As Default	**Set As Default**	If you have several dashboards options available, selecting this makes the dashboard you are viewing the default one.
Refresh All	**Refresh All**	Refreshes the data displayed on the screen you are viewing.

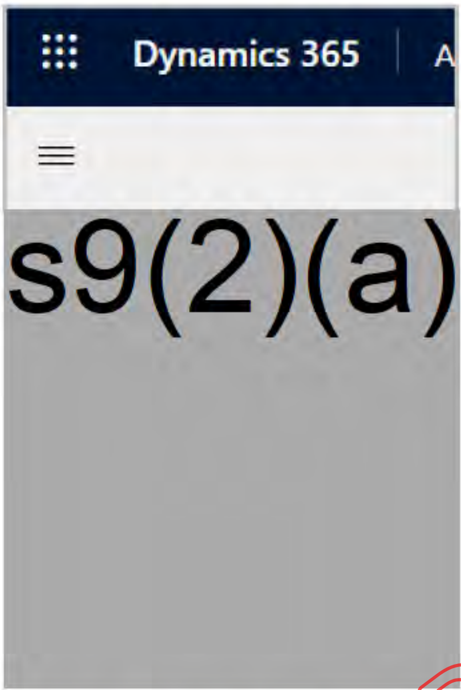
2.1.7 Left-hand side menu

The following menu appears on the left-hand side of your screen. The items displayed in this menu depend on your user permissions.

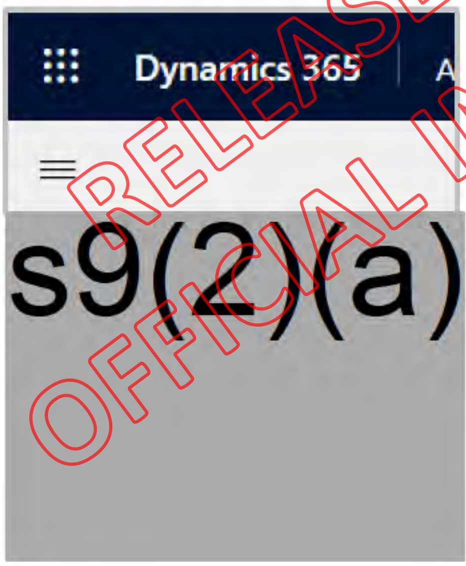
	The **Home** button takes you back to the landing page.
	The **Recent** button displays a list of links you have recently visited.
	The **Pinned** button enables you to pin items from your recent list to quickly find them.
	The **My Work** button under **Dashboards** takes you back to your dashboard.
	Applications This menu displays a list of items you have access to, for example **Visa Applications**, or **Update Person Details**. Select an item to start working on it.

Pinned items

To pin items, select **Recent** in the left-hand menu. A list of items you visited/worked on appear. Select the **Pin** icon displayed on the left of the item you wish to add to the **Pinned** list as shown in the following screenshot.



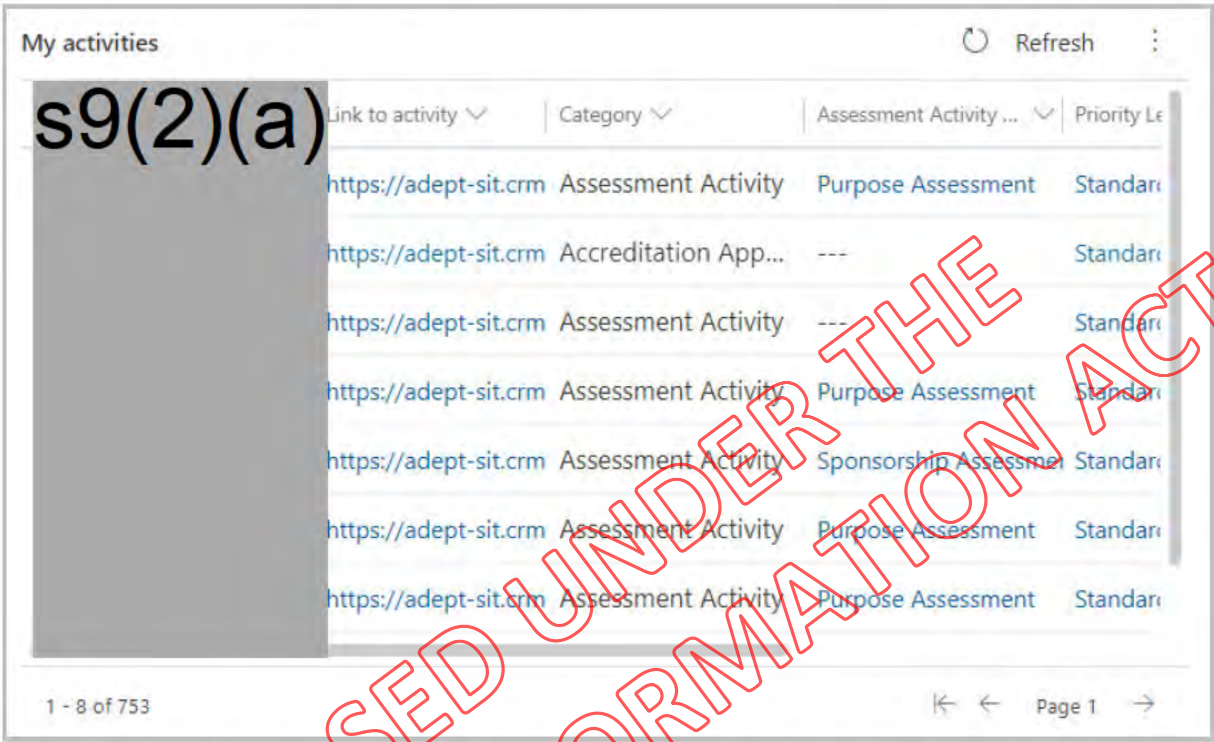
The item displays in the **Pinned** list, as shown in the following screenshot.



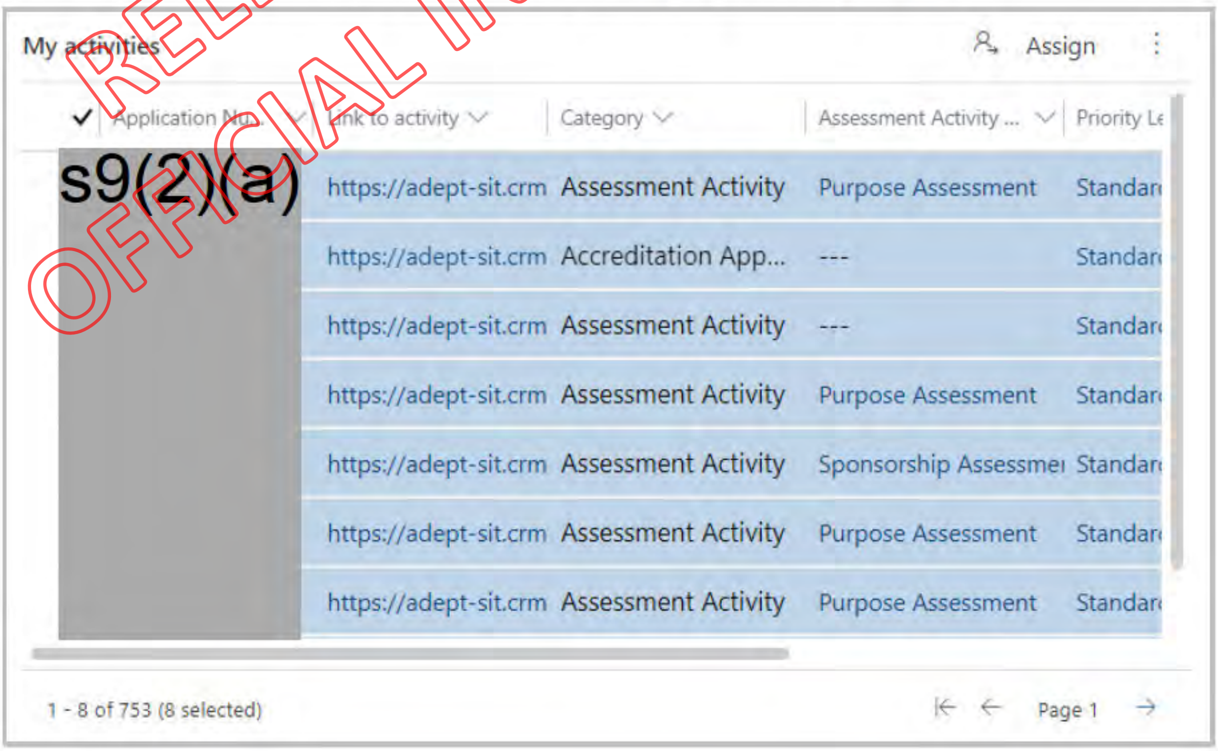
2.1.8 General features

Select All

On any grid in ADEPT, use the **Select all** check box to select all the items displayed in the grid at once as shown in the following screenshot.



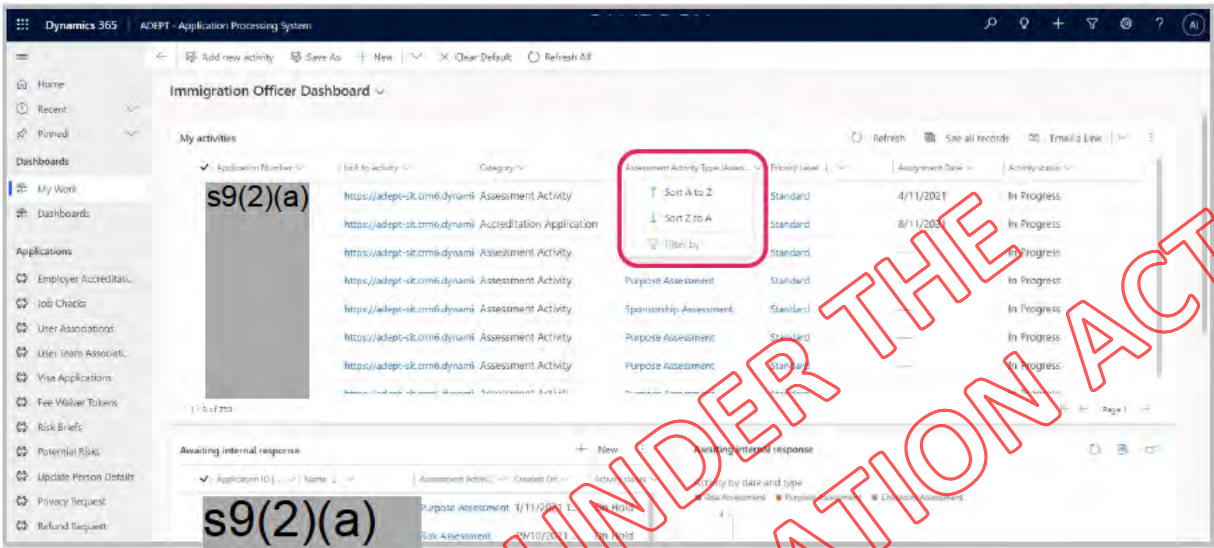
Selected items are highlighted in blue. To unselect all items, select the **Select All** check box again. Individual items are selected (or unselected) by choosing the individual check box.



Sorting

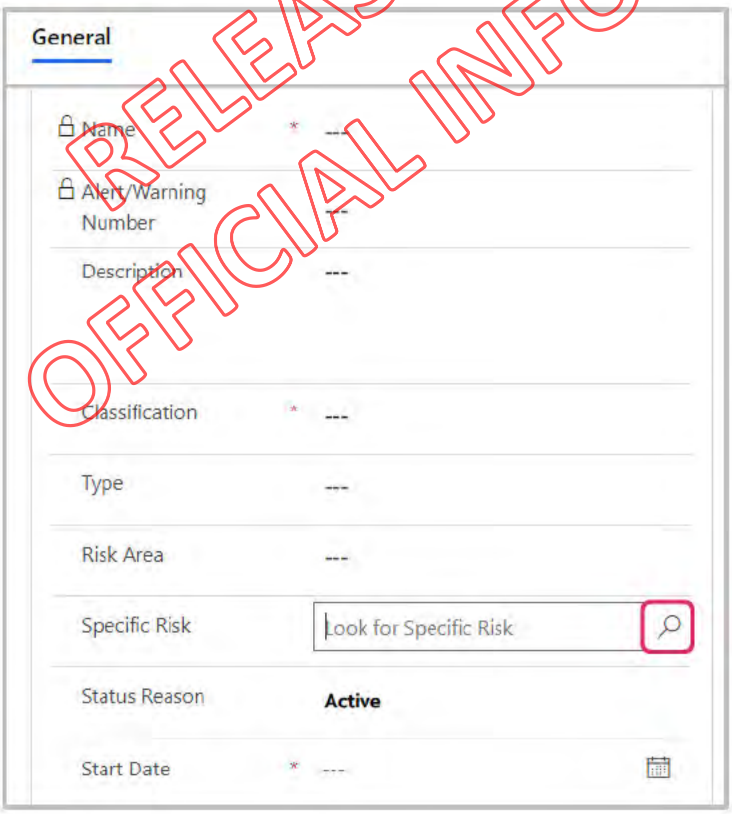
The column headers displayed on the top of any grid in ADEPT can be sorted alphabetically in ascending or descending order or chronologically for date fields.

For example, to sort the items in a grid by **Assessment Activity type**, select the **Assessment Activity Type** header and select the option you wish to sort by as shown in the following screenshot.

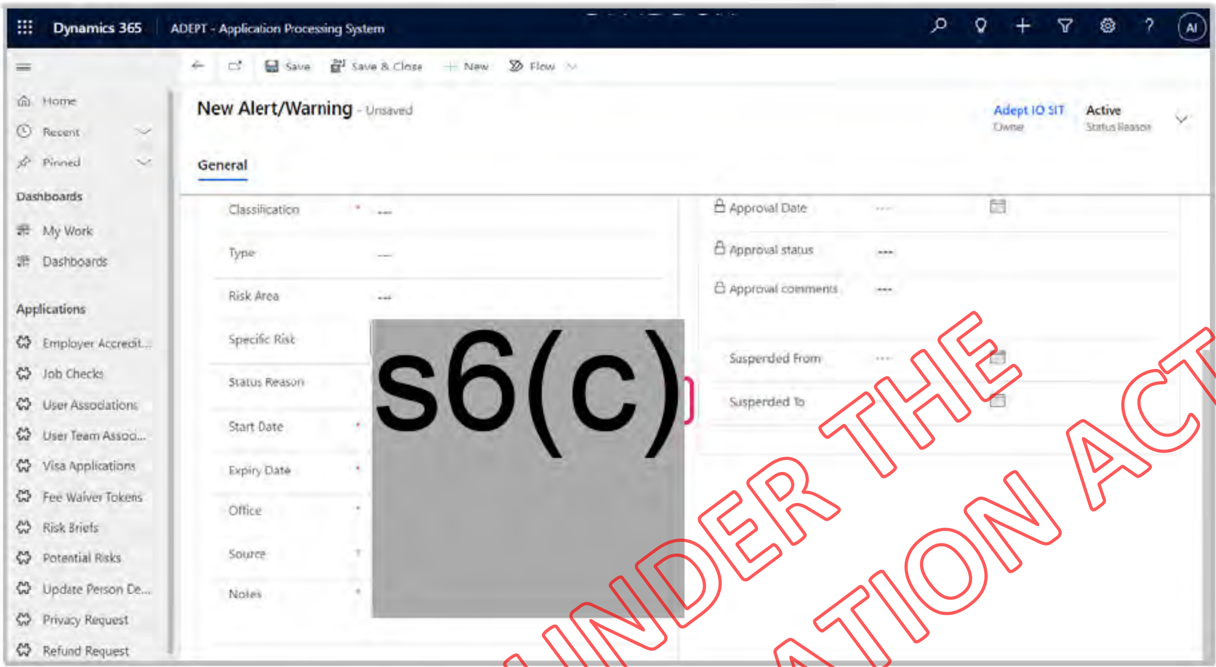


Look-ups

In several fields across ADEPT, you will see a magnifying glass symbol as shown in the following screenshot.



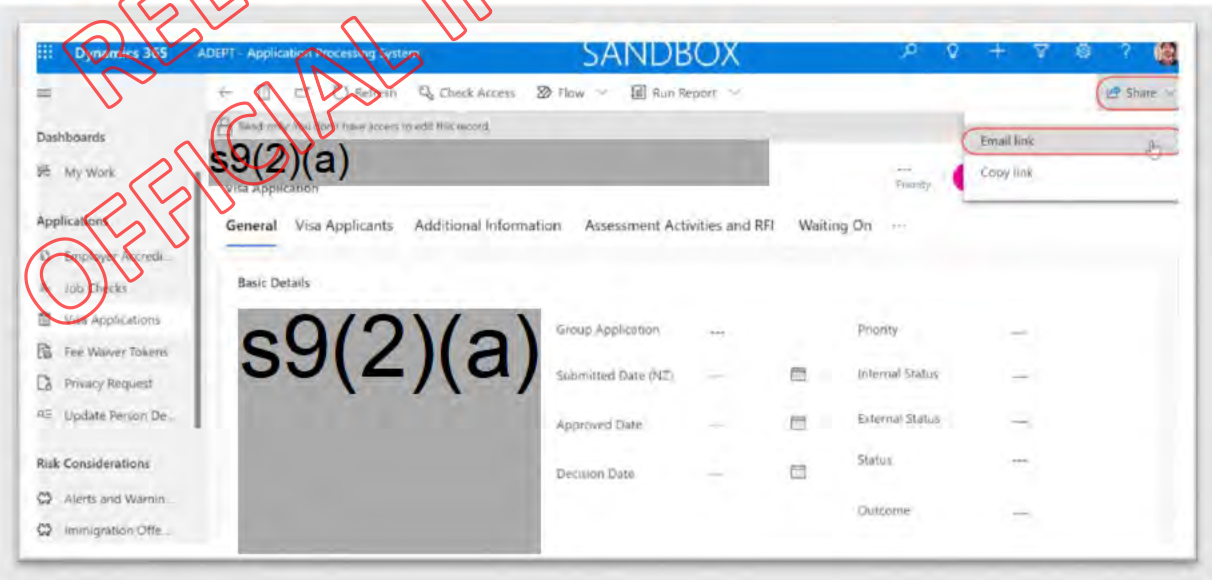
By selecting the **magnifying glass**, the first 3-4 options or recently used options are displayed, which can then be scrolled through, as shown in the following screenshot (with the example of the **Specific Risk** field).



2.1.9 Share records

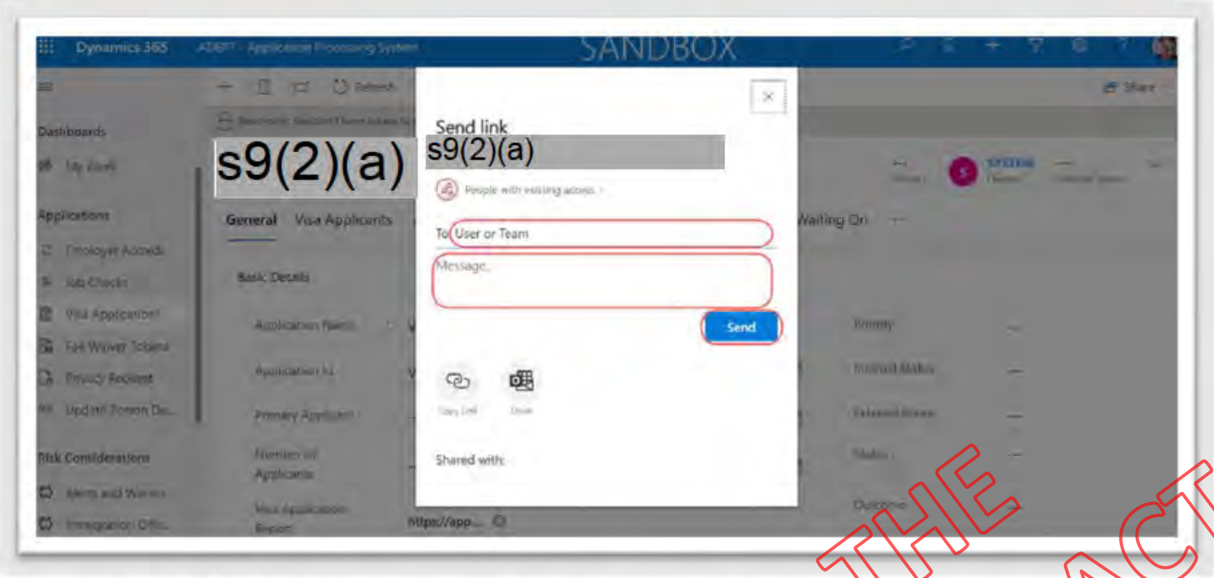
In ADEPT you can share records with other internal users, for instance visa applications, employer accreditations, or other ADEPT records.

To do this, click on the **Share** button on the top of the screen from the record you want to share as shown in the following screenshot.



Email link

In order to email the record to another user or group of users, select **Email link** as highlighted in the screen above. This will open a dialogue box as shown below.



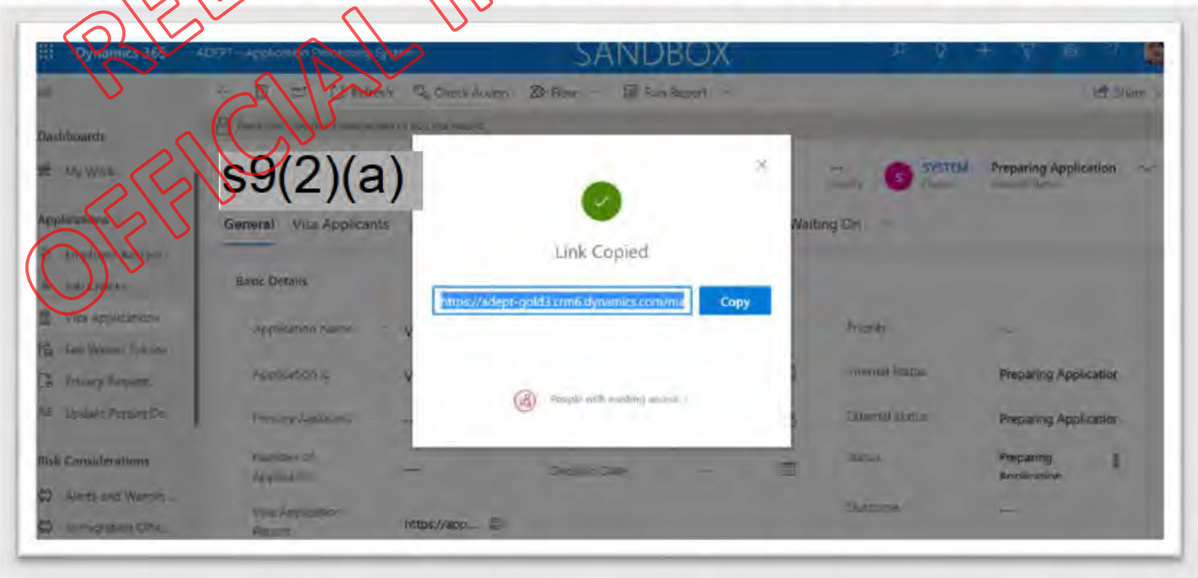
- In the **To** field, enter the name of the user or group of users you want to share the record with.
- In the **Message** field, type the accompanying message

Then click on the **Send** button.

This will create a Microsoft Outlook email, where you will see your message and the link to your record in ADEPT. You can review the content of the message and check the recipients of the email before sending it by clicking on the **Send** button as any other email.

Copy link

If you want to copy the link of the ADEPT record, select the **Copy link** option in the **Share** dropdown menu at the top of the screen. This will result in the following dialogue box to be displayed.

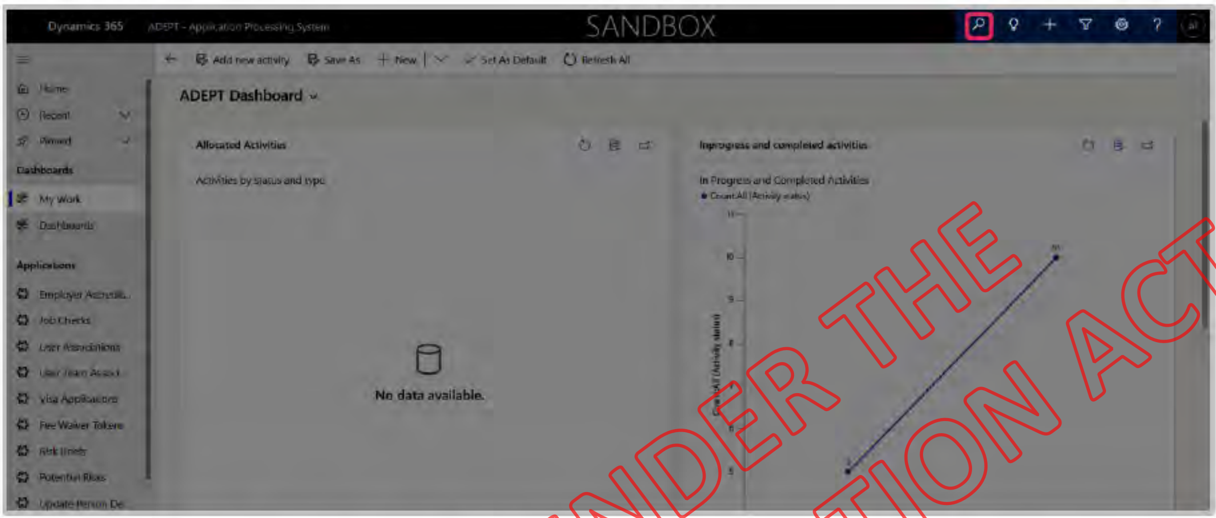


You can now paste the link in the appropriate MBIE channel that you wish to use to share the records, for instance Teams.

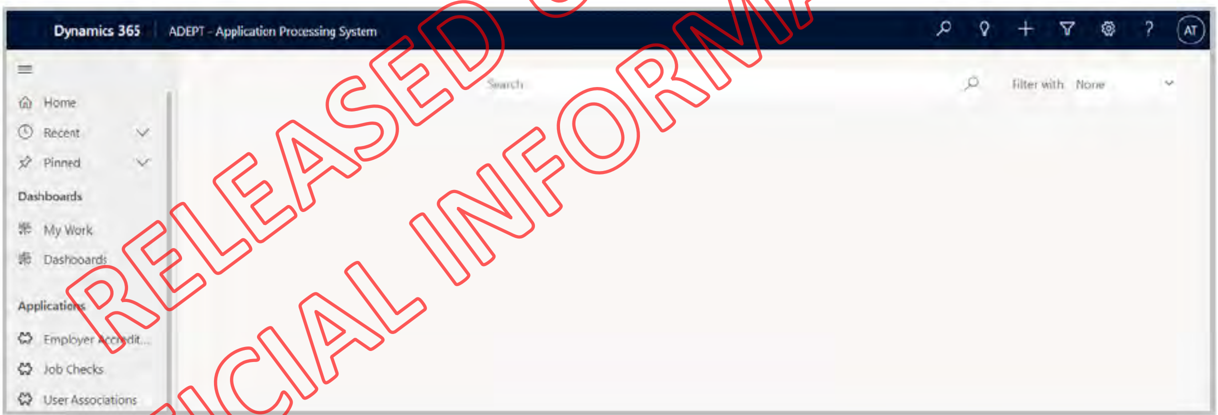
2.2 Searching ADEPT

2.2.1 Global search

To initiate a search within ADEPT, select the **Search** icon on the banner menu, as shown in the following screenshot.

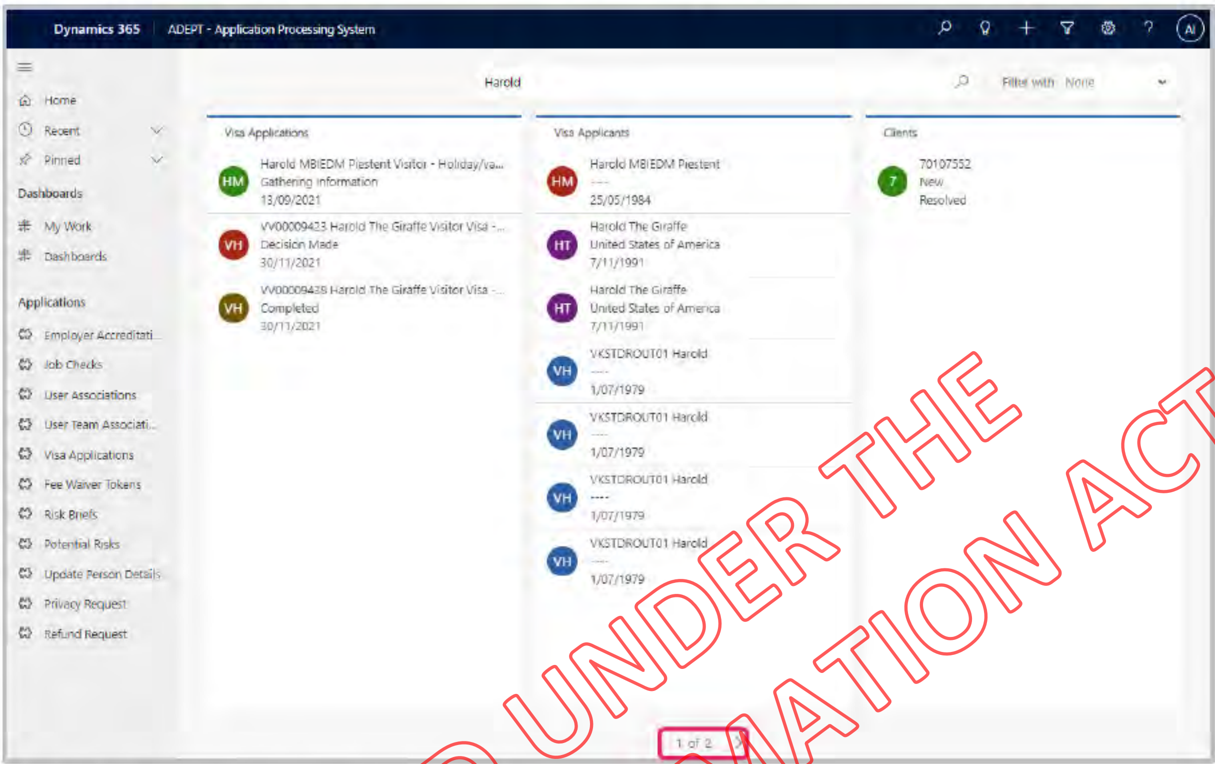


The search bar opens. Enter the criteria you wish to search on as shown in the following screenshot.



NOTE	To return a result based on a value being contained within a search (wildcard search), you must start the search with an asterisk (*), e.g.: - "*George" will return results that contain the name "George", - "George" will not return any result that doesn't begin with "George"

The results are displayed in columns. Only three columns are displayed on the first page, select the **next page arrow** to view the next two columns as shown in the following screenshot.



The fields that can be searched on are as follows:

1. **Visa Applicant** - Name, Nationality (Citizenship), Date of birth

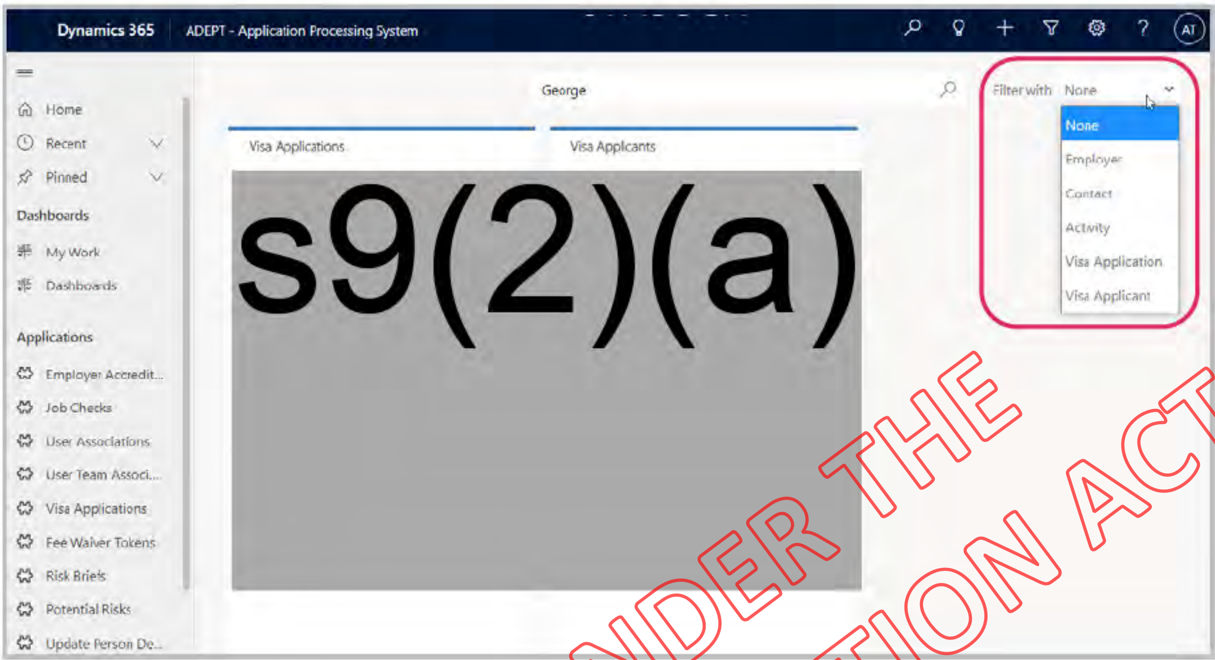
2. **Visa Applications** – Application Number, Name, Internal Status, Date Submitted (NZ)

3. **Travel Documents** – Document Number, Travel Document Issuing Country, Expiry Date

4. **Visa** – Name, Internal Status, Expiry Date Stay

5. **Client** – Client Number, Name, Client Status, Identity Resolution Status

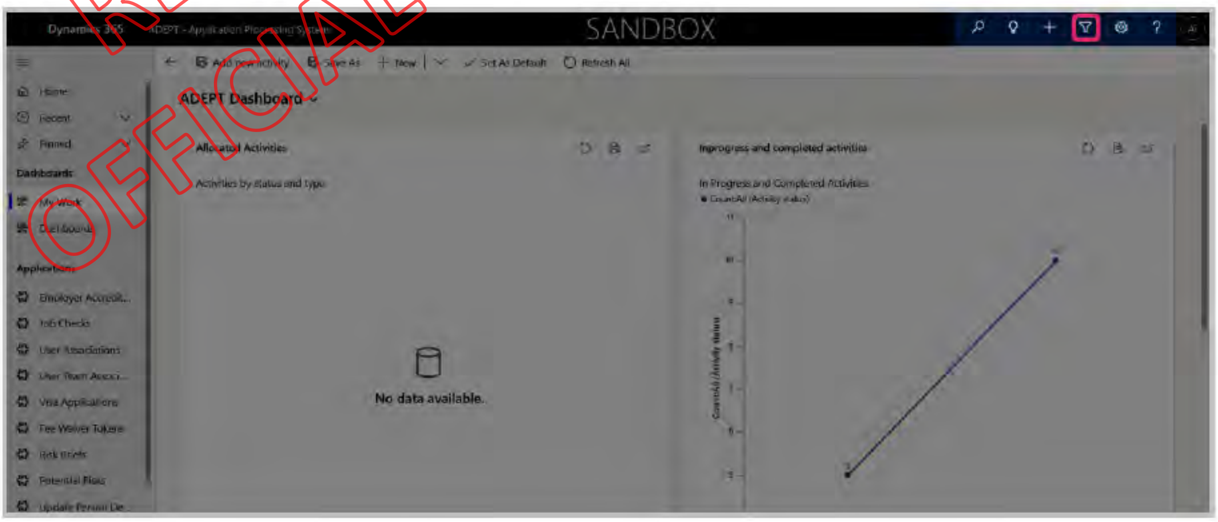
If you wish to filter results, use the filters provided in the **Filter with** drop-down menu, as shown in the following screenshot.



2.2.2 Advanced search

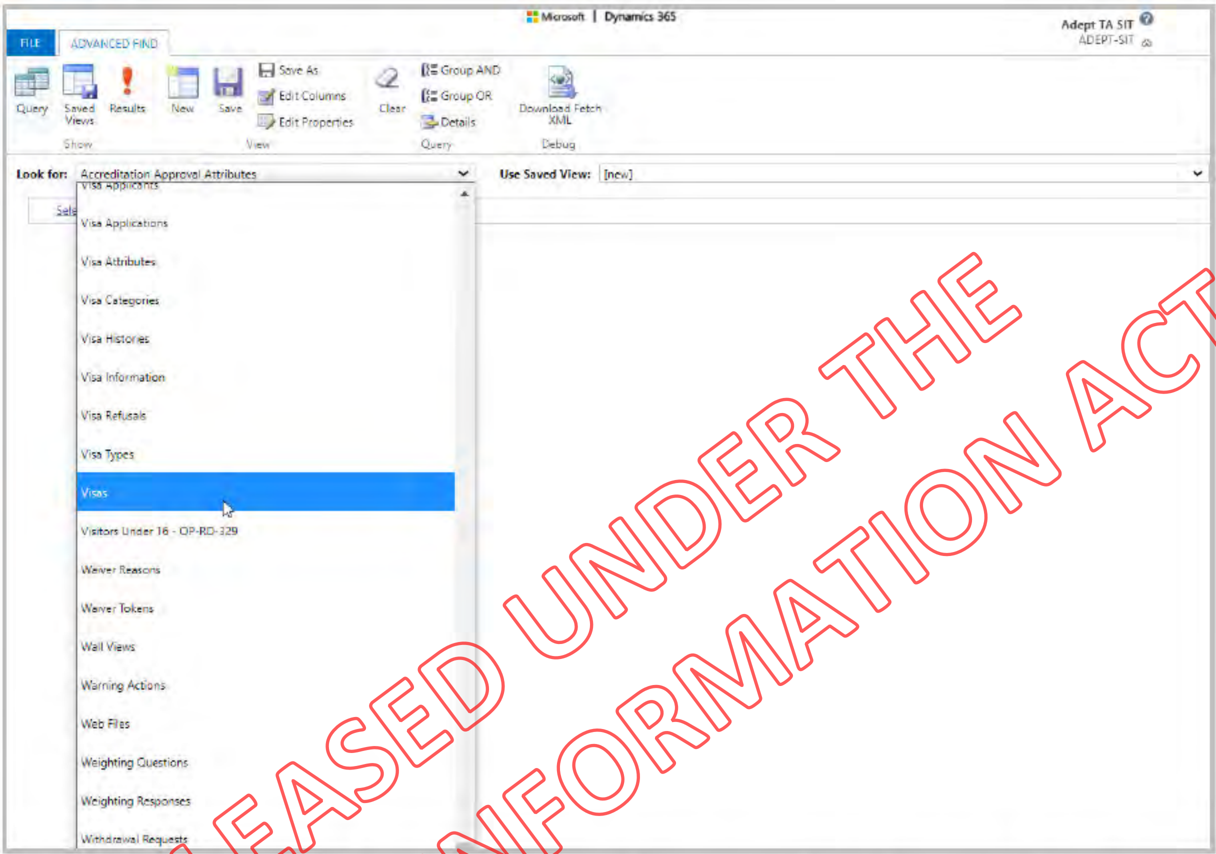
This is an advanced functionality that you may only need in special circumstances. For example, a Verification Manager may use it to create multiple Risk Monitoring Reviews (RMR) by searching for applications that meet certain criteria.

To initiate an **Advanced Search**, select **the Advanced Find** icon on the top right-hand side menu, as shown in the following screenshot.

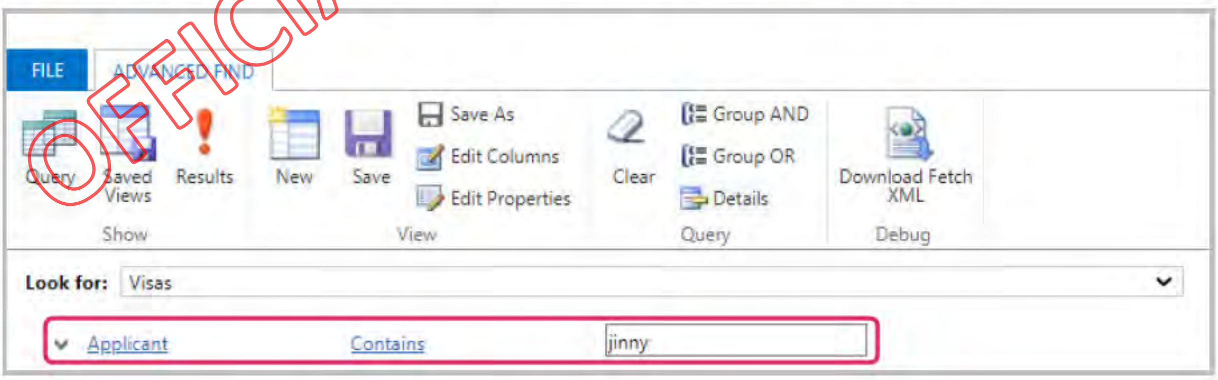


In the **Advanced Find** pop-up window, select the item you are looking for (e.g. **Visa**), from the **Look for** drop-down menu as shown in the following screenshot.

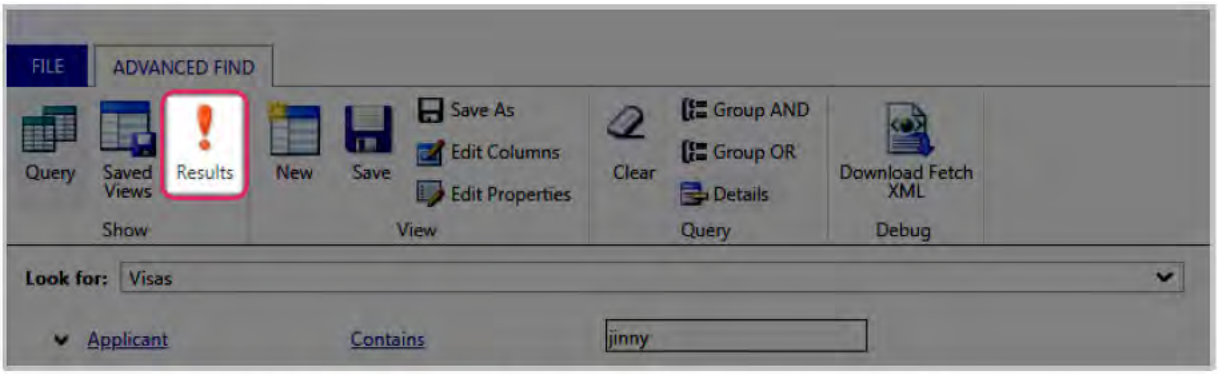
Tip: Once you select the drop-down, type the first letter and it will scroll the list to options that begin with that letter.



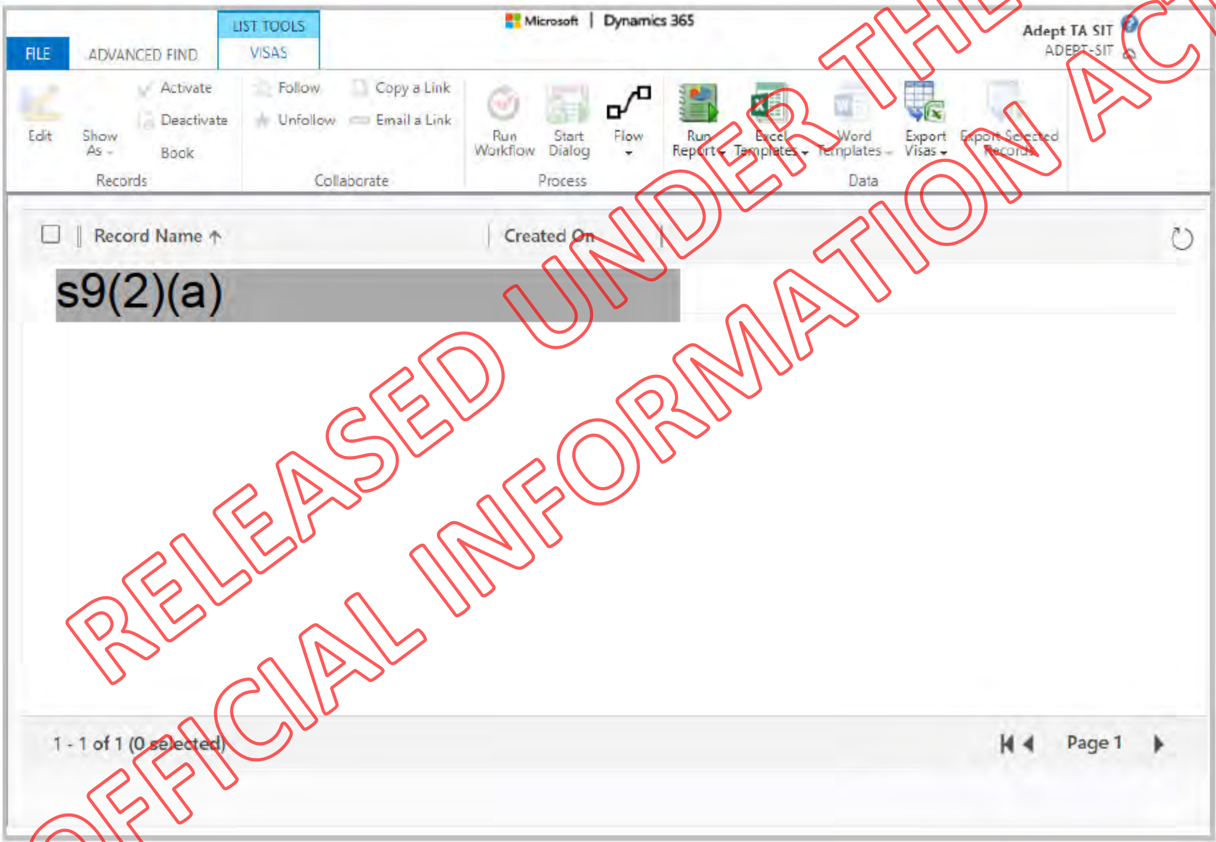
To refine the search, use the **Select** drop-down to refine your search (e.g. Applicant). More options will appear that allow you to select the search criteria (e.g. contains, equal to, does not contain etc.) and the value (e.g. the applicant's name), as shown in the following screenshot.



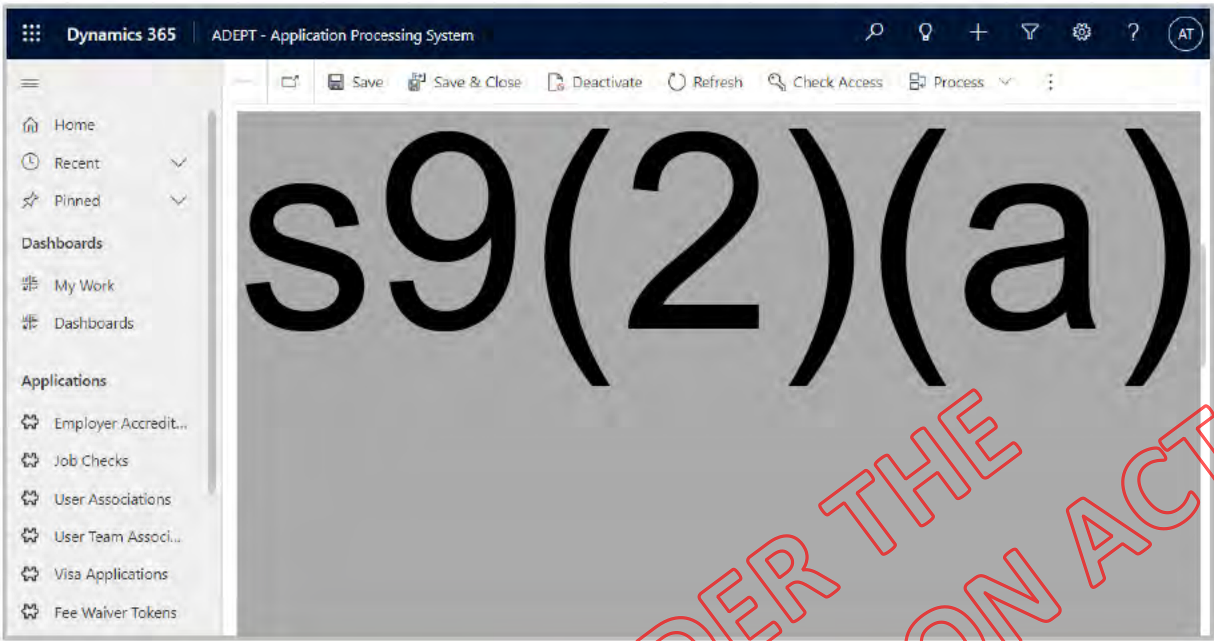
Select **Results** to search.



The results of the **Visa** table are displayed. Select the record you wish to view.



A new window opens with the record detail as shown in the following screenshot.

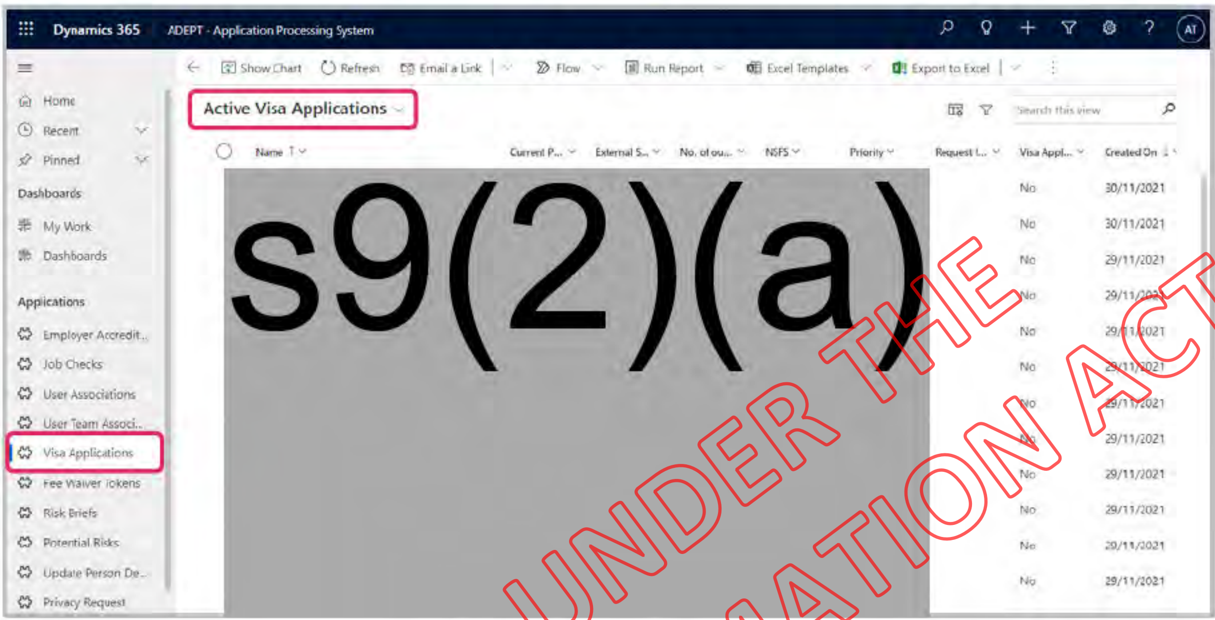


NOTE	The Advanced Search functionality can be used to search for any key information held within ADEPT, for example: - National Security Certificate (NSC) requests. - Police Certificates. - Risk briefs. - Letters. - Uploaded documents - search on the **Documents metadata object field.**

2.2.3 Search view (left-hand menu)

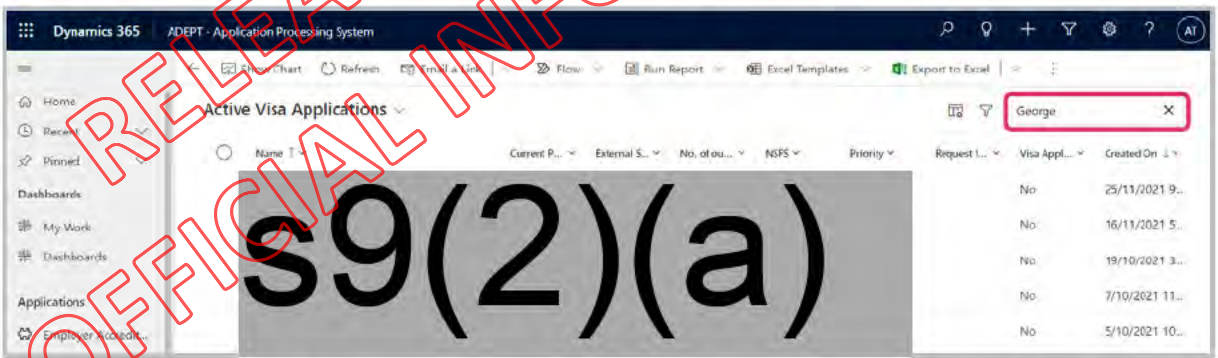
A search in ADEPT can be initiated from the left-hand menu.

Select the category you wish to search from in the left-hand menu. For example, if you select **Visa Applications**, all the active visa applications display, as shown in the following screenshot.



To search for a given application, type the name you are looking for in the search box at the top-right of the grid, as shown in the following screenshot.

You can also type *and the ID number in the application to perform a wildcard search.



Once you get to a specific application, select the **Assessment Activities and RFI** tab to see what activities are in progress and their status.

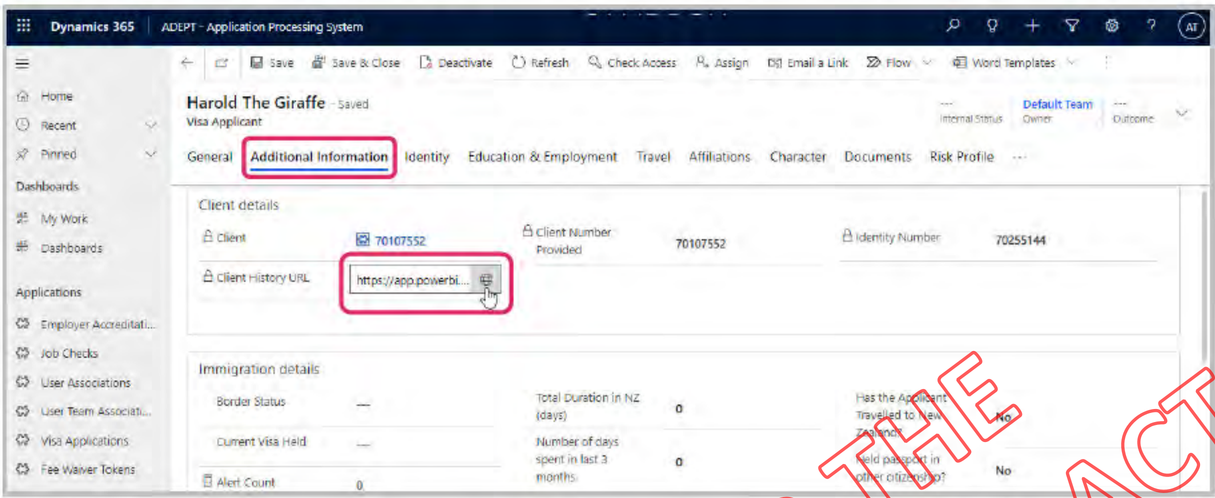
This search view can be used for any of the categories displayed on the left-hand menu (e.g. **Risk briefs**, **Fee waiver tokens**).

2.3 Viewing Client report

To view a client report, locate the **visa applicant** using the search function (Section 2.2, Searching ADEPT).

Alternately, locate the **visa application** and select the **Visa Applicants** tab. Select the name of the applicant to select the visa applicant for whom you want to view the report.

Once you have selected the visa applicant, select the **Additional Information** tab and select the globe in the **Client History URL** field, as shown in the following screenshot.



This opens the **Client Report** as shown in the following screenshot.

By default, the **Identity** tab is displayed. Select any tab (e.g. **Family**, **Visas**) to view specific information that you need.

NOTE	In the **Family** tab of the Client Report, the field **Alert/Warning Flag** indicates whether there is an alert or warning for any family member. In the **Contacts** tab of the Client Report, you will be able to see if there are alert or warnings for any person or entity (for example, an employer) that was added as a contact in a previous application.

WORKAROUND	The PowerBI report is not print friendly yet. If you wish to print the information in the report, you have to use the browser print function and print each tab separately.

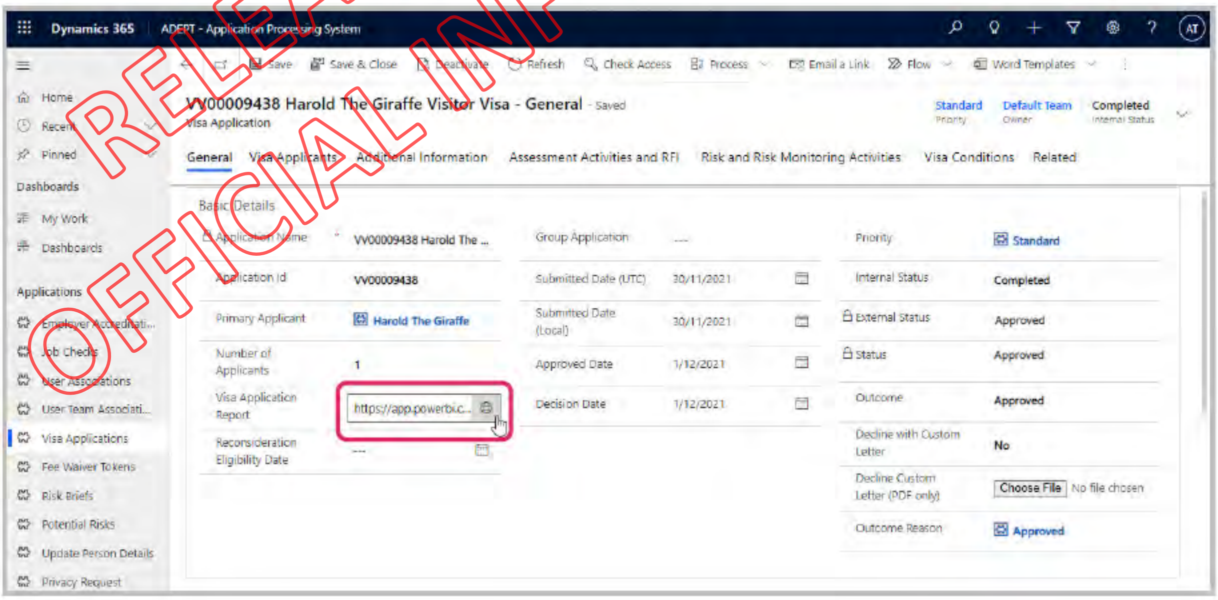
2.4 Viewing Contact Information

The applicant contact information is found in the **Identity** tab of the client report as described in Section 2.3, Viewing Client Report.

2.5 Viewing Visa Application report

To view a visa application report, locate the visa application using the search function (Section 2.2, Searching ADEPT).

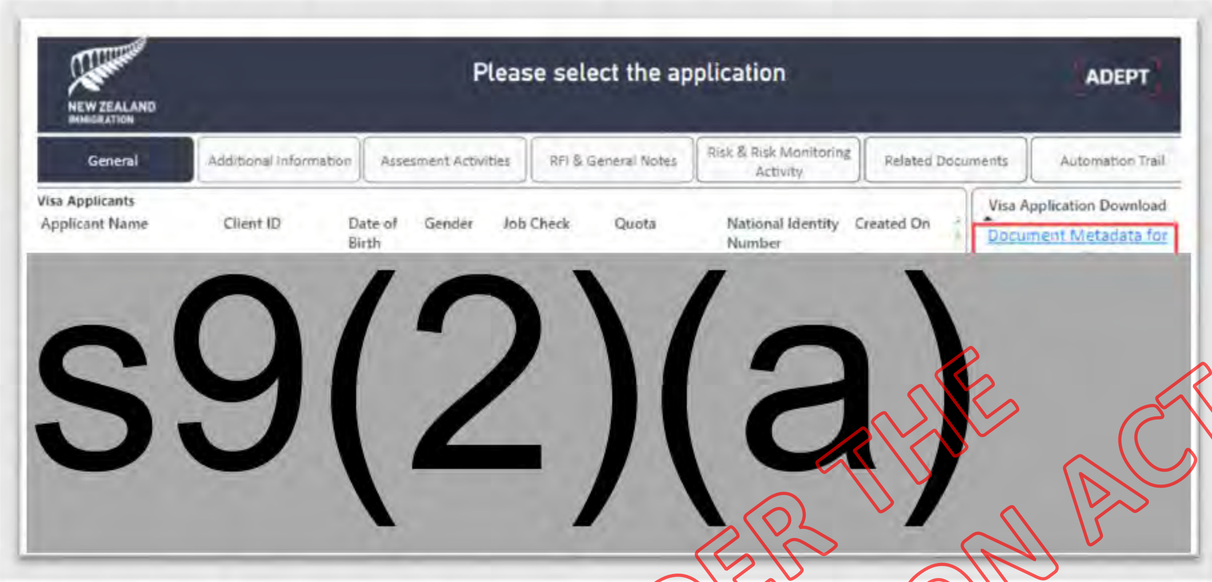
Once you have located the visa application, select the **Visa Application** screen. Select the globe in the **Visa Application Report** field, as shown in the following screenshot.



This opens the **Visa Application Report** as shown in the following screenshot.

By default, the **General** tab is displayed. Select any tab (e.g. **Assessment activities**, **Related documents**) to view specific information that you need.

Select the link displayed in the **Visa Application Download** section to view the full set of information provided by the applicant in their application form, as shown in the screenshot below.



Clicking on the link highlighted above will open the **Document Metadata Object** screen, as shown in the screenshot below.

Click on the link highlighted in the screen above to view the applicant's application form in a PDF format.

WORKAROUND	The PowerBI report is not print friendly yet. If you wish to print the information in the report, you have to use the browser print function and print each tab separately.

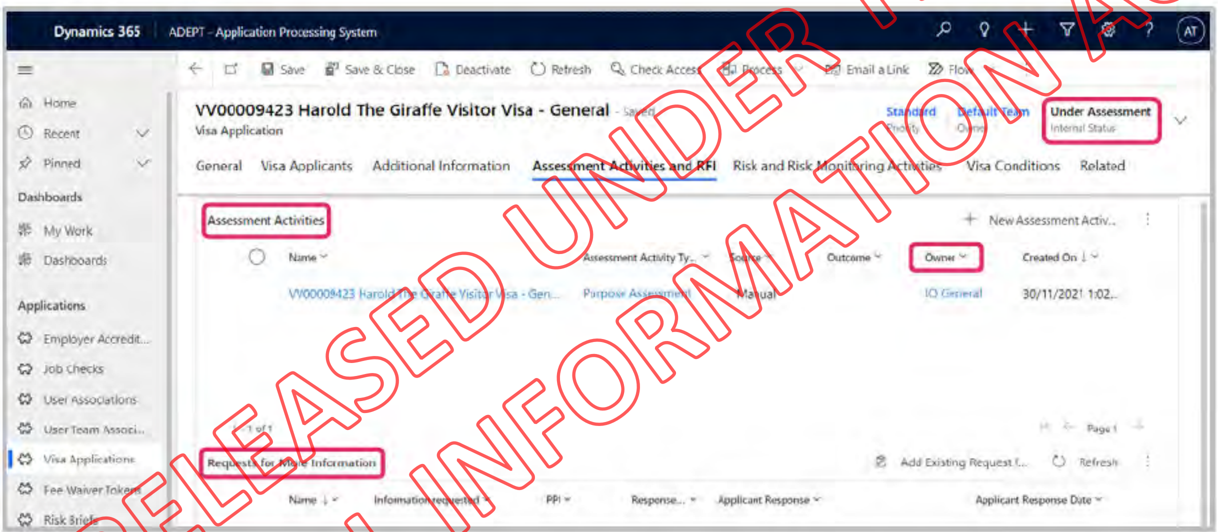
2.6 Viewing a Visa Application status and owner

In some situations, you need to know where an application is at, and know who is working on it, for example if you need to contact the Immigration Officer working on the application. This can also be used when the application is finalised.

Locating an application using the search functionality (Section 2.2, Searching ADEPT).

Select the **Assessment Activities and RFI** tab in the **Visa Application** screen.

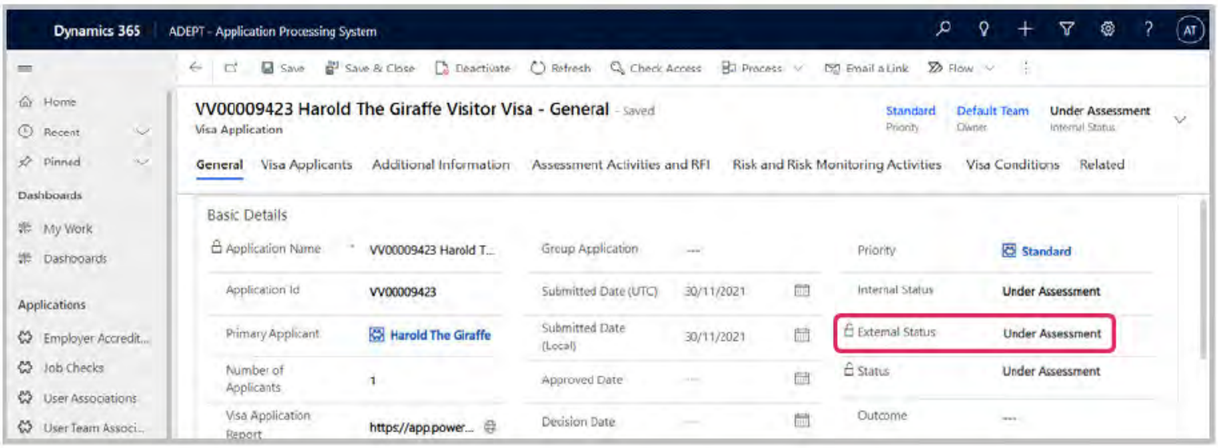
This screen displays all the assessment activities that are being undertaken for an application, and if an RFI/PPI has been created for this application, it displays in the bottom of the screen under **Requests for More Information** heading. View the name(s) of the Immigration Officer(s) who is (are) working on this application in the **Owner** field. If the activity owner is **IO General**, then it has not been yet allocated to an Immigration Officer(s). View the internal status of the application in the **Internal Status** field.



NOTE	If you wish to open the assessment activity from this screen to view its content, click on the hyperlink displayed in the **Name** column (not in the **Assessment Activity Type** column).

To view the external status of the application, select the **General tab**, and you will see the external status (displayed to the applicant in the Immigration Online portal) in the **External Status** field as shown in the following screenshot.

ADEPT

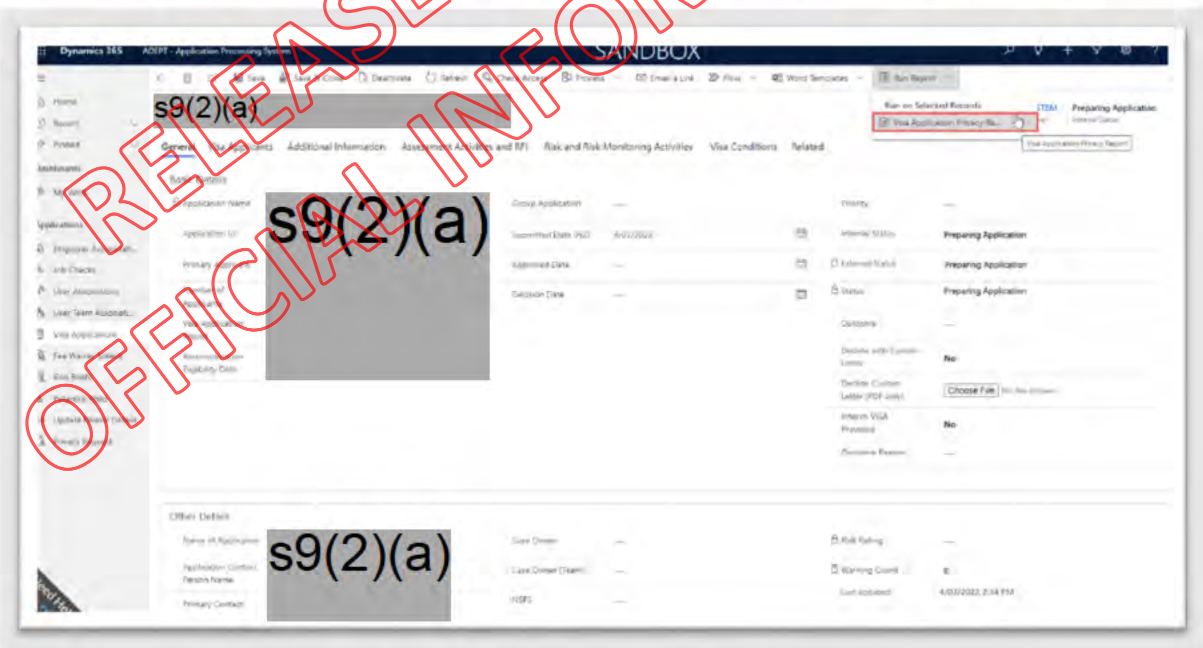


NOTE	The date displayed in the **Submitted date** field is not locked but should never be updated by users.

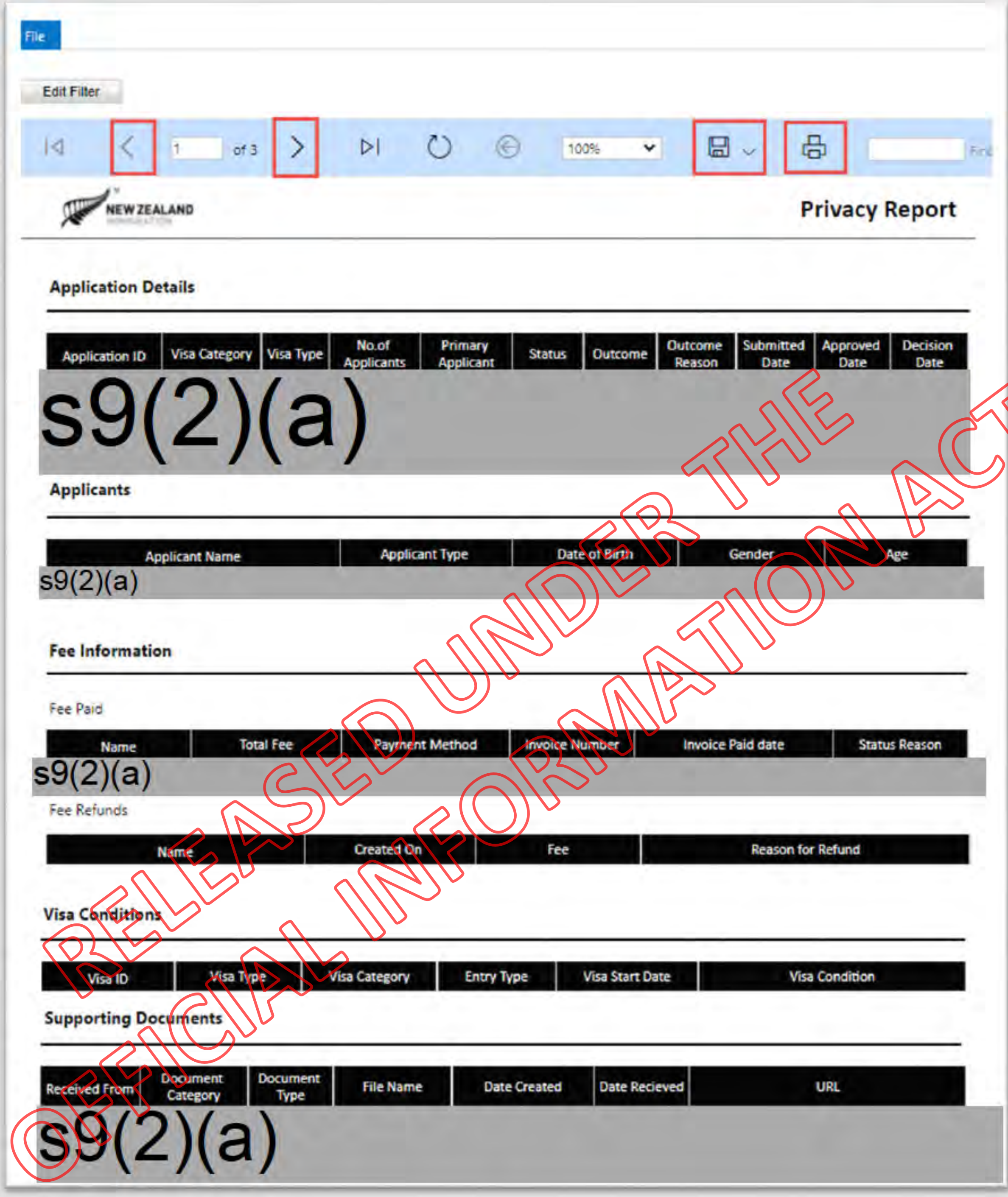
2.7 Viewing Privacy report

To view a privacy report, locate the visa application using the search function (Section 2.2, Searching ADEPT).

Once you have located the visa application, click on the **Run Report** menu at the top of the screen and select the **Visa Application Privacy report** option, as shown in the following screenshot.



This will open the privacy report, as shown in the screenshot below.



In the privacy report, you can:

- navigate by using the **Arrows** highlighted in the screenshot above
- print the report by selecting the **Print** button highlighted in the screenshot above
- Save a copy of the report to your desktop by using the **Save** button highlighted in the screenshot above

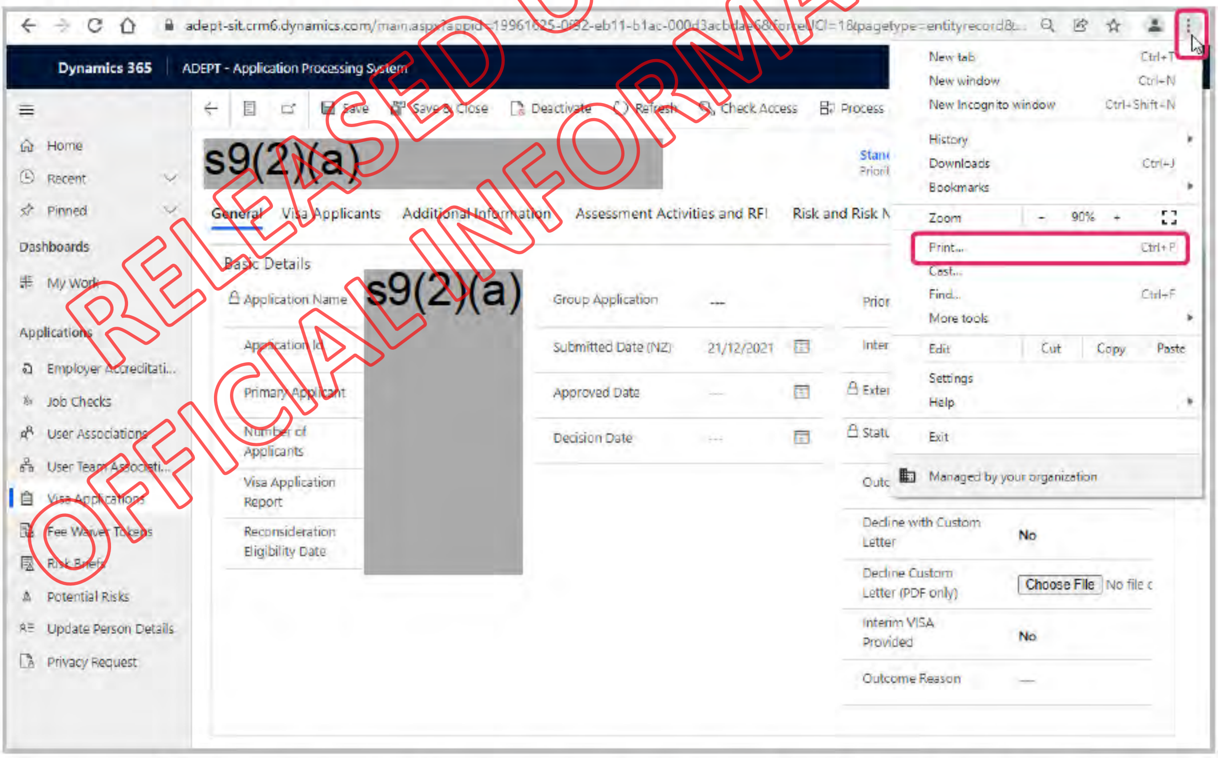
NOTE	The privacy report accessible via ADEPT only contains Application-related information; for Client-related information, use the current **Client Information report** via the SAS portal.

2.8 Printing a Visa Application or Applicant Record

WORKAROUND	**The functionality described in this section is a temporary workaround. A more print friendly Power BI report will be made available in future releases.**

To print a visa application or applicant record, locate a visa application/applicant record using the search function ([Section 2.2, Searching ADEPT](#)).

Once you have located a visa application/applicant record, select **Print** in your internet browser window. For example, in Chrome select the ellipses menu on the top right-hand side of the browser, to open the browser menu as shown in the following screenshot.

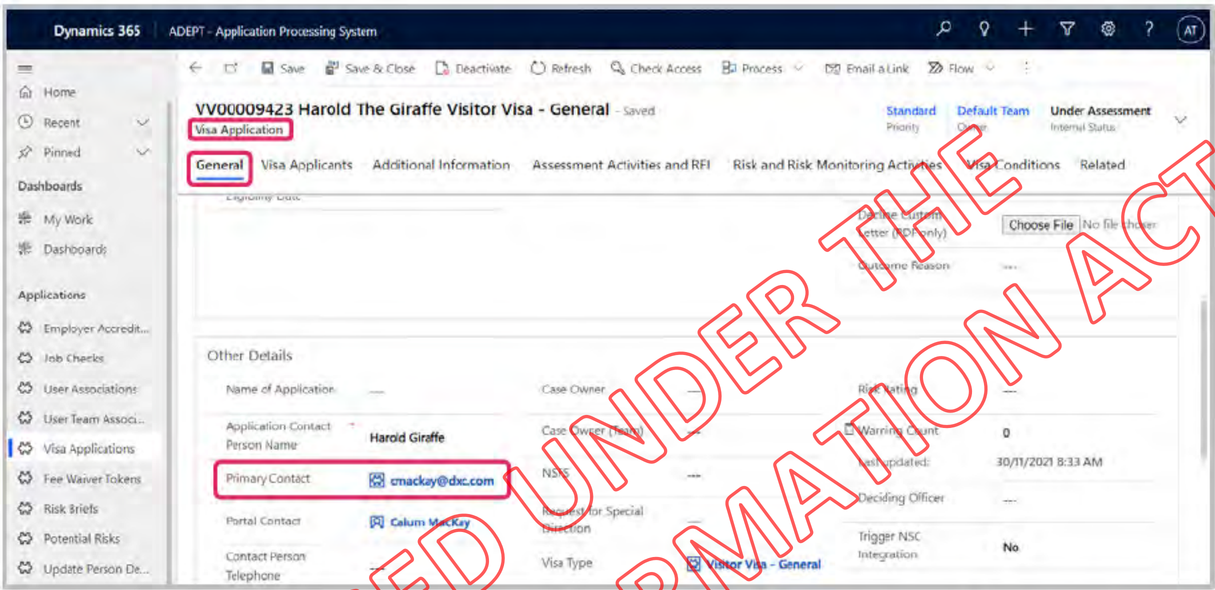


The browser Print window opens. Select **Landscape** in the **Layout** field and **70** in the **Scale** field for better results.

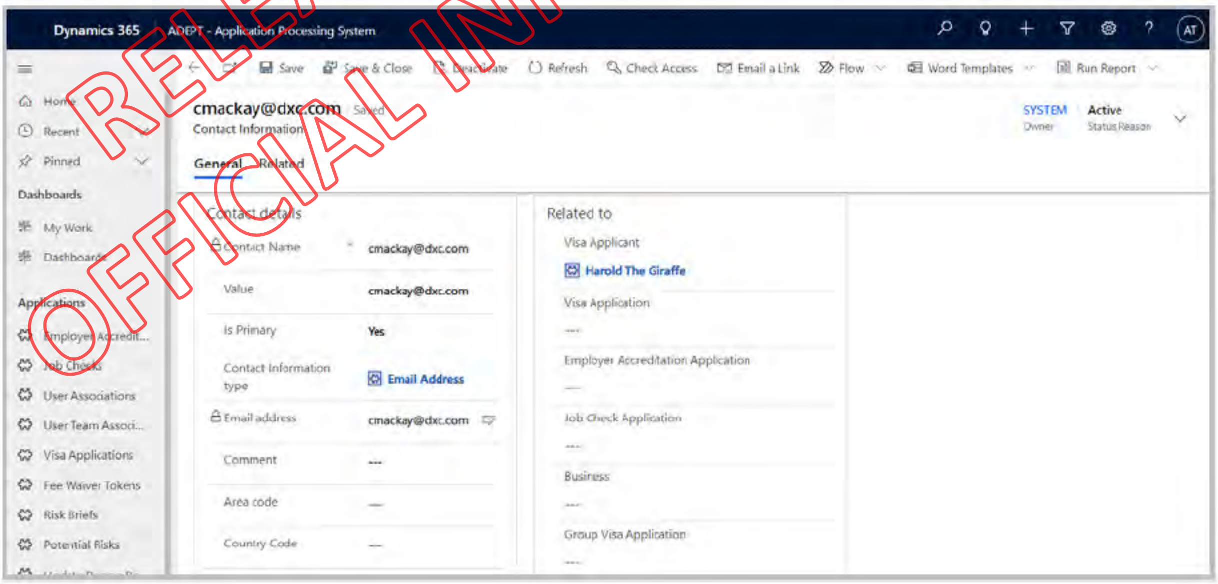
2.9 Updating Applicant information

2.9.1 Updating applicant primary contact details

To update primary contact information due to either an applicant or advisor request, locate the visa application using the search function (Section 2.2, Searching ADEPT). Select the Visa Application to open the **Visa Application** screen. Under the **General** tab select the hyperlink of the **Primary Contact** field.



This opens the **Contact Information** screen. Update the details in **Contact Details** section as required and select **Save and Close**.

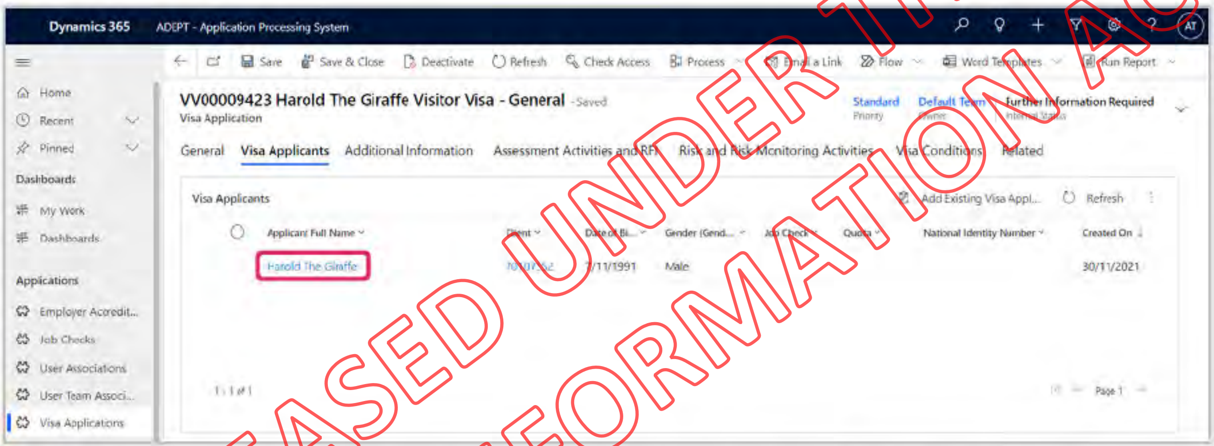


NOTE	The expectation is that the applicant/LIA is advised to update this data themselves at the application front-end portal (Immigration Online). This should only be a fall back where that is not possible, perhaps because the application is in the process of being shared with them.

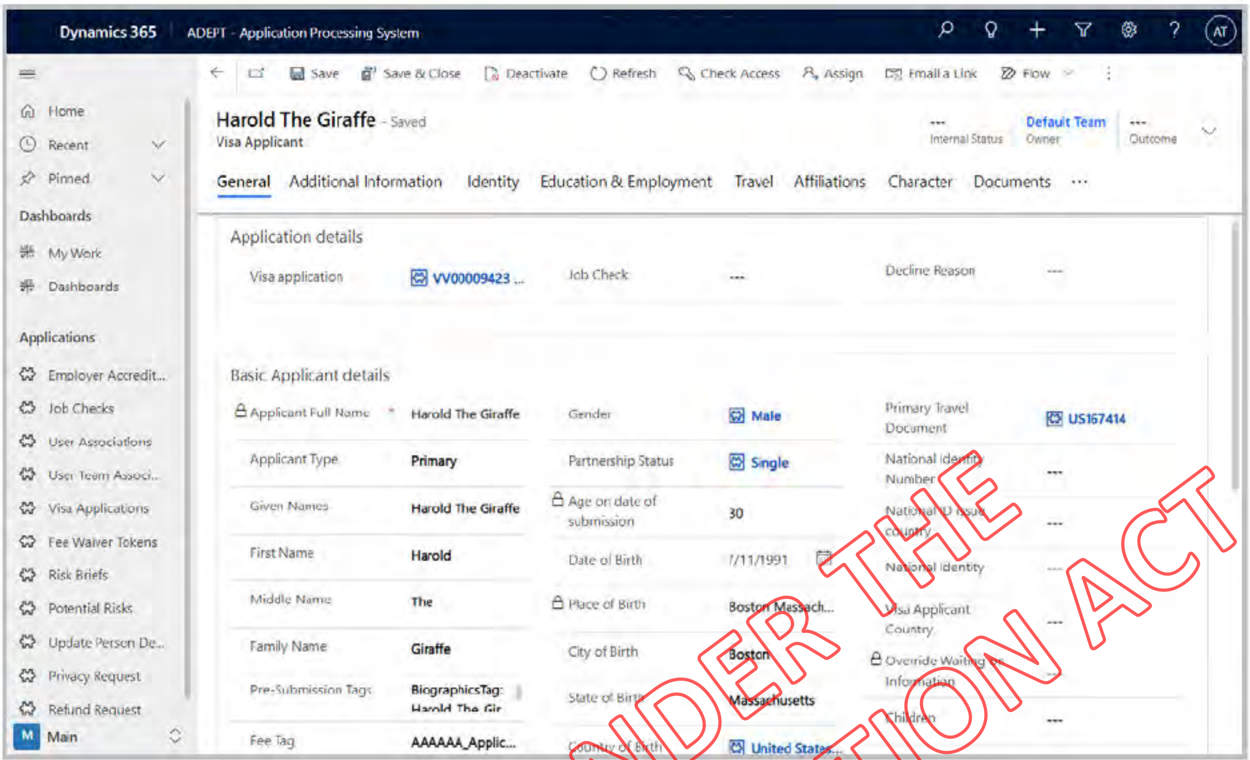
2.9.2 Updating applicant information

To update applicant information, locate the application using the search function (Section 2.2, Searching ADEPT). Select the Visa application to open the **Visa Application** screen and select the **Visa Applicants** tab.

Select the hyperlink provided in the **Applicant Full Name** field to view the applicant details, as shown in the following screenshot.



Update the required fields and select **Save** to finalise the changes as shown in the following screenshot.



NOTE	If you see any information incorrectly populated in the Contact Address field (for example 'Enter Manually'), delete it.

Users with Read-Only access will not be able to make changes. For more about what information you are allowed to update, refer to the Editing Identities in AMS SOP.

2.10 Viewing, creating, and deleting Alerts and Warnings

2.10.1 Viewing Alerts and Warnings

To view an alert or warning against an applicant, search for a visa applicant using the search function (Section 2.2, Searching ADEPT).

NOTE (1)	The alerts and warnings that you will see in this part of the system will only be those which were created in ADEPT. The best place to view all alerts and warnings (e.g., submitted via ADEPT and AMS) is the Power BI Client report. More details about the Power BI Client report can be found in Section 2.3, Viewing Client report.

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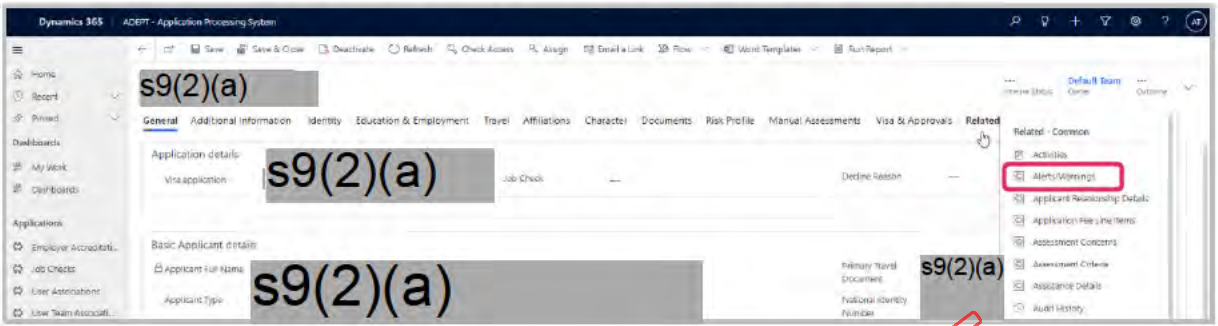
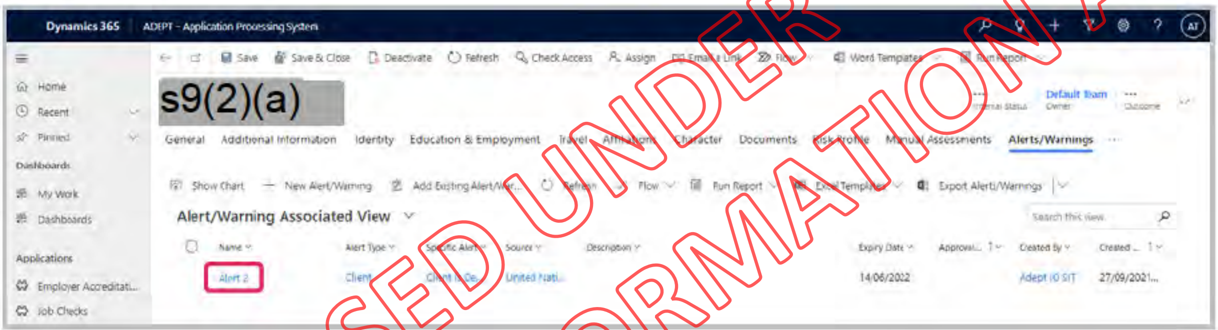
Once you have located the visa applicant you are looking for, select the Visa applicant to open the **Visa Applicant** screen. Select the **Related** tab of the visa applicant screen and select **Alerts/Warnings** in the drop-down menu as shown in the following screenshot.



