	- The date of the first record in the MEF tab (which indicates when the process has started), with - The date the withdrawal request was created If the withdrawal request was created before the date of the first record in the MEF tab (or if there is no record in the MEF tab), it means you need to raise a call with service desk for DXC to trigger the processing.

4.12.9 Transfer Visa to a New Travel Document

To transfer a visa to a new travel document, ICC staff will direct the client to use the current transfer form and to send it with a copy of the new passport to the National Documentation Office (NADO) team.

Transferring visa to a new passport: INZ transfer of visa.

NOTE	This process is currently managed entirely outside ADEPT.

4.12.10 Assessing a Variation of Conditions

If the conditions no longer match the circumstances of the visa holder, the applicant can apply to change these conditions. In some circumstances a Variation of Conditions (VoC) is not fit for purpose, and the applicant is required to apply for a new visa.

Conditions can only be varied if the new conditions being requested align with the reason the original visa was granted. For more information about when variation of conditions is applicable, refer to the following links:

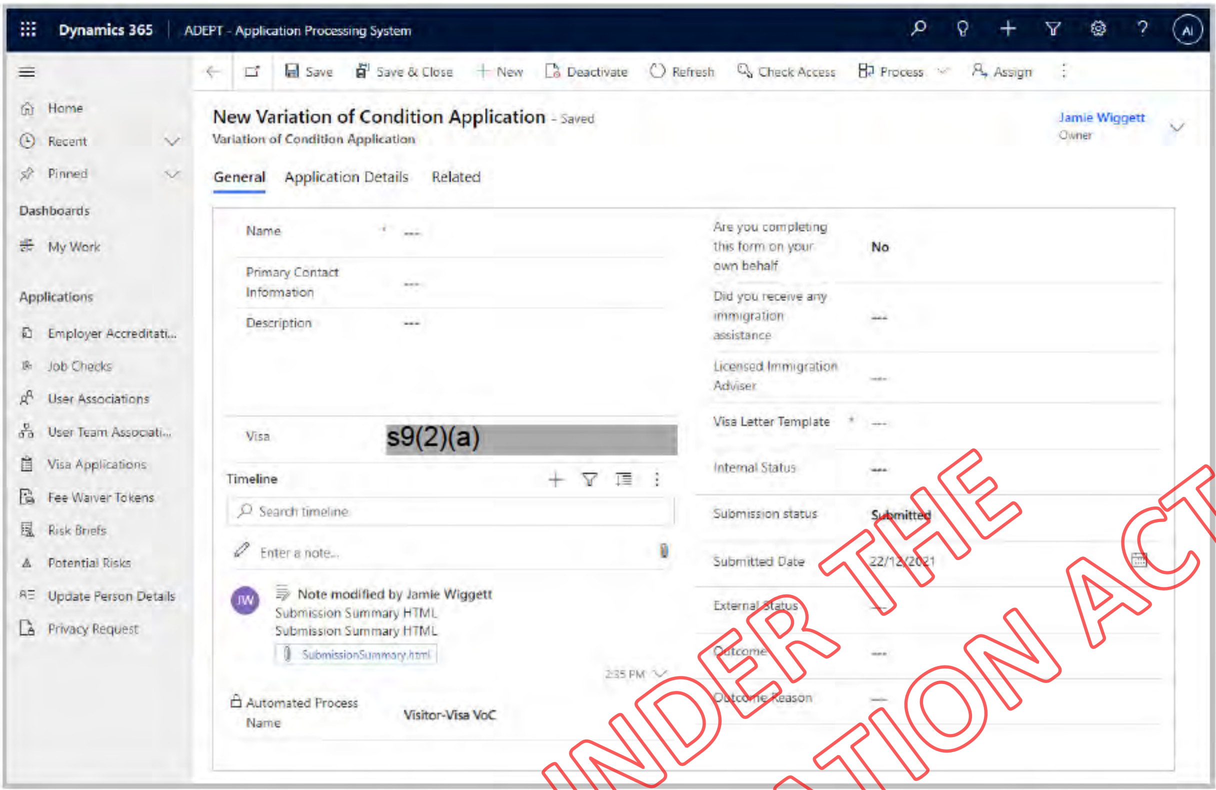
- INZ website link: Changing the conditions of a temporary visa.
- Visa Manual on VOC: http://inzkit/publish/opsmanual/#62934.htm.

In the event a visa holder applies for a change in the conditions of the visa, the applicant will submit a variation of conditions application using the client portal. The request will result in a variation of conditions activity being created and the activity is assigned to an immigration officer during a pull like any other activity.

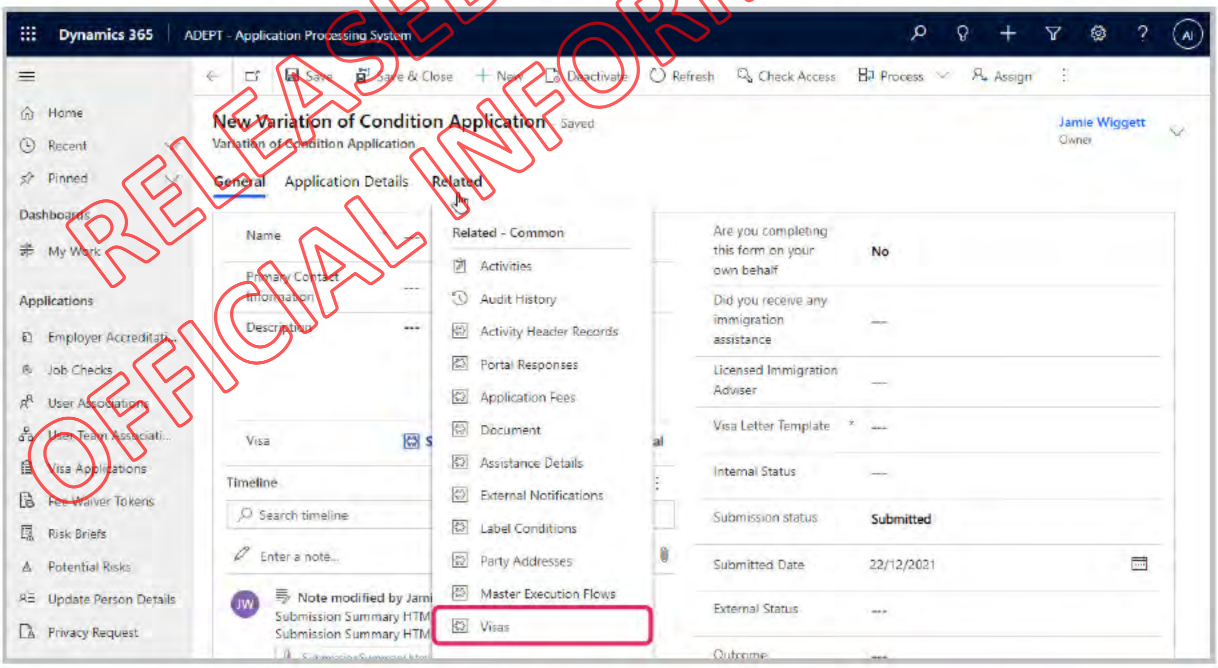
Review the information in the VoC activity and decide to either approve or decline the request by choosing the appropriate option from the **Outcome** drop-down.

If you choose to approve the VoC request, the **Visa Letter Template** field will become mandatory, and you will need to select the appropriate template to be sent to the applicant. You can view all the available templates by clicking on the magnifying glass icon in the **Visa Letter Template** field.

Once this is done, you can save the VoC which will trigger a notification to the applicant.



If the VoC is approved, you need to locate the relevant visa record by navigating to the **Related** tab of the VoC application and update the visa record as required to reflect the change in conditions.



To make changes to visa conditions, refer to Section 4.12.15, Making changes to a visa post decision.

WORKAROUND (1)	**RFI AFTER VOC** If you need to send an RFI/PPI to the applicant after a VoC request has been received, you need to do so outside ADEPT, e.g. using email. The

ability to send RFI/PPI after a visa has been issued will be implemented in future releases of ADEPT.

<table>
<tr>
<td>WORKAROUND
(2)</td>
<td>VOC REQUESTED BEFORE A VISA IS ISSUED

If a variation of conditions for part-time study is requested before a visa is issued, the current practice is to not charge the applicant for the variation of conditions. However, currently if the applicant applies for a VoC in ADEPT they will be charged. To avoid this fee being charged, in the situation where you think the visa application can be approved, please follow the steps below:

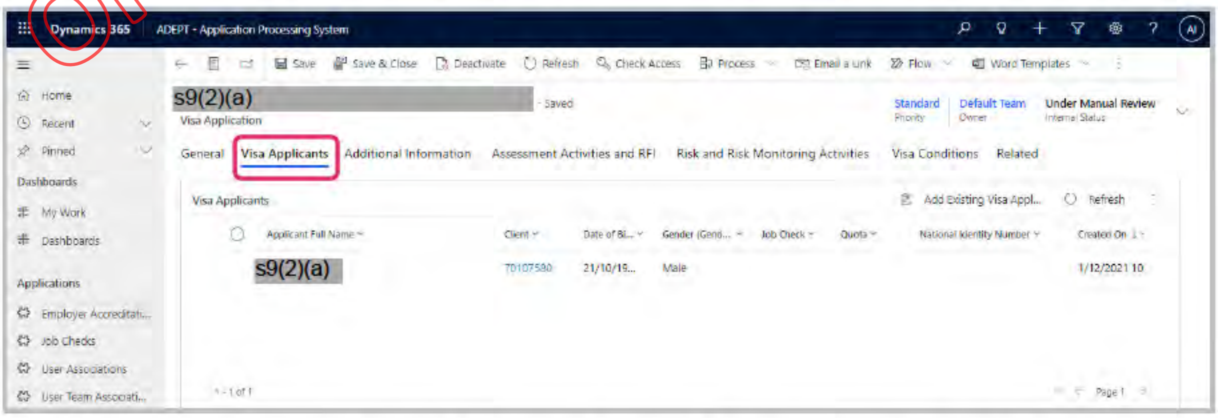
- Request the applicant to upload a completed INZ 1020 form against their application in ADEPT using the online portal
- Approve the visitor visa application in ADEPT
- Raise a paperless VoC in AMS

The ability to process a VoC in ADEPT while a visa is being assessed will be implemented in future releases of ADEPT.</td>
</tr>
</table>

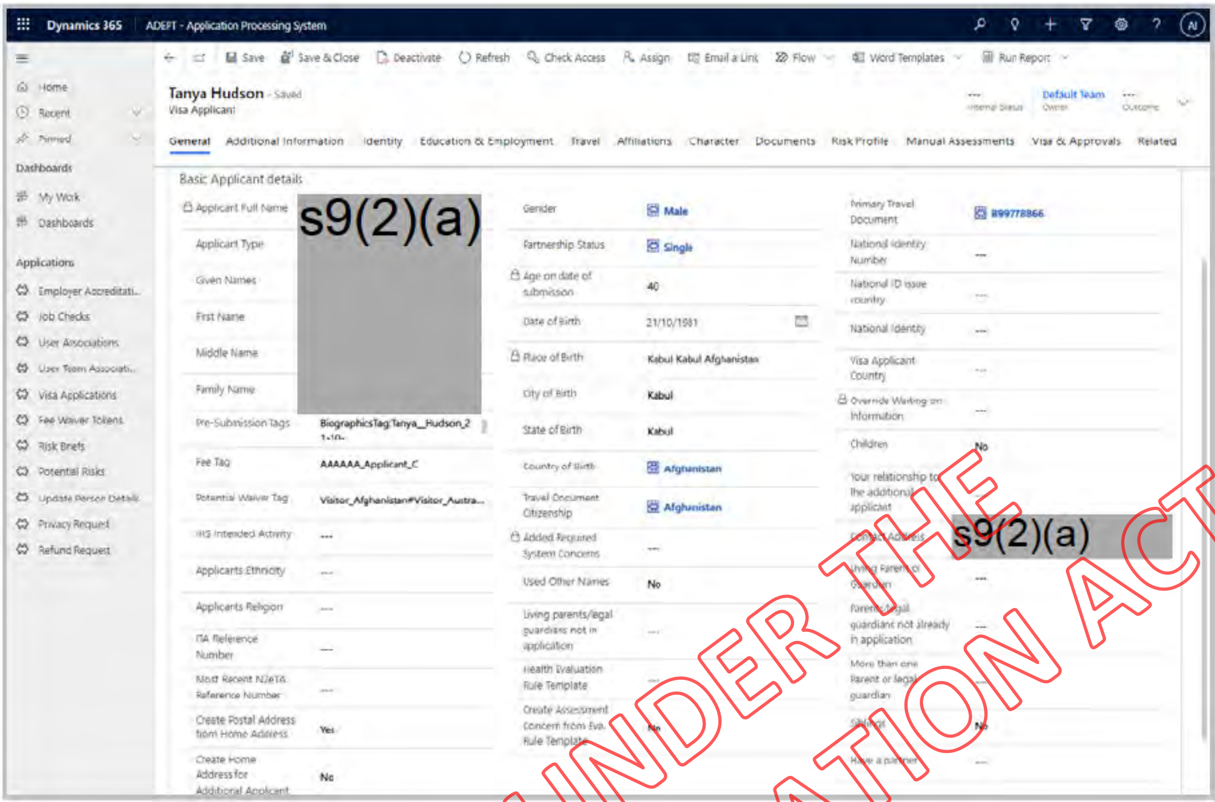
4.12.11 Update Client Details

In the event the applicant's personal details have changed due to a change in circumstances, the applicant can send this information using the Immigration Online portal. The applicant is required to upload any relevant documents and enter a message requesting the change.

When the applicant has submitted the request, an assessment activity of type **Additional Document Assessment** is created, and the activity is assigned to an immigration officer during a pull, like any other activity. You must open the activity and assess the information provided. If the request is valid, open the application by selecting the link provided in the top section of the **Additional Document Assessment** activity. Once the application is open, select the **Visa Applicants** tab and select the applicant for which the change is required, as shown in the following screenshot.



To view the personal information of the applicant, select the applicant's name. Update the personal information of the applicant. Once the changes have been made, select **Save** to finalise the changes.



IMPORTANTNOTE	The character limit is 50 characters for surname and 30 characters for given and middle names. Exceeding this limit will result in system error.

Once you have saved your changes, you should manually retrigger the identity resolution. For more information about this, please refer to **Section 4.12.23 Manually retriggering identity resolution**.

4.12.12 Issue Tokens

Refer to Section 11.4, Applying an UNLI-Waiver token for more detail about how to issue a UNLI-Waiver token.

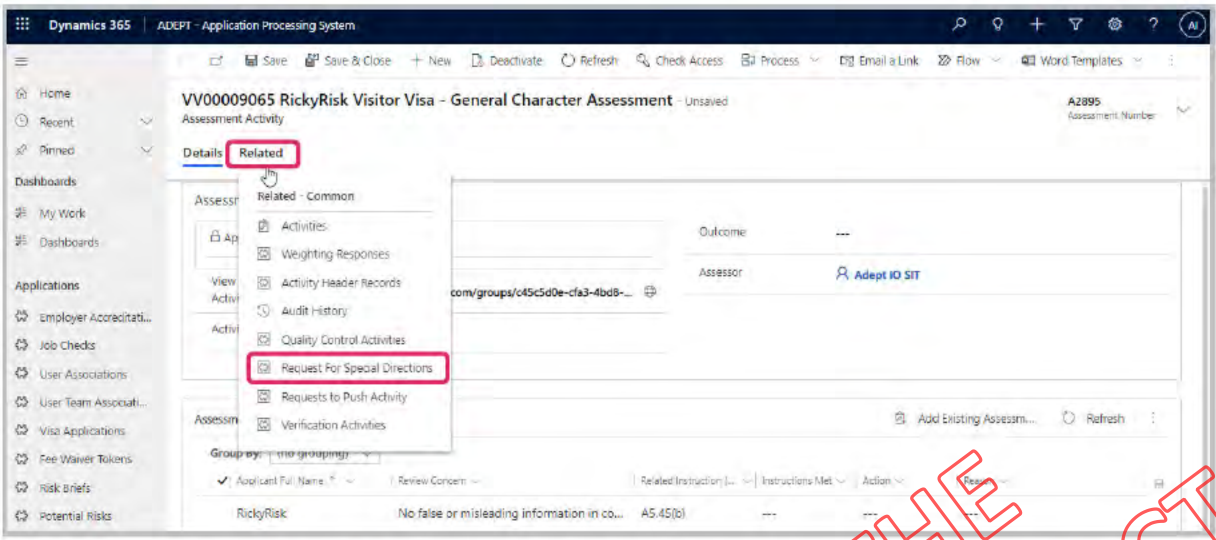
Refer to Section 7.8, Applying a Fee-Waiver token for more detail about how to issue a Fee-Waiver token.

4.12.13 Request Special Direction

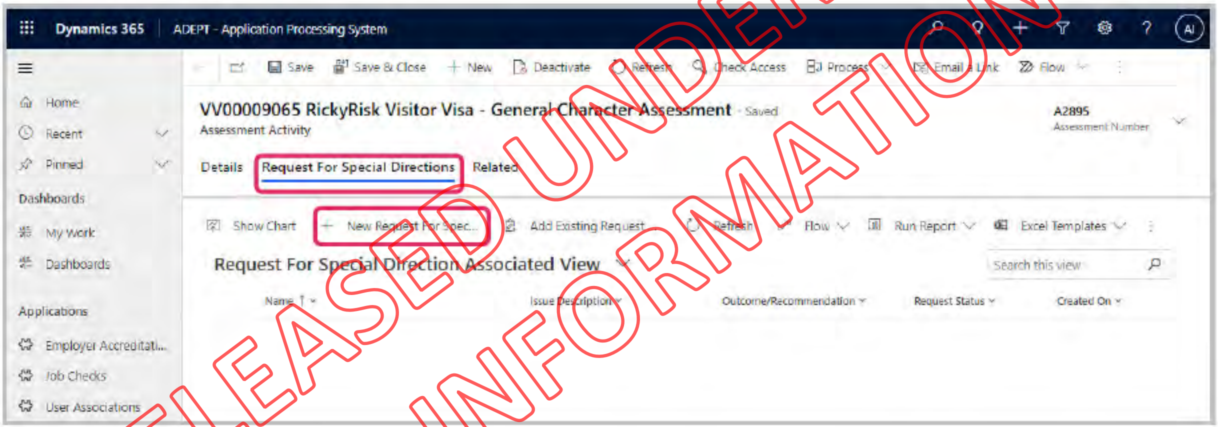
When you are assessing an RFI/PPI Activity, you may need to request special directions, if you are assessing an application for an applicant who is ineligible. You can then send a Special Direction request form to a Technical Advisor who can approve it.

NOTE	Although the following instructions reference **Assessment Activities**, the Request for Special Direction should only be created within an **RFI/PPI Activity**.

To raise a Special Direction, select the **Related** tab of the assessment activity screen and select **Request for Special Direction** in the drop-down menu as shown in the following screenshot.



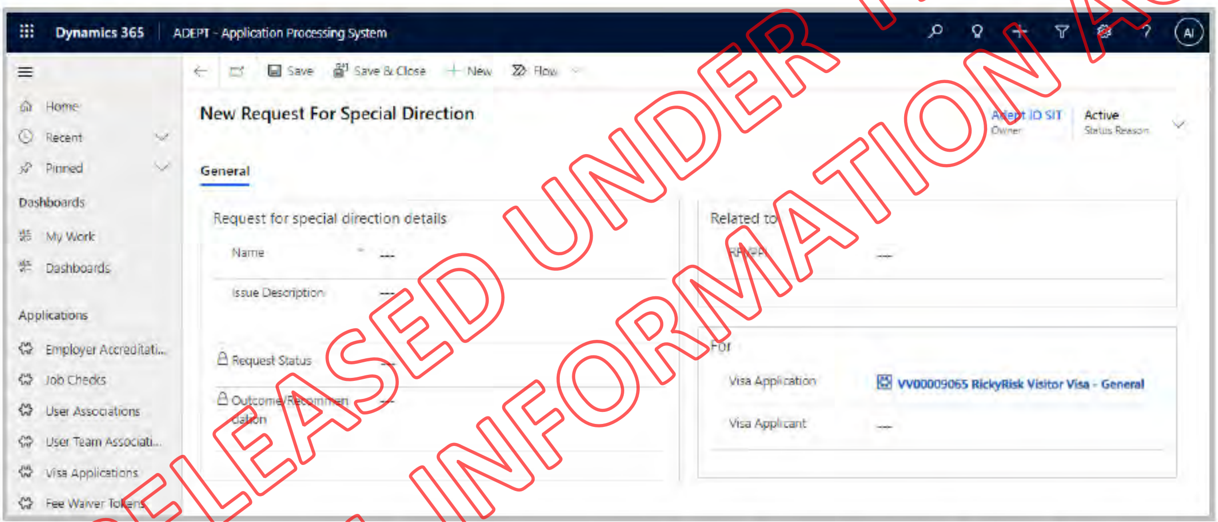
This will bring up the **Request For Special Directions** tab. Select **New Request for Special Directions** as shown in the following screenshot.



Populate the **New Request for Special Direction** form, including name and description and save the form by selecting **Save & Close** on the top banner.

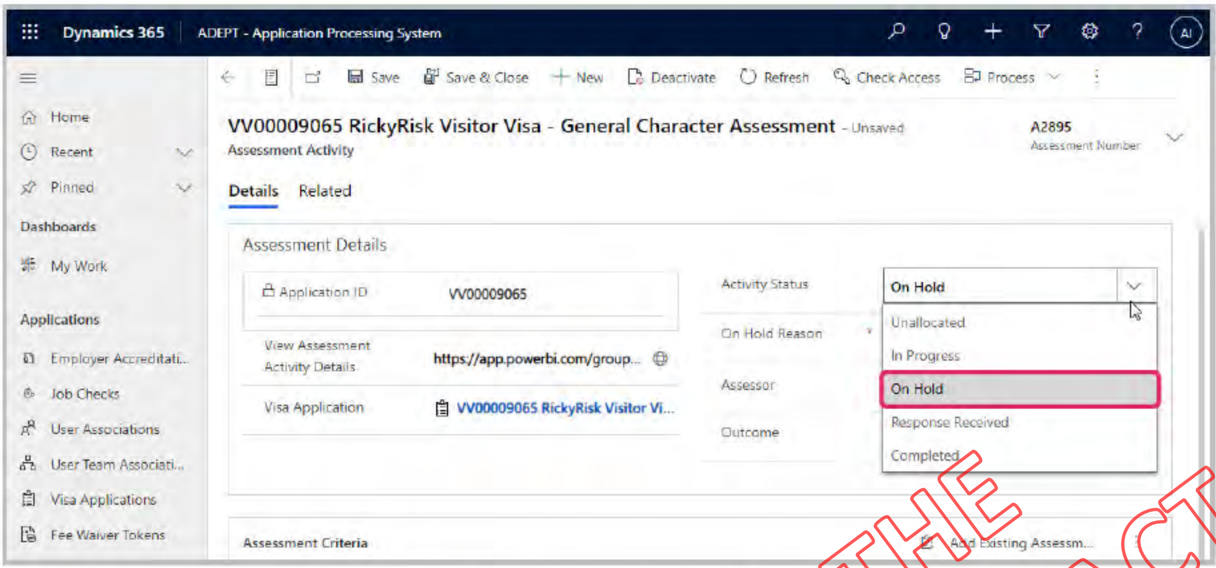
WORKAROUND	If you need to attach documents to the **Request for Special Direction**, attach the documents using the **Document Metadata Objects** tab in the **Related tab** of the RFI/PPI Activity.

WORKAROUND	The name field will be auto populated in future versions. In the meantime, please use a unique name of this field. You could consider using a combination of the primary applicant's name and the application number.

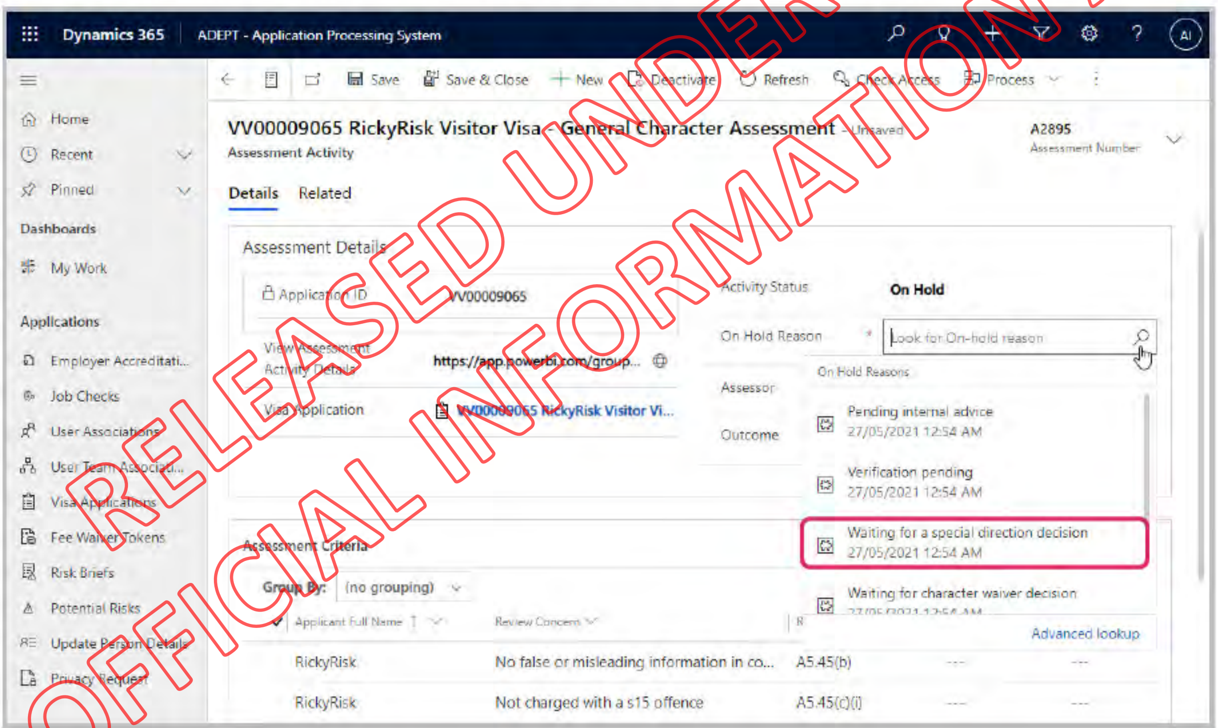


Upon saving the form, the **Special Direction** request will appear in the **Technical Advisor dashboard** and the status of the **Special Direction** request moves to the appropriate value (e.g. **In Review**). It will also be displayed in the **Request For Special Direction Associated View** above, with the appropriate status.