Any alerts/warnings associated with the applicant are displayed. Select the hyperlink in the **Name** column to view the **Alert** or **Warning** as shown in the following screenshot. This will open the **Alert/Warning** screen.



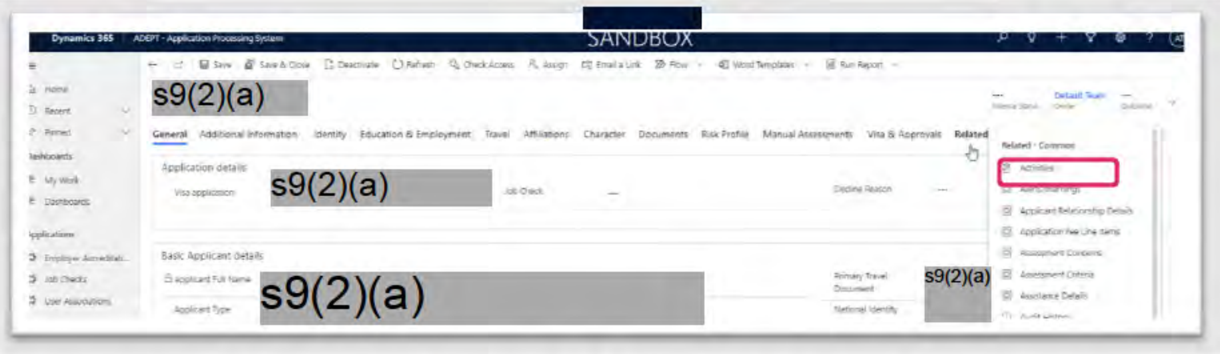
2.10.2 Creating Alerts and Warnings

To raise an alert or warning against an applicant, search for a visa applicant using the search function (Section 2.2 Searching ADEPT).

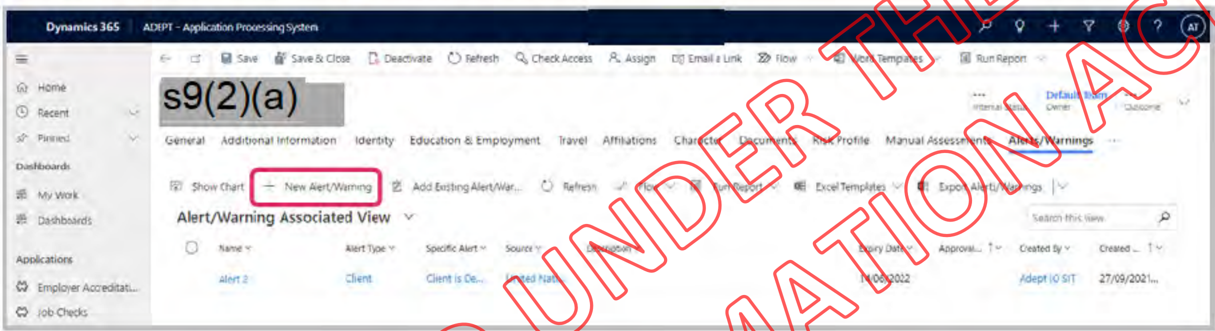
NOTE (1)	If you do not currently have the necessary security access to add an alert or warning in ADEPT, continue to do so in AMS.

NOTE (2)	If you are wanting to approve an application with a border alert, you must complete a Border Alert Removal Template (BART) via AMS prior to the decision, and that BART must be signed/agreed to by a Visa Operations Manager.

Once you have located the visa applicant you are looking for, select the visa applicant to open the **Visa Applicant** screen. Select the **Related** tab of the visa applicant screen and select **Alerts/Warnings** in the drop-down menu as shown in the following screenshot. Select the **Related** tab of the visa applicant screen and select **Alerts/Warnings** in the drop-down menu as shown in the following screenshot.



Any alerts/warnings associated with the applicant are displayed. Select **New Alert/Warning** to add an alert as shown in the following screenshot. (You must not use the **Add Existing Alert/Warning** button to associate an existing alert to the applicant).



NOTE	In some cases, depending on your user permissions, you may see a '**Read-only: You don't have access to edit this record**' message displayed above the Visa Applicant name, even though you have permission to create an alert/warning. This does not apply to the alert/warning, but to the applicant record. If this happens, you can ignore this message and create an alert/warning as appropriate.

Populate the **New Alert/Warning** screen with as much information as possible.

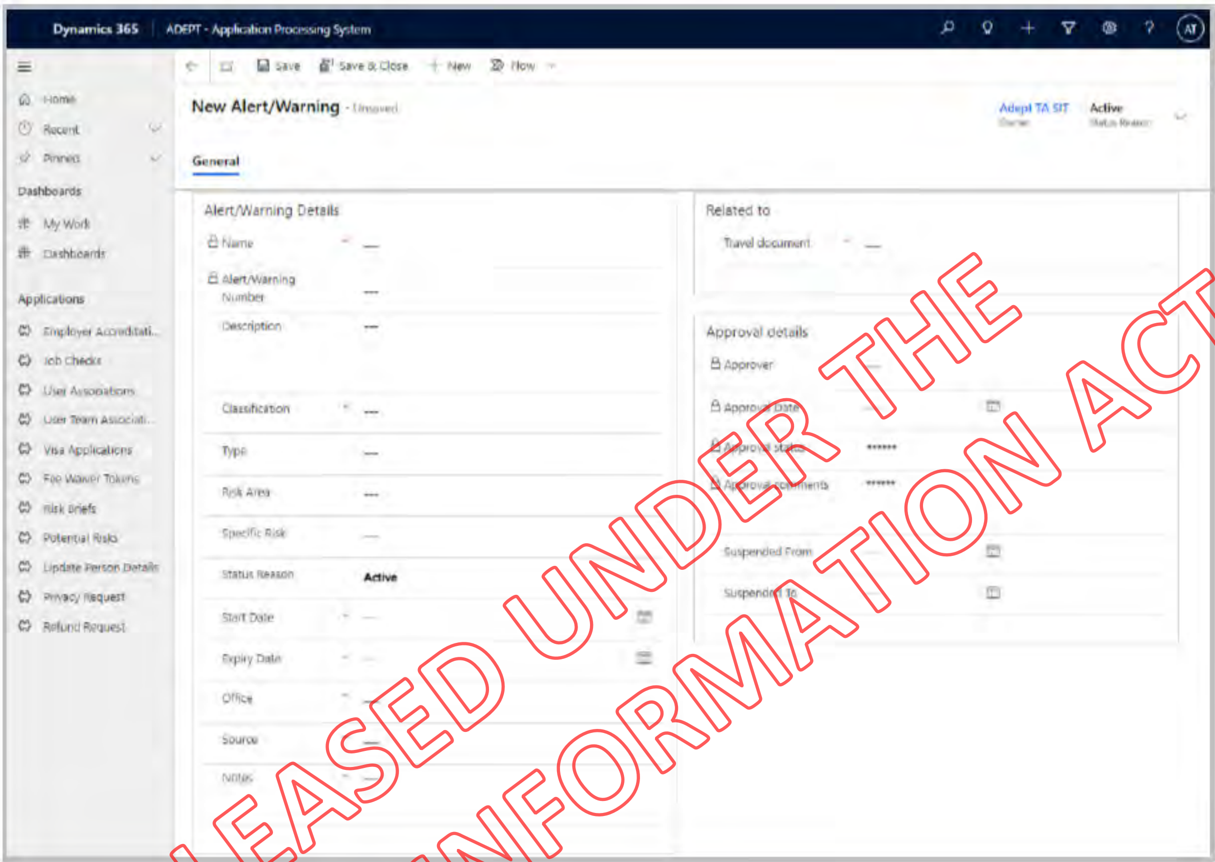
You are required to at least enter the following fields:

Classification	This is where you can select **Alert** or **Warning.** This is a mandatory field and selecting a value for this will determine if the information being captured is for an alert or a warning.
Type	The general type of the alert/warning (e.g. client, travel document).
Specific alert/warning	This is the more specific type of the alert/warning you are creating based on the type selected above (e.g. Liable for deportation, Lost or Stolen).
Alert/warning action	The action to be taken when the alert/warning is present.
Specific risk	The specific risk to which the alert belongs.
Start date	The start date for the alert/warning
Expiry date	The expiry date of the alert/warning
Office	The Office where the alert/warning is created
Source	Where the information about the alert/warning originated
Notes	Additional information about the alert/warning
Travel document	Travel document of the person the alert/warning is being created for

For more information on the **risk area** and **specific risk**, refer to the risk classification document in MAKO.

Once these fields are populated, select **Save** to finalise the alert/warning.

This will associate the alert/warning with the applicant and appears in the **Immigration Manager dashboard** for approval.



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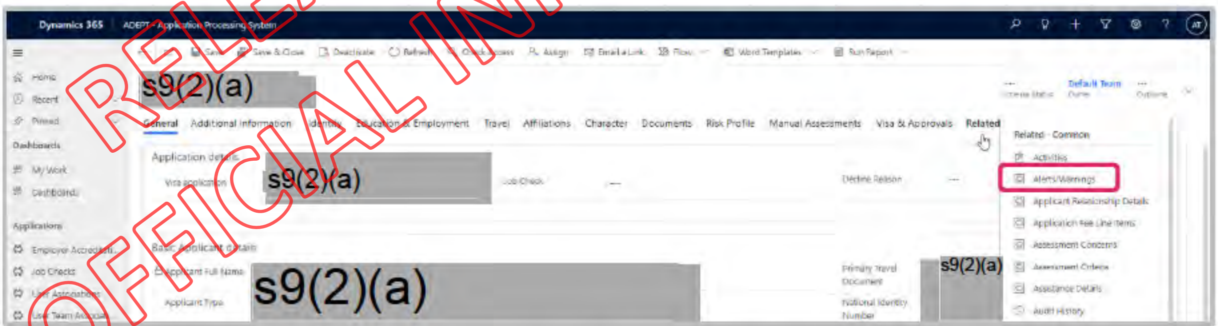
NOTE (3)

BORDER OFFICERS

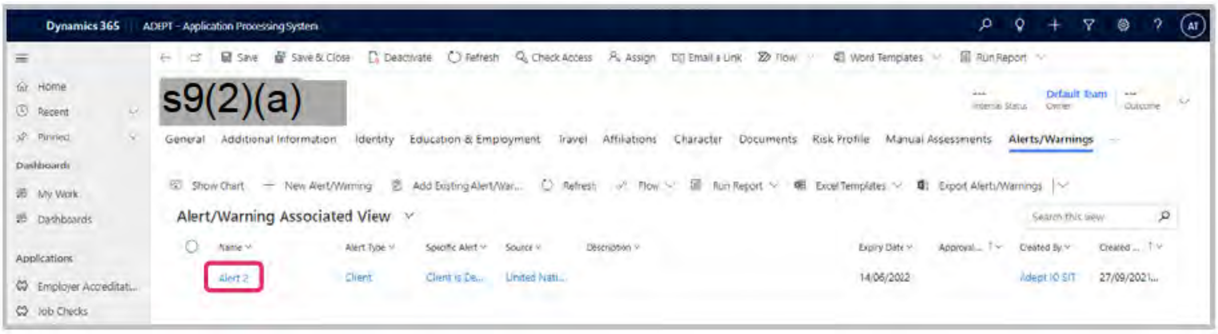
Border alerts/warnings must be raised in AMS, as AMS remains the master of travellers and movements records.

2.10.3 Deleting Alerts and Warnings

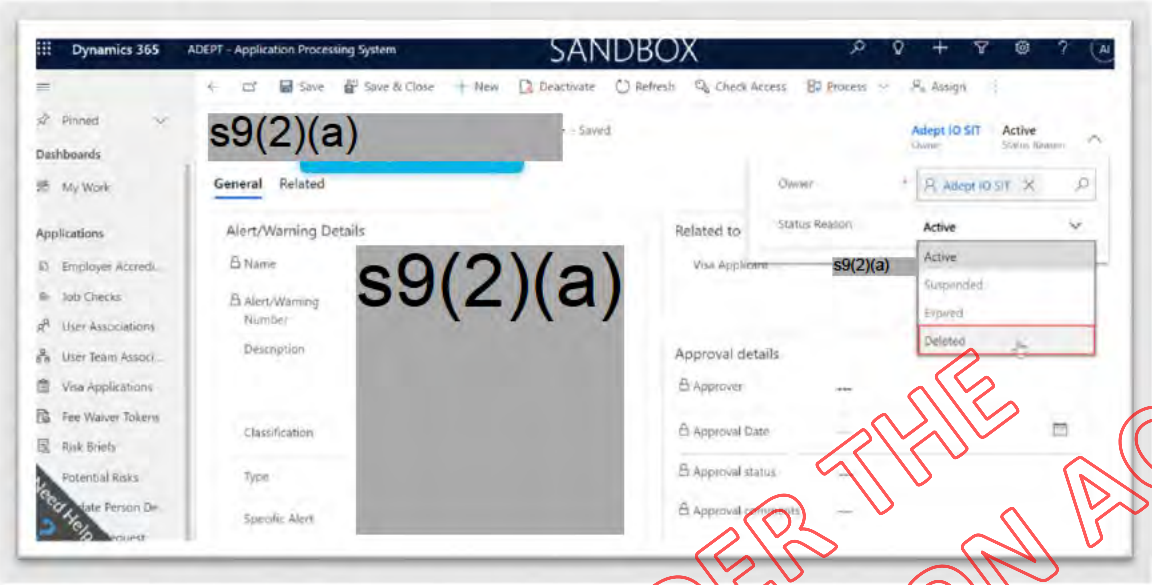
To delete an alert/warning against an applicant, search for a visa applicant using the search function ([Section 2.2, Searching ADEPT](#)). Once you have located the visa applicant you are looking for, select the applicant to open the **Visa Applicant** screen. Select the **Related** tab of the visa applicant screen and select **Alerts/Warnings** in the drop-down menu as shown in the following screenshot.



Any alerts/warnings associated with the applicant are displayed. Select the hyperlink in the **Name** column to view the **Alert** or **Warning** you wish to delete as shown in the following screenshot.



This opens the **Alert/Warning** screen. Then select **Delete** from **Status Reason** dropdown as shown in the screenshot below.



In the menu at the top of the screen, select **Deactivate**, and add comments in the **Note** field at the bottom of the screen.

Select **Save and Close**. The alert is now inactive and does not appear against the applicant.

NOTE (1)	Even though the alert/warning has been deactivated, it is still be saved in the system, and you can find it by selecting the **Alert/Warning Associated View** drop-down and selecting **Inactive Alerts**.

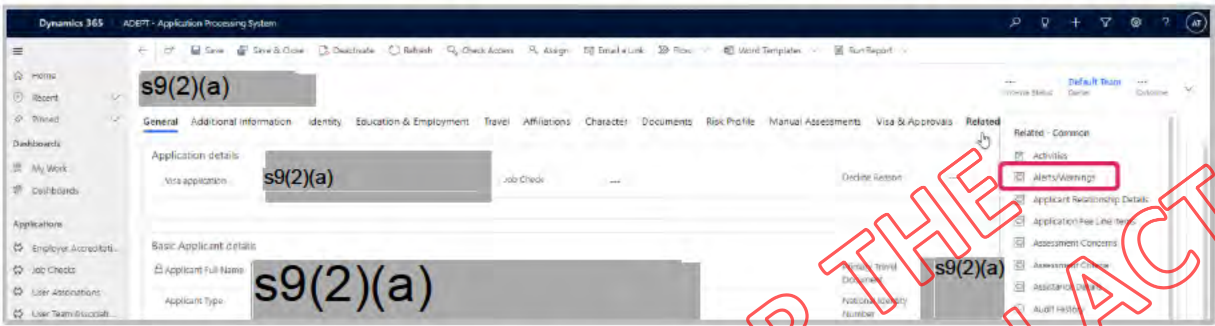
NOTE (2)	Although **deleted** alerts/warnings will not show in Power BI reports, **expired** alert/warnings will.

NOTE (3)	If you deactivate an alert/warning in ADEPT without selecting **Delete** as the status, this will not reflect in AMS. If you want to ensure that an alert or warning is inactive in both ADEPT and AMS, you can either select a status of **Delete** as described above or you can update the expiry date of the alert or warning in ADEPT. You can update an alert or warning as described in the next section.

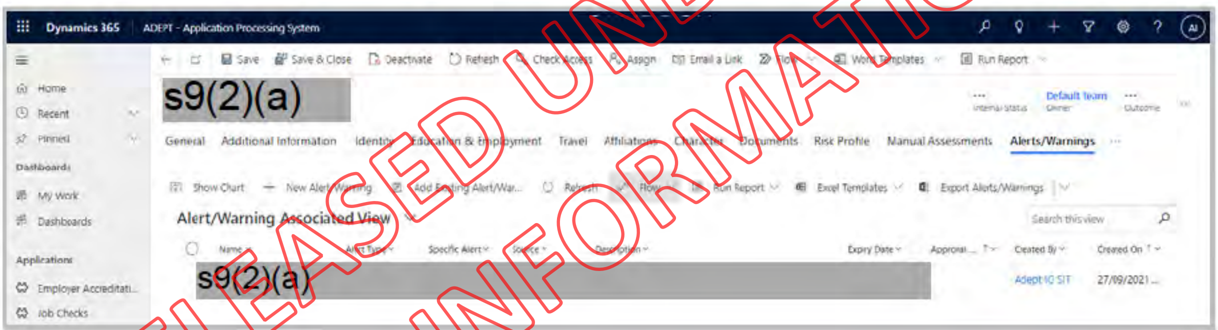
NOTE (4)	Only certain roles can delete an alert/warning: - Immigration Officers, Verification Officers, Technical Advisors can only delete an alert/warning that they have created themselves. - Immigration Managers, Verification Managers, Practice Leads can delete alerts/warnings that other users have created.

2.10.4 Editing Alerts and Warnings

To edit an alert/warning against an applicant, search for a visa applicant using the search function (Section 2.2, Searching ADEPT). Once you have located the visa applicant you are looking for, select the applicant to open the **Visa Applicant** screen. Select the **Related** tab of the visa applicant screen and select **Alerts/Warnings** in the drop-down menu as shown in the following screenshot.

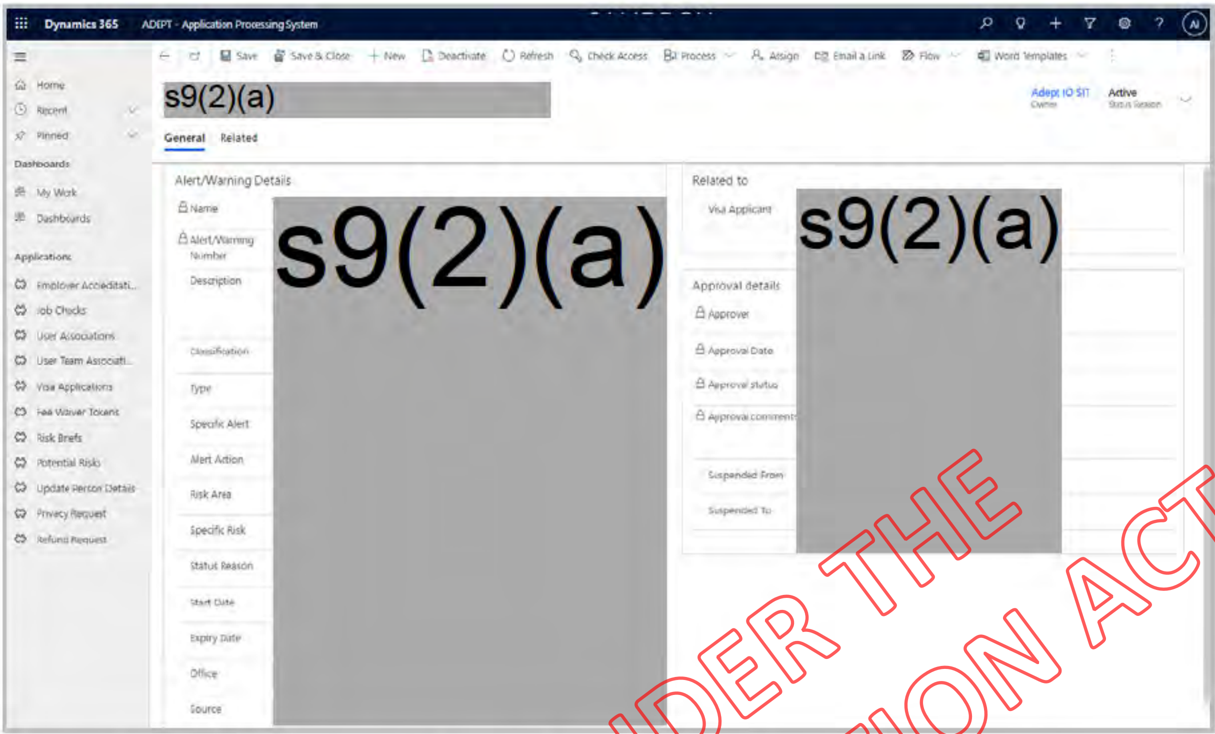


Any alerts/warnings associated with the applicant are displayed. Select the hyperlink in the **Name** column to view the **Alert** or **Warning** you wish to delete as shown in the following screenshot.



NOTE	In some cases, depending on your user permissions, you may see a '**Read-only: You don't have access to edit this record**' message displayed above the Visa Applicant name, even though you have permission to edit an alert/warning. This does not apply to the alert/warning, but to the applicant record. If this happens, you can ignore this message and edit an alert/warning as appropriate.

This opens the **Alert/Warning** screen. In the description field you are able to edit the alert/warning description.



You can also edit the expiry date and you might need to do this if you wish to expire an alert/warning. Any update made will be reflected in AMS.

NOTE	Even though you are able to edit the description of the alert/warning, you are expected to only add to the existing description (have if you have access to do so), and never delete existing content so that historic alert and warning information is not lost.

WORKAROUND	If you are editing an **Alert** and need to change the classification to **Warning** (or vice versa), you should deactivate the **Alert** and create a Warning. Changing the classification will not work properly in ADEPT / AMS. This will be implemented in future releases.

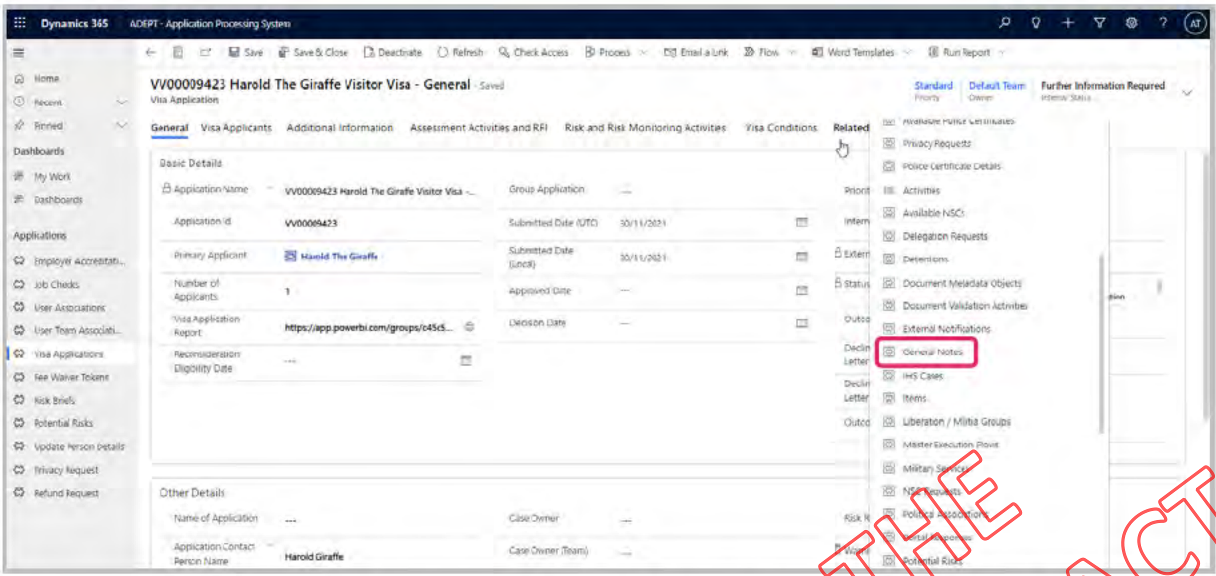
Select **Save and Close**. The alert has now been updated.

2.11 Creating, Deleting and Viewing Notes

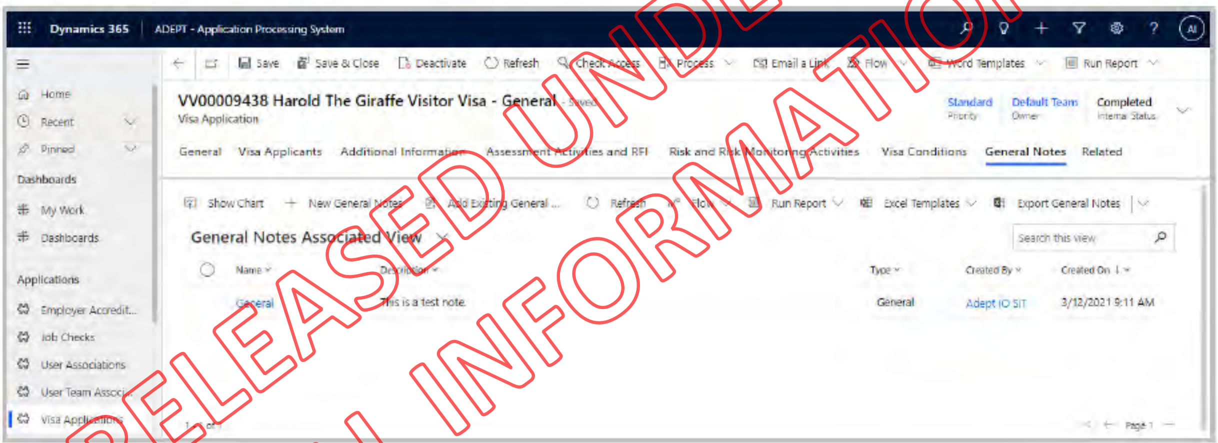
2.11.1 Viewing Notes

To view a note against an applicant, search for a visa application using the search functionality (Section 2.2, Searching ADEPT).

Once a visa application is located, select the application to open the **Visa Application** screen. Select **General Notes** in the **Related** drop-down menu, as shown in the following screenshot.



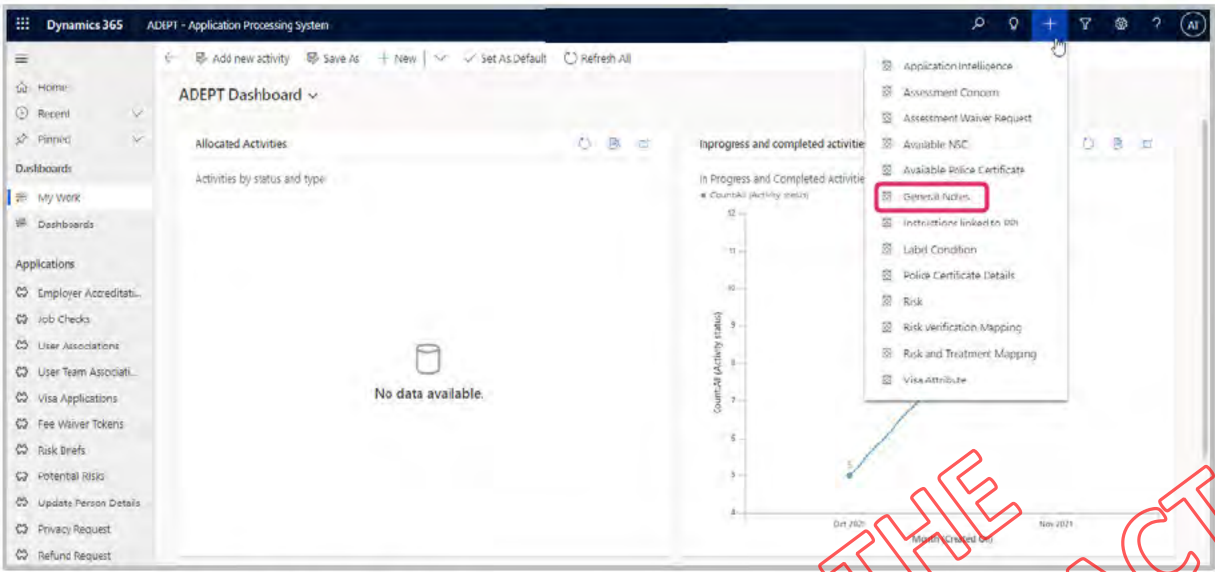
Any notes associated with the applicant are displayed. Select the hyperlink to view the Note you wish to view as shown in the following screenshot.



2.11.2 Creating Notes

Creating notes is a useful way to record interactions with clients, for instance when direct communications have been sent to clients outside of ADEPT.

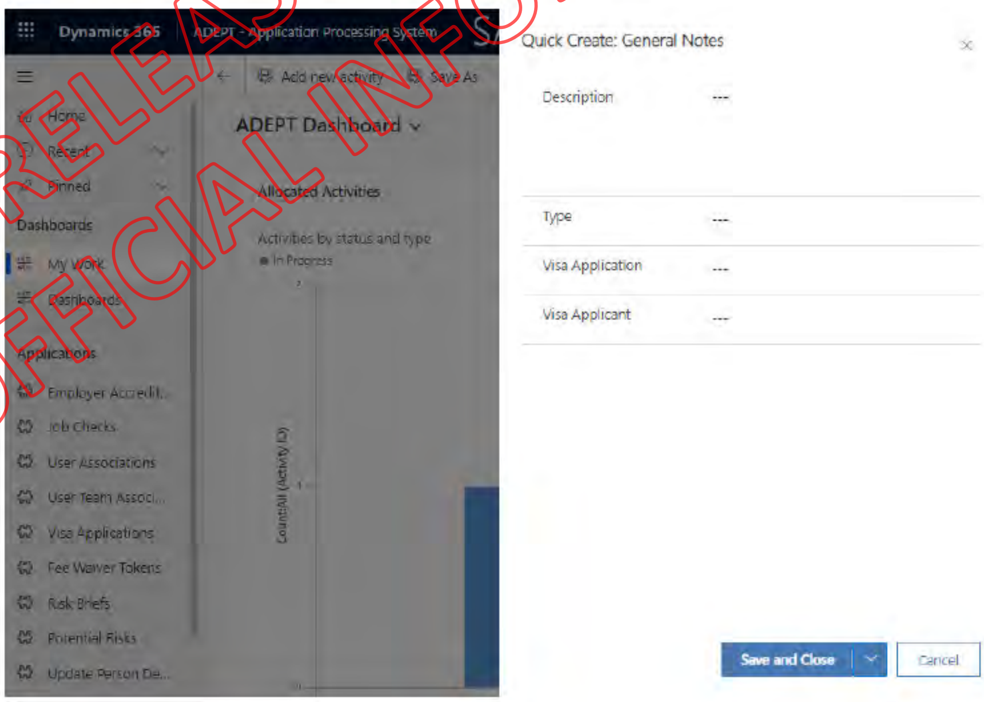
To create notes, select **New** in the banner menu and select **General Notes** from the drop-down menu shown as shown in the following screenshot.



Populate the following fields as required:

- **Description** (where the details of the notes are to be added)
- **Type** (for example: Health)
- **Visa Application**: this is the application the note relates to. You can search for an application within this field.
- **Visa Applicant**: this is the applicant the notes relates to. You can search for an applicant within this field.

Select **Save and Close** to record the note against the application.

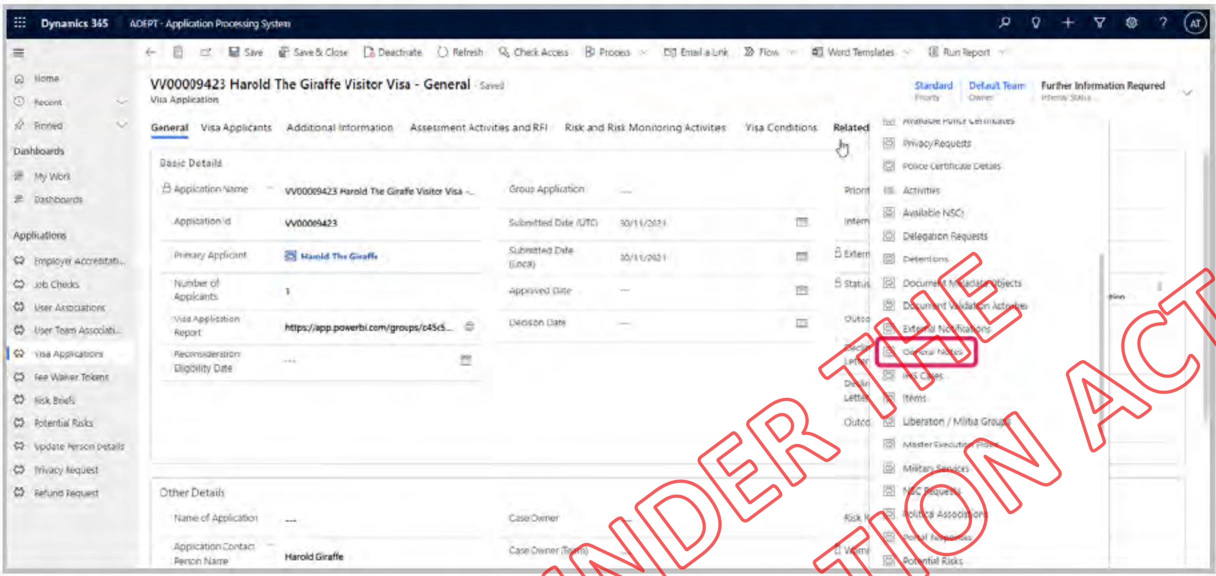


2.11.3 Deleting Notes

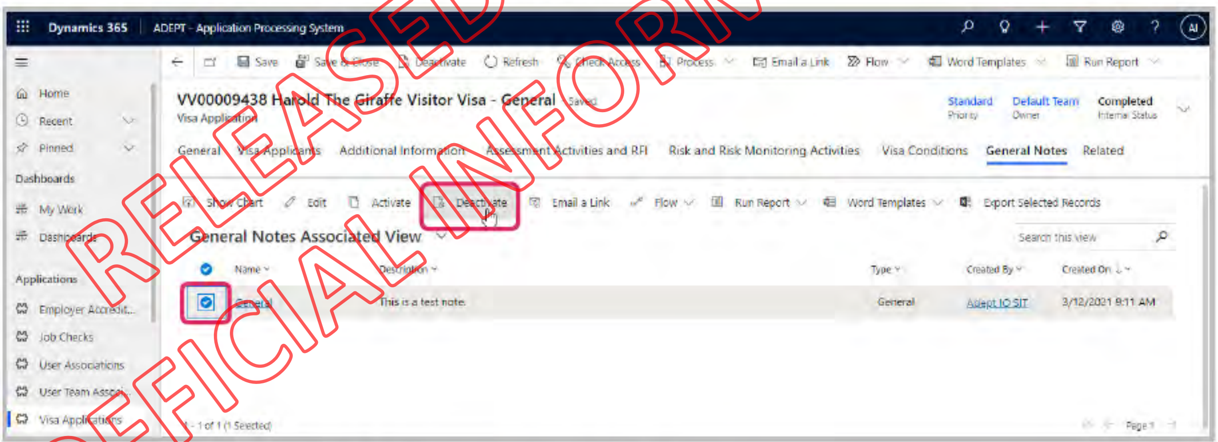
There is no capability to delete a note. There is, however, the ability to deactivate a note that you have previously created (you cannot deactivate a note created by another user).

To deactivate a note against an applicant, search for a visa application using the search function (Section 2.2, Searching ADEPT).

Once a visa application is located, select the application to open the **Visa Application** screen. Select **General Notes** in the **Related** drop-down menu, as shown in the following screenshot.



Select the note to deactivate by selecting the check box in the column on the left of the grid, and select **Deactivate**, as shown in the following screenshot.



This deactivates the note, and it disappears from the grid.

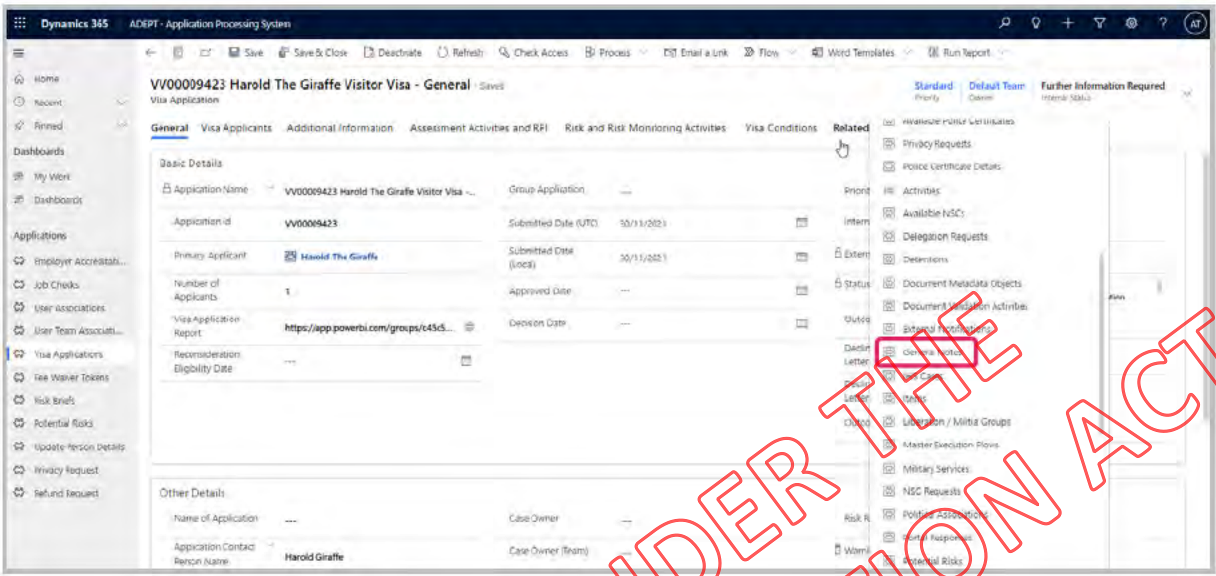
NOTE	Even though the note has been deactivated, it is still saved in the system, and you can find it by selecting the **General Notes Associated View** drop-down and selecting **Inactive General Notes**.

2.11.4 Editing Notes

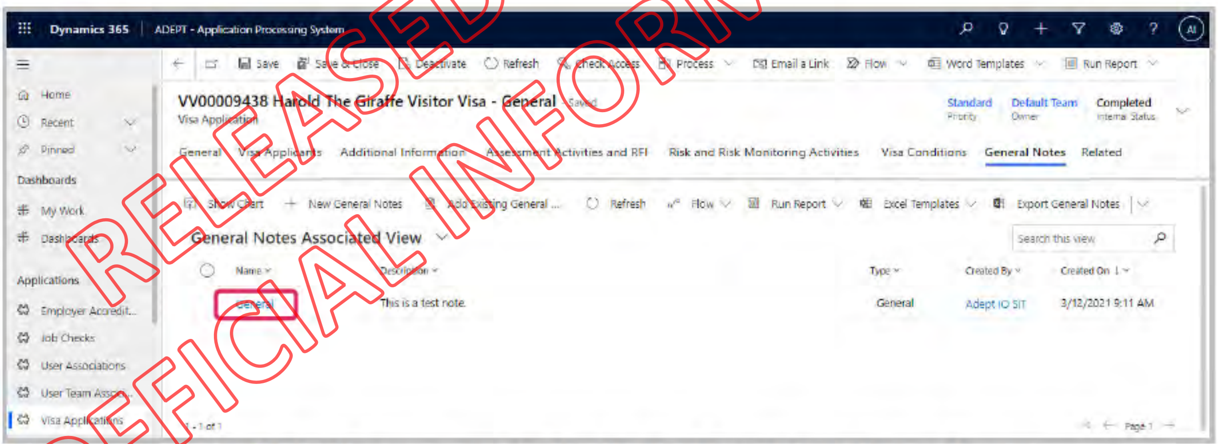
You can only edit a note that you have previously created (you cannot edit a note created by another user).

To edit a note, search for a visa application using the search function (Section 2.2, Searching ADEPT).

Once a visa application is located, select the application to open the **Visa Application** screen. Select **General Notes** in the **Related** drop-down menu, as shown in the following screenshot.



Select the note to edit by selecting the link provided in the **Name** column, as shown in the following screenshot.



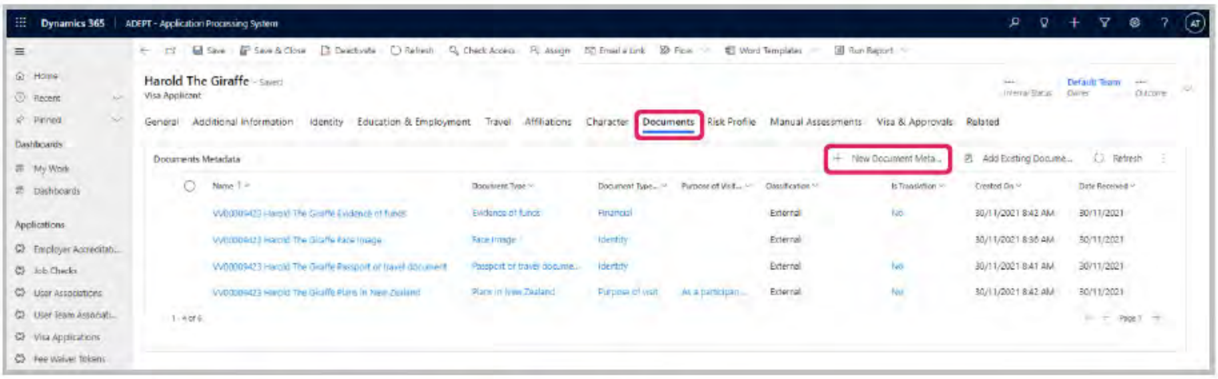
This opens the note. Make changes as required and select **Save** to record your changes.

2.12 Uploading documents

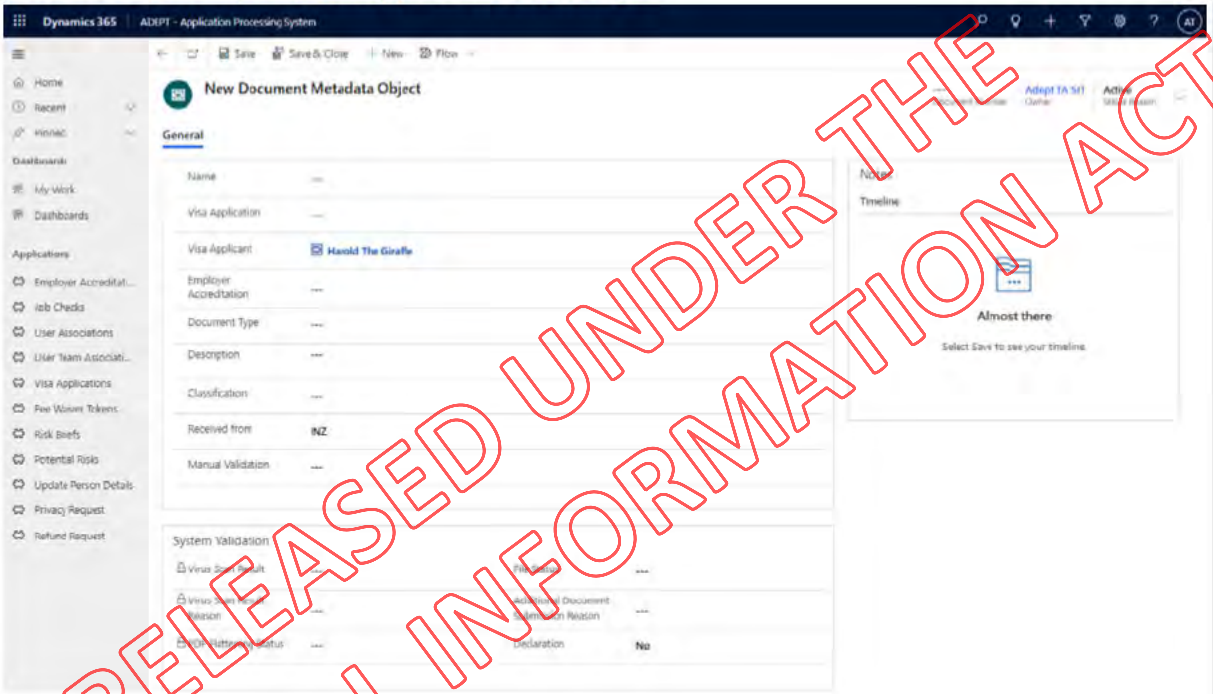
ADEPT allows users to upload documents against an applicant record.

Locate an applicant you wish to upload documents against refer to Section 2.2, Searching ADEPT.

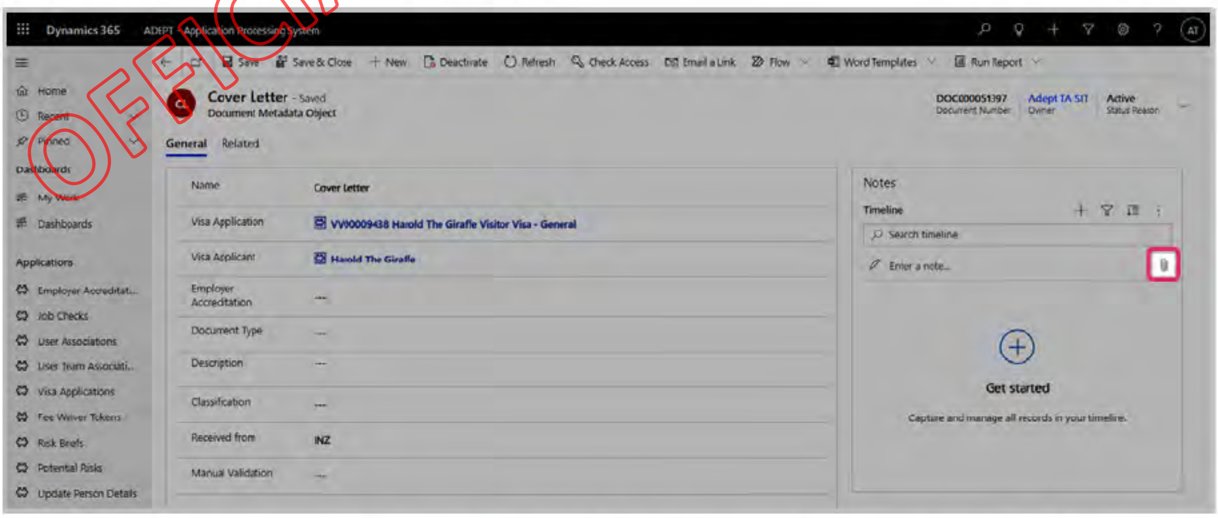
Once you have located an applicant, select the applicant to open the **Visa Applicant** screen and select the **Document** tab. On this tab, select **Add New Document Metadata Object** located at the top of the **Document Metadata grid** as shown on the following screenshot.



Select **Save**. More options will appear in the **Notes** grid.



Select the paperclip symbol in the **Notes** grid.



This opens a dialogue box to allow you to browse your desktop and select the document you wish to upload.

1. Select the document you wish to upload then select **Open.**
2. The document is now attached to the Note. You don't need to add a title or text in this section.
3. Select **Add note.**

Populate as much detail as possible about the document you are uploading (e.g. **Document Type**, **Received From**), and select a value in the **Classification** field. If you choose **External**, then the document will be accessible via the applicant portal. If you choose **Internal**, then the document will only be accessible to INZ staff.

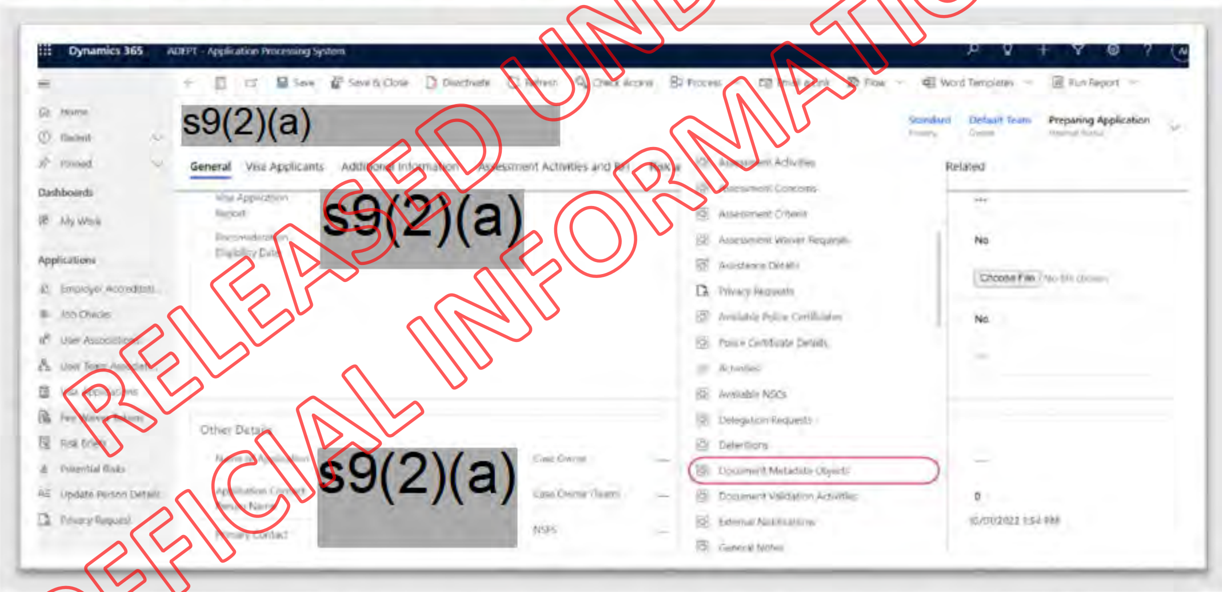
Select **Save & Close** on the top menu to record your changes.

The document you have uploaded is saved against the applicant's record in ADEPT.

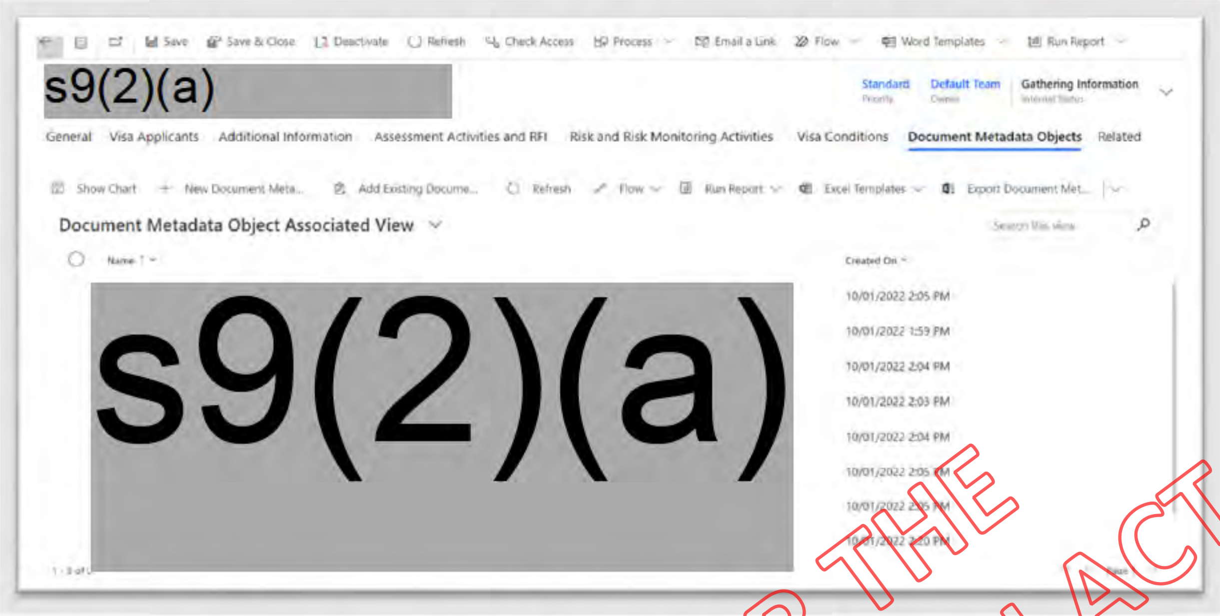
2.13 Reviewing application documents

Documents

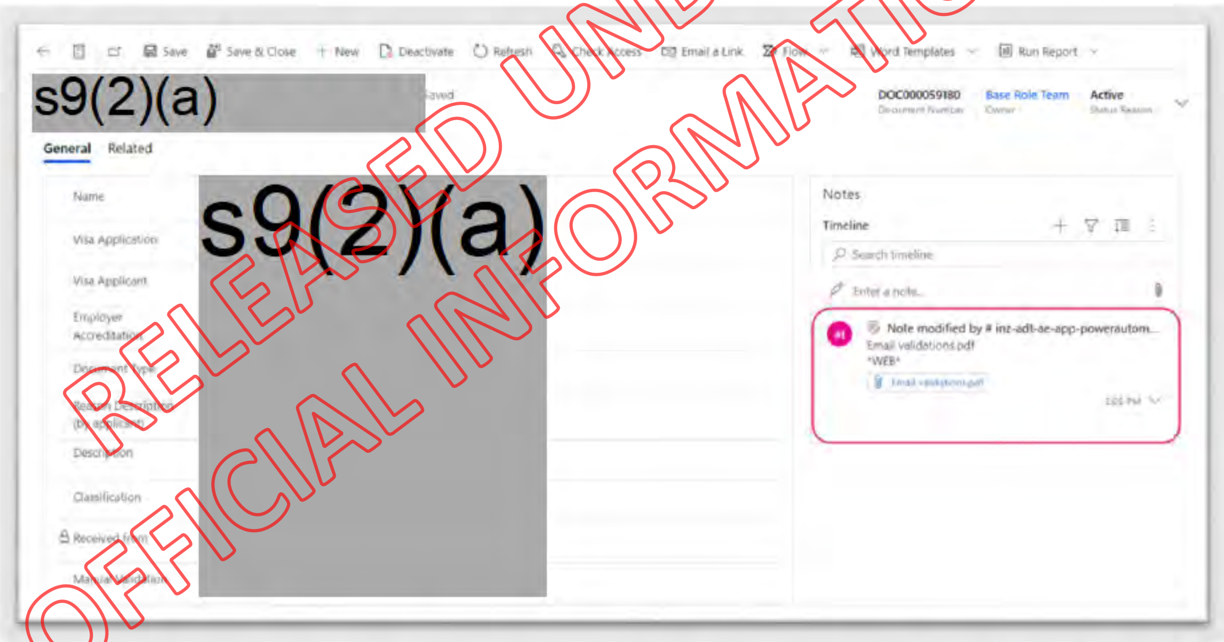
You can view documents related to an application by navigating to the **Document Metadata Objects** tab (which may have been uploaded by INZ or the applicant).



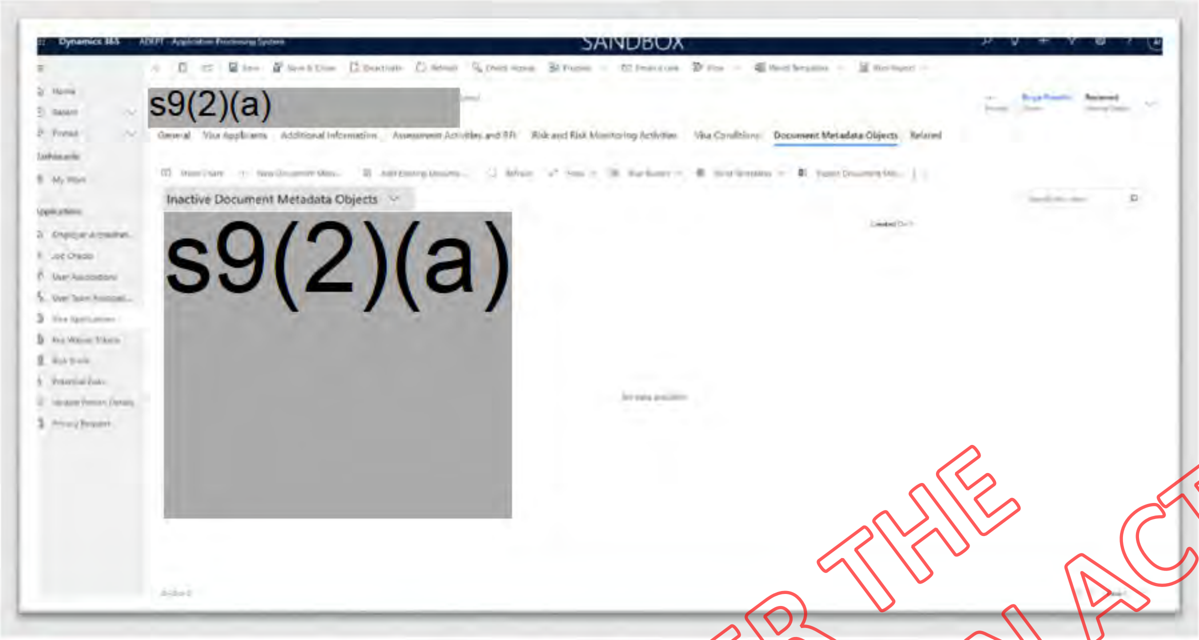
The available documents related to the application – such as the face image, application data submitted (PDF format), travel document (PDF format) - will be listed in this tab as shown below.



You can click on the document name link and download the document by clicking on the link shown below:



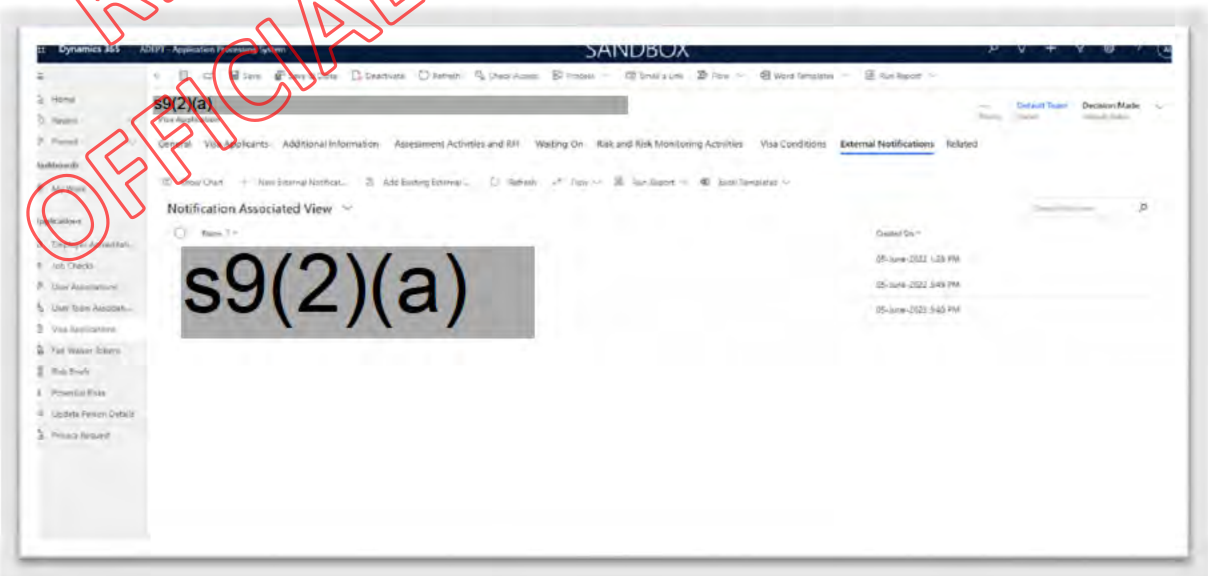
If you need to view documents that have been deactivated, you can do so by selecting the **Inactive Document Metadata Objects** view, as shown on the screenshot below. This view maybe useful if you need to see, for instance, documents that have been uploaded by error, or have been replaced.



WORKAROUND	Documents uploaded by an applicant's sponsor, supporting partner or sponsoring partner **are not currently displayed** in the Documents Metadata objects view. In order to view these documents, you need to go to the sponsorship or purpose assessment activity. This will be addressed in a future release of ADEPT.

Notifications

If you need to see the notifications that have been sent to the applicant, go to the **Related** tab of the application and select **External Notifications**. You will see all the notifications that have been sent automatically from the point the application was received, as shown in the screenshot below.



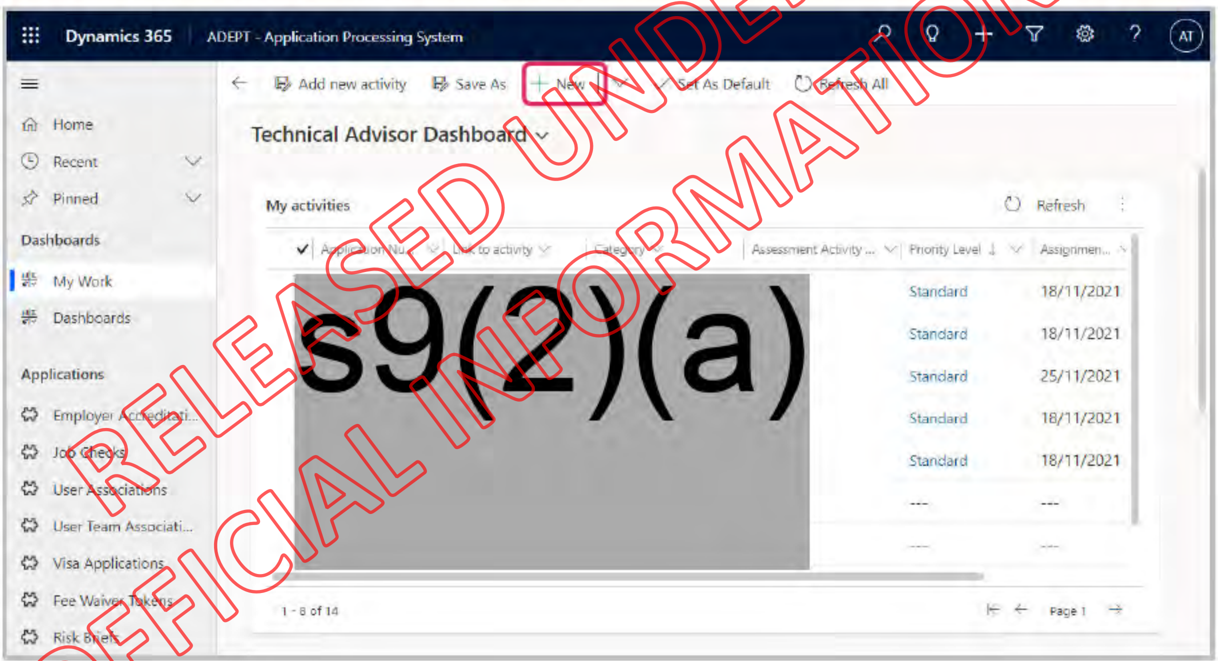
2.14 Creating a Dashboard

ADEPT allows users to create a new dashboard (in addition to any default dashboards) so that users can customise their view.

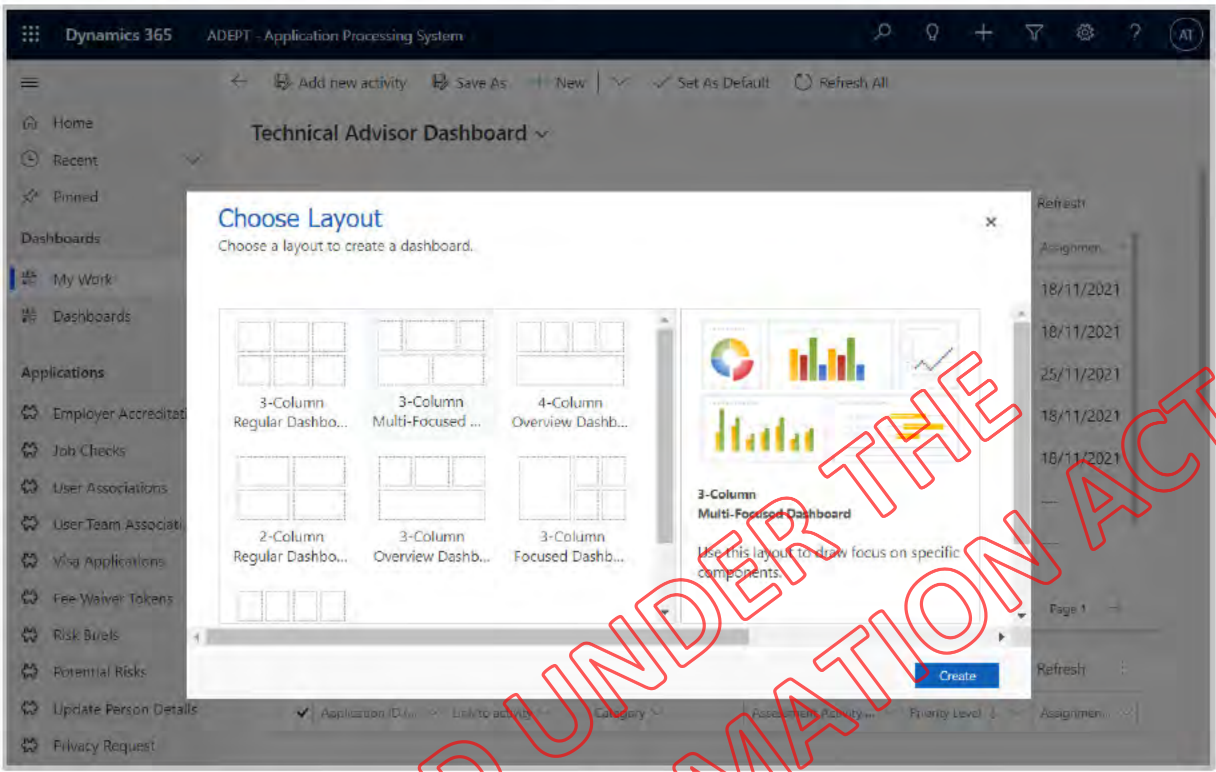
This is an advanced functionality that managers may use in **special circumstances**.

NOTE	Users who process applications need to **take care not to remove key grids** that enable them to view and return to activities assigned to them, or the ability to view work awaiting internal or external referral. It is recommended you only use this functionality once you are **very familiar with** ADEPT, after having used it for at least a few months.

Select the **New** at the top menu as shown in the following screenshot.

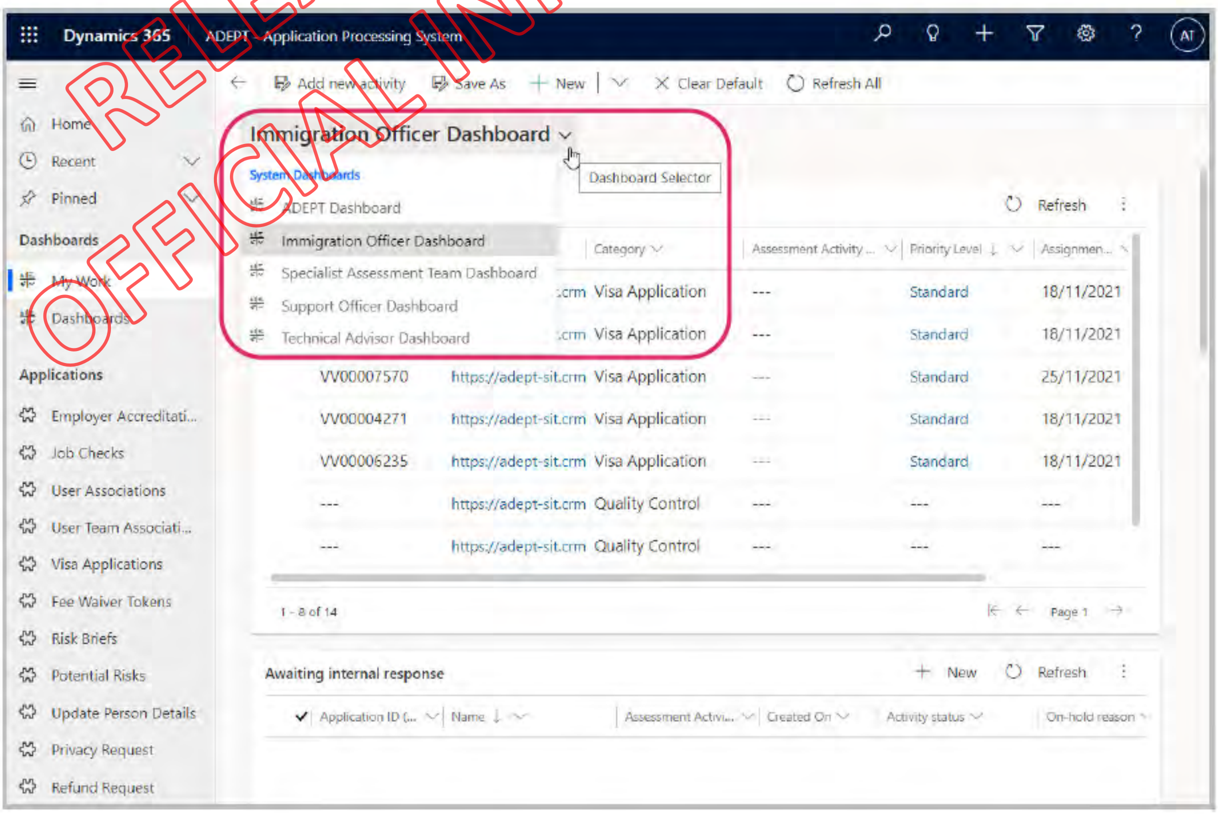


Choose the layout you require (a preview of the layout is shown on the right of the screen) as shown in the following screenshot and select Create.

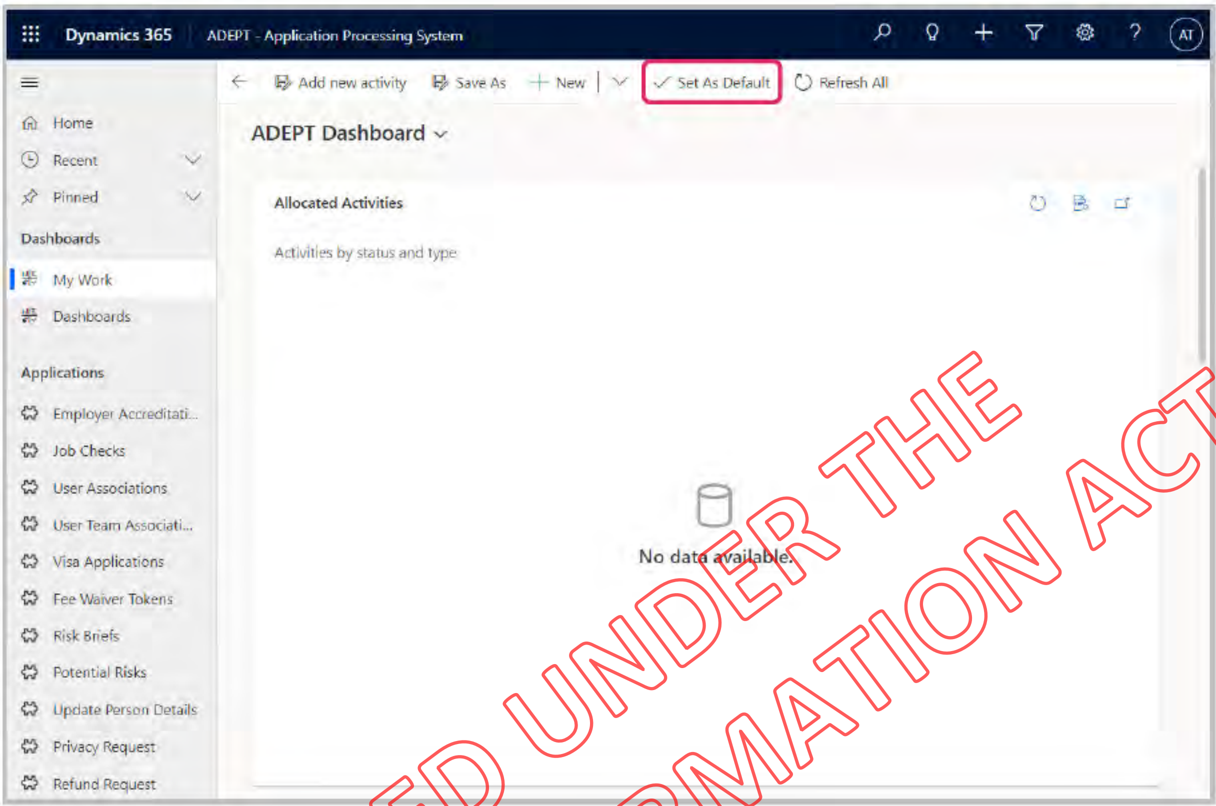


Name and customise your dashboard as required and select Save.

To toggle between multiple dashboards, use the drop-down arrow on your dashboard name as shown in the following screenshot.



To set a dashboard as your default dashboard, select the required dashboard and select **Set as Default** in the top menu.

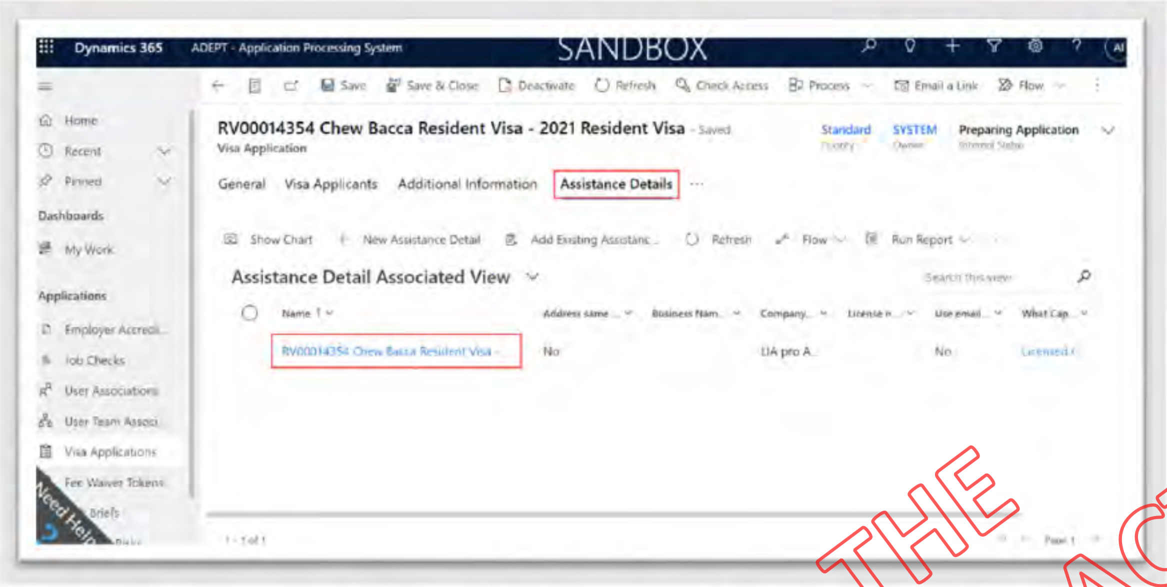


2.15 Sharing/Un-sharing an application

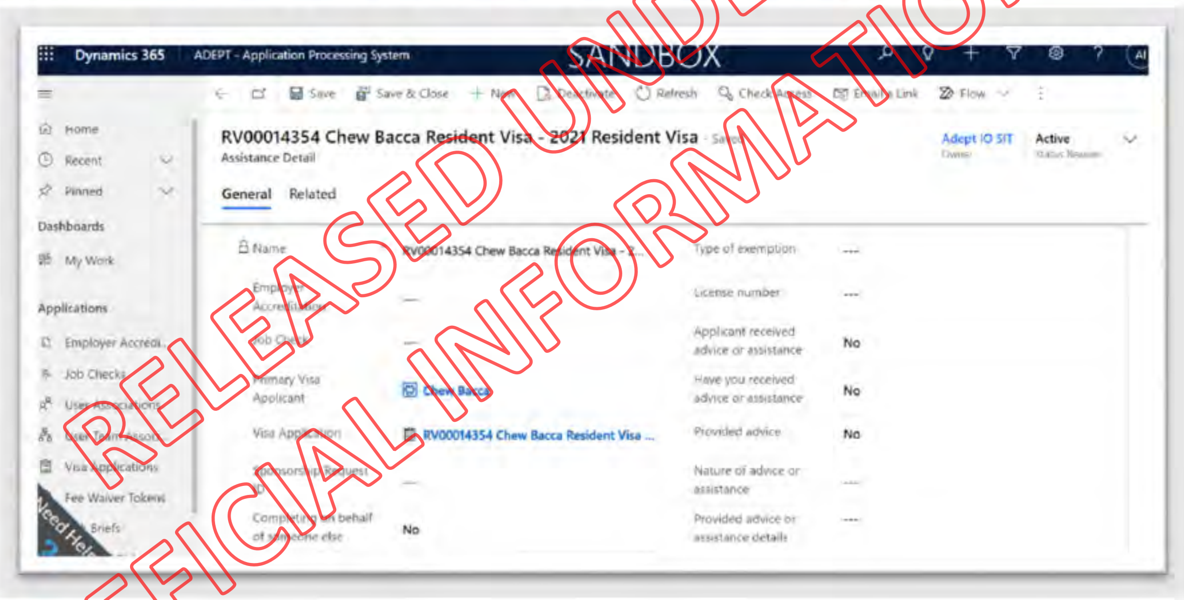
To share or un-share an application on behalf of an applicant, refer to Section 11.3, Sharing/Un-sharing an application.

2.16 Viewing Assistance Details

If you need to view details about the person / organisation who provided assistance to the applicant when submitting the application, you should open the application and select **Assistance Details** in the **Related** tab of the visa application, as shown in the screenshot below.



To view the assistance details, click on the link in the **Name** column as highlighted in the screenshot above. This will open the assistance detail form as shown in the screenshot below.



2.17 Refund

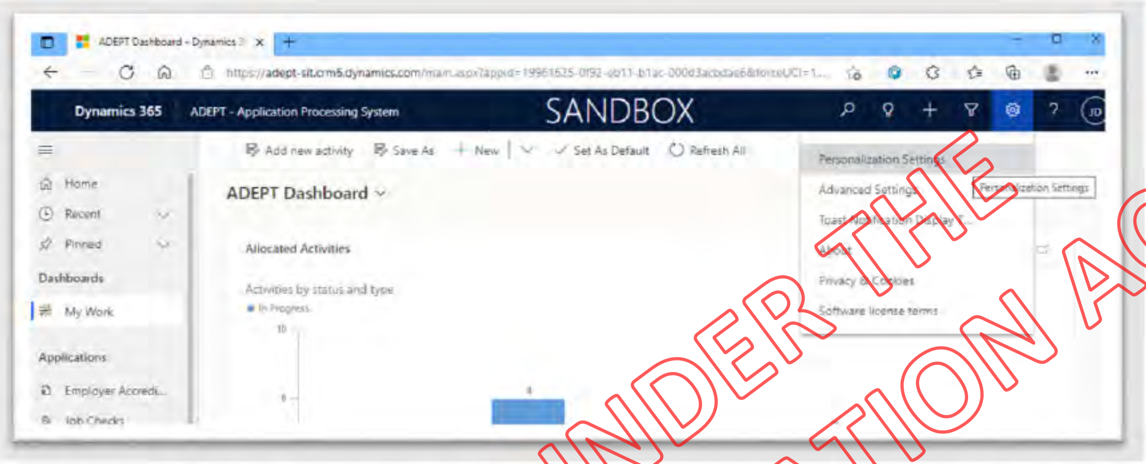
Refunds are managed completely outside ADEPT using the Financial Management System. If you want to record that a refund has been made to an applicant, you create a note against the applicant record in ADEPT using the **General Note** functionality. Refer to Section 4.11.2, Creating notes for more information.

NOTE	The functionality to record and approve a refund will be considered for implementation in ADEPT in future releases.

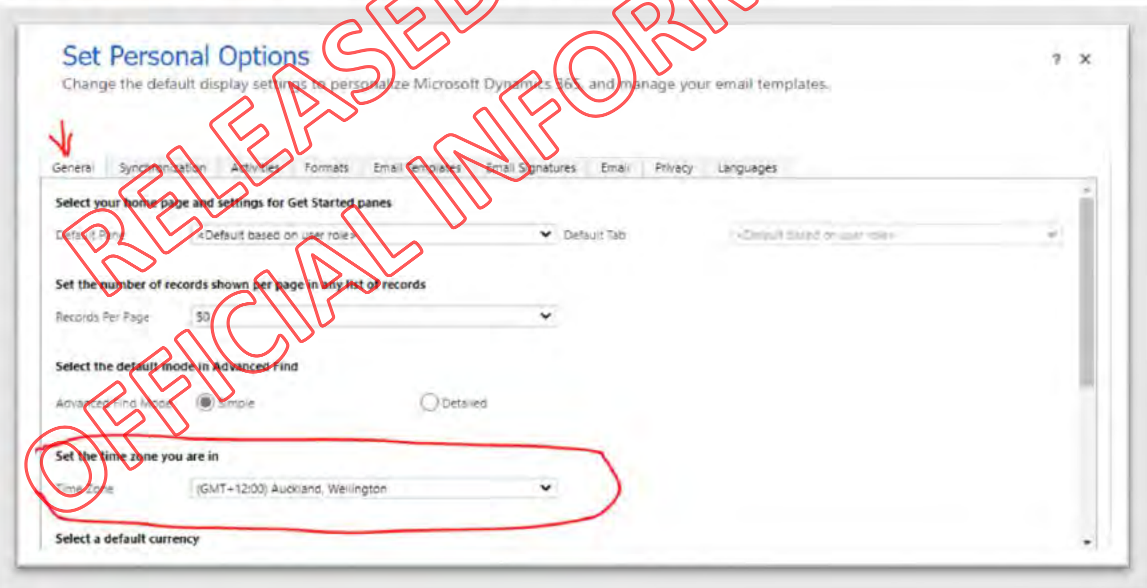
2.18 Setting the time zone

In some situations, you may need to adjust your time zone settings on ADEPT. This could be for instance when your personalisation settings are not correct. In this case, follow the instructions below.

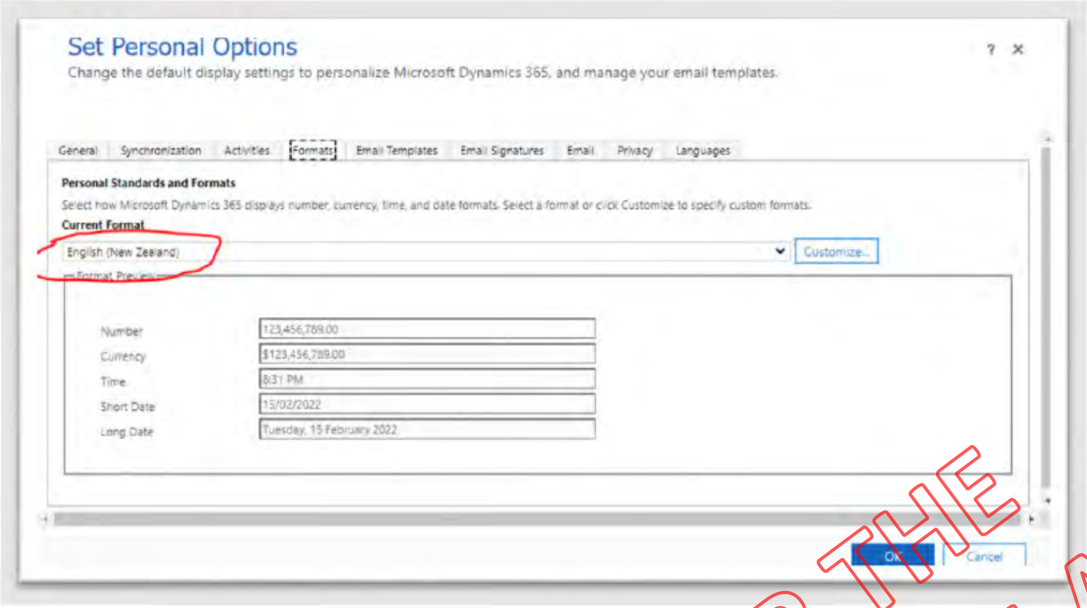
Select **Personalization settings** in the menu at the top of your screen, as shown in the screenshot below.



Under **General Tab** for Personalization Settings, the time zone should be: **(GMT + 12:00) Auckland, Wellington**. If it is not the case, change it to the correct value.



And Under **Formats** tab the Current Format should be set to **English (New Zealand)**, as shown in the screenshot below. If it is not the case, change it to the correct value.


Set Personal Options
Change the default display settings to personalize Microsoft Dynamics 365, and manage your email templates.
General
Synchronization
Activities
Formats
Email Templates
Email Signatures
Email
Privacy
Languages
Personal Standards and Formats
Select how Microsoft Dynamics 365 displays number, currency, time, and date formats. Select a format or click Customize to specify custom formats.
Current Format
English (New Zealand)
Customize...
Format Preview
Number
123,456,789.00
Currency
$123,456,789.00
Time
8:31 PM
Short Date
15/02/2022
Long Date
Tuesday, 15 February 2022
OK
Cancel

2.19 Master Execution Flow

If the Assessment Activities and RFI tab does not contain any information (Section 2.6, Viewing a Visa status and owner) then there are a number of possibilities:

- The application is sitting with identity, Support Officers or HAT team (e.g. before the assessment activities have been assigned to an IO.
- The activity may not have triggered any issues and may be further into the process.

In this scenario we look at the Master Execution Flow (MEF) to see where the application is at.

More information about the MEF and how to view a report of MEF can be found in section 11.1.3 Master Execution Flow.

2.20 Troubleshooting

The table below shows which team you should contact depending on the type of issue you are experiencing.

For...	Contact this team:
Technical issues e.g. functionality unavailable	MBIE Service Desk
Business issues e.g. incorrect reference data, access issues	ADEPT Operation Team (AOT) (inzadept@mbie.govt.nz)

Some common problems you might encounter:

Common issues	Solution
Your activity is missing from **My activities** grid.	The application may have been withdrawn or decided as a result of a special direction. You can locate and review the application to check this.
Your Secondary applicant assessment activity has disappeared from **My activities** grid.	This can happen if an Immigration Officer has de-activated a secondary applicant in the **Visa Applicant** tab of an application.
I cannot **update** a field in the screen that I am viewing.	You may not have been given the access rights to update this field. Check with ADEPT Operation Team.
I am experiencing difficulties with ADEPT **not working as expected** on my Chrome browser	Some versions of Chrome browser are not compatible with D365 (the Microsoft platform ADEPT is based on). In order to solve any incompatibility issues, you should clear the cache from your browser.

An applicant is potentially being charged twice	Refer to Section 11, ICC for more information about this issue
When clicking on **Add New Activity** button in the IO dashboard, only the Power BI report opens in new tab, instead of opening 2 tabs, one for the power BI report and another for the Assessment activity.	Disable the pop-up blocker to fix it.

NEW ZEALAND
IMMIGRATION

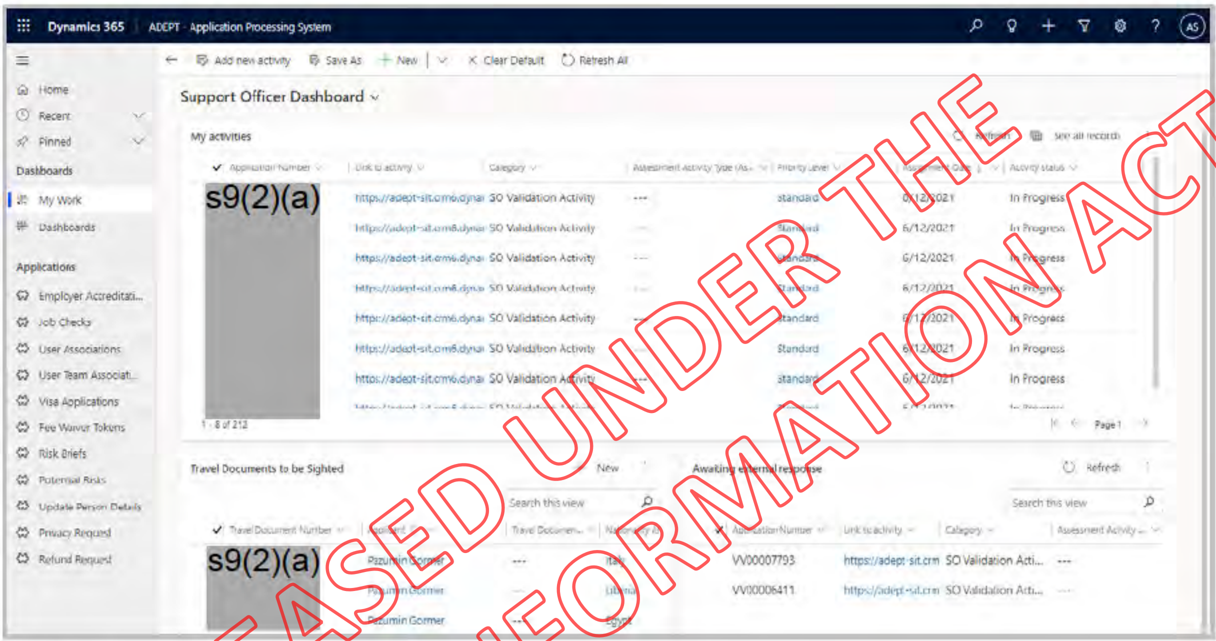
3 SUPPORT OFFICER (SO)

Support Officer Introduction

The purpose of this document is to provide guidance and support to Support Officers (SO) who use ADEPT to assess visa applications.

3.1 Support Officer Dashboard

The **Support Officer dashboard** will provide you with information about activities assigned to you as shown in the following screenshot.



Key features of the dashboard:

My Activities grid
My activities grid is a list of activities assigned to you.

Travel documents to be sighted grid
This grid displays the list of travel documents to be sighted. Note that they are not assigned to a specific Support Officer and can be processed by any Support Officer in the team

Awaiting external response grid
This grid displays the activities waiting for external responses.

NOTE	Once you return to your dashboard after completing your activities, you may encounter an issue where information might not be visible on the grids. In this situation, refresh your dashboard to make sure your view is up to date. In some cases, you may have to repeat this step.

3.2 Sighting a Travel Document

The applicant may have been required to present their travel document to INZ via a Visa Application Centre (VAC) for physical validation, depending on their visa-type and stated travel document country.

If the applicant is required to present the travel document to a VAC, the system will automatically create an activity of type Travel Document activity which will be displayed to the SO dashboard.

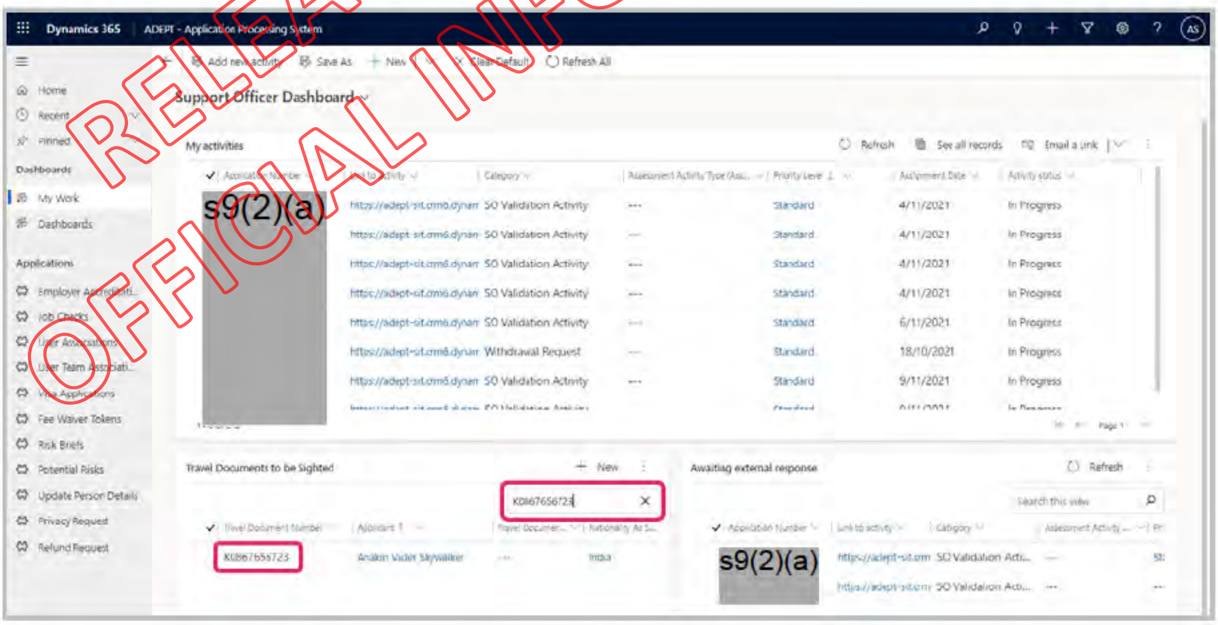
Once the document is validated and scanned in to the INZ repository by the VAC staff, Support Officers (SO) need to ensure that the Travel Document (Passport) details supplied by the applicant in the application form, match the validated passport scan. Then the SO should complete the Travel Document activity.

This user guide assumes the following:

- A new VAC report has been received and contains scanned Travel Document records and images for reconciliation – More information about scanned travel document records and images can be found in the: Global Process Manual Global Process Manual.
- The Travel Documents expected, are listed in the **Travel Documents to be Sighted** grid of the Support Officer dashboard

3.2.1 Locate the corresponding Travel Document activity

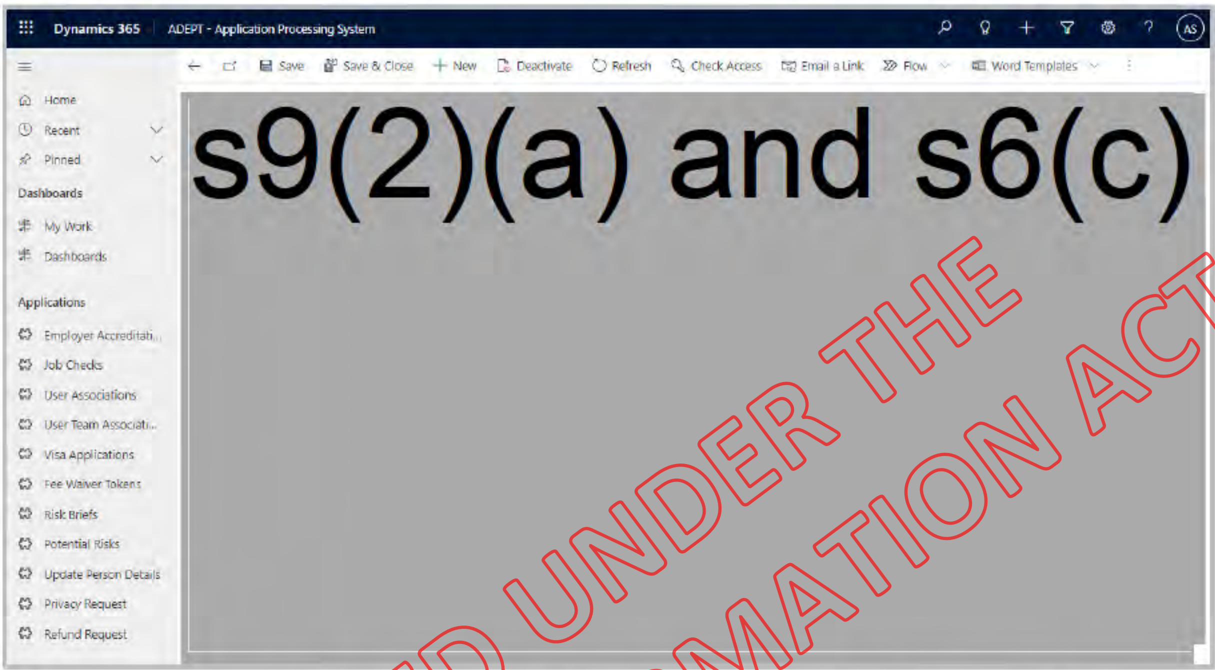
Locate the Travel Document activity by entering the Travel Document Number into the search box of the **Travel Documents to be Sighted** grid and double clicking on the Travel Document Number of the resulting activity as shown in the following screenshot.



3.2.2 Validate the Applicant Biographic Information

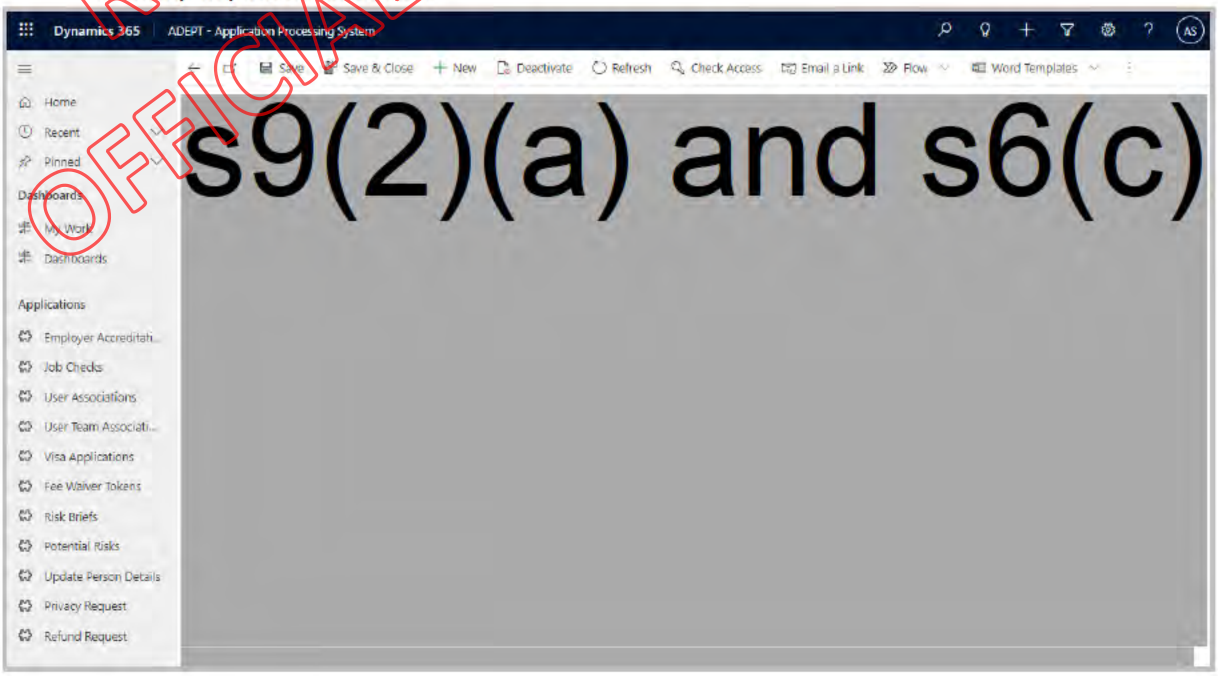
Once the Travel Document Activity has been located, validate the applicant's biographic information.

To validate the applicant's biographic information, add the URL from the VAC report to the **VAC Digital URL** field in the **General** tab of the Travel Document activity.

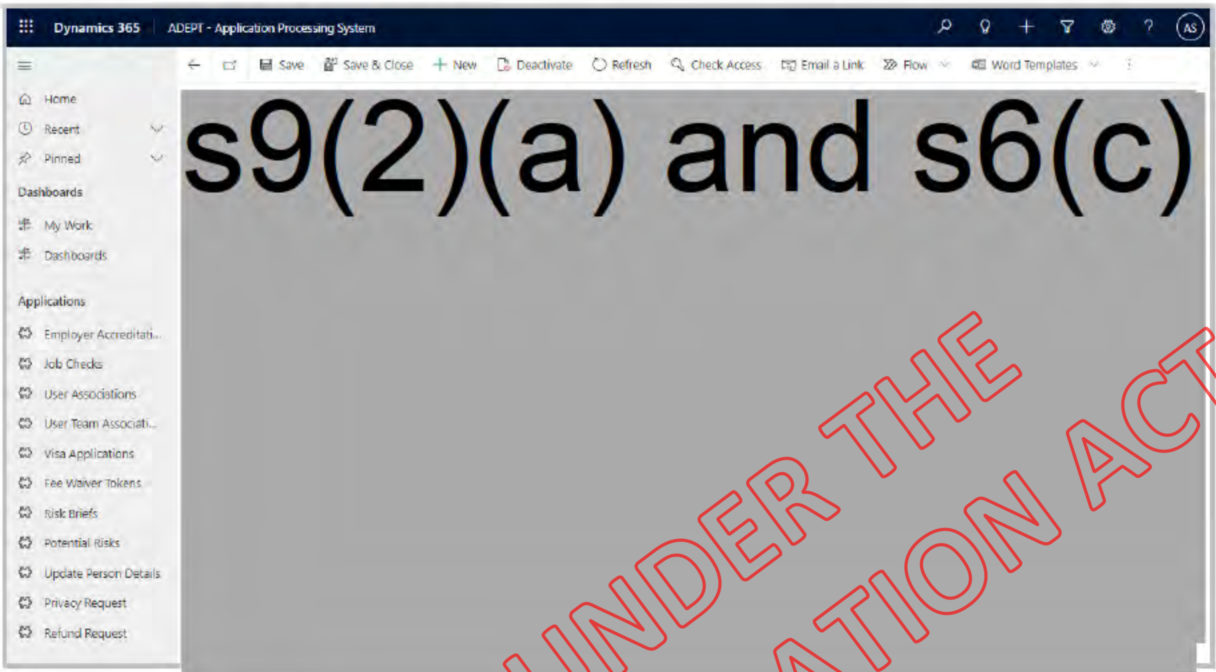


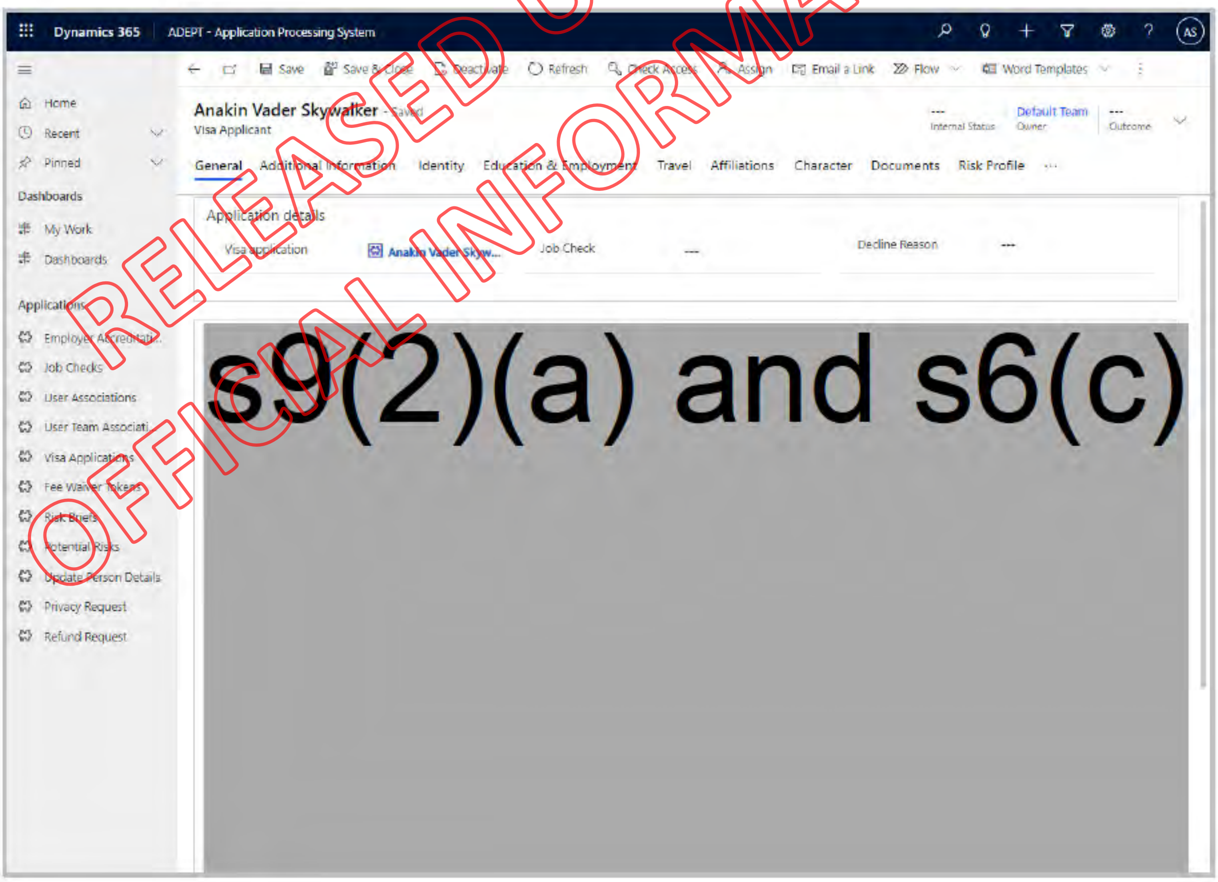
Note that when completing this activity, you will need to validate the Travel Document information in the activity itself, and also the biographic information in the Visa Applicant screen (linked at the top of the activity).

1. To validate the travel document, use the URL to retrieve the VAC Scan, and then compare the scanned information against the Travel Document details shown in the activity to identify any inconsistencies.



2. To validate the biographic information, select the link on the top right of the screen to open the Visa Applicant Screen. Compare the applicant details to the VAC scan to identify any inconsistencies in this information.





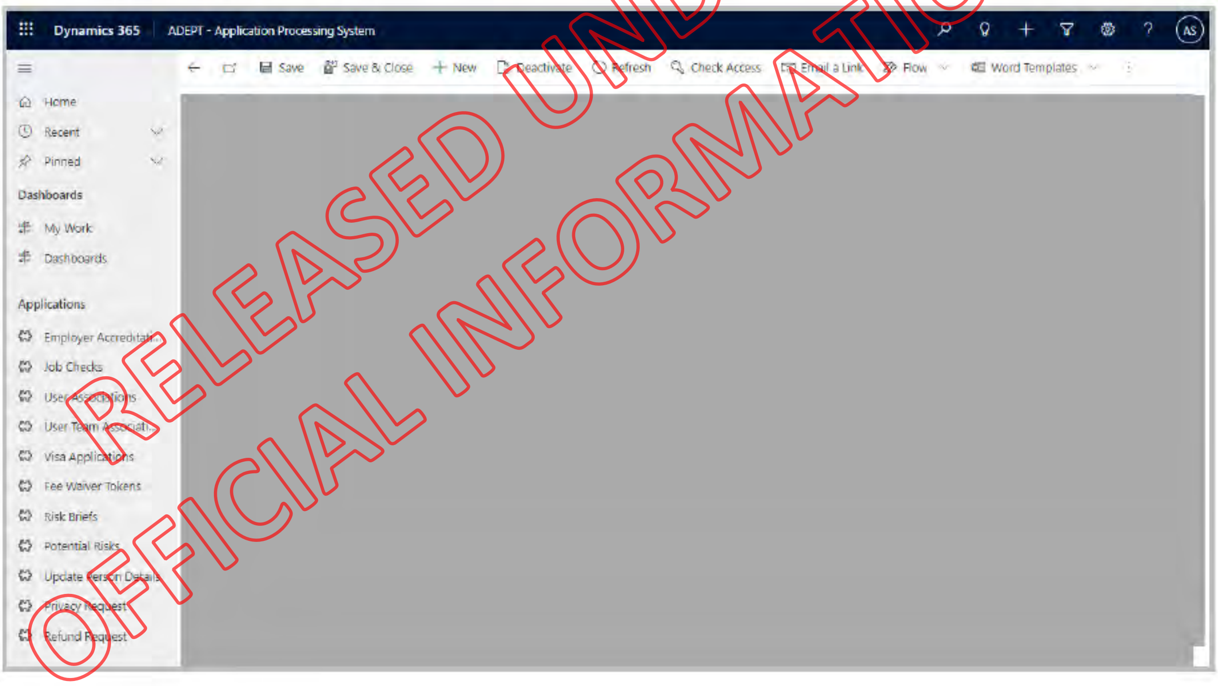
NOTE	Where there is any corruption, incomplete information, or other issues with the VAC scan of the Travel Document – contact the VAC to request a replacement scan. This may take some time, so add a **New General Note** to the activity, documenting the delay and manual process workaround being actioned.

3.2.3 Update the applicant information

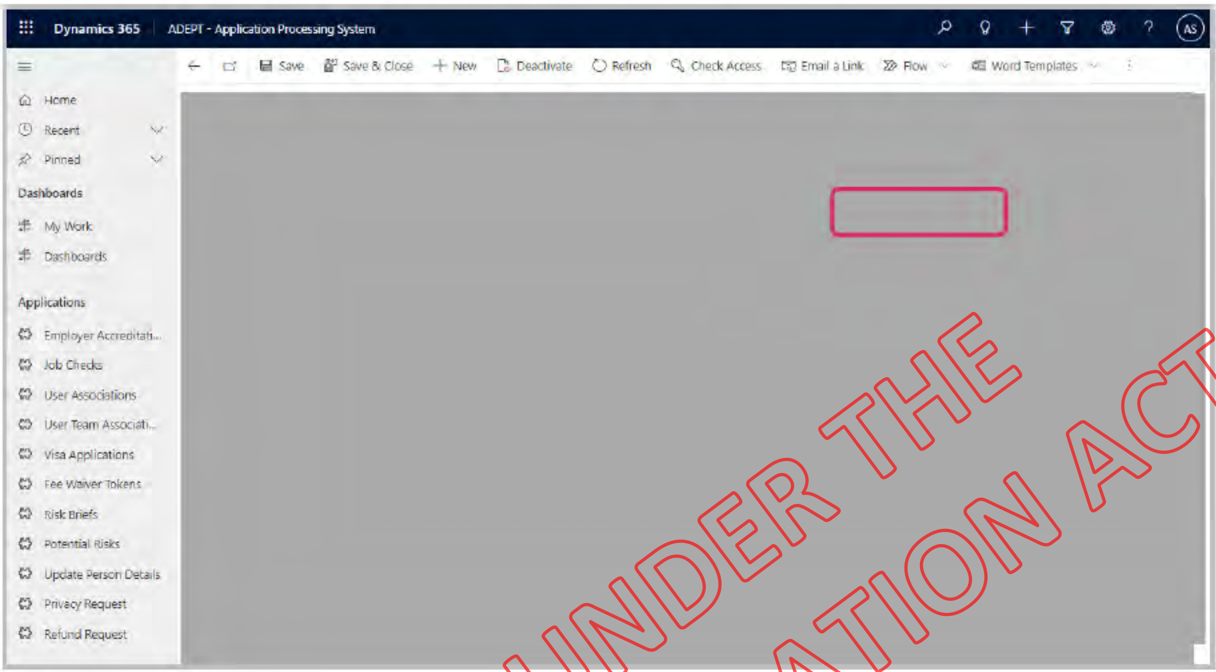
If inconsistencies were identified e.g. the ADEPT data does not match the VAC scan; it may be appropriate to update the ADEPT values so that the correct application identity information is synched with AMS/IDMe.

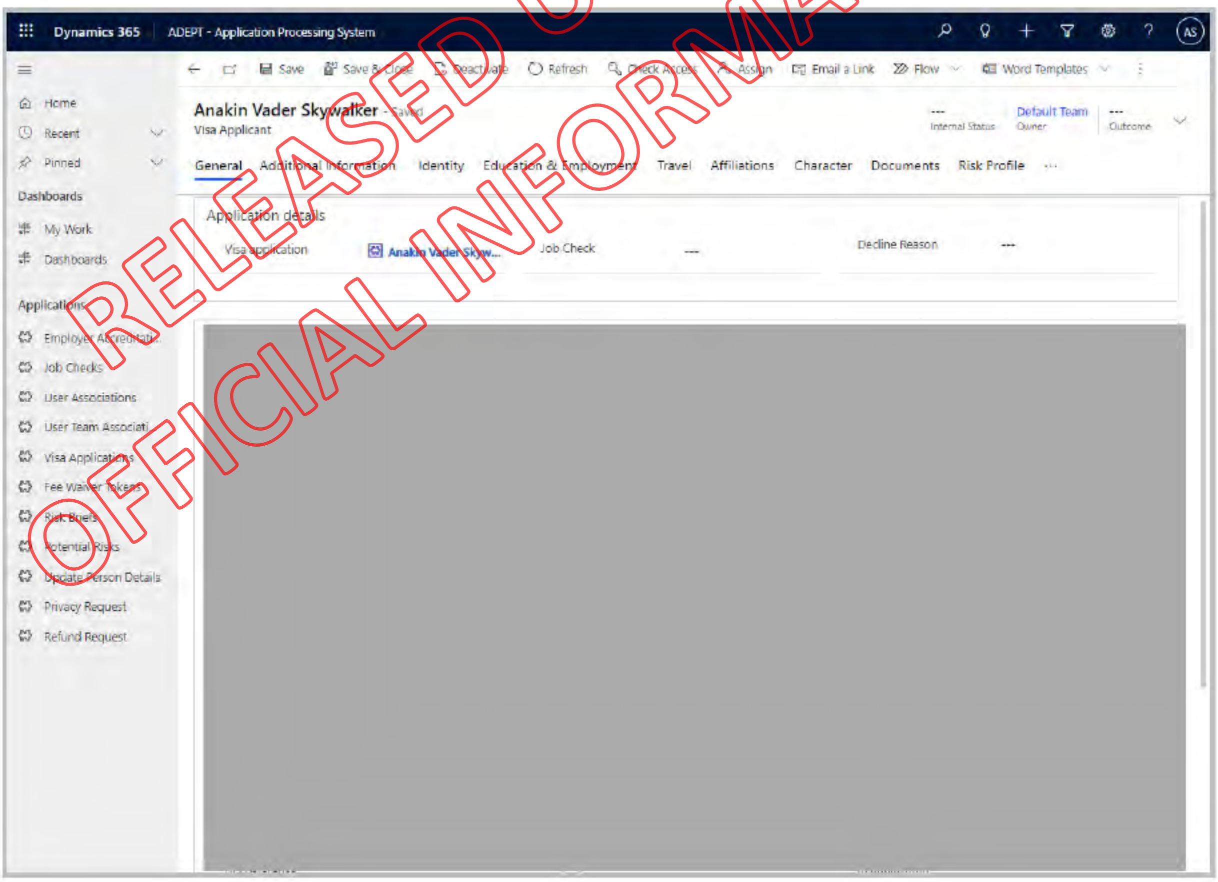
The applicant information is split between the **Travel Document** in this screen, and the Visa Applicant screen linked at the top of the activity.

1. Where the inconsistency is related to the Travel Document, e.g. Nationality, Passport Number, etc; update the values directly in the **Travel Document** activity as shown in the following screenshot.



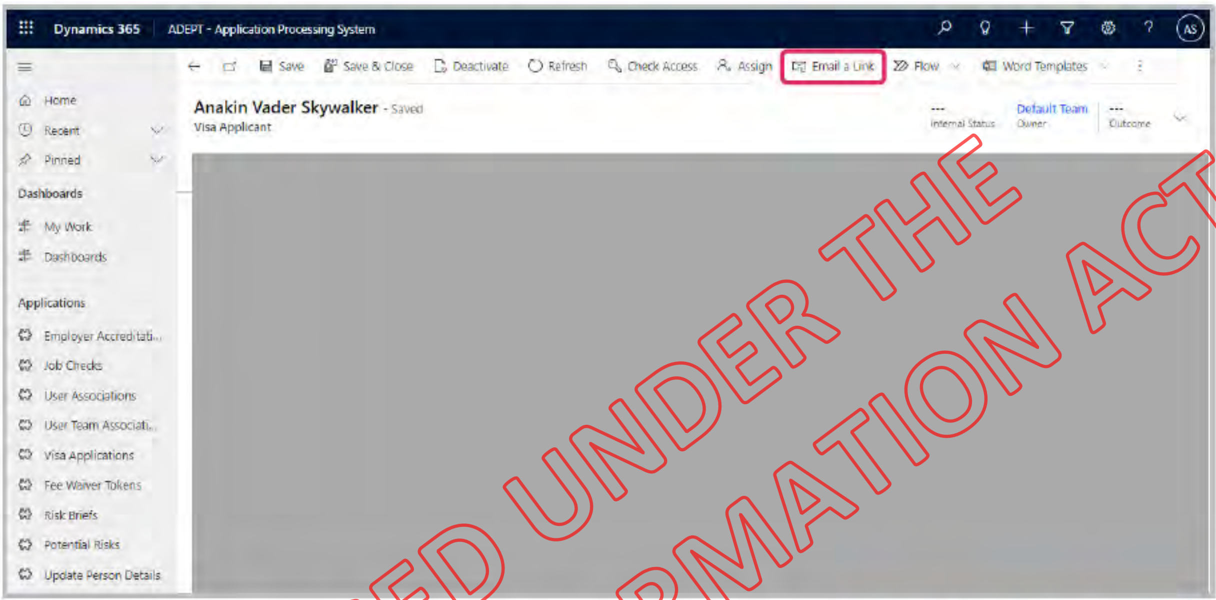
2. Where the inconsistency is related specifically to the person e.g. date of birth, gender, full name; select the link to the Visa Applicant screen to access and update those fields as shown in the following screenshot.





Updates to submitted information must be carefully considered as the consequences of change are significant - the general principles are as follows:

- Minor and obvious typos/mistakes can be corrected, e.g. a single-character typo in a name, correcting a short-name to the full/long version (Kate vs Katherine), or DOB values transposed.
- If in any doubt, escalate to the Identity Team for support and advice BEFORE making any changes and completing the activity, refer to Section 3.2.5, Escalate to Identity Team.

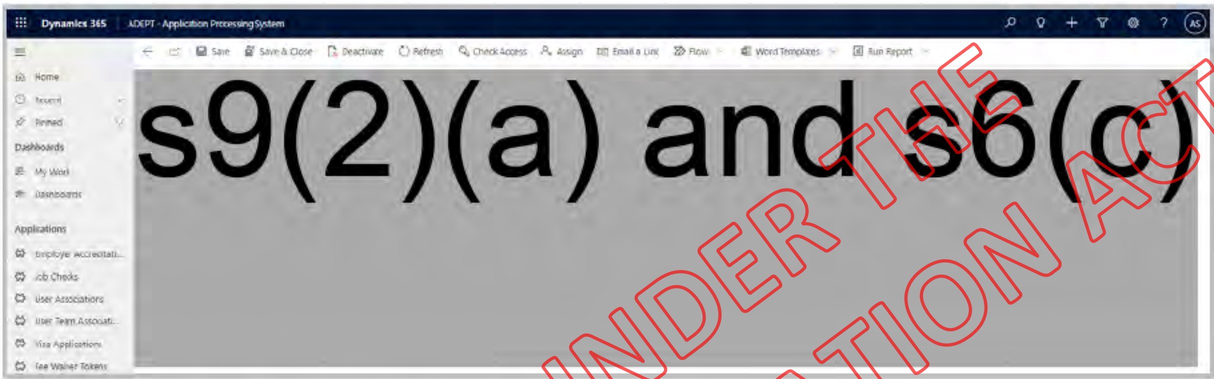


For more information about updating applicant information, refer to Section 2.9, Updating Applicant Information.

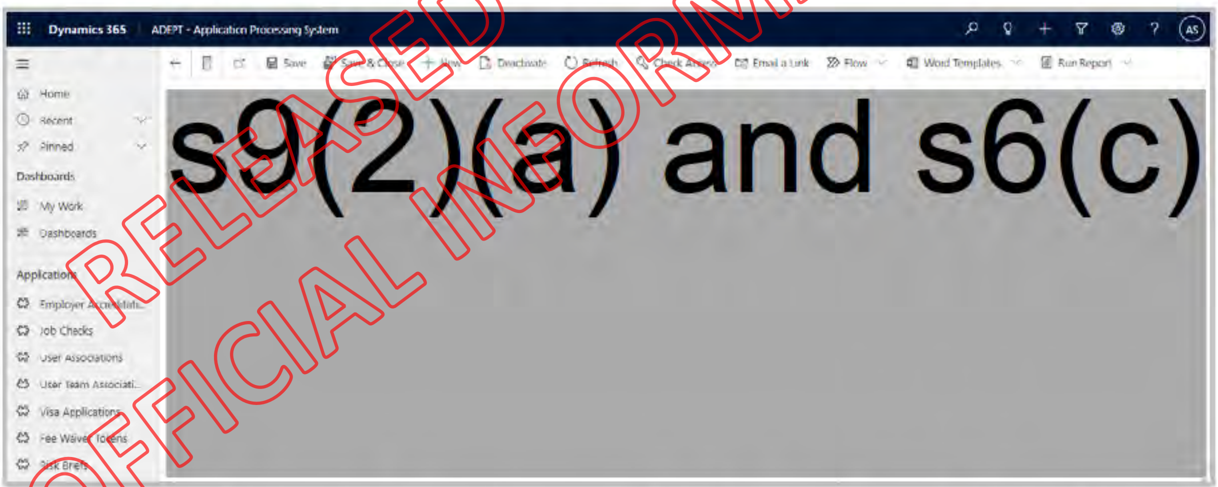
3.2.4 Compare Biometric images

The VAC passport scan includes the passport image as visible on the bio-page of the travel document. As part of the Travel Document activity, this image should be compared to the applicant image submitted as part of the application:

1. From the Travel Document activity, select the **Applicant** link to open the Visa Applicant screen and then select the **Documents** tab.
2. In the **Documents Metadata** section of the form, locate and select the applicant image – note that you may have to scroll through multiple pages to find the image amongst the other documents submitted.



3. In the object form, select the image file to open the image.

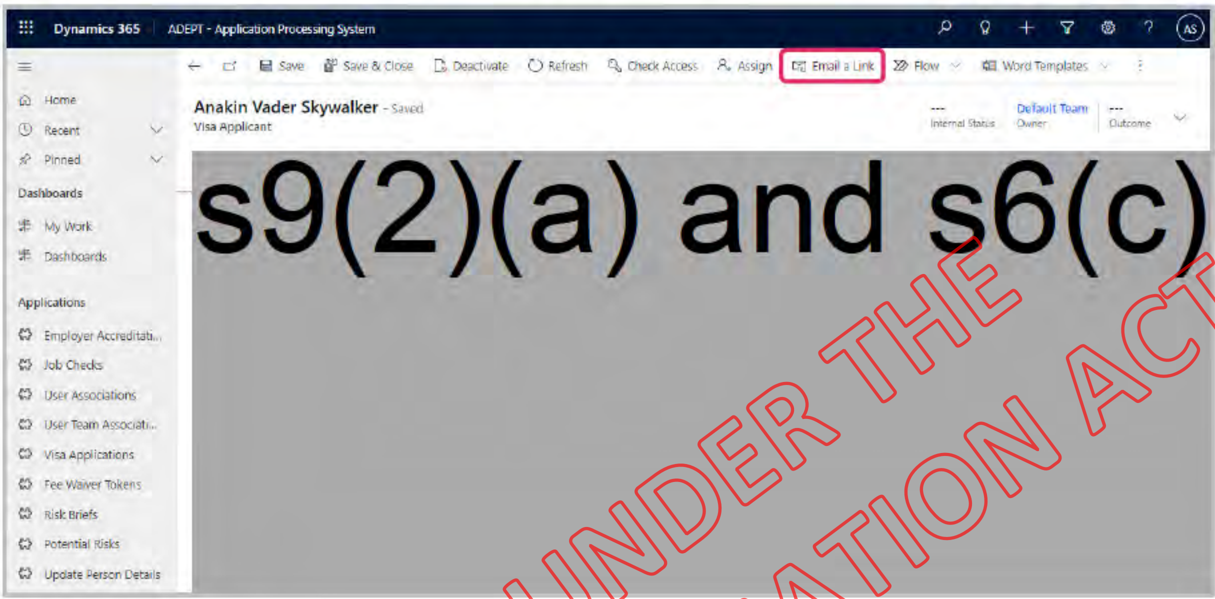


4. Compare this image to the passport image in the VAC scan, to ensure that the applicant matches the passport identity.
5. If the images are not immediately recognisable as the same person, manually escalate this concern to the Identity Team for specialist support, refer to Section 3.2.5, Escalate to Identity Team.

3.2.5 Escalate to Identity Team

If you are unable to confirm an identity or have concerns about biographic or biometric information, escalate the issue to the Identity team. To escalate the identity concerns, use the following steps:

1. Select **Email a Link** in the top menu of the form to escalate to the Identity Team.



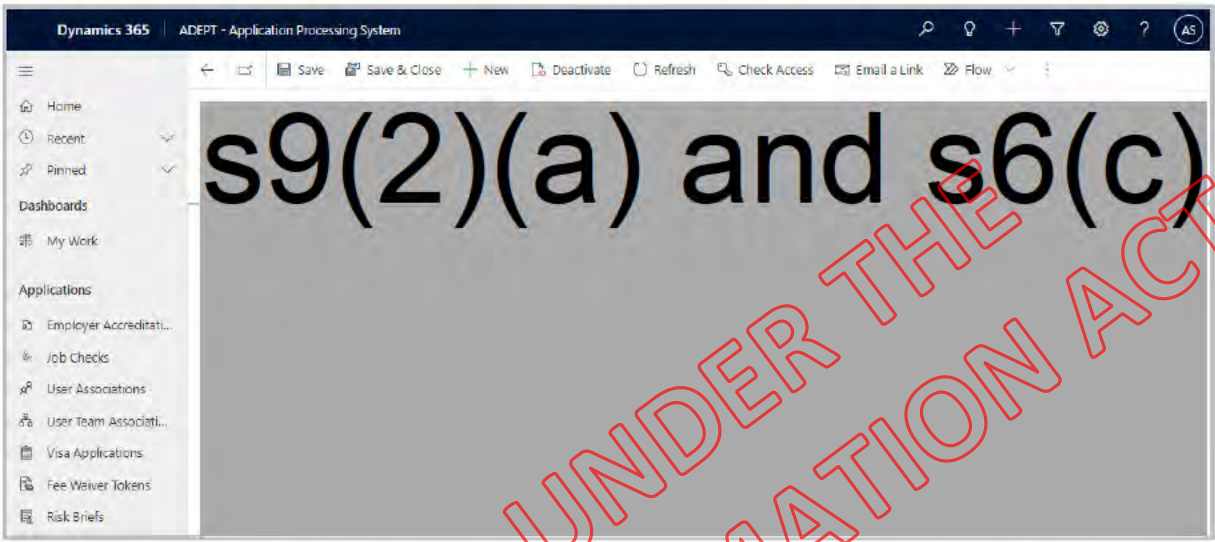
2. Add text to the body of the email describing the concern and the support being requested e.g. specific biographic concern, or biometric (face-to-passport) concern.
3. Identity will investigate, and will determine whether the concern is valid, or not. If the concerns are valid, the Identity Team will provide instructions.
4. Review the response to determine how to proceed.

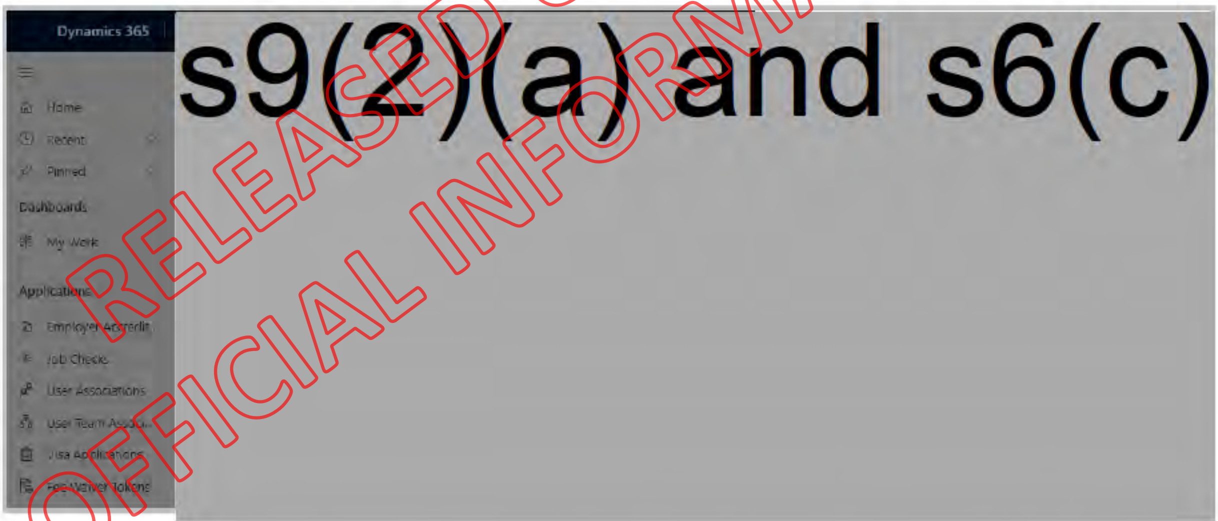
NOTE	Occasionally the Identity Team may instruct that a new/replacement face-image should be requested from the applicant – refer to Section 3.3.7, Upload an applicant document/file.

3.2.6 Raise Manual Concern

If there are other/remaining concerns with the passport, or as advised by Identity Team experts - raise manual concerns so that the application is flagged for a Purpose Assessment where those concerns are assessed in detail.

1. Select **New application intelligence tag** from the **Manual Concerns raised** grid - the **Quick Create: Application Intelligence** window will pop up as shown in the following screenshot.



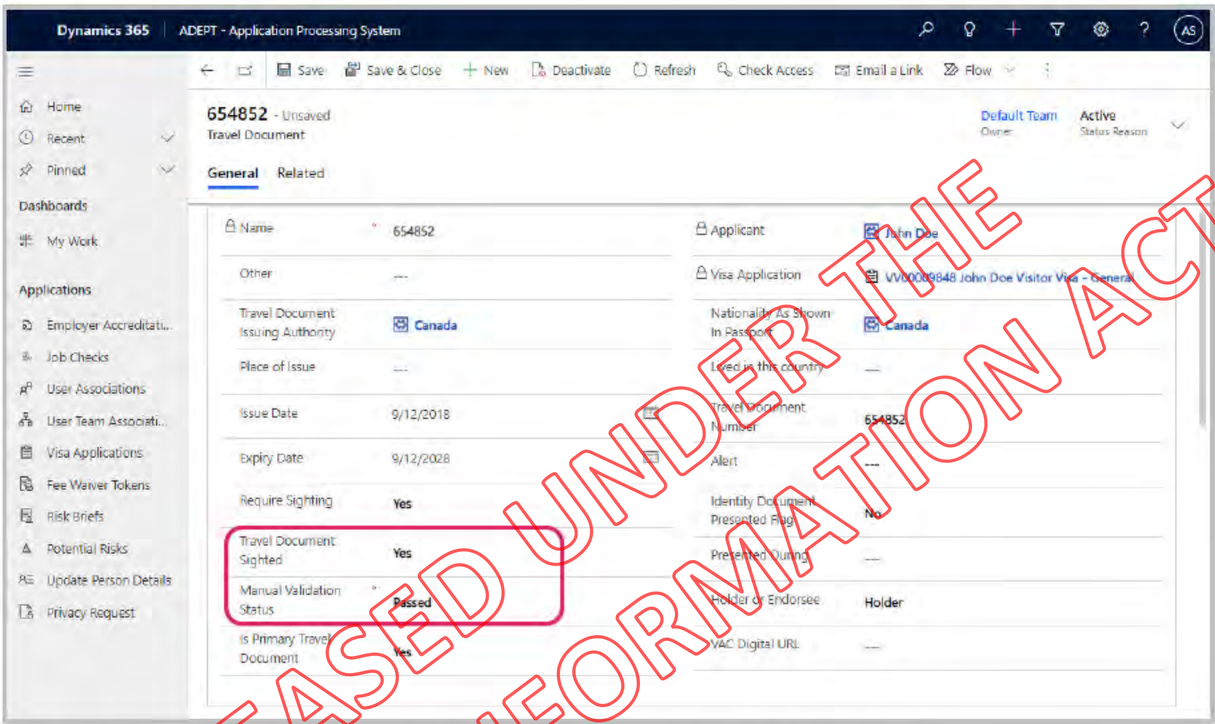


2. In the **Review Concern** field, search for and select the **Travel Document review required** tag, and then detail the concern in the **Additional Details** free-text field.
3. Select **Save and Close** in the Application Intelligence window.

3.2.7 Complete the Travel Document activity

When the identity comparison activities have been completed, and advice from Identity Team is sought and acted on where applicable – proceed to complete the Travel Document activity. To complete the Travel Document activity, use the following steps:

1. Set **Travel Document Sighted** drop-down to **Yes** and set **Manual Validation Status** to **Passed.**



2. Select **Save and Close** from the top menu to complete the activity.

Outcomes

- Once the activity is completed, the application is now ready to move on in the workflow.
- If an applicant's biographic information was updated in ADEPT as part of this activity, a new identity is created for the applicant via integration to AMS/IGMS and is available to ADEPT for automated information gathering and Business Rules Engine (BRE) integration prior to the assessment phase.
- If Manual Concerns were added, the concerns are raised in a Purpose Assessment activity for assessment by an Immigration Officer.

NOTE	In some cases, the travel document will not require sighting, even though a Travel Document activity has been created. This can be for instance a situation where, for RV21 applications, the passport is already verified by INZ, and the Travel Document activity has been triggered by the applicant travelling. In such situations, you should set the **Travel Document Sighted** drop-down to **Yes** and set **Manual Validation Status to Passed** as described in the above steps and close the travel document activity.

3.3 SO Validation Activity

This activity can contain multiple sub-tasks, relating to the supplementary documents and files applicants are asked to upload or are required as part of their application submission.

Some of these documents and files require manual review, or there may be technical issues identified with these when the application is submitted to ADEPT.

In both cases, ADEPT generates an activity for manual handling of these, and this activity is assigned to the Support Officer queue.

This section of the guide assumes the Support Officer has pulled a new activity of type **SO Validation**.

The SO Validation activity will list all the documents that require validation as **System Concerns.**

- The activity may contain one or more of the following System Concerns:
  - PQC validation required
  - Police certificate validation required
  - NSC certificate
  - PDF flattening failure
  - Virus scan failure.
- More than one instance of a single type of concern may be listed e.g. where there are multiple applicants associated with the application, many applicants may trigger the same System Concern.

NOTE (1)

All SO Validation activities should require a Support Officer to initially open and check the passport provided with the application against the client's biodata and travel document details.

Identity is required to be confirmed for:

- AMS searches - ensures the correct corresponding client is located
- Police Certificate checks - ensure the correct Police Certificate has been provided for the correct person
- To compare a provided face image in a PQC against a legal document
- To correct any front-end errors by the client
- An additional check to ensure the correct document has been uploaded

In any of these cases a manual concern can be raised at the SO Validation stage for IO review.

NOTE (2)

Remember to set the SO validation activity on hold by changing the **Status** to **Awaiting Response** if you are waiting for additional information from the applicant.

This will result in the SO validation activity to be displayed in the **Awaiting External Response** grid in the SO dashboard.

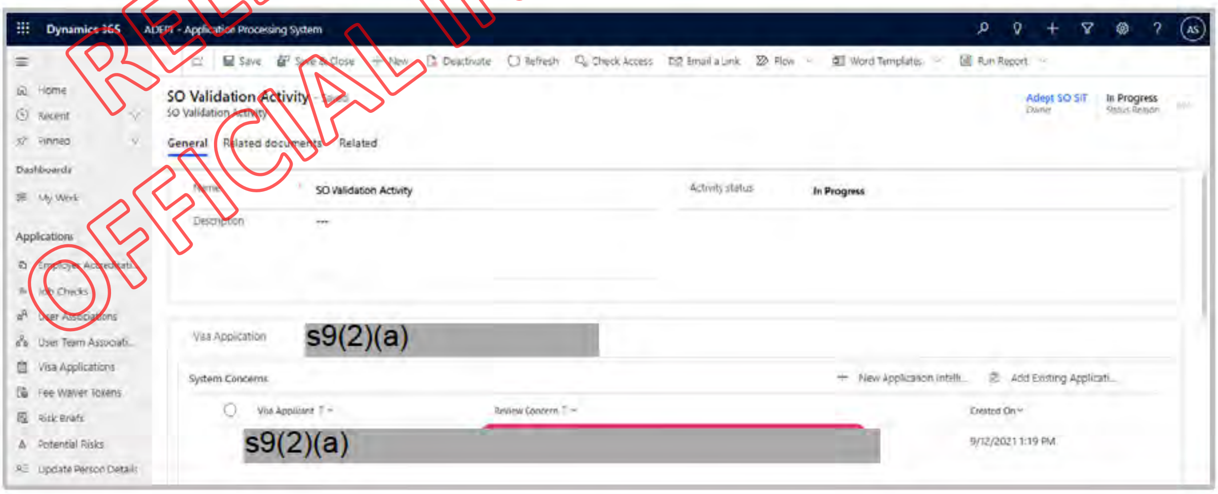
WORKAROUND	Within the SO validation activity, you may see a grid labelled as **Documents with no face image submitted** as shown in the screenshot below.  You can disregard this grid. It will be removed in a future ADEPT release.

3.3.1 System Concern – PQC Failure

A review concern of type '**Applicant has one or more face image where the photo quality check has failed**' is created when an image submitted with the application was unable to be automatically assessed as meeting the required photo-quality standards and must now be manually reviewed to determine whether it meets the legal photo-quality standards.

A little more context about what happens on the applicant side is provided here:

- If the applicant attempts to upload a face-image and it fails PQC two times, then the applicant is asked if they want to try again with another image, or to proceed to submit the application using the failed image - they are advised that manual image review processing of the failed image may add time to their application processing.
- It is when they have chosen to submit their application using a PQC failed image that a task is generated for a Support Officer.

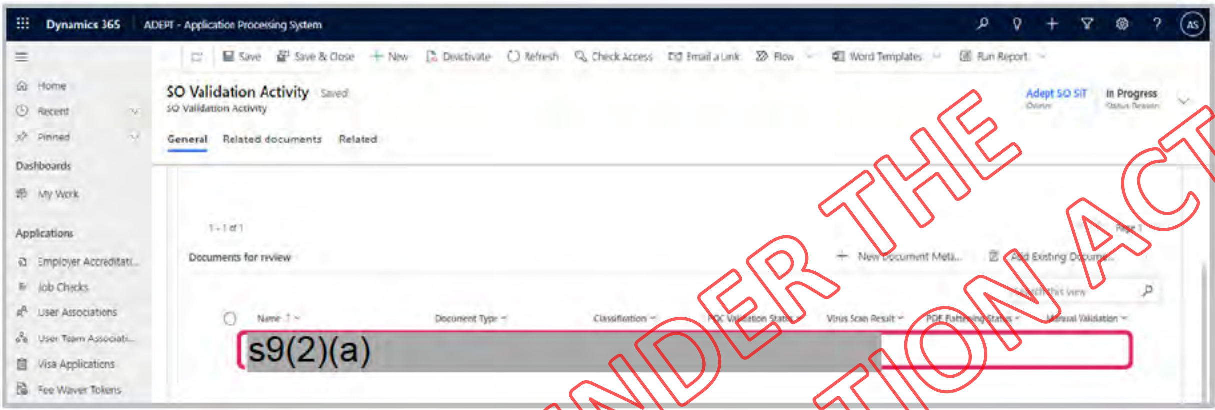


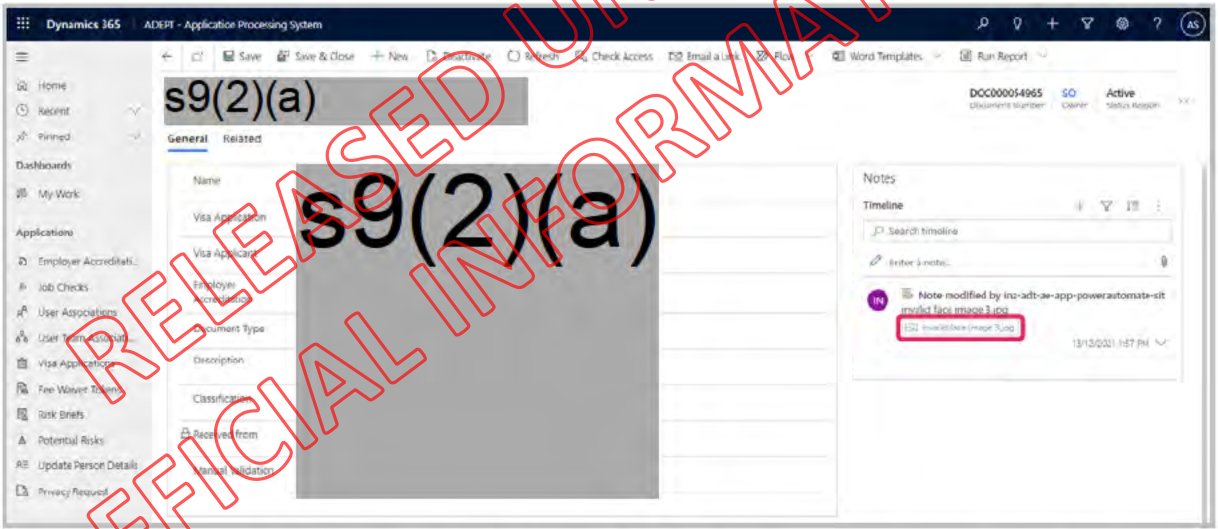
WORKAROUND	In certain situations, the applicant's name is not displayed in the **Visa Applicant** field, in the **System Concern** grid. This will be addressed in a future ADEPT release. In the meantime, you can view the applicant's name in the Visa application ID displayed in the **Visa Application** field.

The submitted image appear in a row in the **Documents for review** section, identifiable by:

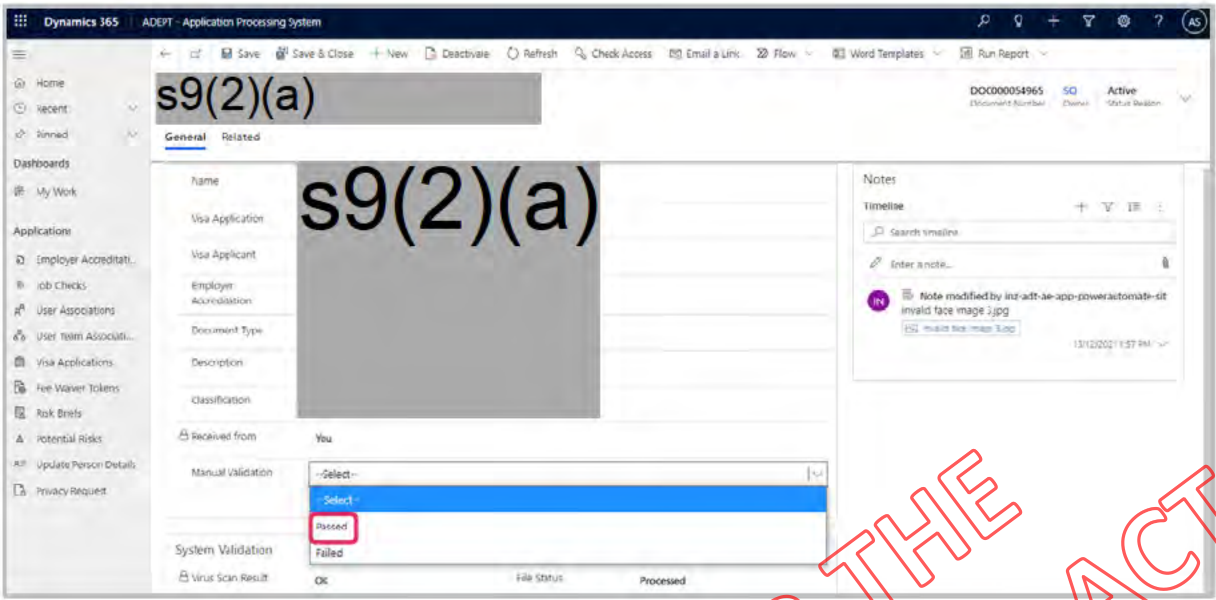
- **Document type** is **Face Image.**
- **PQC validation status** is **Failed.**

1. Select the **Name** to open the object, and then select the image file within to view it and determine whether it meets the legal photo-quality standard: [Acceptable photos for a visa or NZeTA | Immigration New Zealand.]



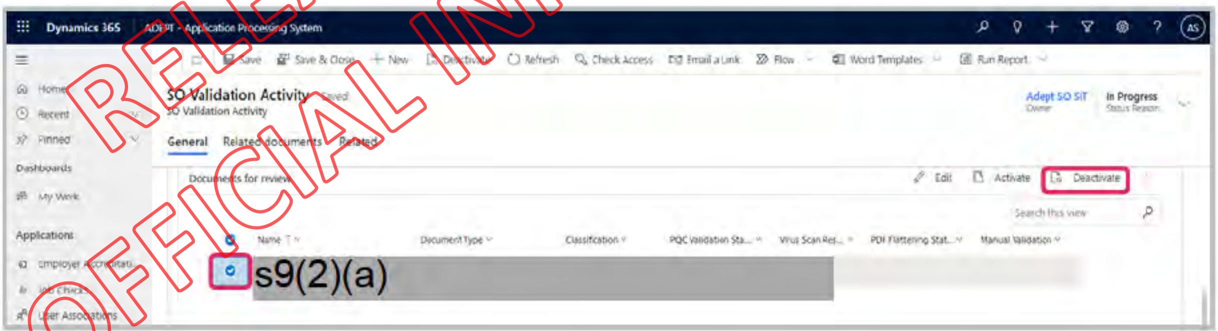


2. If the image meets the required standard, e.g. is of a human head and shoulder and could reasonably be the applicant; then change the **Manual Validation** field to **Passed.** No further action is required for the system concern in this scenario.



3. However, if the image does not meet the required standard, as outlined in [Acceptable photos for a visa or NZeTA | Immigration New Zealand](), then request a new image from the applicant - refer to [Section 3.3.6, Request a replacement document](), for further detail on how to make the request and upload a replacement.

4. Once the new image is uploaded, select the original image and set the **Manual Validation** field to **Failed** to indicate it has failed manual review. Then check the row containing the original image and select **Deactivate** in the menu of this grid. This will ensure the original image cannot be used.



NOTE	If an image is not obtained following reasonable attempts to contact the applicant, raise a Manual Concern so that the application assessment can move on. Do not deactivate the failed image in this instance, as it must be available to be manually assessed. Refer to [Section 3.2.6, Raise Manual Concern]().

Outcomes

- When an image is **Passed** in Manual Validation - the system accepts that the image is of acceptable quality.

s6(c)

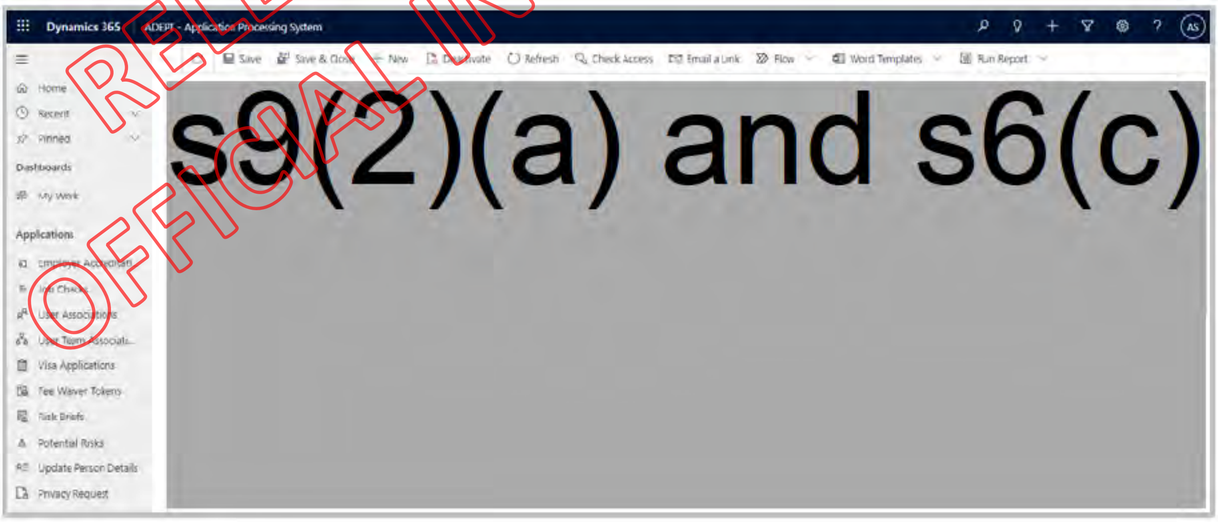
Once the system concern has been addressed, proceed to the next system concern. If there are no other system concerns, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

3.3.2 System Concern - Police Certificate

A review concern of type **'Police Certificate validation required'** is created when an applicant is required to submit a Foreign Police Certificate with their application and has either:

- attached a document claiming to be a Foreign Police certificate – which needs to be confirmed and digitised (data-entered) or,
- the applicant has indicated on their application, that they believe there is a certificate submitted as part of a previous application, that is valid for reuse.

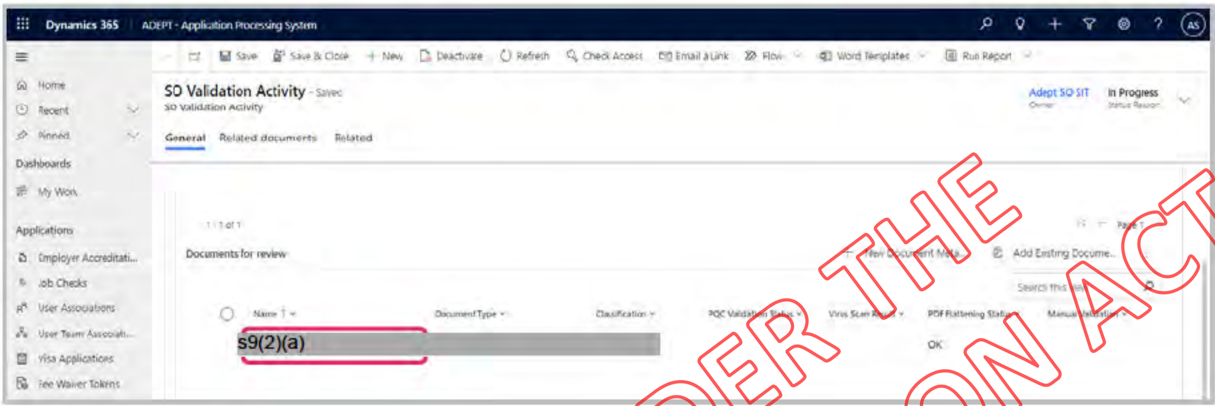
NOTE	Existing Police Certificates could be located in either ADEPT or AMS, and both should be checked.



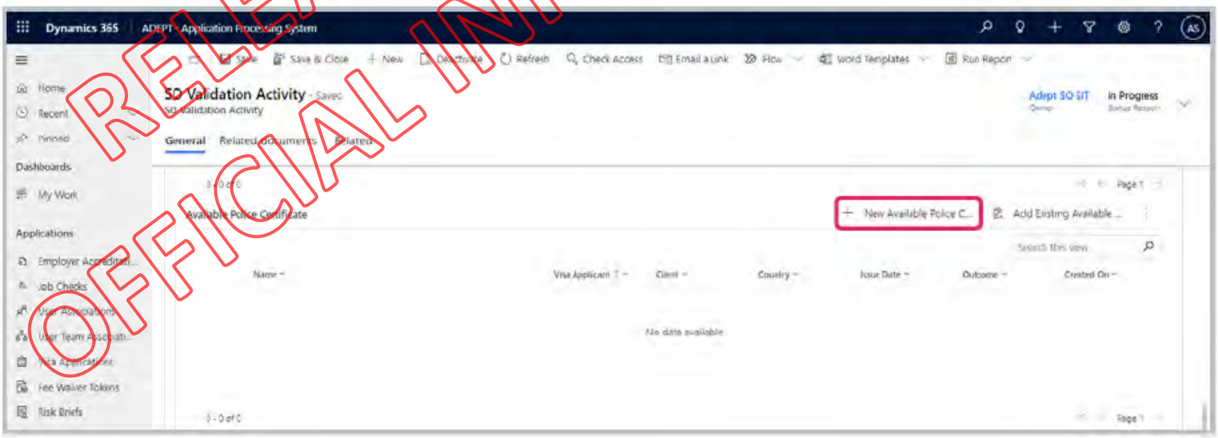
Review the attached Police Certificate

If there is a document attached to the application, it displays in the **Documents for review** section and is identifiable by the **Document Type = Police certificate.**

1. Select the document **Name** to open the document for review – *Tip*: open this in a new browser window, to have the uploaded certificate and the activity both visible on separate screens.

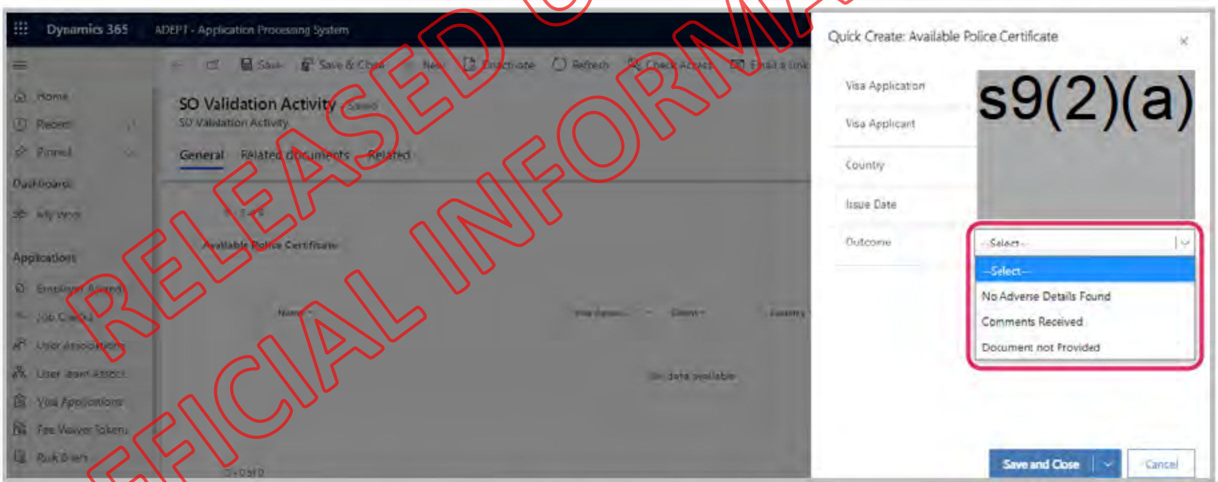


2. If the document looks acceptable e.g. appears to be an authentic Police Certificate, issued within the last 24 months, from the declared country (as displayed on the activity) and is written in English; then it should be captured (for assessment).
3. Once the document has been validated (as a Police Certificate that meets instructions), it must be recorded: In the **Available Police Certificates** section of the activity form, select **New Available Police Certificate.**



4. Enter the details – Visa Applicant, Country, and Expiration Date from the Police Certificate document, into the **Quick Create: Police Certificate** pop-up window.

5. Select the **Outcome** of the certificate:
    a. If the certificate meets requirements and does not indicate any concerns – select **No Adverse Details Found.**
    b. If the certificate meets requirements but indicates concern – select **Comments Received.**
    c. If a police certificate was not provided (e.g. a letter was provided instead), OR the provided certificate does not meet requirements (e.g. not in English, old/expired, or concerns about authenticity – then select **Document not Provided.**



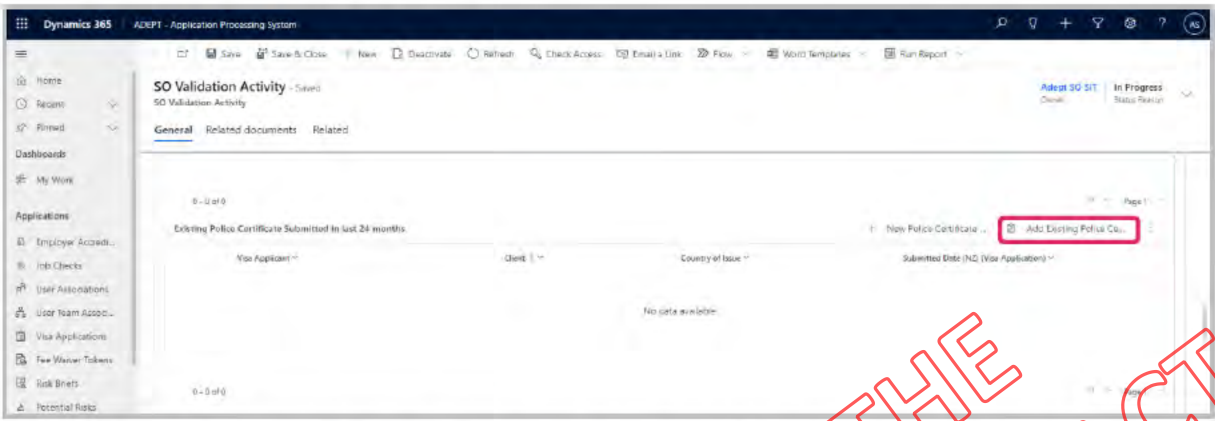
6. Select **Save and Close** when complete, and then add a Manual Concern wherever the outcome is **Comments Received** or **Document not Provided**.

Locate and review an existing Police Certificate in ADEPT

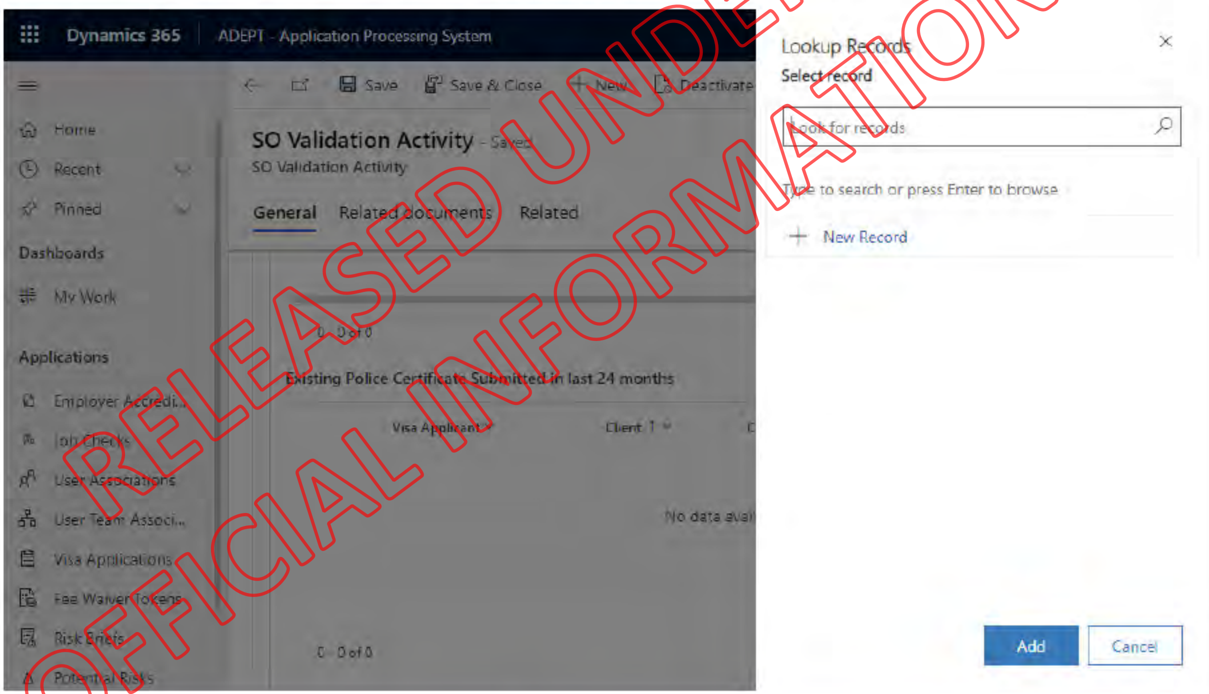
If there was no document attached to the application, it is likely that the applicant declared an existing certificate for reuse. If so, use the sub-grid **Existing Police Certificate Submitted in the last 24 months** displayed in the activity.

NOTE	Previous Police Certificates are located in AMS if they exist, but over time may also be found in ADEPT. The way in which searching is prioritised will change over time as INZ migrates from AMS to ADEPT.

1. Select **Add Existing Police Certificate** and use the look-up window to search for an ADEPT Police Certificate – if none is found, move on to search AMS (section **Locate and review an existing Police Certificate in AMS**).

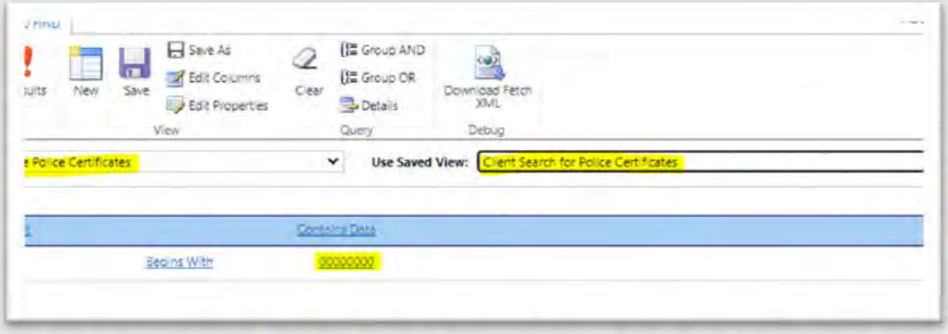


2. If a valid certificate is found in the lookup, then select it and then select **Add** (at the bottom of the look-up window) to link it to the application as a validated certificate.



NOTE (1)	If the existing police certificate that is found in ADEPT is associated with a previous application, then you need to create an **Available Police Certificate** as described in the **Review the attached police certificate** section above.

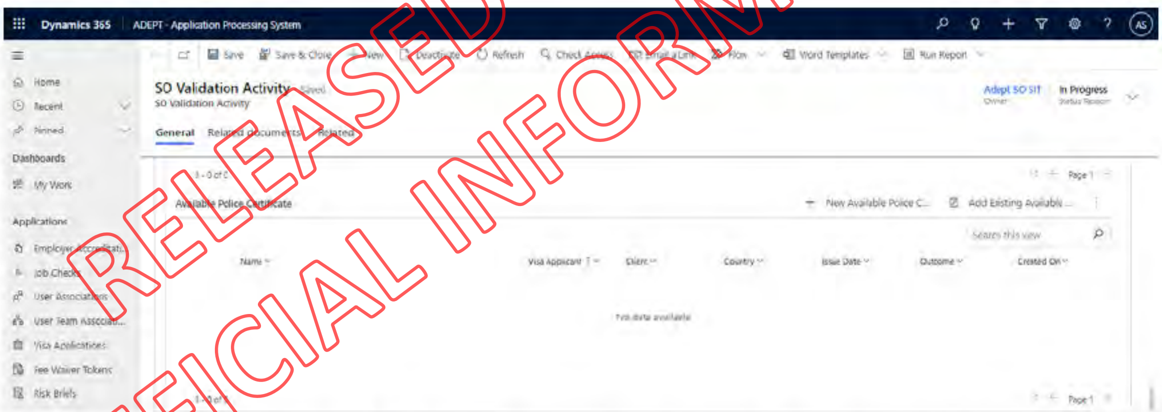
NOTE (2)	Some countries' relevant authorities send police certificates to INZ directly rather than to the applicant. In order to search in ADEPT for existing police certificates you should use the advanced search functionality as shown in the screenshot below.



For more information about advanced search, please refer to **Section 4.2.2 Advanced Search** of the user guide.

Locate and review an existing Police Certificate in AMS

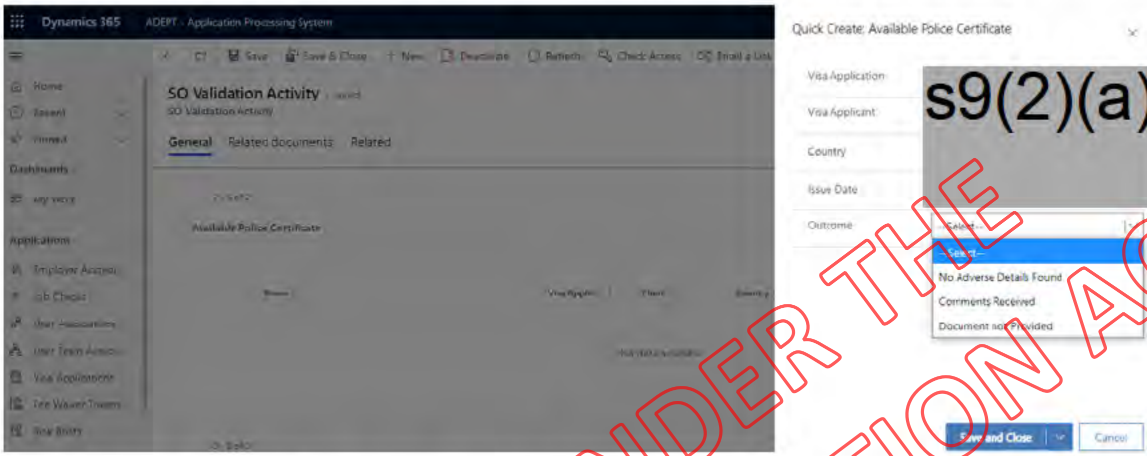
1. If there is no Police Certificate found in ADEPT – search AMS instead as per existing guidelines and SOPs.
2. If a Police Certificate for reuse is found in **AMS**, validate to make sure the Police Certificate meets instructions
3. To record it, create an Available Police Certificate by selecting a **New Available Police Certificate** in the **Available Police Certificates** section of the activity form as shown in the screenshot below.



4. Enter the details – Visa Applicant, Country, and Expiration Date from the Police Certificate document, into the **Quick Create: Police Certificate** pop-up window.

5. Select the **Outcome** of the certificate:

a. If the certificate meets requirements and does not indicate any concerns - select **No Adverse Details Found.**
b. If the certificate meets requirements but indicates concern – select **Comments Received.**
c. If a police certificate was not provided (e.g. a letter was provided instead), OR the provided certificate does not meet requirements (e.g. not in English, old/expired, or concerns about authenticity – then select **Document not Provided.**



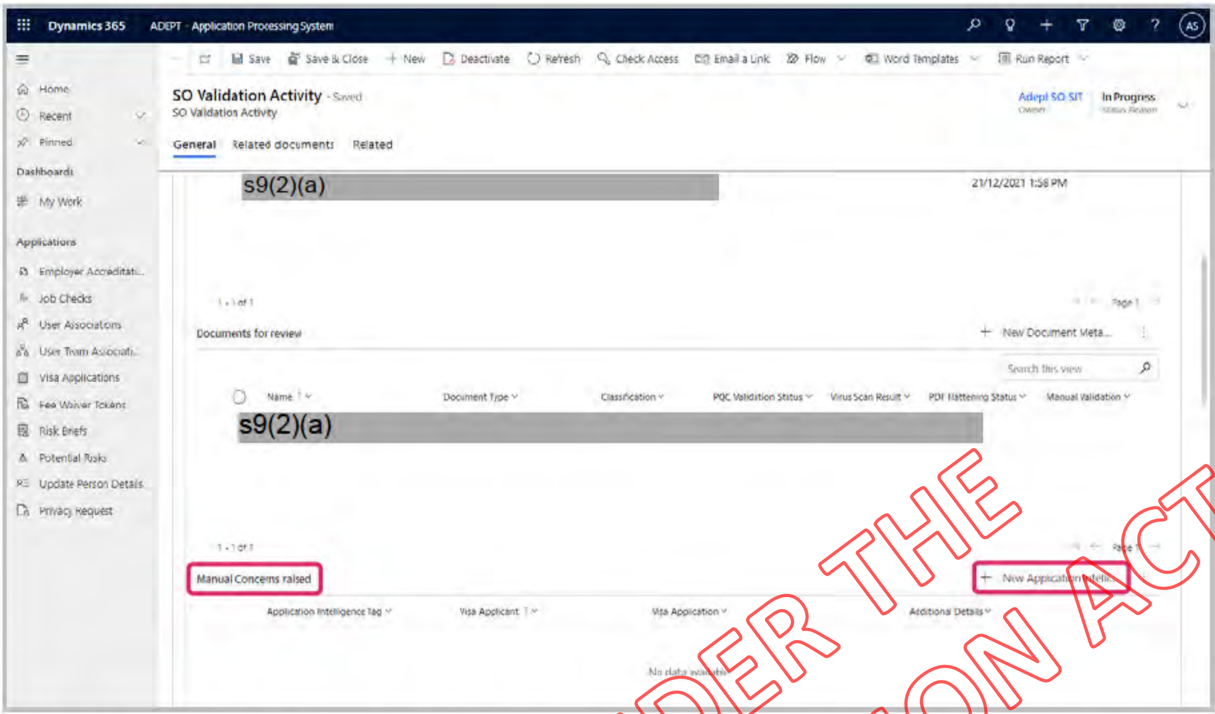
6. Select **Save and Close** when complete, and then add a Manual Concern wherever the outcome is **Comments Received.**
7. If a document relating to the police certificate is available to download from AMS, the attach the document to applicant record. Refer to [Section 3.3.7 Upload an Applicant document/file](#) for detail on attaching a document.

NOTE	If any attached or located document does not look acceptable, a replacement document can first be requested from the applicant if it seems appropriate to do so; refer to the below section '*Request a replacement document*' for detail on the procedure/method of requesting a new document and uploading it. Then repeat the steps in this section for the replacement document.

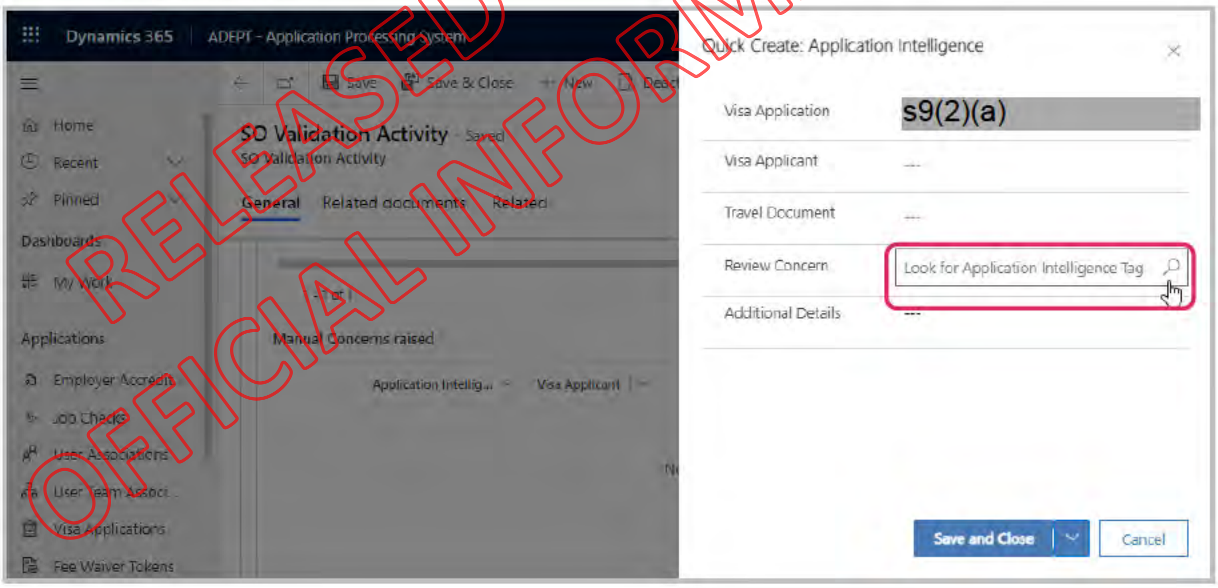
Certificate not located in ADEPT or AMS

1. If a declared certificate cannot be found, then a replacement can be requested from the applicant – refer to [Section 3.3.6 Request a replacement document/file](#).
2. If a replacement is not supplied or cannot be obtained, then a Manual Concerns needs to be raised. To do this, navigate to the **Manual Concerns** grid in the SO activity and select **New Application Intelligence.**

NOTE	Providing a Police Certificate is likely to be a lengthy process and for some countries this can take upwards of several months. You should choose the option most appropriate to the circumstances, i.e. requesting a replacement or raising a manual concern.



3. Complete the fields in the Quick Create pop-up window, and search for and select the relevant **Application Intelligence Tag** (e.g. **Foreign Police Certificate Required**), then select **Save and Close**.



Outcomes

- If the **Outcome** of the Available Police Certificate is **Comments received** or **Document not provided**, this will result in a System Concern in the Character Assessment activity for an Immigration Officer to consider.
- If the **Outcome** of the Available Police Certificate is **No Adverse Details Found**, assessment of the Police Certificate may be automated, and there may be no further assessment by a user.

- If an existing valid Police Certificate is attached/linked by the SO, then assessment may also be automated.
- If Manual Concerns are added – the Police Certificate is flagged for further assessment by an Immigration Officer in a character assessment activity.