Once this is complete, change the **Activity Status** to **On Hold** as shown in the following screenshot.



Select a reason in the **On Hold Reason** field as shown in the following screenshot.



Select **Save & Close** to save your changes.

WORKAROUND	Fees relating to Special Directions need to be processed via AMS (as it was before ADEPT was implemented), as ADEPT cannot yet process Special Direction fees.

4.12.14 Entering visa conditions (before a visa is issued) - Interim

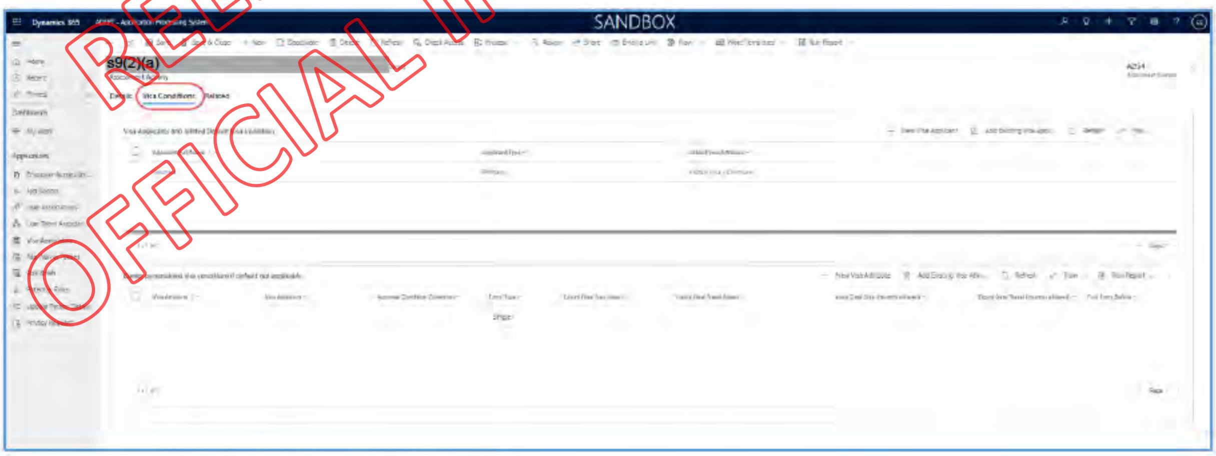
Visa Conditions are the properties of the visa that will be displayed in the eVisa if the application is approved. The terms **Visa Conditions** and **Visa Attributes** are used interchangeably in ADEPT to refer to the same thing.

The way visa attributes are currently managed in ADEPT is different across visa types. In some cases, ADEPT will create default visa conditions and in others, ADEPT will not create default visa conditions and you will need to create them manually. The 3 key scenarios are summarised in the table below and are further described later in this section:

Visa type	Visa attributes auto populated?	Starting point (assessment activity)	Screen to populate visa attributes
Visitor Visa	No	Purpose assessment	'Quick create', then 'Visa attribute' screen
AEWV	No	Work eligibility assessment	'Quick create' only
RV21	Yes	N/A	N/A

NOTE	The functionality described in this section is temporary as the visa attribute functionality is being improved and the new version will be released shortly.

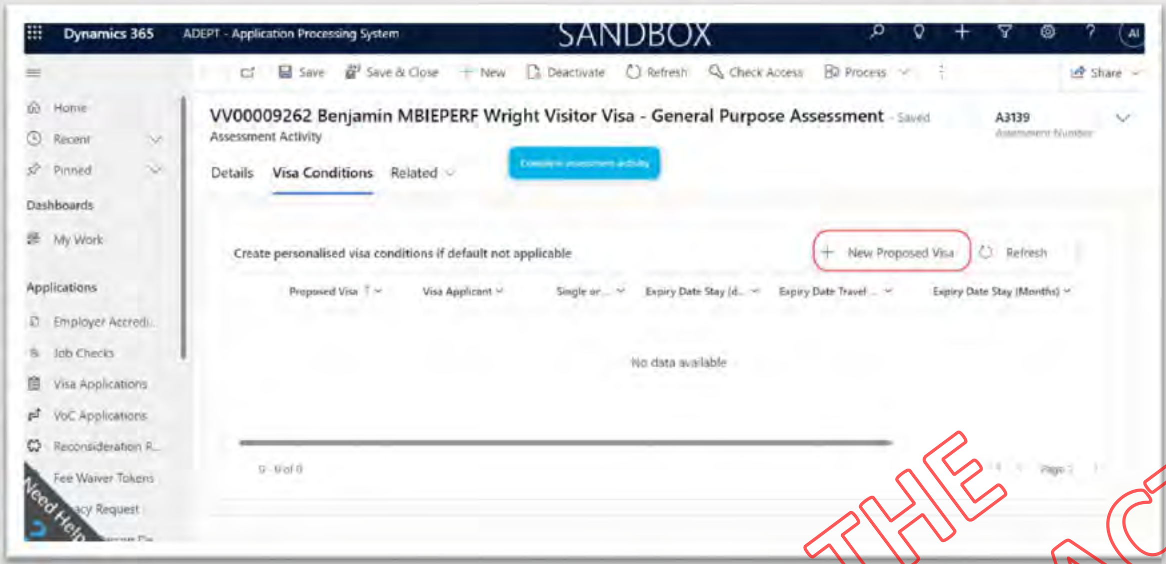
You can access the visa conditions by navigating to the **Visa Conditions** tab of the Assessment activity (the screenshot below displays a purpose assessment activity, but the Work Eligibility assessment activity is similar).



Adding a new Visa Condition - Visitor Visa

To create visa conditions for a Visitor Visa, you should follow these steps.

Select **New Proposed Visa** as shown in the following screenshot.



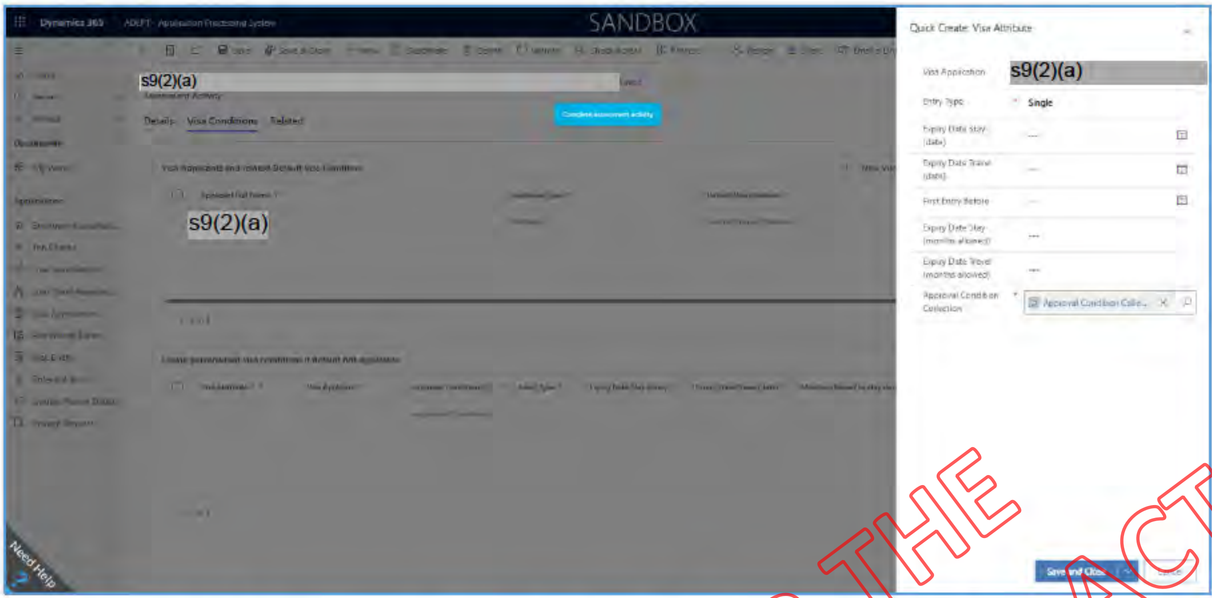
NOTE	For Visitor Visa you cannot issue a multi entry visa to someone who is onshore.

Selecting the New Visa Attribute button will result in a **Quick Create** screen. You can then:

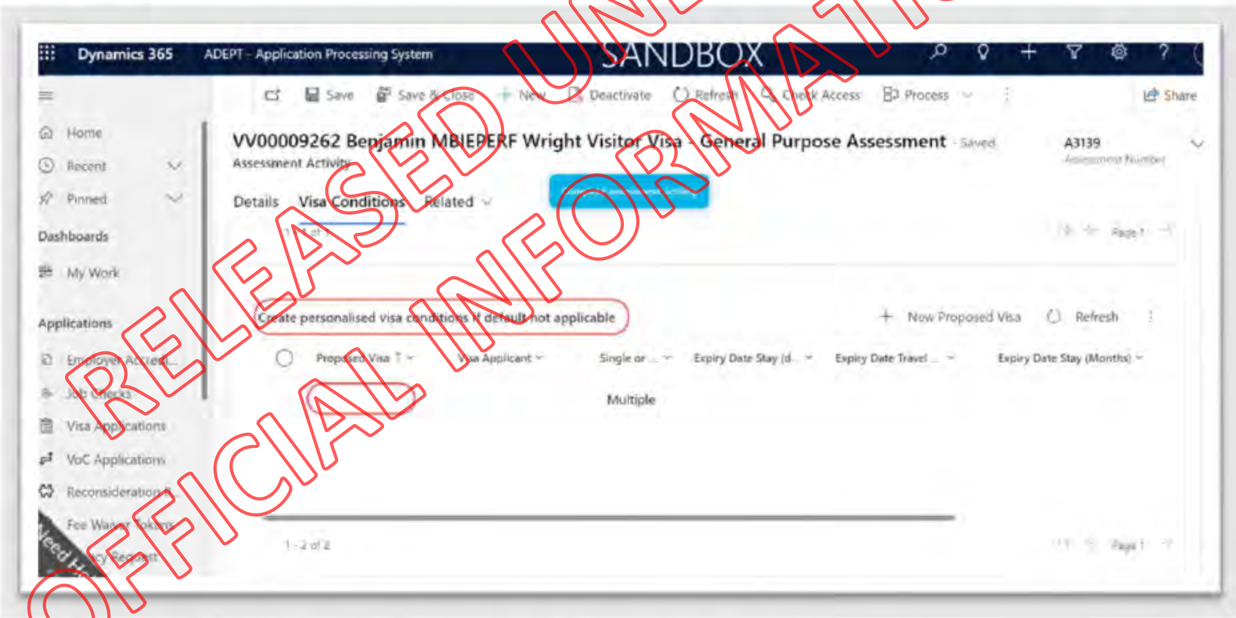
- Ignore the dates
- Select the value **Single** or **Multiple** in the **Entry Type** field
- Select one of the following 5 options in the **Approval Condition Collection** field:
  - Visitor Visa General - Onshore - No Travel Conditions - Approval Condition Collection
  - Visitor Visa General - Offshore - Multi Entry - Approval Condition Collection
  - Visitor Offshore - Single entry - Waive funds/OWT
  - Visitor Offshore - Single Entry - Approval Condition Collection
  - Visitor Offshore - Multi entry - Waive funds/OWT

NOTE	If you type **Visitor** in the **Approval Condition Collection** field, you will see the appropriate options for Visitor Visa.

and then **Save and Close** as shown in the following screenshot. (Note that approval conditions can be changed later before the visa condition is finalised)



A new record in the **Create personalised visa conditions if default not applicable** grid will be displayed as shown in the following screenshot. Open the visa attribute by double clicking on the record row.



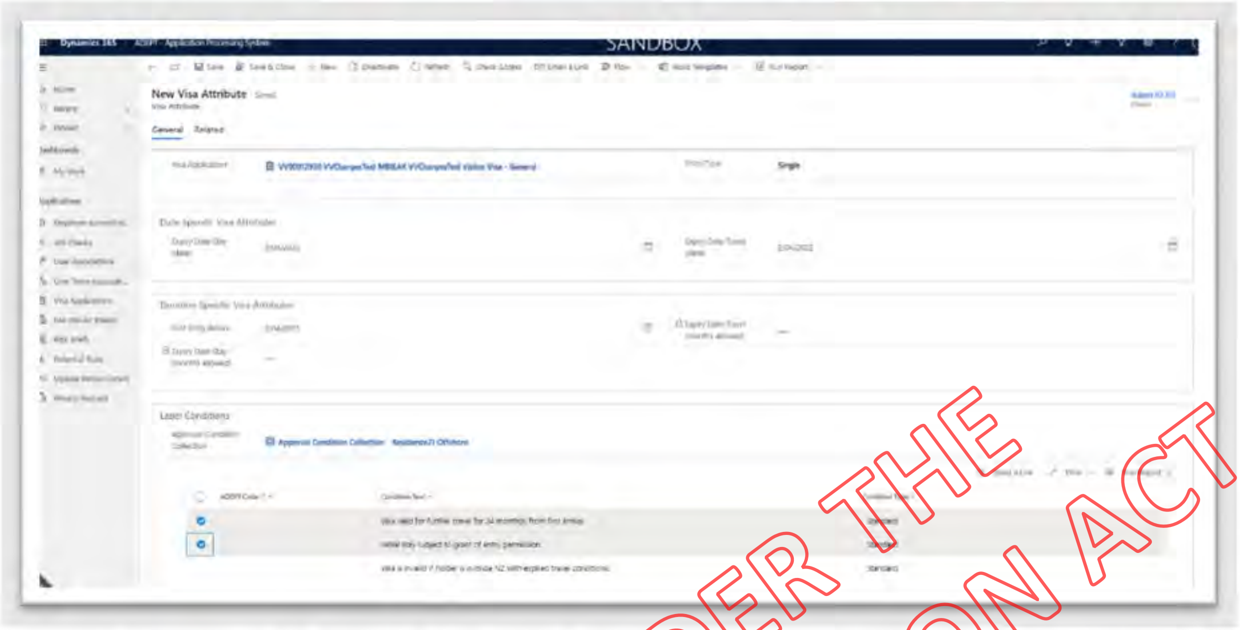
Populate all the fields relevant to the visa attribute you are creating, e.g.:

- Note that **Entry type** will pre-populate
- **Primary applicant's client status**: IN, OUT, NEW, UNLAWFUL, DEAD. Please ensure that you choose the correct status as this will determine the fields that are displayed in the **Visa Duration** grid.
- Months allowed to travel to NZ (time allowed for client to enter NZ)
- Months allowed to stay during each visit (duration of client's stay in NZ)

You can also view all the conditions in the **Label Conditions** grid:

- You can navigate to see all the conditions by clicking on the left and right arrows on the grid if there is more than one page of conditions

- You can view more details about the conditions by double clicking on the condition row



You can also remove the **Approval Condition Collection** and replace with a new one by clicking on the "x" that appears on the name of the collection when you mouse over the text. Please ensure that the new collection is one of the 3 approval condition collections mentioned above.

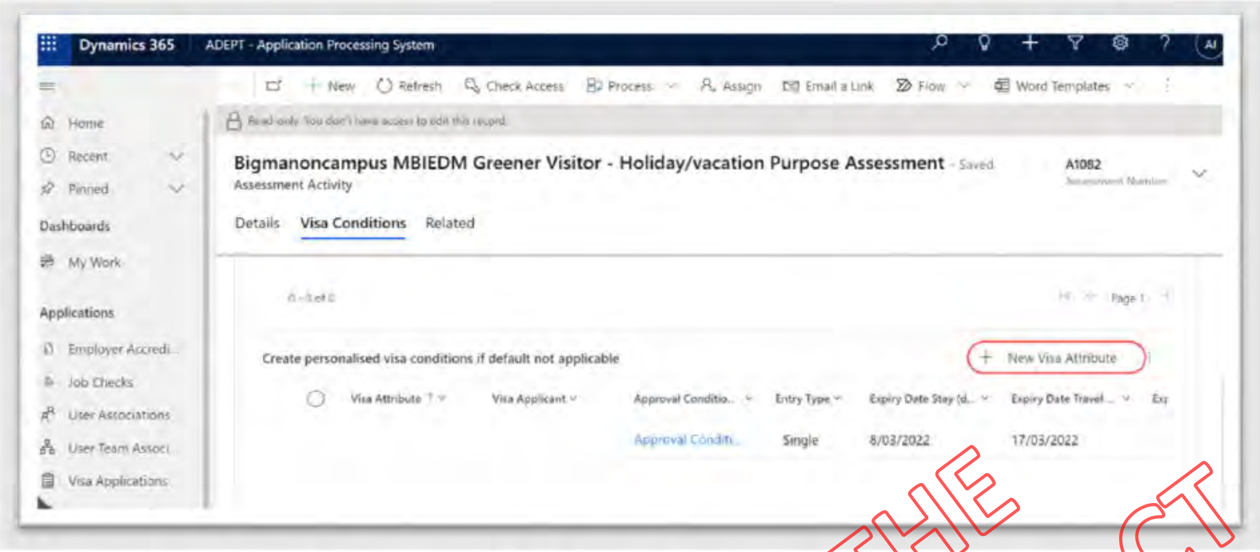
Save & Close to finalise the new visa condition. If the visa is subsequently approved, these are the visa conditions that are applied to the visa and displayed on the eVisa.

Adding a new Visa Condition – AEWV

To create visa conditions for an Accredited Employer Work Visa, you should follow these steps.

NOTE	In order to create the work visa conditions correctly you will need to know: - whether the applicant is onshore or offshore - whether or not the employment is triangular - whether or not the remuneration is above the median wage. You should also check the remuneration rate that will be populated into the visa conditions. Please refer to the Employer Accreditation and Job Check user guide for more information on this (Section 2.6.3 Approve a Job Check Application).

Select **New Visa Attribute** as shown in the following screenshot.



This will result in the Quick Create screen to be displayed, as shown in the screen below.

The **Visa Application** field will be pre-populated.

- Select the **Entry type** by choosing **Multiple**.
- If you are selecting an **onshore** visa condition, you should populate the following fields:
    - Expiry Date Stay (date)

  - Expiry Date Travel (date)
- If you are selecting an **offshore** visa condition, you should populate the following fields:
  - First Entry Before
  - Expiry Date Stay (months allowed)
  - Expiry Date Travel (months allowed)
- Select the appropriate condition collection in the **Approval Condition Collection** field. There are 8 options to choose from for AEWV, depending on whether:
  - The visa is onshore or offshore
  - The visa is 'Triangular' or not
  - The wage is above or below median wage
- To view these options, you can type ***AEWV** in the **Approval Condition Collection** field

You can then click on the **Save and Close** button to save your changes.

NOTE (1)	Unlike Visitor Visas, you should only use the quick create screen described above to populate the visa conditions for AEWV.

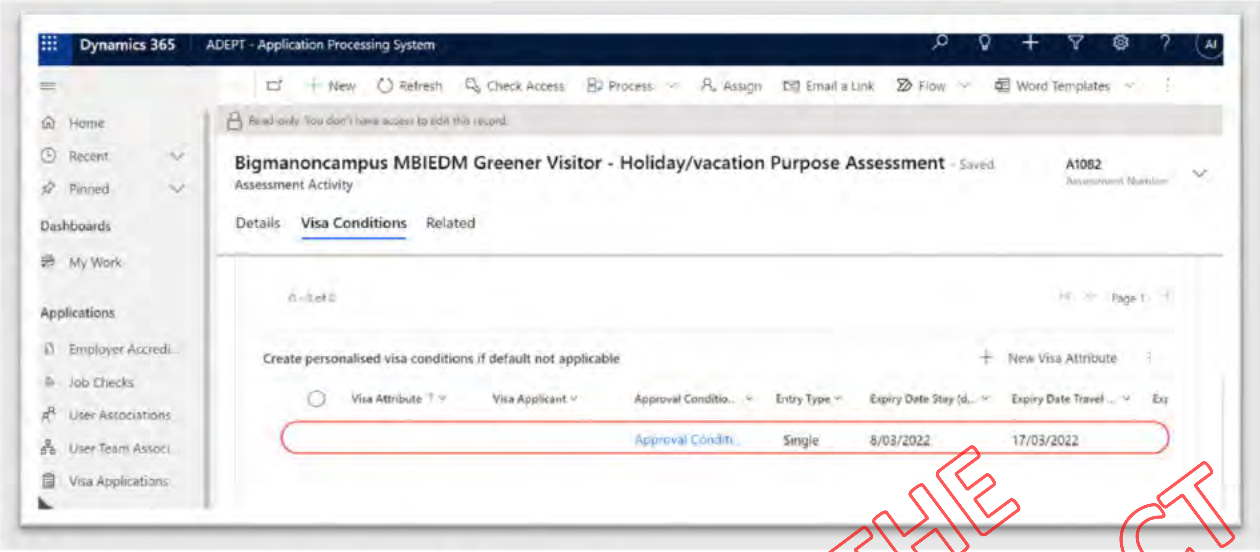
NOTE (2)	If changes need to be made to the visa conditions after they were populated, for instance when the **First Entry Before** dates need to be updated after an RFI or QC, you can do so by reopening the visa condition. Please refer to the sub section **Editing the Visa Conditions** below for more detail on this.

Adding a new Visa Condition - RV21

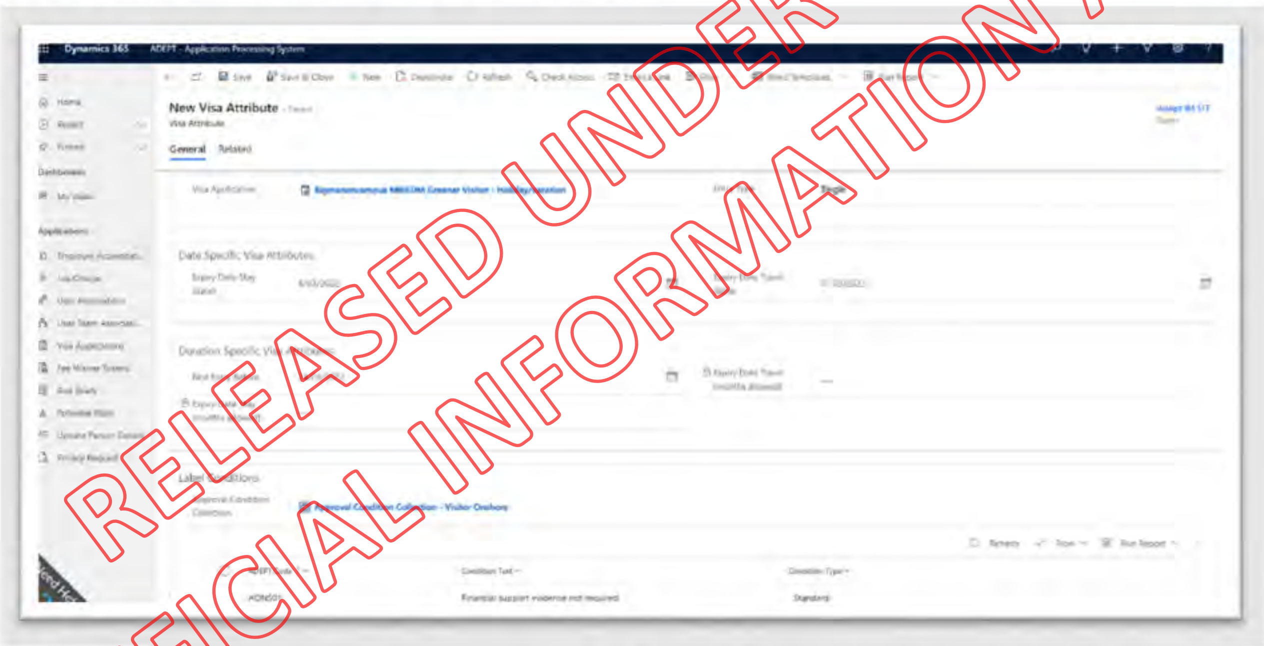
Conditions for RV21 visas are automatically created so you do not need to do anything for these applications.

Editing the Visa Condition

If a custom visa condition (non-default visa condition) has already been created for the application, you should not create further visa condition records. You must edit the created visa condition record. To edit the visa condition, double click on the visa conditions record as show in the screenshot below.



This will open a visa conditions page as shown below.



You can update the values (visa dates, entry type and approval condition collection) as required on this page and click on **Save** to finalise the changes.