Once the system concern has been addressed, proceed to the next system concern. If there are no other system concerns, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

3.3.3 System Concern – NSC Certificate

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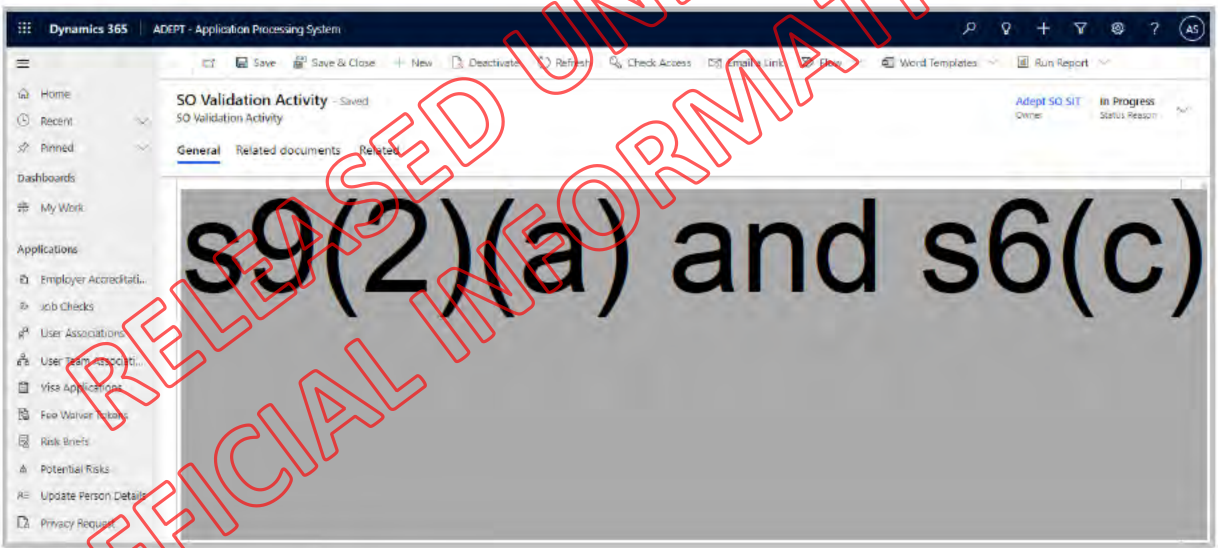
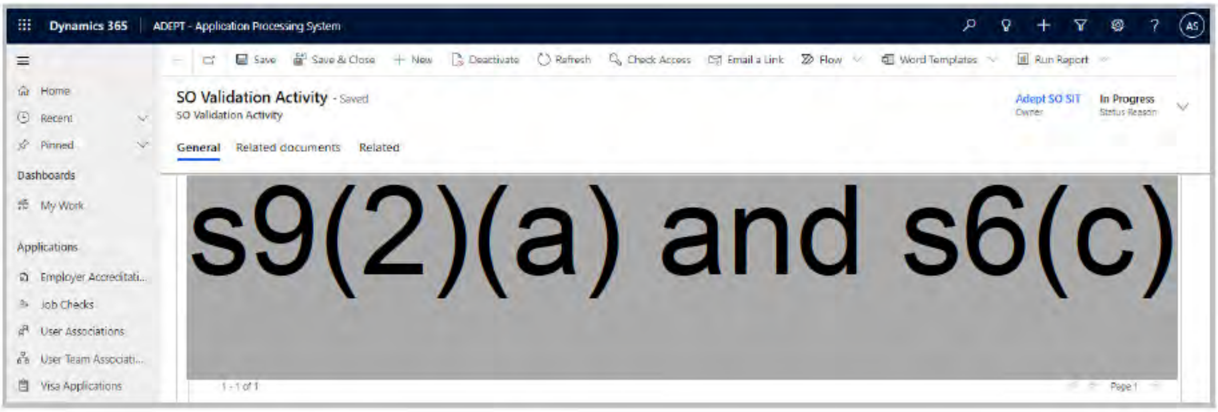
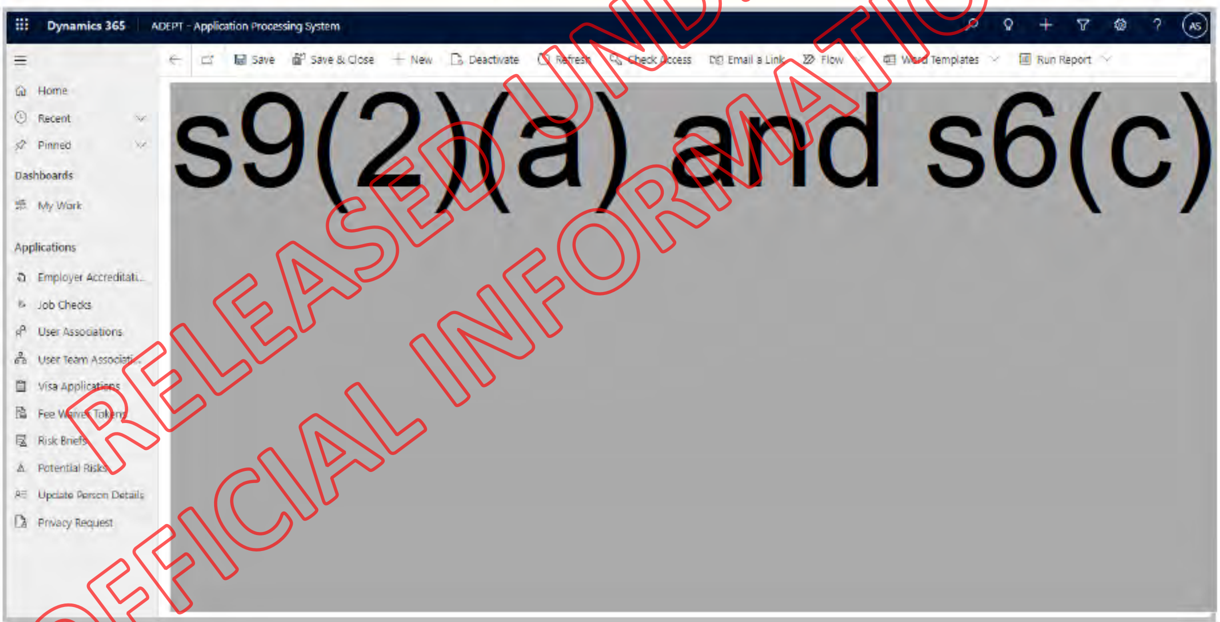


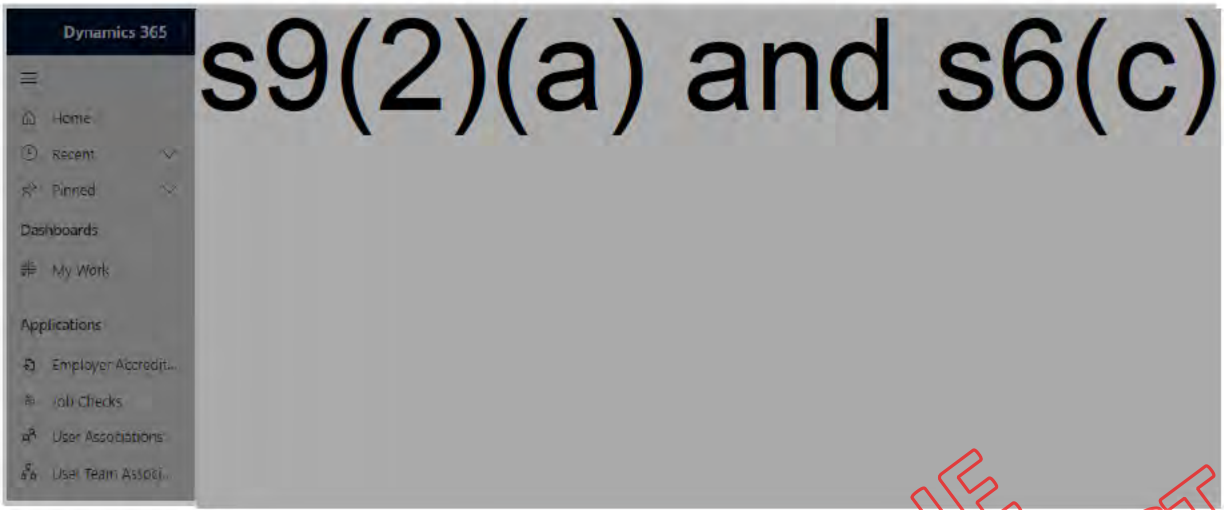
s6(c)


Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Email a Link
Flow
Word Templates
Run Report
Home
Recent
Pinned
Dashboards
My Work
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
SO Validation Activity - Saved
SO Validation Activity
Adept SO SIT
Owner
In Progress
Status Reason
General
Related documents
Related
s9(2)(a) and s6(c)
1 - 1 of 1
Page 1

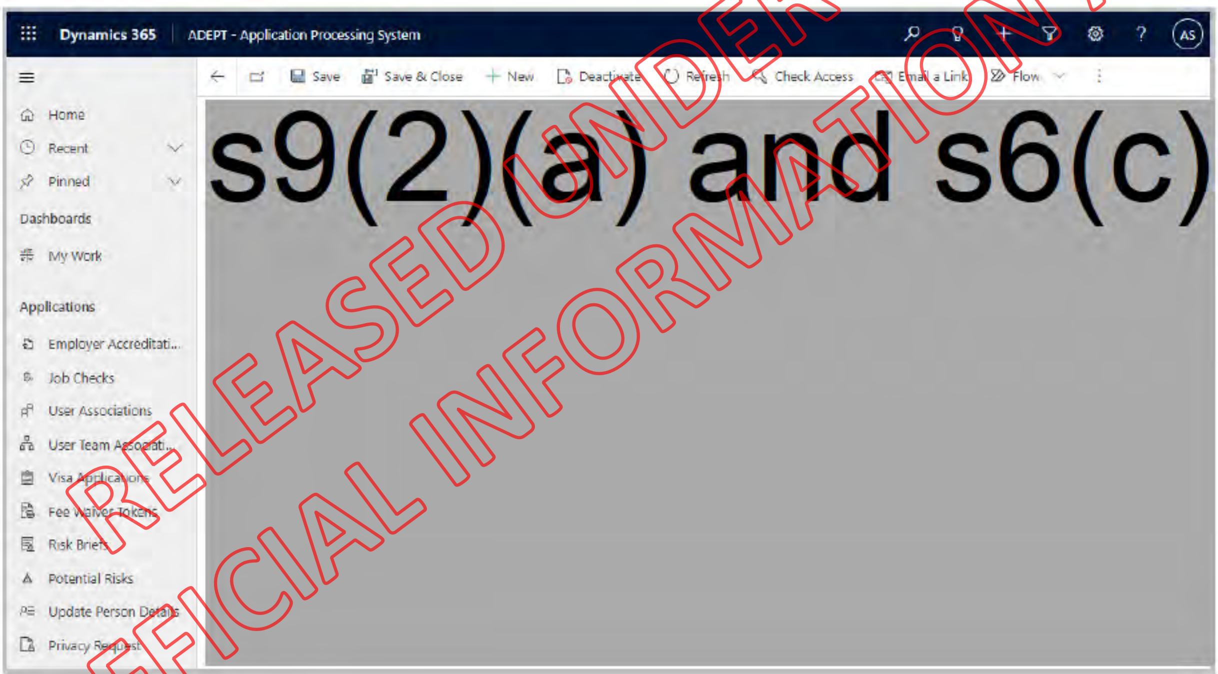
s6(c)


Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Email a Link
Flow
Word Templates
Run Report
Home
Recent
Pinned
Dashboards
My Work
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
Fee Waiver Token
Risk Briefs
Potential Risks
Update Person Details
Privacy Request
s9(2)(a) and s6(c)

s6(c)



s6(c)



s6(c)

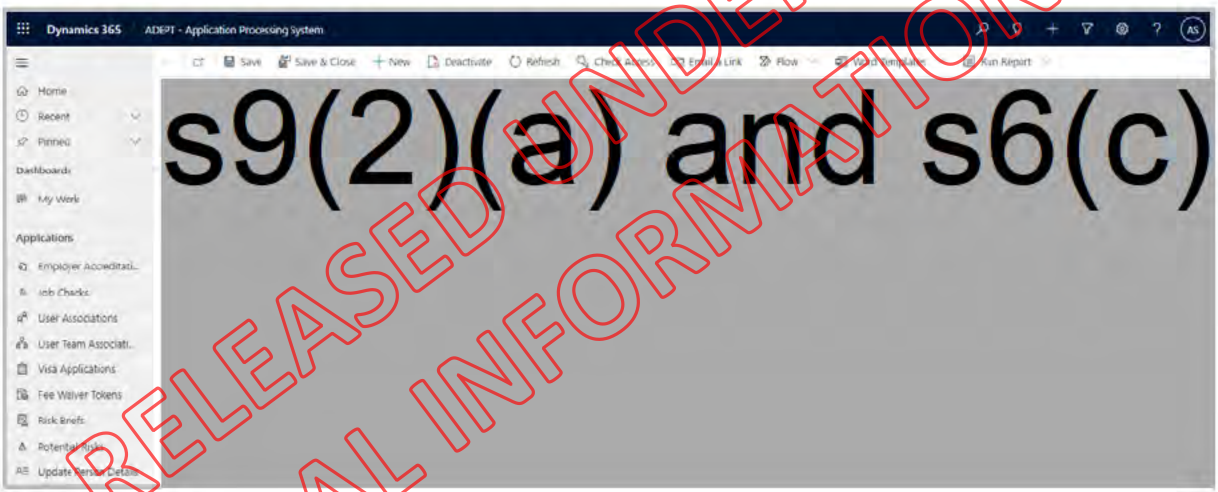
s6(c)

Outcomes

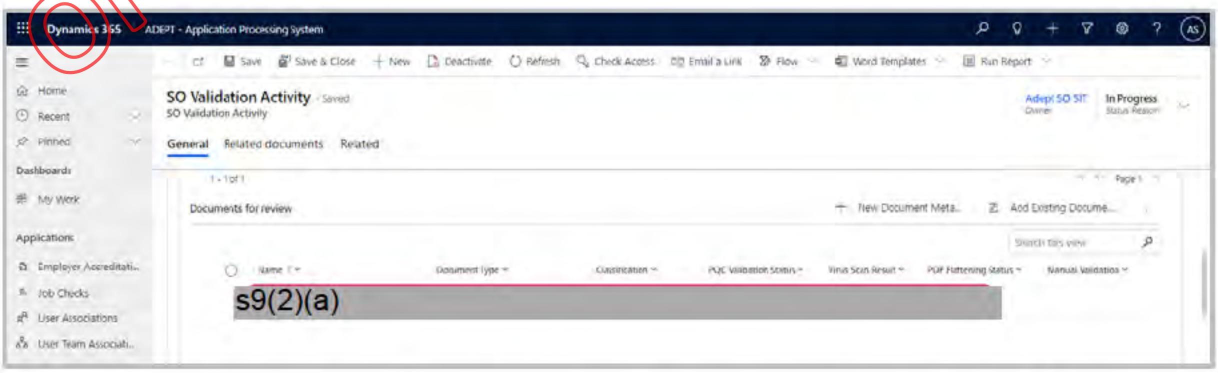
s6(c)

3.3.4 System Concern – PDF Flattening

A review concern of type '**Application has one or more documents where PDF flattening is either empty or failed**' is created when a PDF document included with the application is either empty or has failed to download to the system or has potentially failed virus scan.

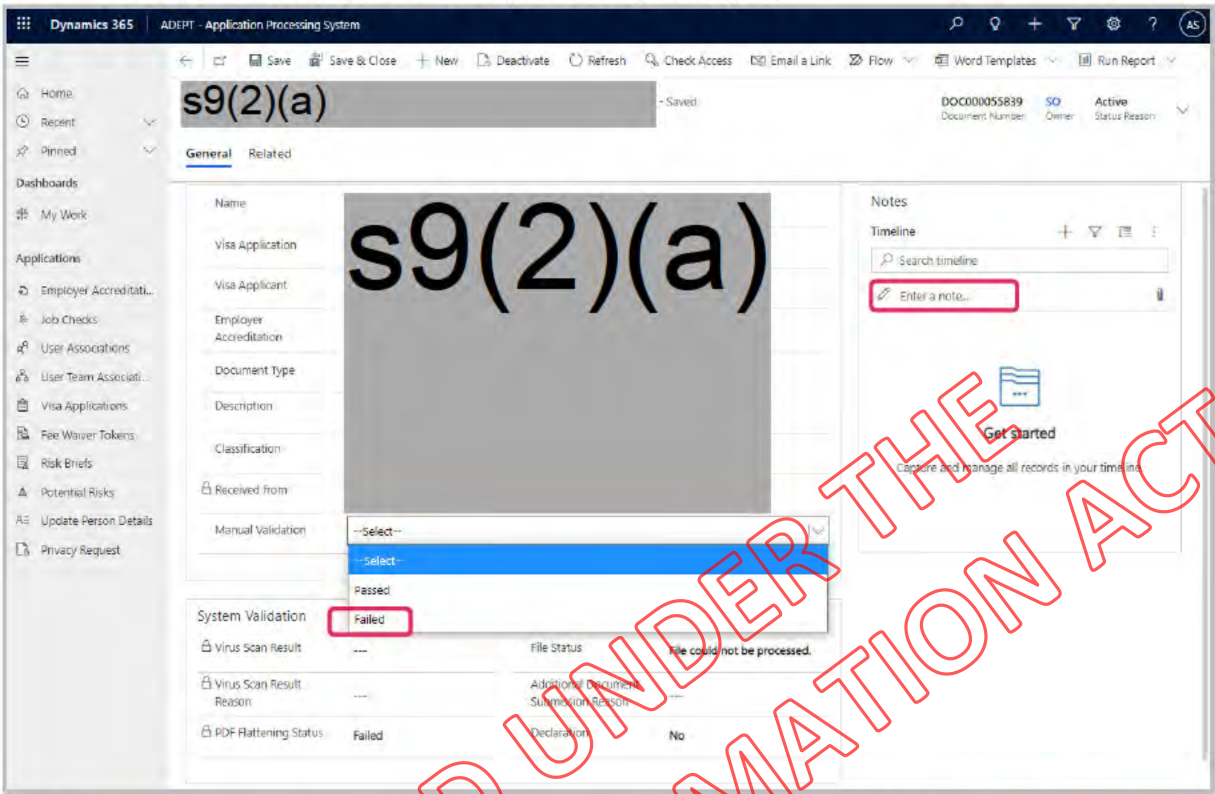


1. Scroll down to the **Documents for review** grid, to identify the document with a failed **PDF Flattening Status.**

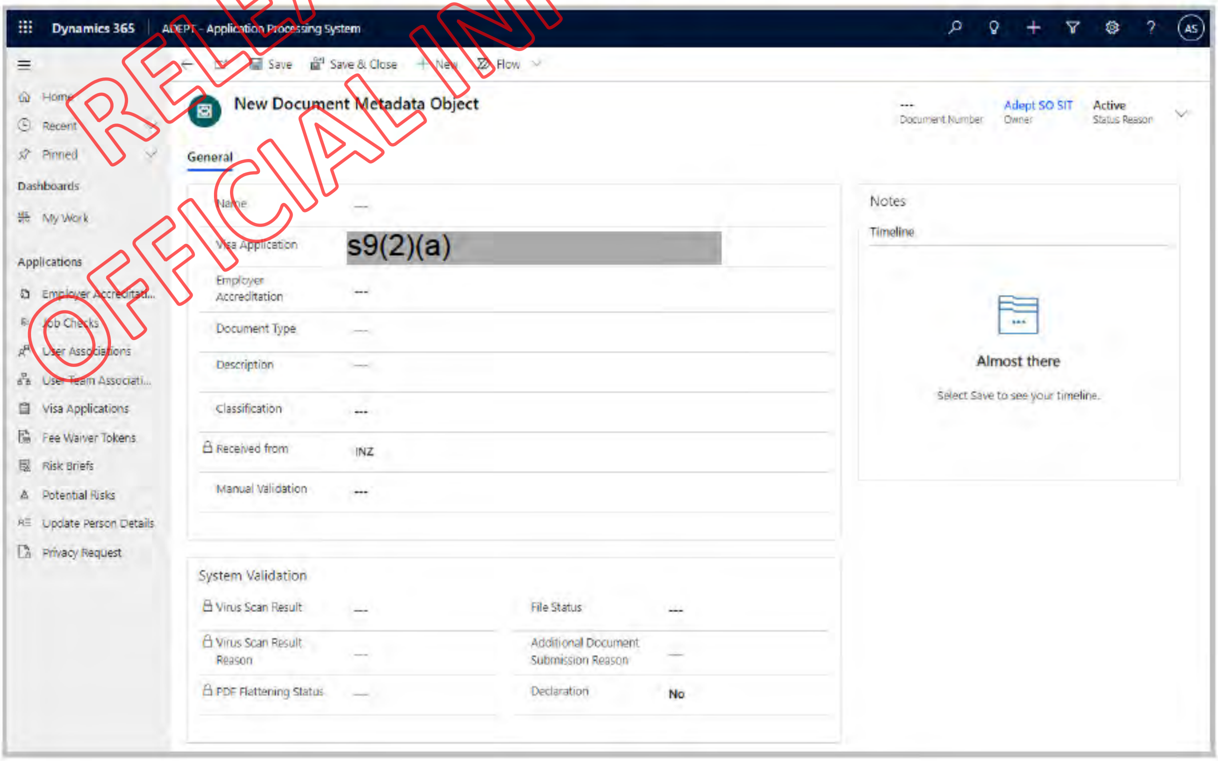


2. Select the **Name** to view the metadata information for that document and use it to describe the document to the applicant - Refer to [Section 3.3.6, Request a replacement document] for detail on the procedure/method of requesting a new document and uploading it.

3. Select **Failed** in the **Manual Validation** field and enter a note to describe that you are waiting on a new document to be provided by the applicant.



4. When a valid replacement document is received, refer to section 3.3.7 [Upload an applicant document/file](#) (to add the document to the application).
5. The System Concern has now been actioned.

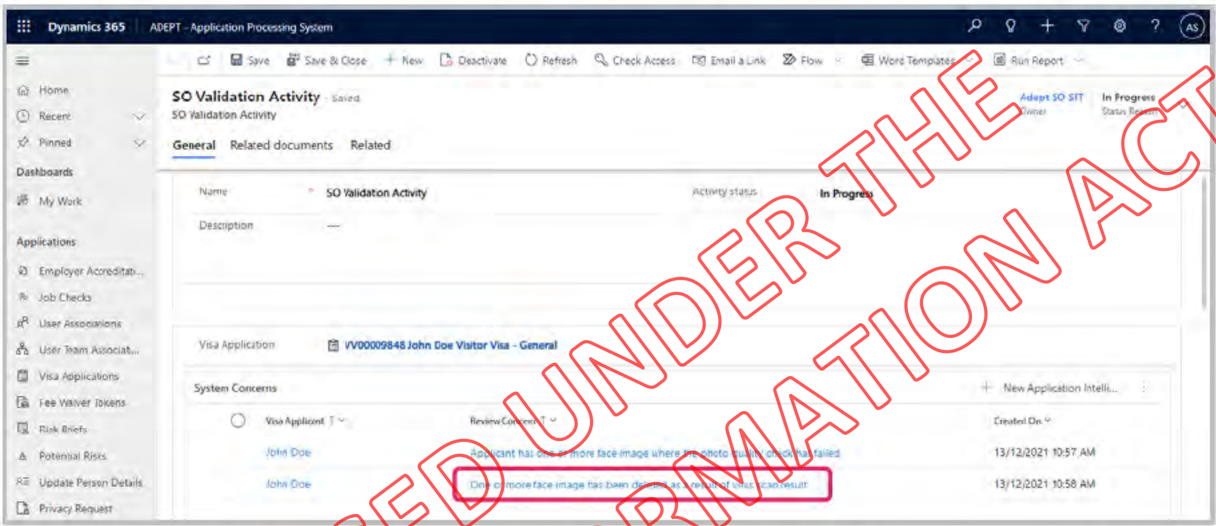


ADEPT

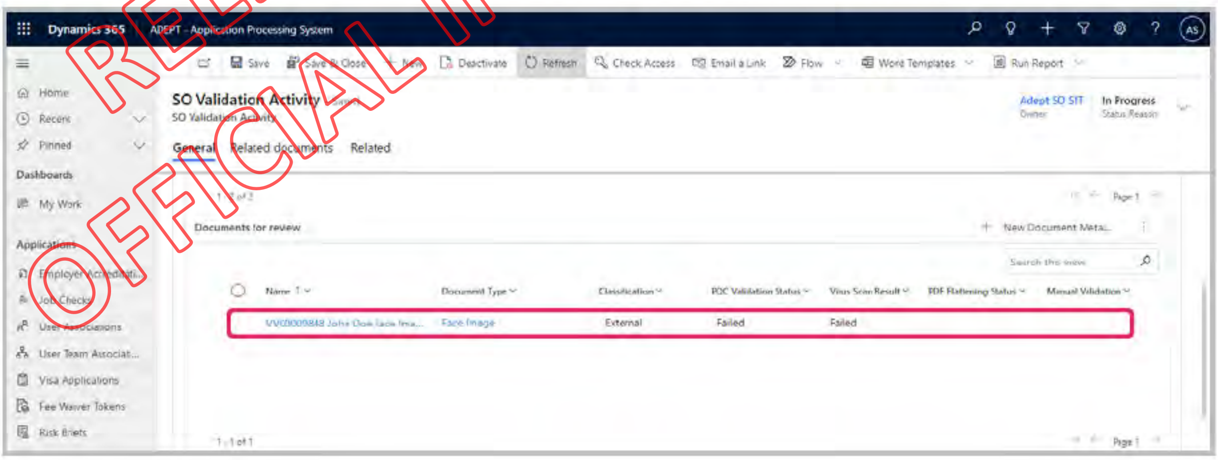
Once the system concern has been addressed, proceed to the next system concern. If there are no other system concerns, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

3.3.5 System Concern - Virus scan failure

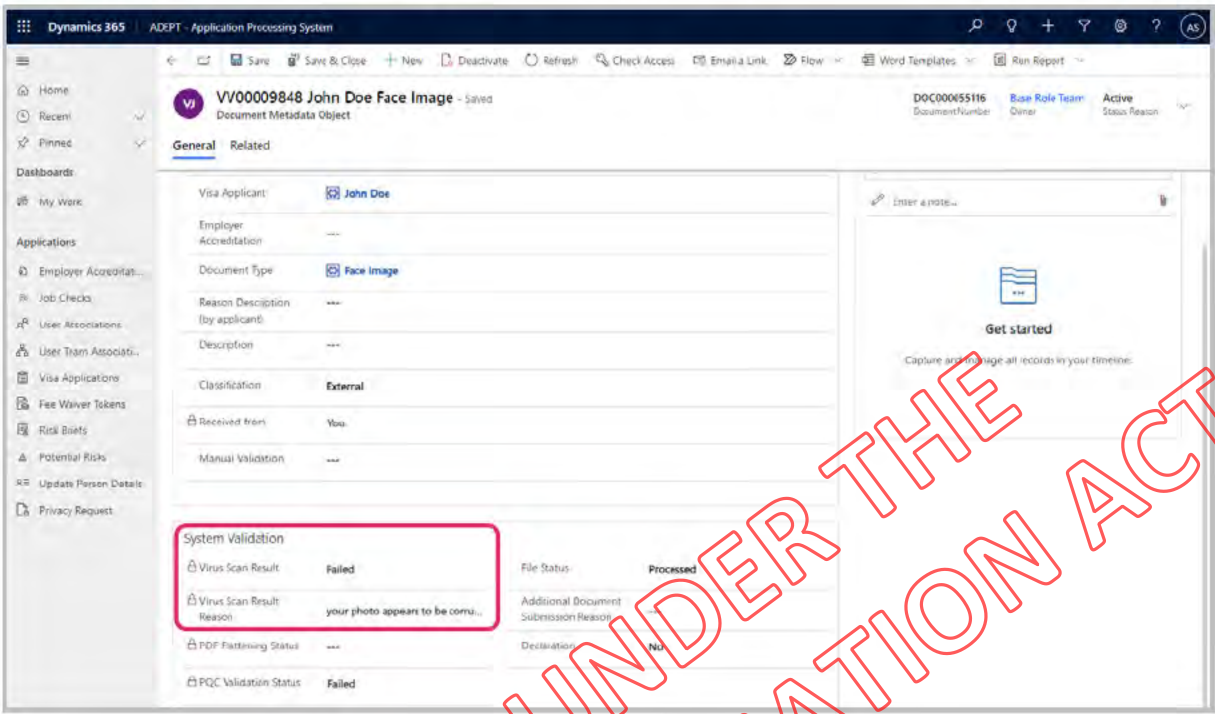
A review concern of type **Application has one or more documents where Virus Scan Result is either empty or failed** is created when a document included with the application has failed the virus scan, or no result from the virus scan was recorded (scan failed to complete).



1. Scroll to the **Documents for review grid** where all the attached documents are listed and assess the status values for those documents to identify which documents have failed virus scanning. Select the **Name** to view the detail of the document if necessary.



2. Identify the document/s that have failed virus scanning - Select the **Name** to view the details of the system validations for the document if necessary.



3. Refer to Section 3.3.6, Request a replacement document/file, for detail on the procedure/method of requesting a new document and adding it as a new document object.

4. This Review Concern is now actioned.

Once the system concern has been addressed, proceed to the next system concern. If there are no other system concerns, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

Failed face image

If the review concern **One or more face image has been deleted as a result of virus scan result** is displayed in **the System Concern** grid, it means that a new image will need to be requested for that applicant.

In the **System concern** grid, the visa applicant for whom the face image has been deleted will be displayed in the **Visa Applicant** column.

From this point you can request the new face image for that applicant as per step 3 above.

NOTE	Please keep the validation activity open until a new face image is received from the applicant. If the activity is closed off without a new face image, the application will progress to the identity resolution step and will fail. This will stop the application from progressing.

3.3.6 Request a replacement document/file

When there has been a Review Concern with a submitted document due to technical failures (virus-scan/pdf flattening) or the failure of the applicant to provide a document that meets requirements, then a replacement document may have to be obtained and uploaded for further processing.

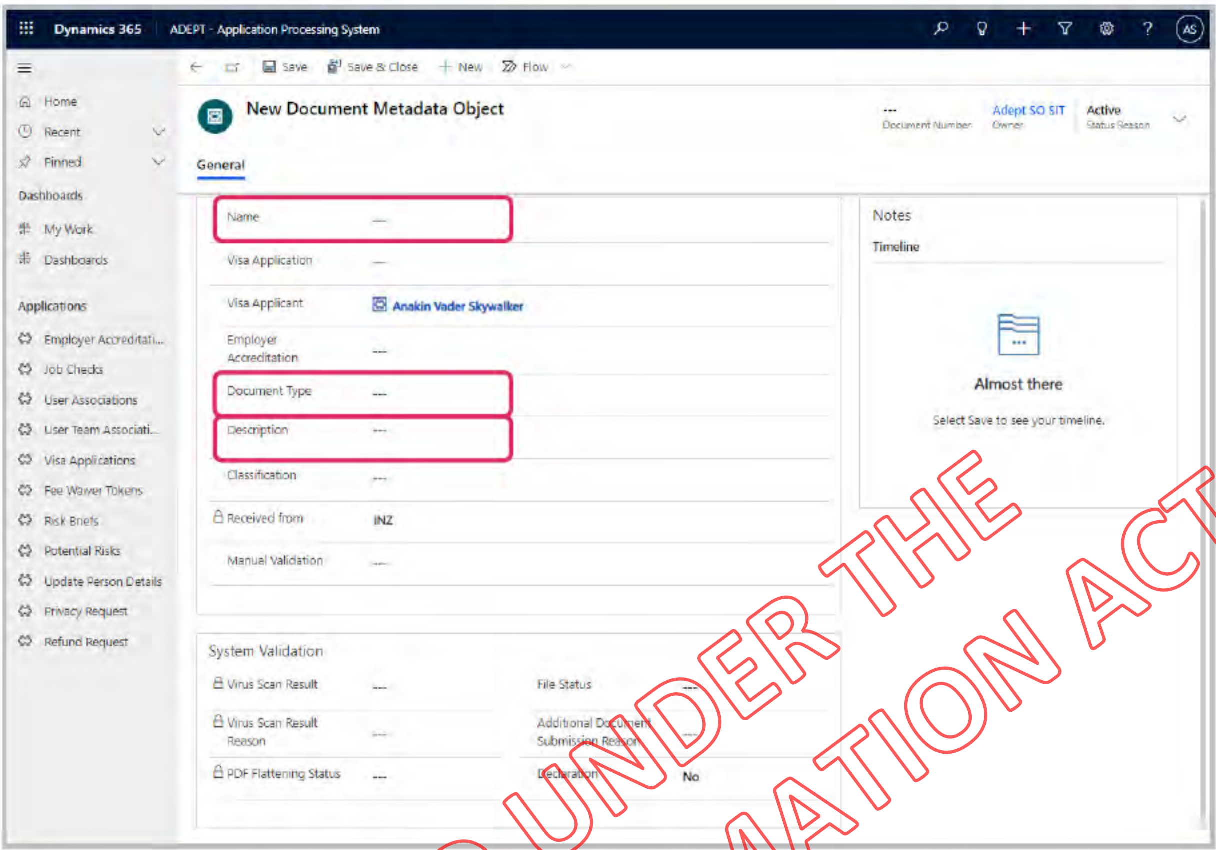
1. Select the document **Name** link, to view the details of the document if necessary.
2. Using the details of the document (metadata), manually draft an email to the applicant requesting a new version of the document be provided (via email).
3. Navigate to the primary contact details (refer to Section 2.9, Updating Applicant information for further detail), to obtain the email address.
4. Send the email and then change the status of the activity to **Awaiting response.** The activity is now shown as an **On Hold** activity in the dashboard grid.

NOTE	More than one document might need to be requested from the applicant, but the status can only be managed at the 'whole-of' activity level.

Once the system concern has been addressed, proceed to the next system concern. If there are no other system concerns, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

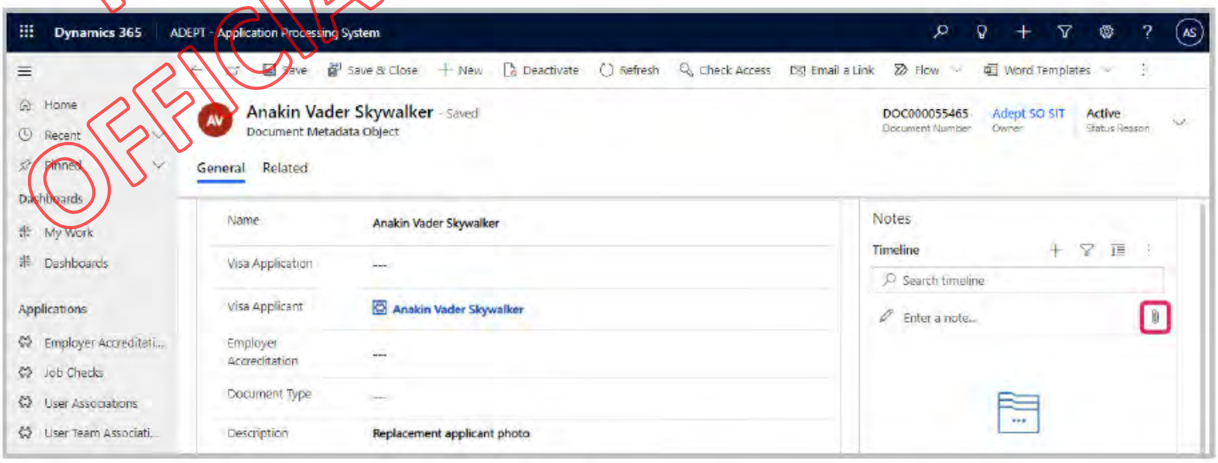
3.3.7 Upload an applicant document/file

1. When a valid replacement document (pdf or image) is received – or previously supplied (and valid) document located - save the file locally.
2. If there is an existing document, select the row and then select **Deactivate**.
3. Navigate to the Visa Applicant screen (select the Applicant Name anywhere in the activity to do so), select the **Documents** tab, and then select **New Document Metadata Record**.
4. Add a **Name**, select/search for the appropriate **Document Type**, and add a **Description** of the file e.g. New Police Certificate, Face-image, etc.

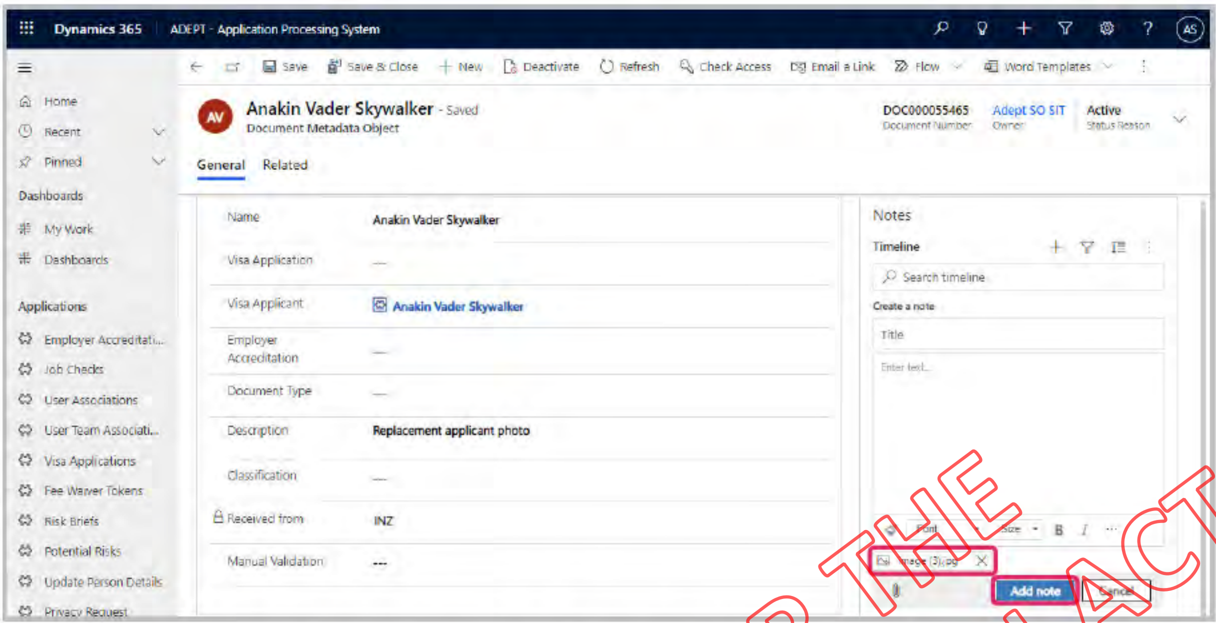


NOTE	You must remember to select **Face Image** as the **Document Type** if you are uploading a face image. If you fail to do this, the integration with IDMe will not work properly.

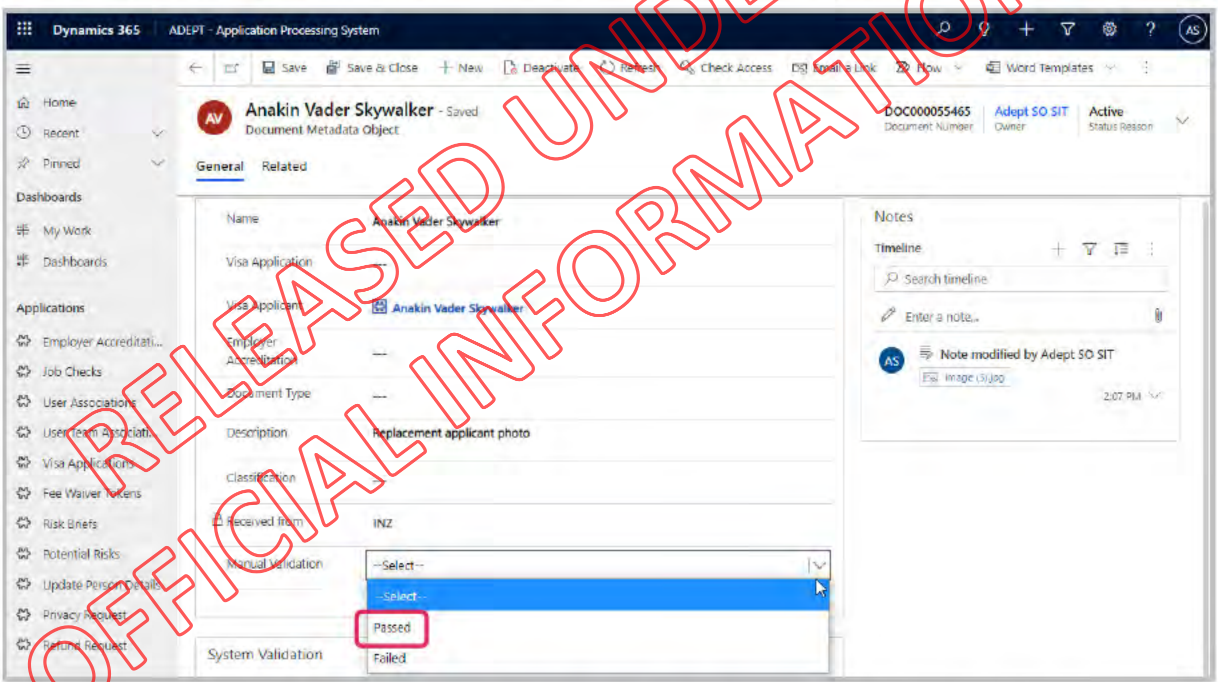
5. **Save the record.**
6. Now the Notes functionality is active – select the paperclip/file icon.



7. Browse for and select the new image file in the pop-up window, and then select **Open**.
8. The file has been added to the note – enter a **Title** and any **text** if desired to accompany the file, the select **Add note.**



9. Now that the file has been attached, set **Manual Validation** = **Passed**.



10. Use the **back** arrow in the top menu, to return to the main SO Validation activity.
11. Then return to the relevant section of this guide, to continue with the task related to this new document.

Once this step has been completed and there are no system concerns to be resolved, go to section **3.3.8 Complete the SO Validation Activity** and close the SO Validation Activity.

3.3.8 Complete the SO validation activity

When all the listed System Concerns have been actioned, the activity can be completed.

Change the **Activity Status** to **Resolved** and select **Save and Close** from the top menu. The activity disappears from the dashboard.

Outcomes

- Identity updates are triggered if there were any changes made to the applicant information.
- The application workflow is now free to move on – Identity updates (including integration to AMS) is triggered if there were changes made to the applicant information, and then the system moves on to the Information Gathering phase (integration with BRE etc) before Assessment.
- The outcomes of these validation tasks will inform the Assessment phase.

NOTE	You **should only close** the SO validation activity after an applicant or LIA has **responded** to a request to provide a **face image**. Failing to do this would result in system issues.

3.3.9 Push back an SO validation activity

If you consider that you do not have the skills required to complete an activity or there is a conflict of interest, you can raise a request to push back an activity.

This request will go to your Immigration Manager who will re-assign the activity to the appropriate person.

For more information about raising a request to push back an activity, please refer to **Section 4.12.2 Push back an activity**.

4 IMMIGRATION OFFICER (IO)

Immigration Officer Introduction

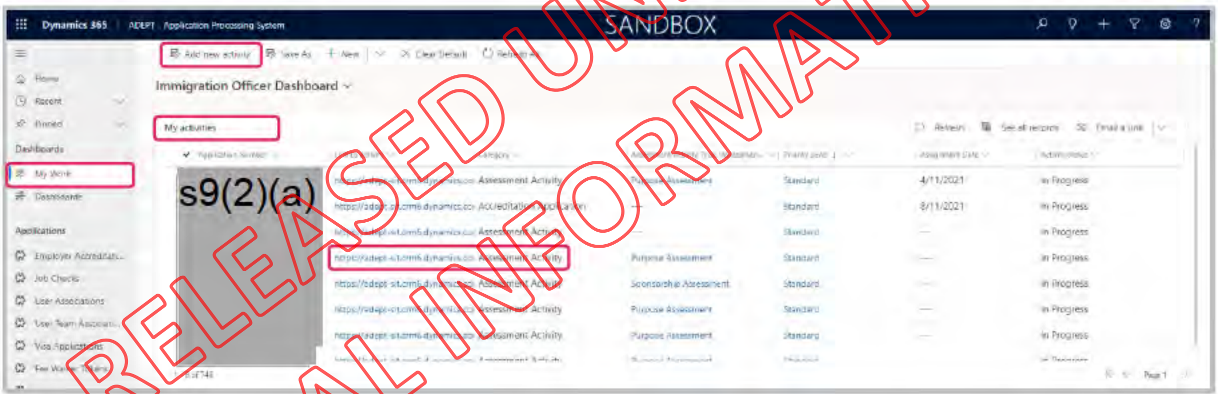
The purpose of this document is to provide guidance and support to Immigration Officers (IO) using the ADEPT system to assess visa applications.

In this document, *Assessment activity* refers to activities created by the system that require assessment by an Immigration Officer to determine if the information submitted meets the immigration instructions. These activities trigger a Request for Further Information (RFI)/Potentially Prejudicial Information (PPI) if the immigration instructions are not met. Section 4.2, Assessing an Assessment Activity; Section 4.4, Assessing a Risk Assessment Activity; Section 4.7, Assessing a Sponsorship Response; and Section 4.8, Assessing an additional document assessment activity cover these types of activities.

Other activities created as a result of a request by a user, are referred to as *Requests*, and are covered in Section 4.12, Other Tasks.

4.1 Dashboard overview

The **Immigration Officer Dashboard** provides you with information about activities assigned to you as shown in the following screenshot.



Key features of the dashboard:

Add new activity icon
Add new activity icon in the top menu is used to pull an unassigned activity to the **My activities grid**. When an activity is pulled, you are expected to assess the activity and record the outcome. If there are no activities to be assigned to you, a message is displayed to that effect.

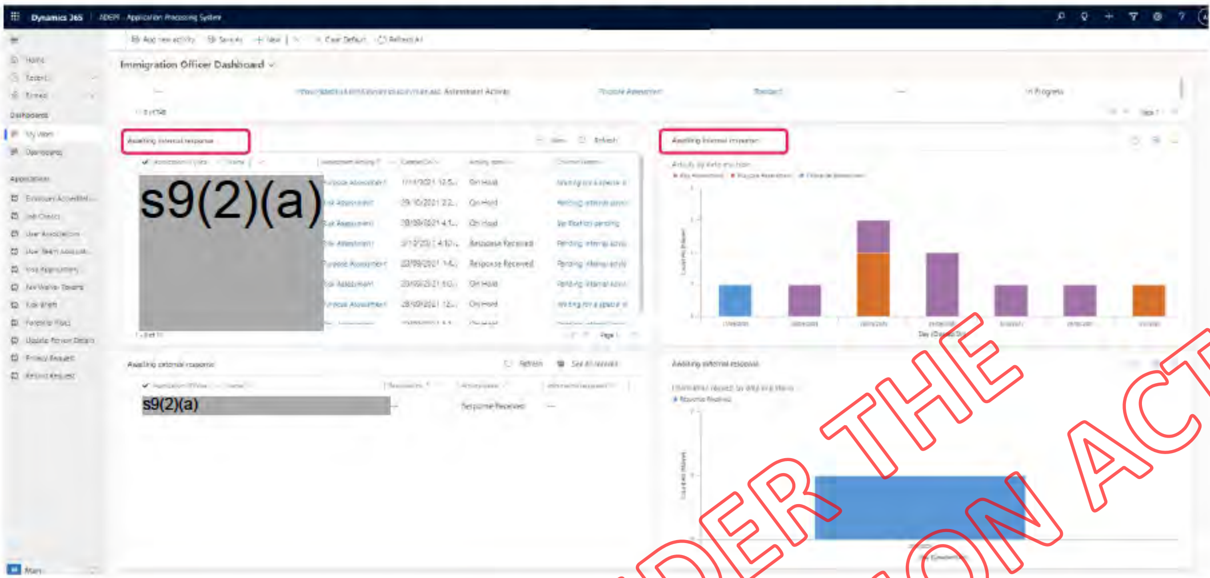
My Activities grid
The **My Activities** grid is a list of activities assigned to you.

My Work
The **My Work** option is a link on the left-hand menu to navigate to the dashboard.

Awaiting external response
This grid displays the activities waiting for external responses, e.g., requests for further information (RFI).

Awaiting internal response

This grid displays the activities waiting for internal responses (in status: On hold). For example, when you seek advice from other internal teams (Verification Advice, Request for Special Directions etc).



NOTE	It is important to regularly monitor all grids in your dashboard for new activities.

4.2 Assessing an Assessment Activity

When an application is submitted, the ADEPT system automatically processes the application data and applies various business rules. If the system detects any concerns, the system raises assessment activities for these concerns. The assessment activities created need to be manually processed before a decision can be made on the application.

NOTE	Assessment activities raised for an application may be assessed by different IOs. Once all the assessment activities are completed, an IO can record an outcome for the application.

WORKAROUND	When the status of assessment activities is set to **On-Hold**, the assessment activities will move from **My activities** grid to **Awaiting internal response** grid. In the first release of ADEPT, these activities do not disappear from the **My activities** grid and you will see them in both grids. It is still important that you change the status of assessment activities to **On-Hold** whenever you are waiting for an internal response, for example when you are waiting for risk advice from R&V or when you are waiting for a decision on a request to push activity from an IM.

The assessment activities created are added to a queue from which Immigration Officers can 'blind pull' to assess manually.

Type of Activities

A few examples of assessment activity types that can be assigned to the IO are:

- Purpose
- Character
- Secondary applicant
- Risk (Section 4.4, Assessing a Risk Activity)
- Sponsorship (Section 4.7, Assessing a Sponsorship Response
- Additional Document (Section 4.8, Assessing an Additional document assessment activity).

Each of these assessment activity types, will involve different criteria of assessment.

NOTE (1)	Section 4.2, Assessing an Assessment Activity covers how to assess assessment activities triggered by the system based on immigration instructions. Other types of activities an IO might be assigned (e.g. Sponsorship, RFI, reconsideration) are covered in other sections of the Immigration Officer User Guide.

NOTE (2)	Any health concerns related to applicant are first assessed by the Health Assessment Team (HAT) and will appear as assessment concerns during the RFI/PPI stage, as such assessment activity of type **health** will not be created for Immigration Officers.

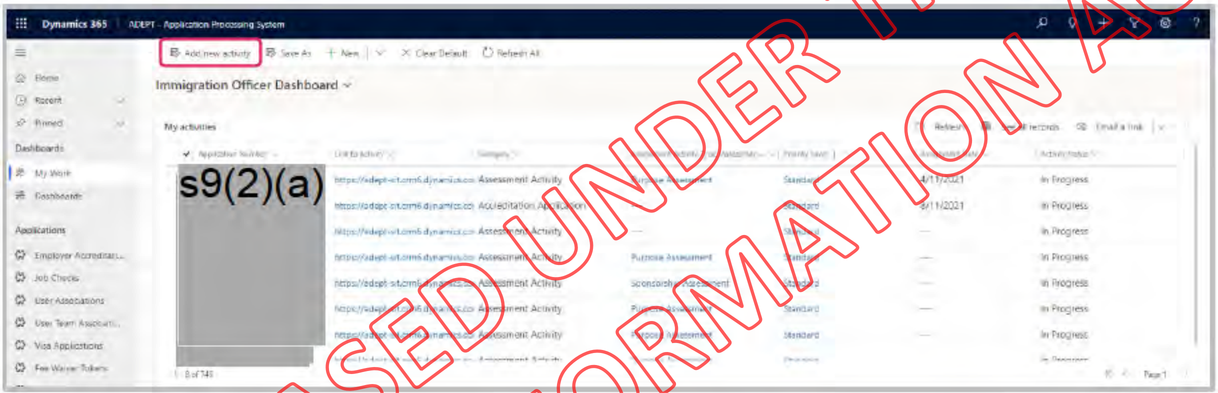
WORKAROUND	The application intelligence tag associated with the system rule '**Passport expires within 90 days**' does not display currently. As a result, you should review the visa expiry date considering the passport expiry date as part of the **purpose assessment activity**.

4.2.1 Pull an Activity

To work on a new assessment activity, you must pull an activity to **My activities** grid. To pull an activity, select **Add new activity** from the top menu. The new activity opens in a new tab immediately and appears in the **My activities grid**.

NOTE	You may need to allow pop ups in your browser, in case the new activity does not open properly (for instance only the PowerBI report opens).

In addition to assessment activities, Add New Activity can assign other types of activities to you, like Withdrawal Requests, Variation of Conditions and requests for reconsiderations. The type of activities that you are assigned depend on the capability teams you belong to (e.g. character or risk teams).

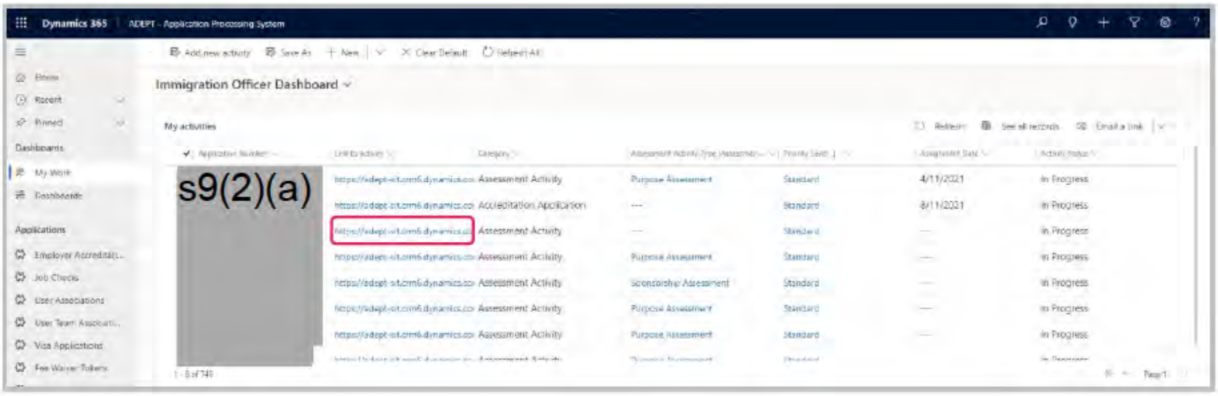


NOTE	There are occasions where an activity assigned to you may disappear from your dashboard, for example if an application has been withdrawn.

If you decide that you are unable to work on the activity that is assigned – due to conflict of interest or any other reason –push the activity back. Refer to Section 4.12.2, Push Back an Activity for more information on pushing back activities.

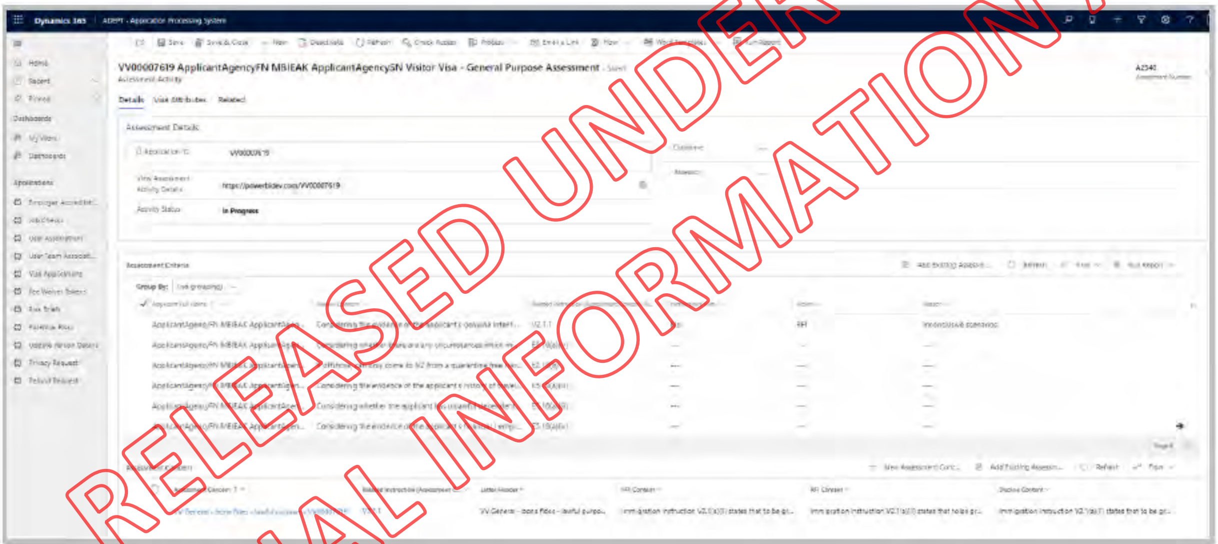
4.2.2 Open an Activity

To open an activity, select the activity link in the **My activities** grid and click in the **Link to activity** column.



4.2.3 View Activity

Once the assessment activity is open, the information about the activity is displayed on the activity form.



Assessment Details

This section displays the application ID, status of the activity, outcome, and other information about the activity including a link to the Power BI report that contains all relevant information about why the activity was created and allows a decision to be made about the activity in ADEPT. This link to the report is displayed in the **View Assessment Activity Details** field (selecting the globe icon will open the report in a new window).

Assessment Criteria

This section lists all the criteria the system has identified by running the system rules against the application data and that needs manual evaluation.

Assessment Concern

This section displays the actions required based on the responses made on the assessment criteria.

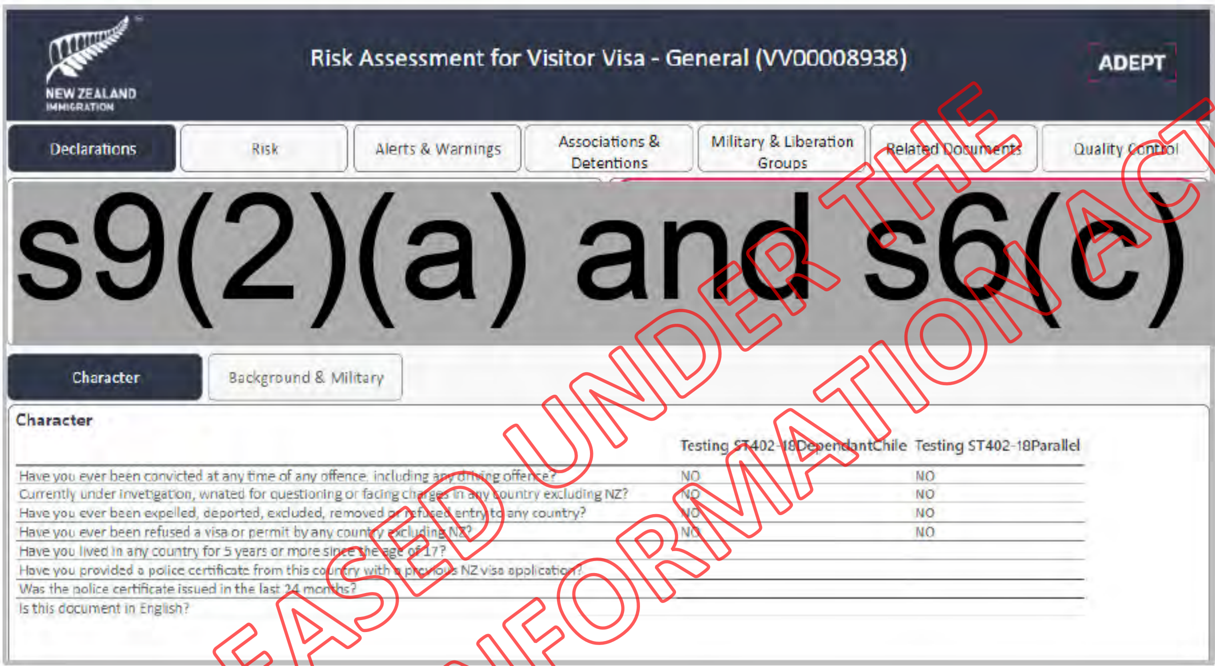
Notes

This section displays a grid where you can view or record notes. For more information about notes refer to Section 2.11, Creating, Deleting and Viewing Notes.

4.2.4 View Power BI report

To understand the context of the assessment activity, open the Power BI report (for efficiency, it is recommended that you open the Power BI report on another screen so that it can be viewed while the activity screen is used to record the assessment).

Based on the activity type (e.g. purpose or character), the Power BI report will contain the information specific to that activity, and the system concerns, which are the reasons the assessment activity was created as shown in the following screenshot.



NEW ZEALAND IMMIGRATION

Risk Assessment for Visitor Visa - General (VV00008938)

ADEPT

Declarations | Risk | Alerts & Warnings | Associations & Detentions | Military & Liberation Groups | Related Documents | Quality Control

s9(2)(a) and s6(c) [redacted]

Character | Background & Military

Character

	Testing ST402-18DependantChile	Testing ST402-18Parallel
Have you ever been convicted at any time of any offence, including any driving offence?	NO	NO
Currently under invetigation, wnated for questioning or facing charges in any country excluding NZ?	NO	NO
Have you ever been expelled, deported, excluded, removed or refused entry to any country?	NO	NO
Have you ever been refused a visa or permit by any country excluding NZ?	NO	NO
Have you lived in any country for 5 years or more since the age of 17?		
Have you provided a police certificate from this country with a previous NZ visa application?		
Was the police certificate issued in the last 24 months?		
Is this document in English?		

NOTE (1)	When assessing an assessment activity, it is important to view the Power BI report and review the system concerns. There may be rare occasions when an assessment activity is created due to system concerns but has no assessment concerns listed. For example, s6(c) [redacted]

NOTE (2)	In the **Related Documents** tab of the reports, only those documents which have passed both the virus scan and PDF flattening will be displayed.

4.2.5 View Assessment Criteria

Assessment criteria are created by the system based on rules applied to the application data and are displayed on the assessment activity page. All assessment criteria need to be addressed before closing the assessment activity.

The columns of the assessment criteria are displayed on the assessment activity page and are described below.

Applicant Full Name
This is the full name of the applicant against whom the activity has been raised.

Review Concern
This the list of instructions the system has identified and that should be manually assessed by an Immigration Officer.

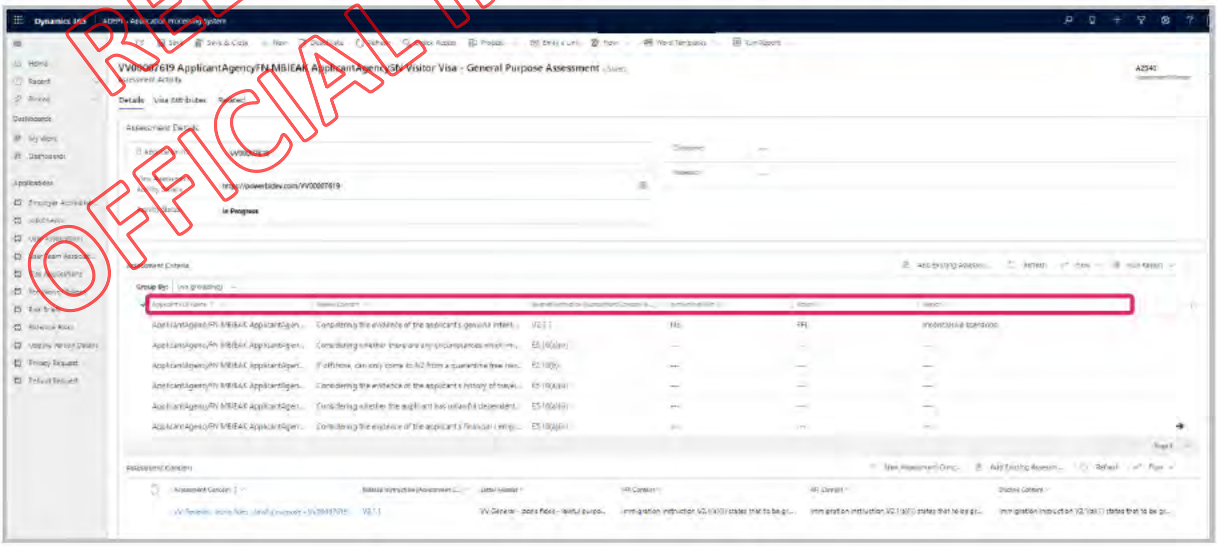
Related Instruction
A reference to the specific instruction the system has determined the applicant has failed to meet (e.g. E5.10).

Instructions Met
This is a Yes/No field that needs to be recorded by the user based on their decision.

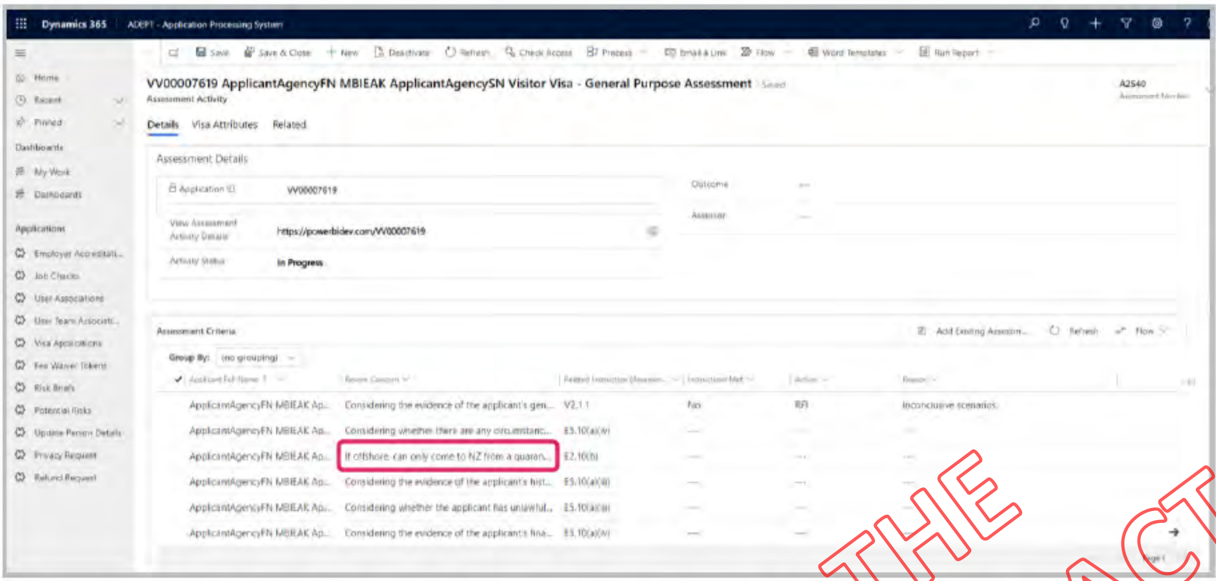
Action
The Action is a recommendation by an Immigration Officer to raise either a PPI or an RFI against the application when an immigration instruction is not met. This recommendation, however, is reviewed and decided by the Immigration Officer who is assessing the RFI/PPI Activity.

More information about PPI can be found in the Immigration Operational Manual.

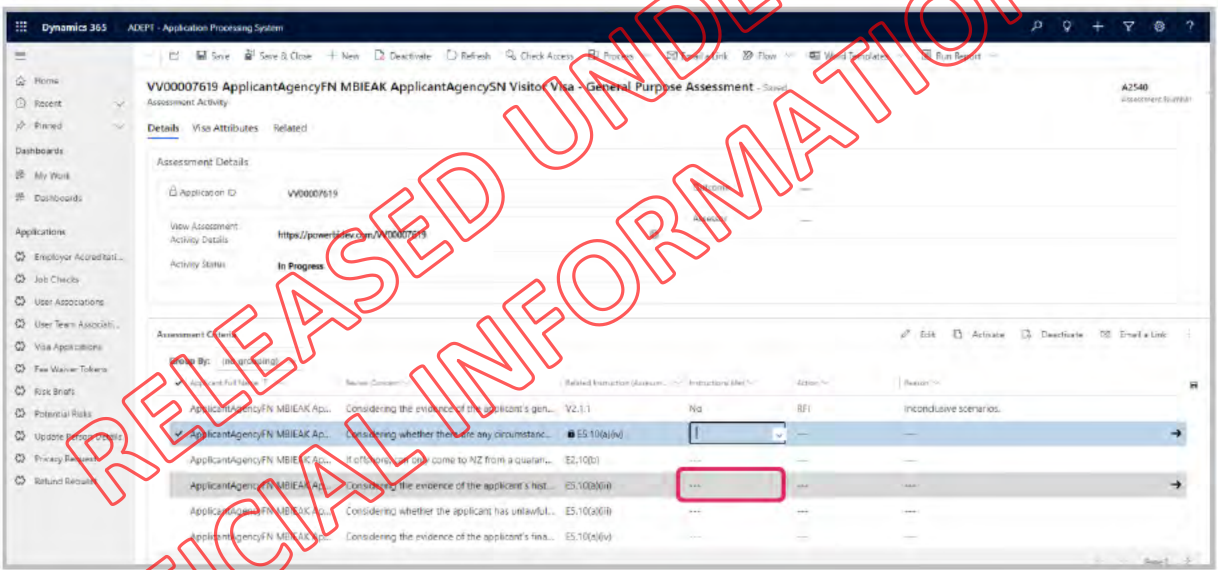
Reason
The reason the Immigration Officer believes the instruction has not been met.



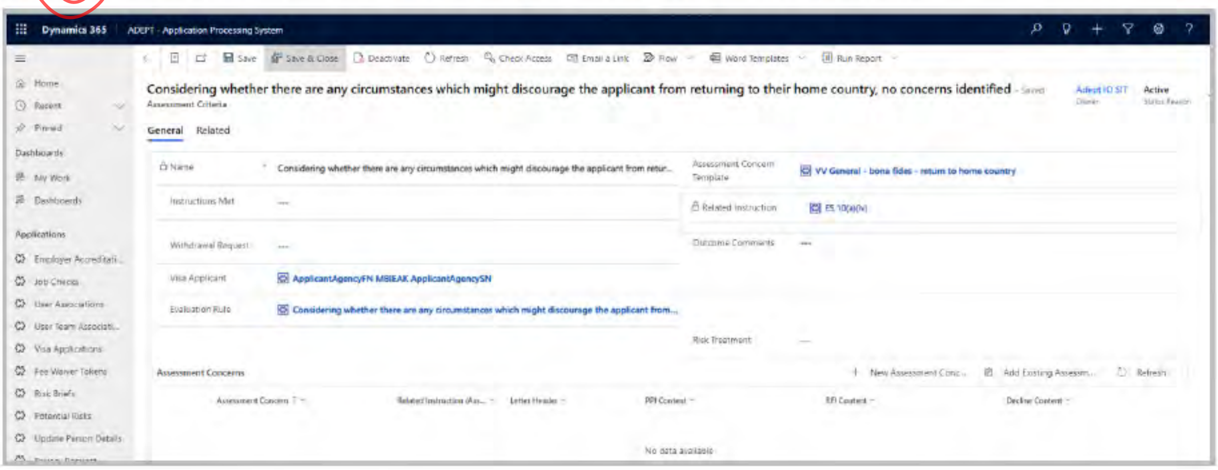
To view more details about the assessment criteria double click the assessment criteria row as shown in the following screenshot.



You can also do an inline edit rather than opening the assessment criteria screen as shown in the following screenshot.



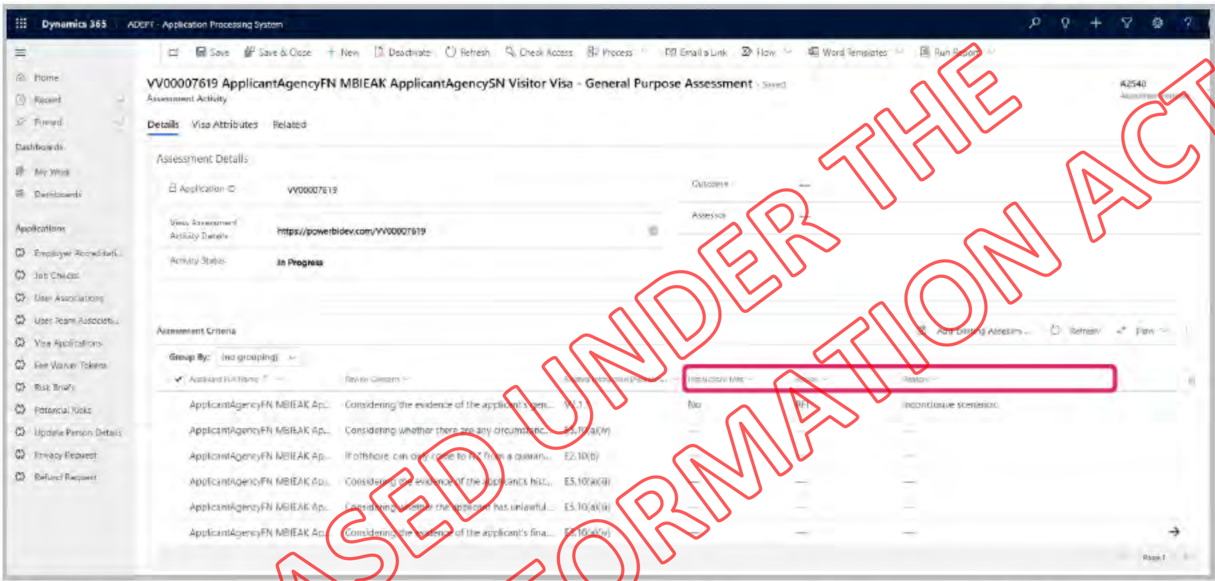
The Assessment Criteria screen is displayed as shown in the following screenshot.



4.2.6 Resolve Assessment Criteria

To address the assessment criteria, the fields **Instruction met**, **Action** and **Reason** must be populated. Record those fields directly in the grid or after double clicking the assessment criteria, in the detail page.

If you are marking the instruction **not met**, enter notes in the reasons field to explain why. If you are marking the instruction **met**, it is OK to leave the reasons field blank but you may enter notes if you wish. Additionally, if you are marking an instruction as met, but it is met through the use of an exception to instructions, please ensure that you enter notes regarding the exception you have applied.

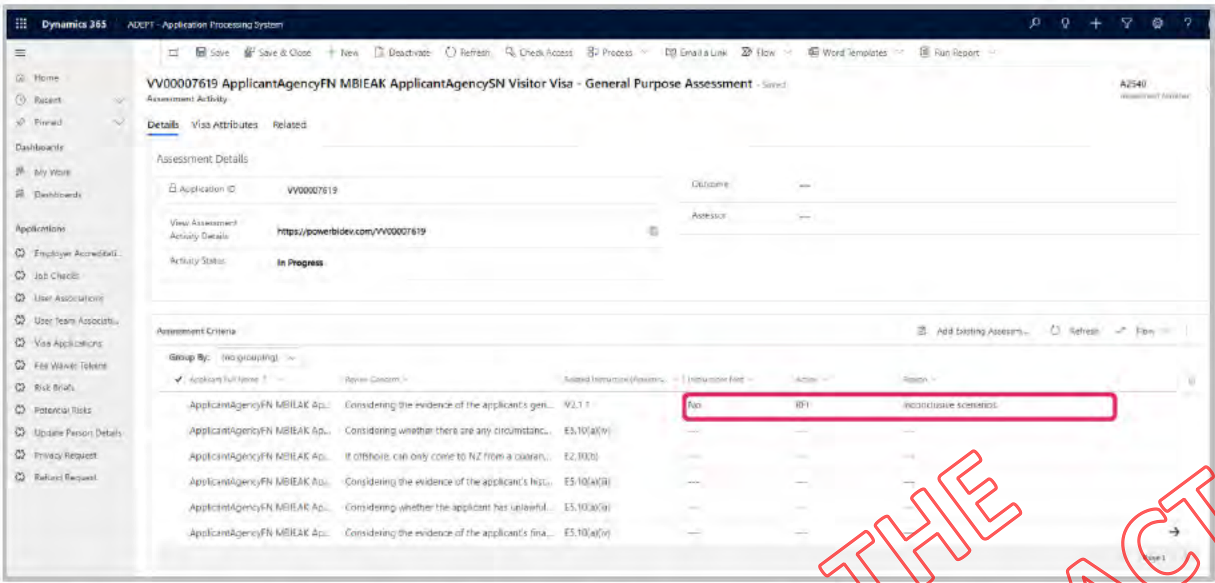


More information about immigration instructions and to determine if they are met can be found in the Immigration Operational Manual.

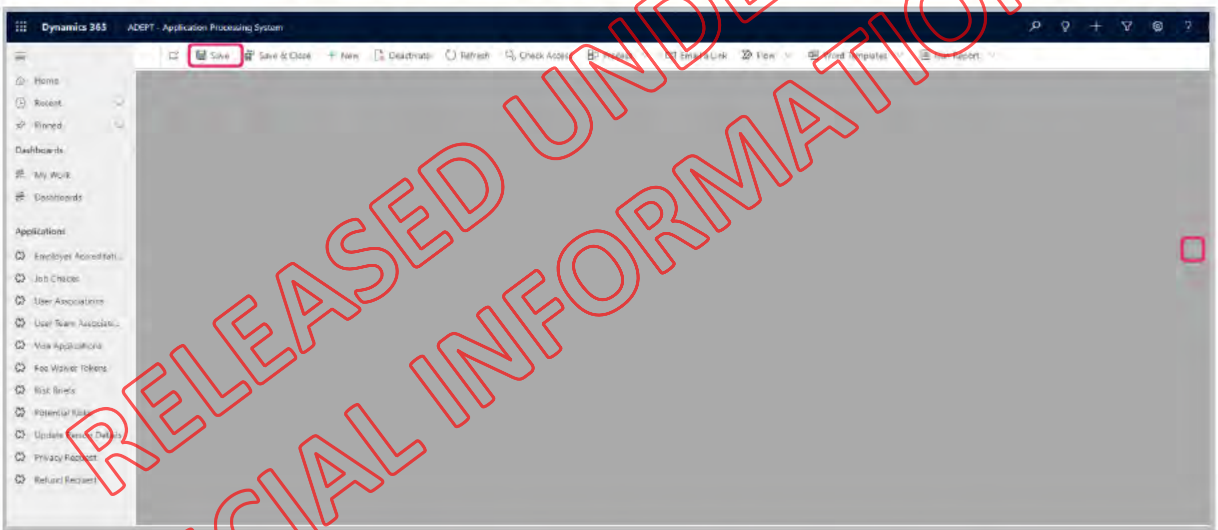
Where there is no way to make a final determination on whether the assessment criteria are met or not (e.g. inconclusive scenarios), enter **No** in the **Instruction met** field, which triggers the system to create an RFI/PPI activity. Within the RFI/PPI activity, an immigration officer can request additional information allowing them to make a final decision.

Where the assessment criteria is not applicable, enter **Yes** in the **Instruction met** field. This will prevent the system from creating an RFI/PPI activity.

Select **RFI** or **PPI** as the recommended action by selecting a value in the **Action** drop-down. This is carried across to the RFI/PPI Activity as a recommendation for the IO who is assessing the related RFI/PPI Activity and deciding on whether to RFI or PPI. If instructions are met there is no need to send a RFI or PPI so the **Action** field should be left blank.



Once these have been populated, select **Save** in the grid to save the information. Alternately, select **Save** at the top of the assessment criteria detail page as shown in the following screenshot.

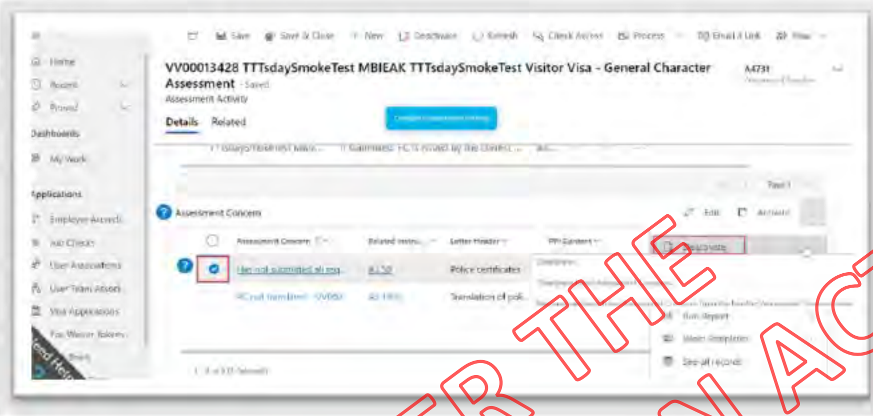


NOTE	The assessment criteria might be displayed across several pages. Make sure you use the arrows at the bottom right of the **Assessment Criteria** grid to navigate to the following pages.

WORKAROUND (1)	If you change multiple times the values in the **Instructions Met** field, e.g. **No** - **Yes** - **No**, the system will create duplicate assessment concerns. This issue will be addressed in futures releases. Please refrain from doing this in the meantime. If however, an assessment concern has been created by error, you will need to **Deactivate** the Assessment Concern that was created in error.

To do this, you need to select the **Assessment Concern** and select **Deactivate** from the menu as shown in the screenshot below.

The system will then deactivate the record and "Unlink" the Assessment Concern from the Visa Application and RFI record so that the letter templates will exclude the record.



WORKAROUND (2)

If there are multiple secondary applicants on an application and the applicant has not included a dependent declaration, the system will generate the Assessment criteria **This application does not have a dependent declaration included - mark as Not Met** for every secondary applicant in the application, even though the system should only create one single assessment criteria.

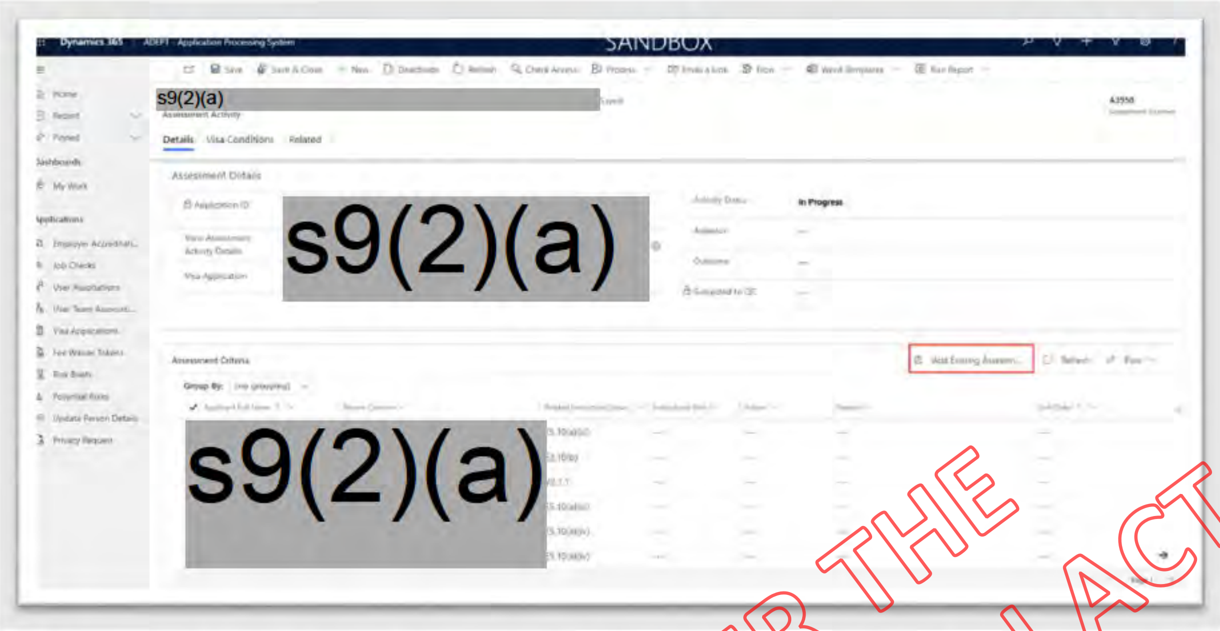
You should refrain from marking all of these assessment criteria as **Not Met** as they will be repeated on the RFI/PPI for this application, and you should only mark one of them as **Not met.**

This issue will be resolved in a future ADEPT release.

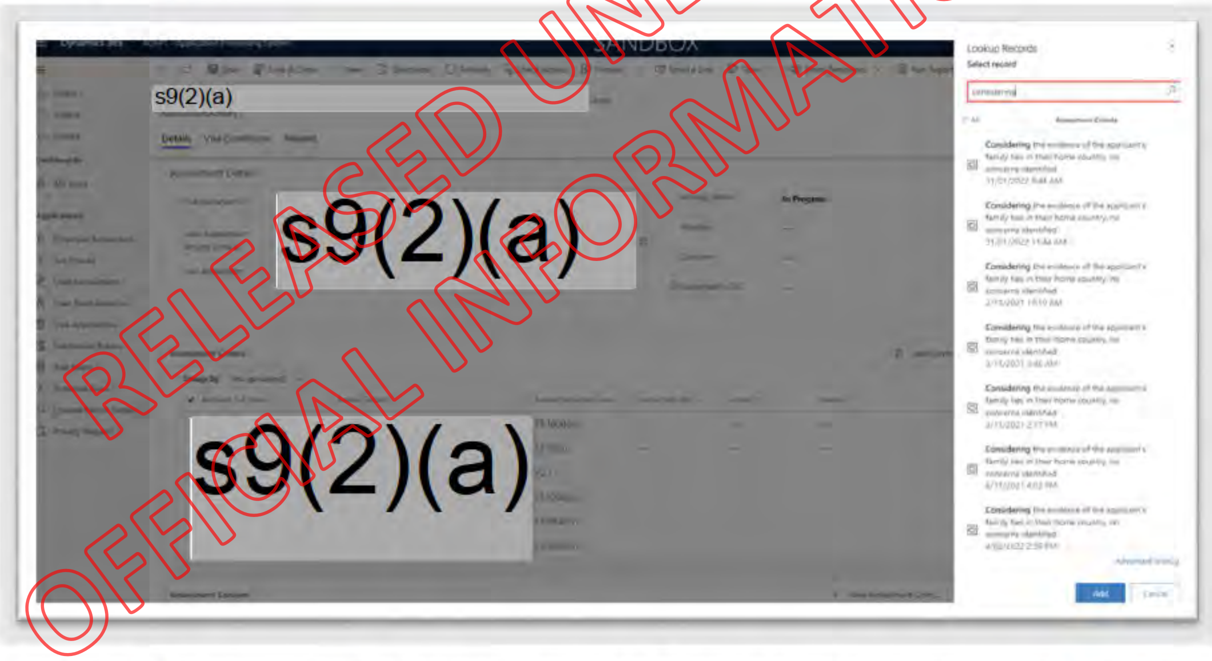
Adding an Assessment Criteria

If you wish to add an assessment criteria to the list already displayed by the system, follow the instructions below.

In the Assessment Criteria grid, select the **Add Existing Assessment Criteria** button as shown in the screenshot below.



This will open the lookup screen as shown below where you can search for the assessment criteria you are looking for.

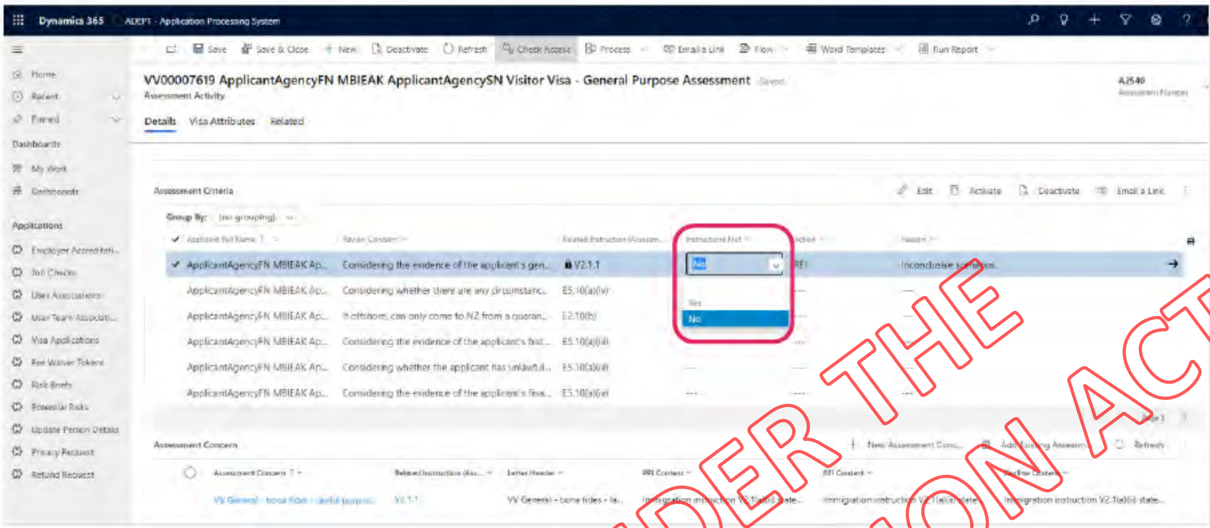


Once you find the assessment criteria you wish to add, click on it in the lookup screen and select the **Add** button at the bottom of the screen. This will result in the assessment criteria being displayed in the assessment criteria screen.

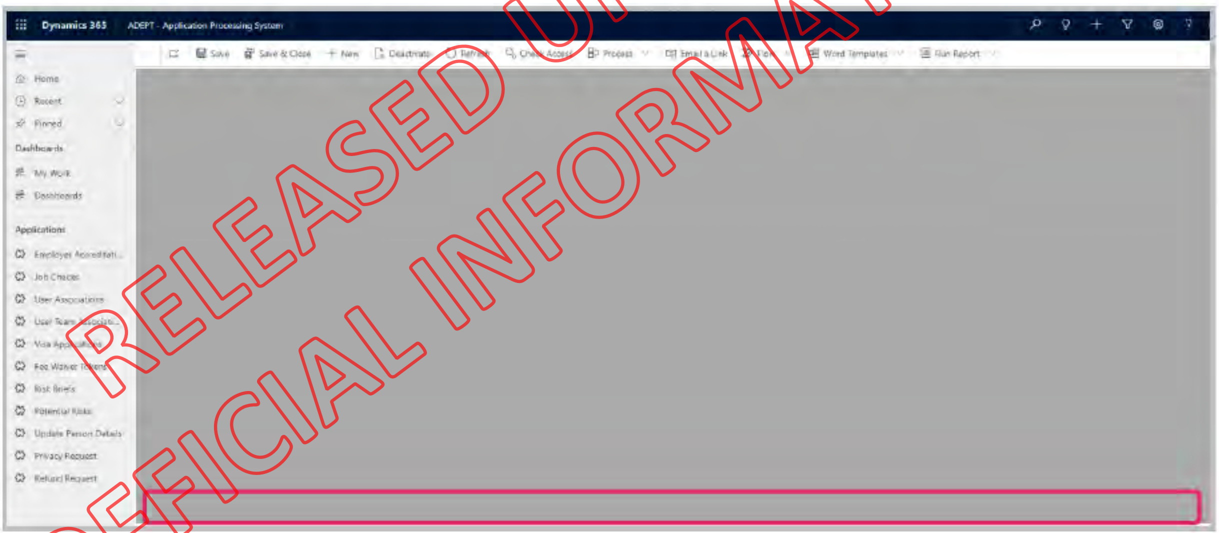
You can now address the assessment criteria as described in the beginning of this section.

4.2.7 Review Assessment Concerns

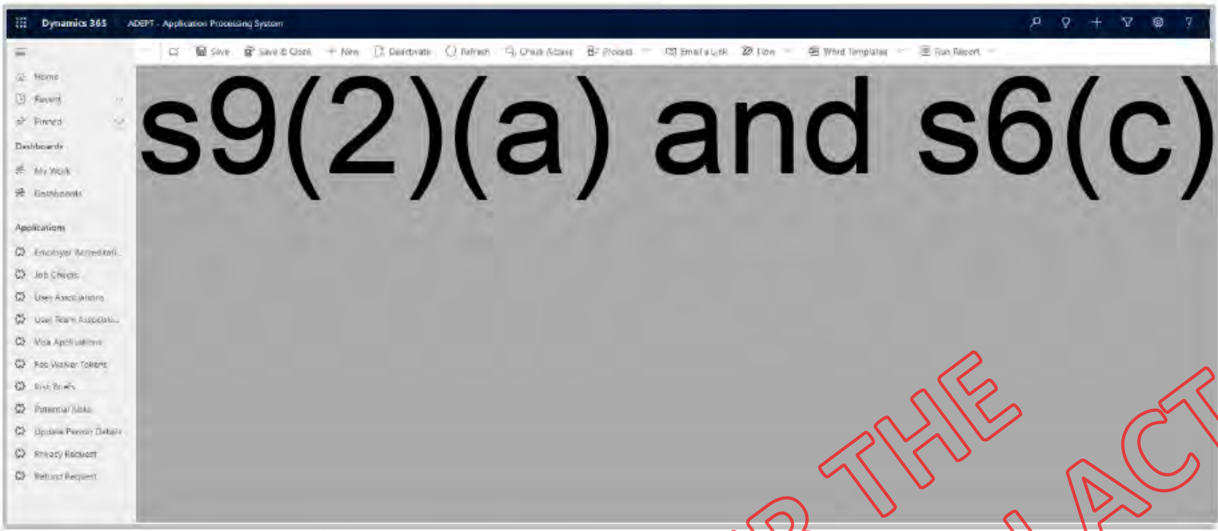
If an Immigration Officer has determined that an assessment criterion does not meet the immigration instructions, select **No** in the **Instructions Met** drop-down in the Assessment Criteria section as shown in the following screenshot.



The system creates an assessment concern as shown in the following screenshot.



The new assessment concern can take some time to appear. Select **Refresh** in the **Assessment Concern** grid to load the newly created assessment concerns.



Assessment concerns are displayed in a grid, with the following fields:

Assessment Concern
The name of the assessment concern

Related instructions
This is a URL link to the page in the Immigration Act that contains the immigration instructions not met.

Letter header
This is the header that is used on the letter that is sent to the applicant to separate each assessment concern.

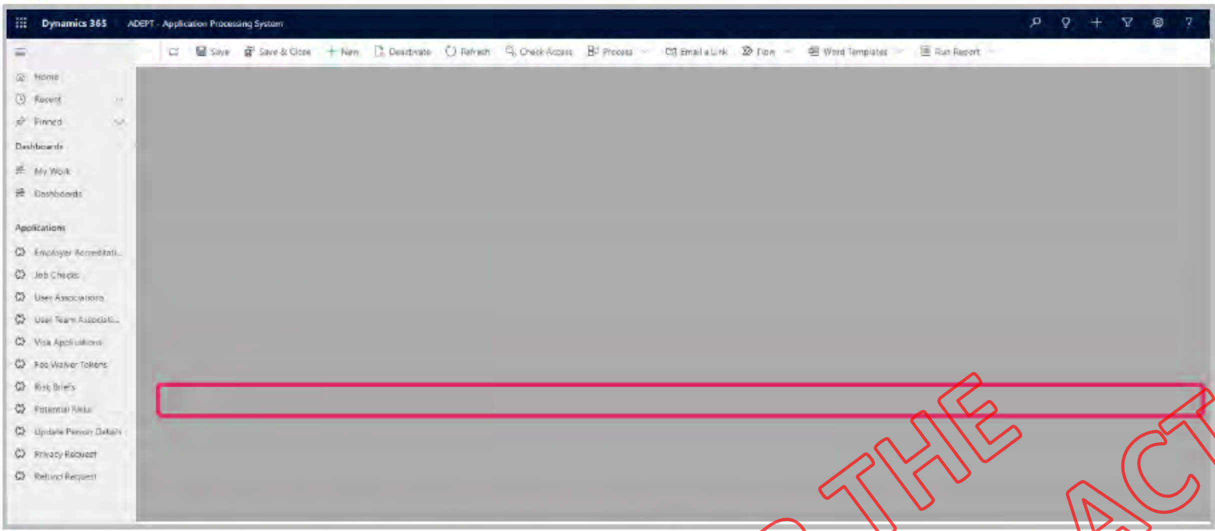
PPI content
If a PPI letter is sent out to the applicant, this is a preview of the content that is included in the PPI letter to describe the concern.

RFI content
If an RFI letter is sent out to the applicant, this is a preview of the content that is included in the RFI letter to describe the concern.

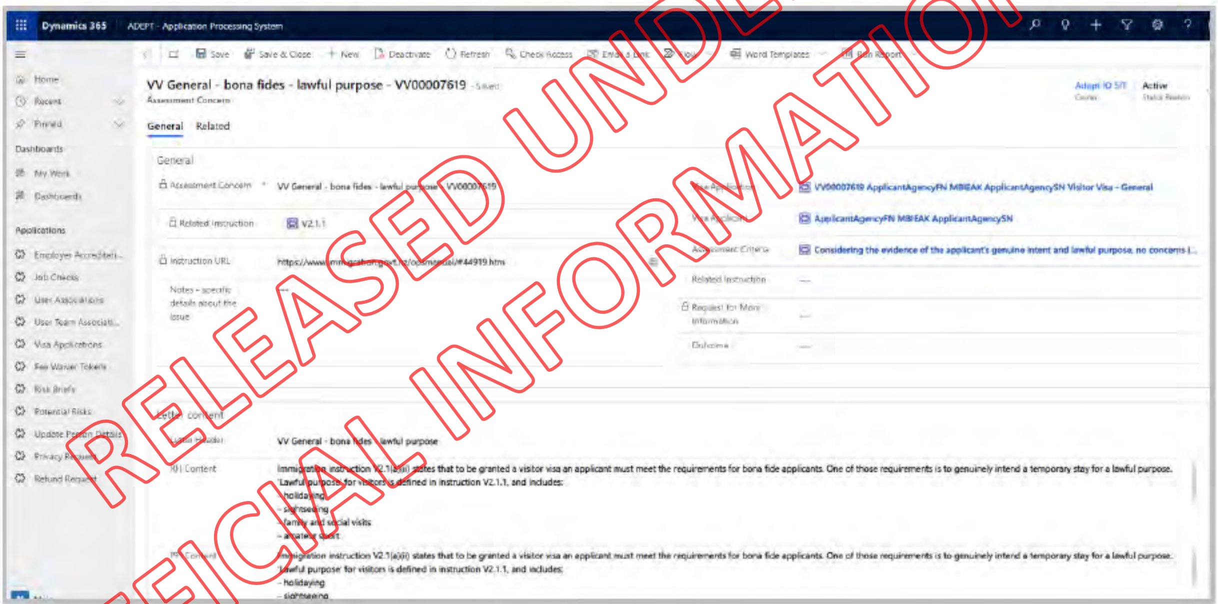
Decline content
If a decision is made to decline the application, this is a preview of the content that is included in the decline letter to describe the concern.

ADEPT

To view more details about the assessment concern, double click the blue text in the assessment concern row.

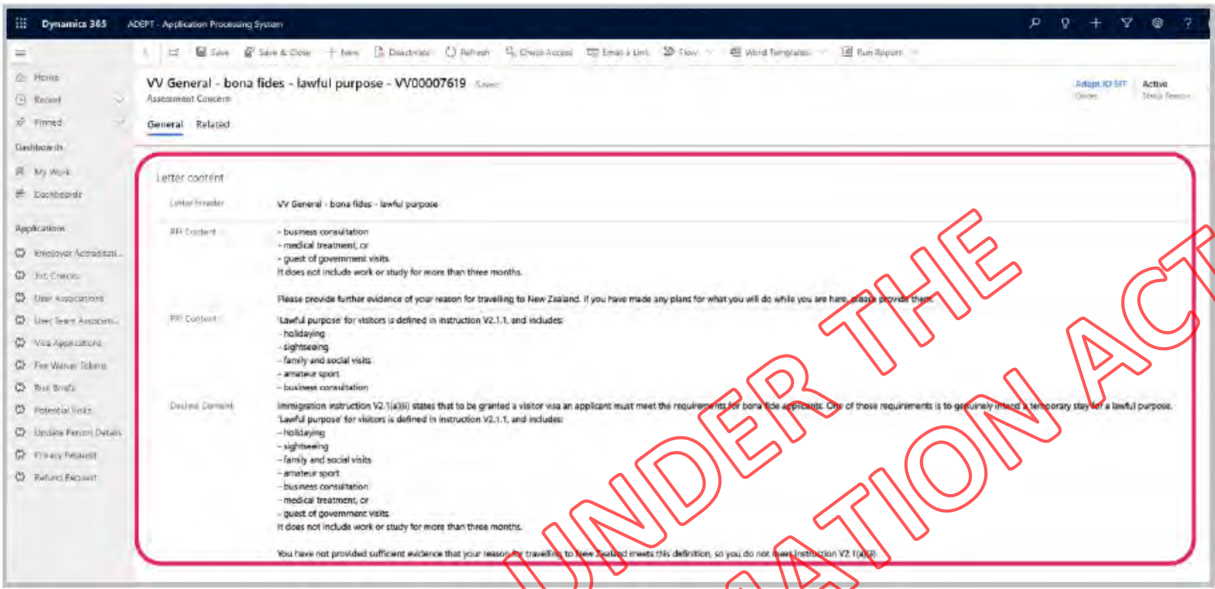


This displays the **Assessment Concern** as shown in the following screenshot.



To modify the default content displayed in the RFI/PPI/Decline fields, edit the following in the Assessment Concern section:

- RFI content field
- PPI content field
- Decline content field.

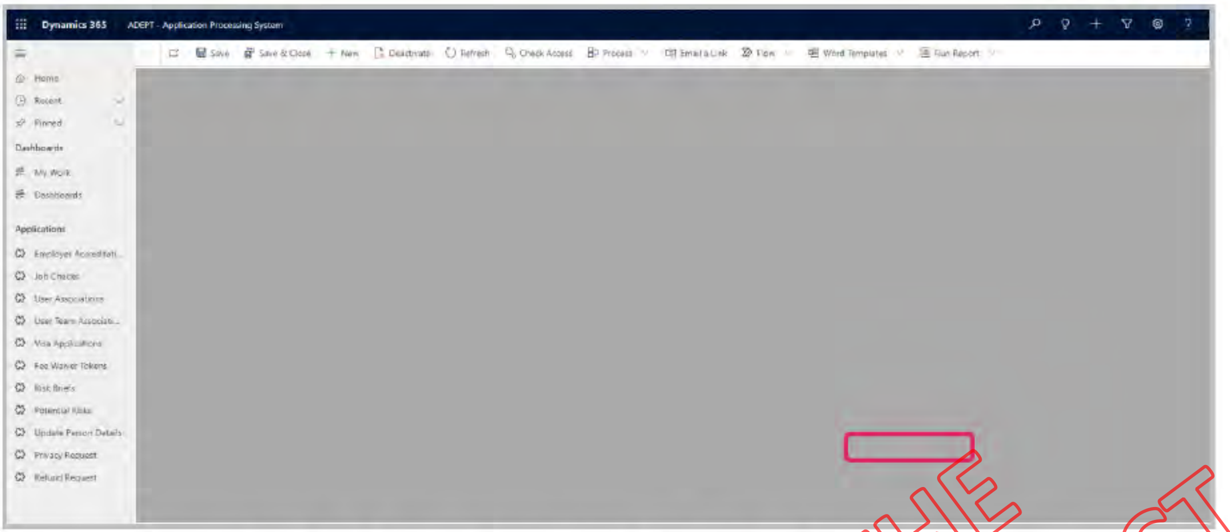


NOTE	The Immigration Officer who will process the RFI/PPI activity can also: - Update the final content in the RFI/PPI letters before publishing the RFI and PPI letters (Section 4.10, Assessing an RFI/PPI Activity). - Edit the content in the decline letter from the visa application before publishing the decline letter (Section 4.11, Approve/Decline an Application).

4.2.8 Manually Creating an Assessment Concern

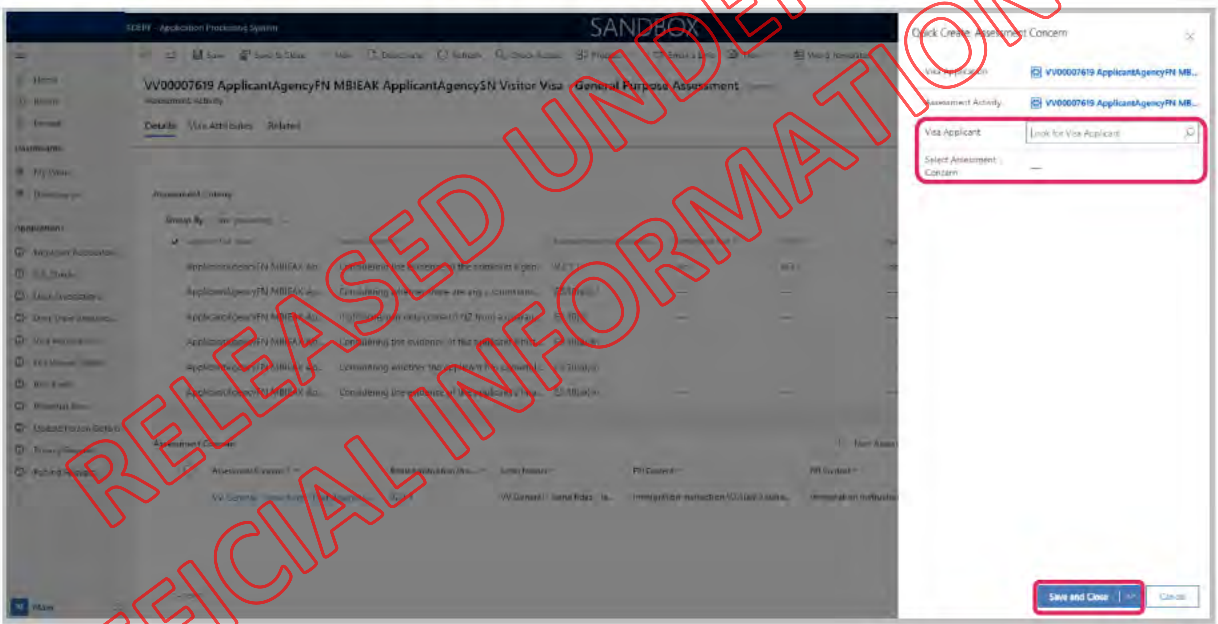
An assessment concern can also be created manually in addition to the assessment concerns created by the system when an IO has marked instructions have not been met for a listed assessment criterion.

To create an assessment concern, select **New Assessment Concern** on top of the assessment grid, as shown in the following screenshot.



Populate the name of the visa applicant, then search and enter the assessment concern.

Select **Save and Close** to record the assessment concern.

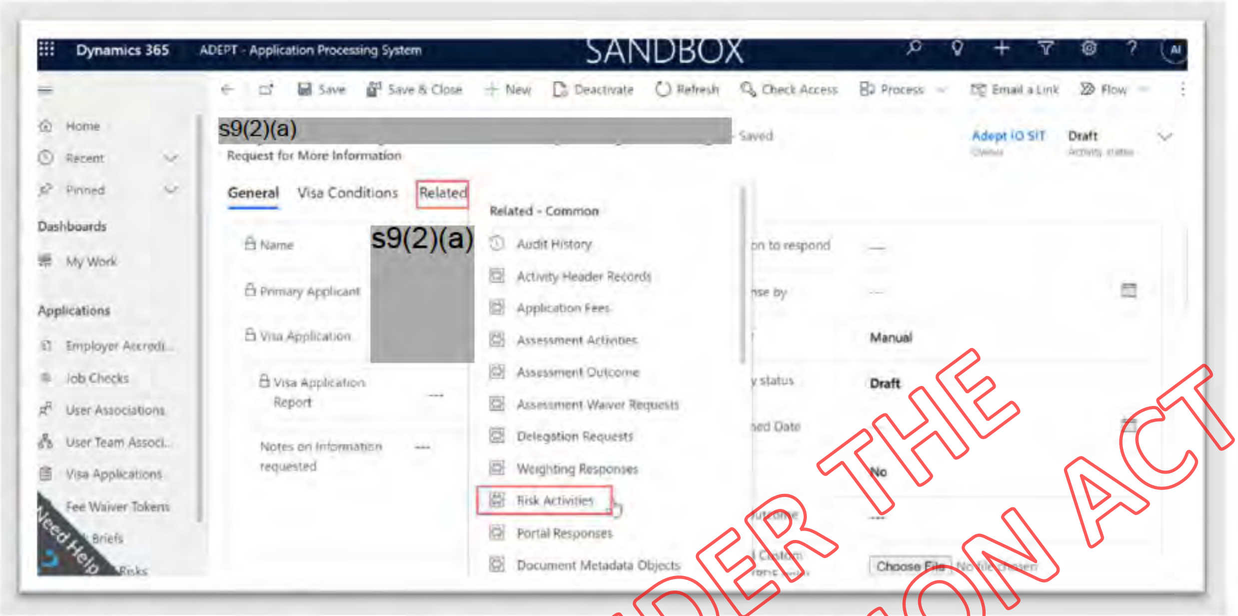


NOTE	You can add an assessment concern manually that is not related to the type of the assessment activity you are currently assessing. For example, you can add a concern related to **Character** even if you are assessing a **Purpose** assessment activity.

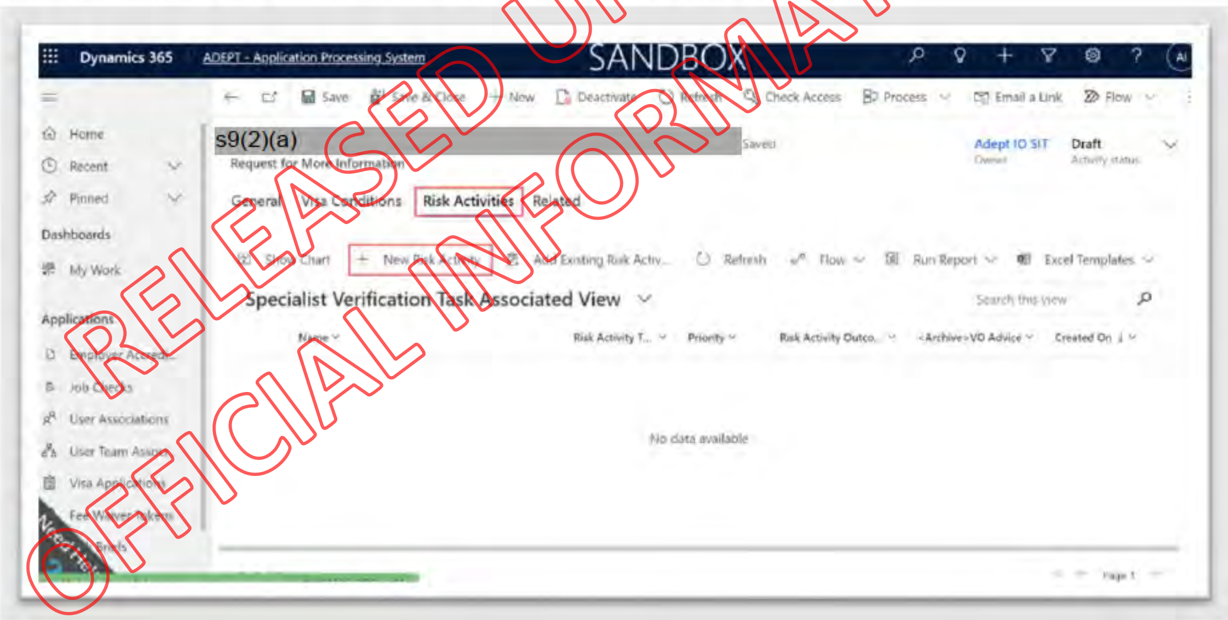
4.2.9 Manually Creating a risk and risk activity

If you need to create a risk in a situation where no risk assessment activity exists for the application, you can do so from any **assessment activity** (e.g. Character, Purpose) or from an **RFI/PPI activity**, by following these steps:

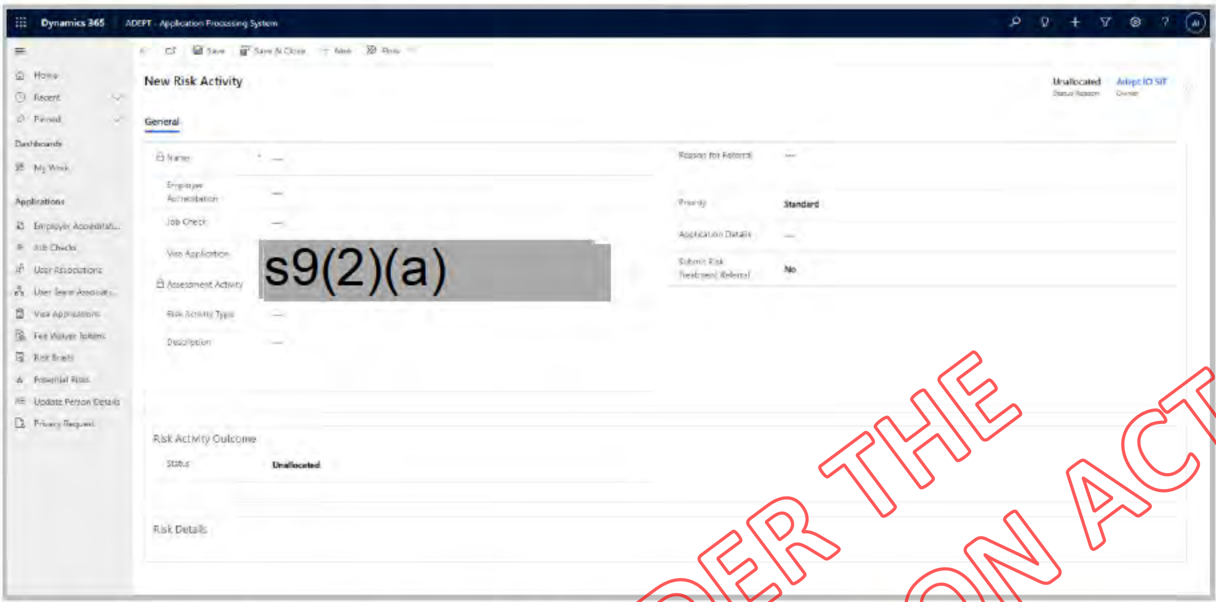
On the **Related Tab** of the assessment or RFI/PPI activity, select **Risk activities** as shown on the screenshot below.



This will open the **Risk Activities** tab as shown on the screenshot below.

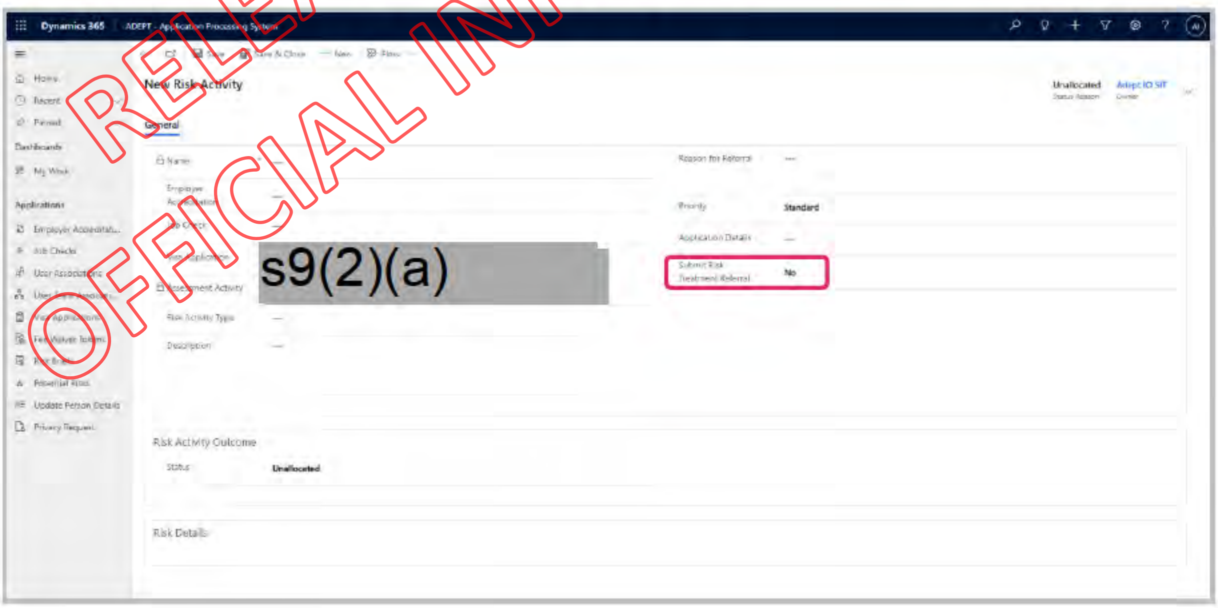


On this screen, select **Add New Risk Activity** (as highlighted in the screenshot above); this will open the **New Risk activity** screen as shown in the screenshot below.



From here, the **risk activity** can be populated and managed the same way as a risk activity created within a **risk assessment activity**. For more information on this, refer to [Section 4.4.8, Refer to another team](#).

If you do not wish to refer the risks to another team, treat the risks within the risk activity you have created as described in [Section 4.4.7, Treating Risk](#) and avoid populating the **Submit Risk Treatment Referral** field as shown in the screenshot below with 'Yes'. This would send the risk activity to another team. Leave this field as 'No' to retain the risk activity.



4.2.10 Flagging an RFI/PPI

If any of the assessment criteria are marked as instructions not met, the system will automatically create an assessment concern for those criteria.

When the application has at least one assessment concern (created by the system or manually created as described in Section 4.2.8, Manually Creating an Assessment Concern), an activity of type Request for more information is created when all the assessment activities have been completed.

The Immigration Officer who pulls and is assigned the RFI/PPI activity has the option to decide if the communication to the applicant should be an RFI or a PPI. Refer to Section 4.10, Assessing an RFI/PPI Activity.

IMPORTANT NOTE	When all the assessment activities are completed, the system will generate an RFI activity automatically if required. You must not create an RFI activity manually except in some rare occasions like when working on a Change of Identity Assessment activity. Even if you require a secondary RFI, this should not be created manually. More information about how to raise a secondary RFI is detailed in section **4.10.5 Raising a secondary RFI/PPI**. More information about how to create manual RFI can be found in **Section 4.12.24 Creating inline RFI activity.**

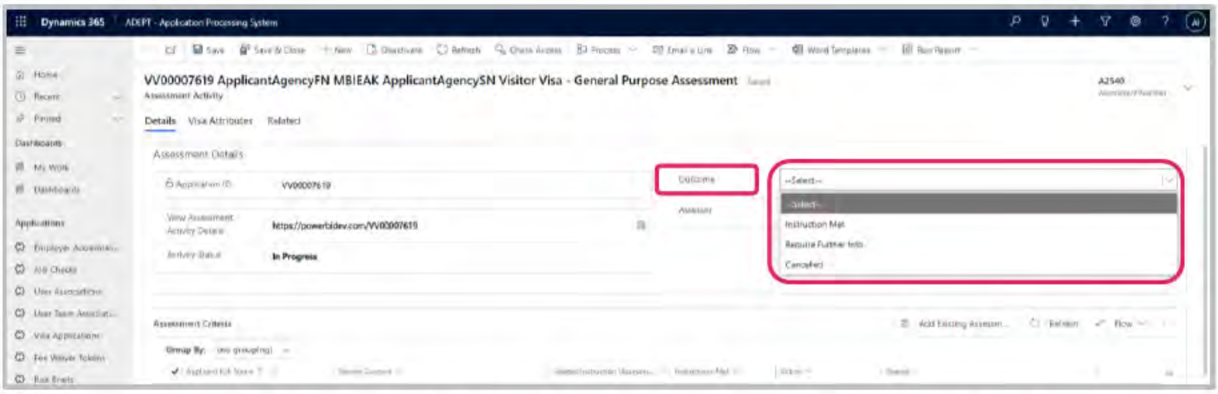
SOP on RFI/PPI timeframes for providing documents: Response-timeframes.pdf.

4.2.11 Exception to Instruction (ETI)

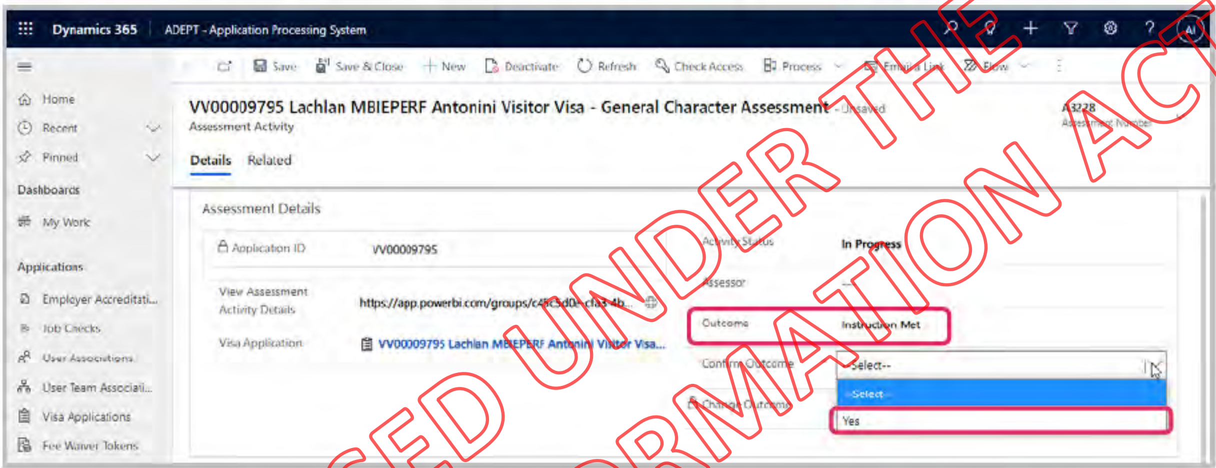
ETI considerations are completed within the RFI/PPI activity, because the IO can view the whole application rather than focusing on one activity. More information about how to assess an RFI/PPI activity and granting an ETI can be found in Section 4.10.4, Other options available in an RFI/PPI Activity.

4.2.12 Closing an Assessment Activity

Once you have reviewed all the assessment criteria, record an outcome for the assessment activity by going back to the top of the assessment activity screen and selecting either **Instruction Met** or **Require Further Info** or **Cancelled** in the **Outcome** field located in the **Assessment Details** section as shown in the following screenshot.



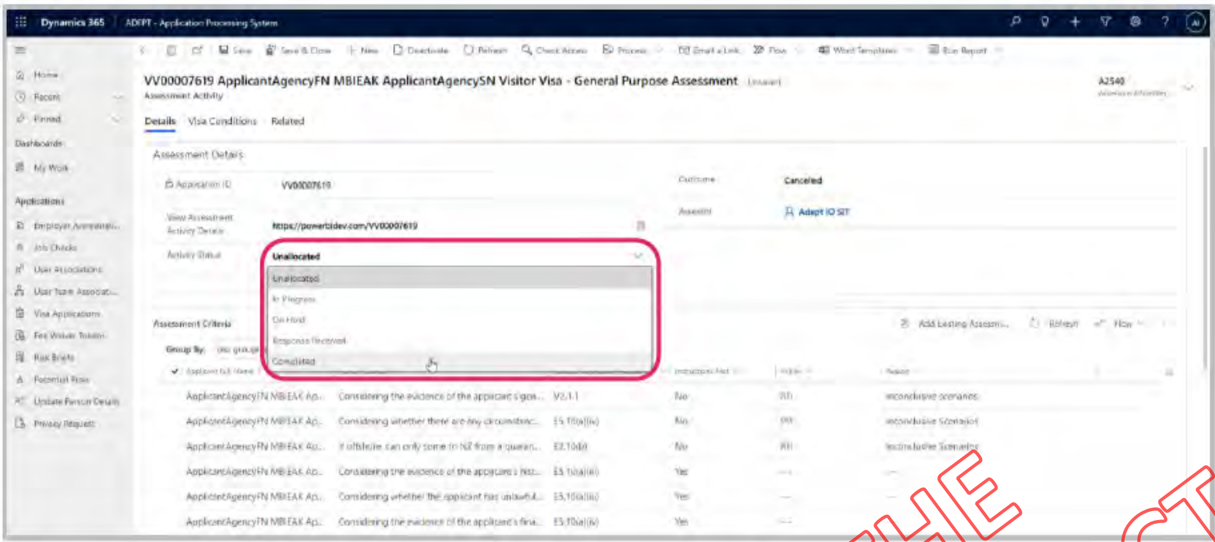
Once you have selected an outcome, the **Confirm Outcome** field will appear as shown below.



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 still reset the value of the **Outcome** field to "**--Select--**".

Once this is completed you need to 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 who can undo the selection.



By closing the assessment activity, the system will automatically:

- create an RFI activity if required (e.g. if the outcome selected is **Require Further Info** or if there is at least one assessment concern for this assessment activity or any other assessment activity for the visa application)
- resume the automated processing of the visa application if the outcome selected is **Instructions met**
- Cancel the activity if the outcome selected is **Cancelled**. This outcome would be used in situations where, for example, the application has been withdrawn by an applicant.

Regardless of the outcome selected, once the outcome is recorded, the activity is removed from the **My Activities** grid of the **Immigration Officer dashboard**.

IMPORTANT NOTE	It is important that you close an assessment activity once it is completed as described above, otherwise the next step of the process will not get initiated (e.g. the sending of RFI/PPI), and the assessment activity will remain outstanding in your dashboard. Please **do not deactivate** an assessment activity by changing its status to **Inactive** as this will prevent the application from progressing to completion.

4.3 Assessing a Purpose Assessment Activity

Currently, the system will always create a purpose assessment activity for a Visitor Visa application. In addition to the general information about the assessment activity described in Section 4.2.3, View Activity, the purpose assessment activity will present the IO with the general assessment concerns related to the visa type, bona fides and financials as assessment criteria.

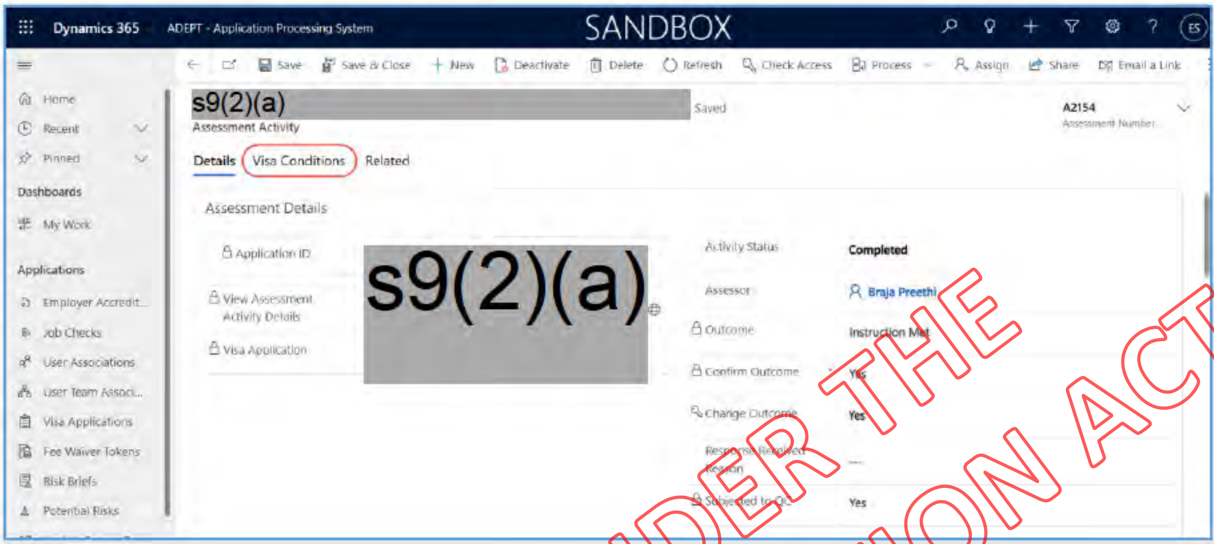
You should review and assess the criteria presented as described in the section 4.2 Assessing an Assessment Activity.

Once the assessment criteria have been assessed, it is important that you follow the instructions in the section below before the purpose assessment activity is closed.

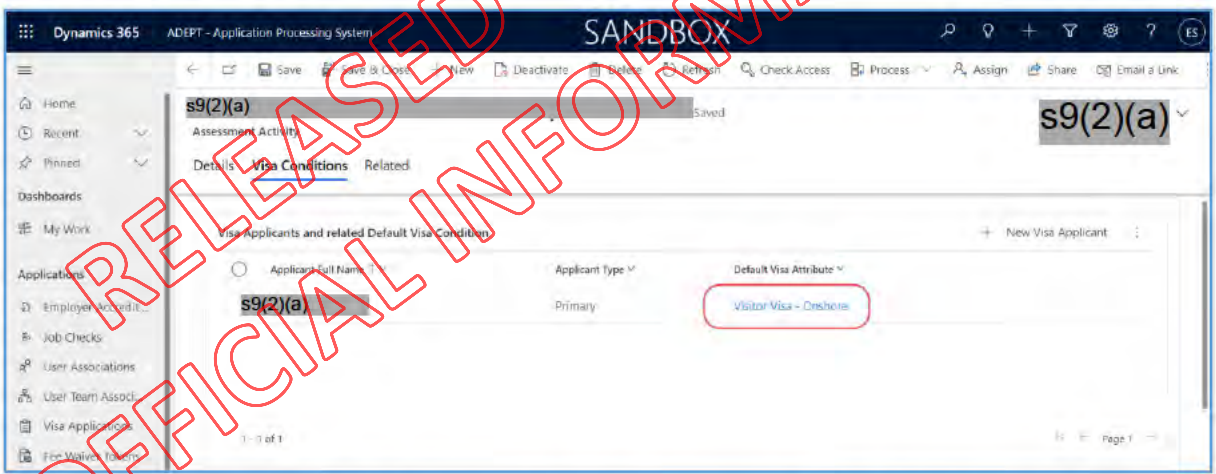
Review the visa conditions

To review the visa conditions:

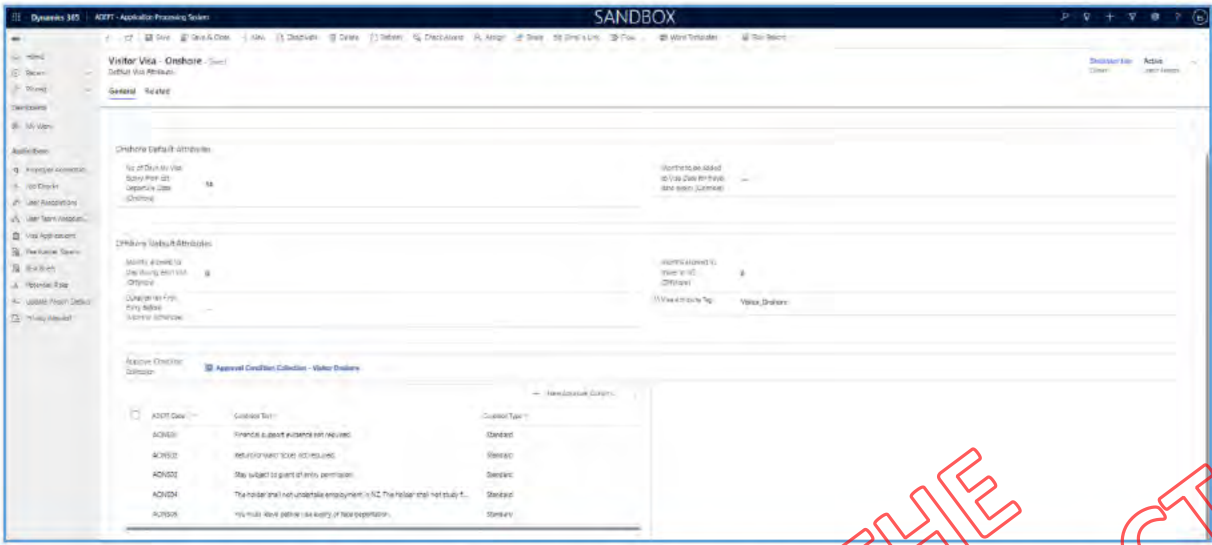
- click on the **Visa Conditions** tab



- Click on the **Default Visa Attribute**



- This will display the visa attributes and the visa conditions automatically selected for this application by the system



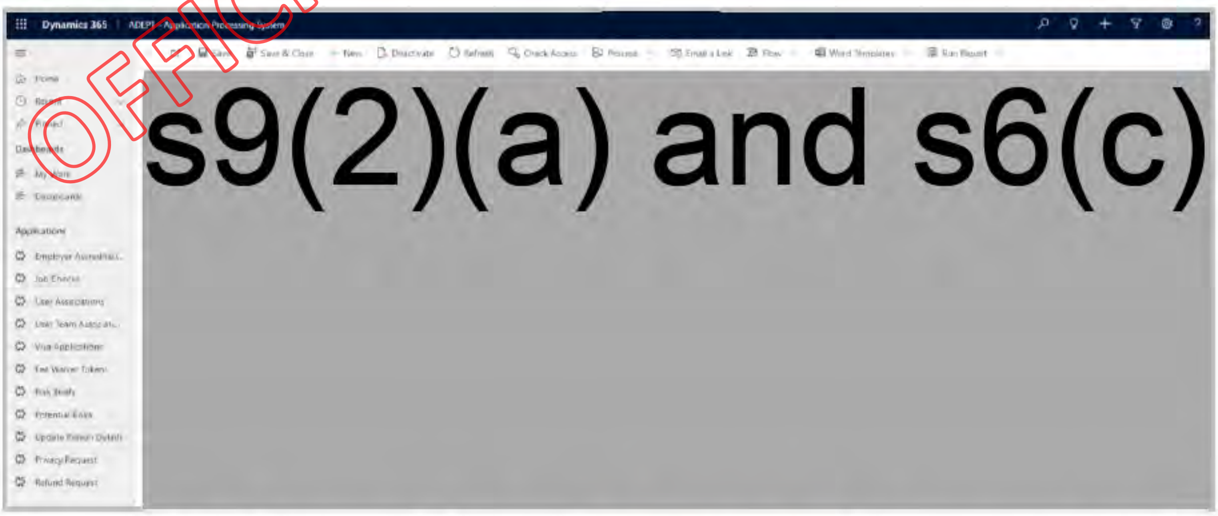
If you determine that the default visa attributes and conditions are not suitable for this application (or if there are no automatically created visa attributes), you must create a new visa attribute/condition using the instructions in 4.12.14 Changing visa conditions (before a visa is issued). The newly created visa conditions will override the default visa conditions.

4.4 Assessing a Risk Assessment Activity / Assessment Activity for New Risks

The system creates a risk assessment activity when the business rules engine (BRE) (s6(c) [redacted] determines that the application presents a medium or high risk based on the application data.

In addition to the general information about the assessment activity described in Section 4.2.3, View Activity, the risk assessment activity will also display the specific risks triggered by the system.

s6(c) [redacted]

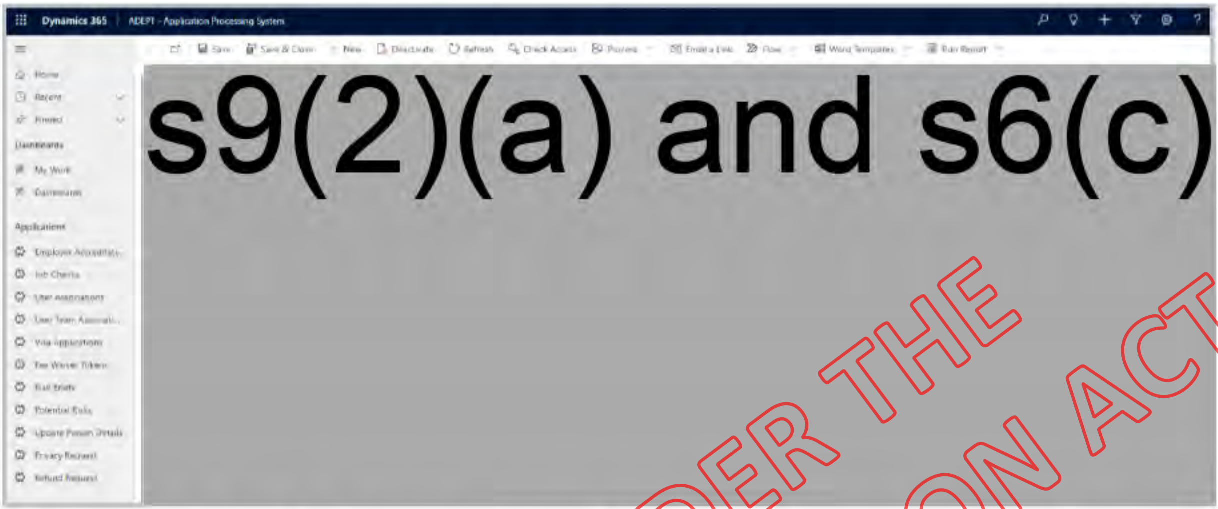


Assess each of the risks presented before recording the outcome for the risk assessment activity. For more information on Assessing Risks refer to the Verification Toolkit.

s6(c)

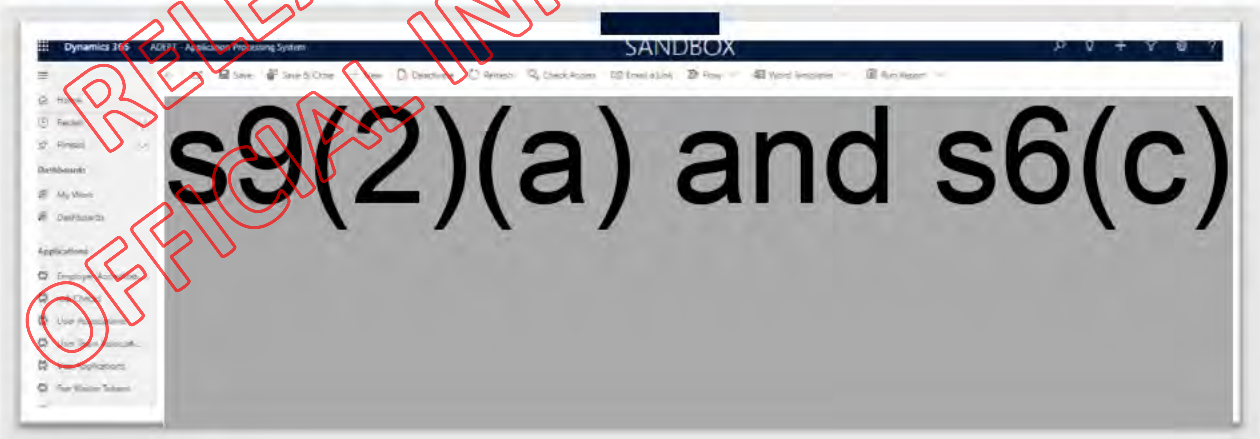
4.4.1 View the Triggered Risks

The system-triggered risks are displayed in the **Risks** section of the risk assessment activity. The risks are not displayed in any specific order. A summary of the risk information is displayed and more details about the risk can be found by double clicking on the risk.



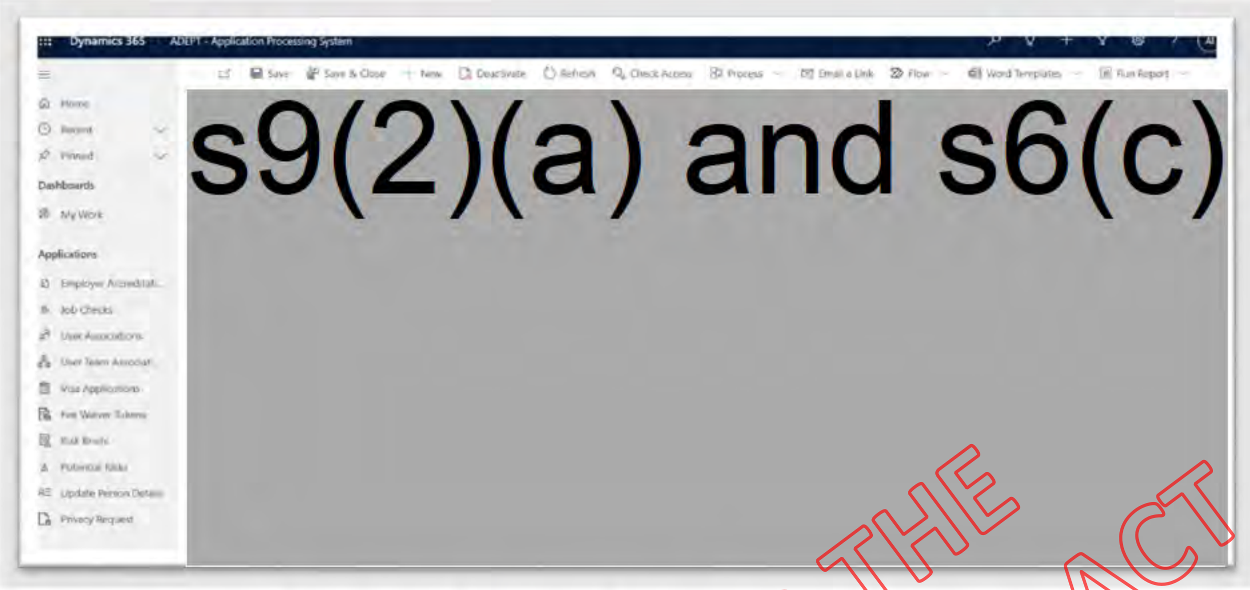
When you open the risk, the following information about the risk is displayed as shown in the following screenshot.

- **Risk rule** – the description of the risk.
- **Advice link** – a URL link to view more information about the risk and advice on how to mitigate the risk.
- **Risk level** - Severity of the risk as determined by the system.
- **Application** – a link to view the related application.

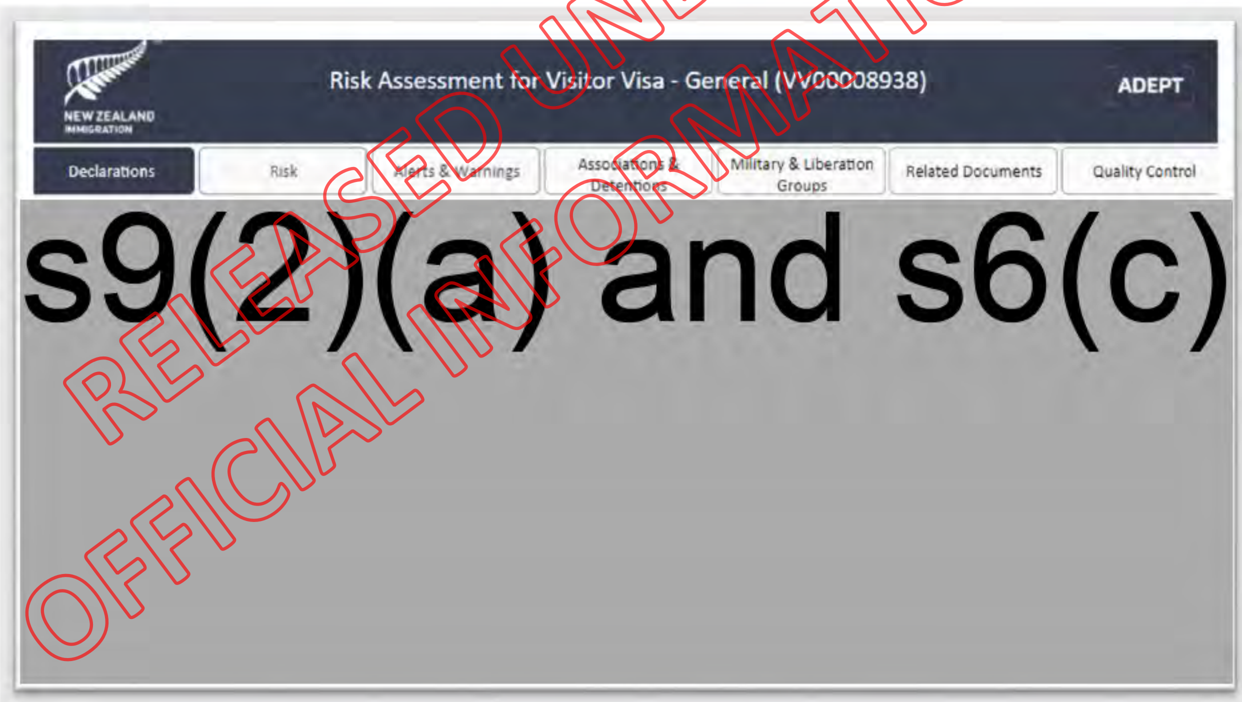


4.4.2 View Power BI report

In addition to reviewing the triggered risks on the UI, you should also open the Power BI report to review more information about the assessment activity. You can open the Power BI report by clicking on the small globe icon on the **View Assessment Activity Details** field show below:



The Power BI report will provide more information about the assessment activity such as related alerts/warning, system concerns (system rules that triggered the assessment activity) and related documents.



NOTE (1)	The alerts and warnings do not trigger on Sponsoring organisations and LIAs; as such you will need to check AMS for warnings on these contact types.

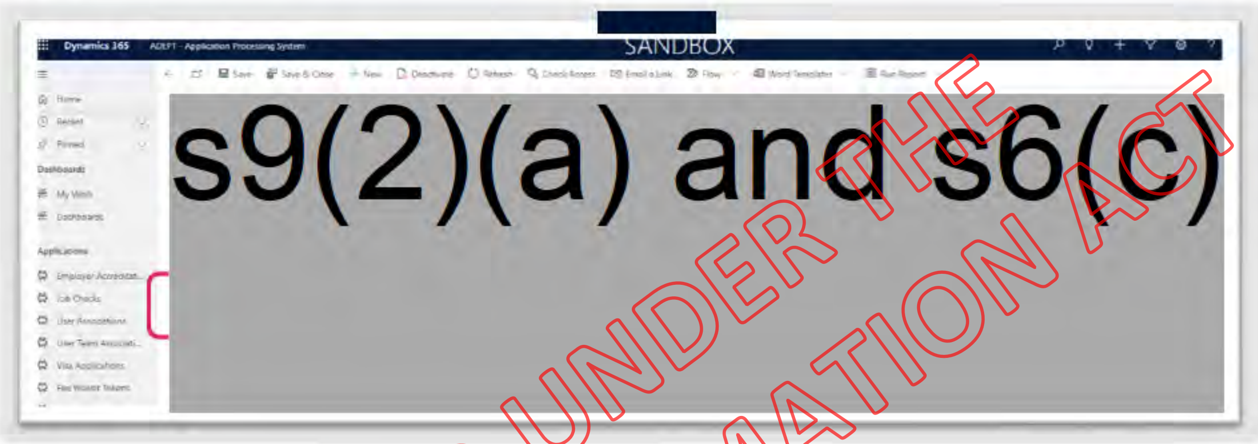
NOTE (2)	Alerts and warnings for family members are displayed in the **Family** tab of the Client report. For more information about the Client report, please refer to **Section 2.3 View Client Report**.

4.4.3 Completing the Risk

Once you have reviewed the information displayed about the risk, complete the following fields by selecting the search icon within each of these fields and selecting an option presented.

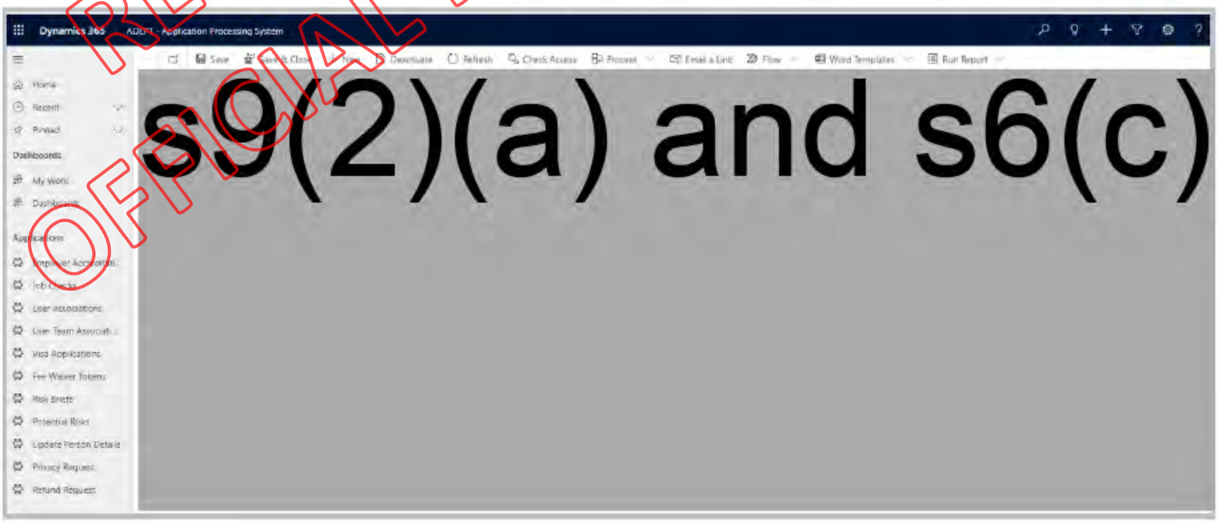
- **Risk area.**
- **Specific risk.**
- **Risk Actor.**

For more information on the **Risk area** and **Specific risk**, refer to the risk classification document in MAKO.



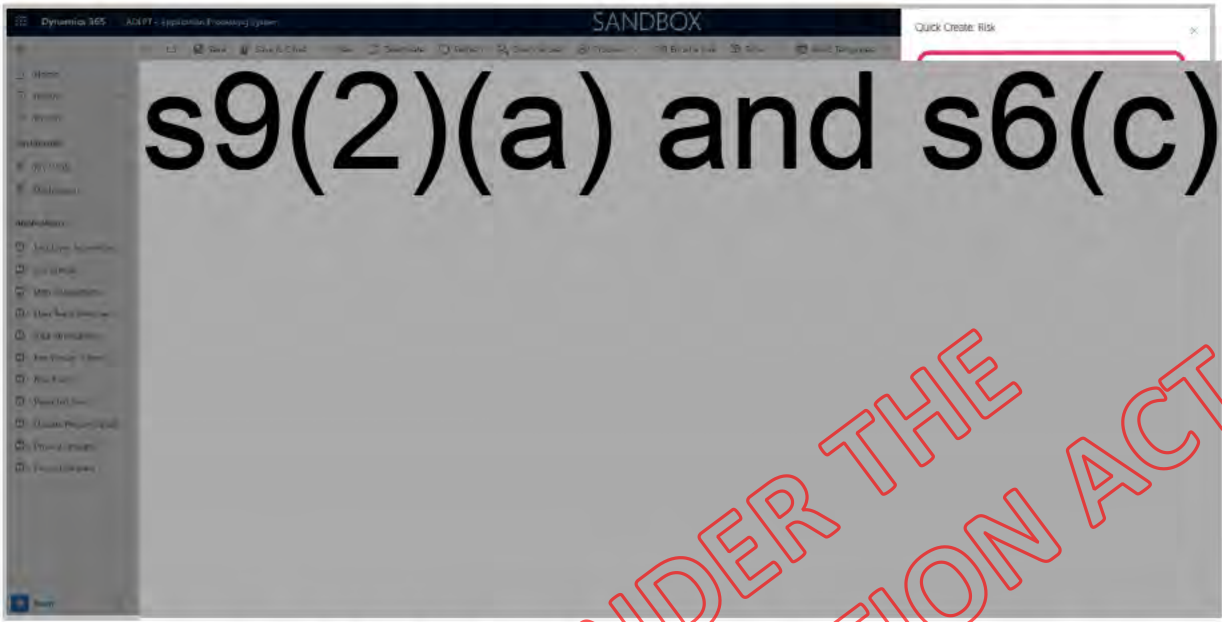
4.4.4 Adding a Risk

You can add a new risk to the risk assessment activity manually. You may be required to do this in situations where you have determined that BRE has failed to identify a certain risk. You can do this by selecting **New Risk** as shown in the following screenshot.



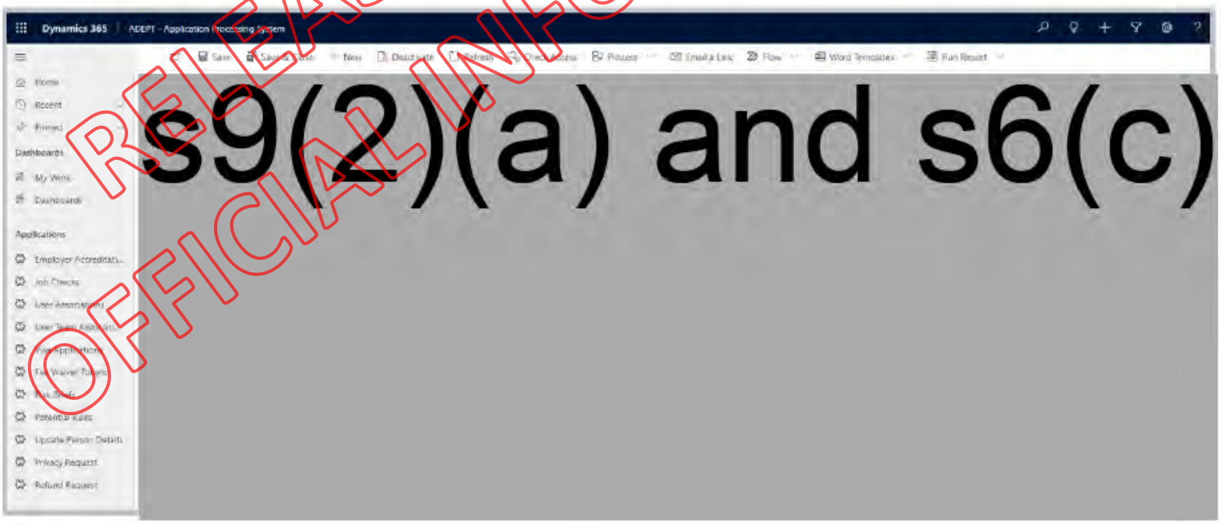
This will trigger the following **Quick Create: Risk** screen to open.

Choose the **Primary Risk** (Risk Area), **Specific Risk** and select **Save and Close** to create the new risk.



For more information on **Risk area** and **Specific risk**, refer to the risk classification document in MAKO.

Once the risk is created, open the risk by double clicking on the row where the risk is displayed in the **Risk** grid, as shown in the screen below and complete the other risk details such as the **Risk Actor** and **Profiling Advice**:



s6(c) [redacted]

4.4.5 Working on Risks

To close the risk assessment activity, carefully consider the information presented and attempt to mitigate each of the risks presented.

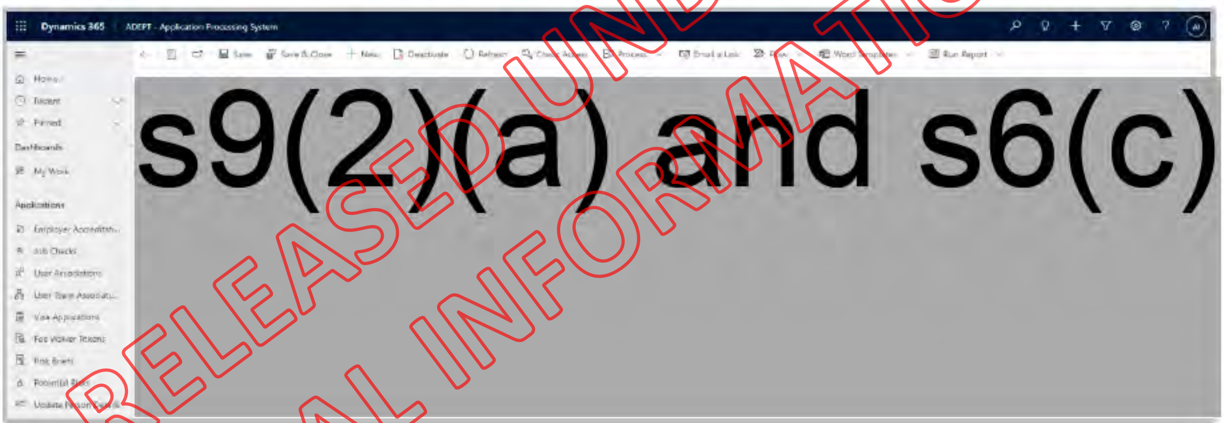
To assess a risk, you have three options to choose from:

1. **No treatment required** - mark the risk as **No verification required** – if the risk triggered by the system can be discounted.
2. **Treating risks** - create treatment activities and perform risk treatment activities.
3. **Refer to another team** - refer to another team e.g. R&V or RAT for treatment or advice.

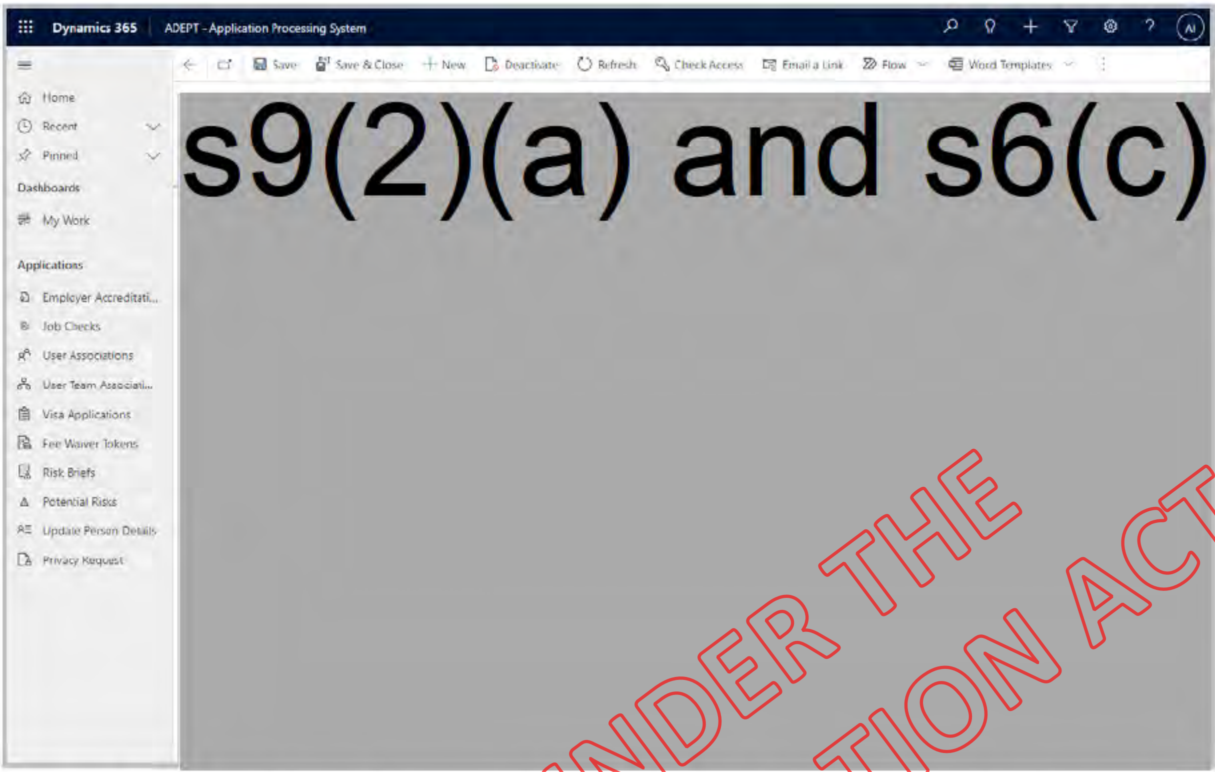
NOTE	There can be more than one option applied to assess a single risk, or multiple risks can be assessed using one of the options above.

4.4.6 No Treatment Required

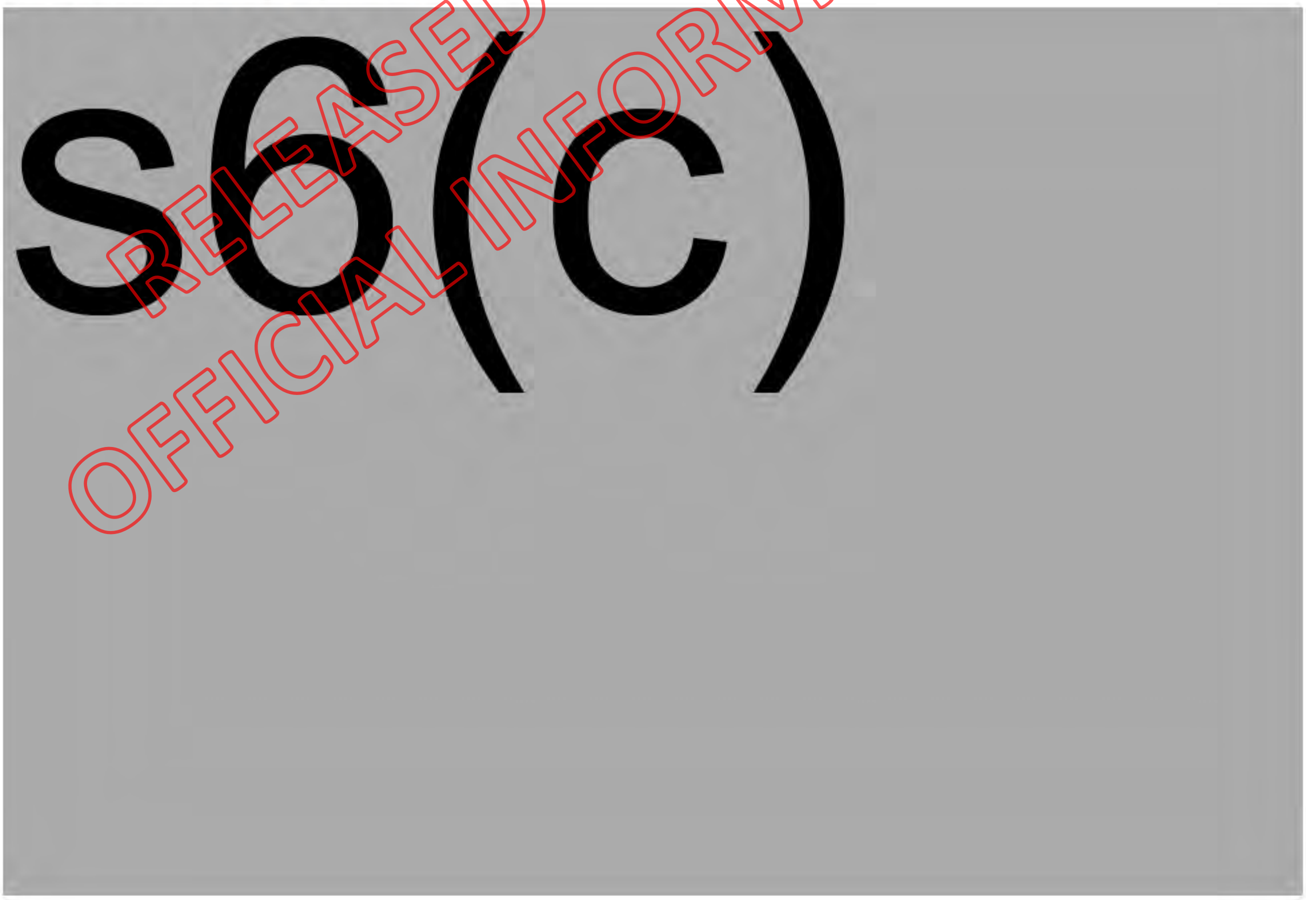
After assessing the risks, if you determine that a risk triggered by the system can be discounted, open the risk by selecting the name of the risk as shown in the following screenshot.



To record that no treatment is required, select **No** in the **Treatment Required** field.



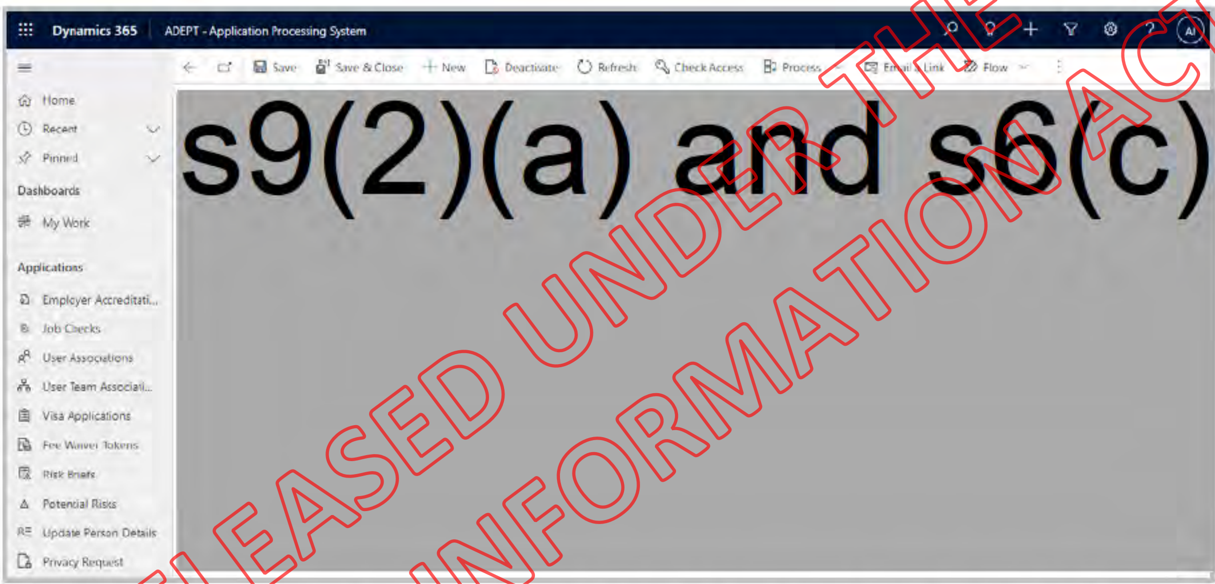
You must also provide a reason by selecting a reason from the **Reason** drop-down. You may also provide a note in the **Comments** field.



s6(c)

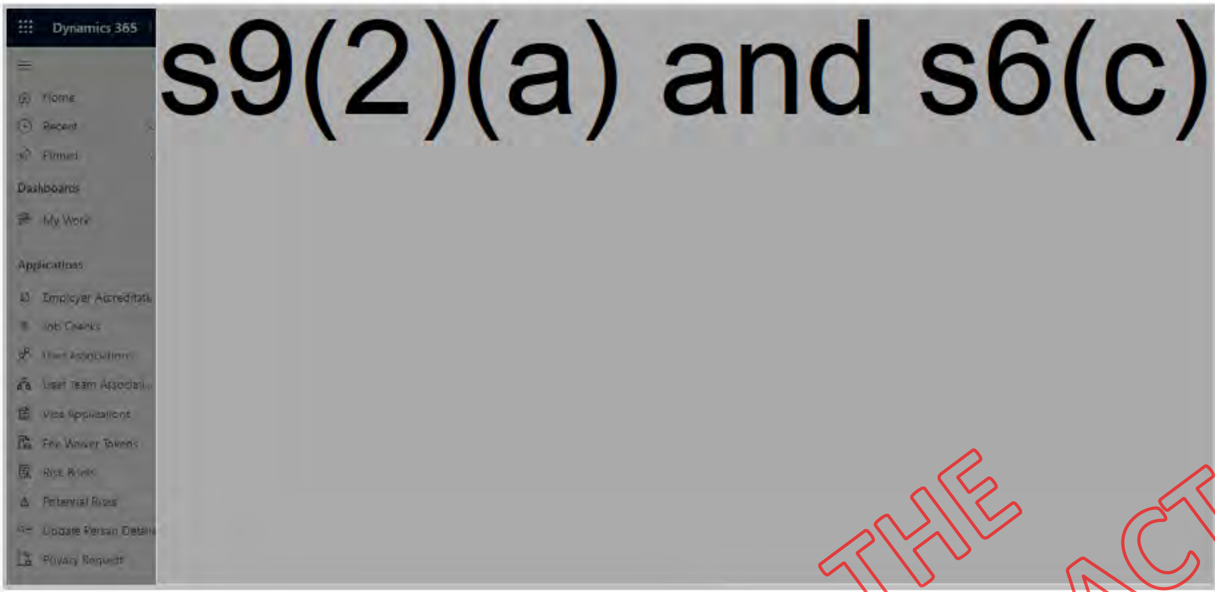
If you want to apply this to multiple risks, select the applicable risks by selecting the checkbox on the first column of the risk as shown in the following screenshot.

Once the risks for which no verification is required are selected, select **Edit** on the top menu of the grid.



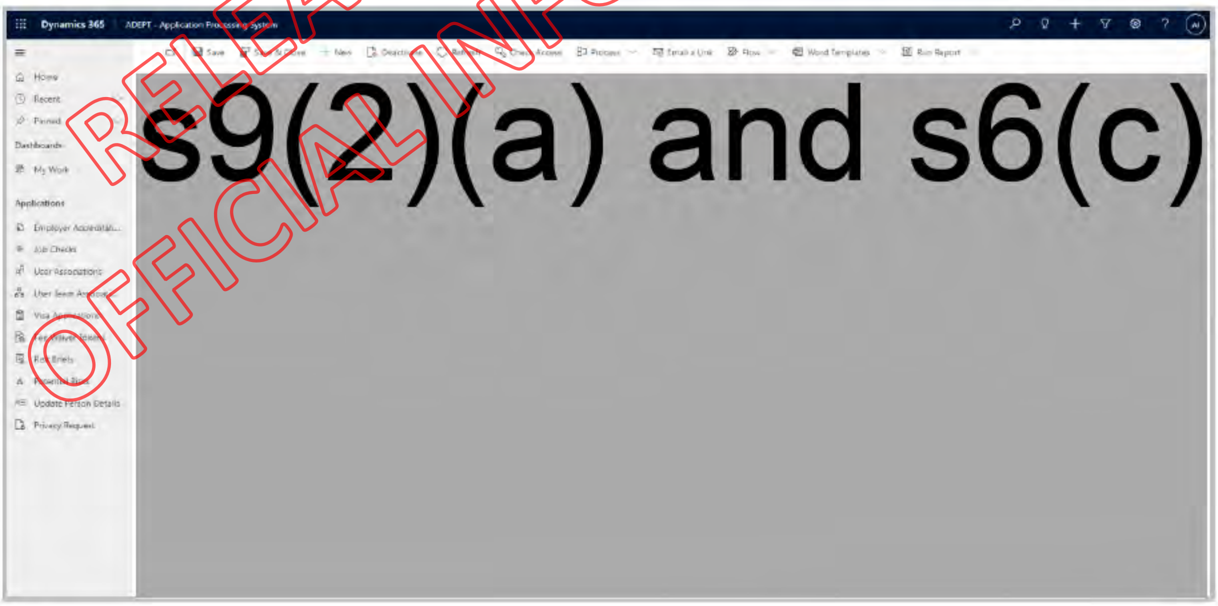
To record that no verification is required for all the selected risks, select **No** in the **Treatment Required** field.

You must also provide a reason by selecting a reason from the **Reason** drop-down. You may also provide a note in the comments field. The reason and comment will apply to all the selected risks.