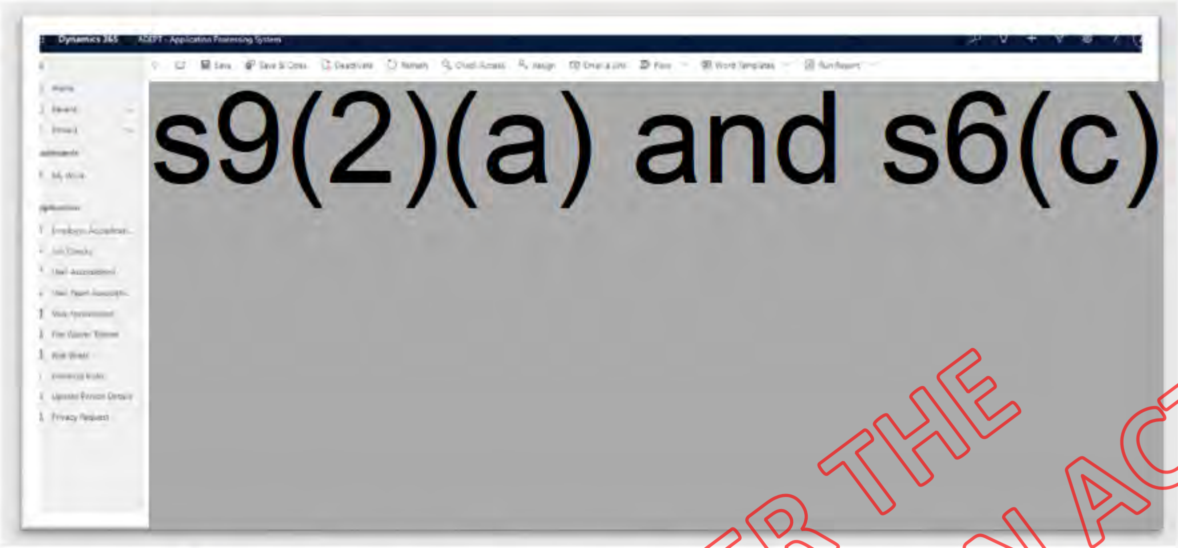
NOTE	You can only edit fields that were populated when the visa conditions were created, but you cannot edit empty fields.

Adding notes to a Visa

In addition to the visa conditions, if you need to add notes that you would like to be displayed on the eVisa letter, you need to follow the steps below:

- Open the Visa Applicant screen
- Select the **Visa & Approvals** tab of the Visa Applicant screen

- On the top grid, you will see the **Additional Notes for Visa letter** grid, as shown on the screenshot below.



- In the **Additional Notes for Visa letter** grid, you can add the notes you want to be displayed in the visa letter.
- Click on the **Save and Close** button to save your changes. The notes will be displayed on the visa letter once the visa is issued.

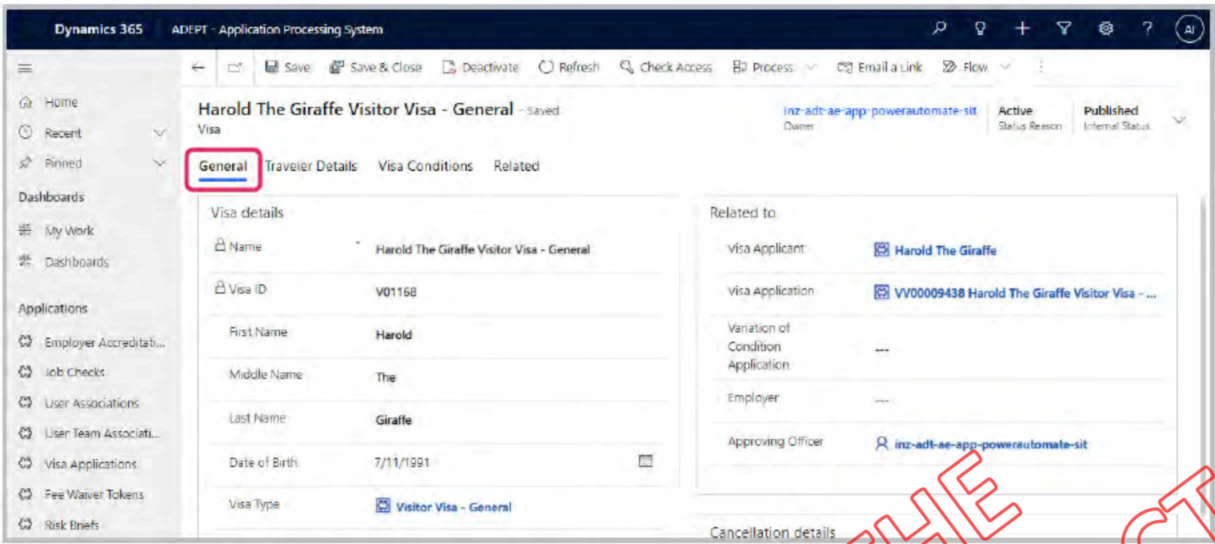
4.12.15 Making changes to a visa post-decision

IMPORTANT NOTE	The functionality allowing to make changes to a visa post-decision is temporarily being upgraded. Please ignore this section for the time being. Please contact the ADEPT Operational Team (AOT) using the email address service.desk@mbie.govt.nz if you need to make changes to a visa post-decision.

If you want to make a change to a visa after the visa has been issued, locate the visa record (Section 2.2. Searching ADEPT).

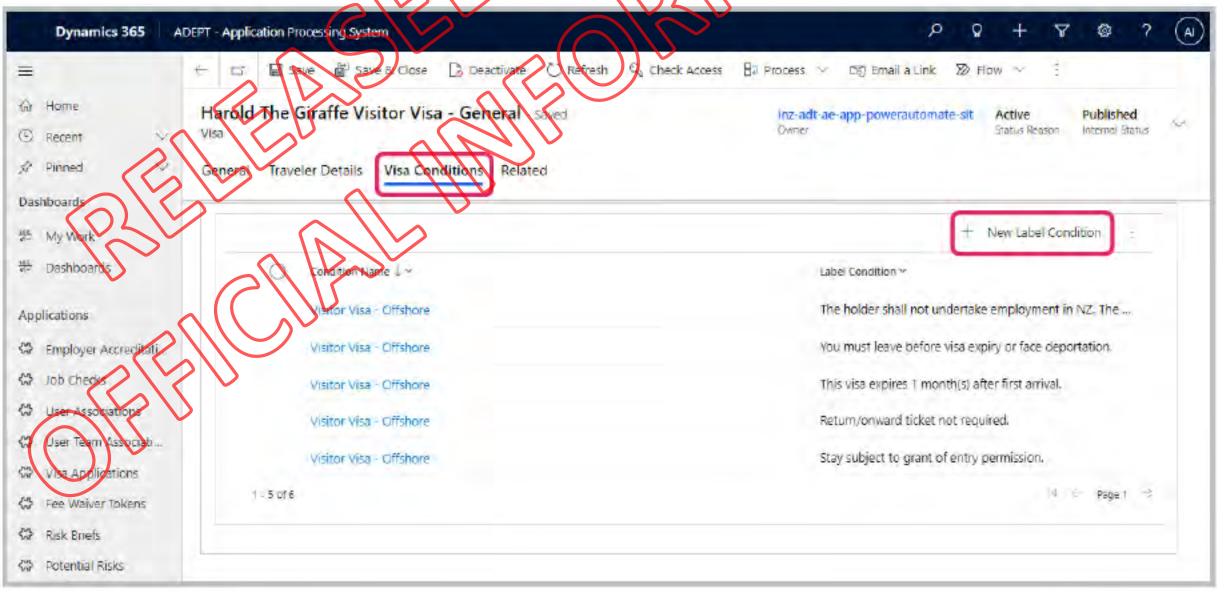
NOTE	When completing global search without filters, the **Visas** grid/table may be in the second page of the search results.

Select the visa link to open the visa. You can make changes to visa attributes in the **General** tab such as personal details like name, date of birth, or visa specific fields, such as the dates or visa type.

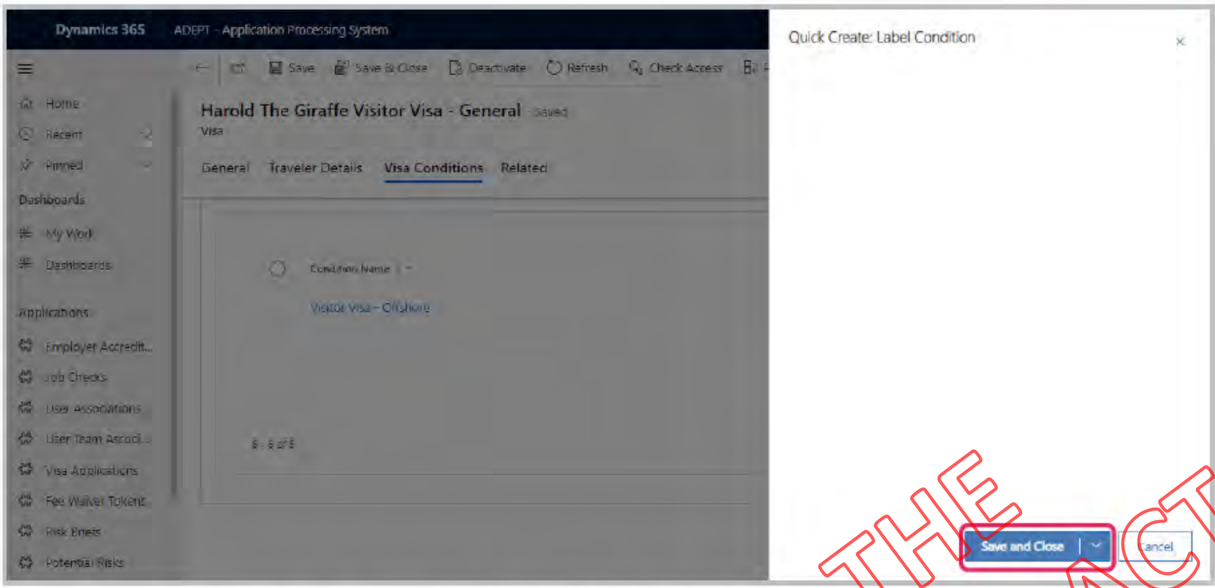


NOTE	If the changes you are making on the visa record also apply to the applicant records, you should also update the applicant details. Please refer to section [4.12.11 Update client details](#) for more details on this.

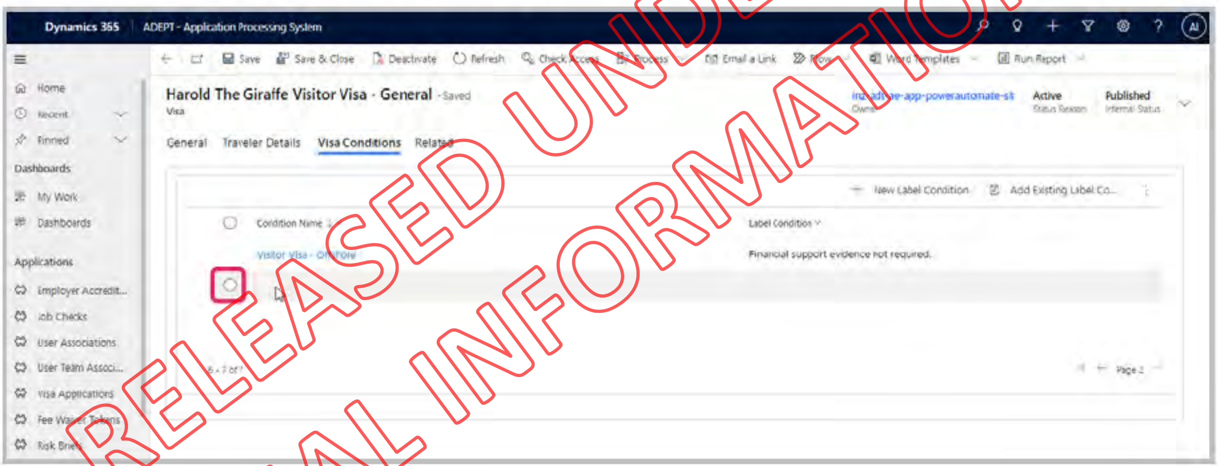
If you need to make changes to visa conditions, select the **Visa Conditions** tab. You can open existing conditions by selecting the link in the **Condition Name** column or create new conditions by selecting **New Label Conditions** as shown in the following screenshot.



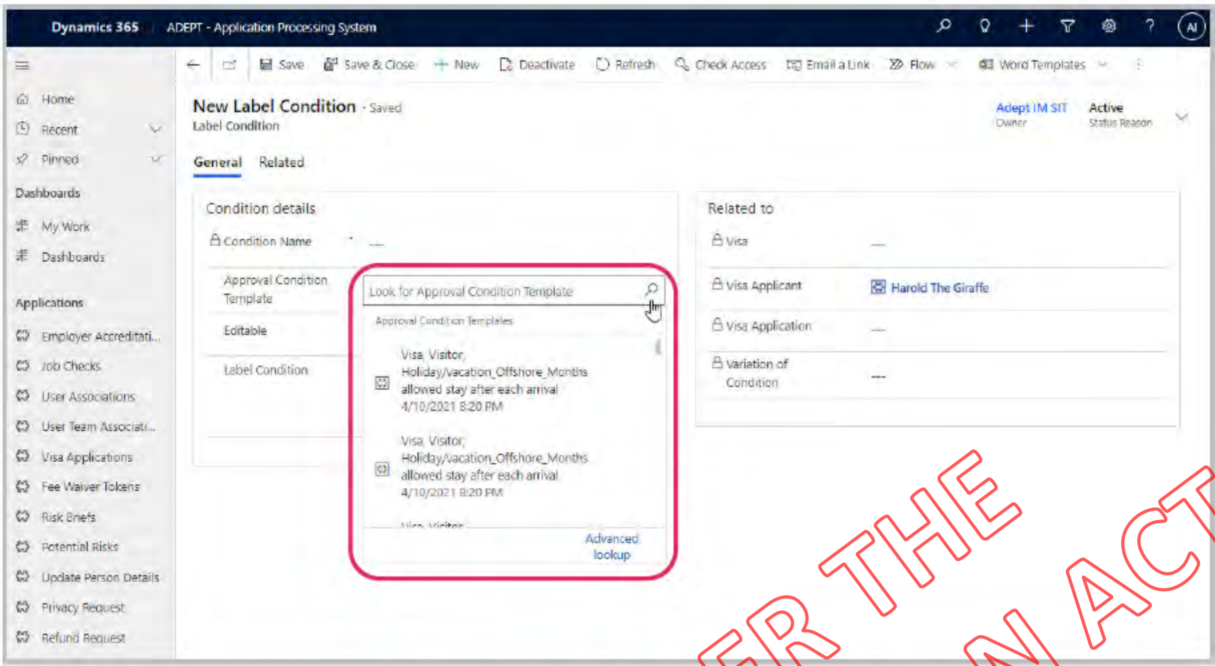
The **Quick Create: Label Conditions** screen displays. Select **Save and Close** to create a new condition.



The condition is added to the Visa Conditions grid. Note: No data is displayed for the condition but the record is there as shown in the following screenshot.

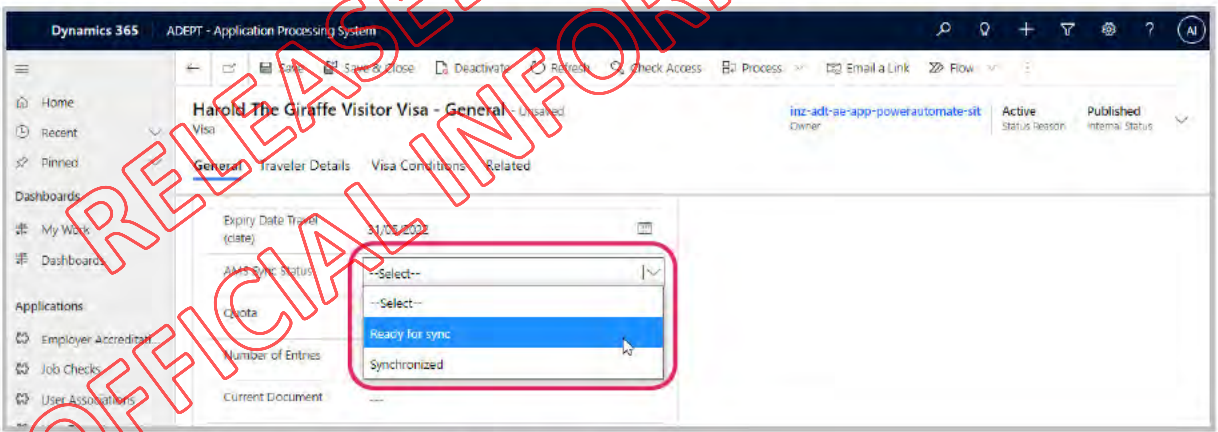


Double click on this row to open the condition and select an approval condition template (e.g. Purpose of Visit) in the **Approval Condition Template** field. Enter label conditions in the **Label Condition** field.



Select **Save and Close** to record the new condition. Your new condition is displayed on the **Visa Conditions** tab of the visa.

Once you have made all the changes required to the visa, and/or the visa conditions, you need to select the **General** tab and change the value in the **AMS Sync Status** field. Select **Ready for sync** if you are ready to sync the visa with AMS as shown in the following screenshot.



Select **Save and Close** to record your changes to the visa.

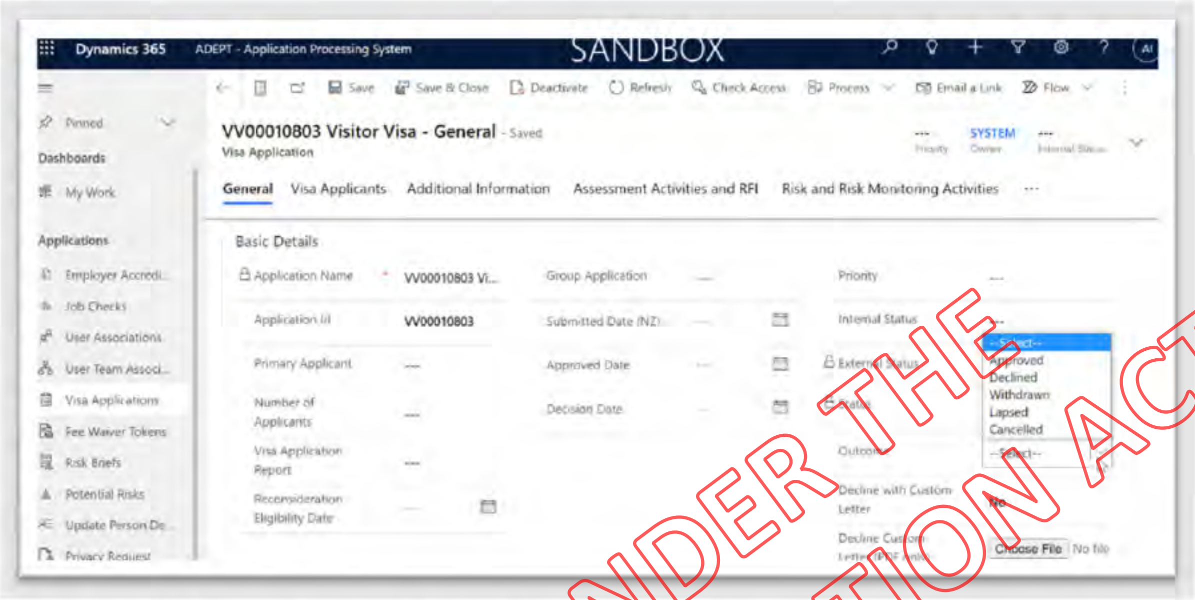
IMPORTANT NOTE	Per section 52(4) of the Immigration Act 2009, any condition imposed, varied, waived or cancelled **must be notified to the visa holder** to take effect, and only takes effect when the visa holder has been notified.

4.12.16 Cancelling and Lapsing an application

Before lapsing an application, please check whether there are any outstanding assessment activities for this application. If there are, please close the assessment activities by setting their **Outcome** field to **Cancelled.**

Once this is done, you can lapse an application by:

- setting the value of the **Outcome** field to **Lapsed** in the **General Tab** of an application, as shown in the screenshot below.



- Selecting the value **Lapsed** in the **Outcome Reason** field
- Selecting the value **Completed** in the **Internal Status field**

Then click on the **Save** button to save your changes.

When lapsing an application, the system will automatically:

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

NOTE	The full functionality for cancelling an application is still under development. Once the functionality has been finalised a sweep of all cancelled applications will be undertaken, and they will be finalised.

4.12.17 Deferral of partners (Resident 2021)

Assessing Partnership

If a partner is included in a 2021 Resident Visa application, the system will automatically create a **Secondary Applicant Assessment Activity**. For more information about the Secondary applicant assessment activity, please refer to **Section 4.2, Assessing an assessment activity**.

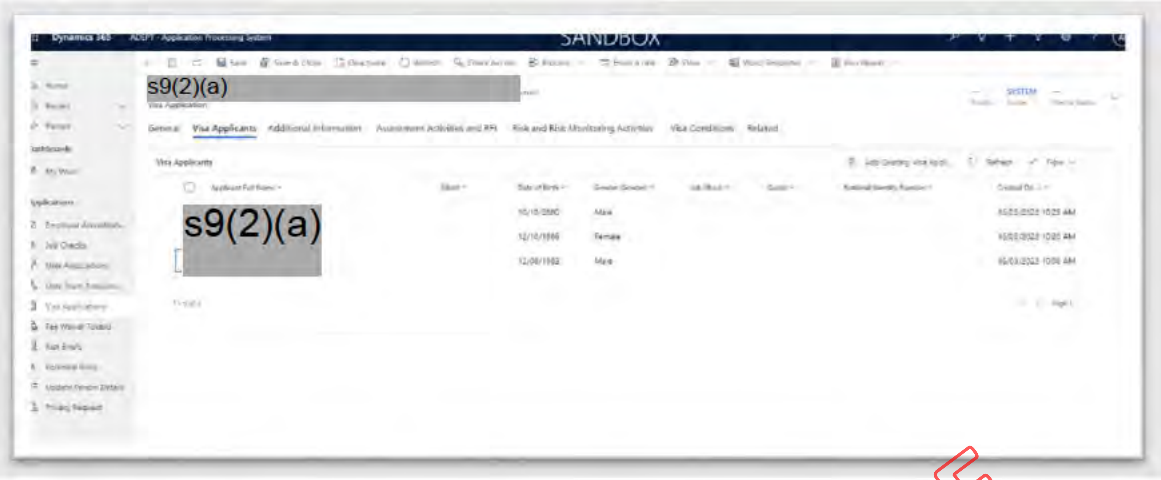
Follow the RV21 SOP Assess Partnership. One of the assessment criteria you need to answer is "Couple have been living together for 12 months or more at the time the application is assessed".

- If you determine the requirement is met, enter **Yes** in the **Instructions Met** field.
- If the information given is inconclusive, consider whether it would be resolved with a quick email or phone call.
- If you determine that the requirement might not be met and deferral is probably not appropriate, enter **No** in the **Instructions Met** field. This will trigger an assessment concern called **Have not lived together 12 months**, or **Not satisfied with 12 month living together evidence.** The default PPI content does not mention deferral so you should edit the content as required.
- If you determine that the requirement is not met, and deferral might be appropriate, enter **No** in the **Instructions Met** field. This will trigger an assessment concern called **Have not lived together 12 months**, or **Not satisfied with 12 month living together evidence**. The default PPI content does not mention deferral, so you need to replace that assessment concern with a different one that covers the deferral option. To do that:
    - Manually raise a Partnership deferral assessment concern. Please refer to **Section 4.2.8 Manually Creating an Assessment Concern**, and edit the default PPI content as required.
    - Change the outcome to **Resolved** for the assessment concern that was automatically raised **Have not lived together 12 months**, or **Not satisfied with 12 month living together evidence**. This means that only the PPI content for the manually raised concern will go into the letter.

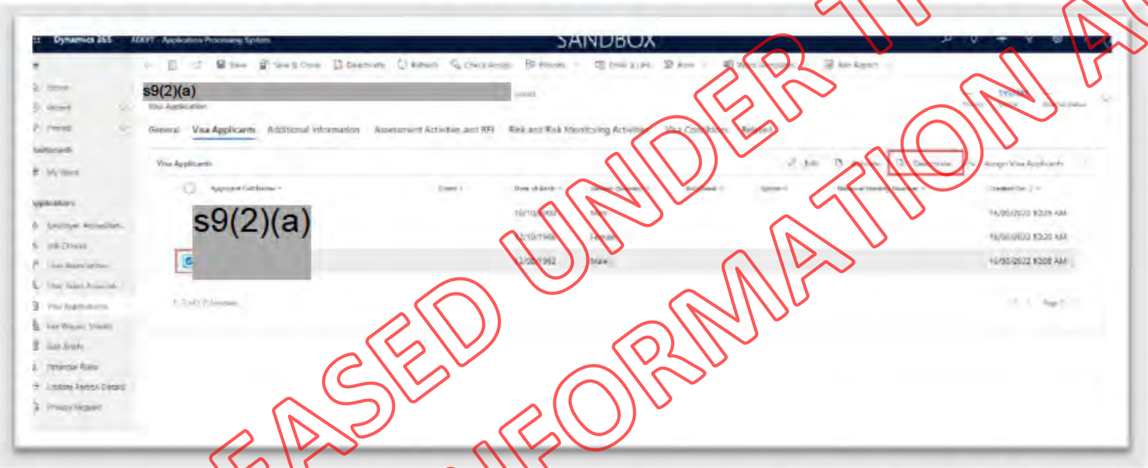
Deferring a partner

If you have followed the SOP and received written confirmation from the applicants that the decision on the partner can be deferred, you will then need to remove the partner from the application.

To remove the applicant from the application, open the application, and select the **Visa Applicant** tab as shown on the screenshot below.



In the **Visa Applicants** grid, select the applicant you wish to defer as shown on the screenshot below.



Once you have selected the applicant, the **Deactivate** button will appear at the top of the grid as highlighted above. You can then click on the **Deactivate** button. The applicant is now removed from the application and the application can continue to be assessed without the deferred applicant.

WORKAROUND	Due to a technical limitation, the Secondary Applicant assessment activity is not automatically cancelled when the secondary applicant is deactivated, so you need to cancel it manually. To do this, set the Outcome of the Secondary Applicant assessment activity to Cancelled, and click on Save and Close to save your changes.