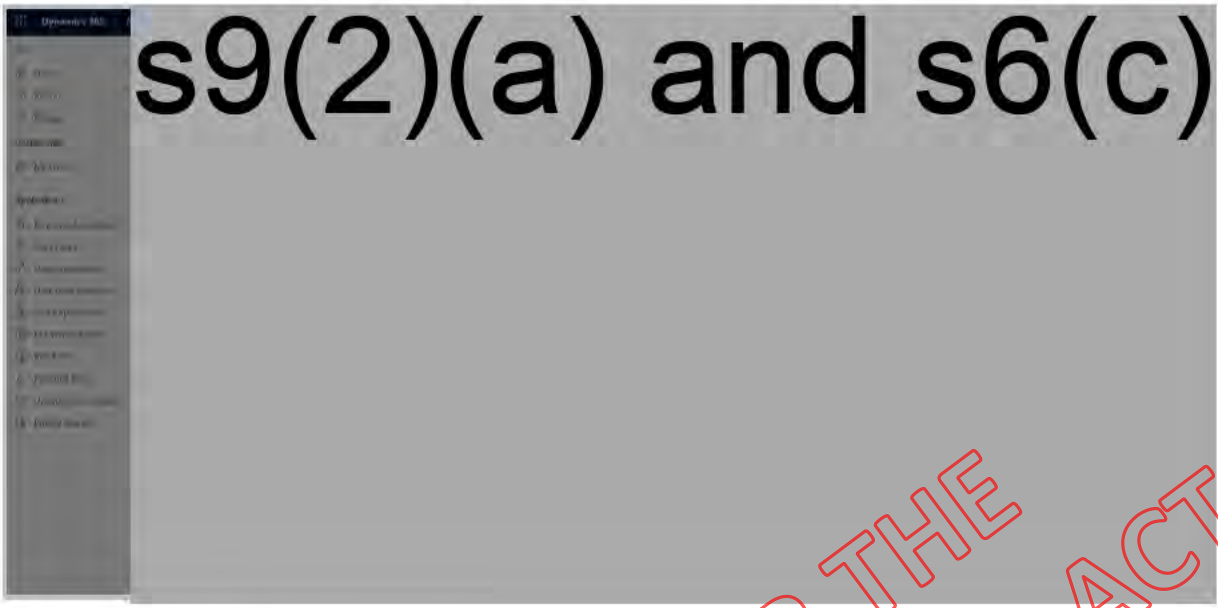


4.4.7 Treating Risk

s6(c) [redacted]

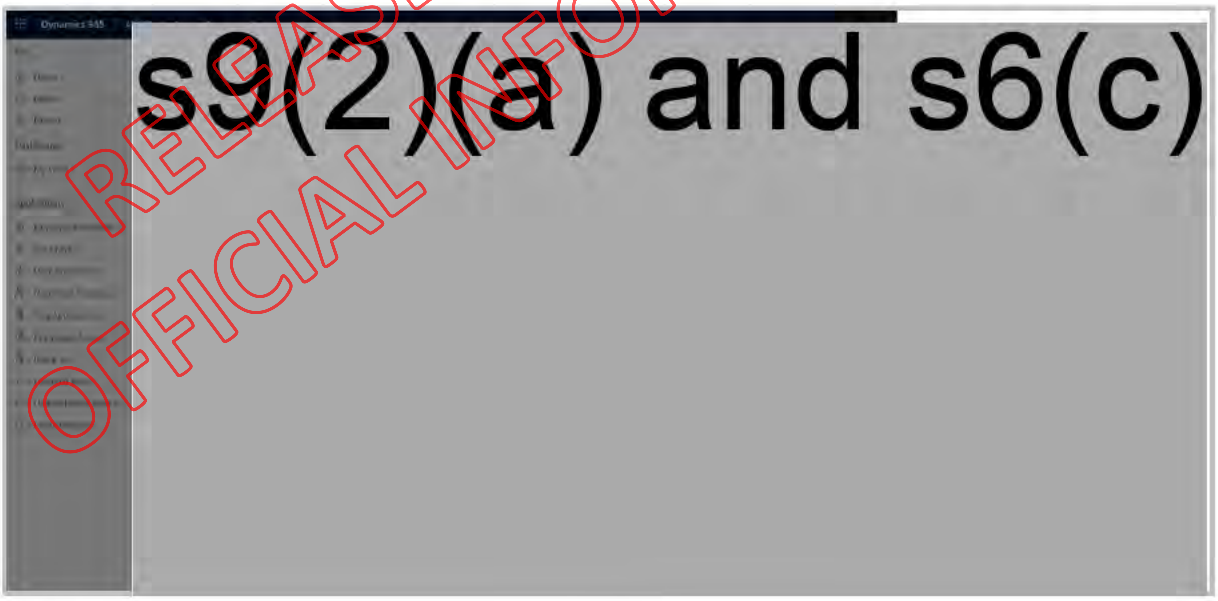


s6(c) [redacted]



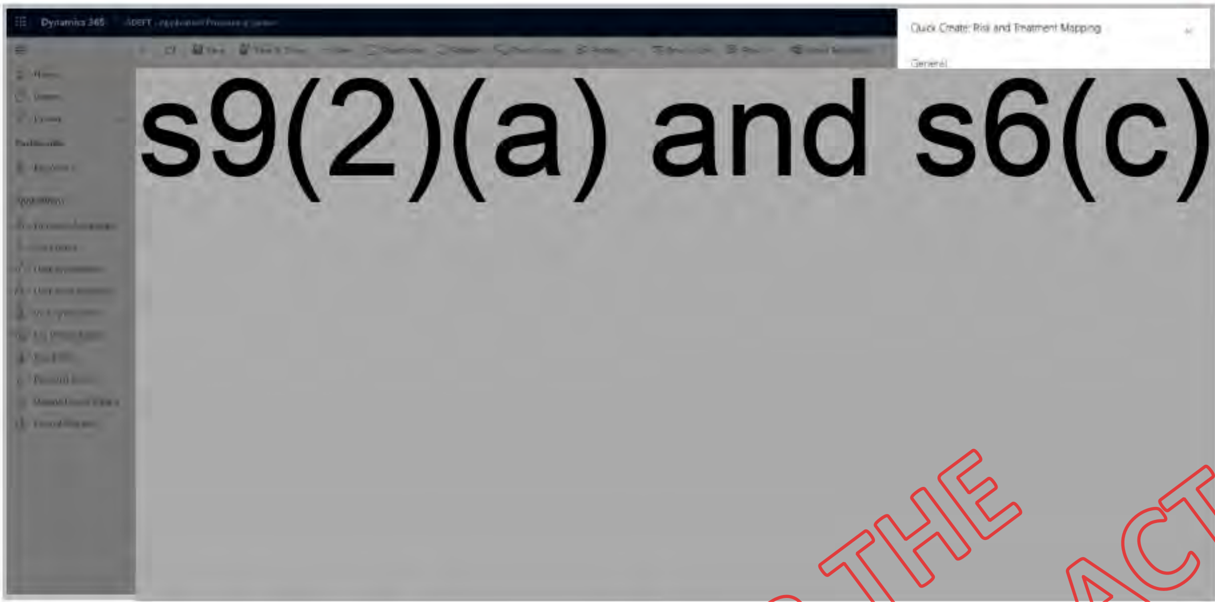
s9(2)(a) and s6(c) [redacted]

s6(c) [redacted]

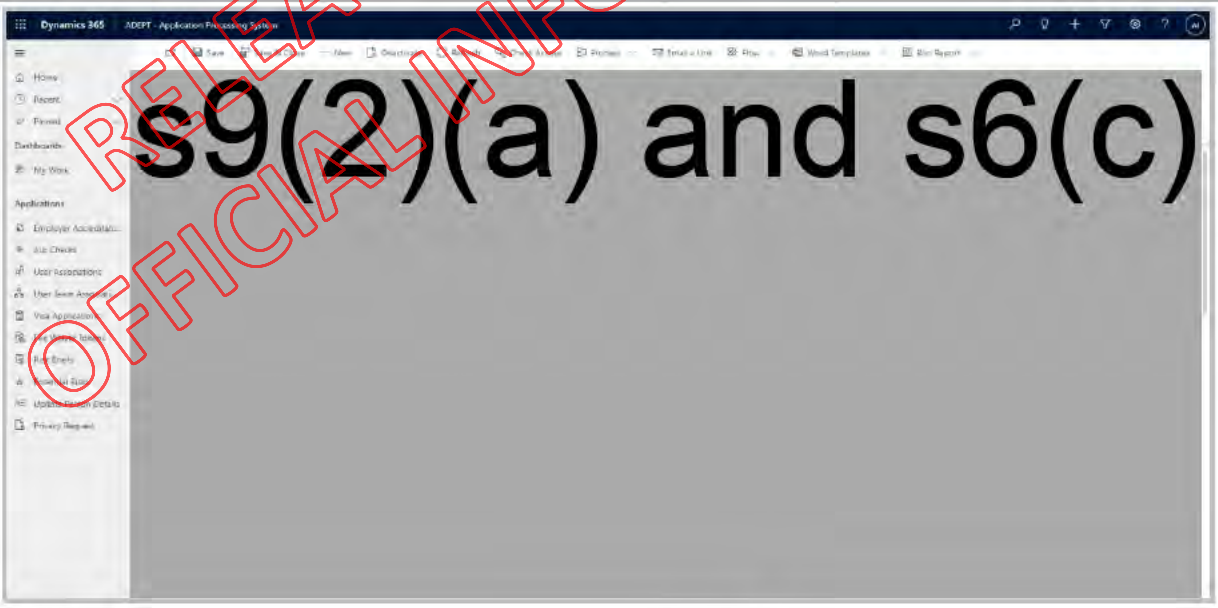


s9(2)(a) and s6(c) [redacted]

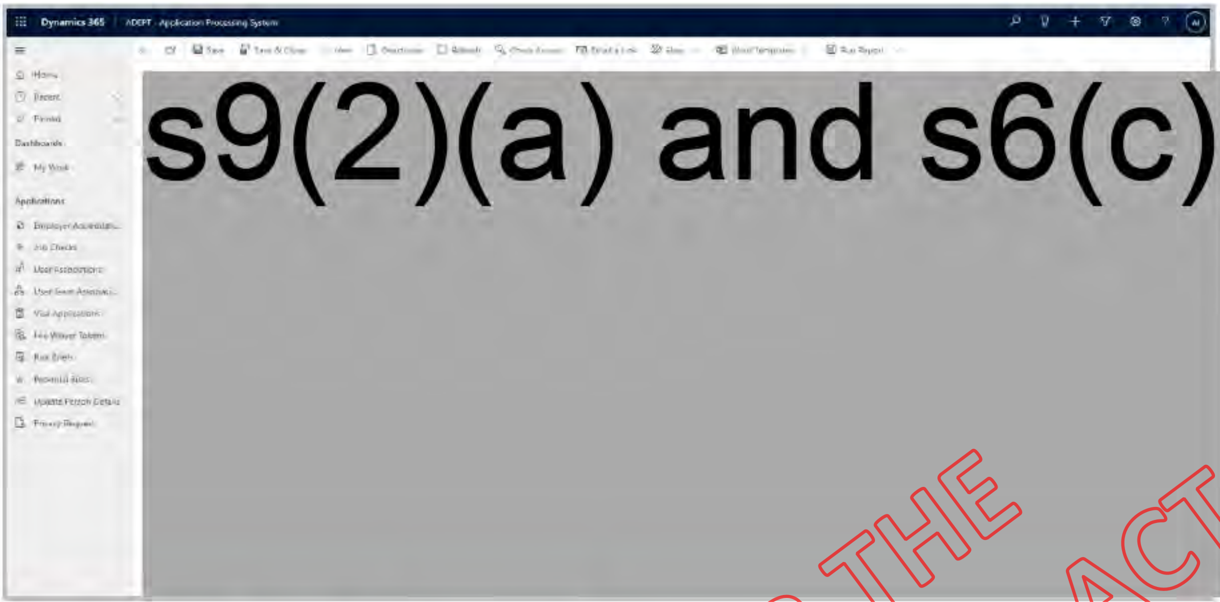
s6(c) [redacted]


Dynamics 365
Quick Create: Risk and Treatment Mapping
General
s9(2)(a) and s6(c)

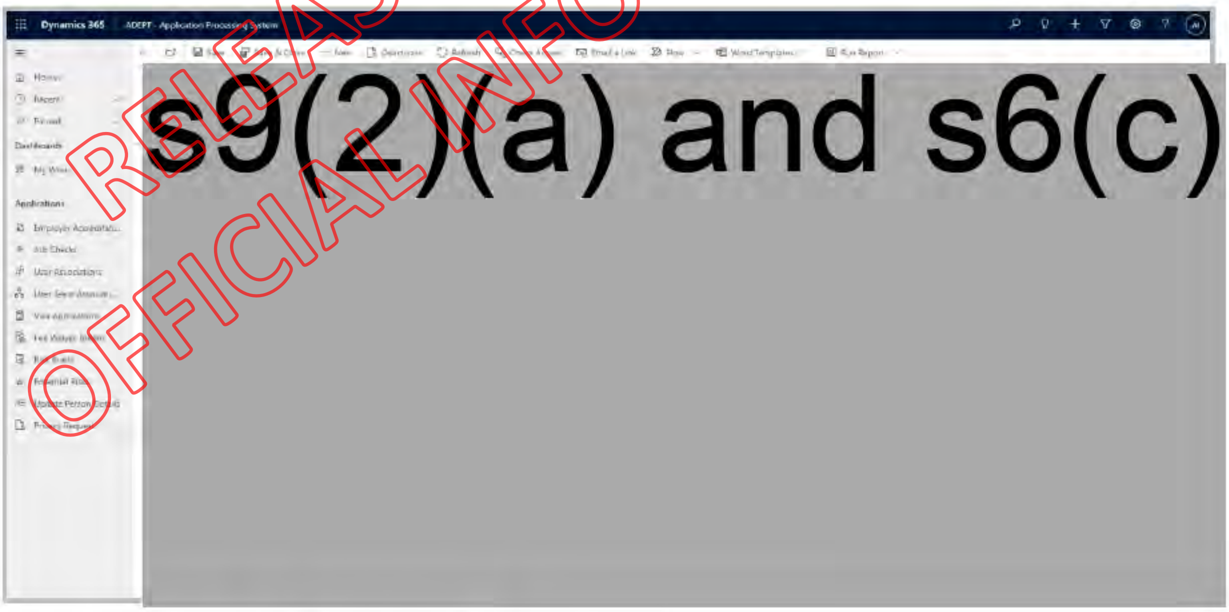
s6(c)


Dynamics 365
ADEPT - Application Processing System
Home
Recent
Pinned
Dashboards
My Work
Applications
s9(2)(a) and s6(c)

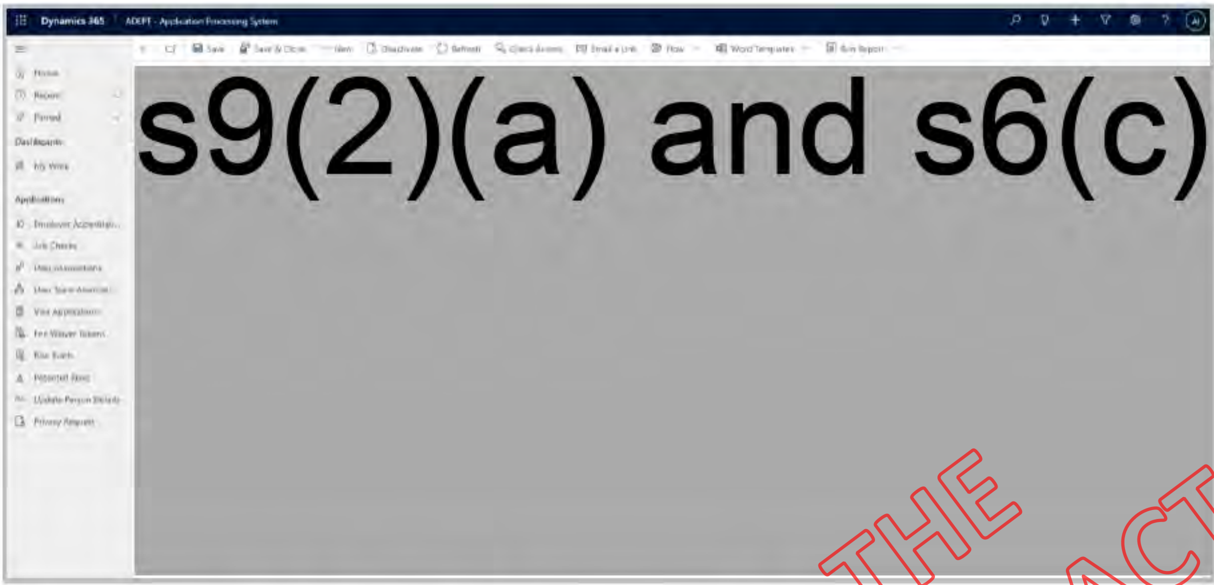
s6(c)


Dynamics 365
ADEPT - Application Processing System
s9(2)(a) and s6(c)

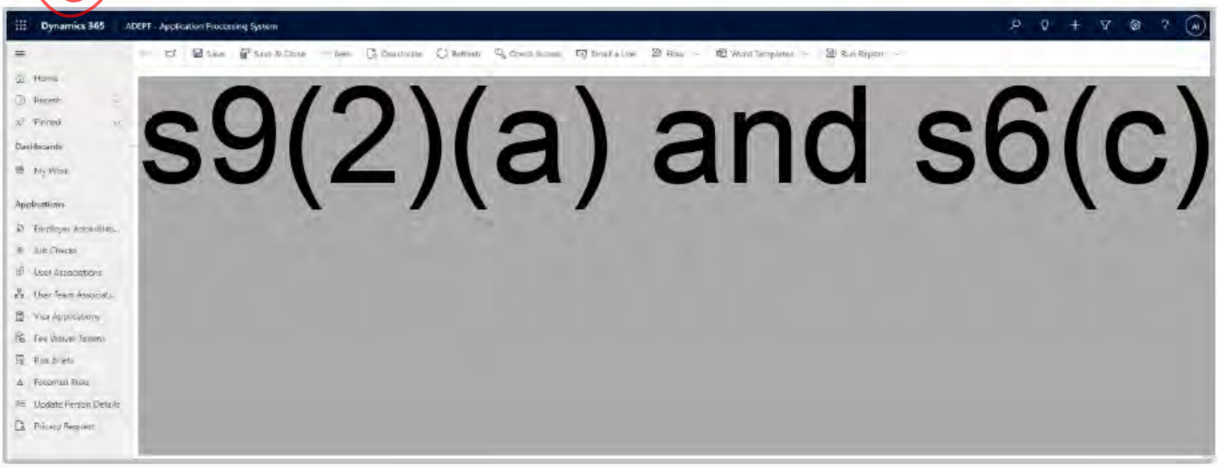
s6(c)


Dynamics 365
ADEPT - Application Processing System
s9(2)(a) and s6(c)

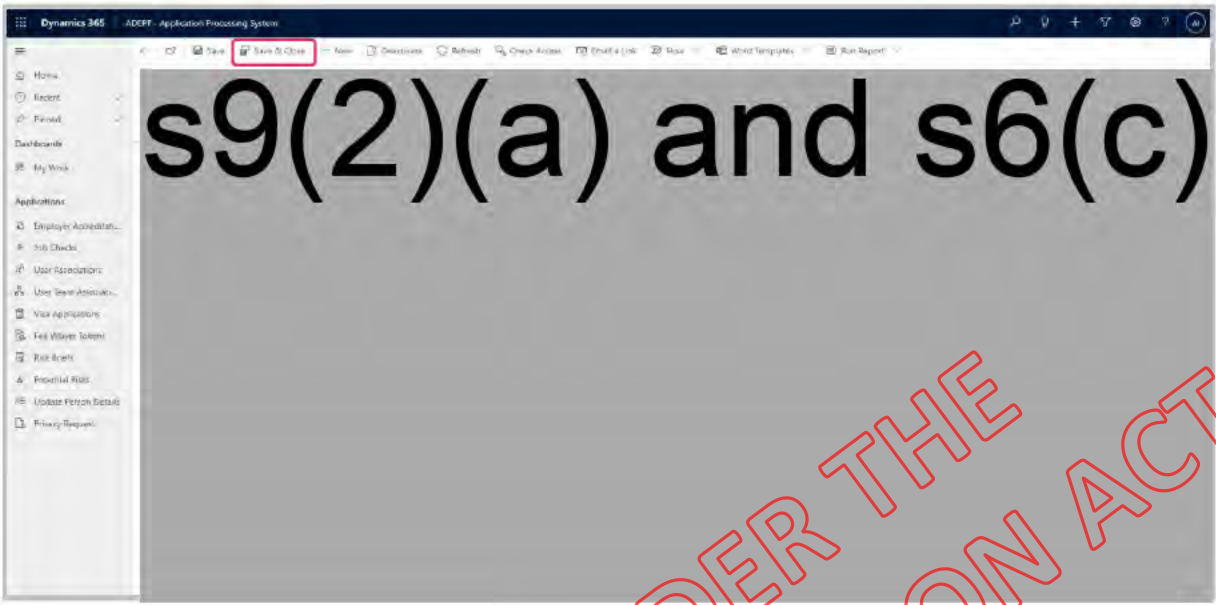
s6(c)


Dynamics 365
ADEPT - Application Processing System
s9(2)(a) and s6(c)

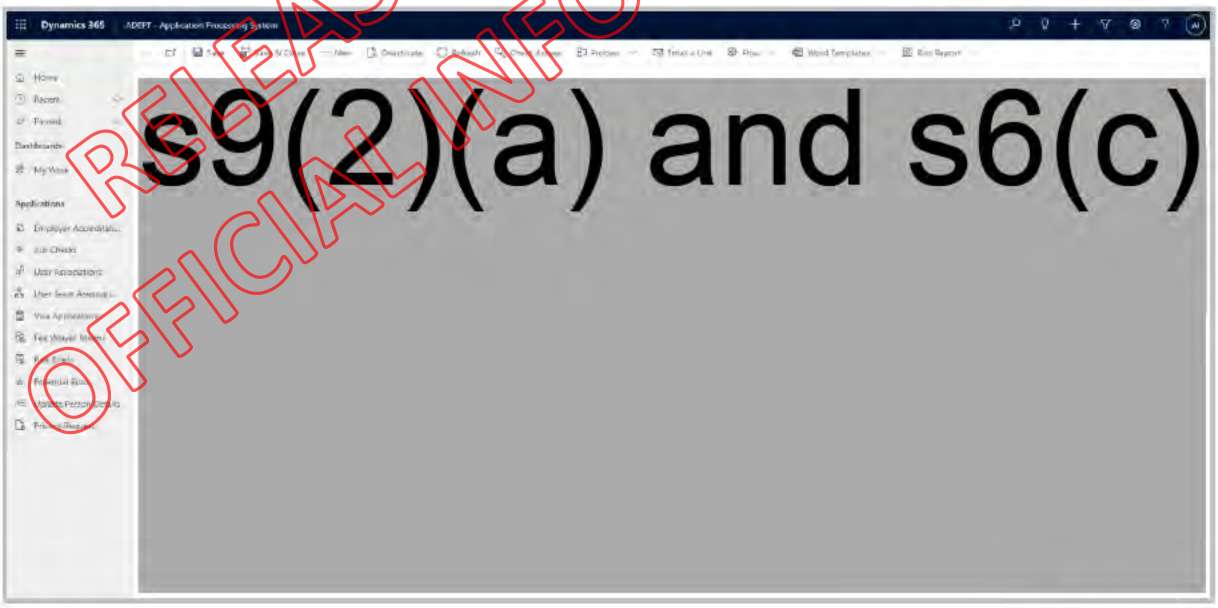

s6(c)


Dynamics 365
ADEPT - Application Processing System
s9(2)(a) and s6(c)

s6(c) [redacted]

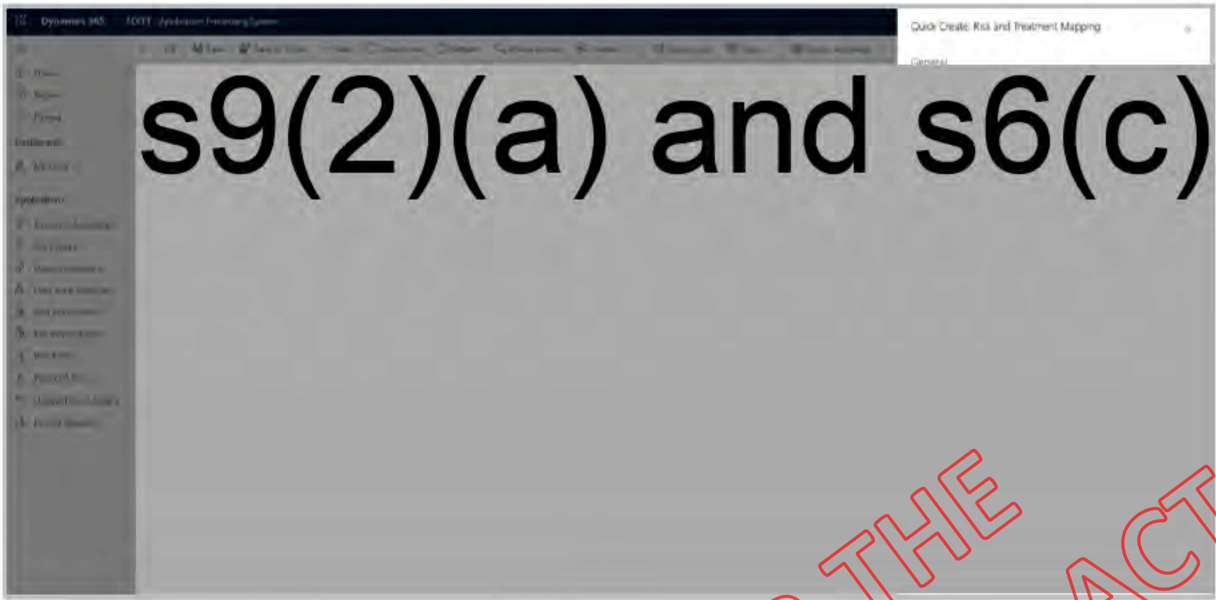


s6(c) [redacted]

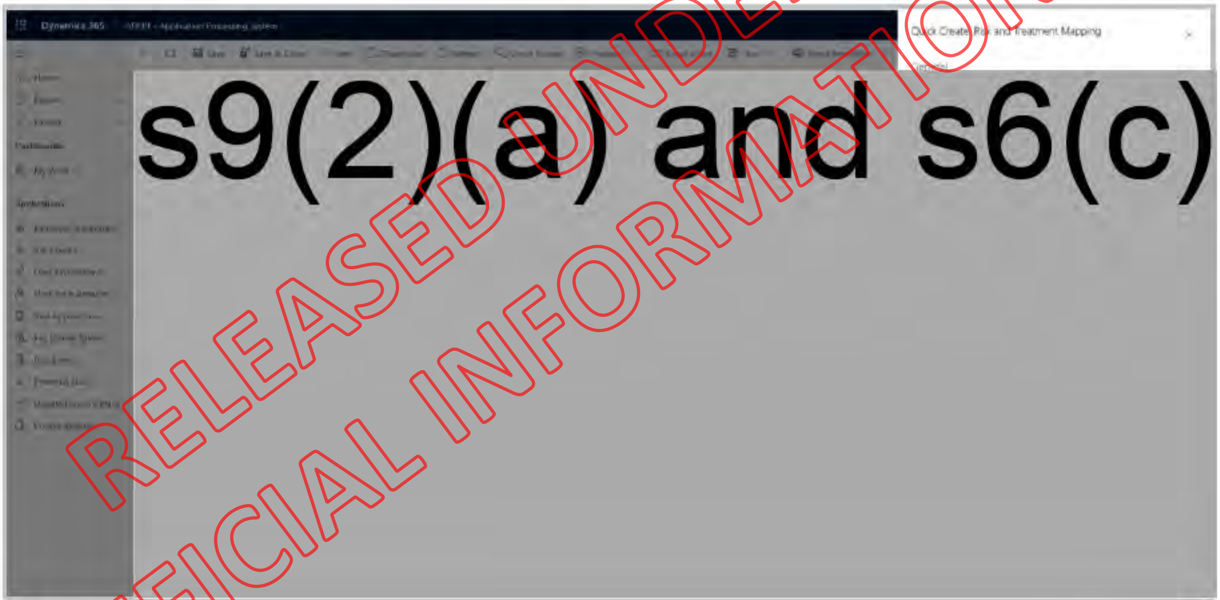


s6(c) [redacted]

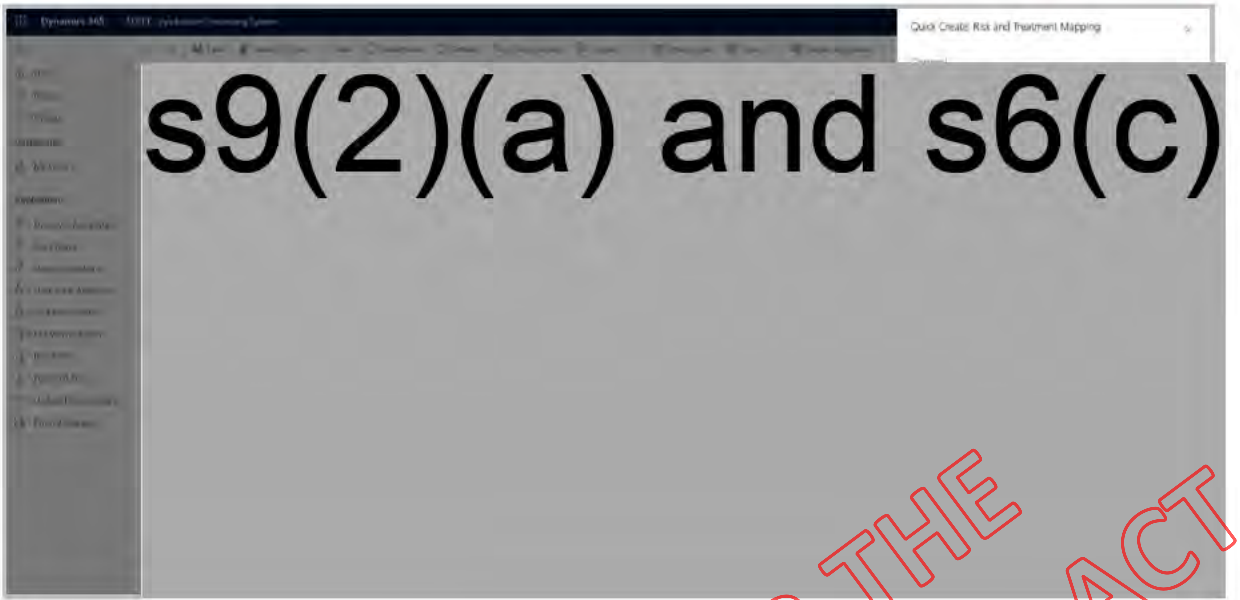
ADEPT



s6(c) [redacted]

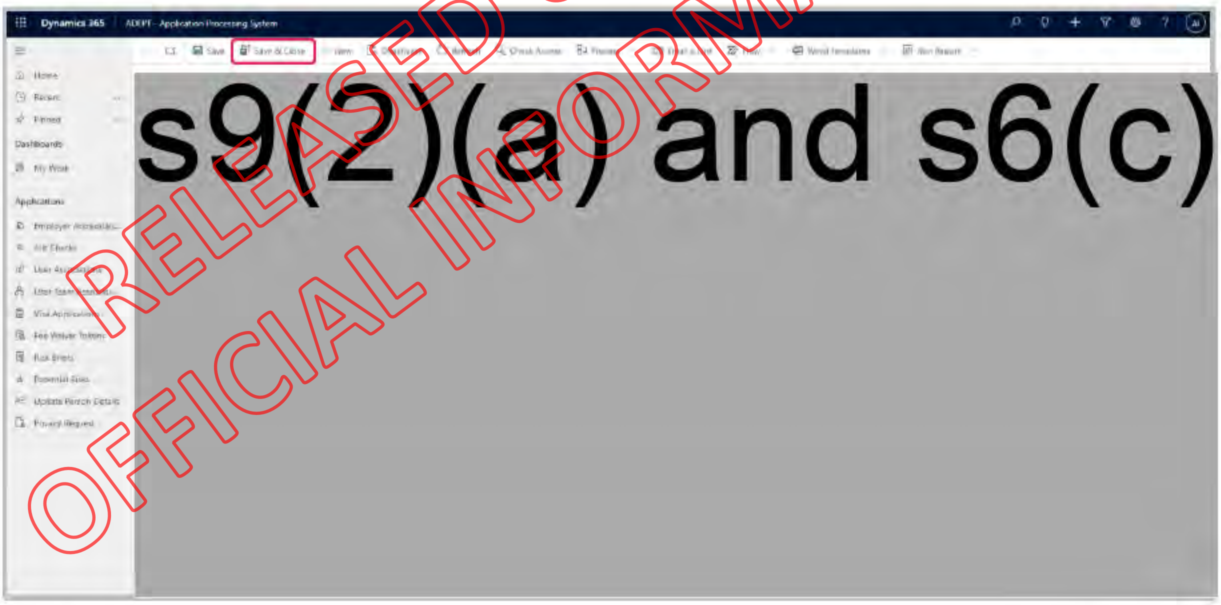


s6(c) [redacted]



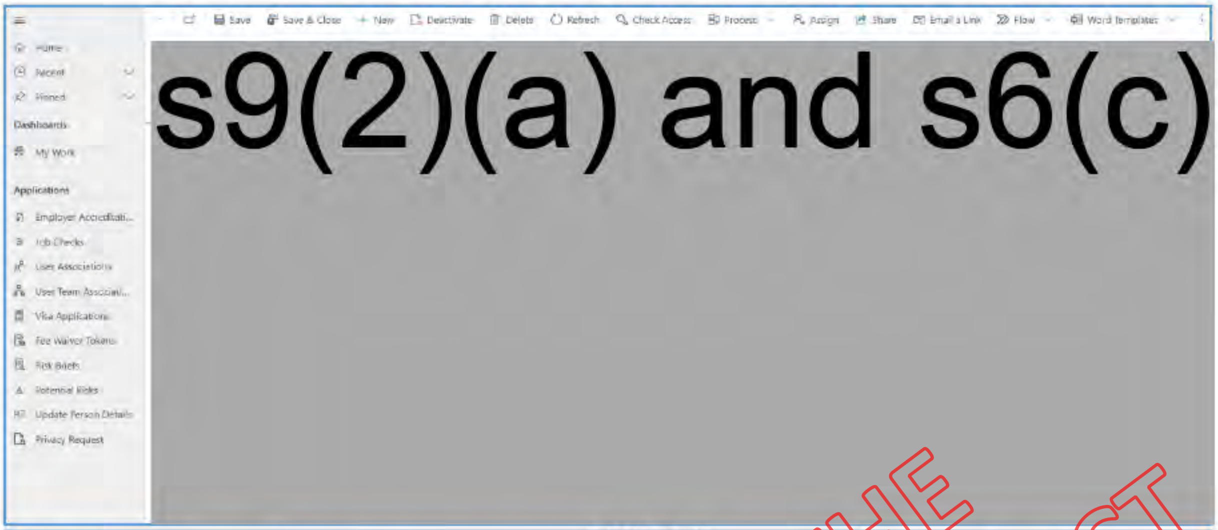
s9(2)(a) and s6(c) [redacted]

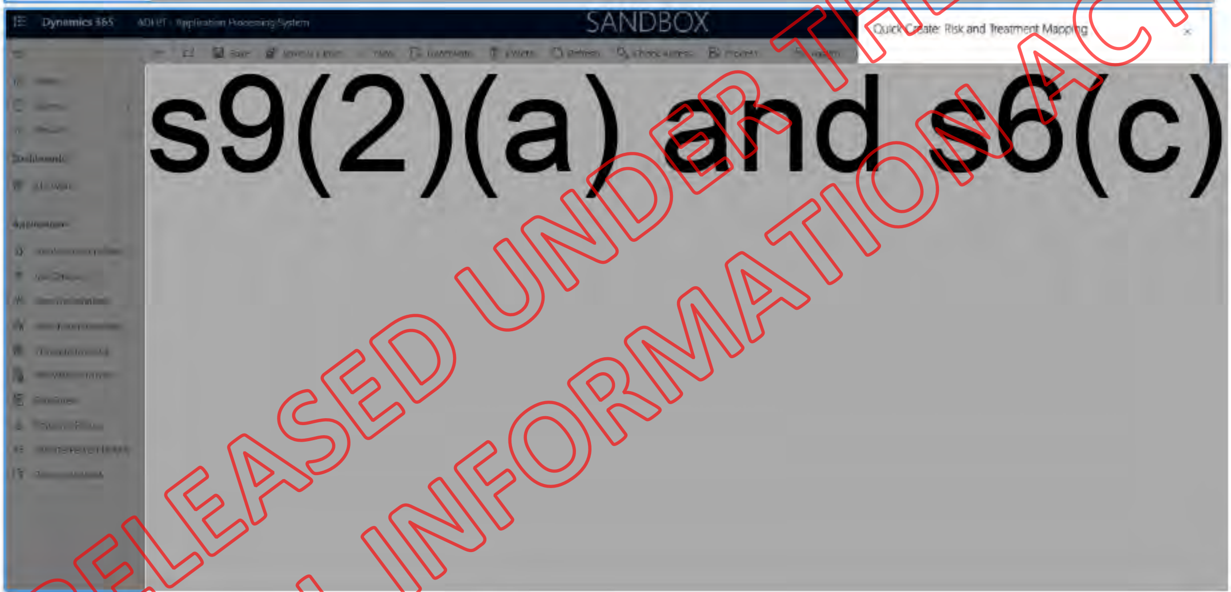
s6(c) [redacted]



s9(2)(a) and s6(c) [redacted]

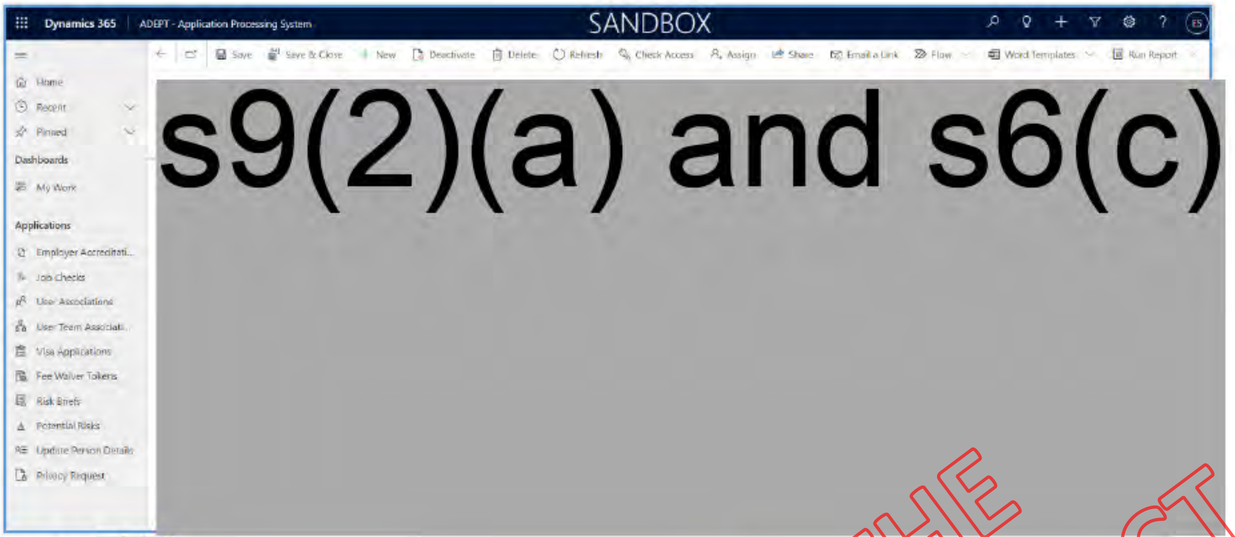
s6(c) [redacted]



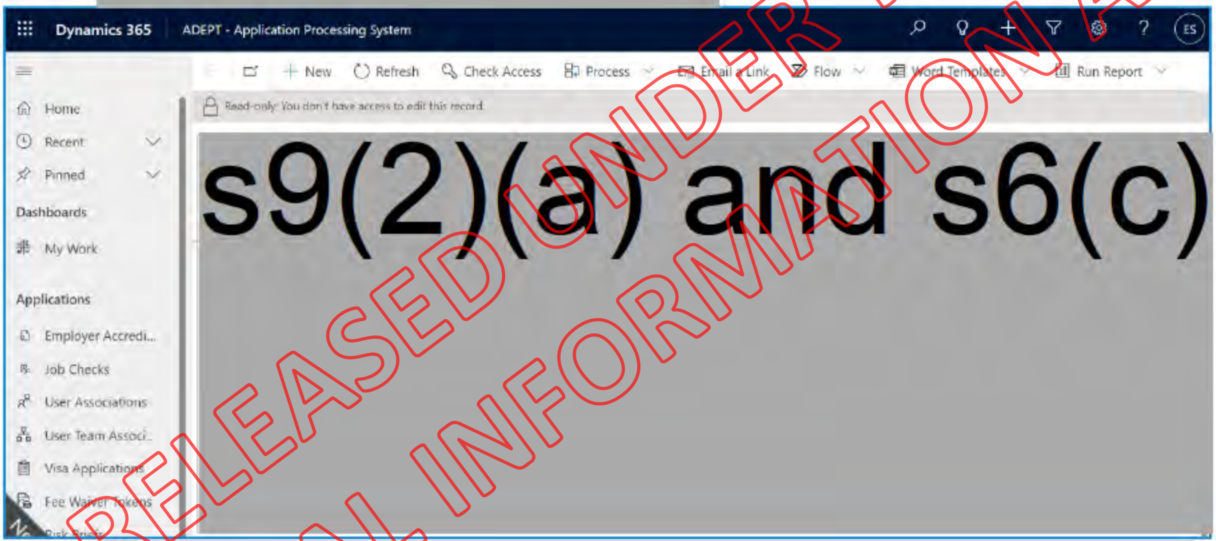


s6(c) [redacted]

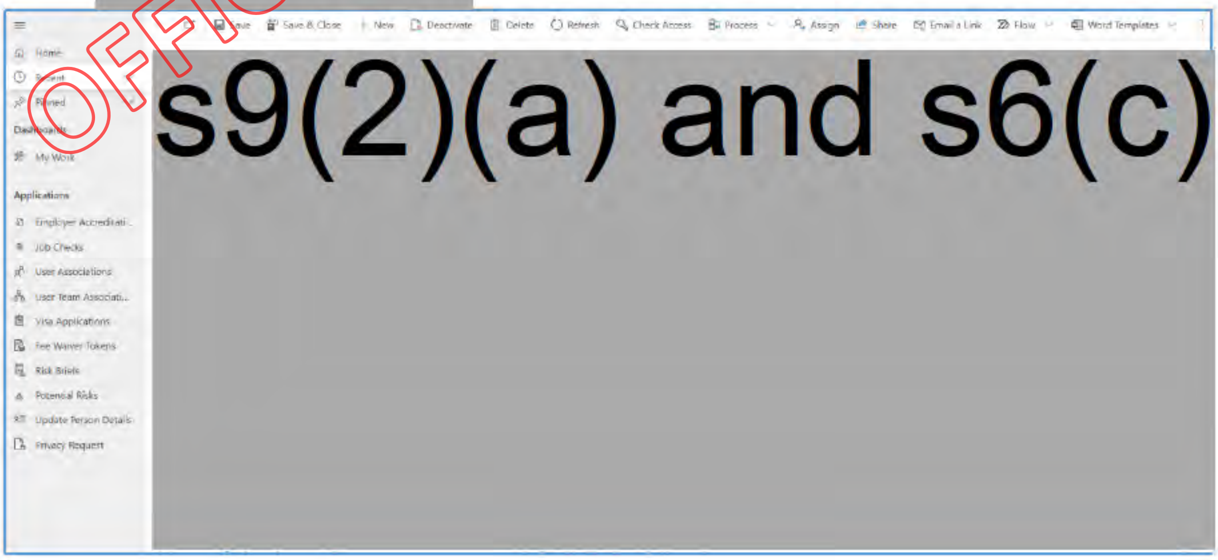
[redacted]



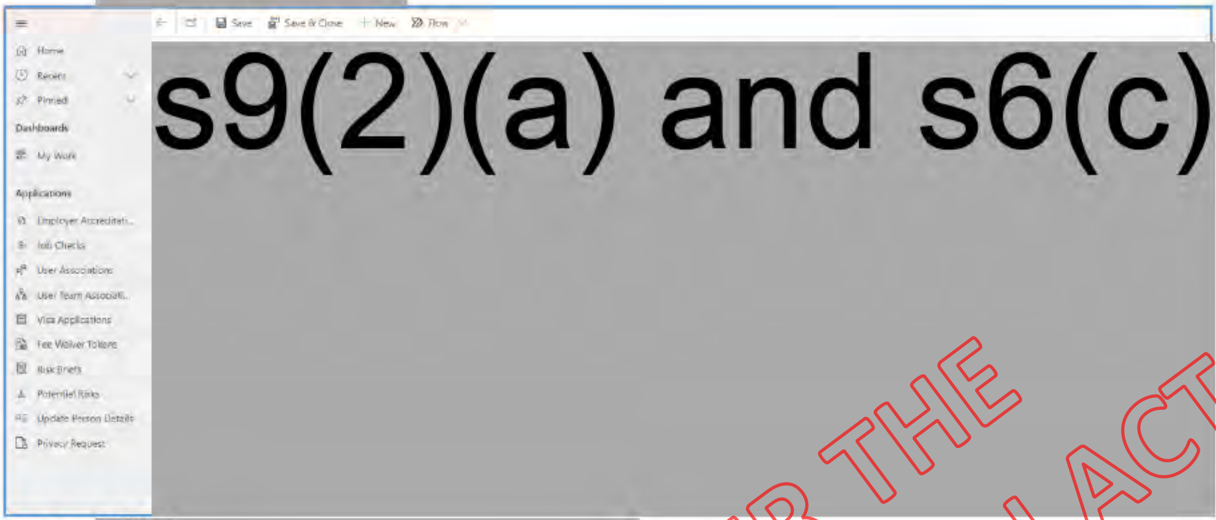
3. s6(c) [redacted]



4. s6(c) [redacted]



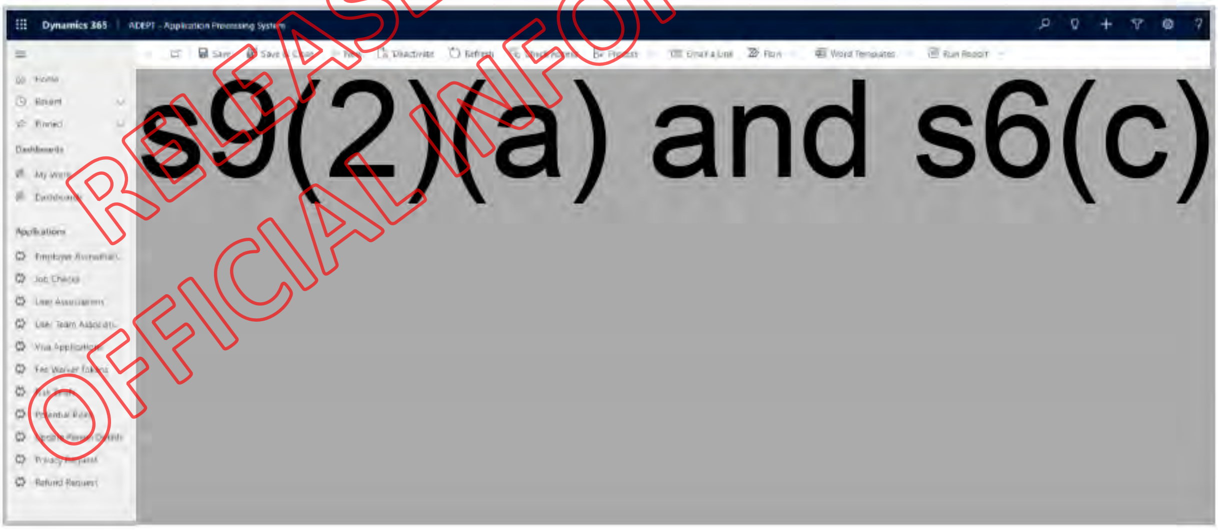
5. s6(c) [redacted]



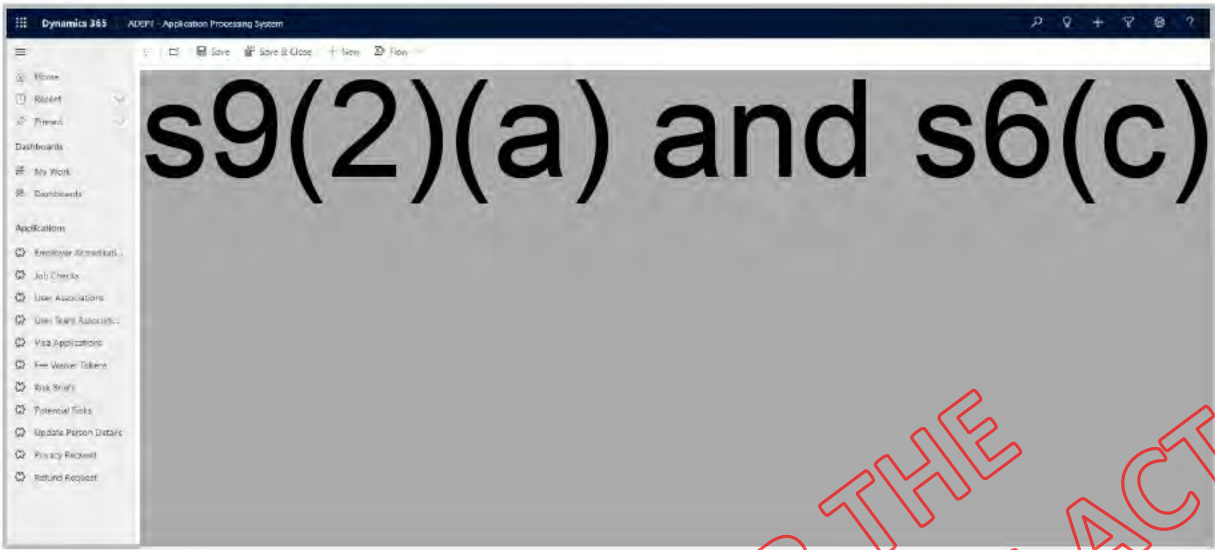
6. s6(c) [redacted]

4.4.8 Refer to another team

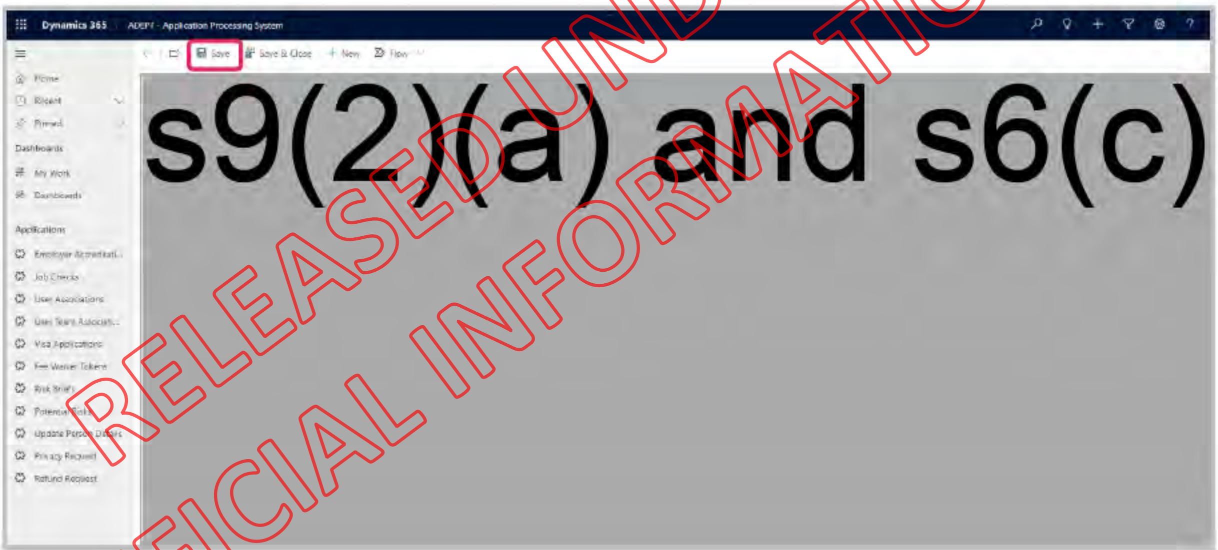
s6(c) [redacted]



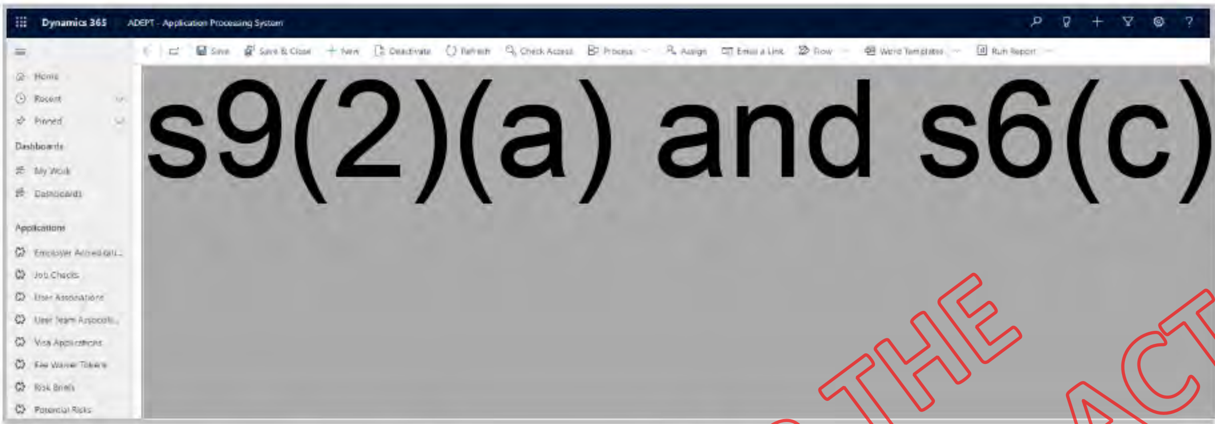
s6(c) [redacted]



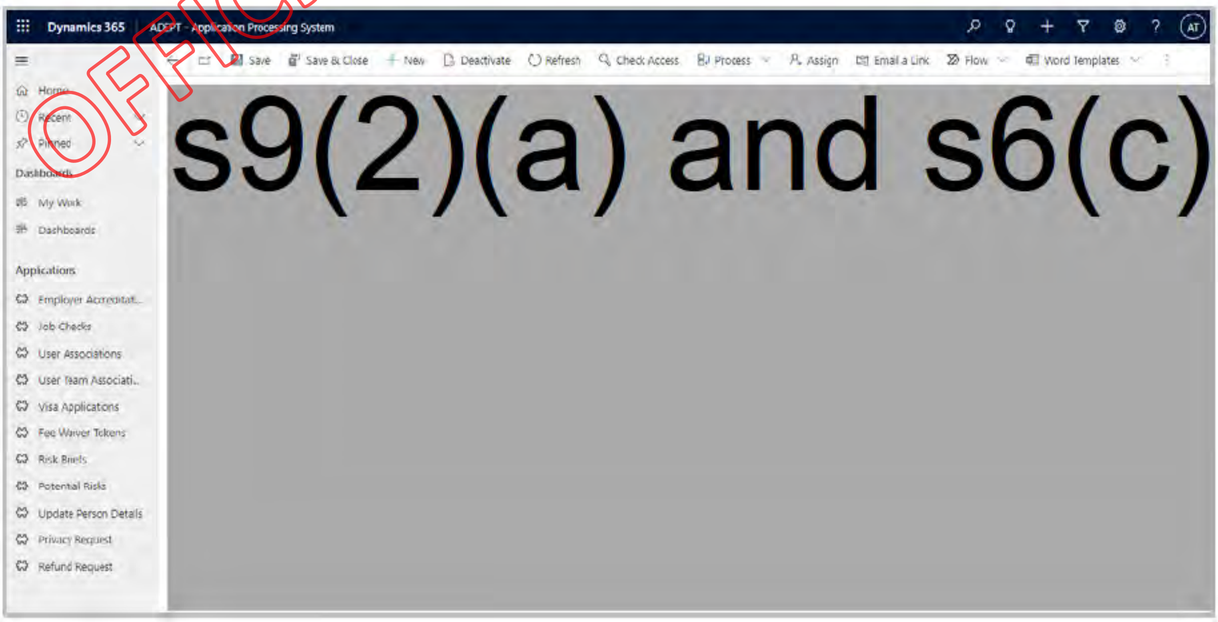
s6(c) [redacted]



s6(c)
[redacted]



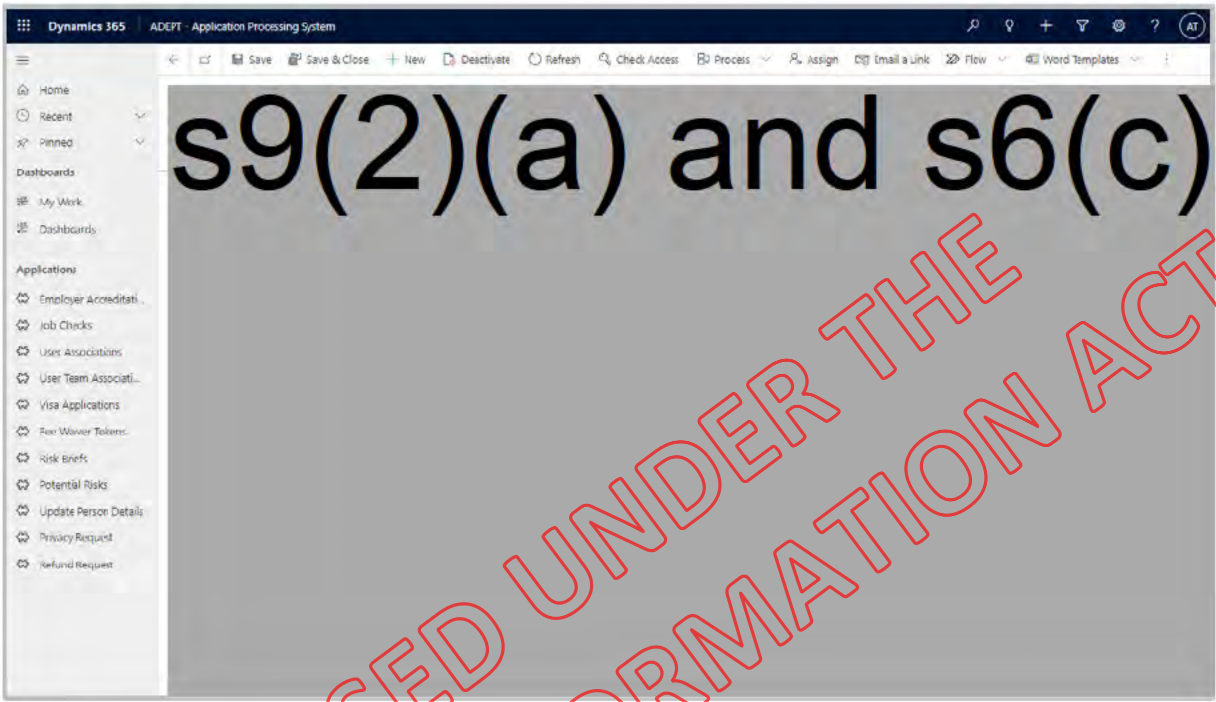
s6(c)
[redacted]



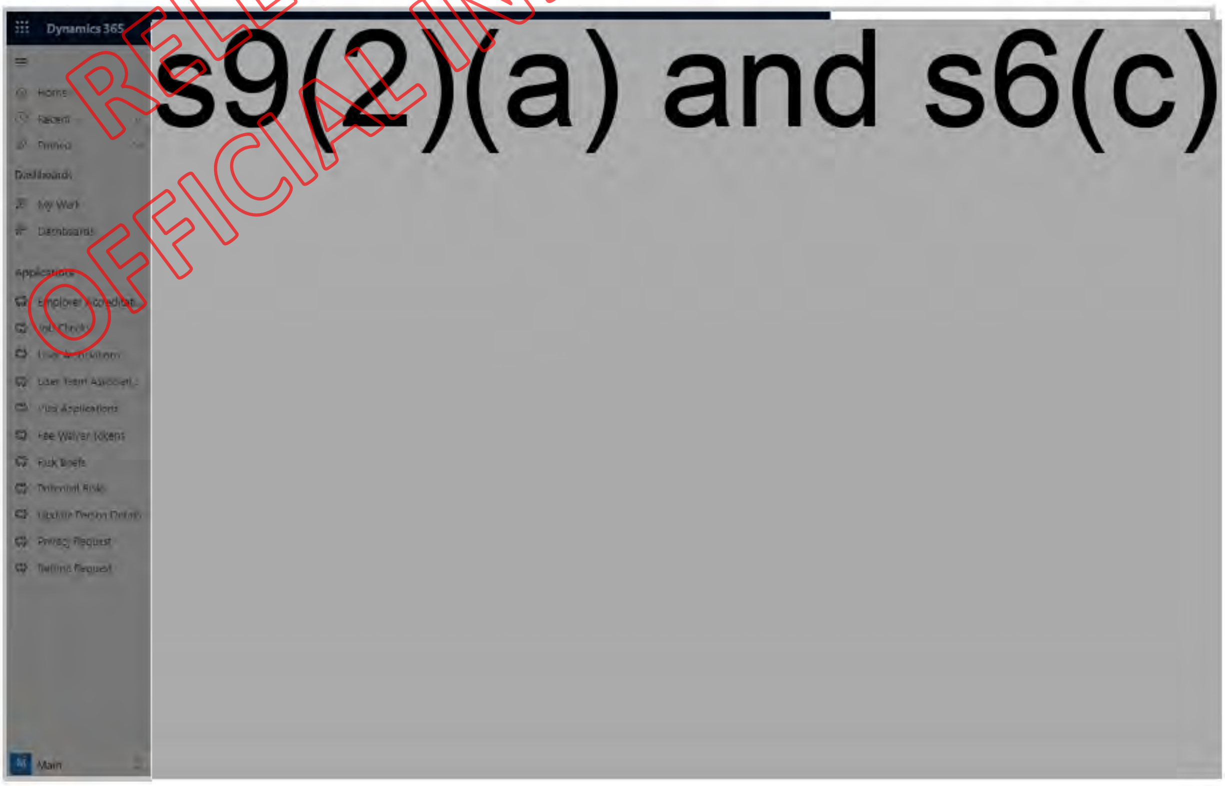
ADEPT

s6(c) [redacted]

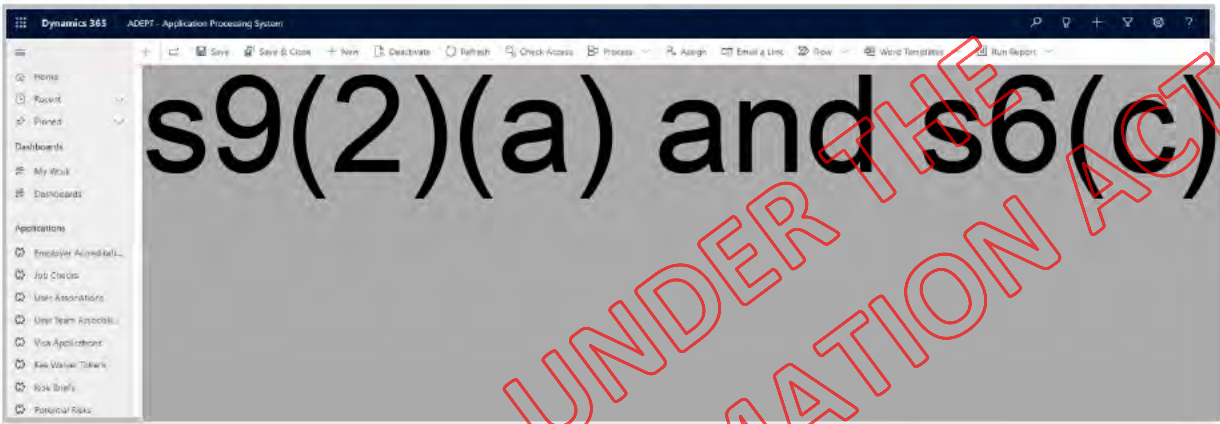
[redacted]



s6(c) [redacted]

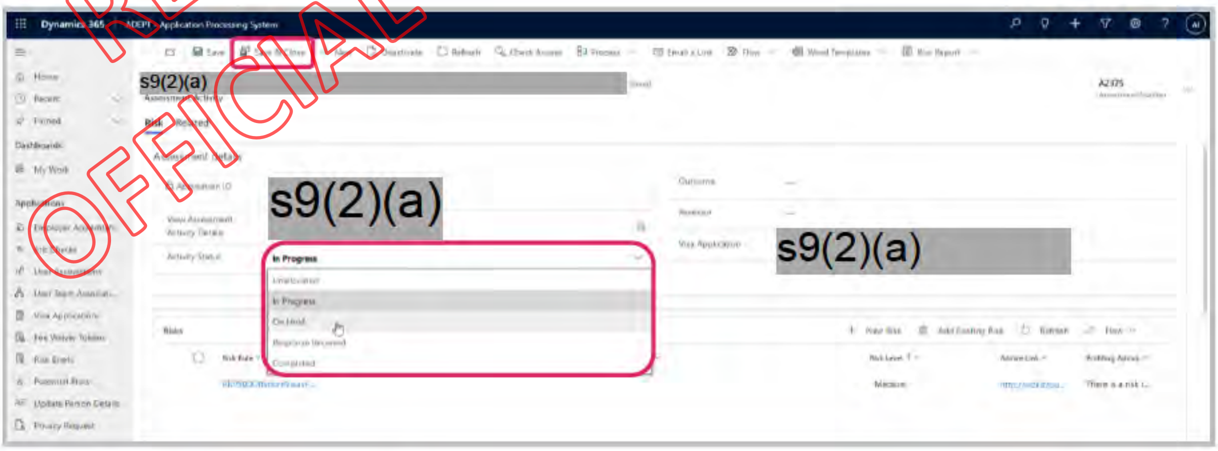


s6(c) [redacted]



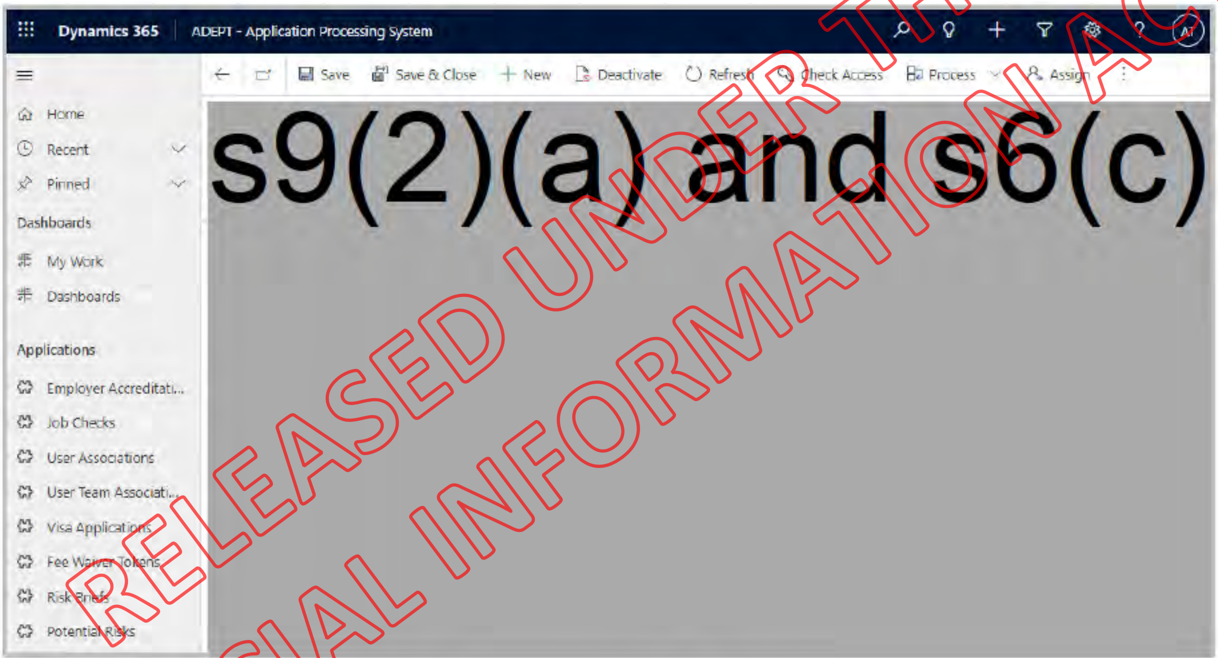
s6(c) [redacted]

[redacted]



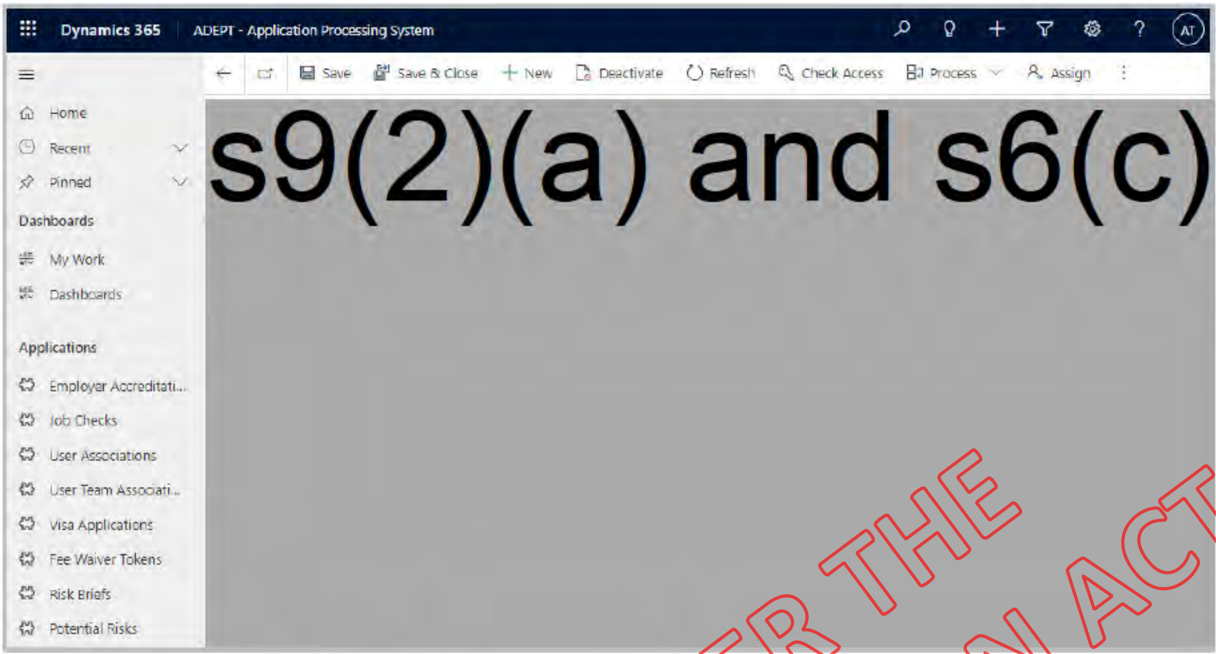
s6(c) [redacted]

s6(c)


Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Process
Assign
Home
Recent
Pinned
Dashboards
My Work
Dashboards
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
Fee Waiver Tokens
Risk Briefs
Potential Risks
s9(2)(a) and s6(c)

s6(c)

s6(c)

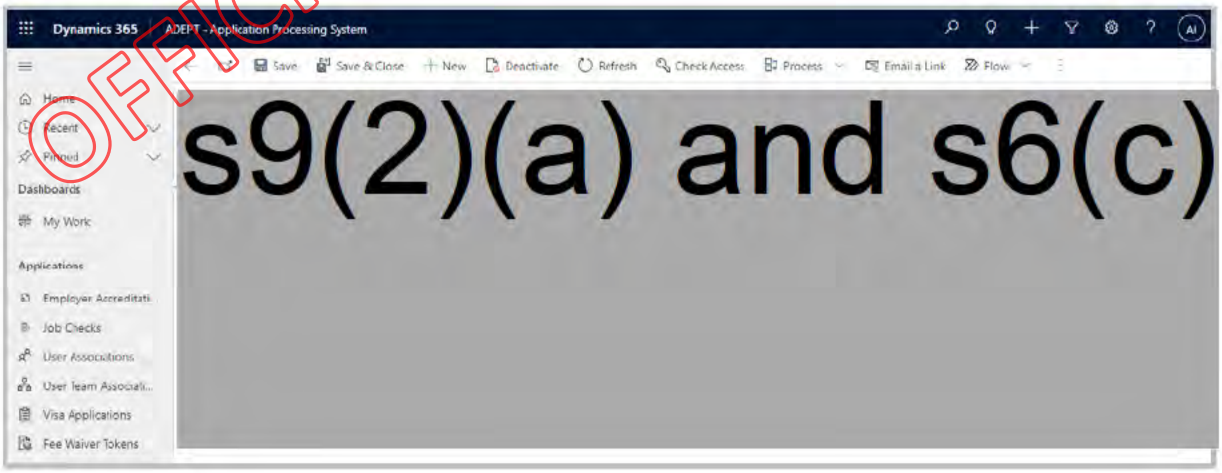

Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Process
Assign
Home
Recent
Pinned
Dashboards
My Work
Dashboards
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
Fee Waiver Tokens
Risk Briefs
Potential Risks
s9(2)(a) and s6(c)

s6(c)

s6(c) [redacted]

4.4.9 Closing a Risk Assessment Activity

s6(c) [redacted]



s6(c) [redacted]

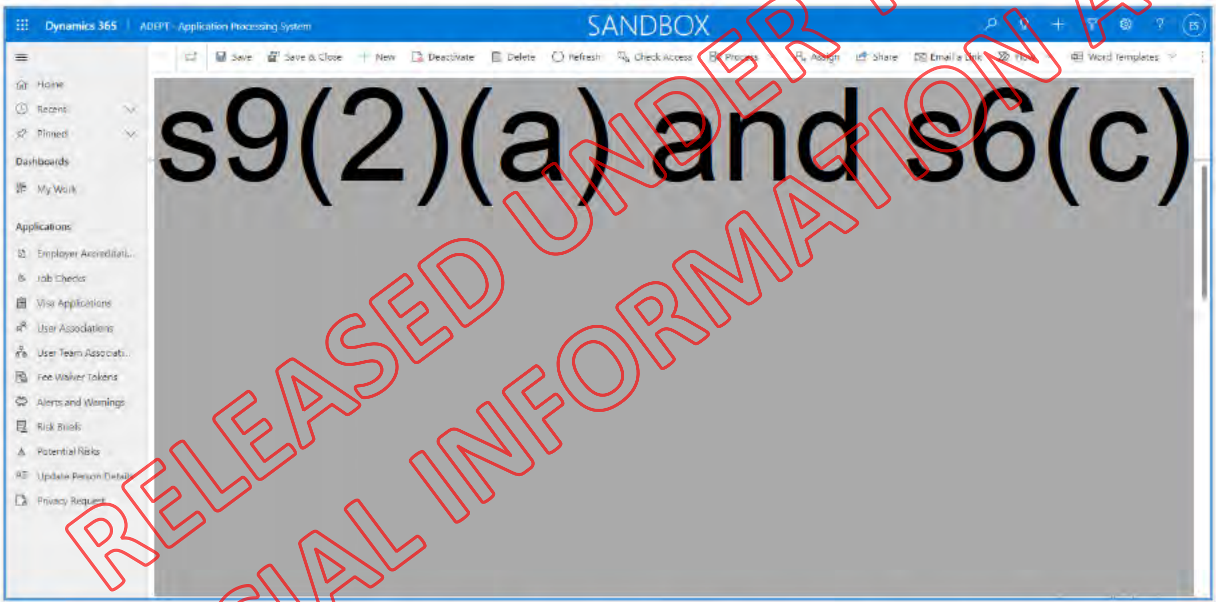
s6(c) [redacted]

4.5 Assessing a Change of Identity Assessment Activity

A Change of Identity Assessment activity is created if an IO has re-triggered an identity resolution request manually and the resulting identity is different to the original identity of the applicant. More information about re-triggering identity resolution manually can be found in section 4.12.22 Manually retriggering identity resolution.

A Change of Identity Assessment activity will be assigned to you during blind pull if you are in the appropriate capability team.

A Change of Identity Assessment activity will look like any other assessment activity with information about the activity and the assessment criteria related to the system concerns raised during the processing of the identity resolution.



[redacted]

The Change of Identity Assessment activity has a link to a specific PowerBI report that will provide you with the information required to assess this activity.

NOTE (1)	Change of Identity Assessment activity is created per applicant. This means it is possible that an application has more than one Change of Identity Assessment activities. However, because the layout of the activity is similar to other assessment activities, the applicant's name will not be displayed in the activity. To find out the name of the applicant for whom this activity is created, you should look in the PowerBI report.

NOTE (2)	The PowerBI report will only display information if an identity retrigger has resulted in a change to a new client; if it resolves to the same client the report will be empty.

You should now complete the assessment activity by reviewing the assessment criteria and resolving them as appropriate. Once all the criteria have been resolved, you can proceed to close the assessment activity. More information about resolving assessment criteria and closing an assessment activity can be found in section 4.2 Assessing an Assessment Activity.

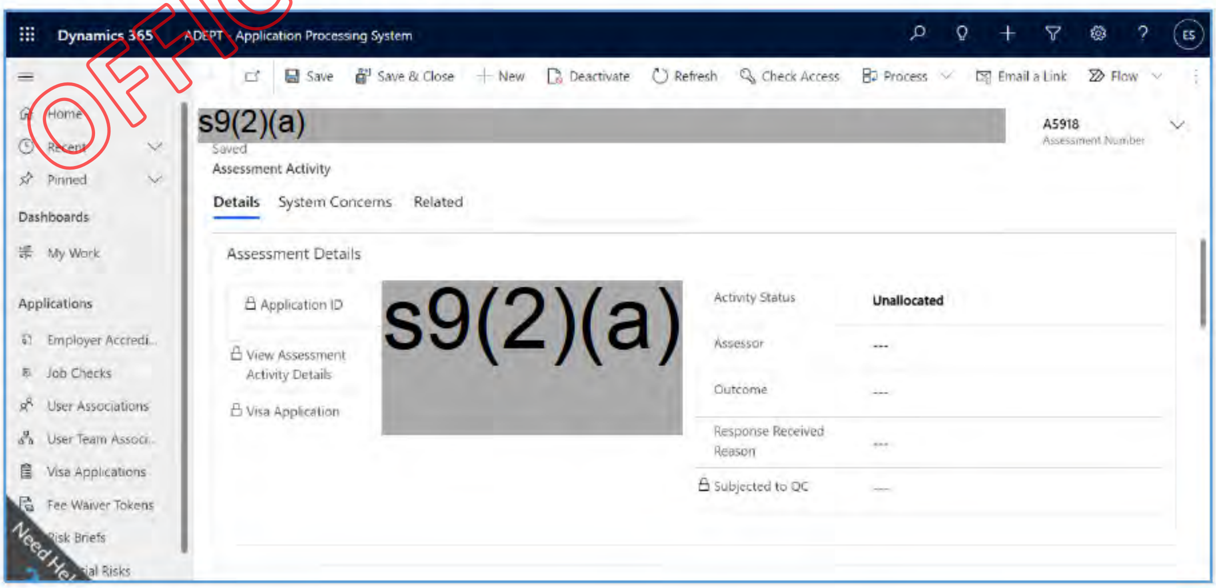
NOTE	If the Change of Identity Assessment activity was raised after the initial RFI activity was created for the application, you must manually create an RFI required to resolve the concerns found in the Change of Identity Assessment activity. To create a new RFI: - If there is an active RFI, follow the steps in section 4.10.5 Raising a secondary RFI/PPI - If there is no active RFI, you can create a new RFI manually by clicking on the New Request for More Information button in the Assessment Activities and RFI tab of the application. Please refer to Section 4.12.24 Creating an inline RFI activity (manual RFI activity) for more information about manual RFI creation.

4.6 Assessing an Application Finalisation Assessment Activity

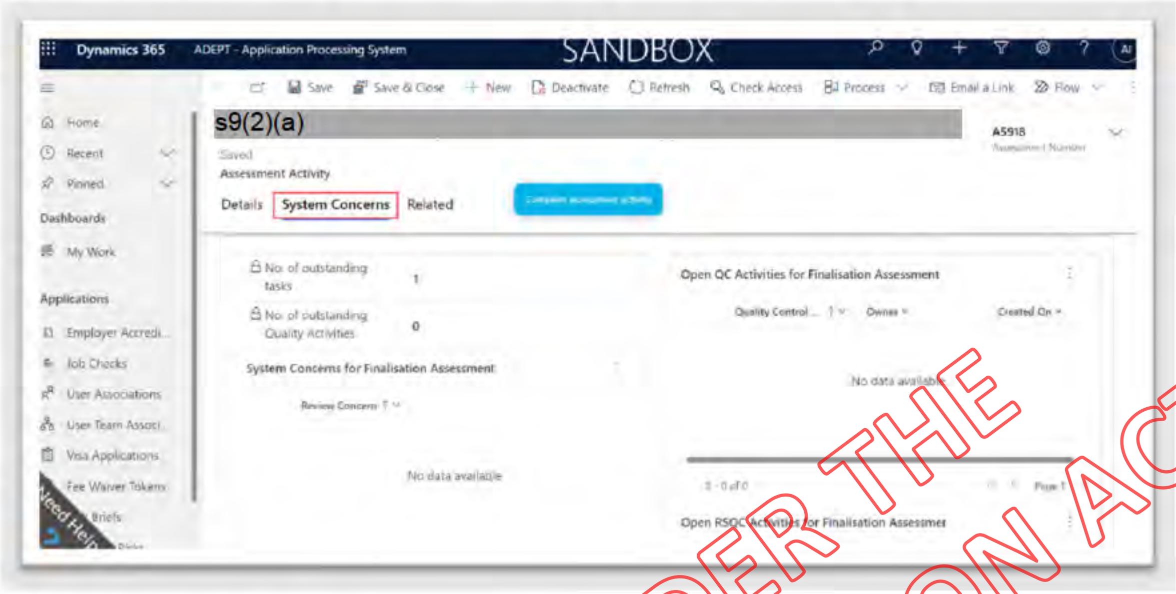
An Application Finalisation Assessment activity is created when the ADEPT system:

- determines that one or more of the assessment, risk or QC activities relating to an application have not been completed, or
- runs an integration with another system before finalisation, and this integration results in a new system concern being created

To complete the finalisation assessment activity, open the activity, which will be similar to the example shown in the screenshot below.



You can then click on the **System Concern** tab, which will display the reasons for the system to raise the Application Finalisation Assessment activity, as shown in the screenshot below.



On this screen you will see:

- The number of outstanding tasks and number of QC activities
- The system concerns for finalisation assessment
- A link to the open activities in the corresponding grid, i.e. QC, RSQC, Assessment, Risks, and RFI/PPI activities

You should then:

- Complete all the outstanding tasks
- Record the outcome in the **Outcome** field of the Application Finalisation Assessment activity, on the **Details** tab.

If the outcome is **Instructions Met**, then the system will proceed to issue the visa.

4.7 Assessing a Sponsorship Response

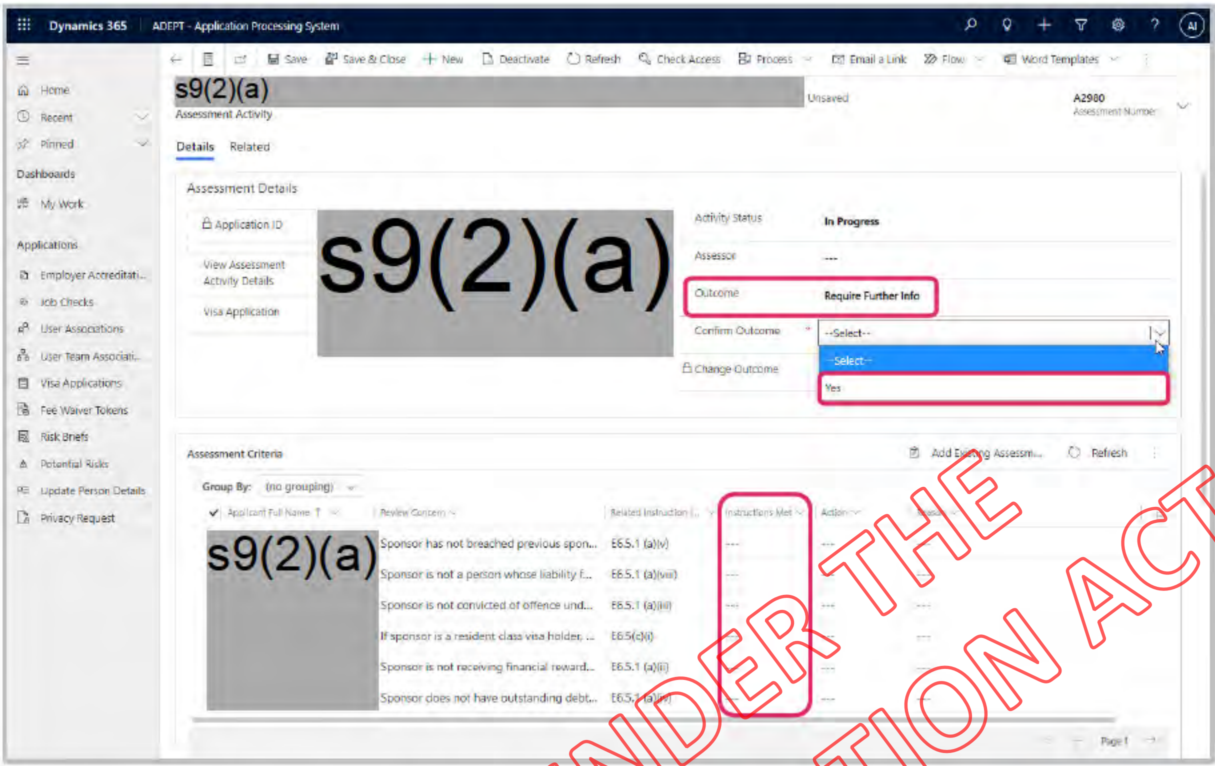
4.7.1 Financial sponsor

When an applicant nominates a sponsor, the system creates a sponsorship form that is assigned to the sponsor via the sponsor's dashboard in Immigration Online. When the sponsor submits the form (using their own RealMe account), an activity of type **Sponsorship** is created.

This assessment activity is added to the activity queue and is assigned when an immigration officer selects **Add New Activity**.

As part of assessing the sponsorship assessment activity, determine if the sponsor meets immigration instructions.

If you decide that the sponsor does not meet the requirements, select **No** in the **Instructions Met** column for the relevant assessment criteria, then select **Require Further Info** in the **Outcome** field of the activity header (as described in Section 4.2, Assessing an Assessment Activity). This results in the system creating an RFI/PPI activity.



More information about sponsorship requirement can be found on the INZ website: Sponsorship, or on the Immigration Operational Manual for V2.20 Funds or sponsorship requirements.

4.7.2 Supporting partner

Assessing a supporting partner activity is identical to assessing a financial sponsor activity, as described in Section 4.7.1, Financial sponsor.

In scenarios where there is both a financial sponsor and a supporting partner, it creates one activity which is primarily for the supporting partner. The documents provided by financial sponsor are added to this activity.

NOTE	The partner will fill in only the Supporting partner questions on the form, and the applicant is prompted to upload a copy of the completed paper form for Sponsors. You will need to look at this paper form for responses (refer to Section 2.12, Uploading documents), and the system will not be able to automatically generate assessment concerns.

4.7.3 CAM applications

A specific virtual capability team has been set up for Culturally Arranged Marriage (CAM) visitor visa related activities. If you are part of this team, you may be assigned assessment activities related to CAM applications.

Activities assigned to the CAM team

Any assessment activity generated for a CAM application will be assigned to the CAM team, except for character assessment activities which will be assigned to any Immigration Officer.

PowerBI report

When a sponsor is added to a Visitor Visa - Culturally Arranged Marriage application, the Sponsor Assessment Power BI report will show:

- **Relationship to Sponsor** information in **Primary Applicant Details** section of **Sponsors & Application Details** form
- All Sponsor information in the **Sponsor Details** section of **Sponsors & Application Details** form
- Any uploaded documents are listed in **Related Documents** section of **Related Documents** form

When a supporting partner is added to a Visitor Visa - Culturally Arranged Marriage application, the Sponsor Assessment Power BI report will show:

- All supporting partner information in the **Supporting Partner** Details section of **Sponsors & Application Details** form
- **Culturally Arranged Marriage details** are populated in the **Supporting Partner Declaration** form
- Any uploaded documents are listed in **Related Documents** section of **Related Documents** form

NOTE	Even though the supporting partner's details are displayed on the Sponsorship Power BI report, you will see the supporting partner's system concerns on the Purpose Assessment Activity.

QC and RSQC

Unlike CAM assessment activities, Quality Control (QC) and Random Sampling Quality Control (RSQC) activities may be undertaken by any Technical Advisors.

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Reconsiderations and Variations of Conditions

Reconsiderations and VoC applications should be treated in the same way as for non-CAM applications.

If you pull a VOC relating to a CAM application and you are not in the CAM team, push back to your IM so the application can be re-allocated to somebody in the CAM team.

4.8 Assessing an Additional Document Assessment Activity

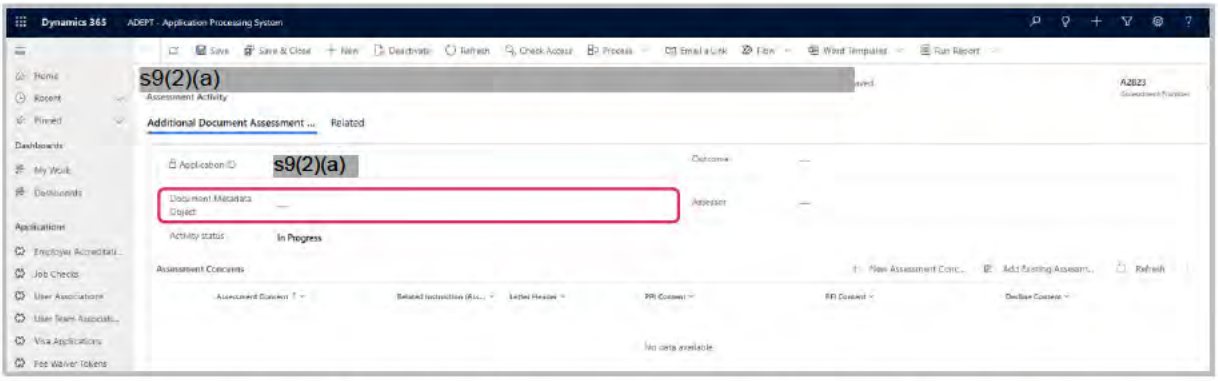
Clients can contact INZ and upload documents using the Immigration Online portal. Changes requested in this portal will appear as an Additional Document Assessment activity.

You will need to read the information provided in the activity and take action if necessary. Some examples of what may be required:

- If the client requires a spelling change to their name you can edit their name. (Refer to SOPs to see what you are allowed to edit).
- If the document raises a concern that the system has not already identified as requiring a manual assessment, manually raise an assessment concern and mark the additional document assessment activity as completed.
- If the document does not raise any concerns or you can see it will be dealt with in an existing assessment activity, you do not need to do anything further. Mark the additional document assessment activity as completed.

To get started, open the activity as described in Section 4.2.2, Open an Activity.

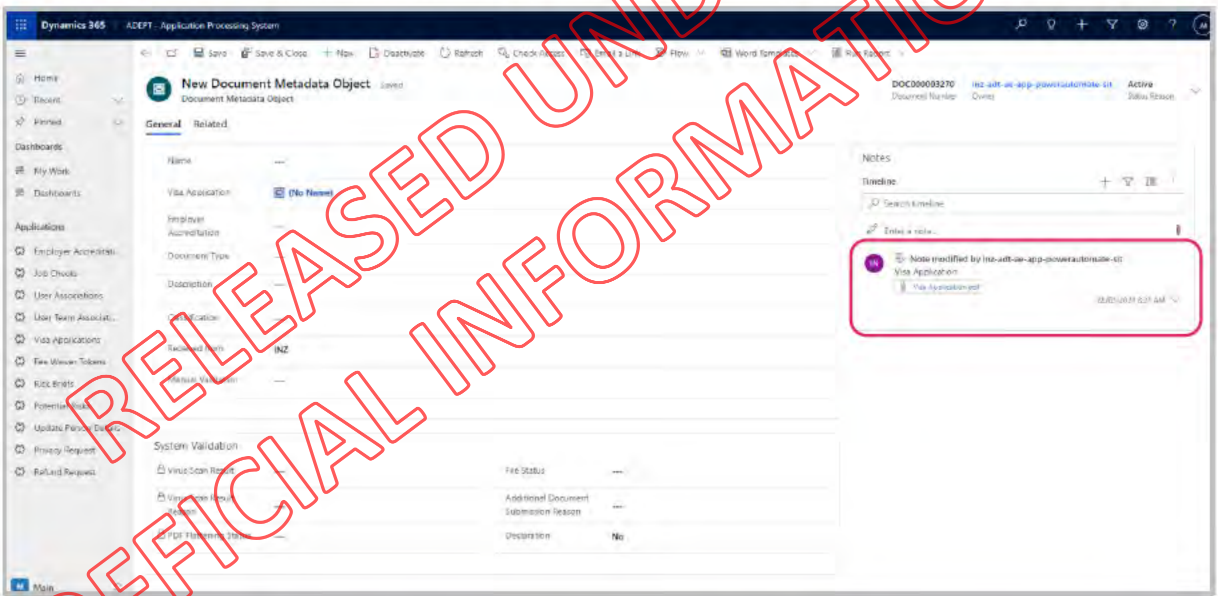
You will see an Additional Document Assessment activity screen. To open an additional document that an applicant has provided, select the link displayed in the **Document Metadata Object** field as shown in the following screenshot.



Once you have reviewed the additional document, if you need to create an assessment concern, do so in the Assessment Concern grid of the assessment activity. Refer to [Section 4.2.7, Manually Creating an Assessment Concerns](#).

You can now record an outcome and close the activity in the same way as any other assessment activity. Refer to [Section 4.2.12, Closing an Assessment Activity](#).

If you have created an assessment concern, this will trigger the system to generate an RFI/PPI Activity, when all the assessment activities for this application have been completed.



NOTE (1)	You should not see any health-related documents in this assessment activity, as health documents should be provided to INZ by panel physicians. If this is the case, you should contact the applicant and ask them to contact their panel physicians (who will use the IHS system). Some countries do not have panel doctors (e.g. Cook Islands) therefore, when the applicant needs to provide medicals, they will scan and email the paper medical certificate to the HAT team, preferably with the application number on it. Also be aware that some applicants are likely to follow the current practice which is to post medicals to NADO.

NOTE (2)	When an **Additional Document Assessment** activity is created, you should check that no RFI/PPI activity has been created for this application. To do this, please refer to section 2.6 viewing a visa application status and owner. In case an RFI/PPI has been sent, please contact the IO who is assigned to the RFI/PPI to let them know that the applicant has used the **Additional documents** section of the portal to submit documents (instead of the section designed for RFI response) and push back the additional assessment activity to your IM so it can be re-assigned to the IO processing the RFI/PPI.

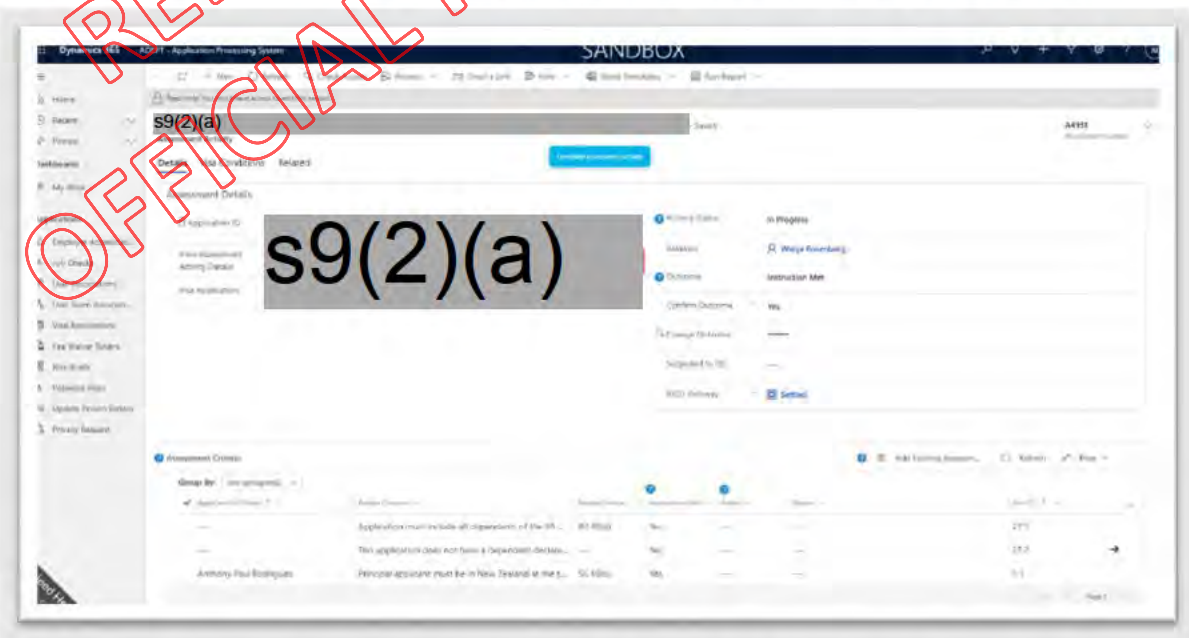
4.9 Assessing a Residence Eligibility Assessment Activity (Resident 2021)

A **Resident 2021 Eligibility assessment** activity is always created when a 2021 Resident Visa application is received for either of these criteria:

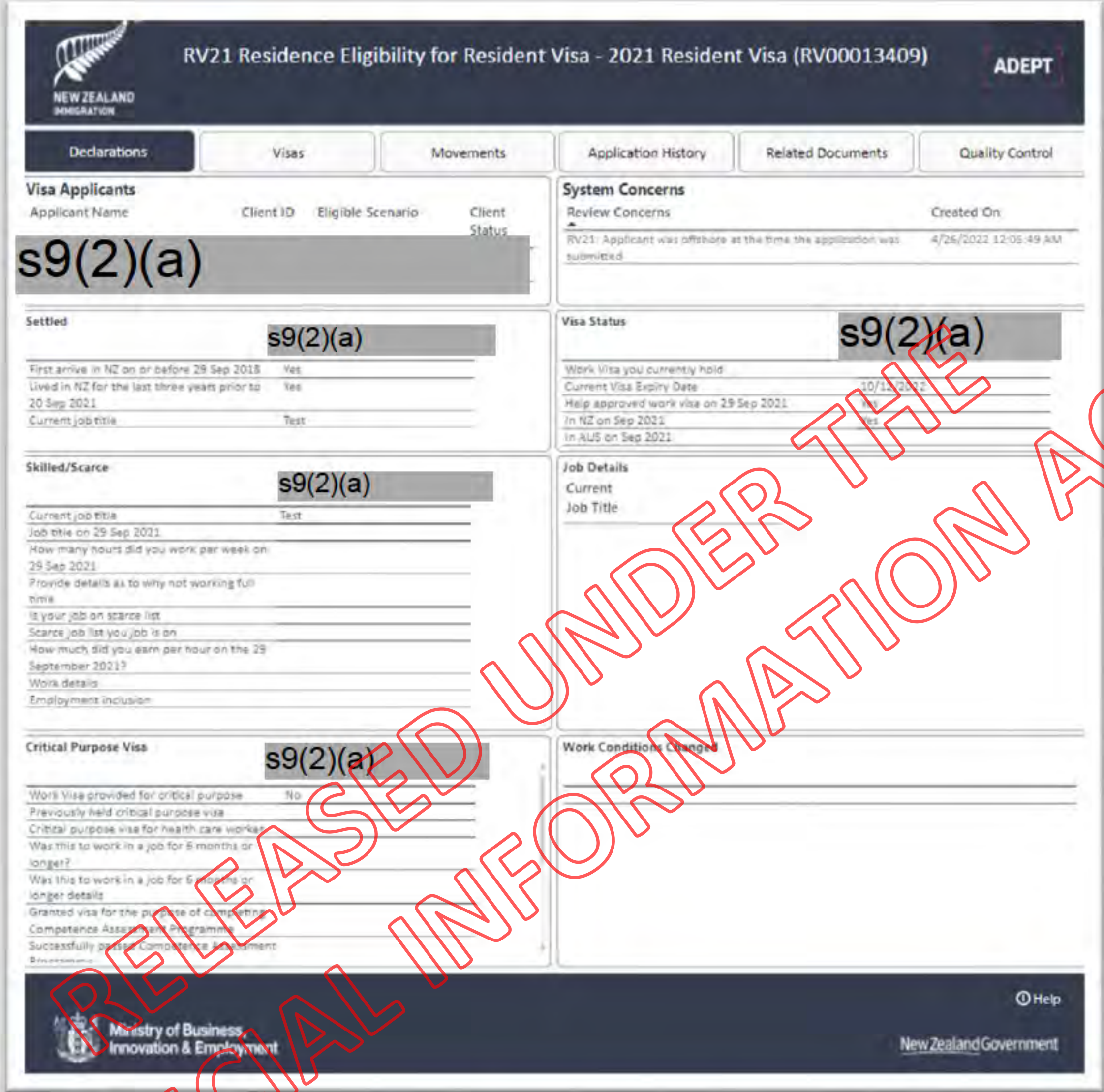
- Skilled
- Scarce

NOTE	Resident 2021 Eligibility assessment activity for the **Settled** criteria are fully automated and 100% of these applications will be sent to Technical Advisors for quality check. You will only see assessment activities for the **Settled** criteria if the system identifies a concern.

To get started, open the **RV21 Residence Eligibility** assessment activity, which has a similar layout as other assessment activities (e.g. purpose assessment). A screenshot example is provided below.

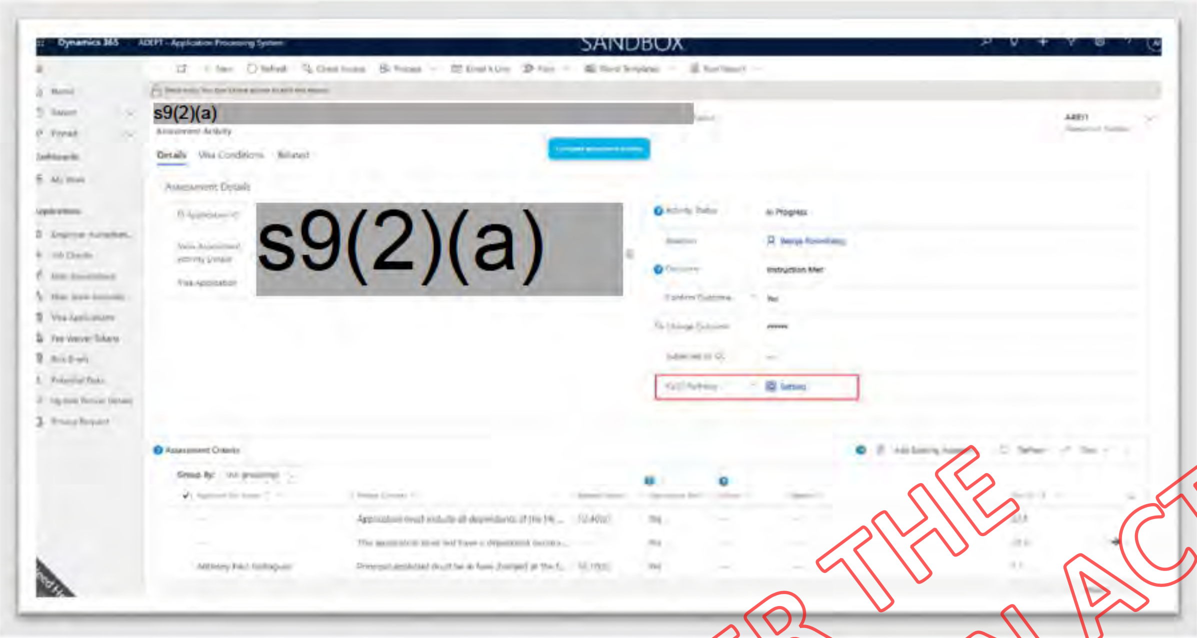


You should click the icon in the **View Assessment Activity Detail** field highlighted in the screenshot above to view more information about this activity. This will open the PowerBI report as shown in the screenshot below. You should assess the residence eligibility following the guidelines and criteria outlined in the RV21 SOP **Phase 2 Assess Eligibility**.



You can now mark the assessment criteria, record an outcome, and close the activity in the same way as any other assessment activity. Refer to Section 4.2.12, Closing an Assessment Activity.

You should also select the appropriate option (i.e. **Skilled**, **Scarce**, **Settled** or **Critical Purpose Visa**) in the **RV21 Pathway** field as shown in the screenshot below.



NOTE	Alerts and Warnings displayed in the PowerBI report do not include alerts and warnings for employers (unless the employer was added as a contact in the current or a previous application). It is recommended that you check if there are alerts or warnings related to the employer using AMS.

WORKAROUND	If the applicant has declared **Yes** to any of these questions: - Do you have a partner and/or any dependent children? - Will you be including a partner and/or any dependent children in this application? you will not see their answer in the application PDF, so to view their answer you should: - Click on the **Related** tab of the RV21 application - Select **RV21 Visa attributes** - Scroll down to the **Relationship Details** grid to see their response

4.10 Assessing an RFI/PPI Activity

An RFI/PPI activity is created when at least one assessment concern is assessed to have not met instructions.

An RFI/PPI activity has three key phases:

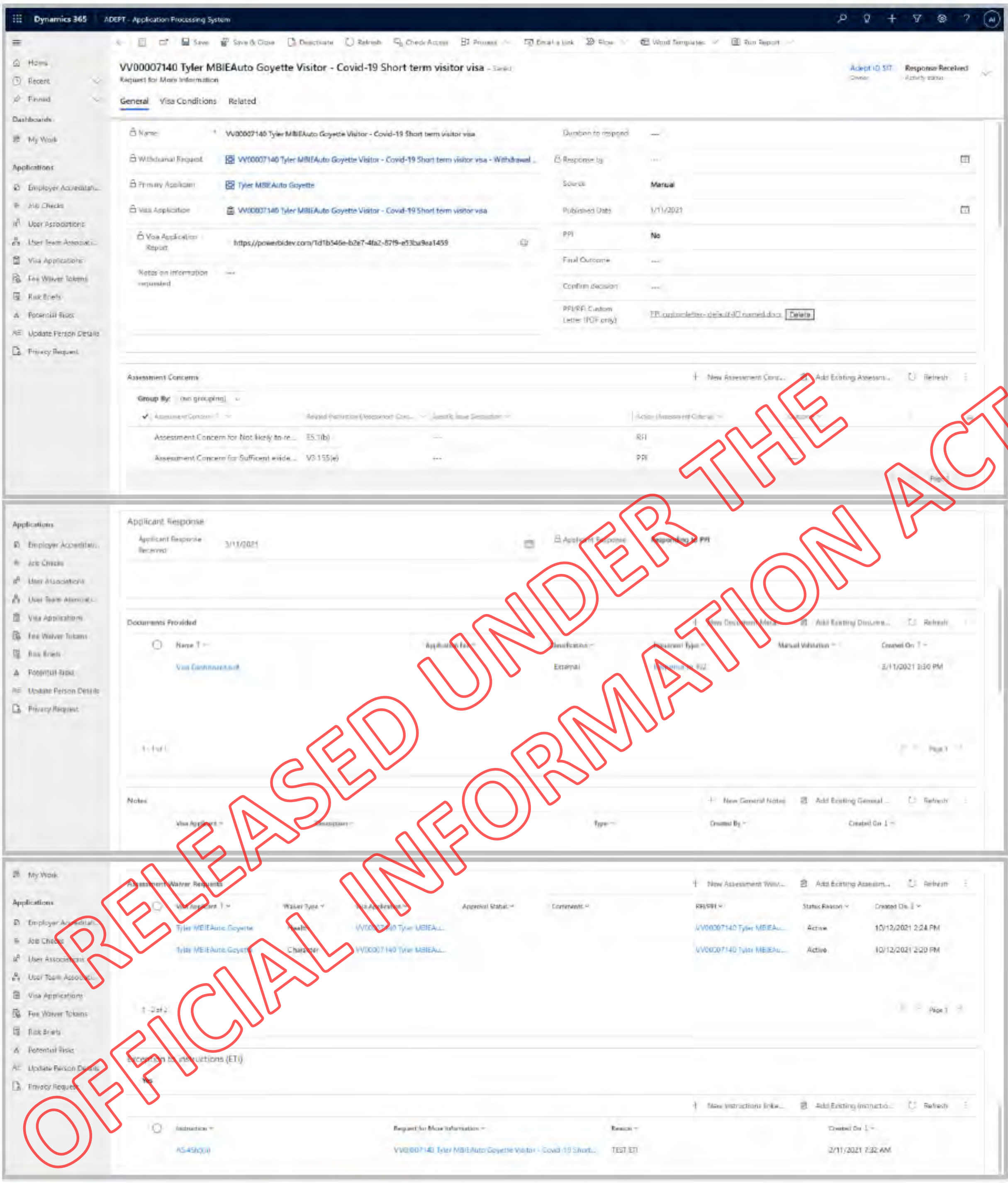
- The system creates one automatically based on the concern outcomes.
- The Immigration Officer who gets it decides what information to gain (RFI/PPI).
- Once the applicant responds, the Immigration Officer re-assesses it to see if the response would result in instructions being met.

NOTE	An RFI/PPI Activity in ADEPT is a generic activity created when at least one assessment activity is recorded as not meeting the immigration instructions after assessment by the IOs, or when one or more assessment concerns are raised against the application/applicant outside the assessment activity. This generic activity allows you to decide how the application needs to be progressed. You can use this activity to RFI the applicant, PPI the applicant, monitor responses to RFI/PPI from the applicant or grant an exception to instructions or consider if a character or medical waiver might be warranted. More information about these can be found in the following sections.

4.10.1 Creating an RFI/PPI Assessment Activity (system-based)

An RFI/PPI activity is automatically created by the system when one or more assessment activities contain assessment concerns that are marked as **Instructions not met**. Similar to other assessment activities, an RFI/PPI activity is also assigned to an Immigration Officer when they pull an activity from the dashboard.

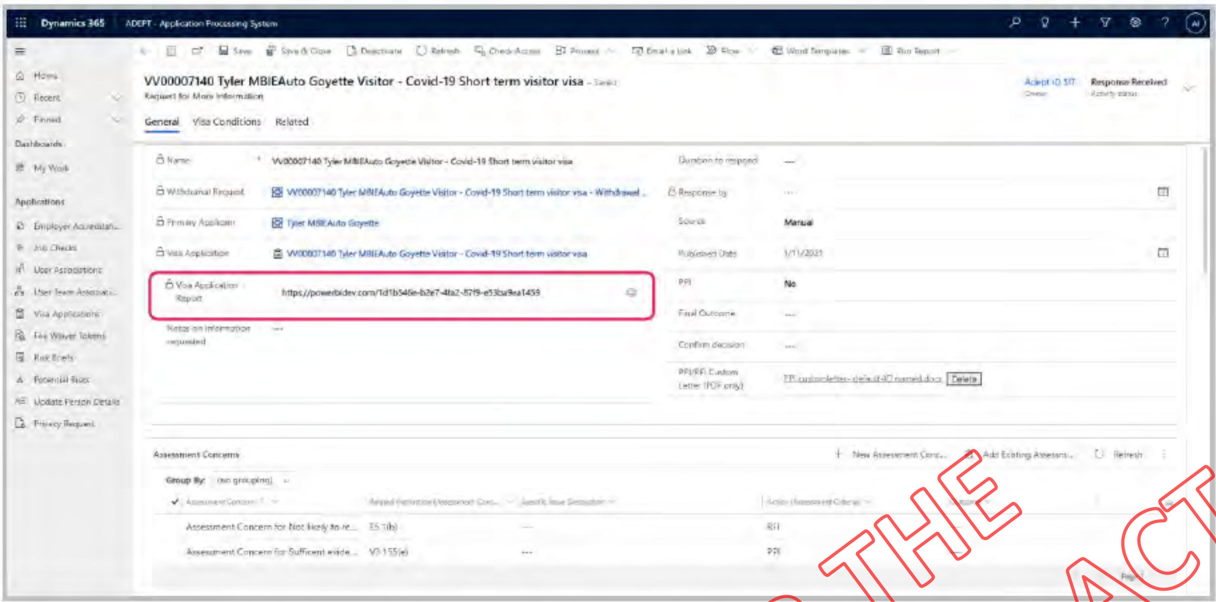
NOTE	An RFI/PPI activity may also be created when the health assessment by the HAT team results in an applicant's health being deemed: Not Acceptable (Not ASH).



4.10.2 Assessing an RFI/PPI Activity

Reviewing the RFI/PPI Activity

If you are assigned an RFI/PPI activity, review the information about the application using the Power BI report presented to you in the **General** Tab accessed by selecting the globe icon on the right of the **Visa Application Report** field.

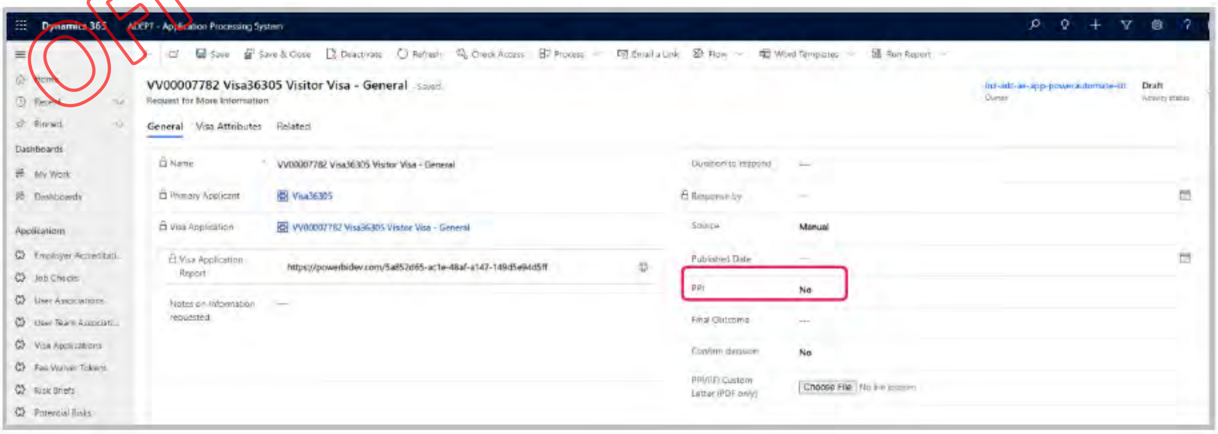


The Power BI report contains various information about the application including the general application information as well as information about the assessment activities. Using this information, you should decide if you need to request more information from the applicant, and if this request needs to be an RFI or a PPI.

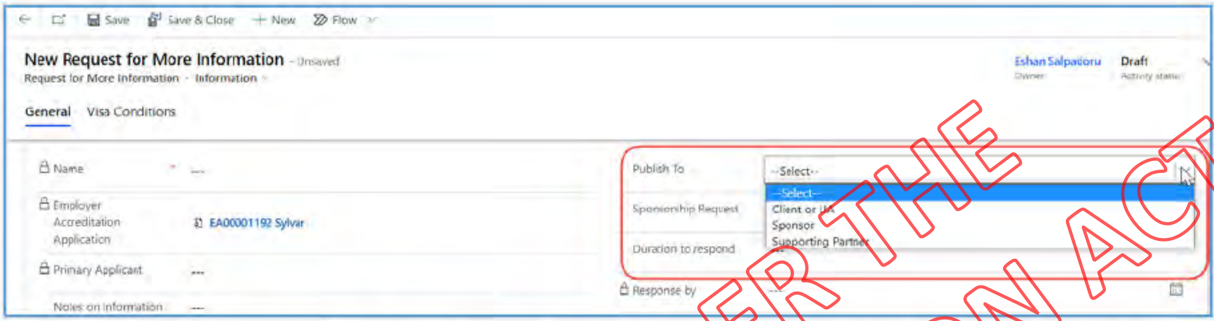
NOTE	There might be occasions where you will not see any assessment concerns in the **Assessment Concerns** grid. If this happens, you should check whether assessment concerns have been deactivated. To do this, go to the **Related** tab of the RFI/PPI activity and select **Assessment Outcome**. This will open the **Assessment Concern** tab. On this view, where it says **Assessment Concern Associated View**, change this to **Inactive Assessment Concerns.** This will change the view to show inactive assessment concerns against the application.

Requesting Further Information from the Applicant

You can decide if the request for more information needs an RFI or a PPI by selecting **Yes** or **No** in the **PPI** field of the **General** tab in RFI/PPI Activity.



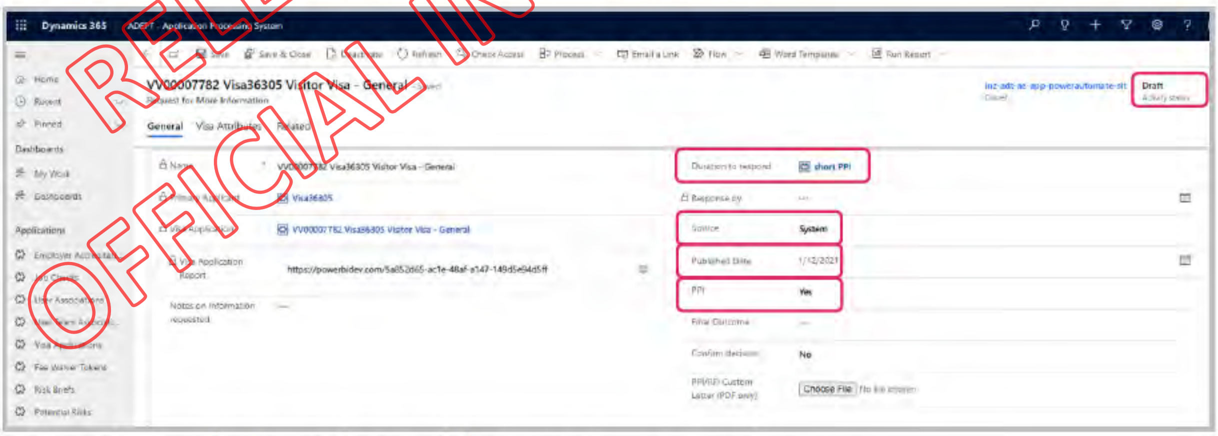
NOTE	The new release requires you to select the recipient of the RFI/PPI letter by selecting a value for the **Publish To** field as shown in the screenshot below. This new field is not shown in the other screenshots used in this version of the user guide. This will be updated in the future versions. However, this functionality is not working for **Sponsor** and this option should not be used until the this is fixed.



If the communication is an RFI, the system will automatically provide a standard letter template that is sent to the applicant. This letter will contain the standard RFI language along with the information the applicant needs to address the specific concerns.

If the communication is a PPI, the system will similarly provide a standard template for a PPI letter. This letter will contain the standard PPI language and the information that the applicant needs to address the specific concerns.

You will then need to decide whether to use a **standard** or **custom** RFI/PPI letter and populate the **Duration to respond** field as shown in the following screenshot.

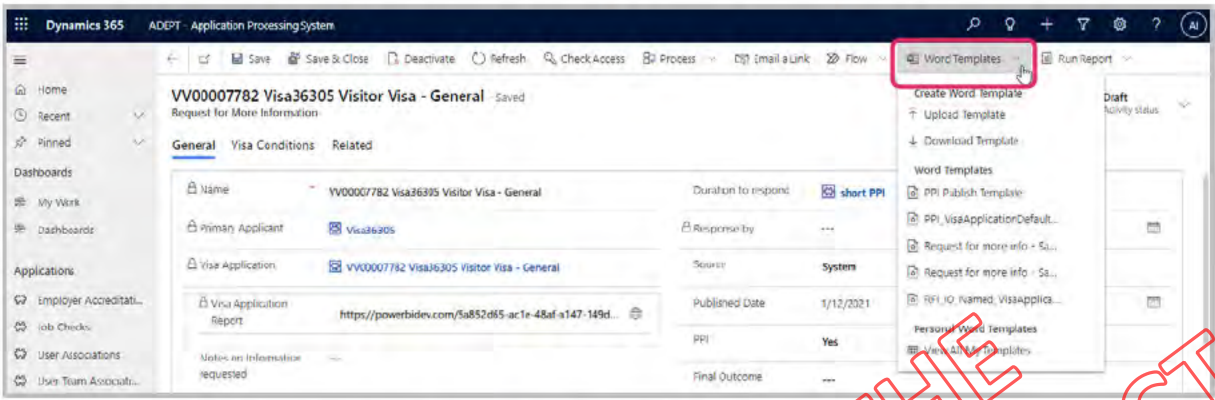


Click on the **Save** button at the top of the screen to save your changes.

WORKAROUND	If the outcome from IHS is **ASH with conditions**, the assessment concerns are currently duplicated in the **Assessment Concern** grid of the RFI/PPI screen (and in the RFI letter). If the outcome is ASH with conditions, you must review the **Assessment Concern** grid and delete all the redundant assessment concerns until only one remains.

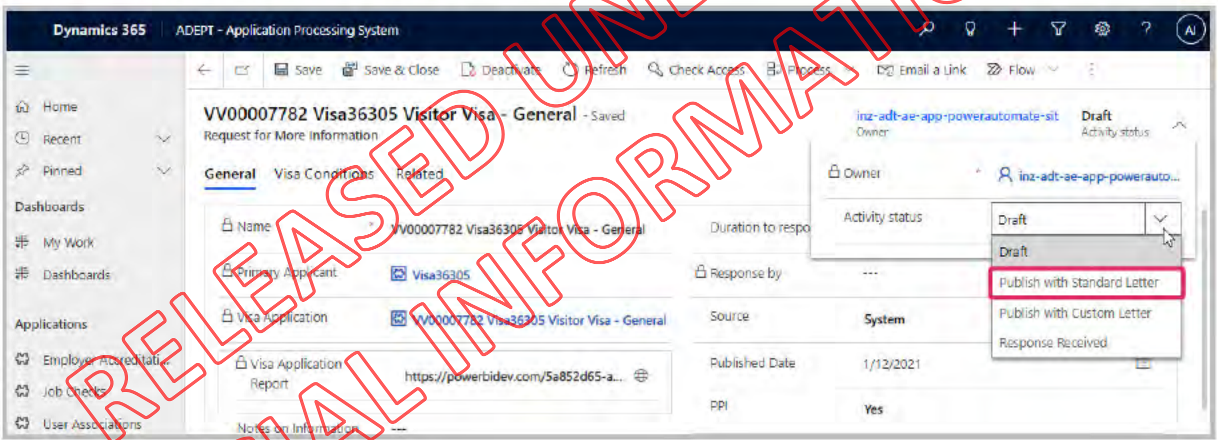
Standard letter

First select the correct template letter that you wish to send the applicant. To select the template letter, select the **Word Templates** option in the top menu as shown in the following screenshot.



When you select the template, the system downloads the letter as a Word document to your download folder. Review the letter and decide if updates are required to the letter.

If a standard RFI/PPI letter is to be sent without any modification, select the **Publish with Standard Letter** status from the **Activity Status** drop-down.



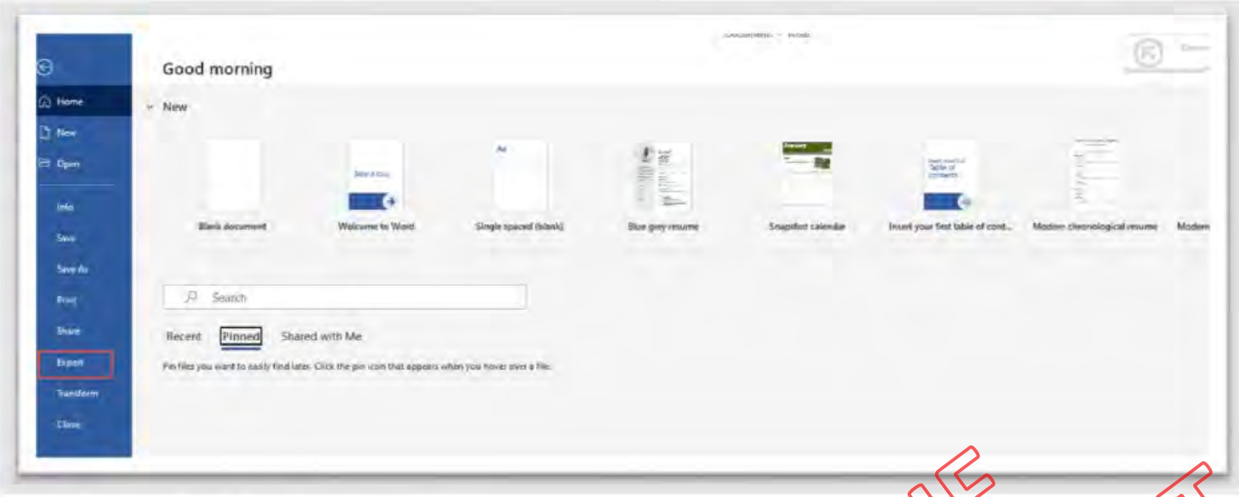
Custom letter

To send a custom RFI/PPI letter to an applicant, download the default RFI/PPI letter to your download folder, by selecting the appropriate Word Templates and modifying the letter as required.

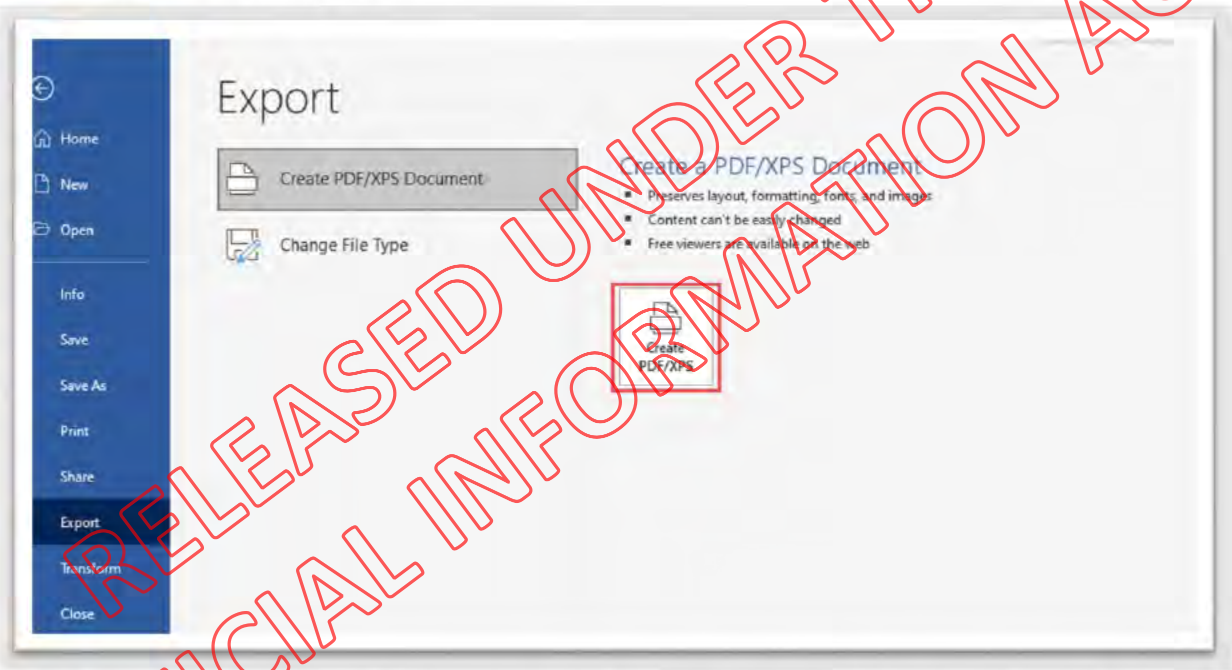
Once the required changes to the letter are completed, save the letter on your desktop.

NOTE	The custom letter you have saved on your desktop needs to be converted into PDF before uploading into ADEPT. Failing to do so will result in the standard letter being sent to the applicant.

To convert a letter into PDF, use the **Export** option in the file menu of your Word application as shown on the screenshot below.

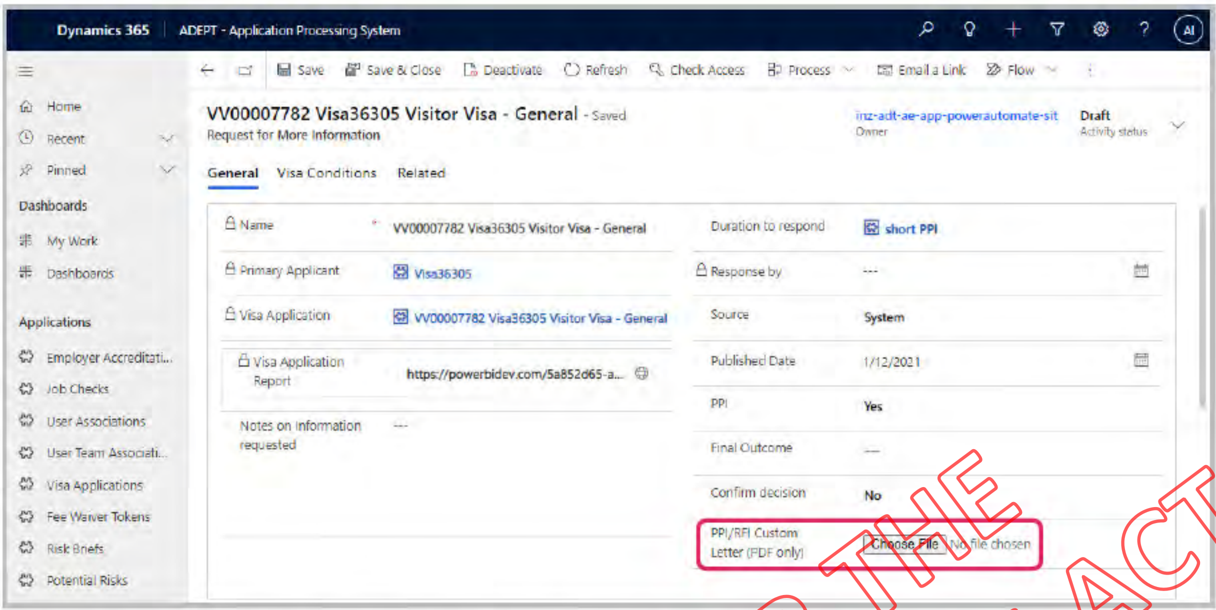


This will open the following screen:

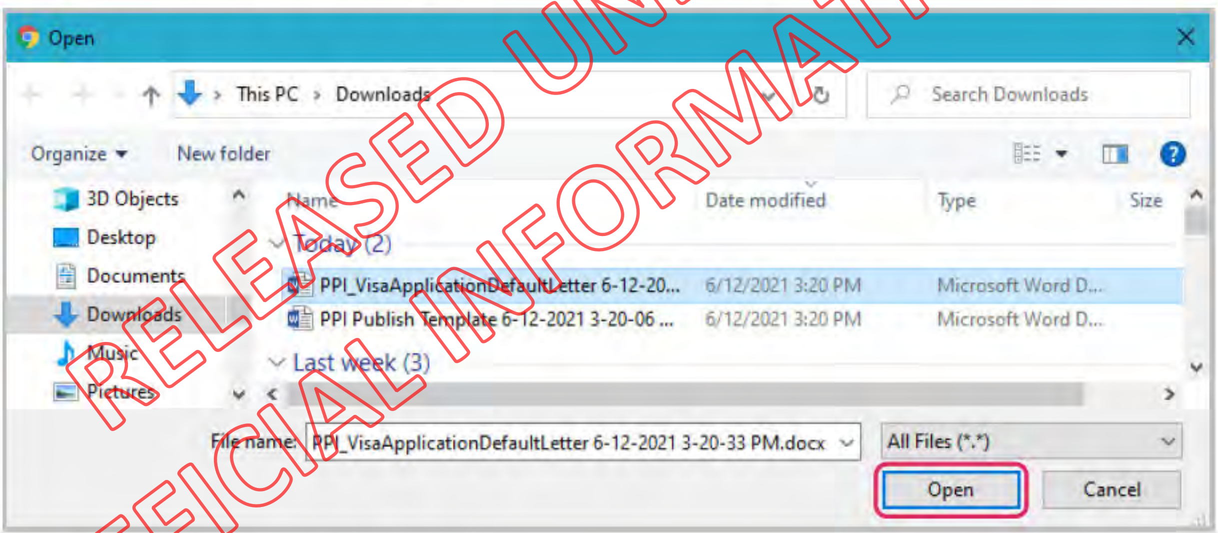


Select **Create PDF/XPS** to initiate the conversion of your custom template from Word to PDF. One the PDF is created, save it to your desktop.

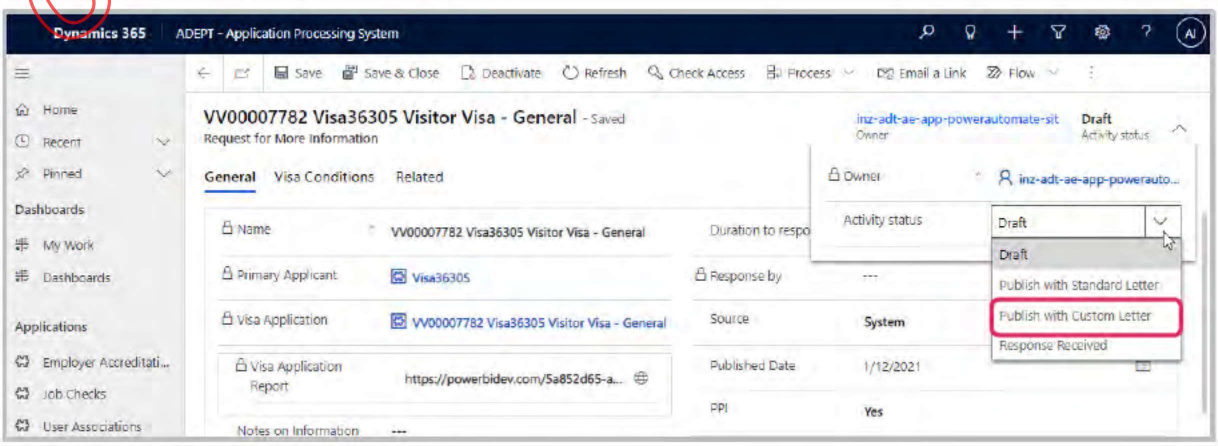
Select **Choose File** to upload the modified document in the PPI/RFI Custom Letter field as shown on the following screenshot.



Select the letter from your desktop and select **Open** to complete the upload as shown in the following screenshot (although the screenshot below shows examples of Word documents, your letter should be in PDF format as explained earlier in this section).



Select status **Publish with Custom Letter**.



Once the RFI activity is published, the activity is displayed in the **Awaiting external response** section of your dashboard.

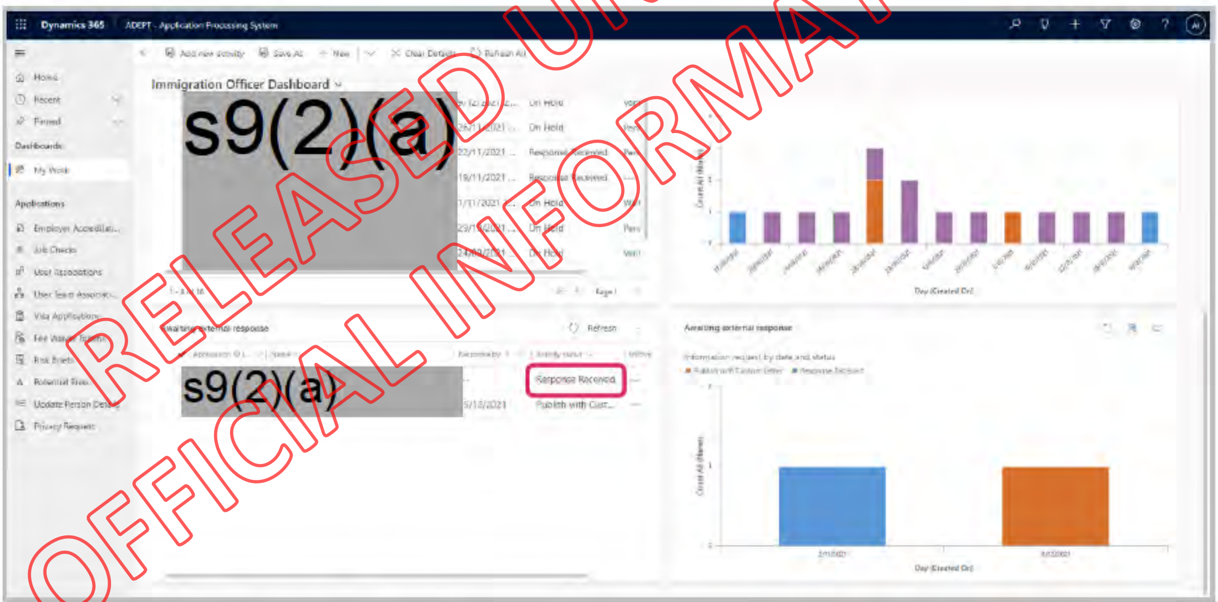
NOTE (1)	Refer to Section 4.8.5, Change visa type (Alternate visa) if you need to propose a change of visa type as part of the RFI/PPI activity.

NOTE (2)	Refer to Section 4.8.1, Raise a No Surprise Fact Sheet of the Immigration Officer User Guide if you need to raise a No Surprise Fact Sheet as part of the RFI/PPI activity.

4.10.3 Assessing Applicant Responses

You need to regularly review the **Awaiting External Response** grid of your dashboard.

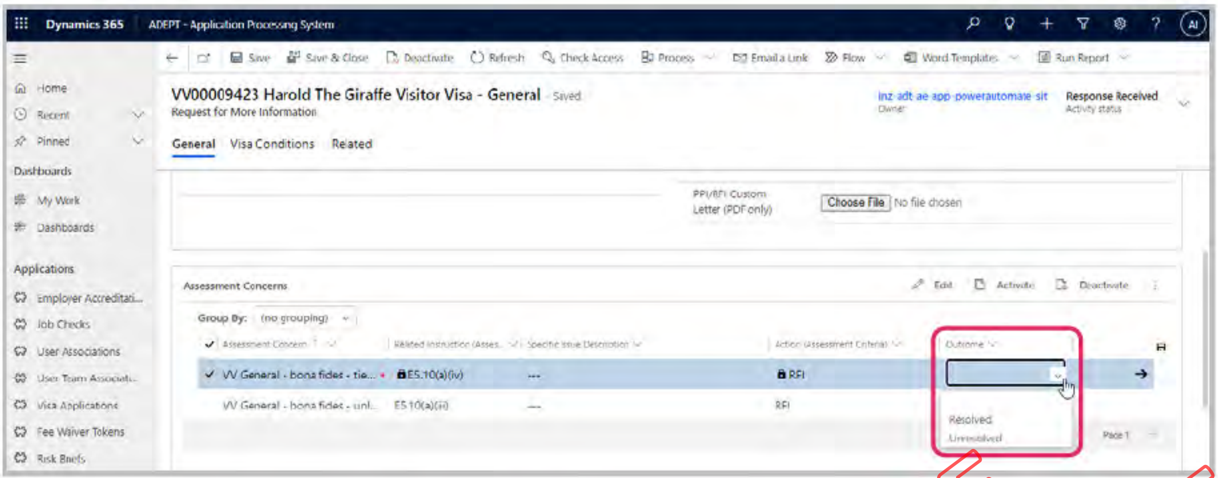
When an applicant has responded to the RFI/PPI, the status of the RFI/PPI activity will change to **Response Received.**



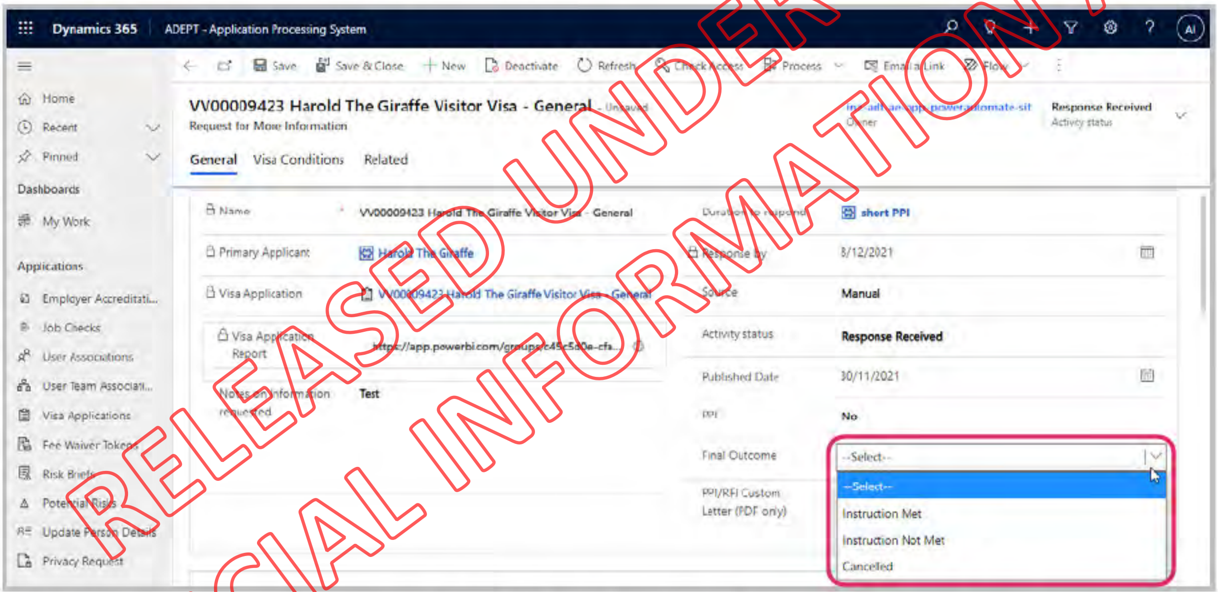
When you open the activity, you will see:

- The response provided by the applicant in the **Applicant response** section of the RFI/PPI activity.
- The documents provided by the applicant in the **Documents provided** section.

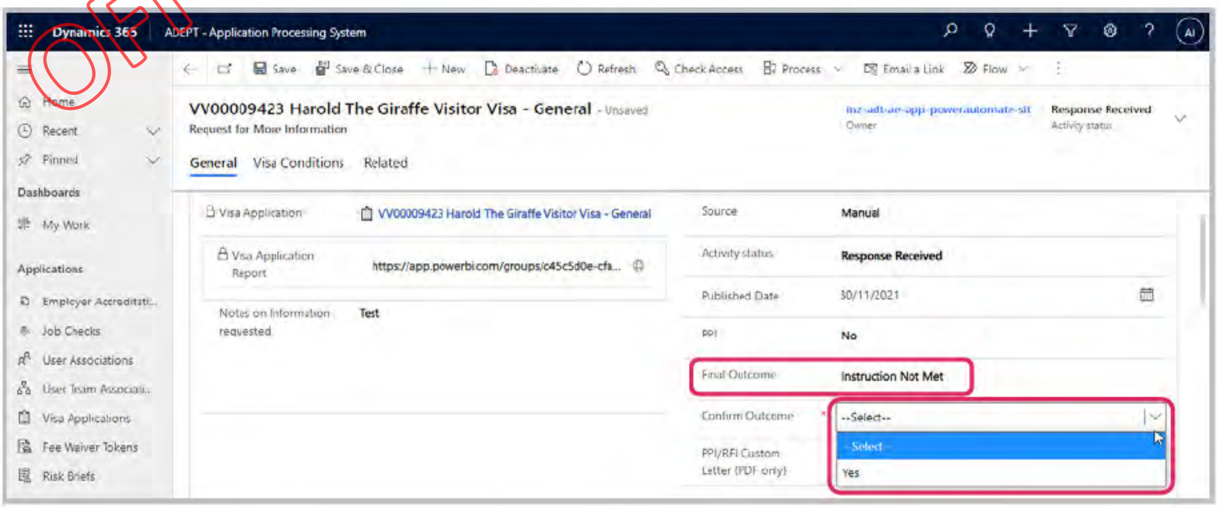
You should mark each of **assessment concerns** as resolved or unresolved in the **Assessment Concern** grid as shown in the following screenshot. The list of assessment concerns that were not resolved are picked up as part of decline letter.



Depending on whether the response provided by the applicant is satisfactory or not, now select a value in the **Final outcome** field of the RFI/PPI activity header (e.g. **Instruction met**, or **Instruction not met**) as shown in the following screenshot.



Once you have selected an outcome, the **Confirm Outcome** field will appear as shown below.



You can 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 could still reset the value of the **Outcome** field to "--Select--".

- If the outcome recorded is **Instructions met**, no further manual action is required as the visa is issued automatically.
- If the outcome recorded is **Instruction not met**, the visa is declined by the same immigration officer. Refer to Section 4.7, Approve/Decline an Application for more details about declining a visa.

The RFI activity will disappear from the **Awaiting External Response** grid in the dashboard once a decision has been made on the RFI/PPI activity.

NOTE 1	If the RFI/PPI is related to a new proposed visa type, the response (Yes/No) is presented in the **Accepted New Visa Type** field in the Alternate Visa section of the RFI/PPI Activity

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NOTE 3	Before you mark the outcome of an RFI/PPI activity as Instructions met, it is recommended that you use the following checklist: - Ensure the visa conditions are correct (to update visa conditions refer to Section 4.8.14, Changing Visa Conditions). - Ensure the visa dates are correct (to update the visa dates, refer to Section 4.8.14, Changing Visa Conditions). - Ensure you have checked for any new alerts/warning raised against the applicants (including employer alerts in AMS). - Check if there are any General notes recorded for the application. - Make sure all the assessment concerns have been reviewed and an outcome recorded. - Make sure all the Risk Activities are completed

IMPORTANT NOTE	Please refrain from deactivating the RFI/PPI activity, as this will result in the application being 'stuck', i.e., not progressing though its processing cycle.

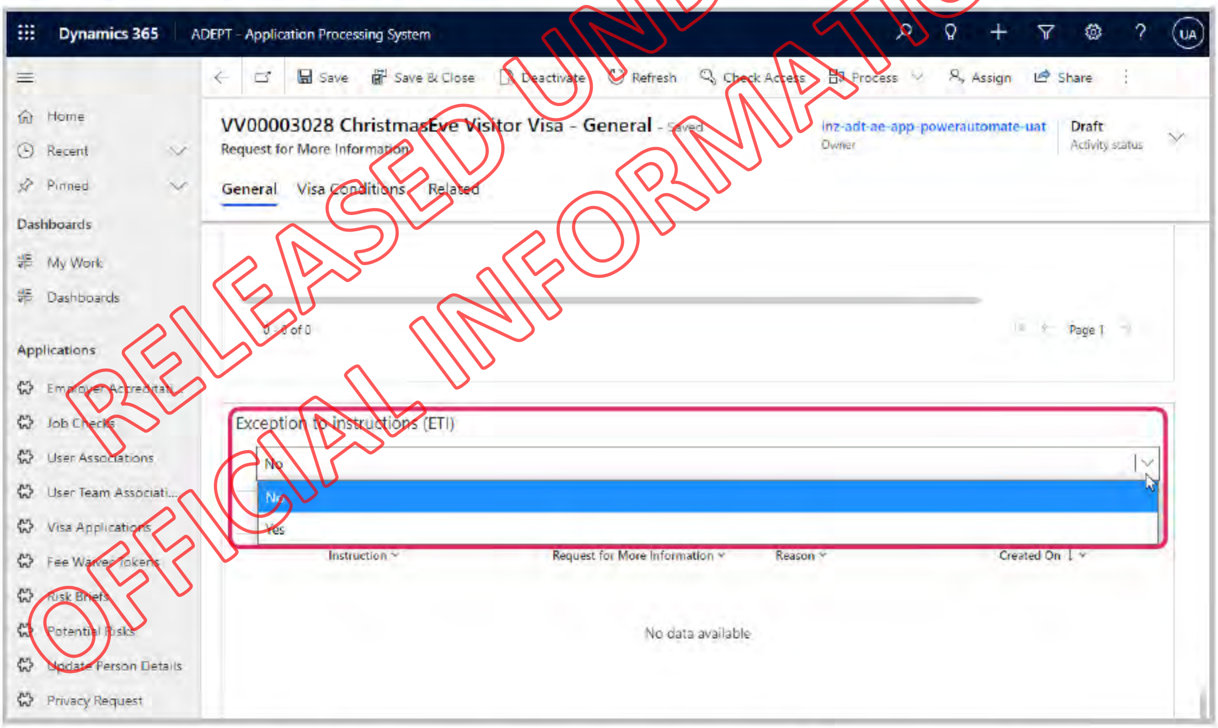
4.10.4 Other options available in an RFI/PPI activity

There might be occasions where you may decide not to send the RFI/PPI letter to the applicant or undertake other actions within an RFI/PPI activity. These may include:

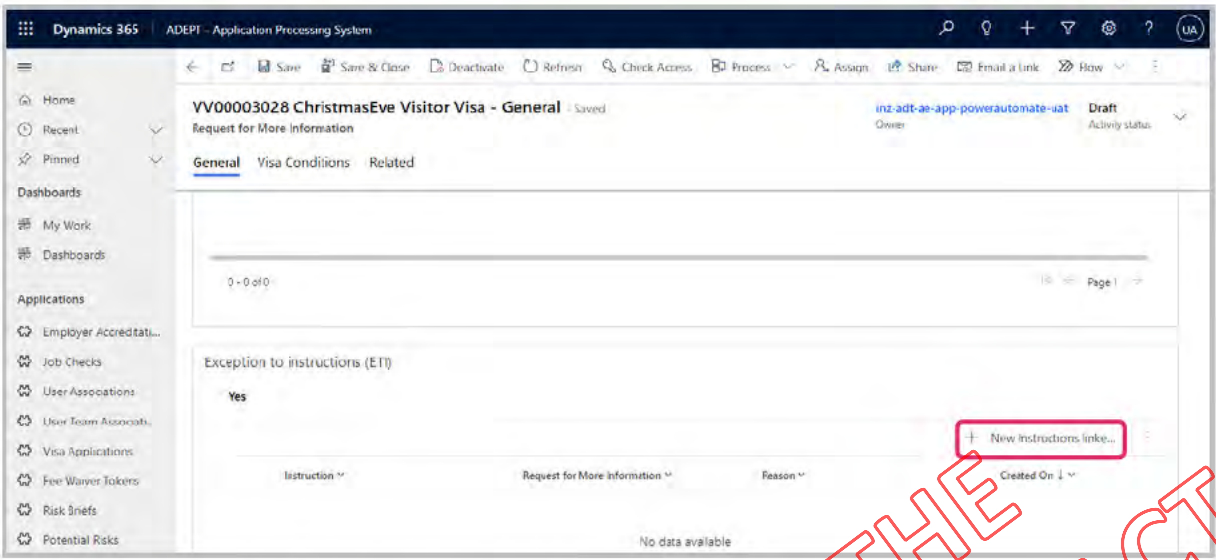
- Deciding to grant an Exception to Instructions (ETI).
- Deciding to decline the application without RFI/PPI (where permitted by the immigration act, e.g. when the applicant is offshore).
- Deciding to raise a No Surprise Fact Sheet (NSFS) - refer to Section 4.8.1, No Surprise Fact Sheet (NSFS).
- Deciding to create an Assessment Waiver – refer to Section 4.8.4, Create Assessment Waiver.
- Deciding to create a risk and risk activity from the related tab of the RFI/PPI activity – refer to Section 4.3, Assessing a Risk Activity.

Granting an ETI

To grant an ETI, select **Yes** to the **Exception to Instructions (ETI)** field in the RFI Activity.

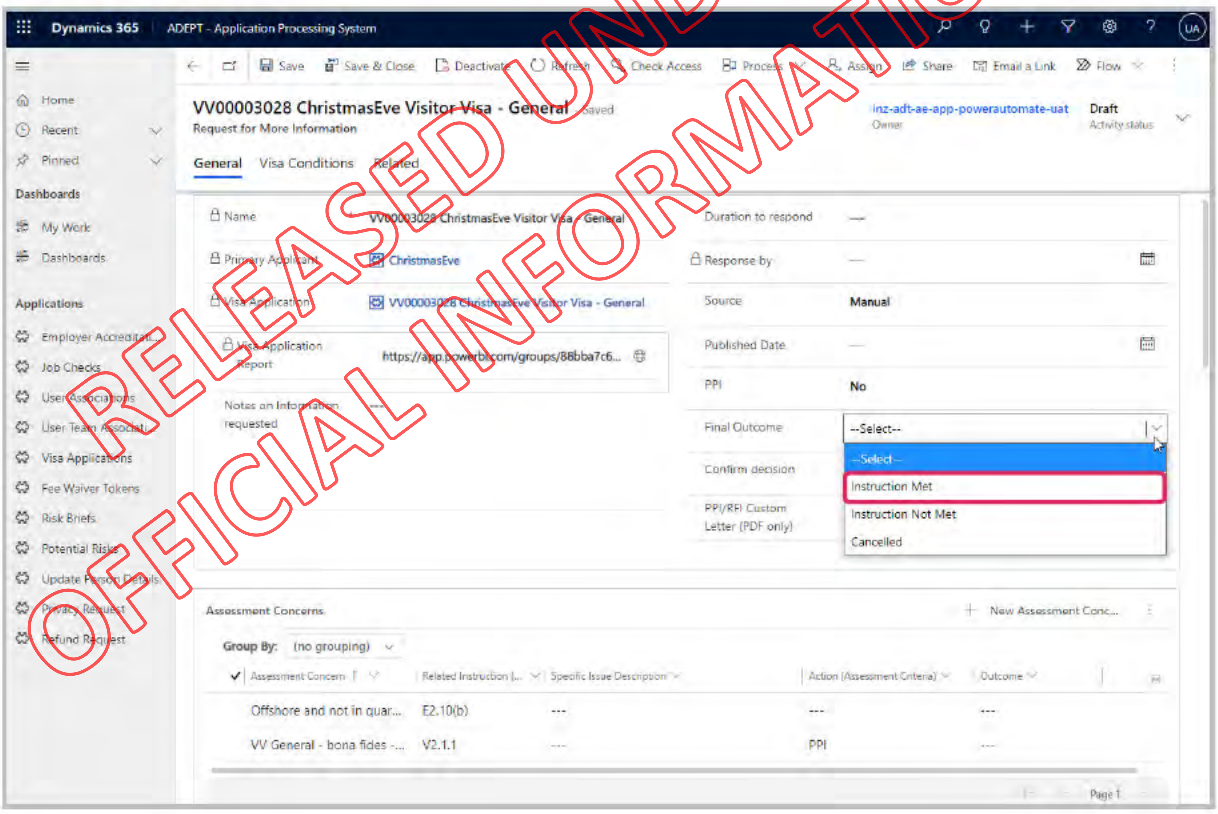


Select New Instructions linked to PPI in the ETI grid as shown in the following screenshot.



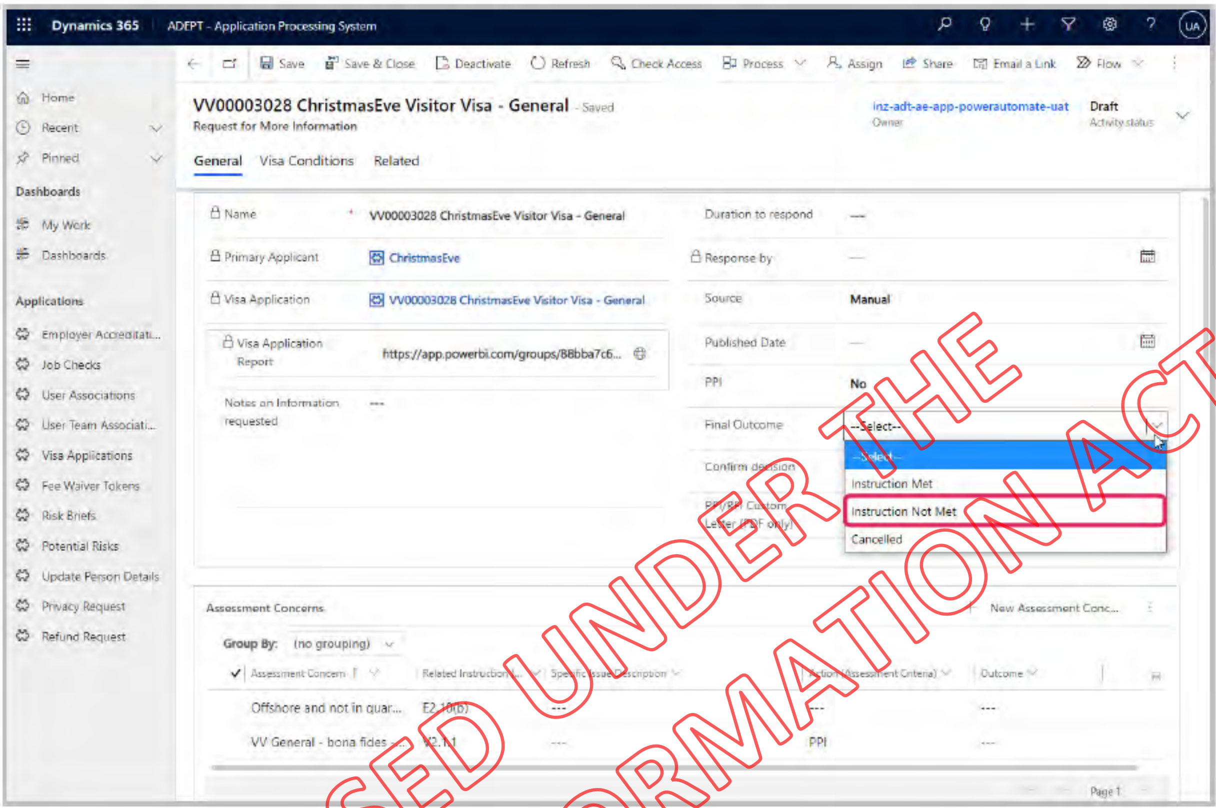
Select an instruction and enter a reason for the exception.

At the top of the RFI screen, set the **Outcome** field to **Instructions met** which triggers the system to proceed with the approval.

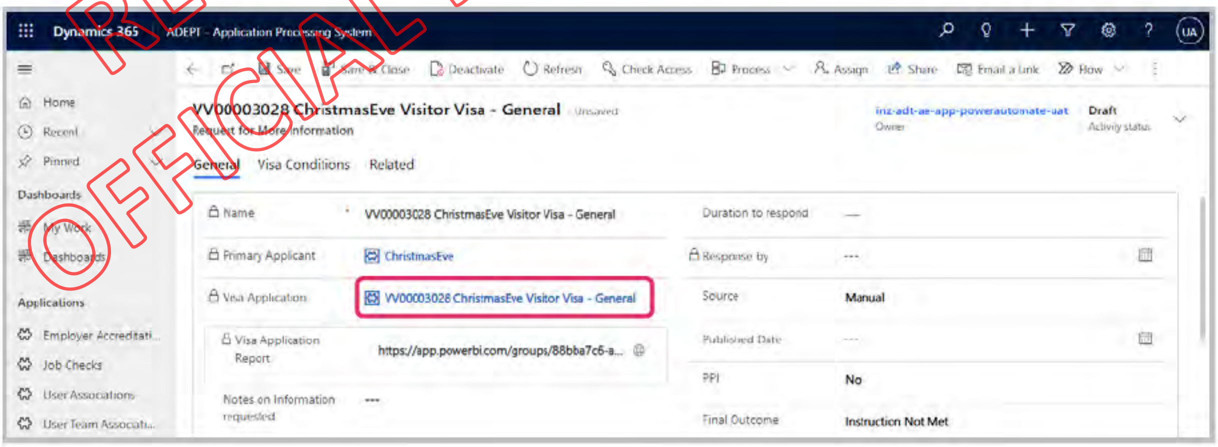


Deciding to decline

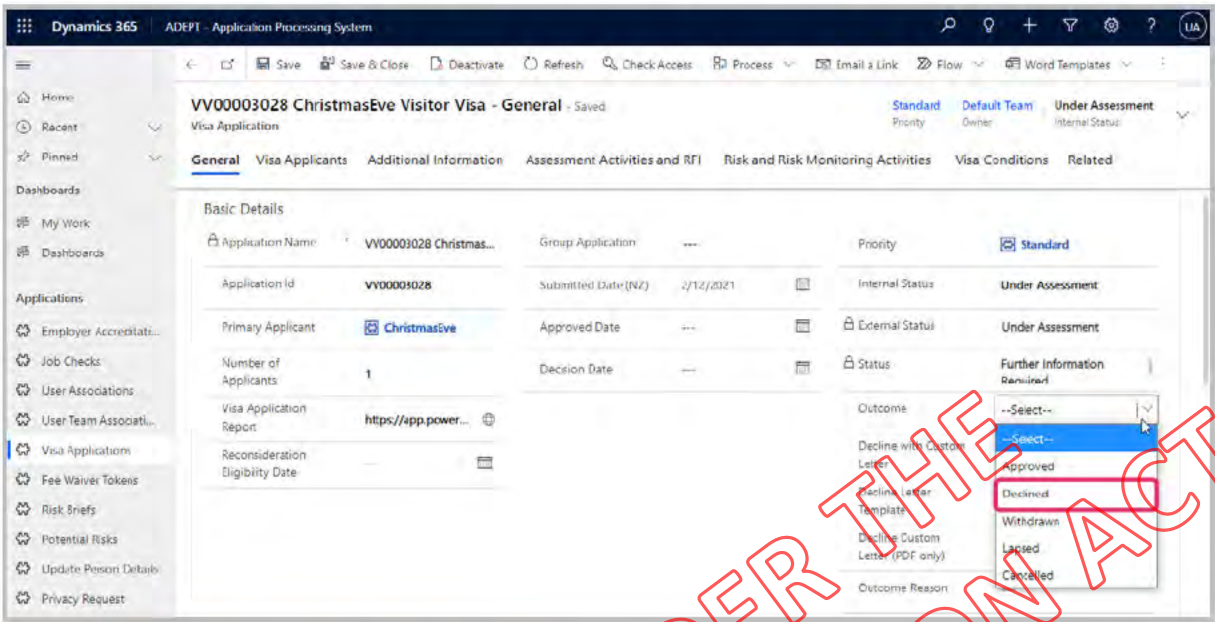
To decline the application without RFI or PPI, update the **Final Outcome** on the **Request for more Information** screen as **Instruction Not Met**.



Open the visa application screen by selecting the link in the **Visa Application** field as shown on the following screenshot.

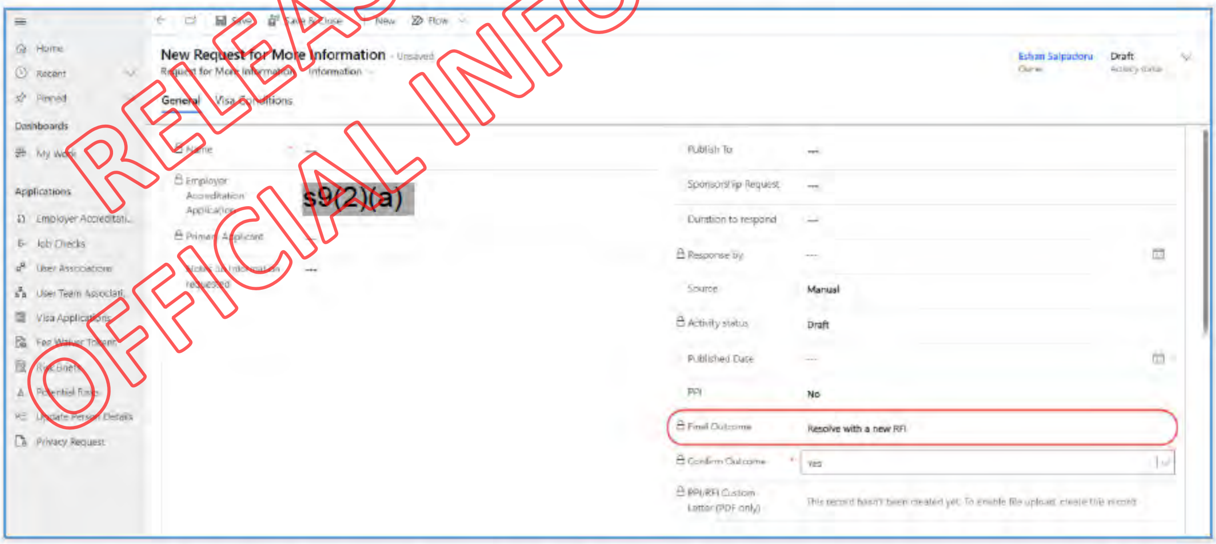


In the **Outcome** field, select **Declined**, and add a reason in the **Outcome reason** field.



4.10.5 Raising a Secondary RFI/PPI

On some occasions, you might need to request more information from the applicant after the applicant has responded to the initial RFI or PPI. You can you do this by raising a secondary RFI/PPI as long as the first RFI/PPI activity has not been completed. If you want to raise a secondary RFI/PPI, you must close the current RFI/PPI activity with value of **Resolve with a new RFI** for the **Final Outcome** field as shown in the screenshot below.



Once you confirm the outcome and save the RFI/PPI activity, the system will generate a new RFI/PPI activity for the application. All the assessment concerns will be migrated to the new RFI/PPI activity. You can then publish the second RFI/PPI letter (standard or custom) as described in the **6.6.2 Assessing an RFI/PPI Activity**. The application will be decided when the secondary RFI/PPI activity is decided with an outcome of **Instruction Met** or **Instructions Not Met**. You can also create more than one secondary RFI/PPI activity by selecting an outcome of **Resolve with a New RFI** again.

ADEPT

NOTE	The second RFI/PPI activity will be automatically assigned to you when the RFI/PPI activity is created by the system.

4.11 Approve/Decline an application

The ADEPT system will attempt to automatically approve an application if:

- no assessment activities were triggered by the system (note that this will not be happening in the first few months after ADEPT goes live), or
- assessment activities were triggered but no assessment concerns were created by an Immigration Officer (instructions were met for all the assessment criteria in the assessment activities), or
- the RFI/PPI activity created as a result of the assessment concerns is completed as **Instructions Met**.

Then no further action is required from any IO and the applicant is notified about the decision.

NOTE	If the decision is fully automated, the system waits for a pre-defined timeframe before the notification is sent to the applicant, to allow for any intervention due to unforeseen circumstances.

A visa cannot be issued to an applicant on the same day it has been decided as all visa issuing is held until an overnight process.

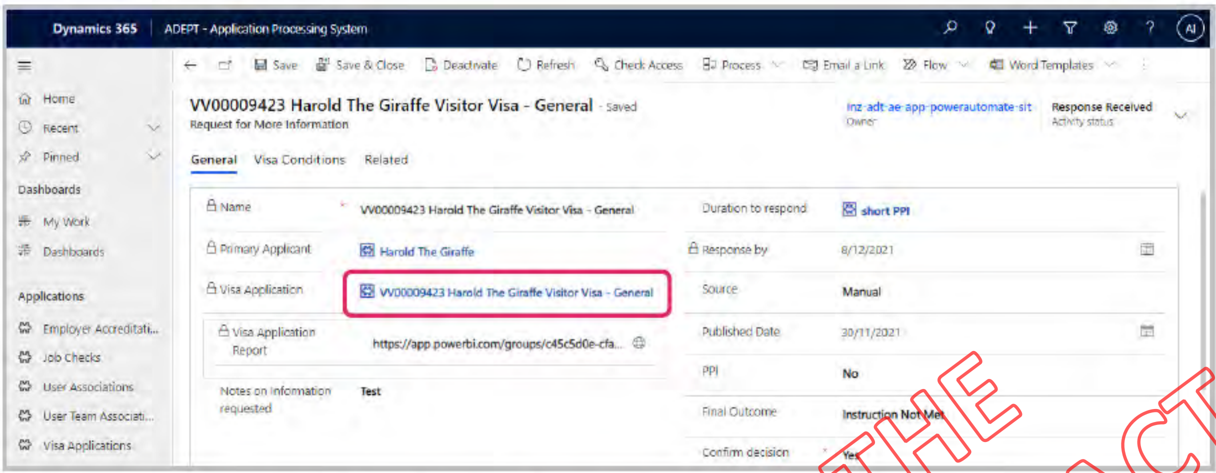
WORKAROUND	In cases where an urgent visa is needing to be issued on the same day the application is assessed, for example the visa is for urgent medical care, then an application will need to be raised in AMS to facilitate this. In these cases you will need to contact INZADEPT@mbie.govt.nz who will arrange for the ADEPT application to be cancelled. Both raising an application in AMS and the INZ ADEPT team cancelling the ADEPT application are temporary workarounds, noting functionality to resolve the need for these workarounds is still under development.

4.11.1 Decline an application

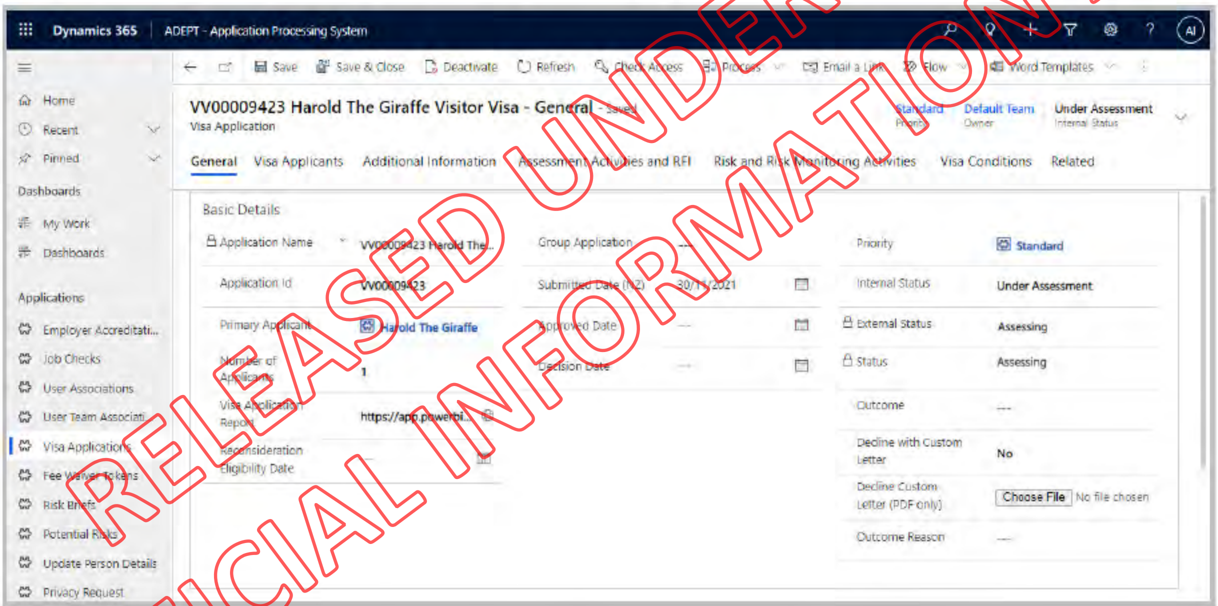
It is expected that you have (or another Immigration Officer has) assessed and completed all the activities, e.g. assessment activities and RFI/PPI activities, before proceeding to decline the application.

If the RFI/PPI activity is completed as **Instructions Not Met** or if you decide to decline the application as a result of the RFI/PPI activity, or for any other reason (even without completing the RFI/PPI activity), then use the steps described below to decline an application.

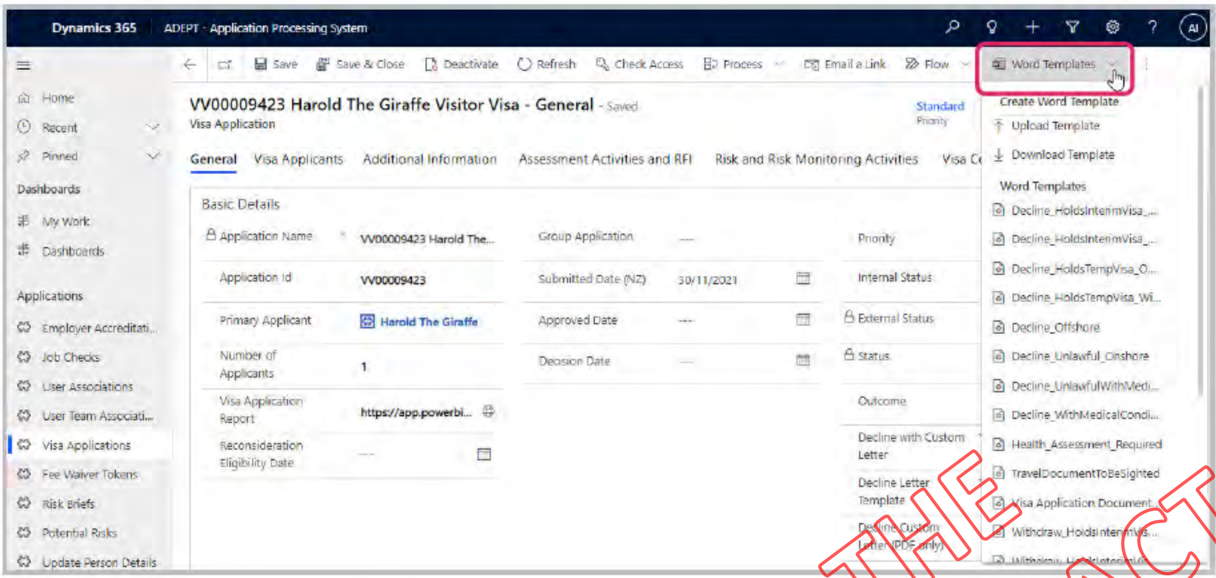
To decline an application, select the **Visa Application** link on the RFI/PPI activity as shown in the following screenshot.



The **Visa Application** screen is displayed as shown in the following screenshot.



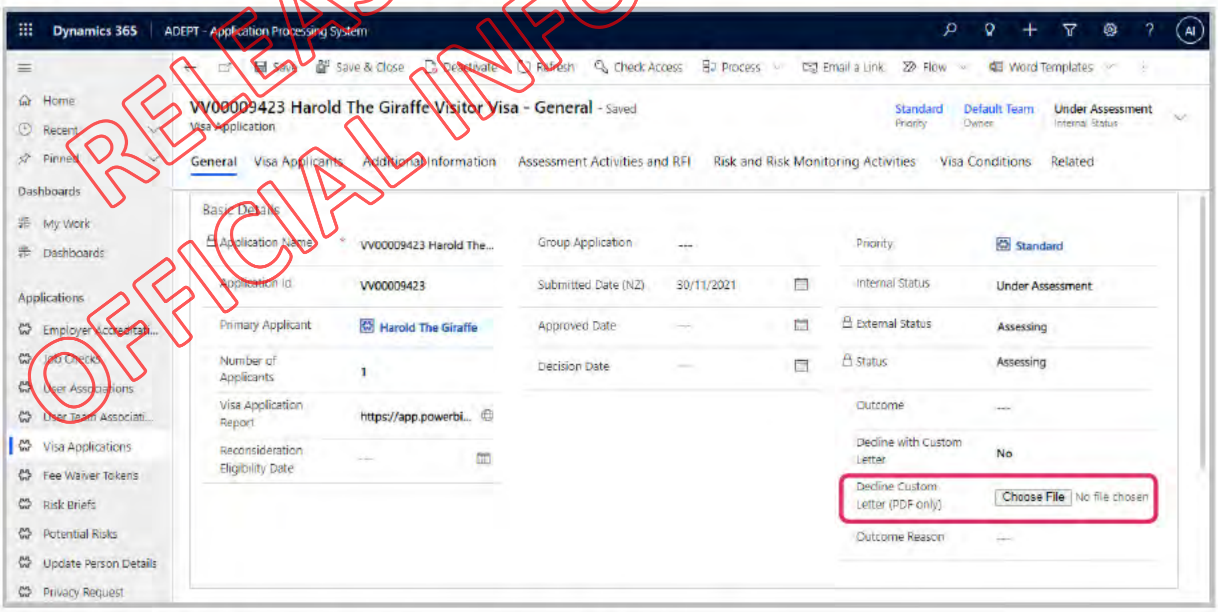
If you determine the application does not meet the requirements, select the correct template letter that you wish to send the applicant. (See Appendix A for a list of template letters.) To select the template letter, select the **Word Templates** option in the top menu as shown in the following screenshot.



When you select the template, the system downloads the letter as a Word document to your desktop. Review the letter and decide if updates are required to the letter.

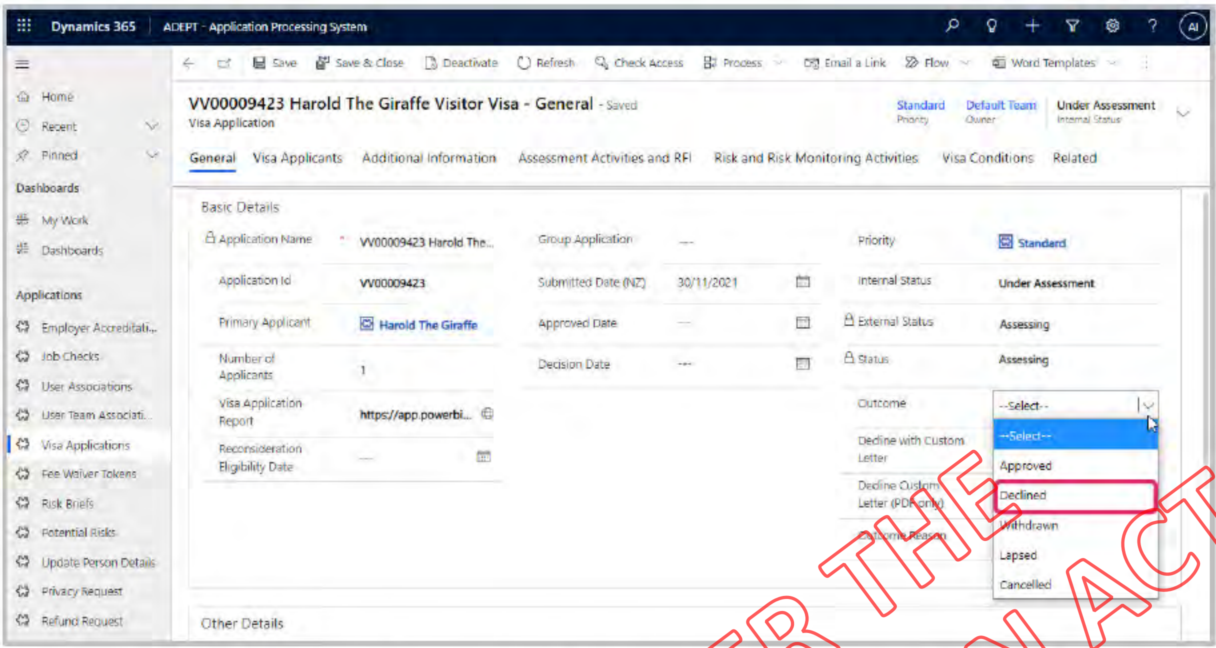
If changes are required, make the changes in the Word document, and save the document in your desktop as PDF. For more information about converting a Word document to PDF, please refer to **Section** [4.8.2 Assessing an RFI/PPI activity]() of the user guide.

Once the letter is ready to be sent to the application, use the **Decline Custom Letter** field to upload the letter as shown in the following screenshot.



Set the value of the **Decline with Custom Letter** field to **Yes**.

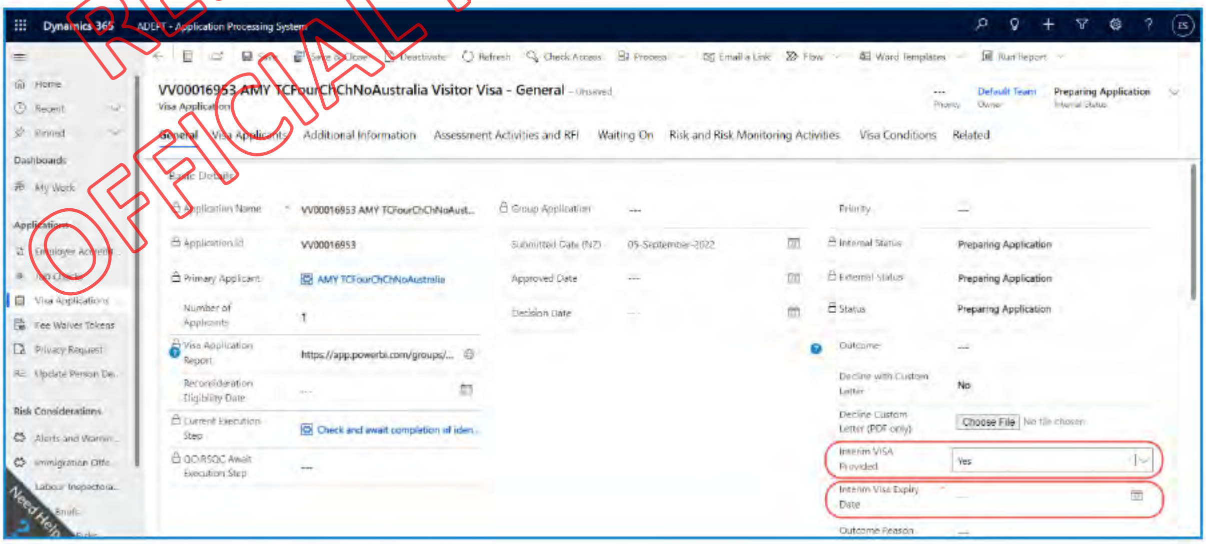
Decline the application by selecting **Declined** in the **Outcome** field as shown in the following screenshot.



Select **Declined** in the **Outcome Reason** field then save your changes by selecting **Save & Close**. Upon saving the changes, the system declines the application and notifies the primary contact of the application.

Refer to the [Notify Client of decision SOP](#).

IMPORTANT NOTE	If the applicant is currently on an interim visa, you must select **Yes** for the **Interim Visa Provided** field and enter the **Interim Visa Expiry Date** as shown in the screenshot below. If you don't enter this date, the decline letter will have null value where this is displayed.



4.11.2 Approve an application

If you want to approve an application despite concerns being present for this application, set the outcome of the assessment activity to **Instructions Met** and set the outcome of the **RFI/PPI activity** to **Instructions Met** as described in Section 4.6, Assessing an RFI/PPI. This will trigger the system to approve the application and notify the applicant, regardless of unresolved concerns.

You may want to consider an **ETI** or an **assessment waiver**. Refer to Section 4.6.4, Other options available in an RFI/PPI activity for more information on these options.

You should not set the outcome of the application to **Approved** manually as this will not trigger an application to be approved.

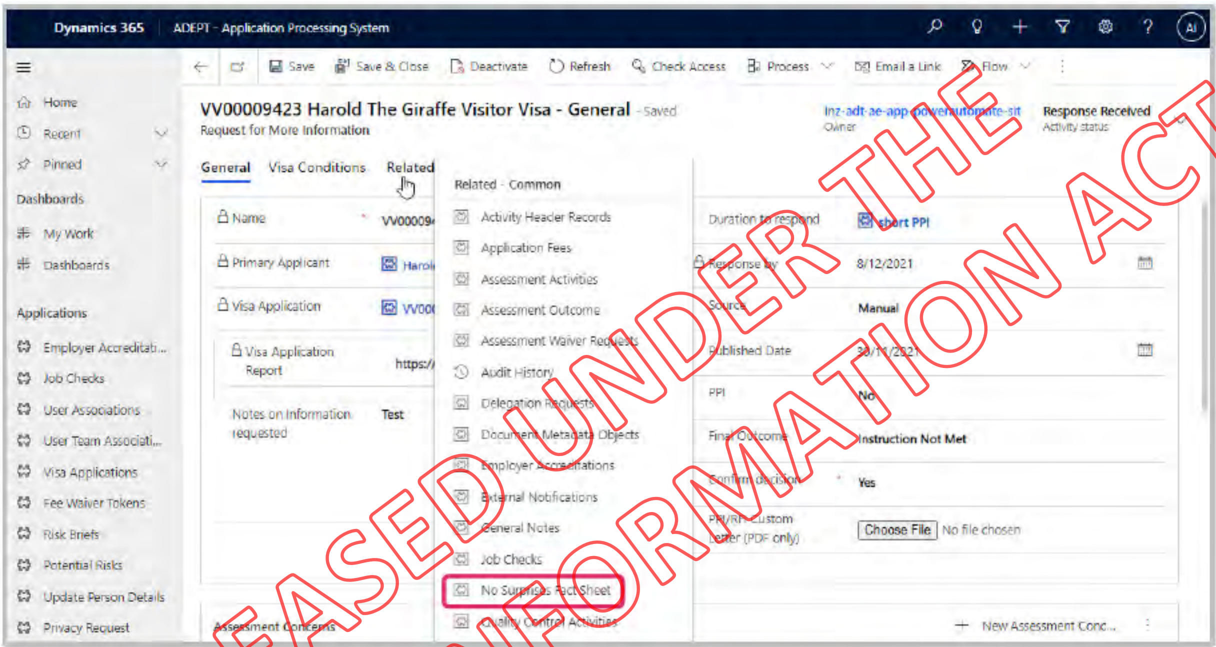
Refer to the Notify Client of decision SOP.

4.12 Other Tasks

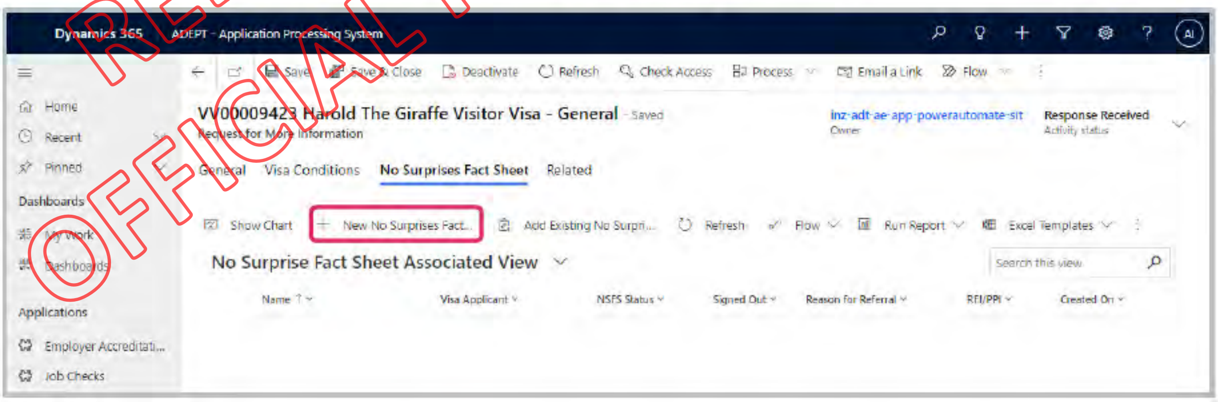
4.12.1 Raise a No Surprise Fact Sheet

If, during an assessment of an RFI/PPI Activity you identify a sensitive issue, you need to advise an Immigration Manager (IM) who submits a No Surprises Fact Sheet (NSFS) to the appropriate team in MBIE.

To raise a NSFS to an IM in ADEPT, select the **Related** tab of the **RFI/PPI Activity** screen and select **No Surprise Fact Sheet** in the drop-down menu as shown in the following screenshot.

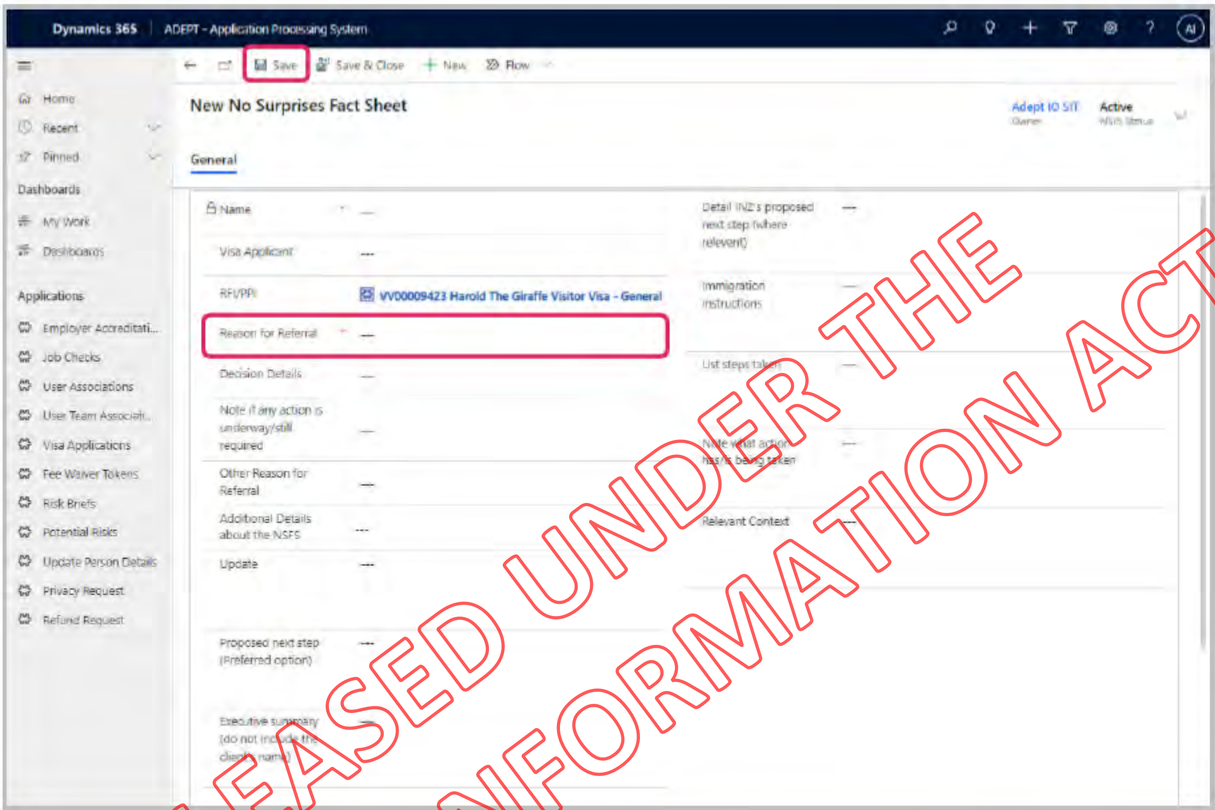


Select **New No Surprise Fact Sheet** as shown in the following screenshot.



Populate the form, including the **Reason for Referral** (e.g. **Advice is sought**) and save the No Surprise Fact Sheet by selecting **Save** on the top menu.

NOTE (1)	Ensure all relevant fields are completed even if they are not mandatory.



NOTE (2)	The Name field is locked and does not show any data until visa applicant is manually selected.