NOTE	Once an applicant has been deactivated, - if/when you are assessing an **assessment activity** that contains assessment criteria for the deactivated applicant, you should leave these assessment criteria unanswered. For more information about marking assessment criteria, refer to **Section 4.2.6 Resolve assessment criteria.** - If/when you are assessing an **RFI/PPI activity** that contains assessment concerns related to the deactivated applicant, you should deactivate

	these assessment concerns. For more information about assessing RFI/PPI activity, refer to **Section 4.10.2 Assessing an RFI/PPI activity**.

You should now add a general note against this application to explain why the partner has been deferred. For more information about adding general notes, please refer to **Section 2.11.2, Creating Notes** in this user guide.

You should also create a 'Resident Skills Business Deferral application' for the partner in AMS (outside ADEPT). For more information about this, please refer to the RV21 SOP **Defer Partnership**.

NOTE	Even though this section mostly mentions RV21 applications (as this is a newly introduced visa type in ADEPT), the functionality to deactivate a partner is not specific to residence 2021 applications and can be used for any other application types.

4.12.18 Manually request NZPC

If you need to request a New Zealand police certificate during the assessment of a visa application, and the system has not automatically requested one (for instance if the applicant applying for a visitor visa has not resided 5 years in NZ), you should undertake the following steps.

NOTE(1)	Before requesting a NZPC you should check whether a police certificate has already been requested for this applicant. To do that, click on the applicant's name from the activity to open the **Visa Applicant** screen, and go to the **Related** tab, and select **Required Police Certificate**. If a record is displayed on this screen, it means that a police certificate has already been requested.

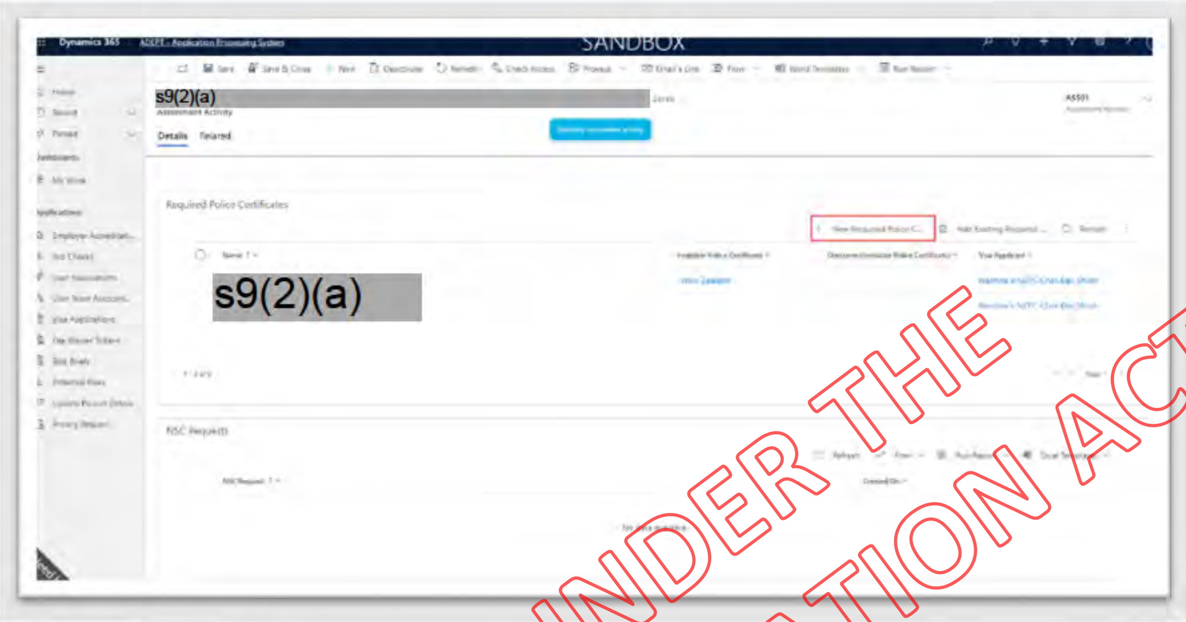
s6(c)

WORKAROUND	If you need to request the police certificate for someone who is not the applicant, e.g. a supporting partner, you will need to do so outside ADEPT, using the portal. This will be addressed in a future ADEPT release.

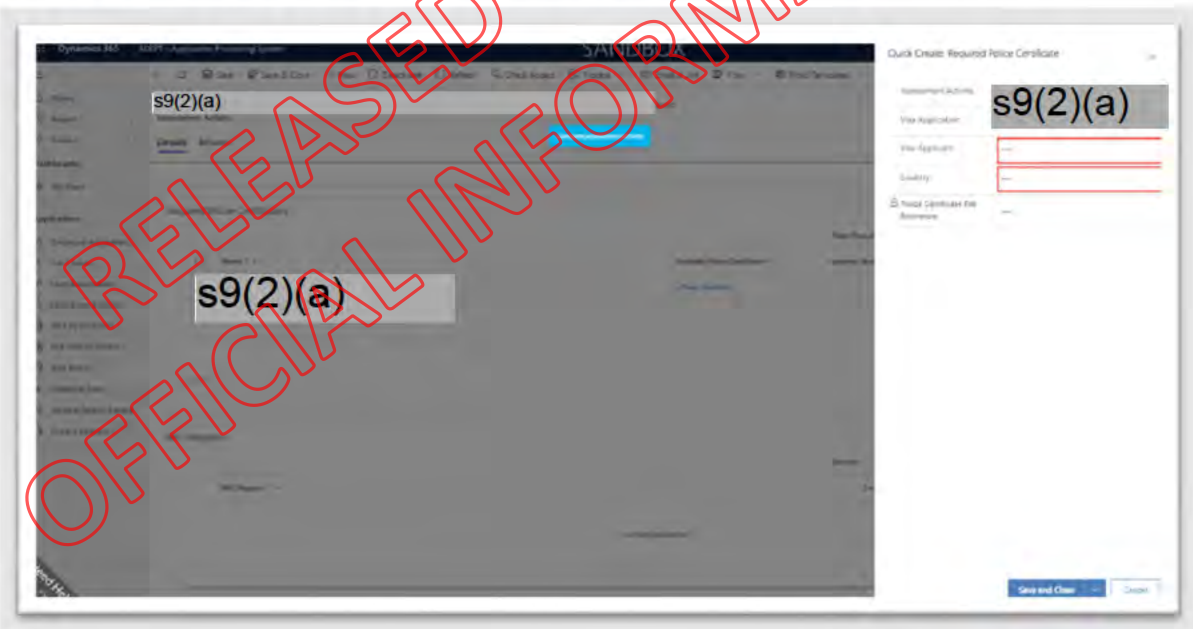
From the assessment activity (e.g. Character assessment), click on the **New Required Police Certificate** button in the **Required Police Certificates** grid as shown on the screenshot below.

NOTE	You will see the **Required Police Certificates** grid in all assessment activity types, except for the risk assessment activity. If you are undertaking a risk assessment

activity and need to request a Police Certificate you will need to open the **Related** tab of the risk assessment activity.



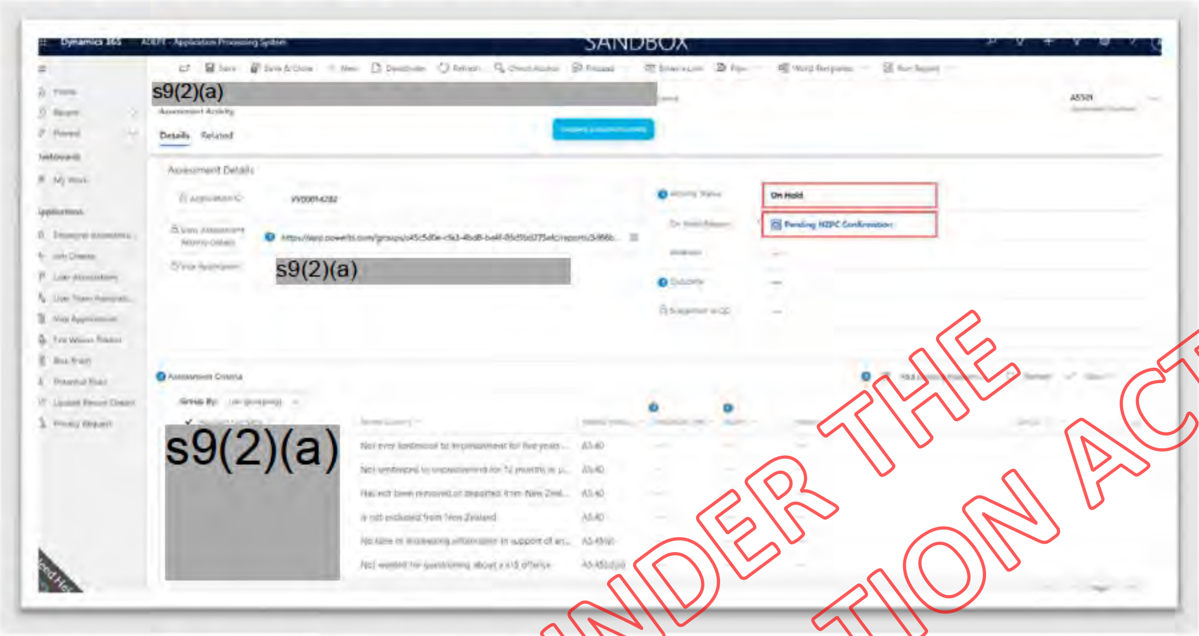
This will open the **Quick Create** screen as shown below.



The system has already populated the assessment activity field and the visa application, so you only need to populate the **Visa Applicant** field with the name of the applicant, and the **Country** field with the value **New Zealand**.

Click on the **Save and close** button. You will see that a new record has been created in the **Required Police Certificates** grid.

You should then mark the assessment activity on hold by selecting the value **On Hold** in the **Activity Status field**, and give an on-hold reason by selecting the value **Pending NZPC Confirmation** in the **On Hold Reason** field, as shown in the screenshot below.



From this point onwards, the system will automatically:

- Request the Police Certificate
- Obtain the response from the NZ Police
- Record the outcome of the police certificate in the Required Police Certificate grid, e.g. **No Adverse Details Found**
- Update the assessment activity as **Response Received**

You will see the status update in the **Awaiting Internal response** grid.

From that point you should reopen the assessment activity and complete the assessment based on the result of the NZPC request.

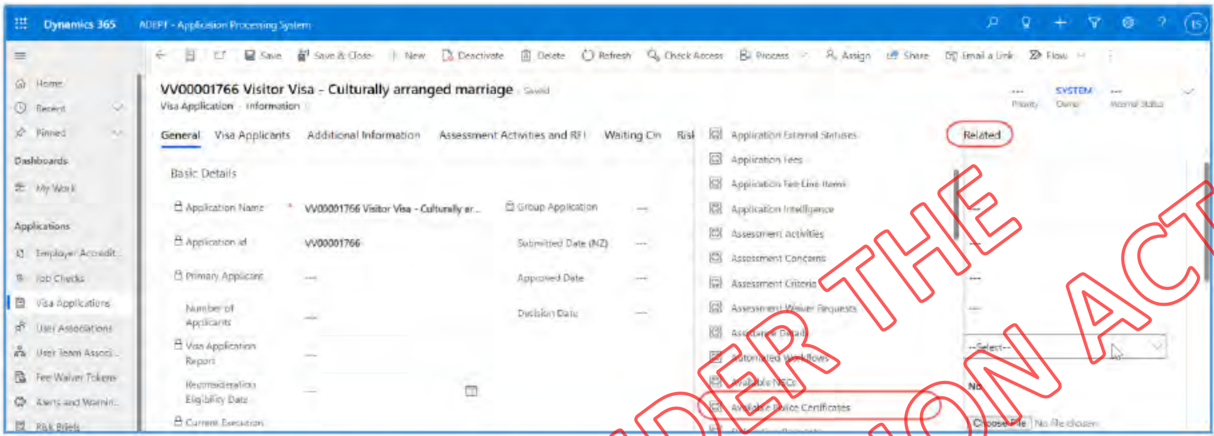
NOTE	Even though the system will not prevent you from doing so, you should not attempt to complete the assessment activity before the police certificate is received.

WORKAROUND	If the applicant already had a valid police certificate previously requested via ADEPT, the functionality described above will not work and you will need to deactivate the existing police certificate before requesting the new one.

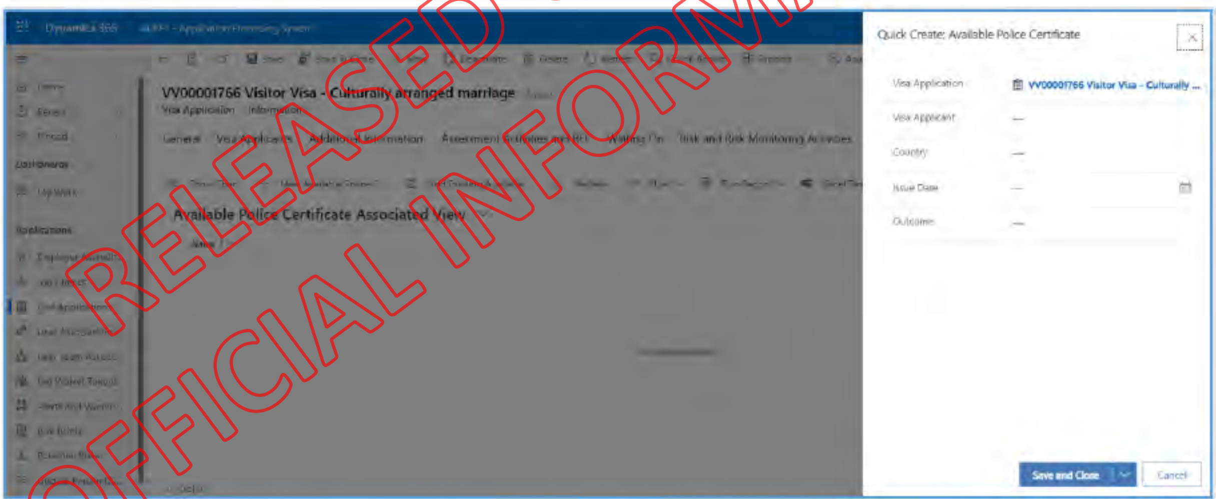
4.12.19 Manually record a Police Certificate

Police certificates are automatically requested by the system if the system determines that one is required. Immigration Officers can also use the system to manually request an NZ Police certificate at their discretion as described in the above section 4.12.18 Manually request NZPC. There may be situations where a New Zealand police certificate or a foreign police certificate is obtained either outside of ADEPT or as part of the assessment process via request for more information. In this scenario, you should record the police certificate in ADEPT using the following steps.

- Locate the application using the ADEPT search functionality
- Click on the **Related** tab and click on **Available Police Certificate** option



- Click on the **New Available Police Certificate** button and enter the details of the police certificate in the resulting quick create form



- Click on **Save and Close** to finalise the new police certificate record

4.12.20 Manually retrigger a National Security Check (NSC)

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- [redacted]

[redacted]

- s6(c) [redacted]

[redacted]

[redacted]

[redacted]

- [redacted]

[redacted]

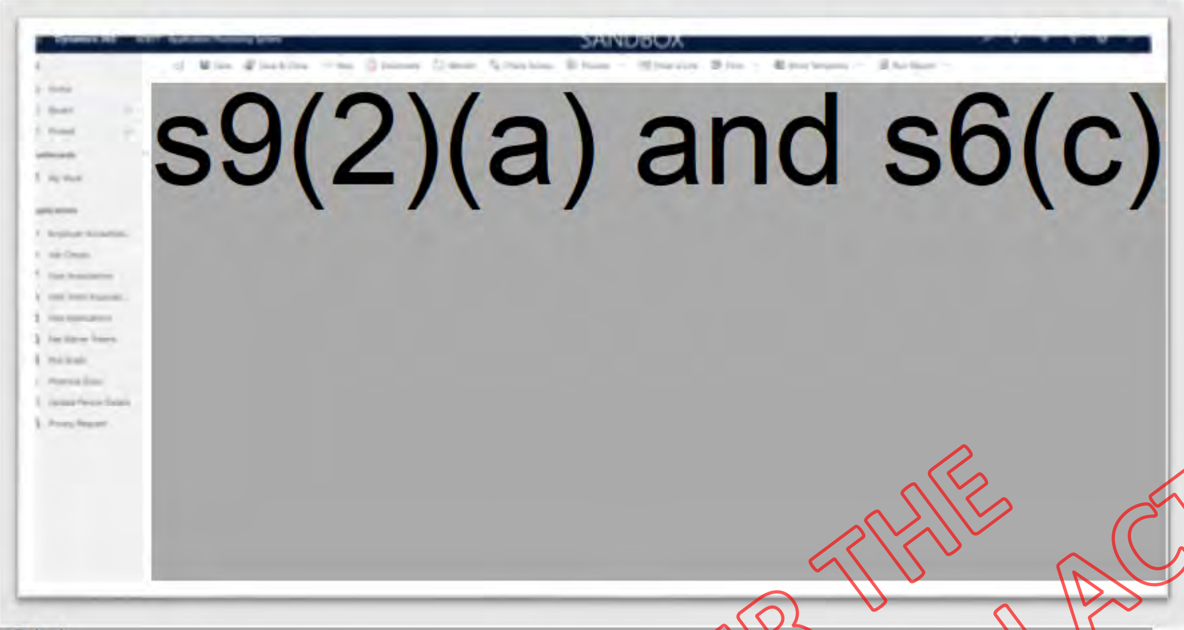
[redacted]

[redacted]

s6(c) [redacted]

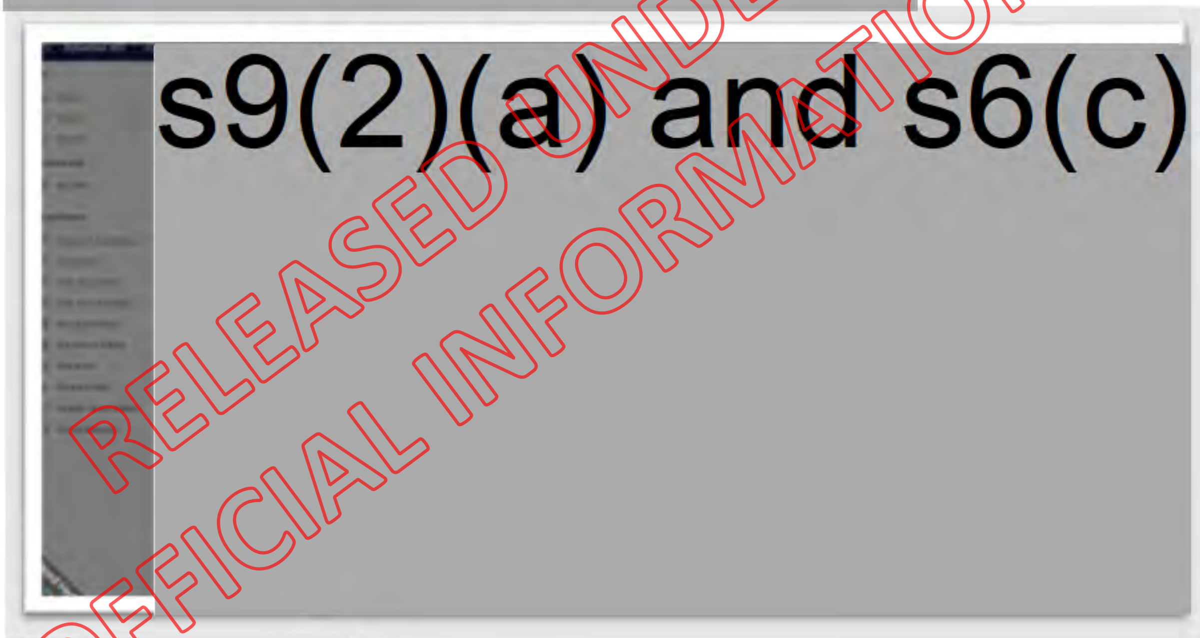
s6(c) [redacted]

s6(c) [redacted]



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

s6(c) [redacted]



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

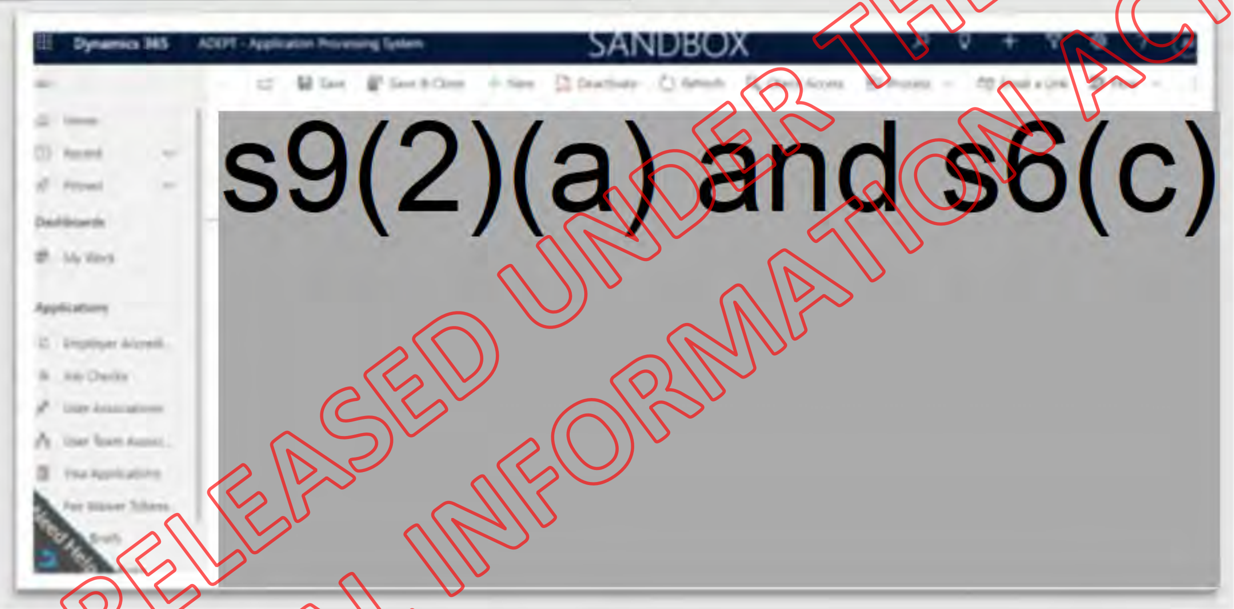
s6(c) [redacted]

- [redacted]
- [redacted]

s6(c) [redacted]

- s6(c) [redacted]

[redacted]



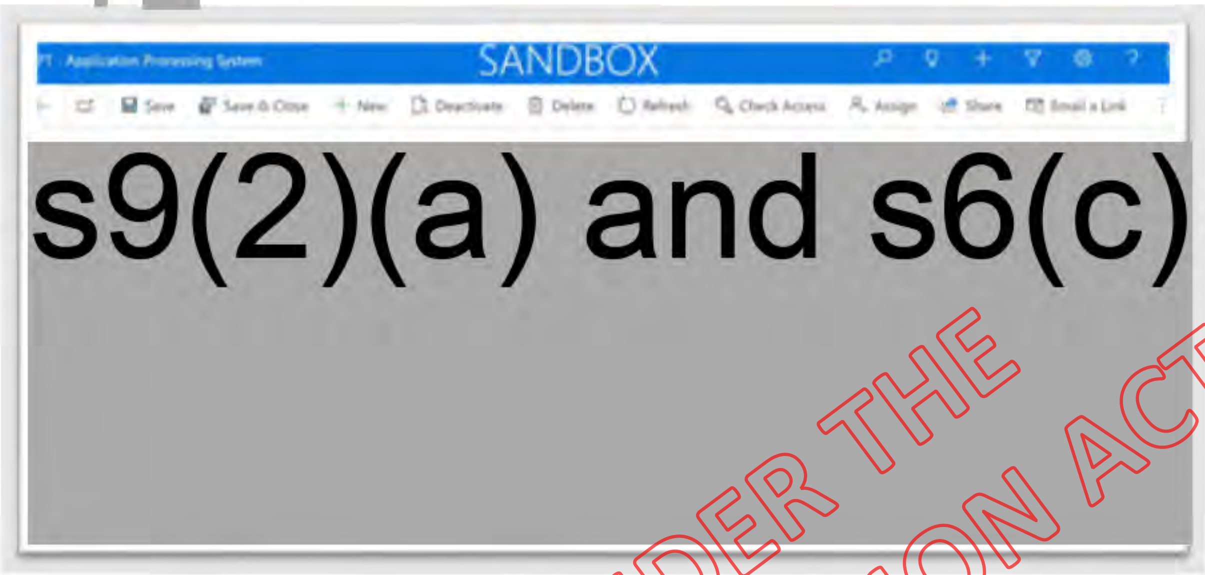
s6(c) [redacted]

[redacted]

4.12.21 Handling NSC response (after a manual retrigger)

s6(c) [redacted]

- s6(c) [redacted]



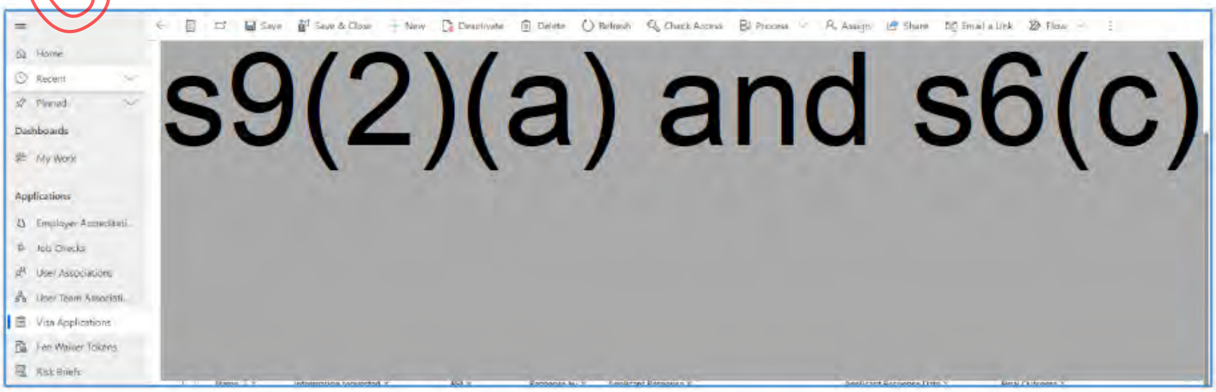
s6(c) [redacted]

s6(c) [redacted]

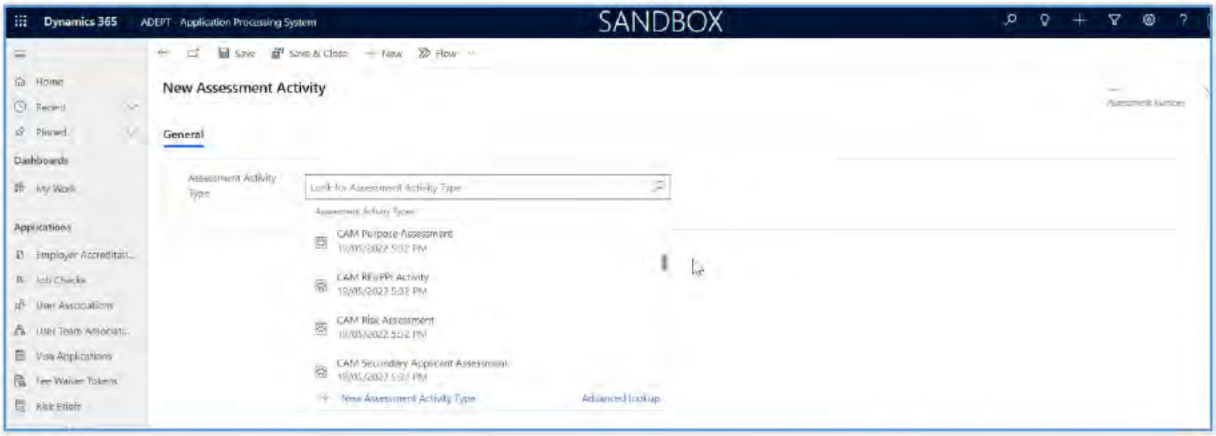
s6(c) [redacted]

4.12.22 Creating an assessment activity manually

Assessment activities are automatically created based on the system concerns. It is unlikely you would need to create an assessment activity manually. The system will, however, allow you to create an assessment activity using the **New Assessment Activity** button in the **Assessment Activities and RFI tab** of an application.



This will bring up a form to select the type of the assessment activity you wish to create.



Once you select the type, you can save and work on the assessment activity (including creating assessment concerns) as you would with automatically created assessment activities.

s6(c) [redacted]

4.12.23 Manually retriggering identity resolution

IMPORTANT NOTE	This functionality only works for applications received after 28 August 2022.

When an application is submitted, the system automatically carries out an identity resolution using the biographic and biometric information presented in the application. s6(c) [redacted]

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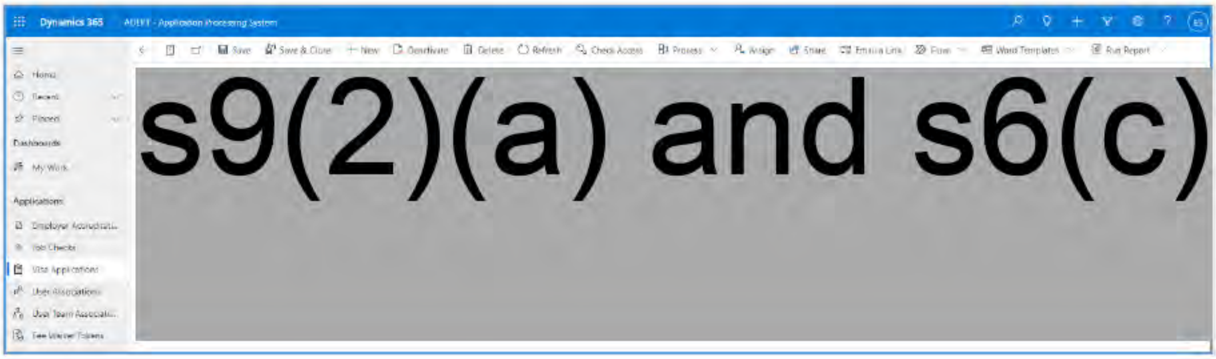
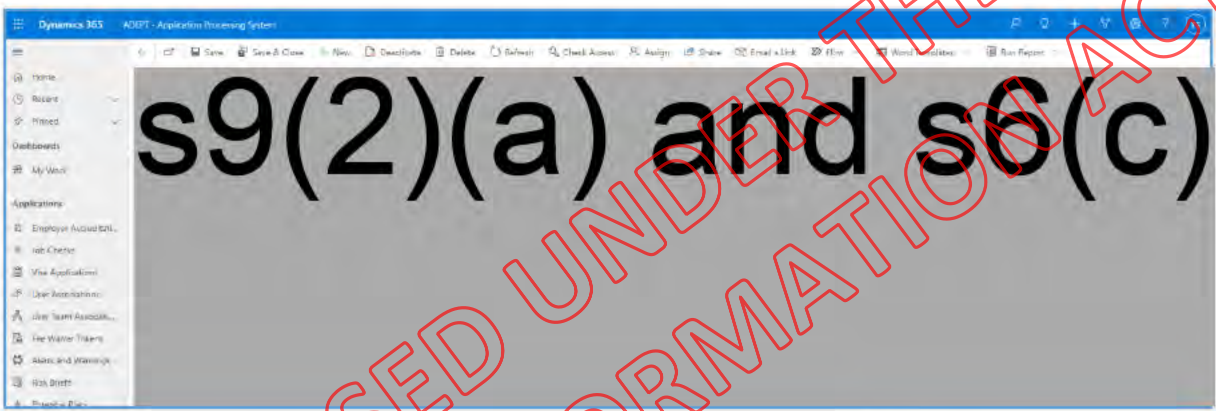
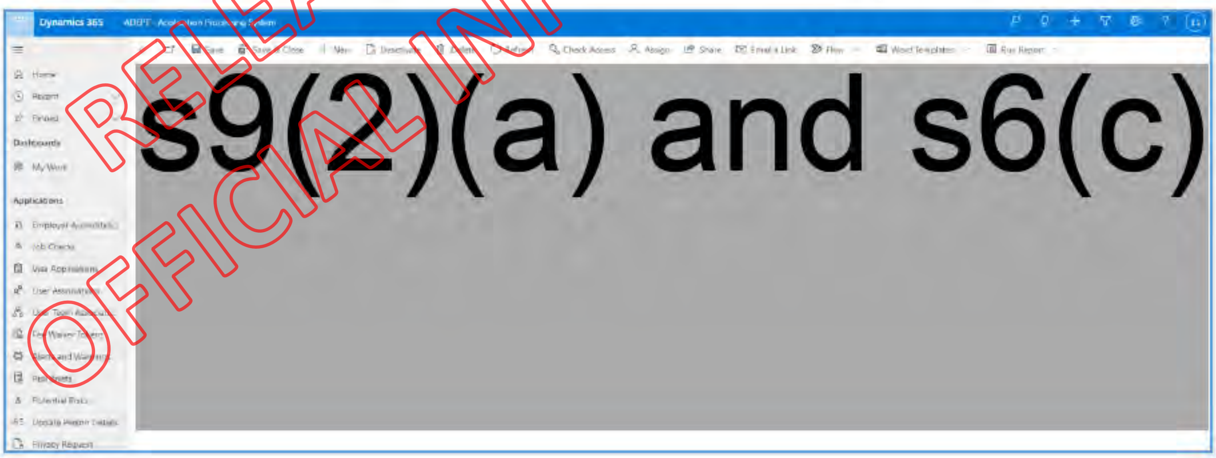


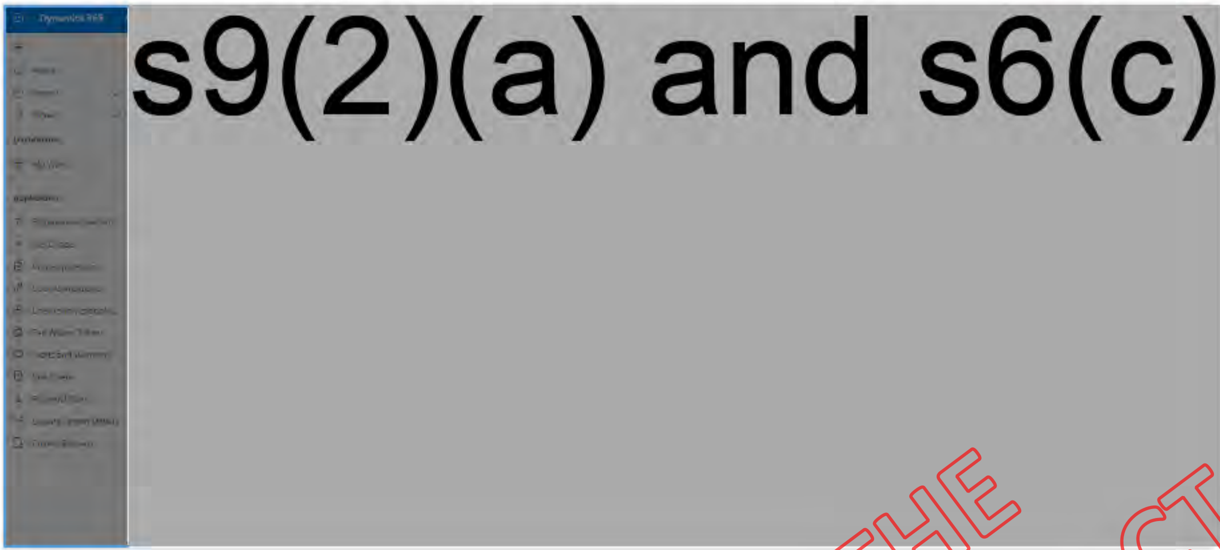
s6(c) [redacted]



s6(c) [redacted]



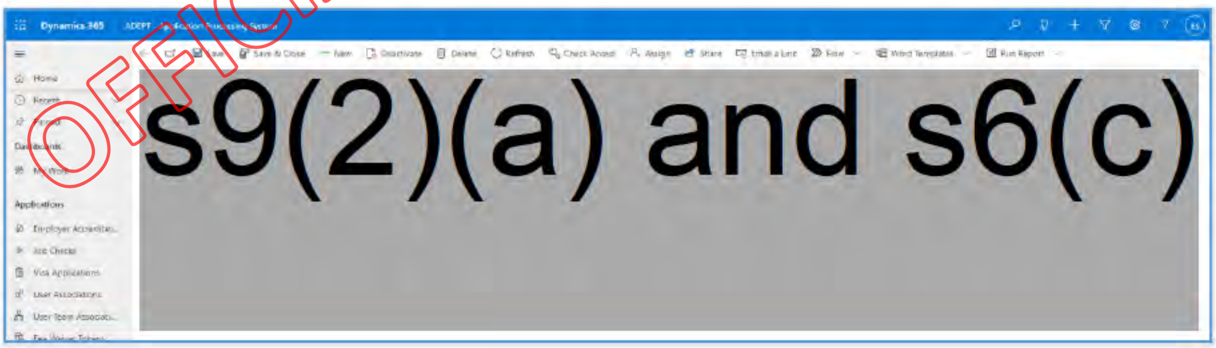
s6(c) [redacted]



s6(c) [redacted]

[redacted]

s6(c) [redacted]



s6(c) [redacted]

s6(c)

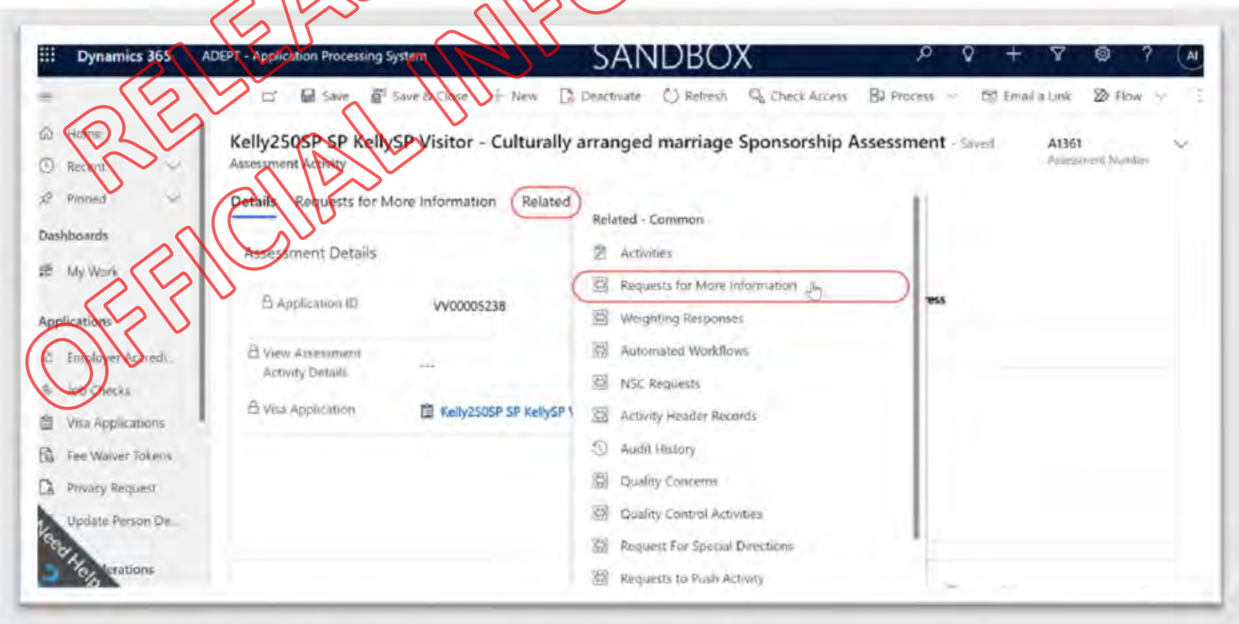
4.12.24 Creating an inline RFI activity (manual RFI activity)

The system will automatically generate an RFI activity if all the assessment activities have been completed and at least one of them is marked as **Require Further Information**. But on some occasions, you might need to create an RFI activity before all the assessment activities have been completed. In these cases, you can create an RFI activity manually (referred to sometimes as an inline RFI) withing an assessment activity.

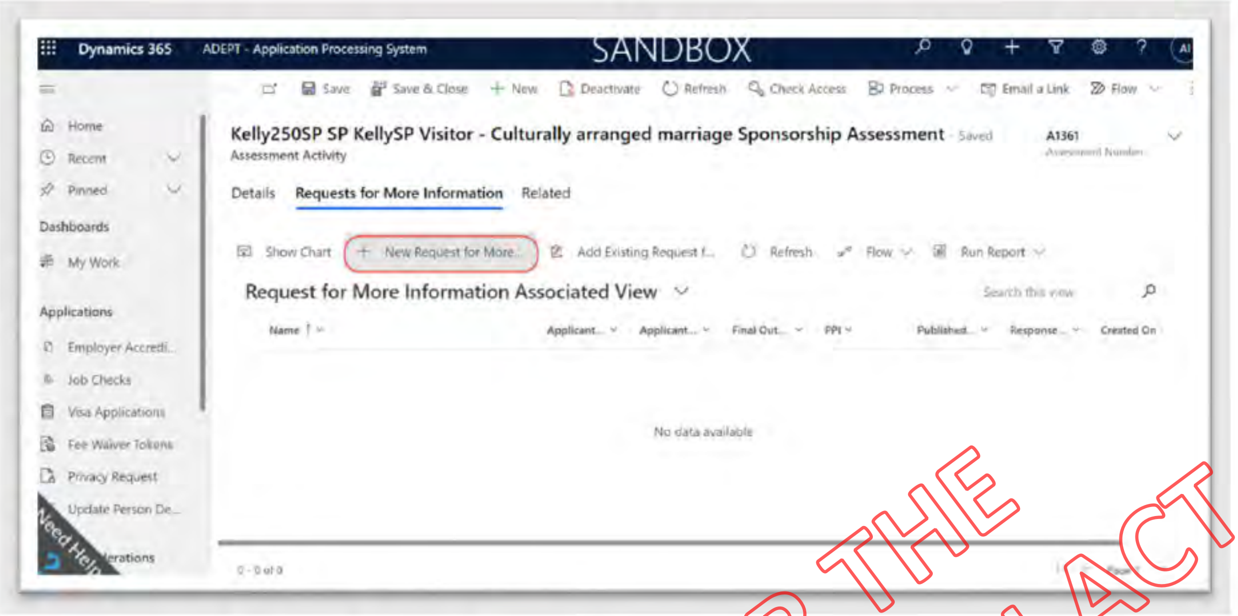
NOTE	The inline RFI is **only appropriate in very specific scenarios**, for instance when you need to contact a sponsor, or to informally request more information from the applicant e.g. when a file or photo that was submitted was fuzzy and needs to be replaced, in order to complete an assessment activity.

To create an RFI activity manually you should follow the steps described below.

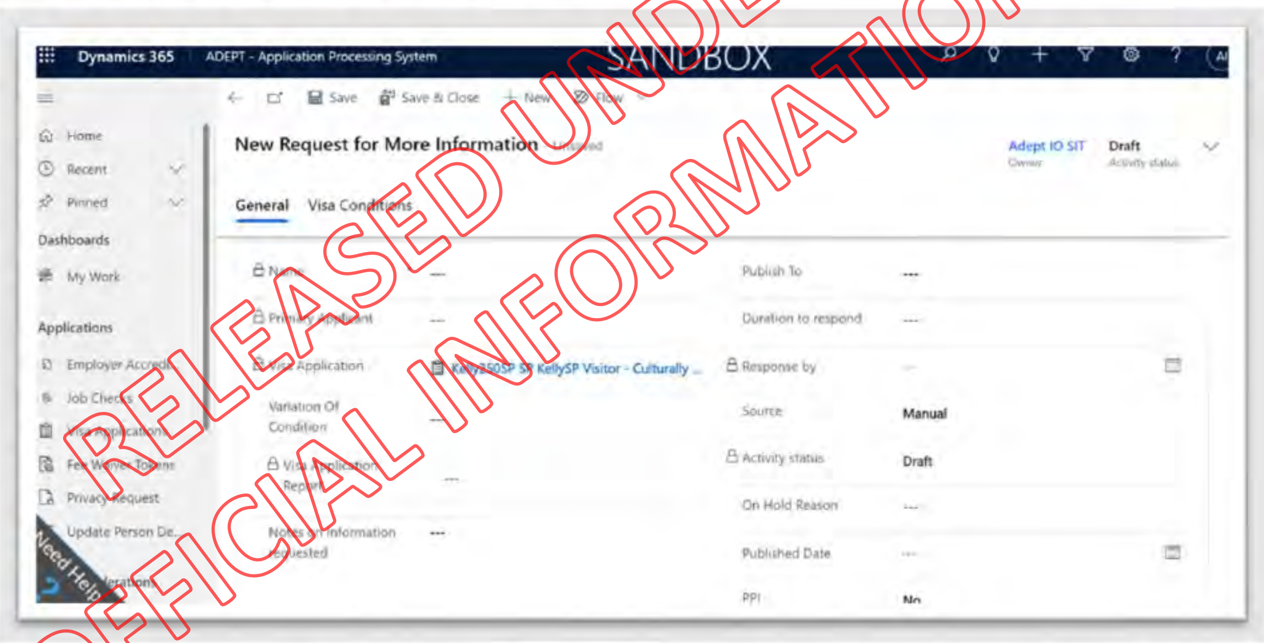
In the **Related** tab of the assessment activity, select the **Request for More Information** option, as shown in the screenshot below.



Click on the **New Request for More Information** button as shown below:



This will display an RFI screen as shown below.



Click on the **Save** button. You can now add assessment concern manually as required and complete the RFI activity as described in **Section 4.10 Assessing an RFI/PPI activity**.

You should also put the assessment activity on-hold, by setting the value of the **Activity Status** field to **On-Hold** while the RFI is waiting for a response.

NOTE	The inline RFI is 'within' the Assessment Activity, so it is effectively assigned to you. This is different from the standard RFI/PPI activity as described in Section 4.10 Assessing an RFI/PPI activity.

You should finally come back and complete the Assessment Activity itself, once you have marked the RFI as either **Instructions met** or **Instruction not met.**

5 SPECIAL ASSESSMENT TEAM (SAT)

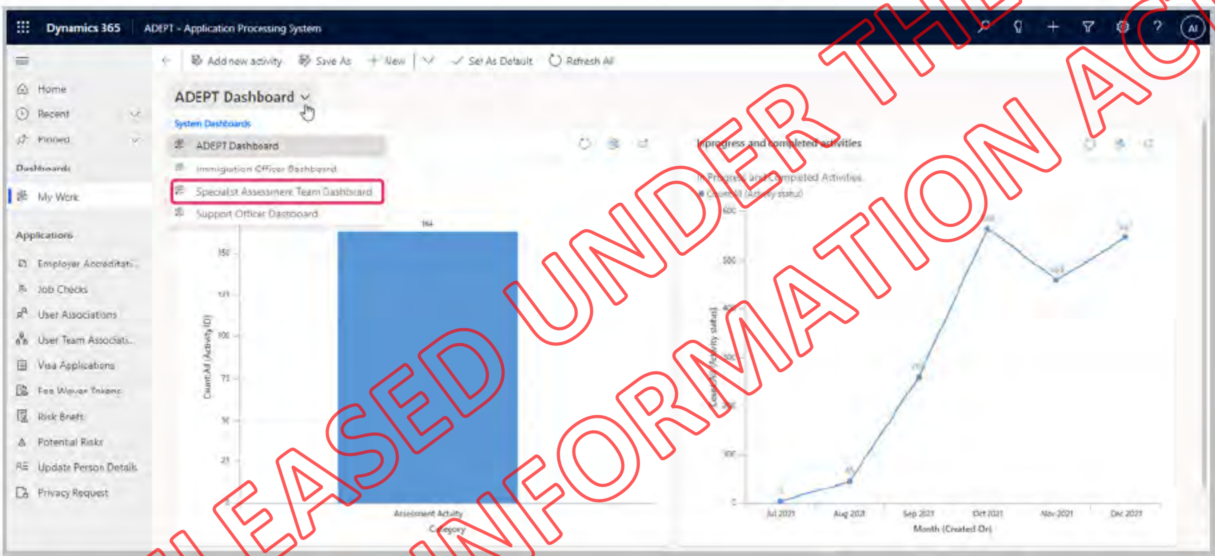
Special Assessment Team Introduction

The purpose of this document is to provide guidance and support to Special Assessment Team (SAT) users using the ADEPT system to assess specific applications and activities.

5.1 Dashboard

The **Specialist Assessment Team Dashboard** provides you with information about activities assigned to the SAT team.

When logging into ADEPT for the first time, you will see the **Immigration Officer Dashboard**. To access the **Specialist Assessment Team Dashboard**, select the drop-down arrow and select **Specialist Assessment Team Dashboard** as shown in the following screenshot.



The **Specialist Assessment Team Dashboard** is displayed. Select **Set As Default** in the top menu to ensure that your dashboard is displayed by default each time you log in.

Key features of the dashboard:

Unassigned activities
When an activity or an application is created for the SAT team, it appears here.

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

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.

5.2 Managing activities and applications

When an application is submitted, the ADEPT system automatically processes the application data and runs it through various business rules. s6(c) [redacted]

Similarly, the system will create a risk assessment activity called a **Risk Indicator Guide (RIG) assessment activity** s6(c) [redacted]

5.2.1 Type of Activities and applications

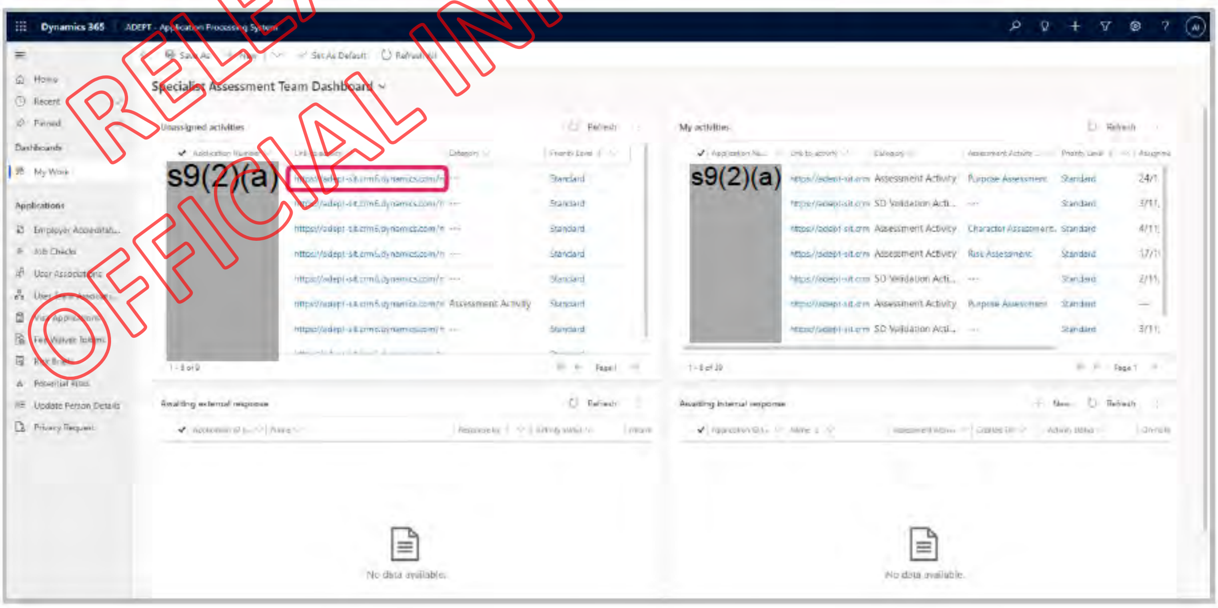
In summary, the activities assigned to the SAT team can be:

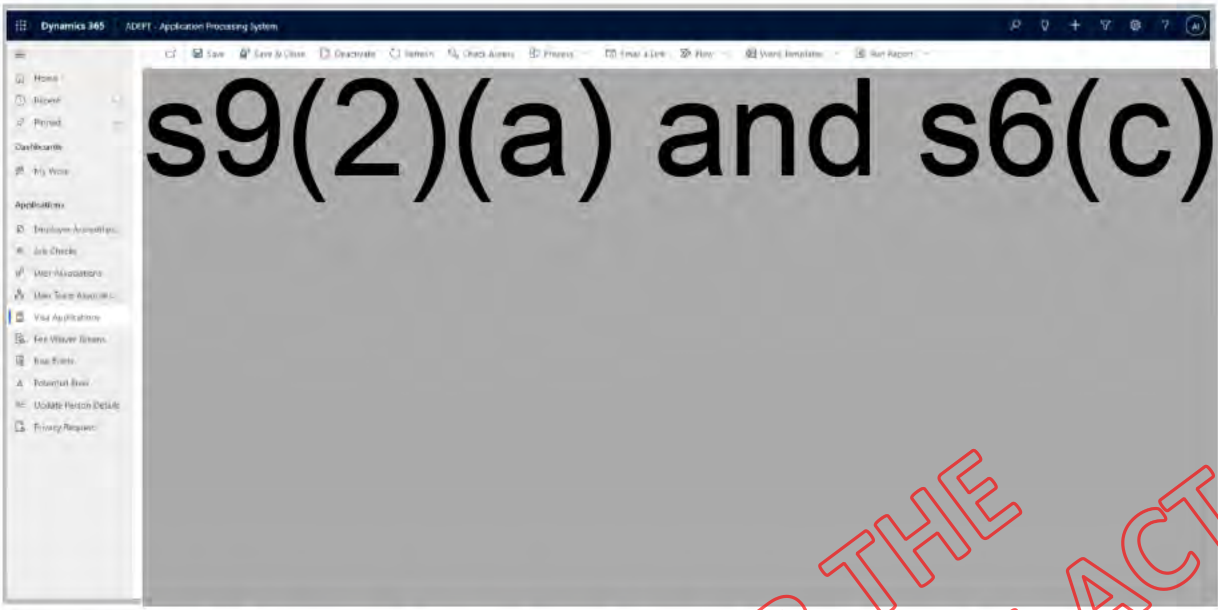
- Risk Indicator Guide (RIG) assessment activities.
- Applications for applicants from SAT countries.
- s6(c) [redacted]

5.2.2 Assigning an activity or an application

To start working on an activity or an application, you must first assign it to yourself.

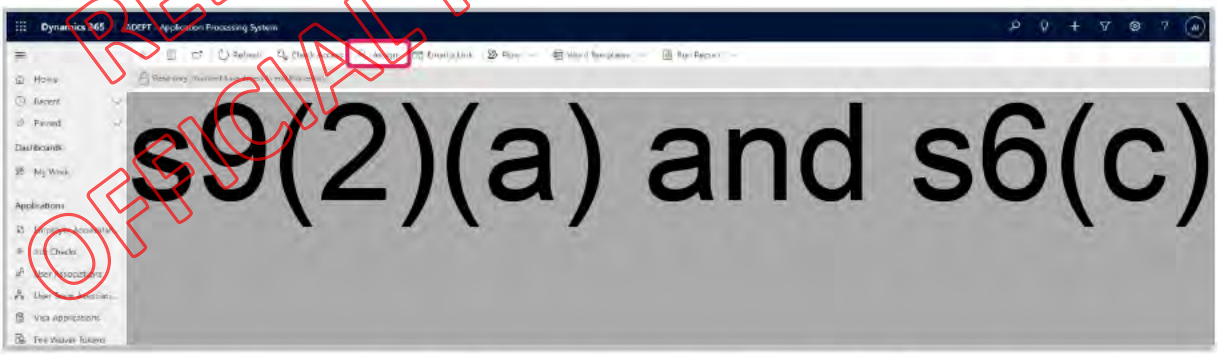
To assign an activity to yourself, open an activity or an application displayed in the **Unassigned activities** grid to view its content, and select the **Activity Header Records** in the **Related** tab as shown on the following screenshot.



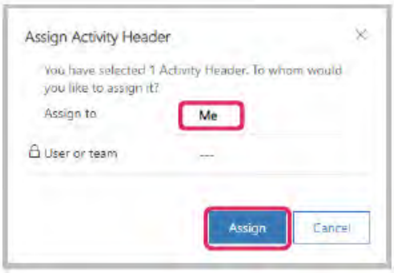


This will display the **Task Header Associated** View. Select the link provided in the **Name** column of the grid to open the Activity Header.

Select **Assign**.

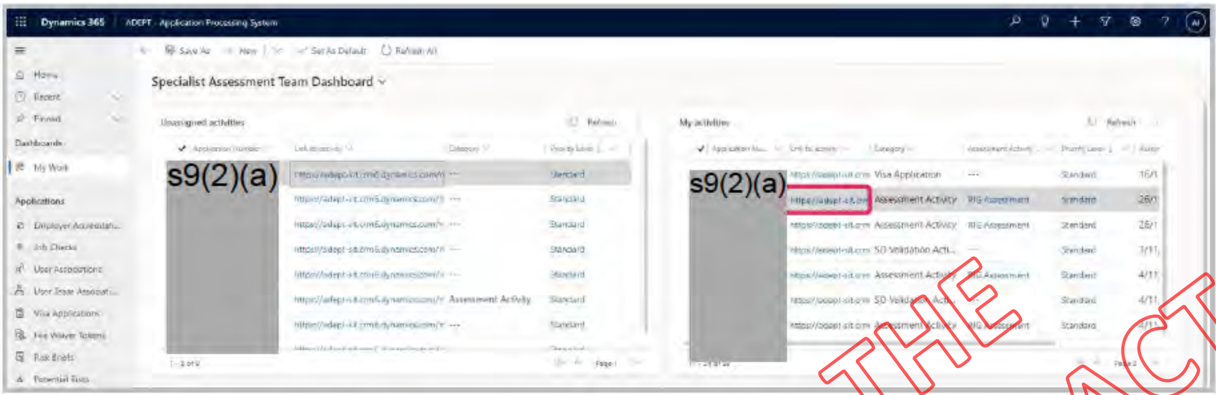


To assign the activity to yourself, select **Me** in the **Assign to** field and select **Assign**. The activity appears on your dashboard.



5.2.3 Assessing a RIG assessment activity

To assess a RIG assessment activity, locate a RIG assessment activity in the **My activities** grid and select the link in the **Link to activity** column of the activity you wish to assess, as shown in the following screenshot.

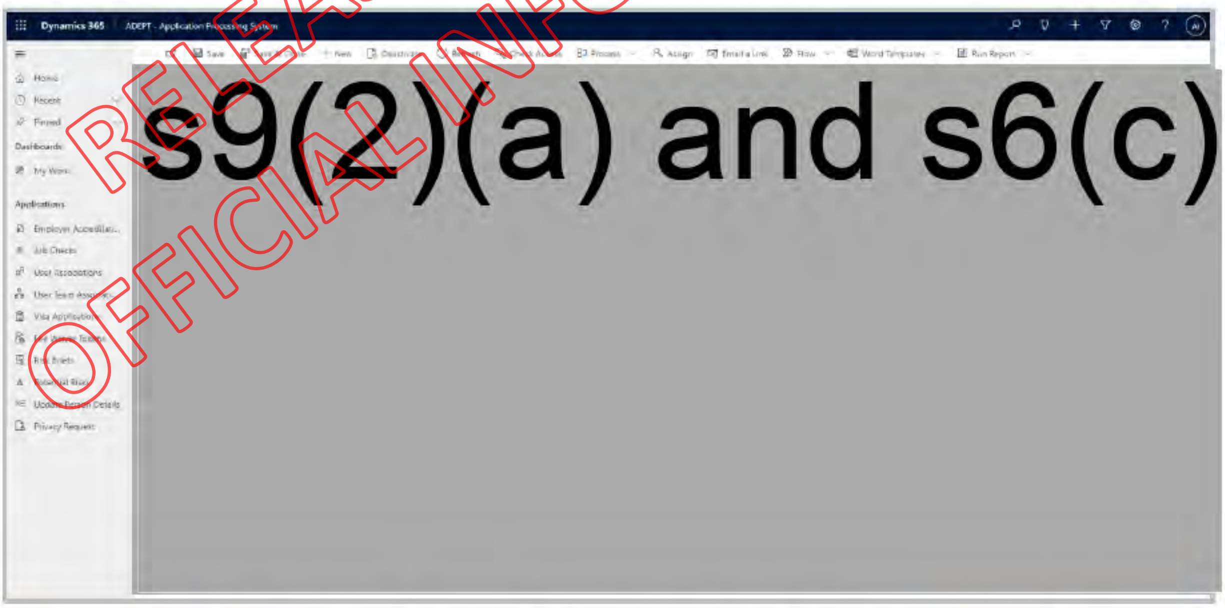


Once the RIG assessment activity is open, the information about the application and the associated risks display.

A **RIG assessment activity** is assessed the same way as a **Risk assessment activity**, the only difference is that RIG assessment activities are only assigned to SAT officers and Risk assessment activities are assigned to Immigration Officers.

The purpose of the RIG assessment activity is to:

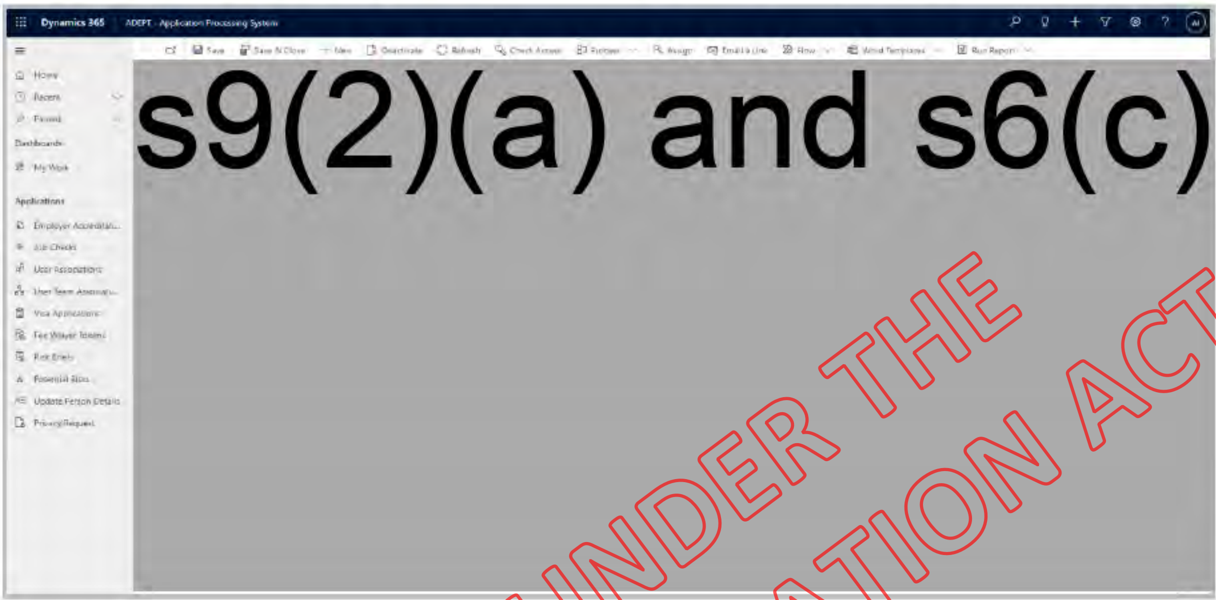
- manually check the Risk Indicator Guide
- decide if a RAT Referral activity needs to be created (based on the Risk Indicator Guide).



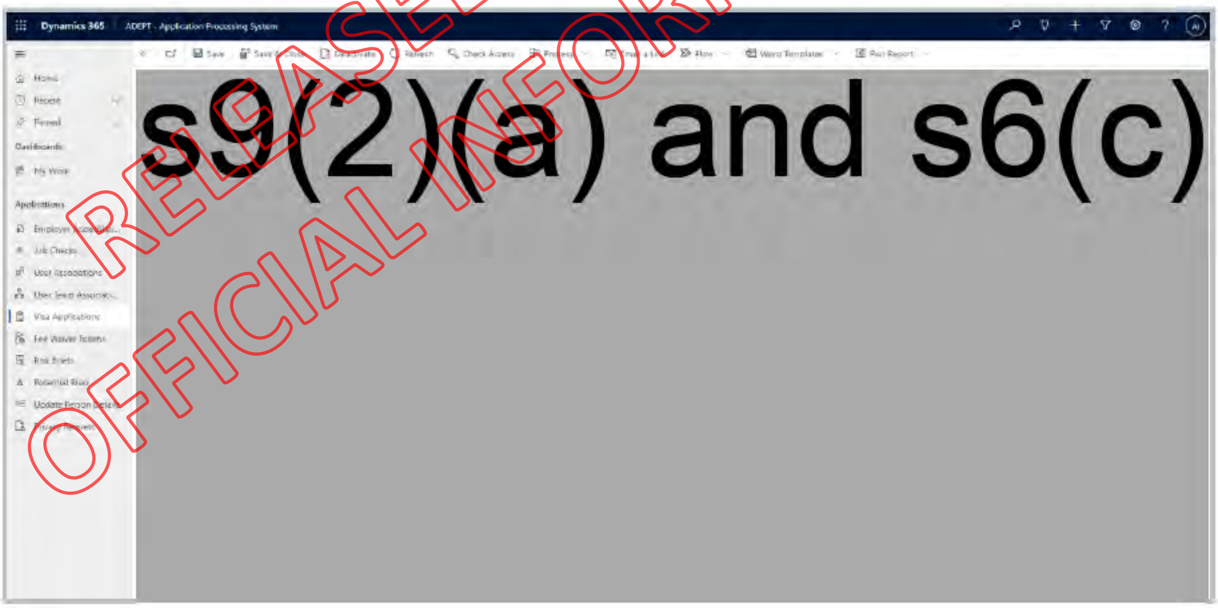
For more information about how to assess Risk assessment activities, refer to Section 4.4, Assessing a Risk Assessment Activity.

Deciding to assign all activities from this application to yourself
If you determine that SAT should process the whole application, you have the option to assign/reassign all the assessment activities to yourself.

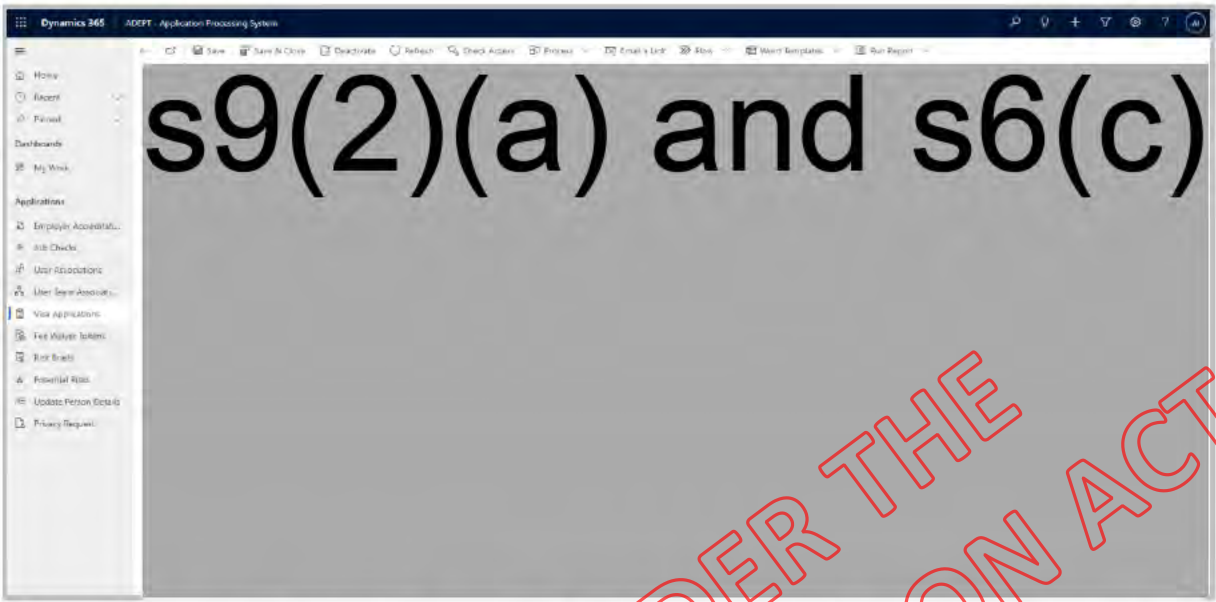
To do this, select the link in the **Visa Application** field as shown in the following screenshot.



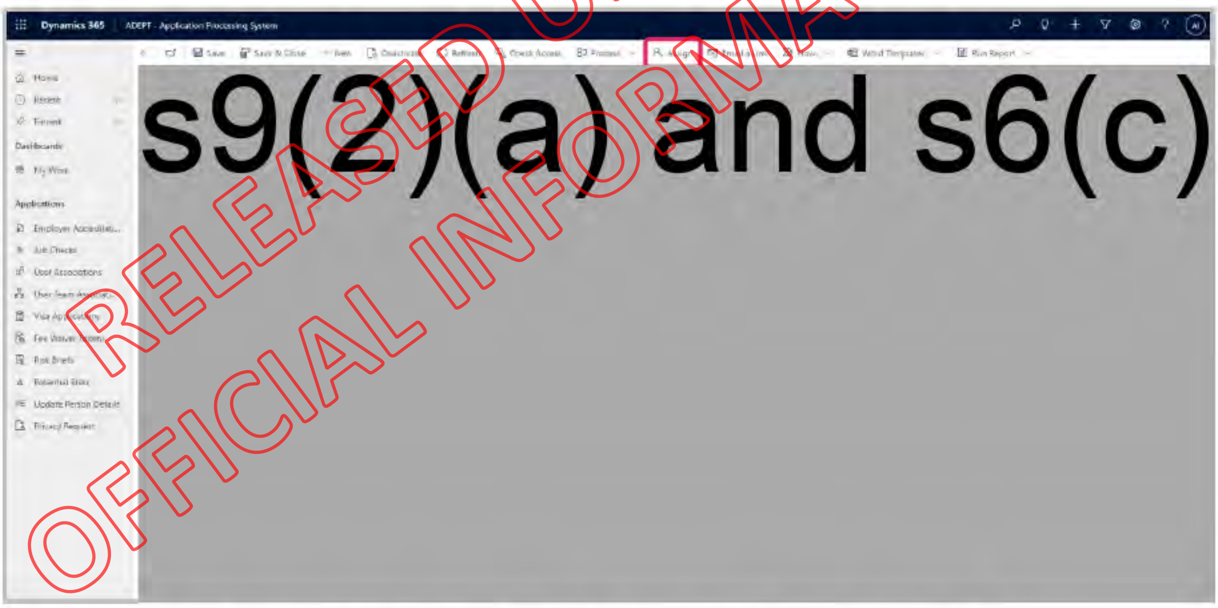
This opens the visa application. Select the **Assessment Activities and RFI** tab, as shown on the following screenshot.



On this tab the assessment activities created for this application are displayed, as shown on the following screenshot.



Select the one you wish to assign to yourself by selecting the link provided in the **Name** column. This opens the assessment activity. Select **Assign** as shown on the following screenshot.



In the pop-up window, ensure that the field **Assign to** is set to **Me**, and select **Assign**.

Repeat the steps above for all the assessment activities displayed in the **Assessment Activities and RFI** of this application to ensure that they are all assigned to you.

If you determine that the RIG assessment poses no risk and will result in an outcome of **Instructions Met**, close out the RIG assessment activity and avoid assigning the other assessment activities related to the application to yourself (Leave other assessment activities to be assessed by other IOs).

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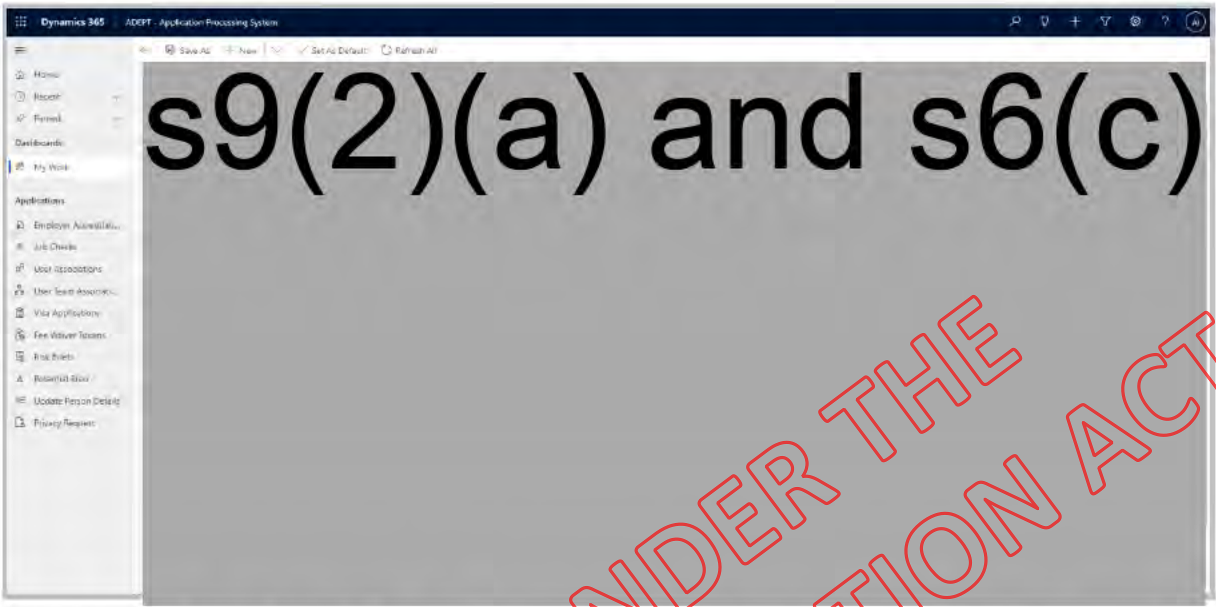
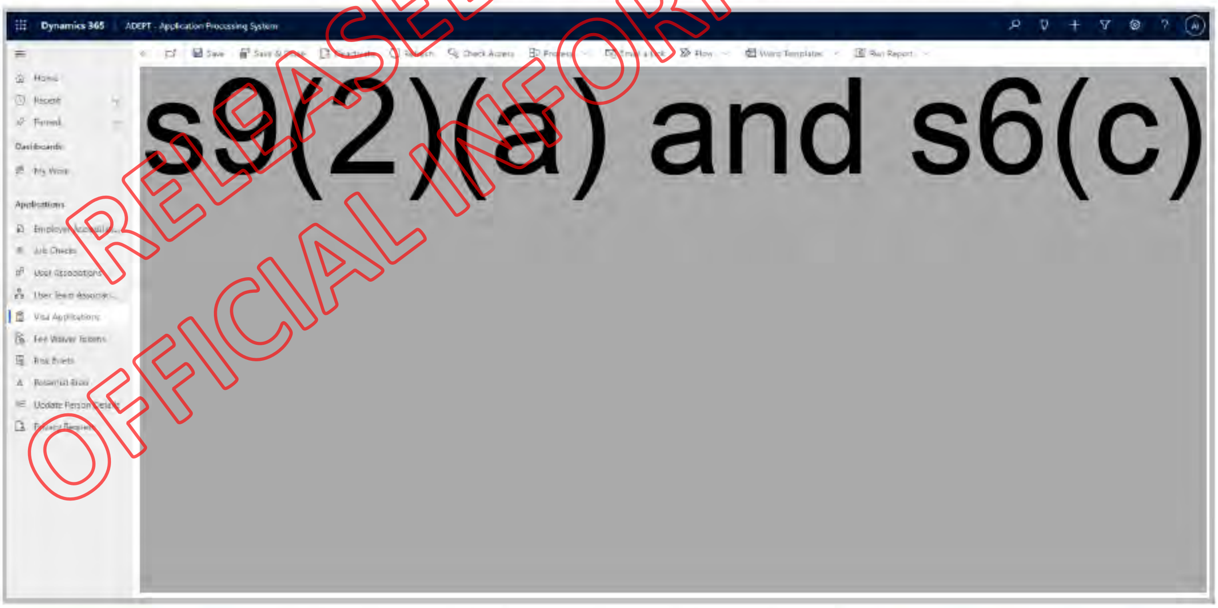
5.2.4 Assessing an application

To assess a SAT application, locate an application in the **My activities** grid and select the link in the **Link to activity** field of the application you wish to assess, as shown in the following screenshot.



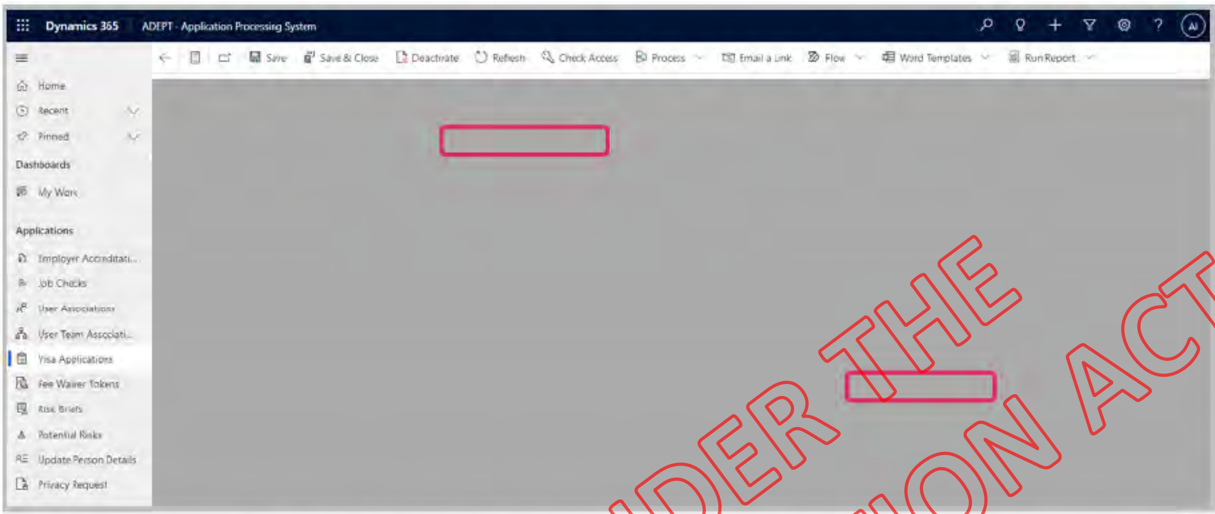
This will open the application. To view the Assessment activities triggered by the system, select the **Assessment activities and RFI** tab. Review each assessment activity by selecting the links in the **Name** field in the **Assessment activities** section as shown in the following screenshot.



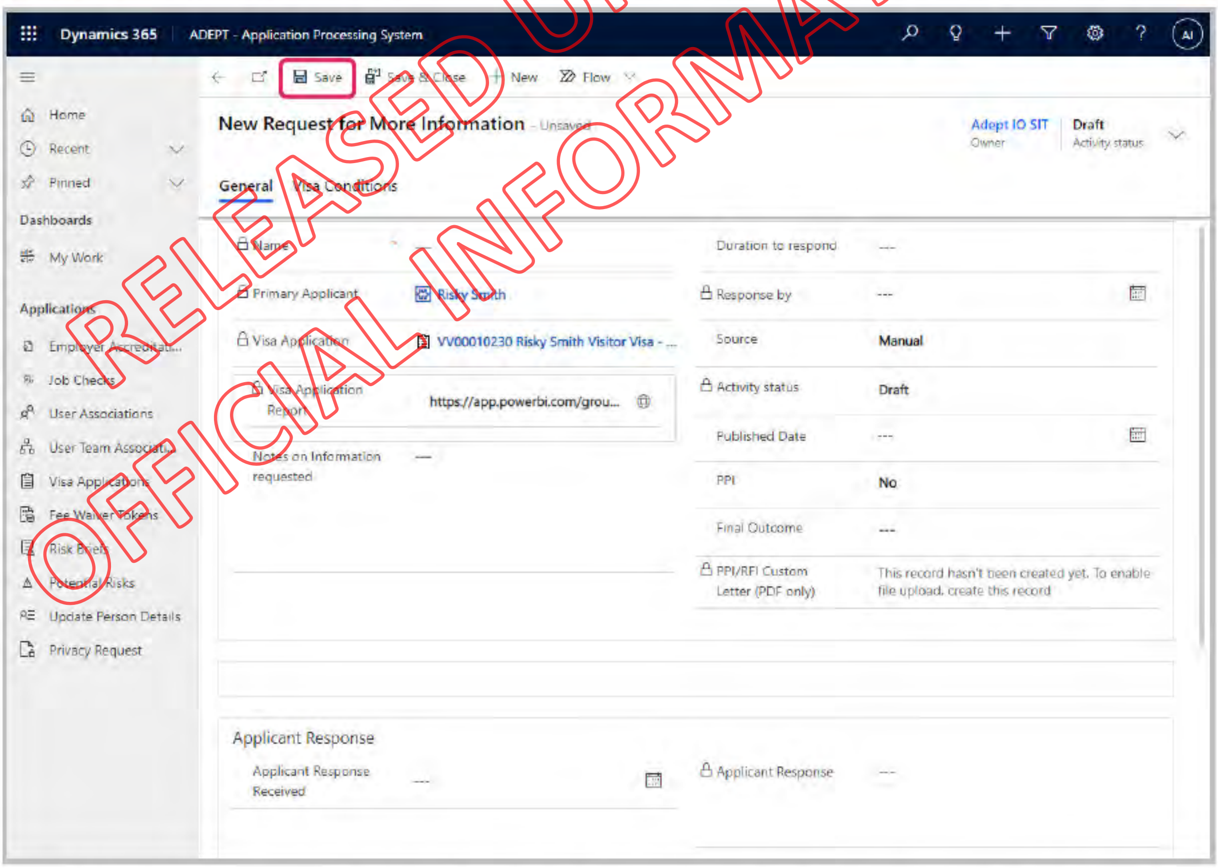
To find out more about how to complete an assessment activity, refer to Section 4.2, Assessing an Assessment Activity.

Creating an RFI/PPI Activity

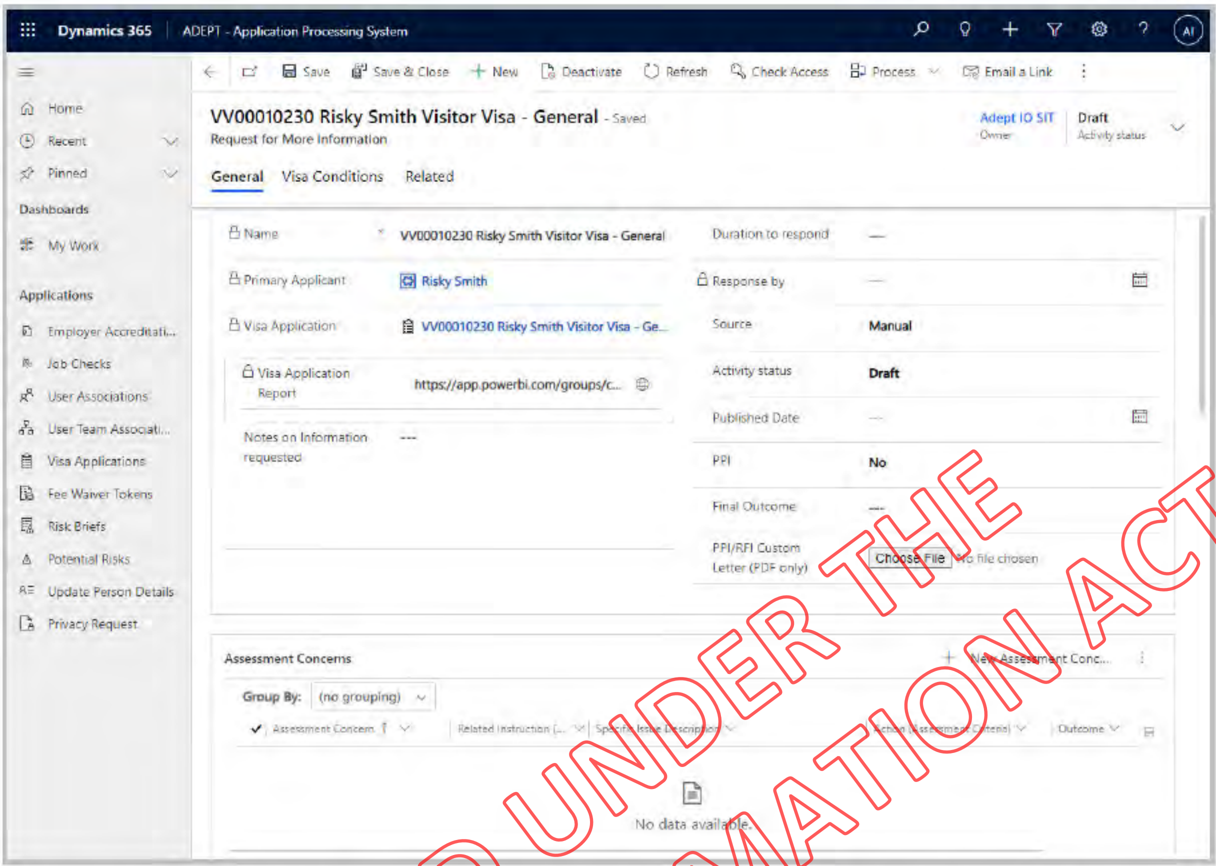
It is important to note that unlike non-SAT applications, the RFI/PPI Activity will not be automatically created by the system when assessment concerns are present. For SAT applications, you must create the RFI/PPI Activity by selecting **New Request for More Information** in the **Assessment Activities and RFI** tab 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.



Enter more information e.g. notes, duration to respond. Toggle the **PPI** value to **Yes** or **No** to specify if this is an RFI or a PPI action. You must also create the new assessment concerns by selecting **New Assessment Concerns** from the **Assessment Concerns** section. These concerns drive the RFI or PPI content populated in the RFI/PPI letters that are communicated to the applicant.

More information about creating assessment concerns manually can be found in the [Section 4.2.8, Manually Creating an Assessment Concern](#).

More information about RFI/PPI actions and letters can be found in [Section 4.10, Assessing an RFI/PPI Activity](#).

5.2.5 Assessing a CP assessment activity

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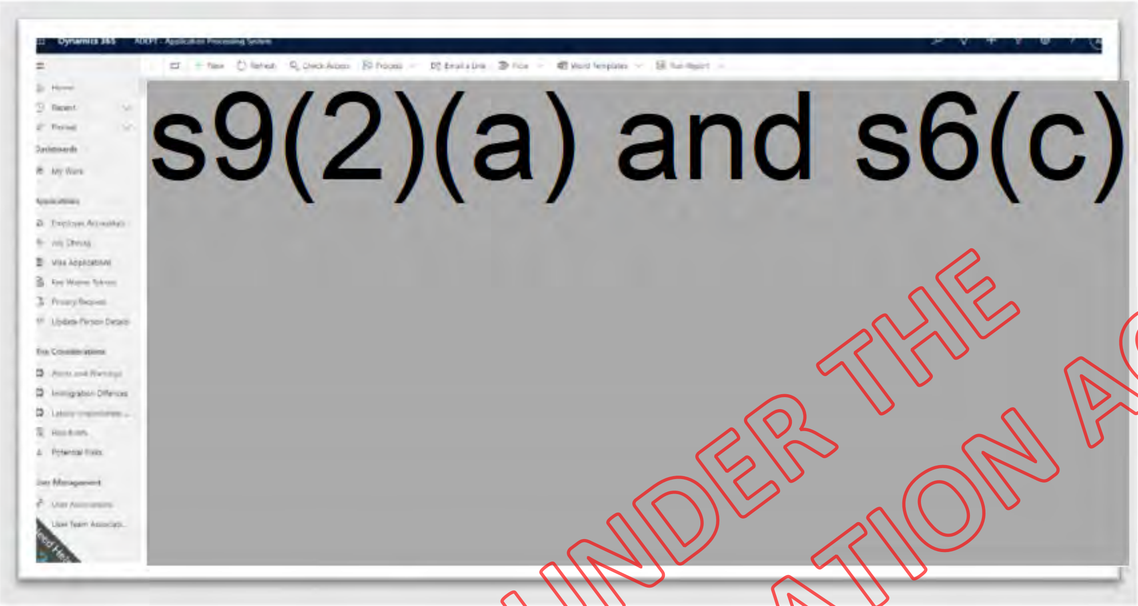
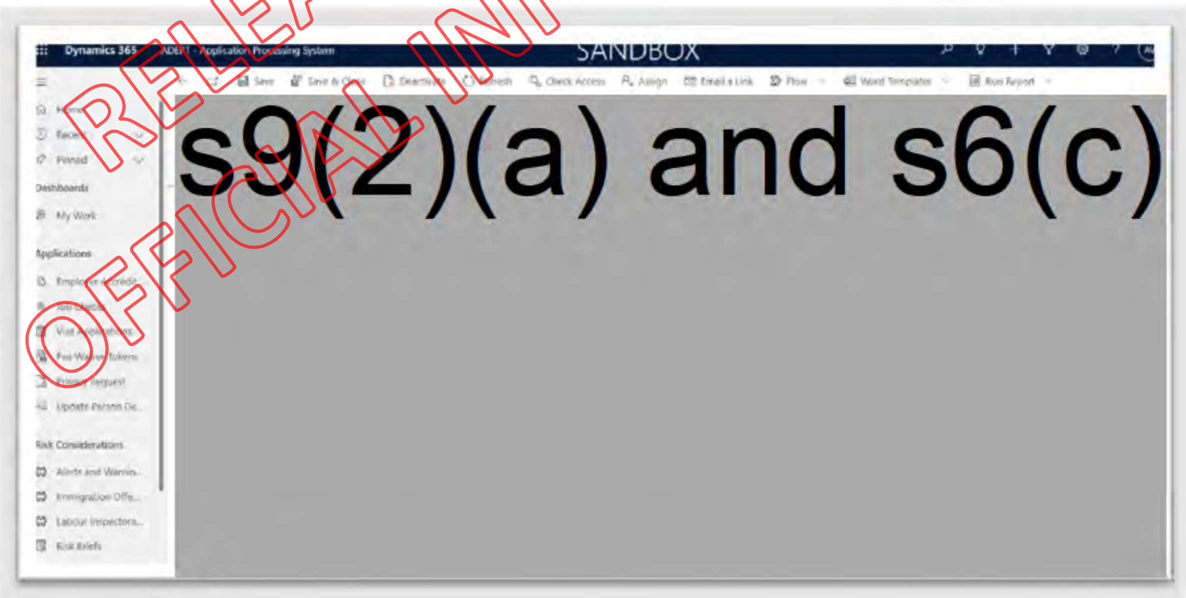
[redacted]

[redacted]

s6(c) [redacted]



s6(c) [redacted]



s6(c) [redacted]

- [redacted]

- s6(c) [redacted]

s6(c) [redacted]

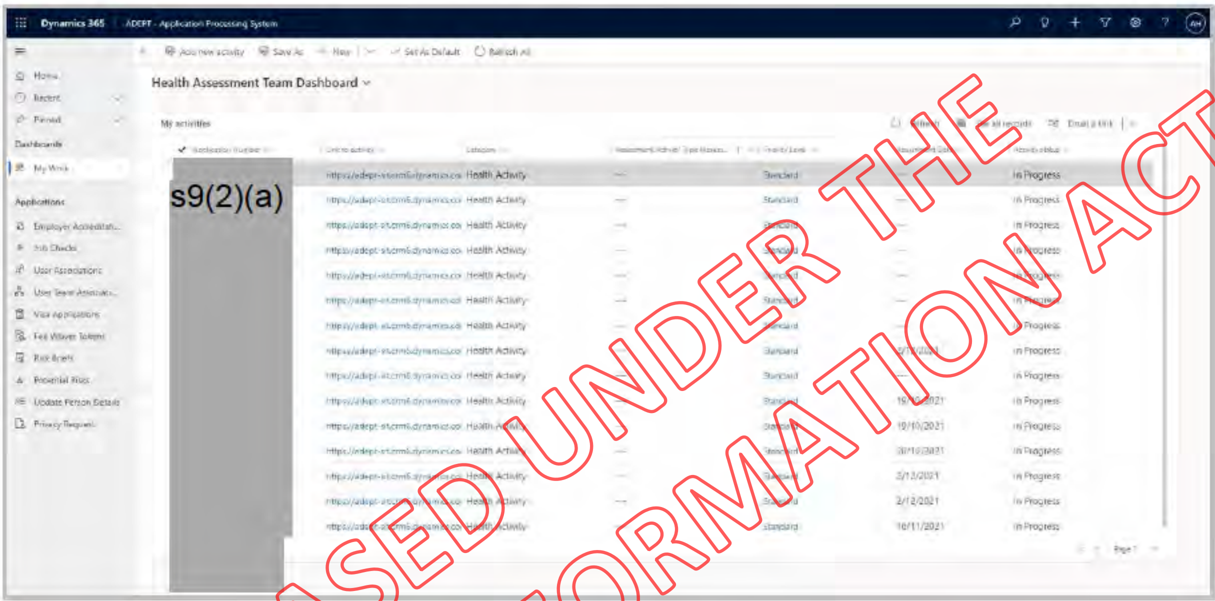
6 HEALTH ASSESSMENT TEAM (HAT)

Health Assessment Team Introduction

The purpose of this document is to provide guidance and support to Health Assessment Team (HAT) officers using the ADEPT system to undertake health assessments.

6.1 Dashboard Overview

The **Health Assessment Team dashboard** displays the **My activities** grid which provides a list of activities assigned to you as shown in the following screenshot.



6.2 Managing Health Activities

When an application is submitted, the ADEPT system will automatically process the data and will run this data through various business rules. If the system detects any health concerns, or if the applicant has declared health concerns, the system will raise an assessment activity for these concerns. The assessment activities created need to be manually processed before a visa decision can be made.

The health assessment activities created are added to a queue from which HAT Officers can 'blind pull' the activities to assess them manually.

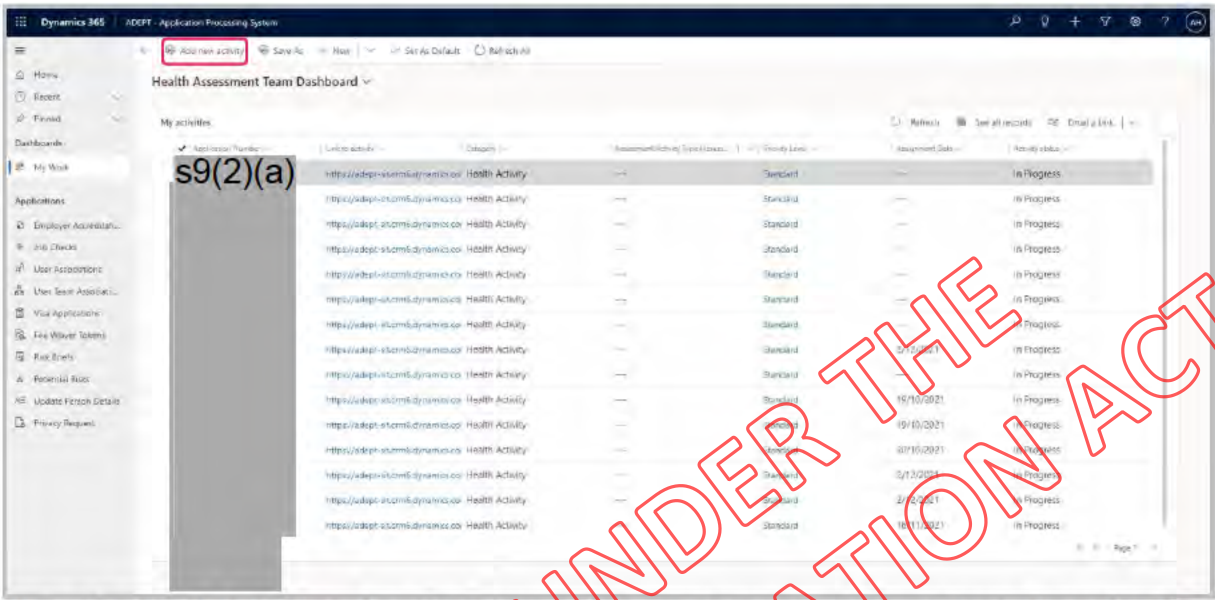
There are two types of activities that are presented on the **Health Assessment Team dashboard**:

- **Review Health Declaration** – this activity is created by the system when an applicant has made an adverse health declaration in the visa application.
- **Review Health Certificate** – this activity is created by the system when the system determines the applicant requires a health certificate and the system is unsure whether an existing certificate can be reused for this application. If the system finds a suitable health certificate, no health activity is created, and the application follows the automated path.

There might be scenarios where health activities are created for both above conditions.

6.2.1 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 as shown in the following screenshot. The new activity opens immediately in a new window and is also added to the **My activities** grid.

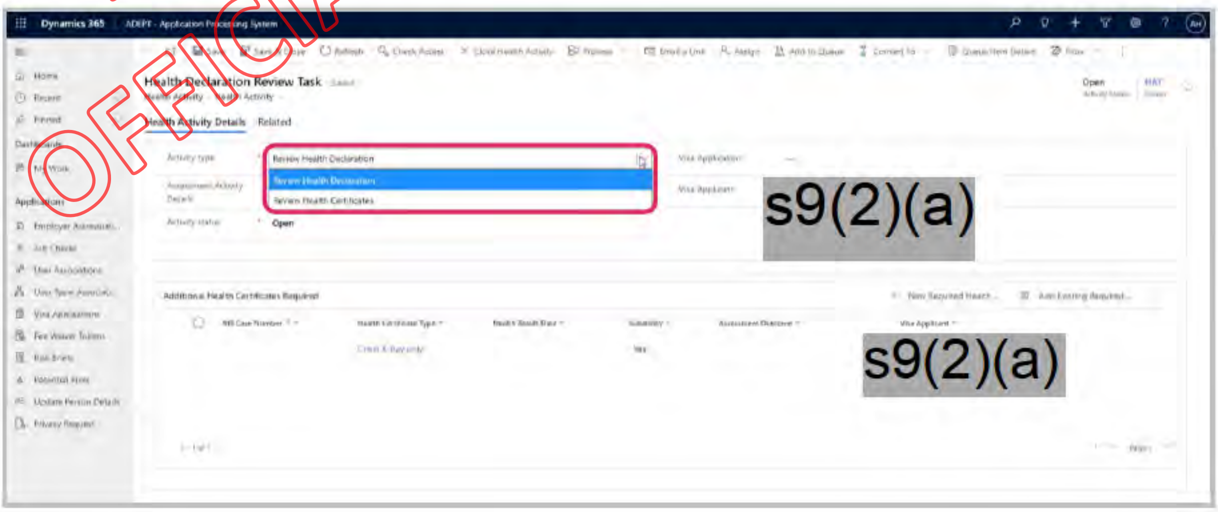


If you do not wish to work on the activity you pulled, you can re-assign it to someone else within the HAT team. For more information about re-assigning activities, please refer to section 7.5, Assigning an Activity.

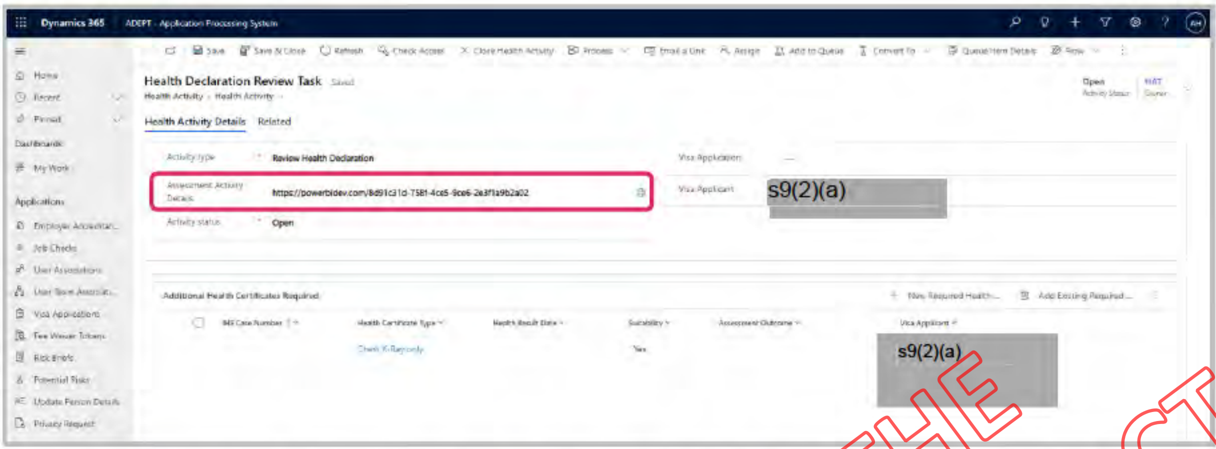
6.2.2 Reviewing a Health Activity

To review a health activity, open a health assessment activity (Section 6.2.1, Pull an Activity). The **Health Activity Details** are displayed. The **Activity type** field displays whether the activity is a:

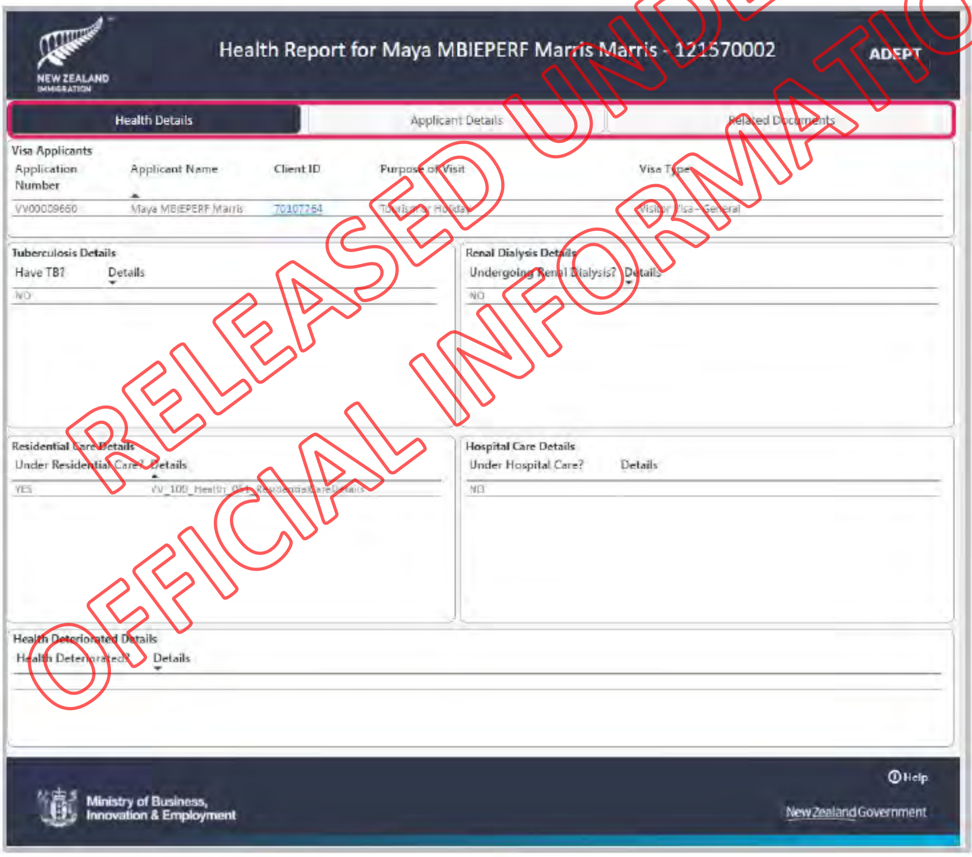
- **Review Health Declaration, or**
- **Review Health Certificate.**



To open the **Health Assessment Report**, select the link in the **Assessment Activity Details** field as shown in the following screenshot.



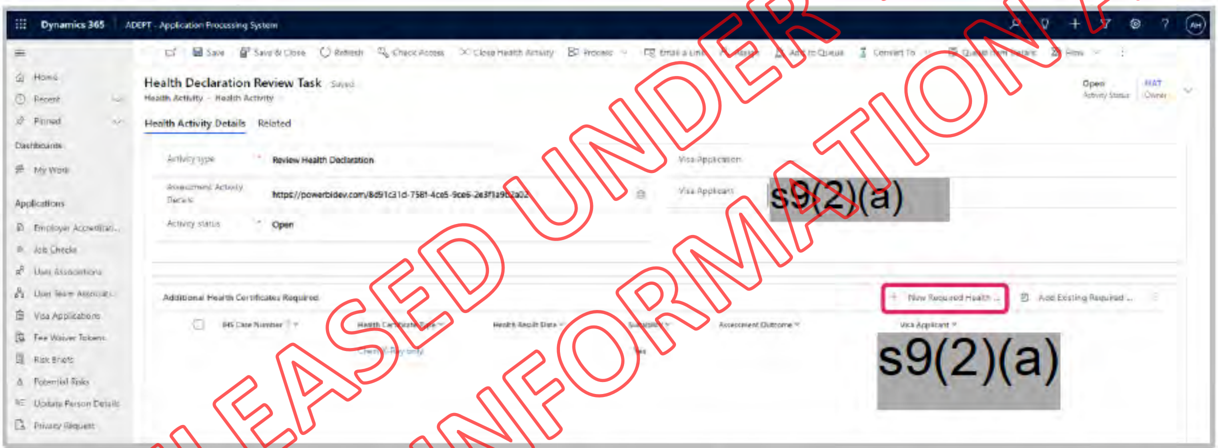
The **Health Assessment Report** opens by default on the **Health Details** tab. Select each tab of the report to view their content, e.g. **Health Details**, **Applicant Details**, **Related Documents**, as shown in the following screenshot.



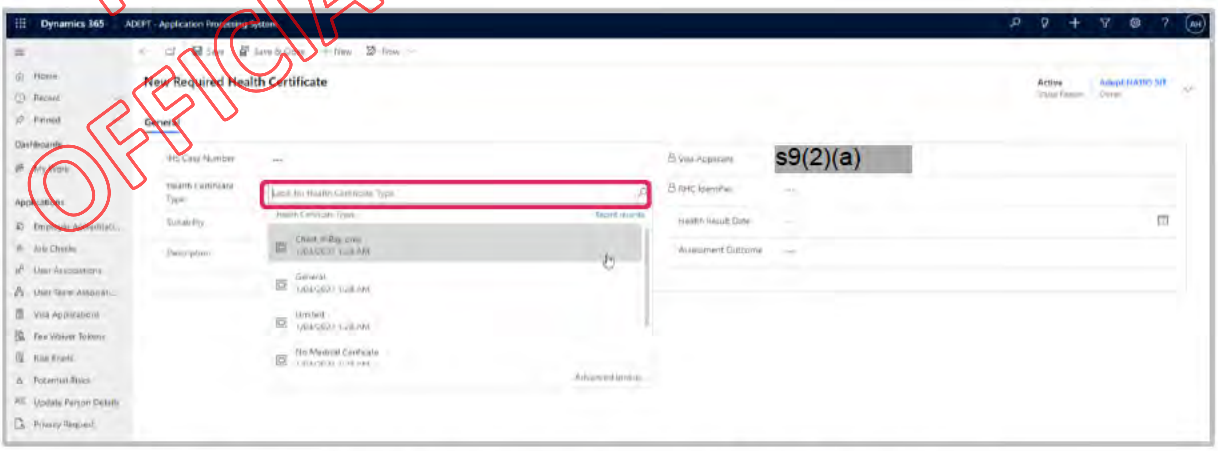
6.2.3 Assessing an activity of type: Review Health Declaration

Once you have reviewed all the information including the report, determine if, or what type, of health certificate is required. Record this by selecting **New Required Health certificate** as shown on the following screenshot.

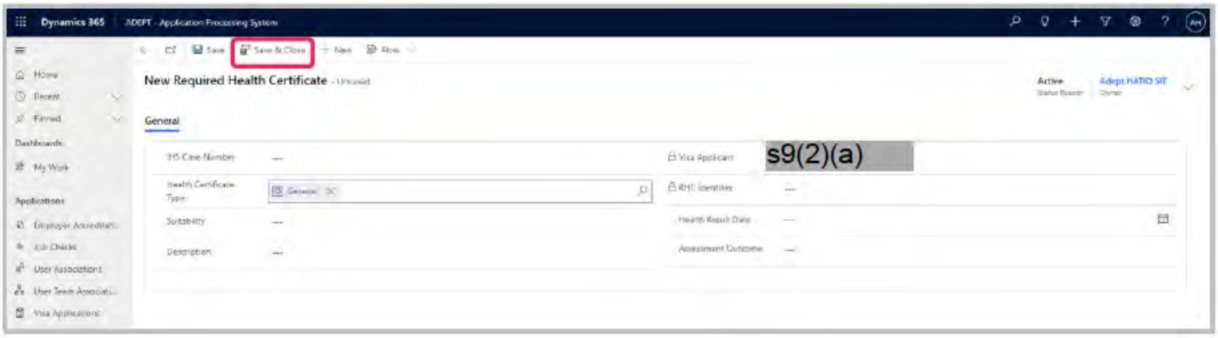
NOTE	Before requiring a new health certificate, you should check that the ADEPT system has already executed the **Find and Create Health Case if required** step (#950) of the Master Execution Flow. To view this, go to the **Master Execution Flow** screen: - in the **Related** tab of the application for RV21 applications - in the **Related / Automated Workflow** tab of the application for non-RV21 applications. Then open the record and you will see the **Master Execution Flow** tab.



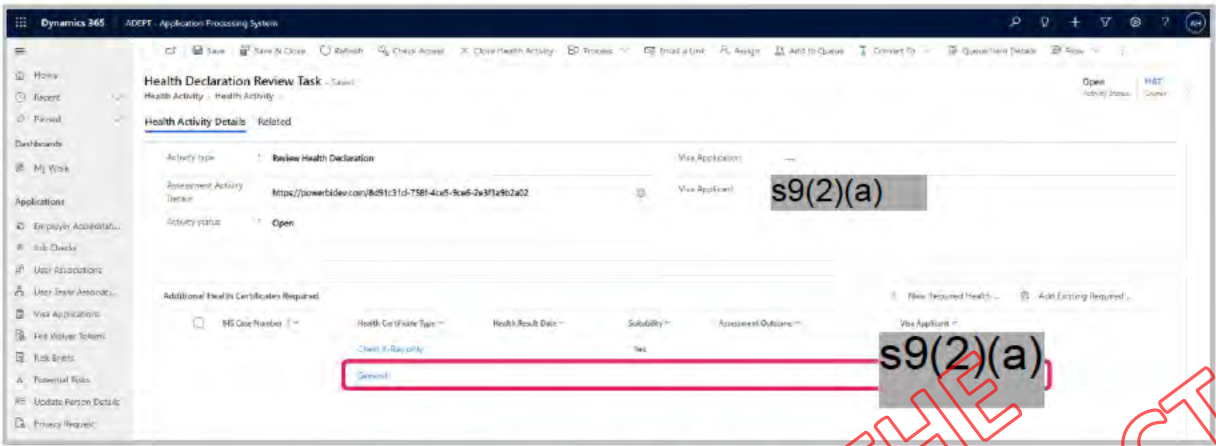
Select the certificate type required as shown in the following screenshot. You can search or start typing.



Select **Save and Close** to save your selection to go back to the Health Activity screen.


Dynamics 365
ADEPT - Application Processing System
Save
Save & Close
New
Flow
Home
Recent
Pinned
Dashboards
My Work
Applications
Job Checks
User Associations
Visa Applications
New Required Health Certificate
Active
General
Health Certificate Type
Suitability
Description
Visa Applicant
s9(2)(a)
Health Result Date
Assessment Outcome

A record has been created and is now displayed in the **Additional Health Certificates Required** section of the screen, as shown in the following screenshot.



From this point, you do not need to do anything else with this health activity.

The system will check the IHS system to see if a suitable certificate is available for reuse.

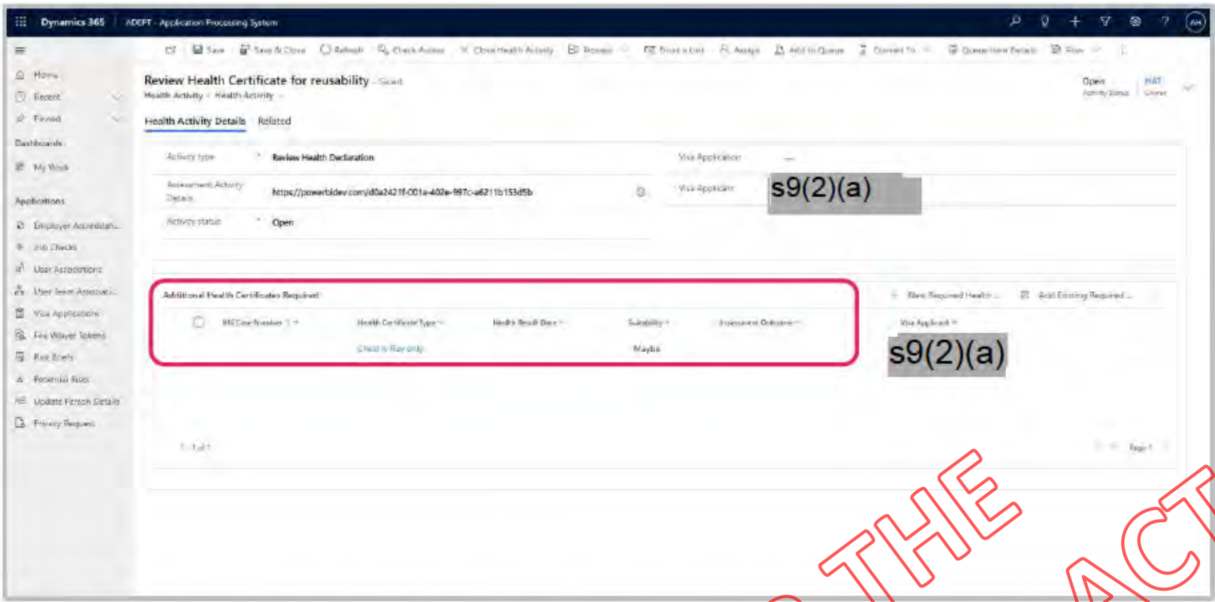
Possible scenarios are:

1. If a reusable certificate is found, no further manual health activities are created.
2. If a certificate is found but not suitable for reuse or if no certificate is found, then the system will automatically request a new certificate from the applicant.
3. If a certificate is found but the system is unable to determine whether it can be reused, it will create a health activity of type **Review health certificate**, which is described in Section 6.2.4, Assessing an activity of type: Review Health Certificate.

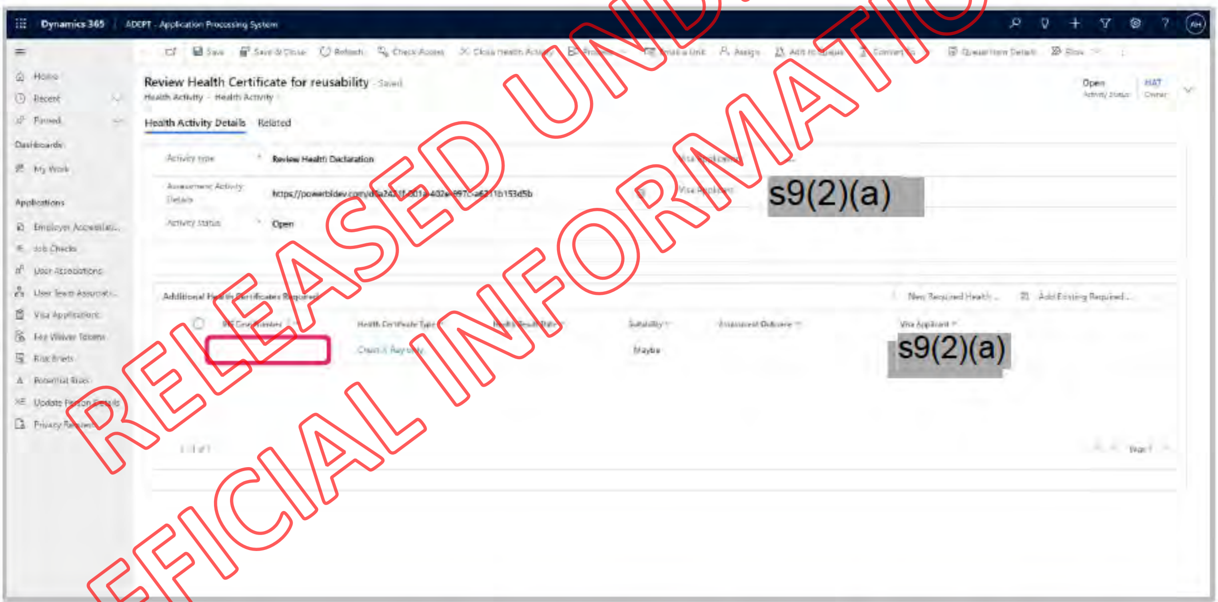
6.2.4 Assessing an activity of type: Review Health Certificate

If a certificate is found but the system is unable to determine whether it can be reused, an activity of type **Review Health Certificate** is created.

When you open a health activity of type **Review Health Certificate**, the required certificate is always presented in the **Additional Health Certificates Required** section of the screen. The **Suitability** field will show **Maybe** because the system has not been able to determine the suitability of the health certificate.



Open the health certificate record by selecting the name of the health certificate as shown in the following screenshot.



NOTE	The reason you will not see a **Suitability** field value of **Yes** is that no health activity is created if a suitable certificate is found. Similarly, if the system determines that the certificate is conclusively not suitable, the system will automatically request a new health certificate from the applicant.

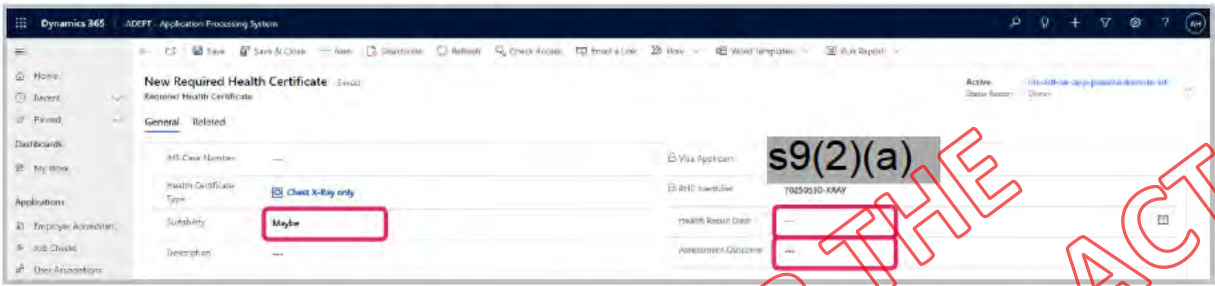
To complete the health activity of type **Review Health Certificate**, use the IHS system to locate the health certificate that the system has found, and based on the information in IHS, determine if the certificate is suitable to be reused. When you have determined the usability, populate the following fields in the **Required Health Certificate** form:

- Suitability (**Yes, No**)
- Health result date

- Assessment outcome (e.g. Acceptable Standard of Health – ASH).

NOTE	The **Health Certificate type** field should not be updated (even if it is editable).

Then select **Save and Close** at the top of the screen.



Upon saving the form, the system will resume automated processing of the application.

If you record the **Suitability** as **No** (regardless of the outcome),

- The system will create a new health case and notify the applicant that a new medical examination is required. The applicant will submit this via their panel physician/eMedicals.
- If the new certificate submitted by the applicant via their panel physician is **ASH** or **ASH with Conditions**, the health review is complete, and system will resume the automated processing of the visa application. If the new certificate is **Not ASH**, the system will create an assessment concern (which will trigger the creation of an RFI/PPI activity). IO assessing the RFI/PPI activity will determine how to proceed with the application.

If you record the **Suitability** as **Yes** and the **Outcome** as **Not ASH**, the health review is complete, and the system will create an assessment concern (which will trigger the creation of an RFI/PPI activity). IO assessing the RFI/PPI activity will determine how to proceed with the application.

If you record the **Suitability** as **Yes** and the **Outcome** as **ASH**, the health review is complete, and system will resume the automated processing of the visa application.

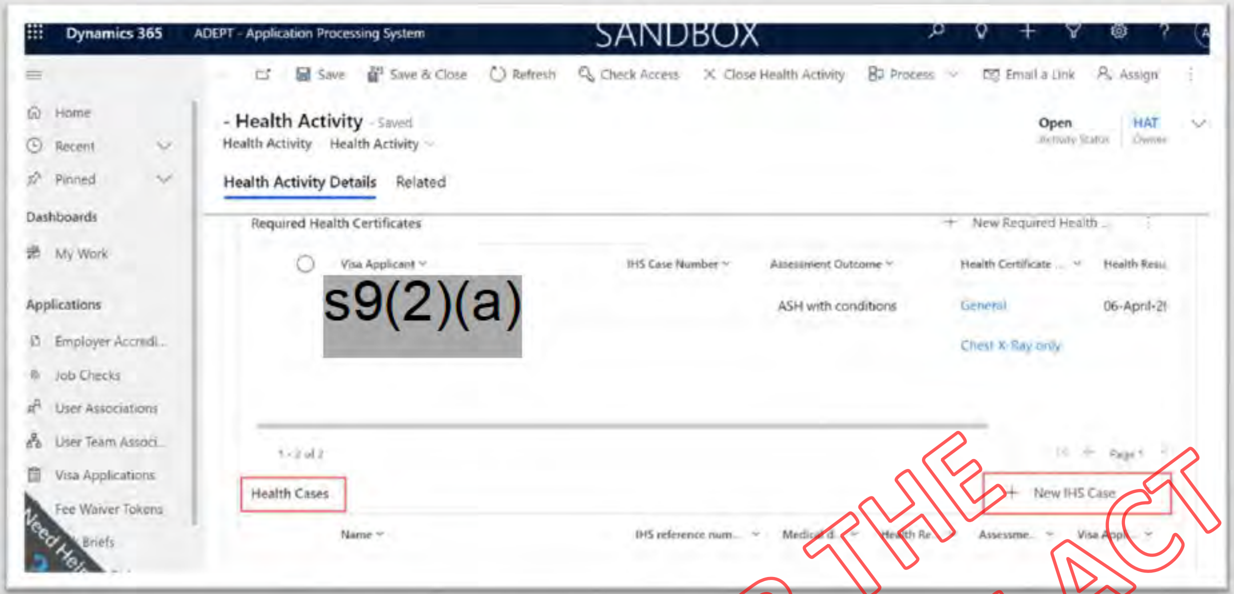
ASH with Conditions scenario

If you have determined that:

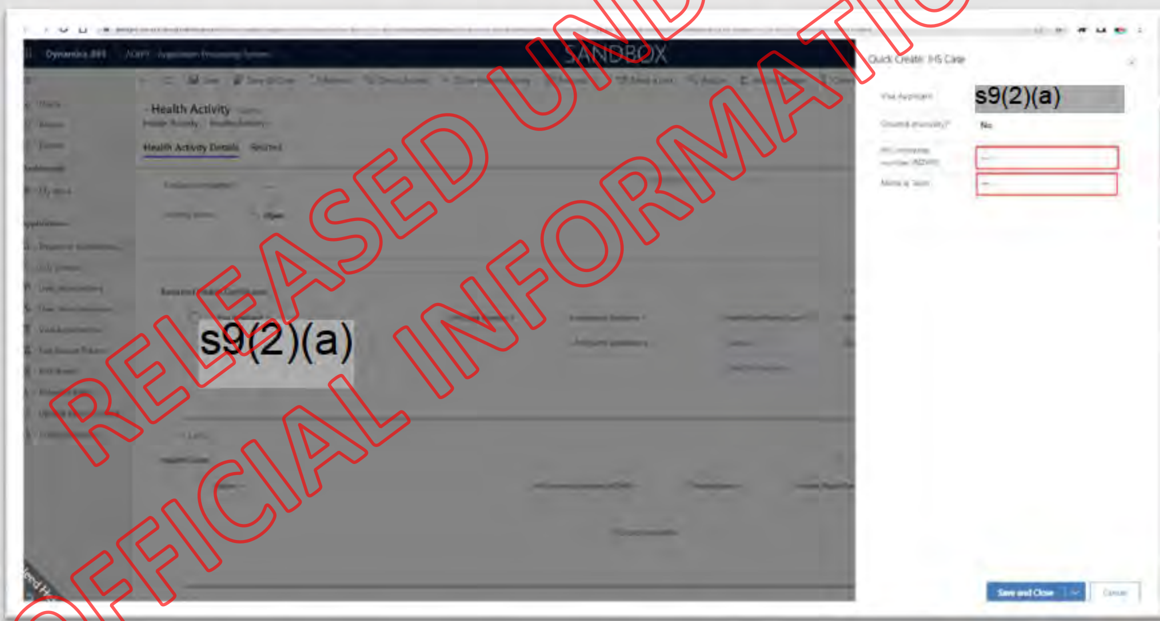
- A certificate with **ASH with Conditions** can be used as part of the current application, and
- An additional medical test is required,

then, you will need to do the following:

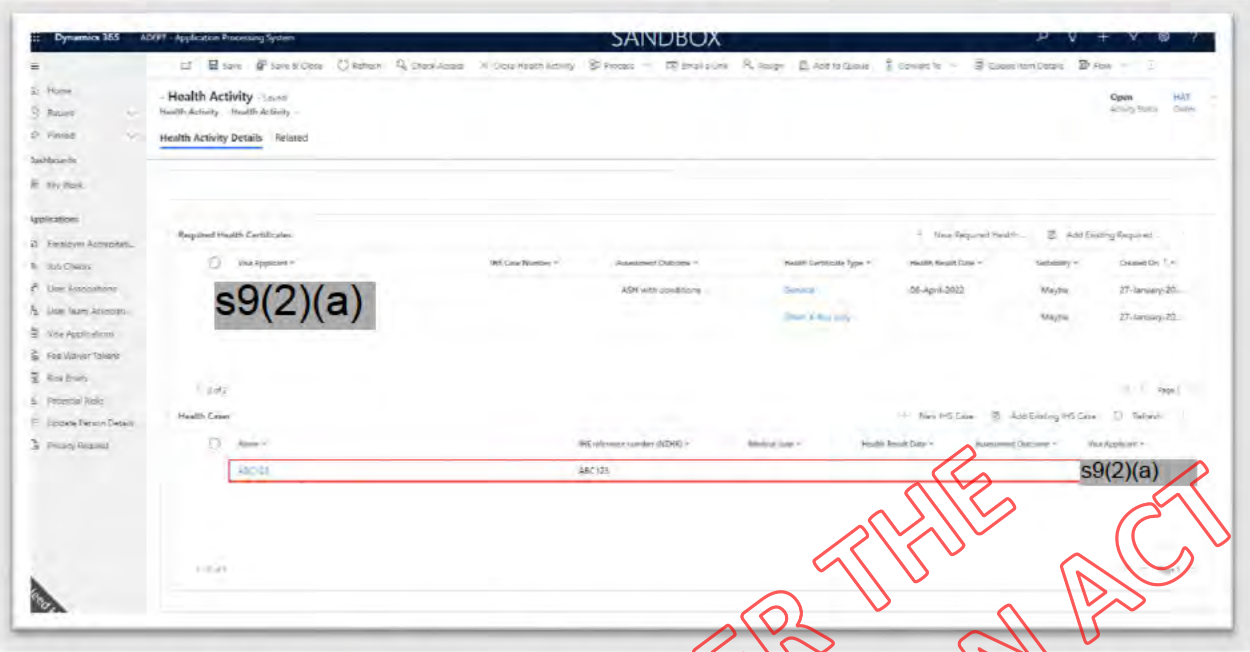
- Search for the **ASH with Conditions** Health Case in IHS using the Client number in ADEPT (so you know what IHS case number to add to the new Health Case being created in ADEPT)
- Create a new health certificate with IHS number by clicking on the **new IHS case** button as shown in the screenshot below



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



- Record in the **IHS reference number (NZHR)** field the same case number as currently present in IHS, and enter in the **Medical Tests** field the tests to be undertaken
- Click on the **Save and Close** button and you will see the Health case displayed in