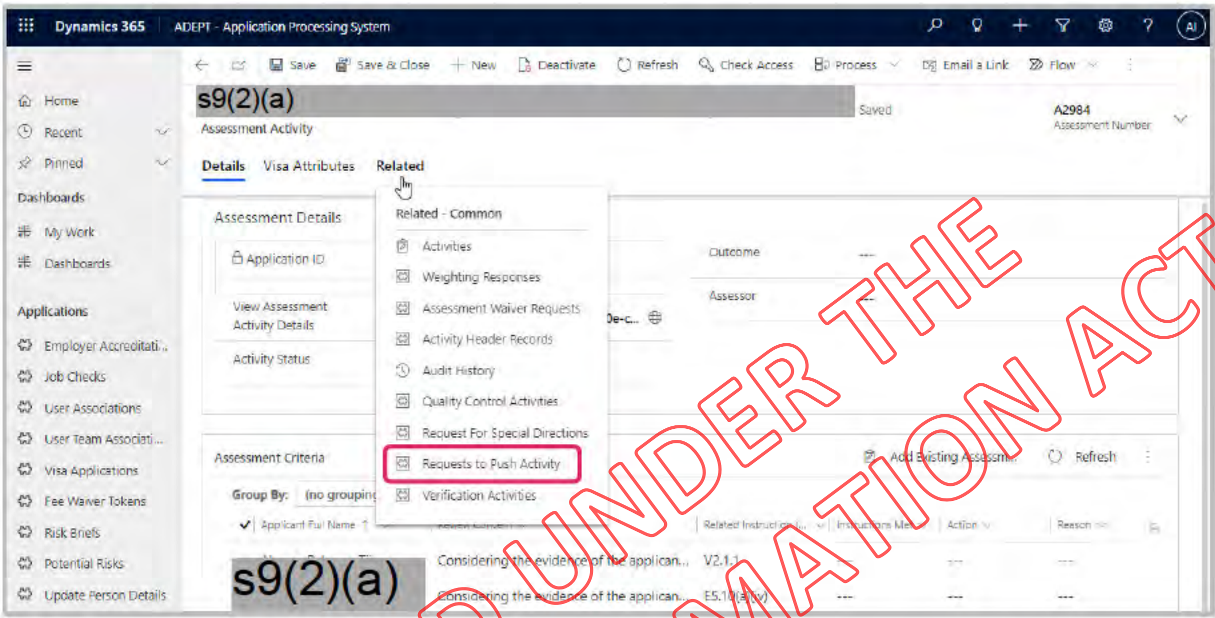
Once you have saved it, the NSFS appears in the **Immigration Manager dashboard** and the status of the NSFS moves to the appropriate value (e.g. **In Review**). It also displays in the **No Surprise Fact Sheet Associated View** with the appropriate status. You should see the NSFS in your dashboard in the **Awaiting Internal Response** grid. Immigration officers will need to actively monitor this grid.

WORKAROUND	Currently the functionality to enable you to track the NSFS in the **Awaiting Internal Response** grid of your dashboard is not available. We suggest you liaise with the IM outside ADEPT in the meantime.

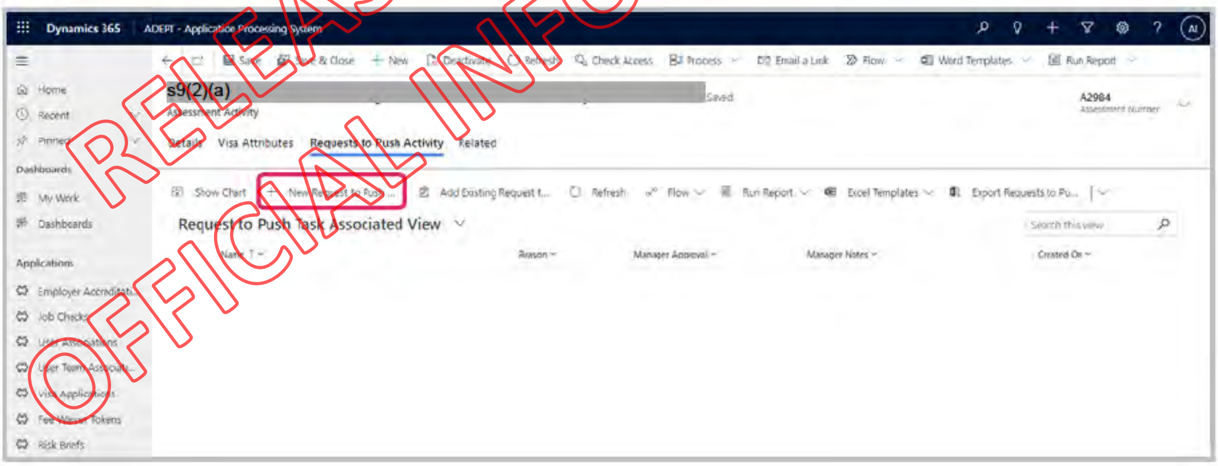
4.12.2 Push Back an Activity

If you consider that you do not have the skills required to complete an activity or there is a conflict of interest, a request to push back an activity is made.

To request a push back, from the activity, select the **Related** tab of the screen and select **Requests to Push Activity** from the drop-down menu.

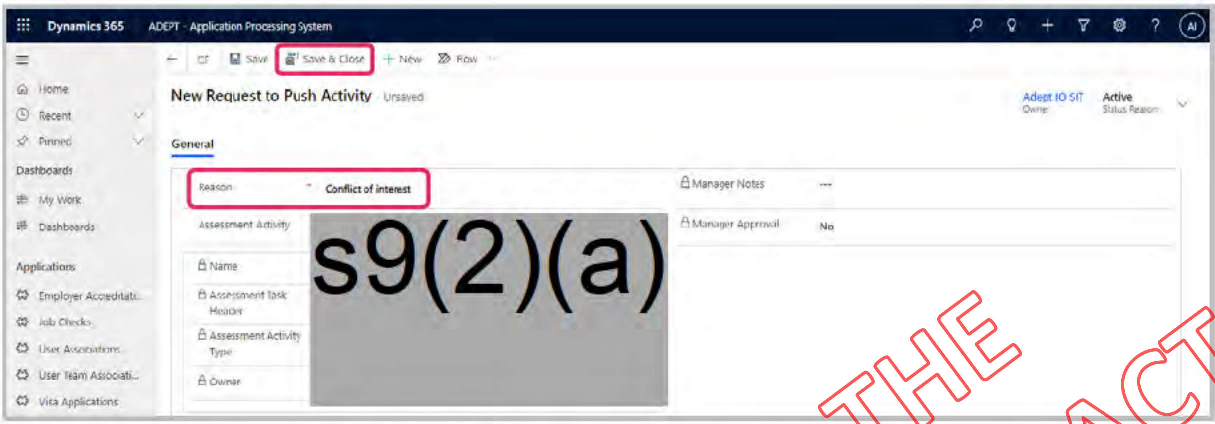


This will take you to the **Requests to Push Activity** tab. Then select **New Request to Push Activity** as shown in the following screenshot.



The name of the request is pre-populated and read-only. Enter the **Reason** for the push back (e.g. conflict of interest).

Select **Save & Close** to send the request to your Immigration Manager.



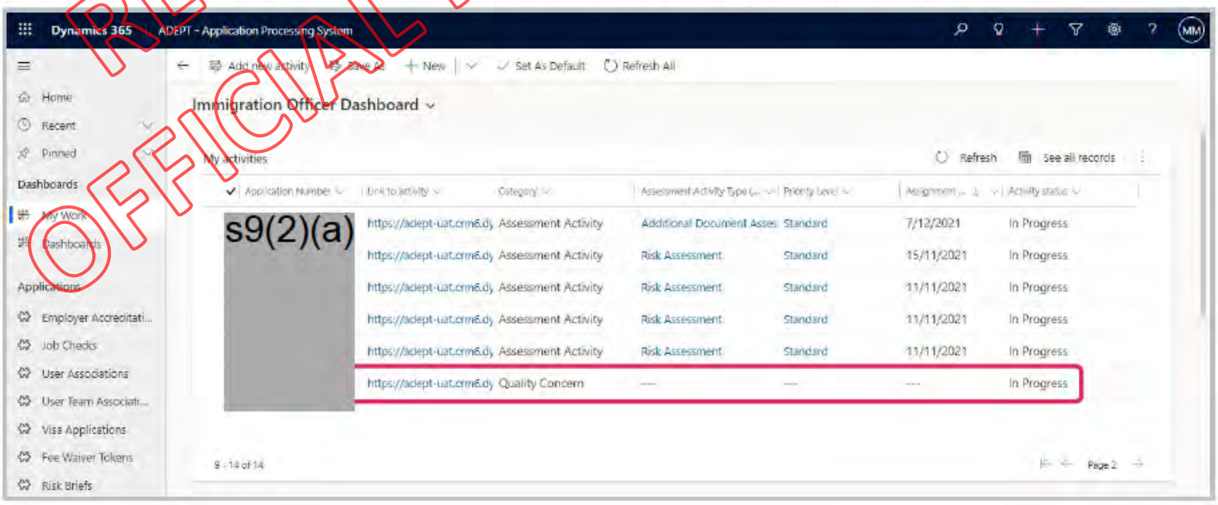
You will continue to see the assessment activity in your dashboard until the IM reassigns the activity to another IO.

4.12.3 Rework Application

When a Technical Advisor (TA) has reviewed either an assessment activity or an application and has determined that some rework is required, they will raise a **Quality Concern** which is displayed in the **My activities** grid in the dashboard of the immigration officer who has originally assessed the activity or the application.

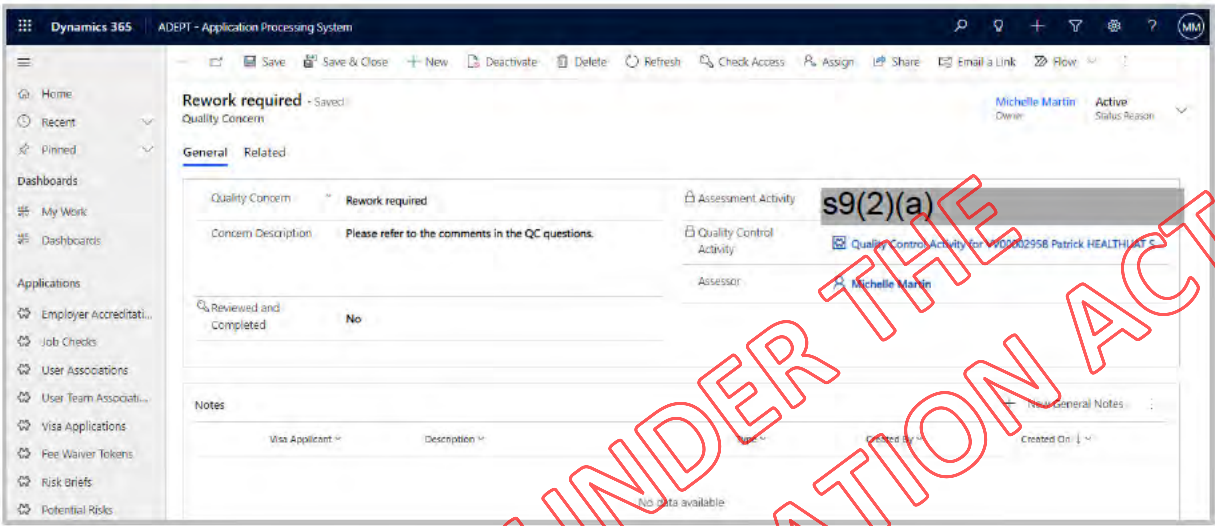
Review the Quality Concern

Select the link to open the **Quality Concern** as shown in the following screenshot.

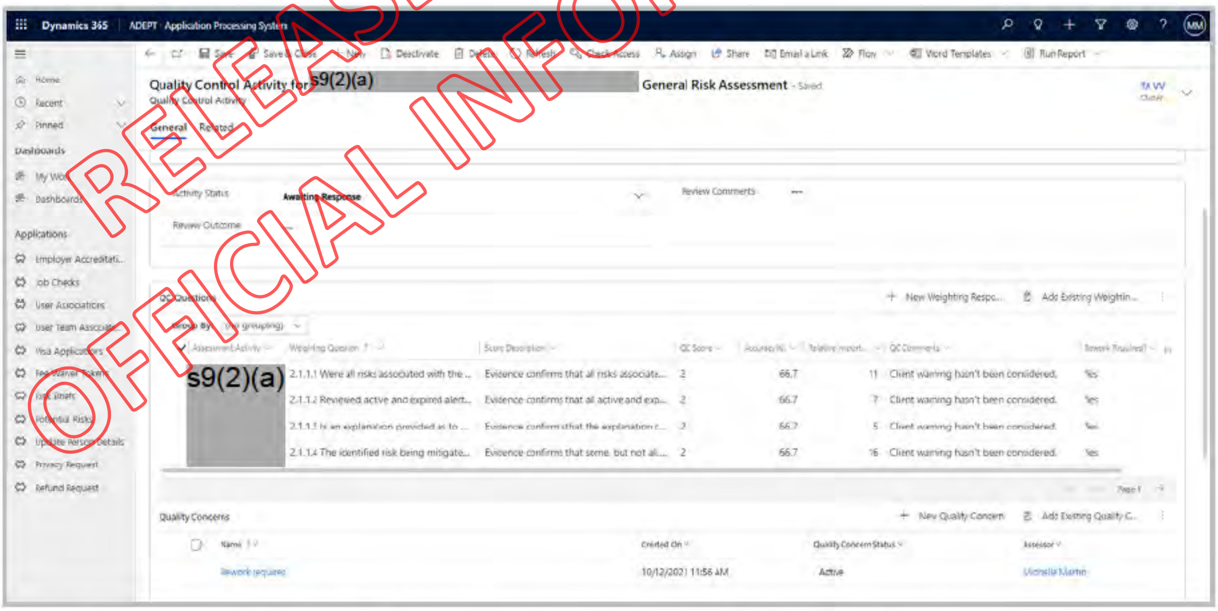


Review the details of the **Quality Concern**, including the description of the quality concern entered by the Technical Advisor, and the activity it relates to (in this example a Risk Assessment activity).

The notes that the TA has entered (if any) are displayed in the **General Notes** section. You can also view additional comments provided by the TA by opening the Quality Control Activity itself (to do this, select the hyperlink provided in the **Quality Control Activity** field as shown in the following screenshot).



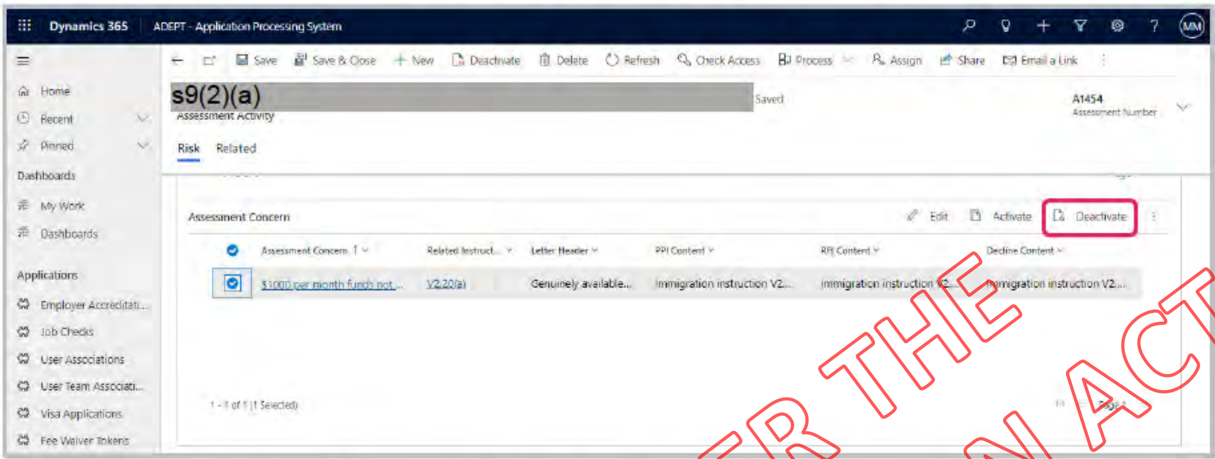
This will open the Quality Control activity. You may find additional information provided by the TA for each QC question in the fields, e.g. **QC comments and Rework required** as shown in the following screenshot.



You can then proceed to re-open the application and perform the changes that you deem necessary, considering the comments provided by the TA.

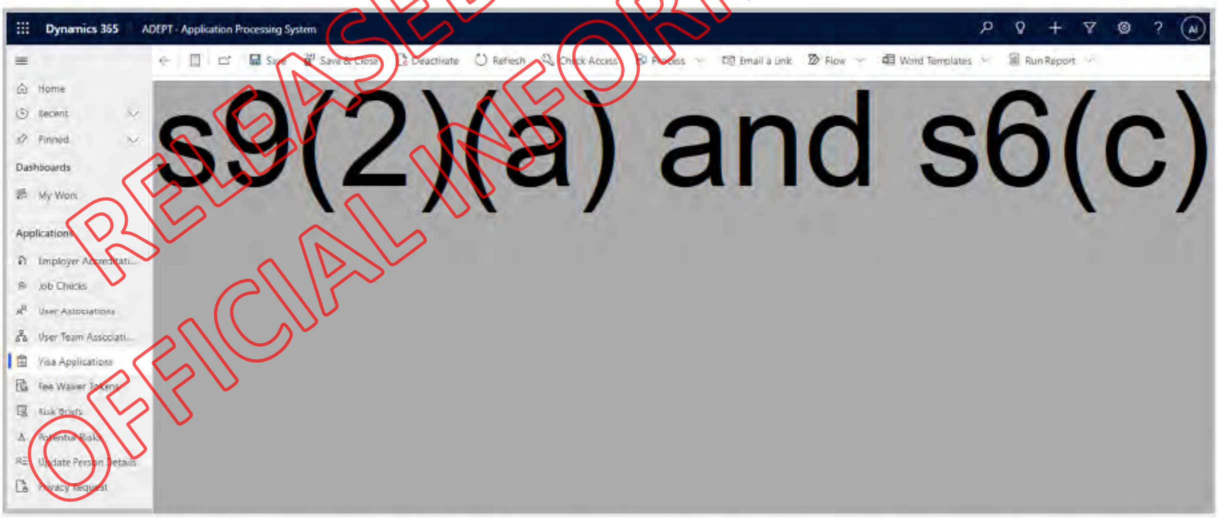
Perform the rework

As a result of the TA's advice, if an assessment concern created during the initial assessment of the activity needs to be removed, this needs to be completed manually. Select the assessment concern in the **Assessment Activity** screen and select **De-activate** as shown in the following screenshot.

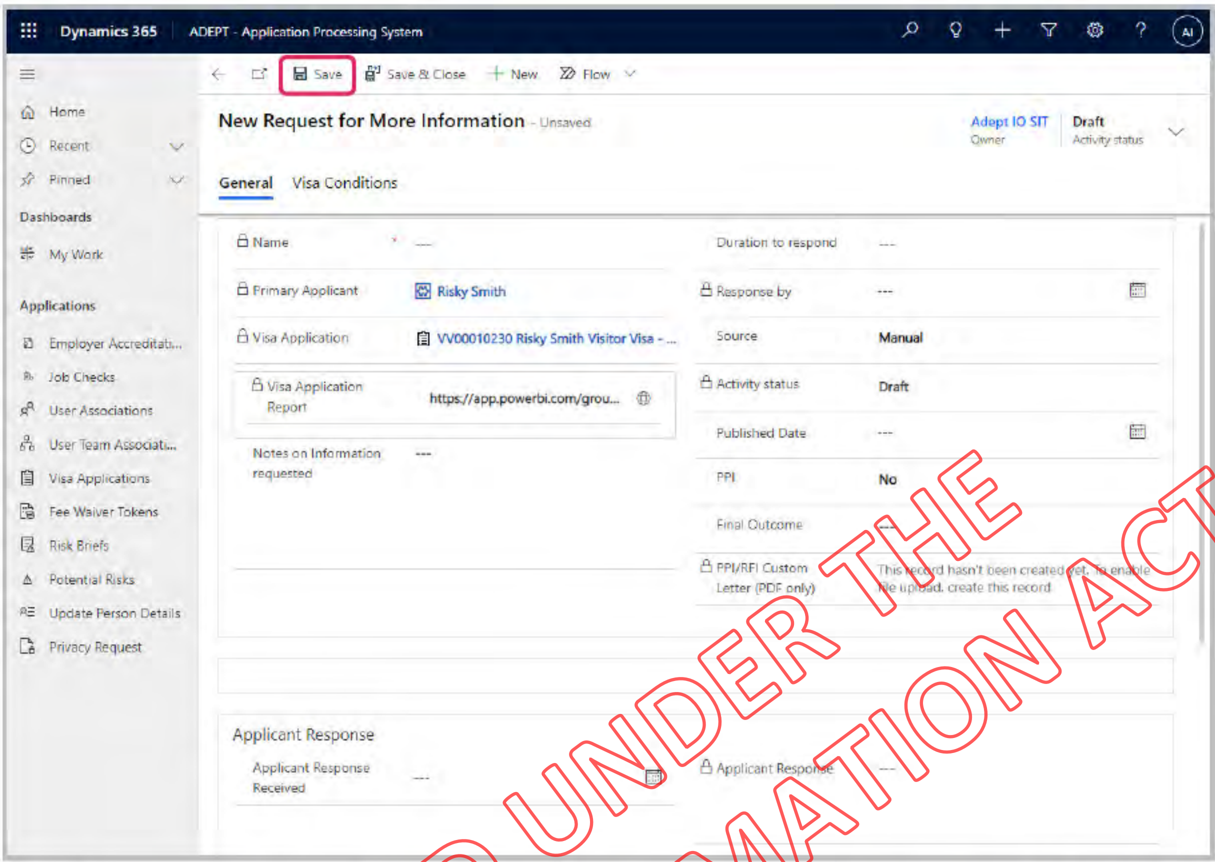


Similarly, if as a result of the TA's advice, you must change the original assessment activity outcome from **Instructions Met** to **RFI/PPI required**, and then you will have to manually raise an RFI/PPI activity.

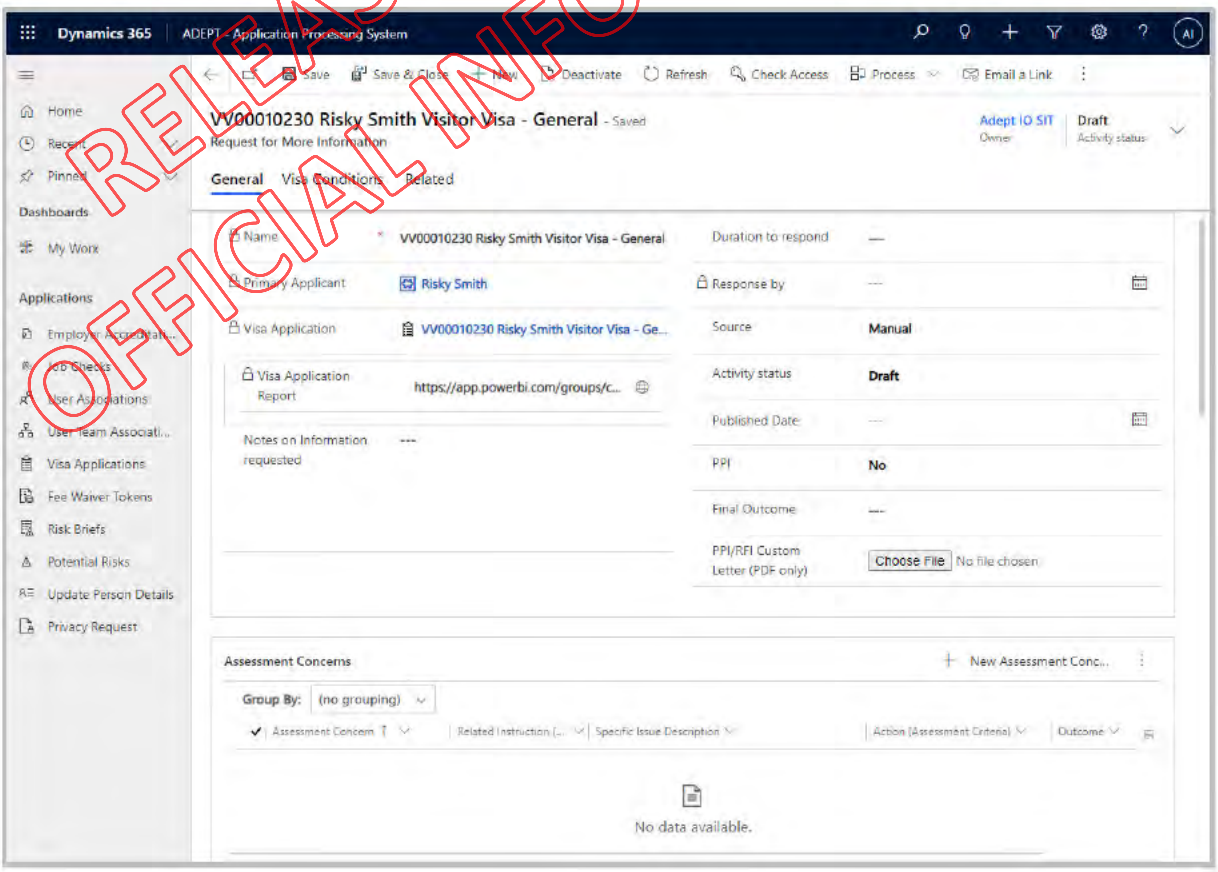
To do this select the **Assessment Activities and RFI** tab of the application and select **New Request for More Information**, as shown in the following screenshot.

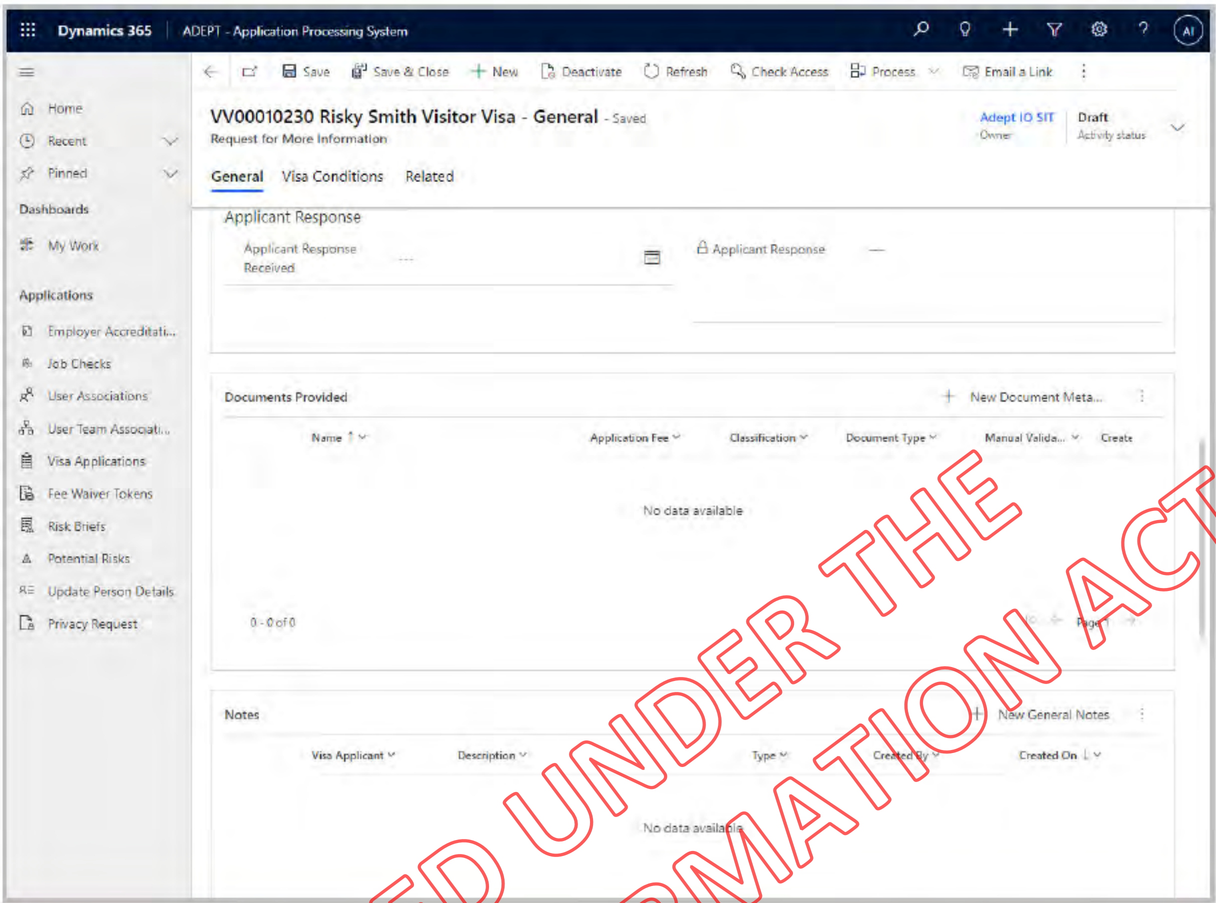


This will open a **new Request for More Information** screen as shown in the following screenshot.



Select Save on the top menu. This will enable all the sections of the RFI/PPI screen to be displayed, as shown in the following screenshot.




Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Process
Email a Link
Home
Recent
Pinned
Dashboards
My Work
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
Fee Waiver Tokens
Risk Briefs
Potential Risks
Update Person Details
Privacy Request
VV00010230 Risky Smith Visitor Visa - General - Saved
Request for More Information
Adept IO SIT
Owner
Draft
Activity status
General
Visa Conditions
Related
Applicant Response
Applicant Response Received
Applicant Response
Documents Provided
New Document Meta...
Name
Application Fee
Classification
Document Type
Manual Valida...
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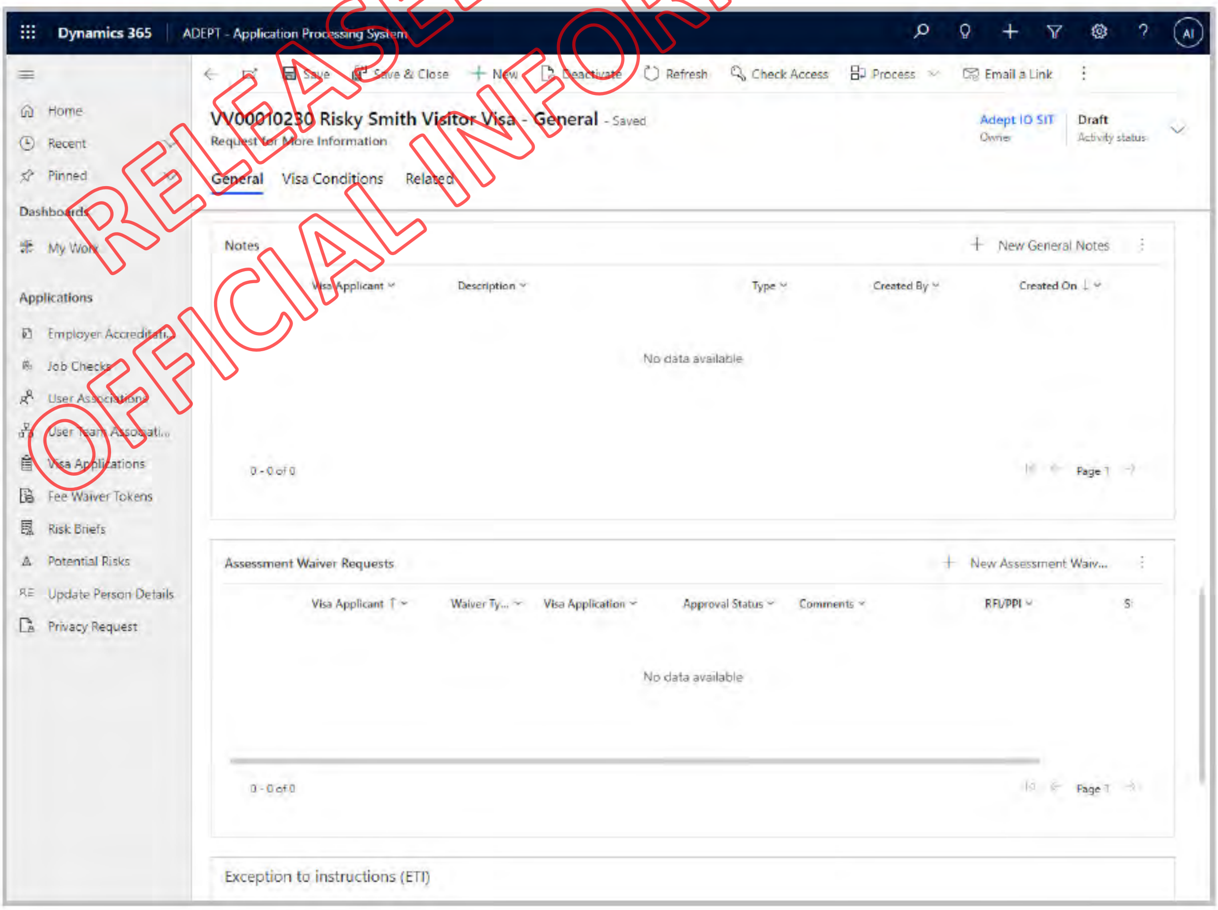
No data available
0 - 0 of 0
Page 1
Notes
New General Notes
Visa Applicant
Description
Type
Created By
Created On
No data available


Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Deactivate
Refresh
Check Access
Process
Email a Link
Home
Recent
Pinned
Dashboards
My Work
Applications
Employer Accreditati...
Job Checks
User Associations
User Team Associati...
Visa Applications
Fee Waiver Tokens
Risk Briefs
Potential Risks
Update Person Details
Privacy Request
VV00010230 Risky Smith Visitor Visa - General - Saved
Request for More Information
Adept IO SIT
Owner
Draft
Activity status
General
Visa Conditions
Related
Notes
New General Notes
Visa Applicant
Description
Type
Created By
Created On
No data available
0 - 0 of 0
Page 1
Assessment Waiver Requests
New Assessment Waiv...
Visa Applicant
Waiver Ty...
Visa Application
Approval Status
Comments
RFI/PPI
No data available
0 - 0 of 0
Page 1
Exception to instructions (ETI)

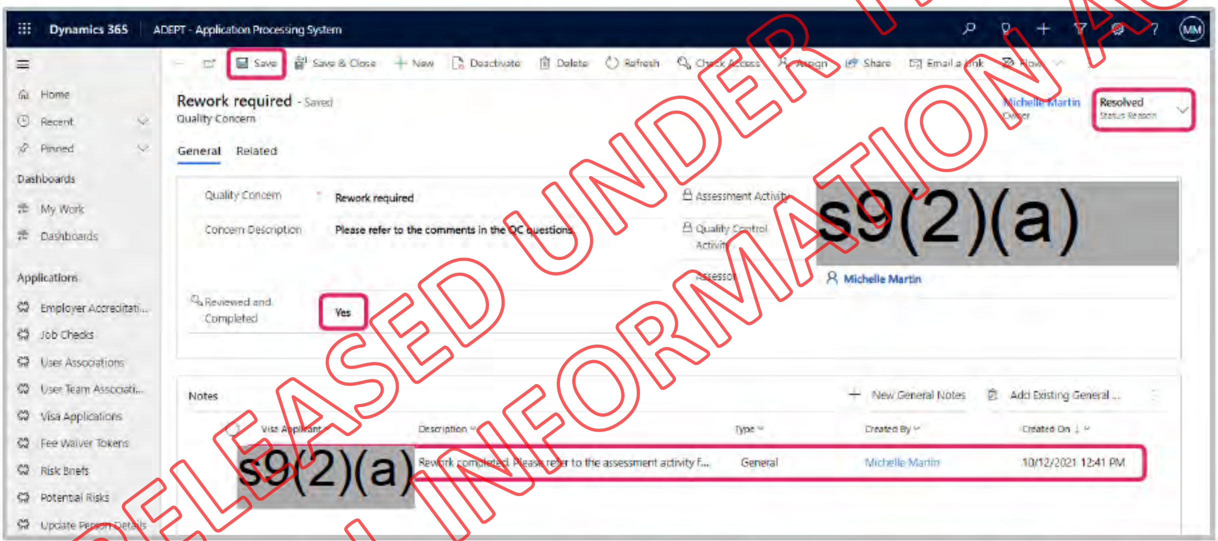
You can now record any relevant information and manage the **Request for More information** the same way as if it had been created by the system. The only difference is that there will not be any assessment concern in the first place, so you need to manually add assessment concern(s).

For more information about assessing an RFI/PPI, please refer to Section 4.10.2 Assess RFI/PPI.

Close the Quality Concern

Once the rework is completed, add notes to the Quality Concern in the **General Notes** section, change the value of the **Status Reason** field of the Quality Concern to **Resolved**, and **Save** the changes.

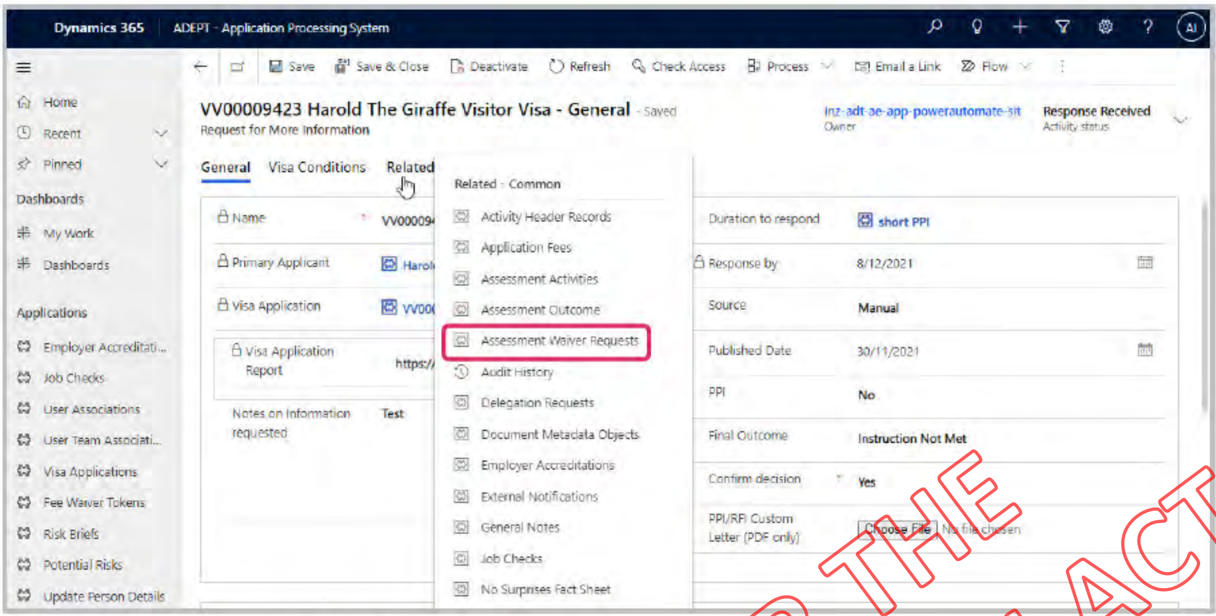
NOTE	The **Reviewed and Completed** field is locked for Immigration Officers and will be updated by the Technical Advisor.



This triggers the Quality Concern to appear in the **Technical Advisor dashboard** with an indication that a response was received from you.

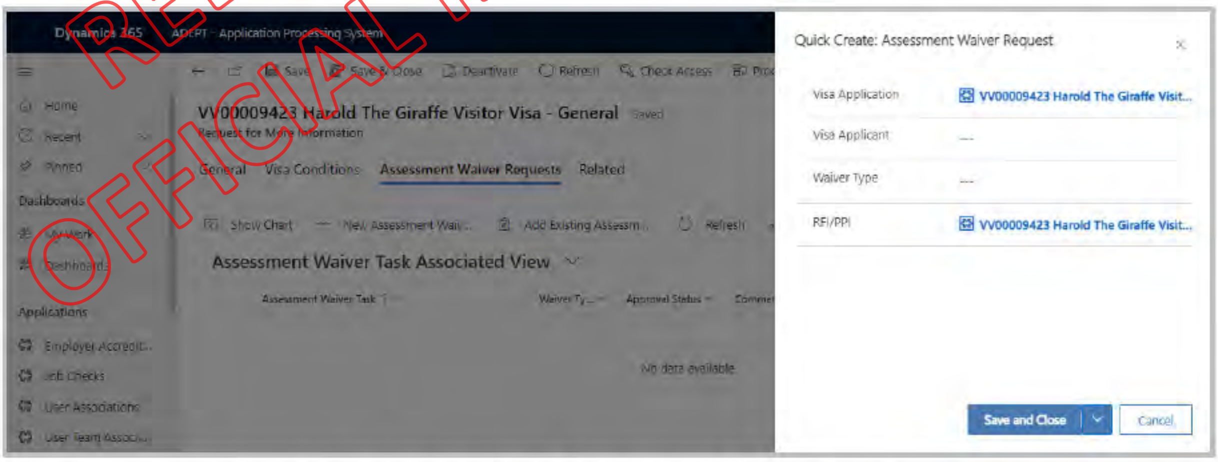
4.12.4 Create assessment waiver

To create an assessment waiver, you need to have the RFI/PPI activity open. From the RFI/PPI activity screen, select the **Related** tab. Select **Assessment Waiver request** from the drop-down menu.



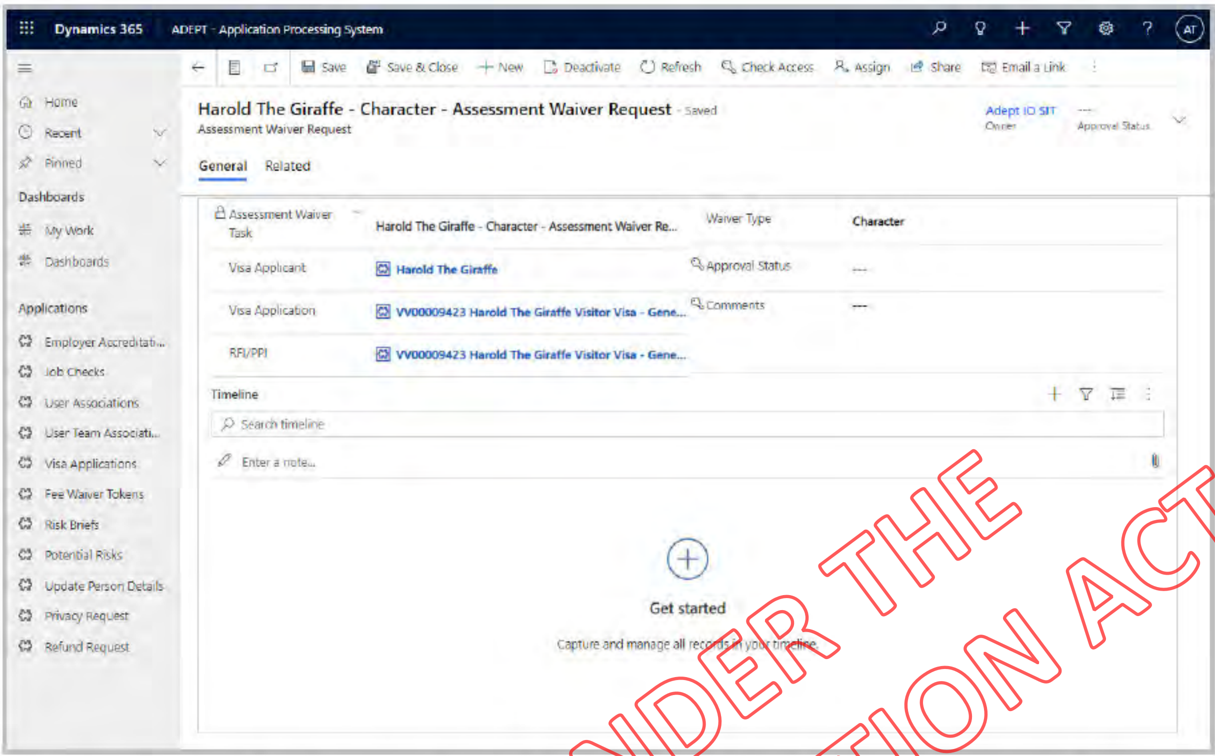
Select **New Assessment waiver** as shown in the following screenshot.

This will open the **Quick Create** screen. Complete the Visa Applicant and Waiver Type fields and select **Save and Close**.



The Assessment Waiver is now displayed in the **Assessment Waiver Task Associated** view. Select the link in the **Assessment Waiver task** field. This opens the Assessment Waiver as shown in the following screenshot.

In this screen you may add notes and upload any document as required. Select **Save and Close** to record your changes.



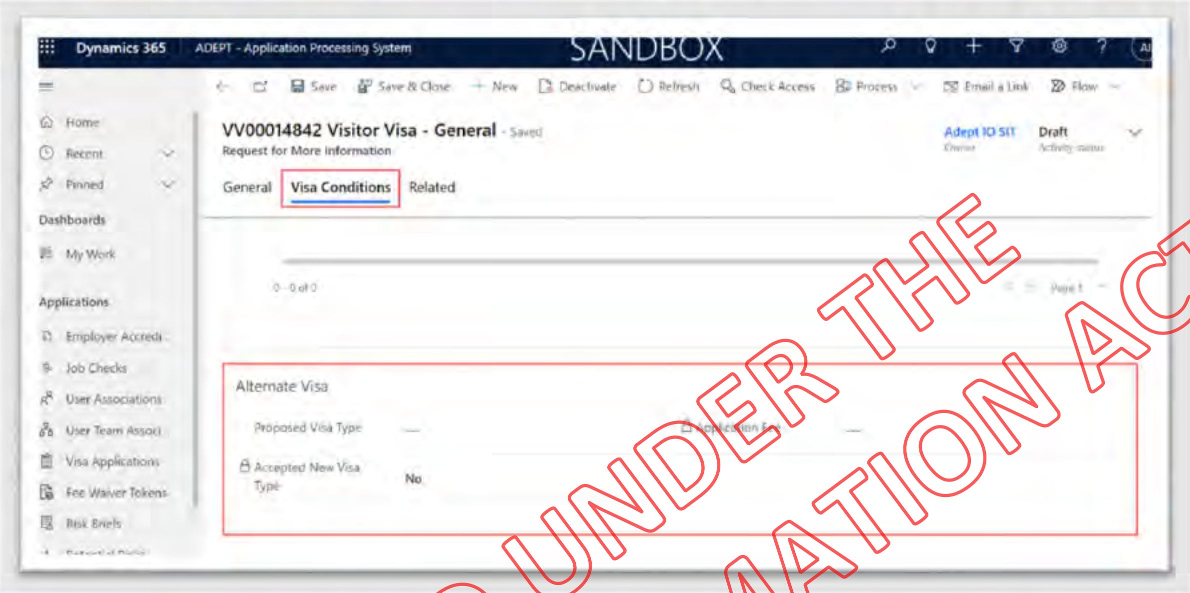
Once you have saved it, it appears in the **Technical Advisors' (TA) dashboard** for approval. The status of the RFI activity will change to **On Hold** until the TA has completed the assessment waiver request. Whe the assessment waiver request is completed by the TA, the status of the RFI will change to **Response Received**.

Once it is processed by a TA, proceed to decide the application as described in Section 4.11, Approve/Decline an Application.

4.12.5 Change visa type (Alternate visa

Changing a visa type can be completed within ADEPT using the RFI/PPI activity screen. For more information on the RFI/PPI screen, refer to Section 4.10, Assessing an RFI/PPI activity.

In the **Visa Conditions** tab of the RFI/PPI screen is the **Alternate Visa** section. If you wish to propose a different visa to the applicant, enter the proposed visa type in the **Proposed Visa Type** field.



NOTE	You can use this **Alternate Visa** functionality to grant a limited visa.

If the new proposed visa type has a higher fee than the visa type they applied for, system will calculate the new fee and will display the difference in the **Application Fee** field.

NOTE	If the fee is the same or lower than the visa type they applied for, the application fee will remain unchanged.

The proposed visa type and application fee value will appear in the RFI or PPI form that are available under the "Request from INZ" section in the client portal, Immigration Online. Refer to Section 4.10, Assessing an RFI/PPI activity for more detail about issuing the RFI/PPI letter.

The response to the proposed visa type is displayed in the **Accepted New Visa Type** field when the applicant responds to the RFI/PPI.

Changing visa type SOP.

NOTE	If a PPI/RFI letter has already been sent and we have received new information that the applicant may not be eligible for the visa they have applied for, you will need to create a new RFI/PPI activity, complete all fields, and enter a visa type in the **Alternate visa** grid and set the **Status** to **Publish with Custom Letter**.

4.12.6 Cancel Visa

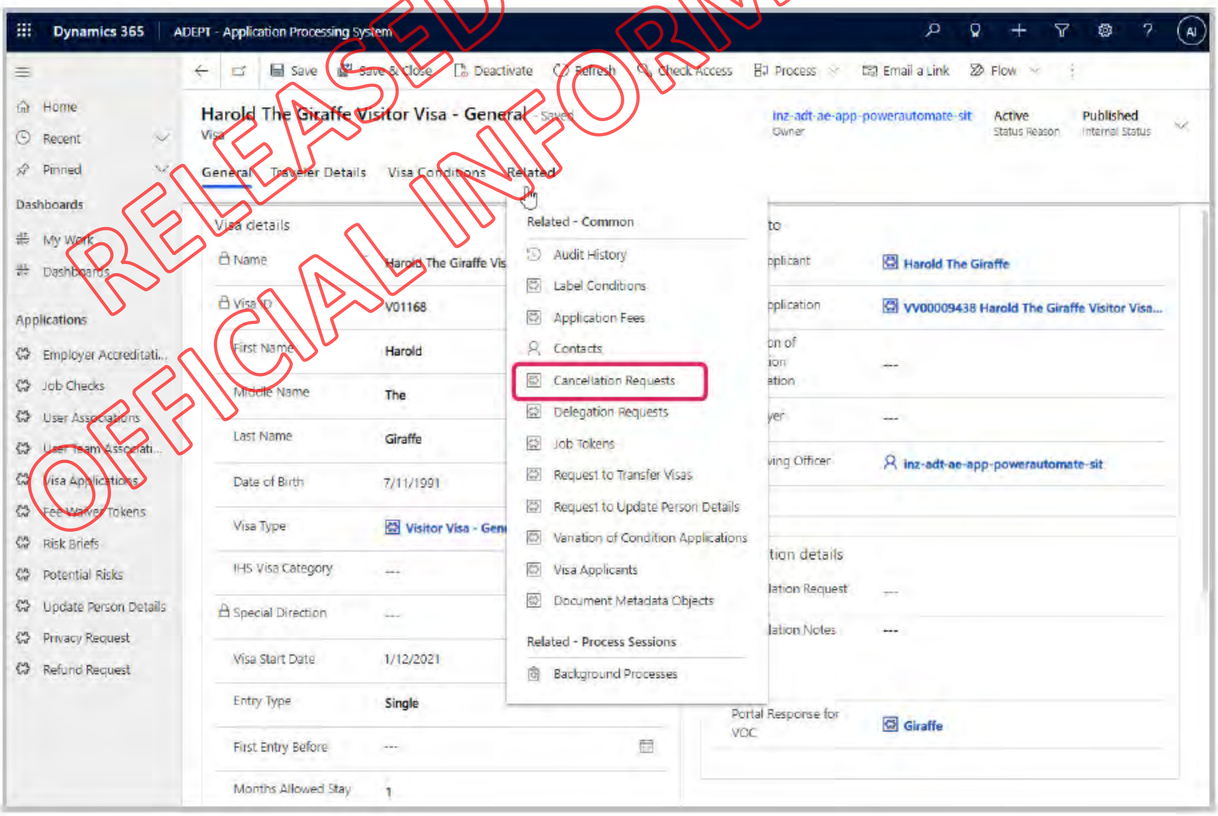
There are two scenarios which might require the cancellation of a visa:

1. when you (an Immigration Officer) decide to cancel a visa.
2. when a visa is cancelled in AMS; in this scenario, you do not need to do anything as the cancellation of visa is automatically reflected in ADEPT (via the integration between AMS and ADEPT).

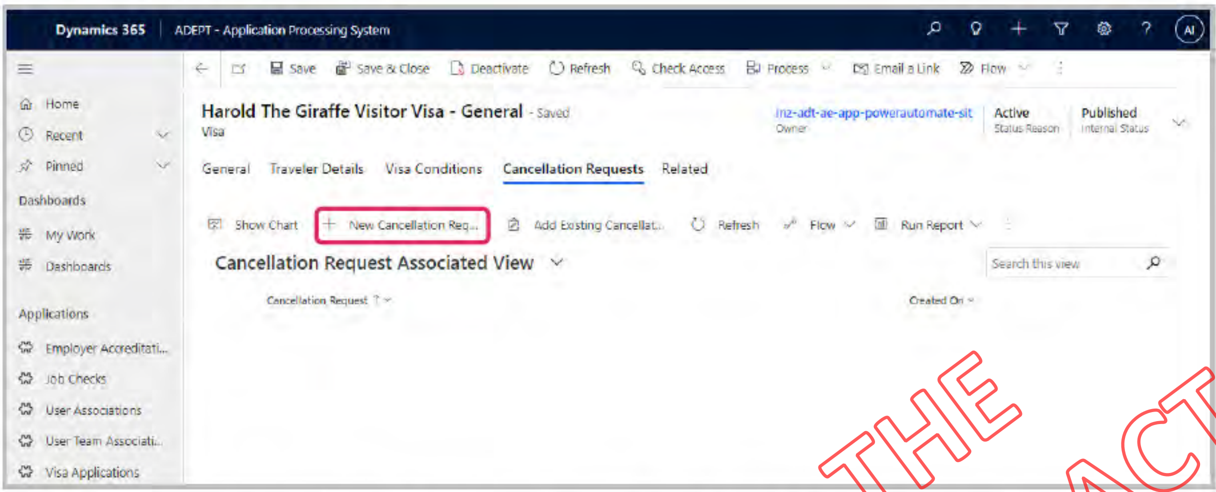
To cancel a visa, you first need to locate the visa using the **Search** functionality (Section 2.2, Searching ADEPT).

NOTE	When completing global search without filters, the Visas grid/table may be in the second page of the search results.

Once you have located the visa, create a cancellation request for the visa. To initiate this, go to the **Related Tab** of the visa, and from the drop-down select **Cancellation Request** as shown in the following screenshot.

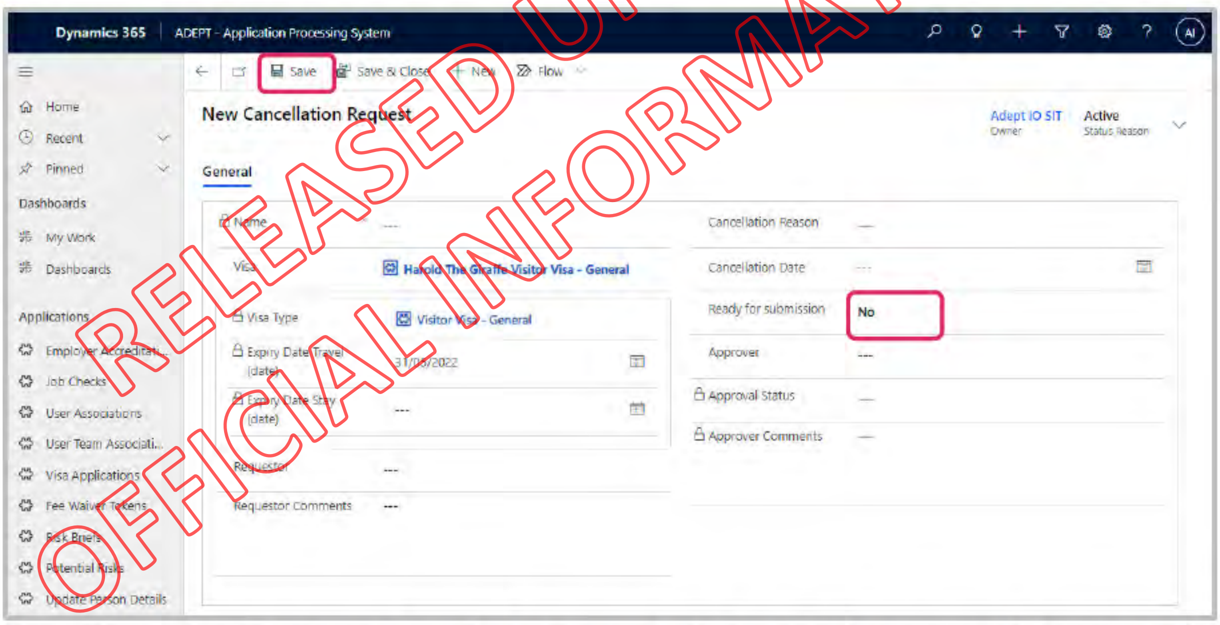


This opens the **Cancellation Request Associated View**. Select **New Cancellation Request** as shown in the following screenshot.



Populate the form with as much information as possible, including a cancellation reason and comments, as appropriate, and save the cancellation request.

When you are ready to submit the cancellation request to an IM, change the status of the **Ready for submission** to **Yes**, and save the cancellation request.



When the cancellation request is saved, it will appear in the **Cancellation request - My team** grid of the **Immigration Manager dashboard**, ready to be approved.

NOTE (1)	No notification is sent to the applicant, so the notification needs to be managed manually by emailing the applicant to inform them about the cancellation.

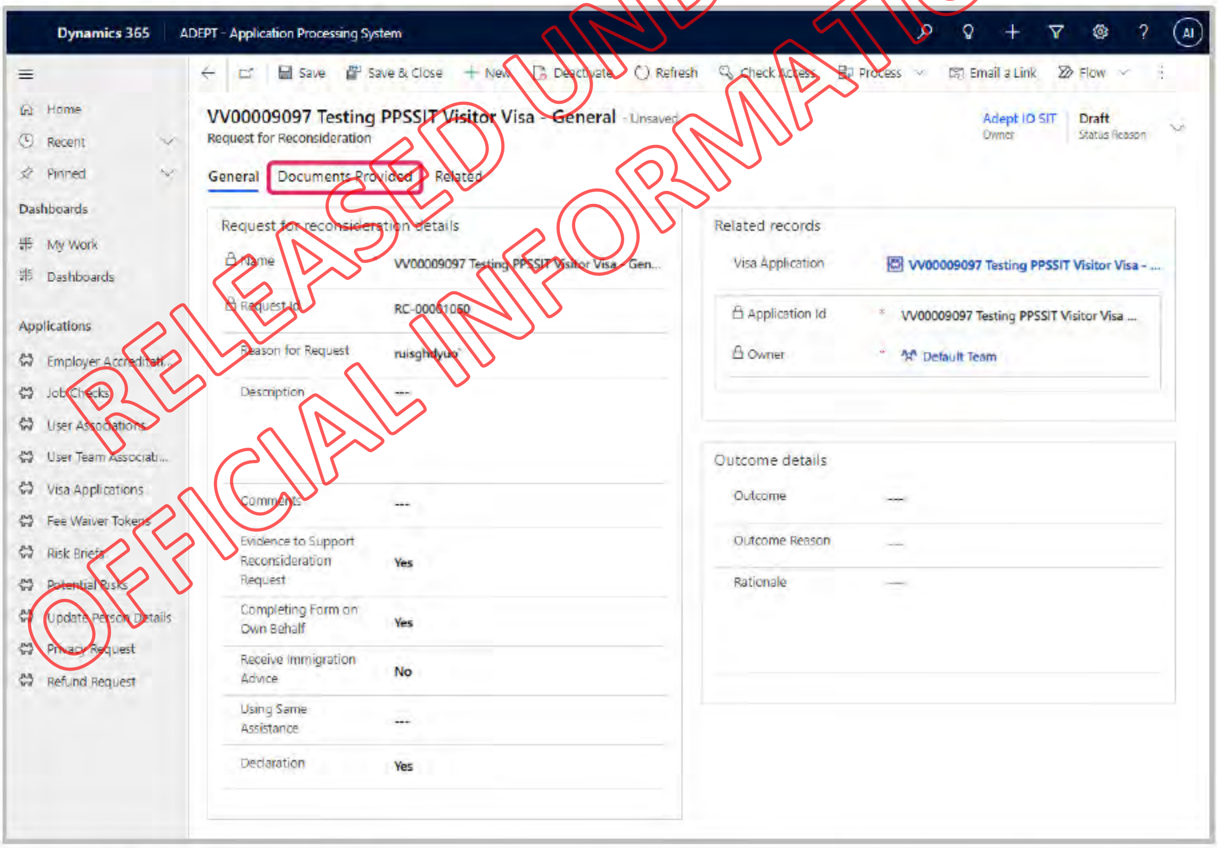
NOTE (2)	If you are a Border Officer and you wish to cancel a visa, you can do so by raising a cancellation request and approving it yourself. You can select **Yes** for **Ready for**

submission. The **Approval Status** and **Approver Comments** fields will be editable for you at the time of creating the cancellation request.

WORKAROUND	Currently an email notification is automatically sent to the applicant upon a visa cancellation but there is no correspondence for the applicant to see in the portal. This will be fixed in a future release of ADEPT.

4.12.7 Manage Reconsideration

If the system receives a reconsideration request from the Immigration Online portal, the request will appear on the IM's dashboard. The IM will then assign the request to an IO for processing. The reconsideration request will appear on **My activities** grid of the **Immigration Officer dashboard**. To process the reconsideration activity, open the reconsideration activity and review the evidence to support the reconsideration on the **Documents Provided** tab.



Approving the reconsideration

If you decide the information provided is of substance, you must locate the original application and review the application details and reasons for the original decision on the application. If you then decide to change the decision from **Declined**, to **Approved**:

- Change the status from **Declined** to **Approved** in the original visa application.

NOTE	The **External status** of the application will be locked and therefore will still show the application as **Declined**.

- Create a (paperless) Visitor Visa - Reconsideration application in AMS to approve the visa and link it to the original declined visa application; this is entirely done outside ADEPT.
- Record an outcome in the **Outcome** field of the request for reconsideration (value of **Approved**), and a rationale for your decision in the **Rationale** field
- Save your changes on the Request for reconsideration by clicking on the **Save & Close** button

NOTE	The audit history will show that the visa application was approved after having been declined following a reconsideration.

Declining the reconsideration

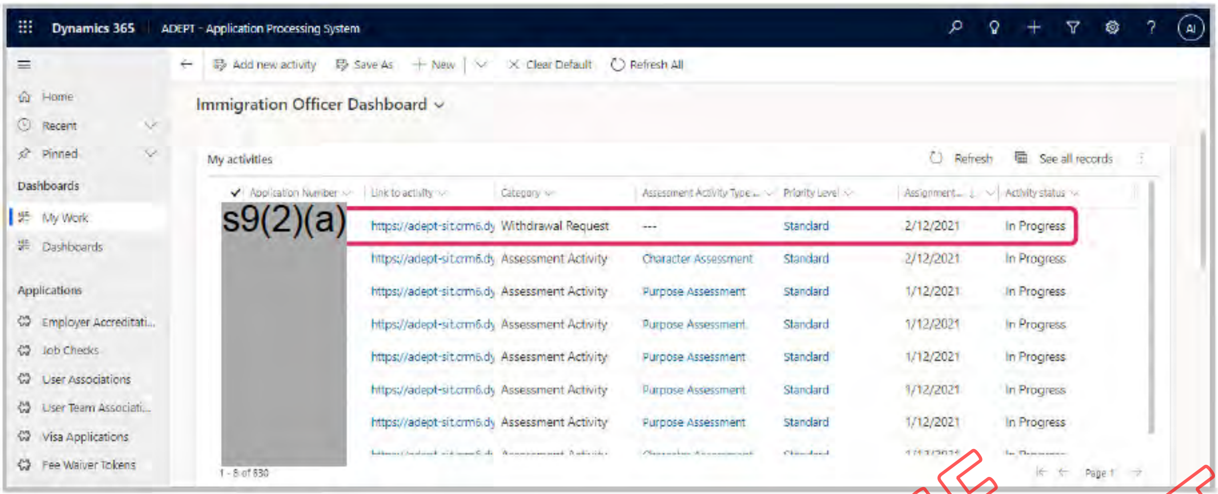
If you decide to decline the reconsideration, you must:

- Record an outcome in the **Outcome** field of the request for reconsideration (value of **Declined**), and a rationale for your decision in the **Rationale** field
- Save your changes on the Request for reconsideration by clicking on the **Save & Close** button
- Contact the applicant to let them know that the reconsideration has been rejected outside ADEPT (e.g. by email)

WORKAROUND	If you need to request further information before making a decision on the reconsideration request, you will need to do so outside ADEPT, e.g. using AMS. The ability to raise RFI/PPI after a decision has been made on a visa application will be implemented in ADEPT in a future release.

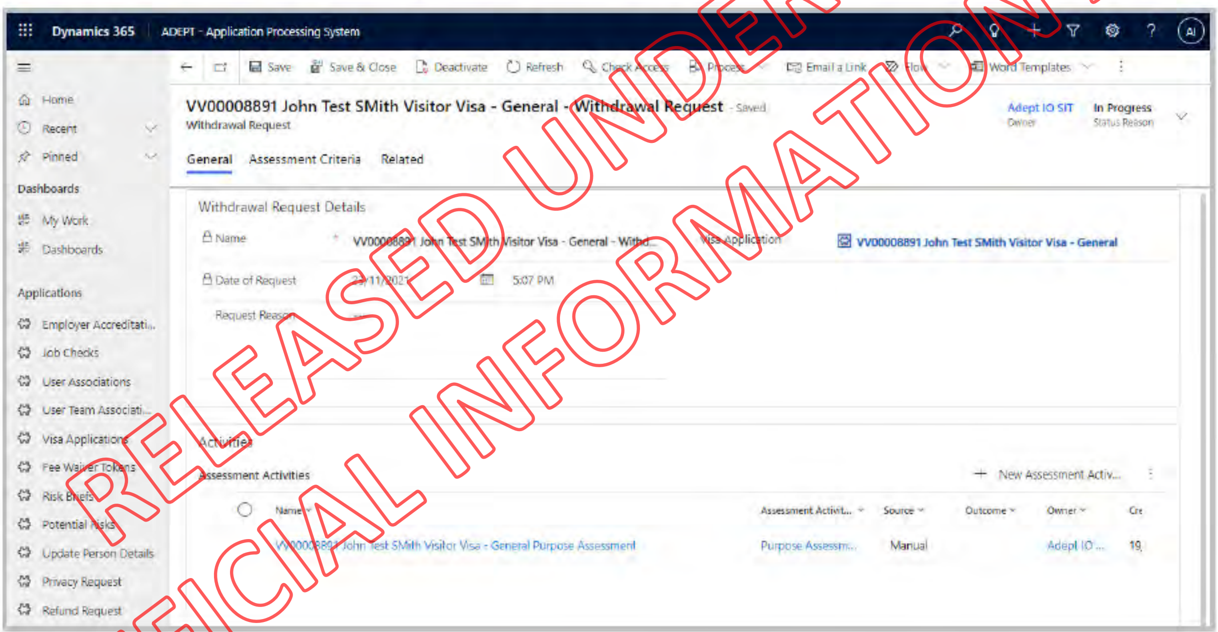
4.12.8 Manage Withdrawal

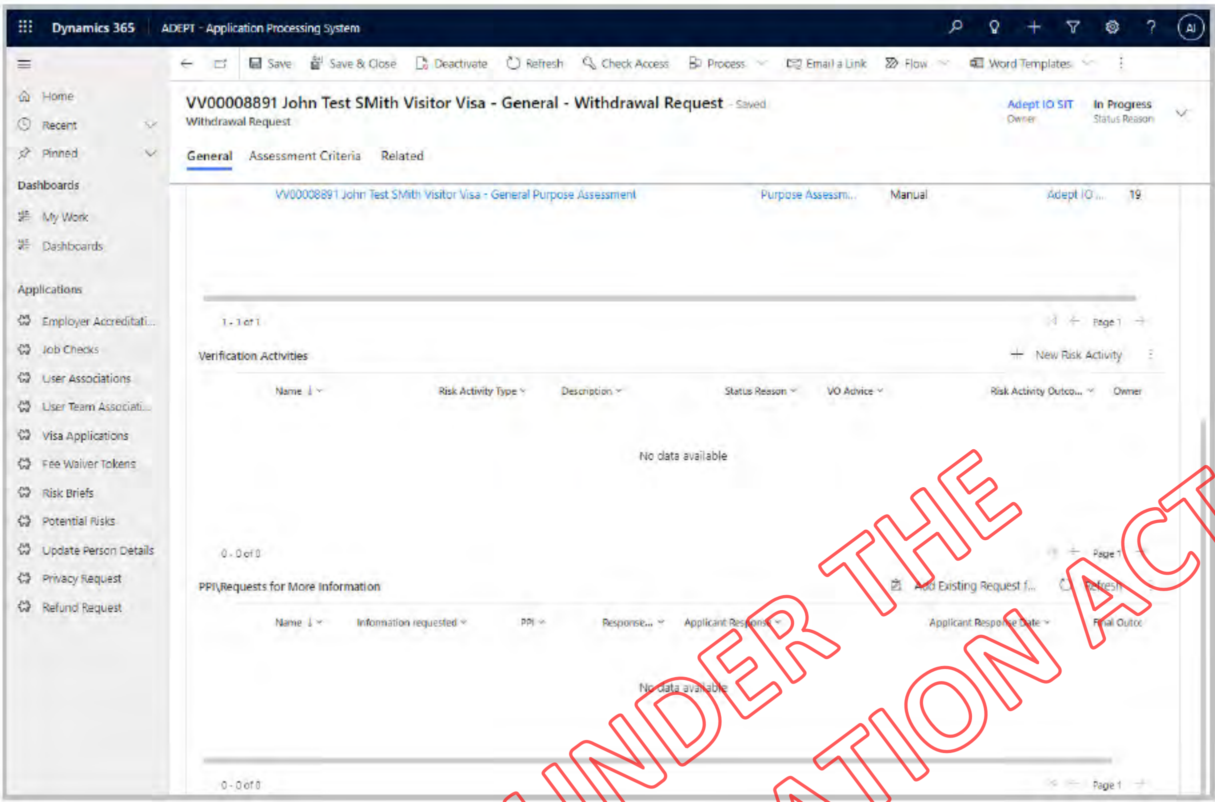
If an applicant decides to withdraw a submitted application before decision, the withdrawal request will appear on the IM's dashboard. The IM will then assign the request to an Immigration Officer for processing. The withdrawal request will appear on **My activities** grid of your dashboard as a withdrawal activity as shown in the following screenshot.



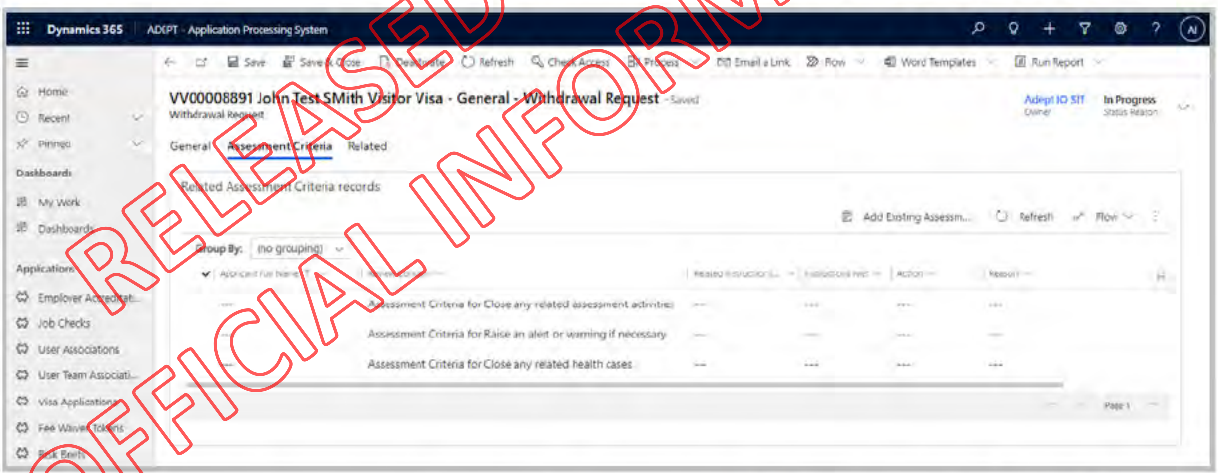
Approving the withdrawal

To process the withdrawal activity, open the activity and review the information on the activity.

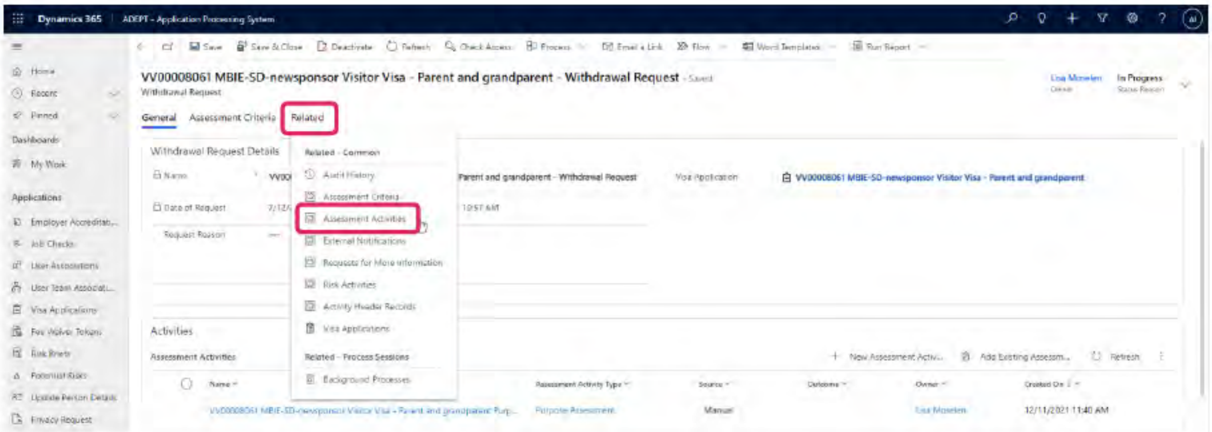




Review the assessment criteria listed in the Withdrawal activity and make sure they are completed.

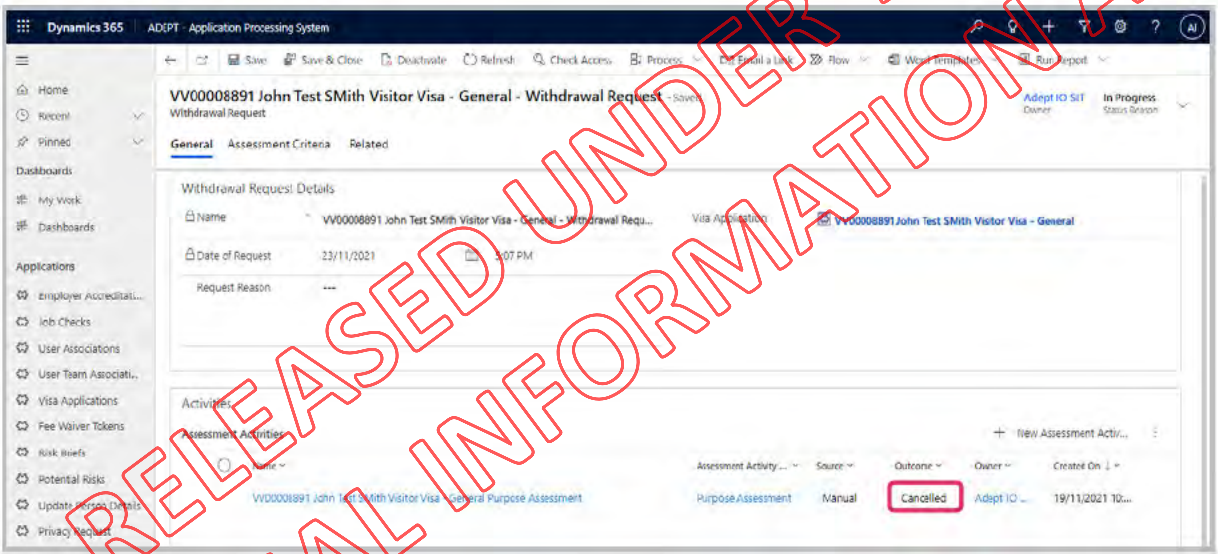


Review the assessment concerns by opening the **Assessment Activities** tab via the **Related** drop-down as shown in the following screenshot.

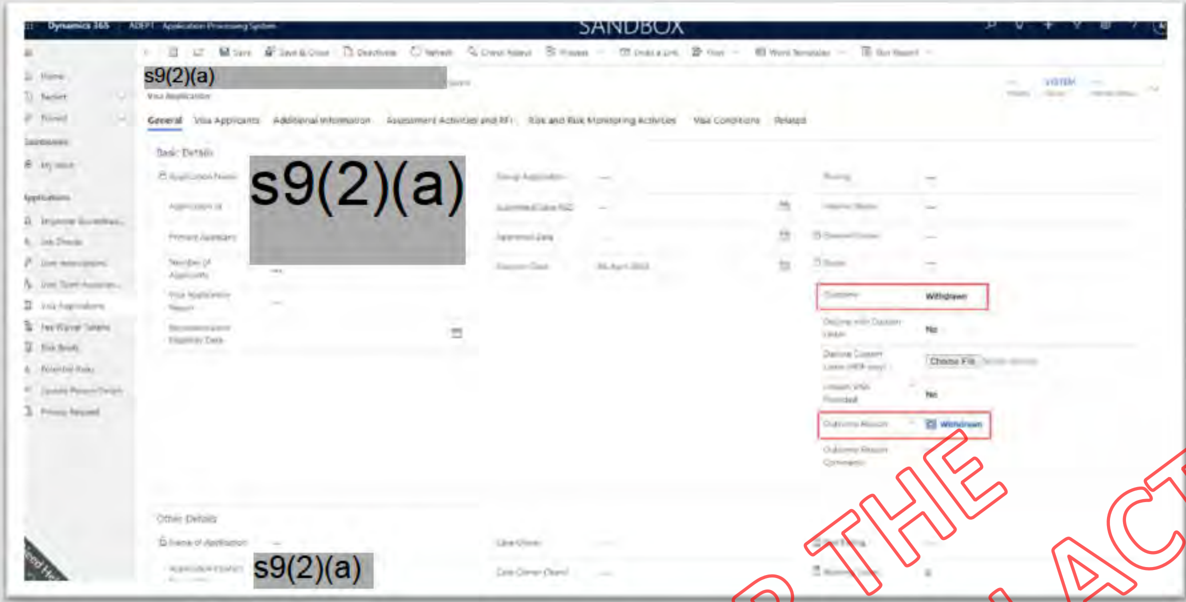


Ensure:

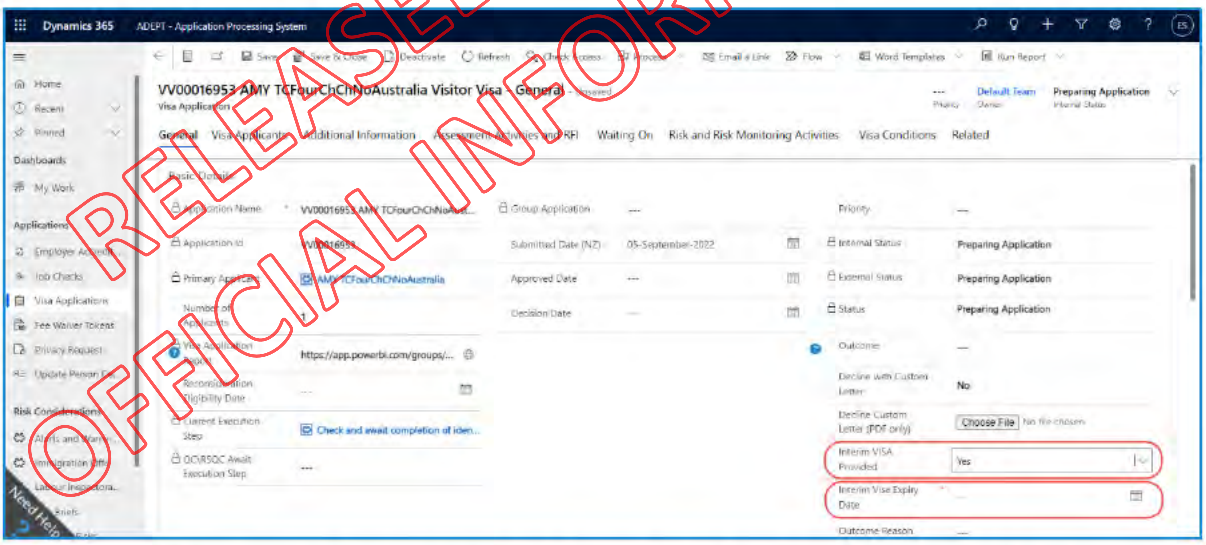
- All the related assessment activities (unless already completed) are closed using the status **Cancelled.**



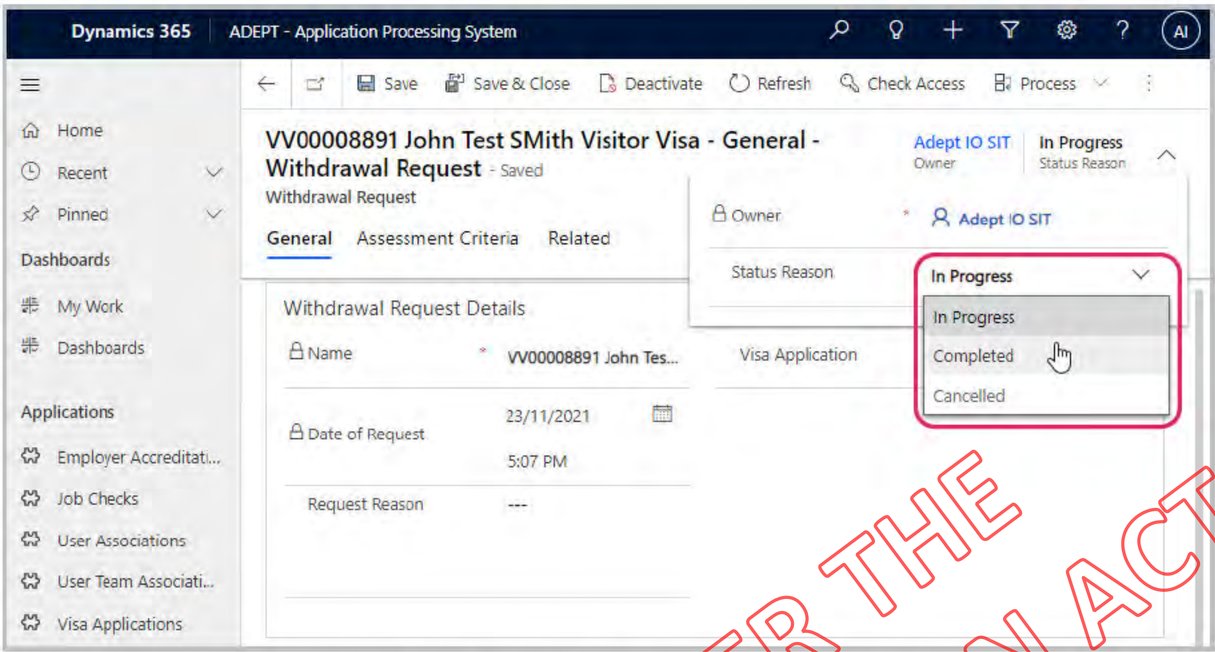
- Add an alert or warning, if needed, against the applicant.
- Locate the application and manually change the **Outcome** and **Outcome reason** fields to **Withdrawn** as shown in the screenshot below and click on save.



IMPORTANT NOTE	If the applicant is currently on an interim visa, you must select Yes for the **Interim Visa Provided** field and enter the **Interim Visa Expiry Date** as shown in the screenshot below. If you don't enter this date, the withdrawal letter will have null value where this date is displayed.

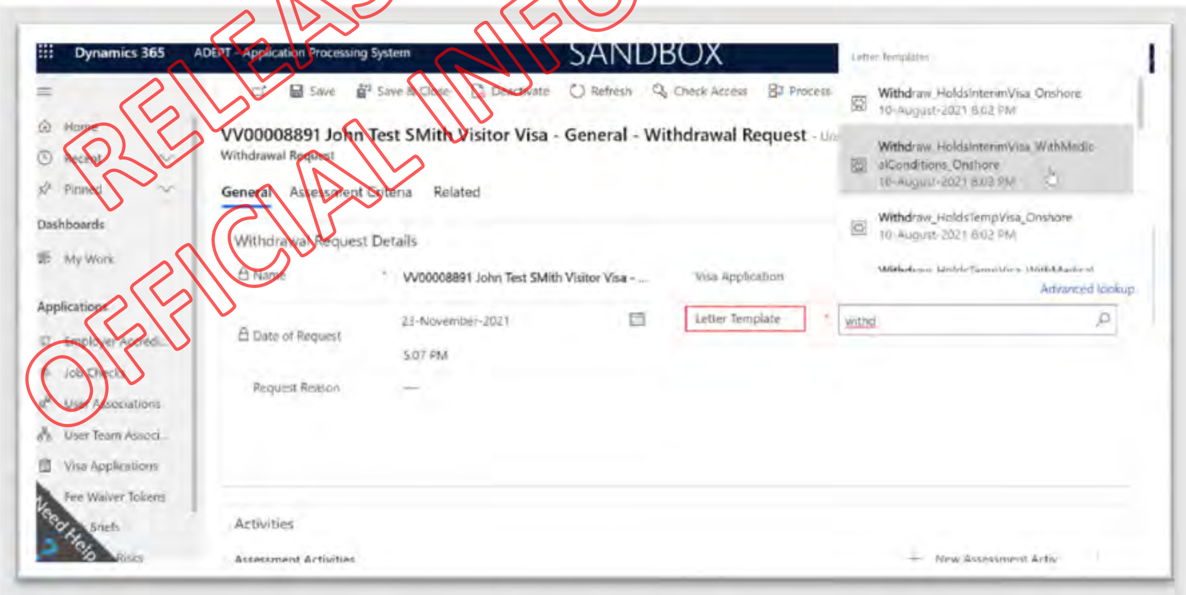


When these are completed, change the **Status Reason** field in the withdrawal request to **Completed** to complete the withdrawal request.



Once you have selected the **Completed** value in the **Status Reason** field, the **Letter Template** field becomes mandatory. Select the appropriate withdrawal letter from the templates available, as shown in the screenshot below.

NOTE	Be aware that until the withdrawal request is marked as completed, the application will not stop being processed and potentially approved.



Click on the **Save and Close** button at the top of the screen to save you changes.

When the application is withdrawn, any related activities will disappear from Immigration Officers' dashboards and the applicant will be notified. No further assessment, including automated assessment of the application, is carried out.

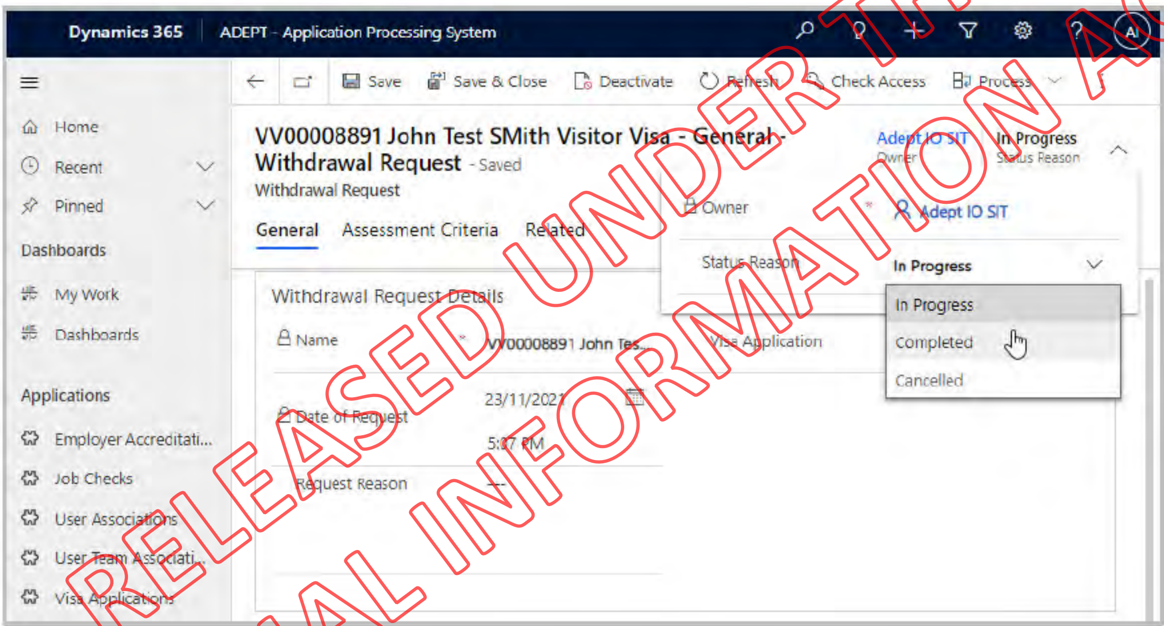
NOTE	If your activity suddenly disappears from **My activities** grid, search for the application and check the status of the application. If the application was withdrawn, the status of the application is **Withdrawn**.

Application to withdraw SOP.

Cancelling the withdrawal

If you need to cancel the withdrawal request for any reason and allow the application processing to continue, the following step needs to be taken:

- Change the **Status Reason** field in the withdrawal request to **Cancelled** to complete the withdrawal request.



NOTE (1)	The applicant might not see the status of their application change straight away, i.e., it will still show **Withdrawal Requested** on the portal until the application goes to the next processing stage.

NOTE (2)	**For RV21 applications:** if the application was in 'cold storage' when the withdrawal request came through (i.e., the processing of the application had not started yet), then you need to raise a call with the service desk for DXC to trigger the processing. To find out whether the application was in cold storage when the withdrawal request came through, check the **Master Execution Flows** (MEF) tab of the application (in the **Related** tab options). Then compare: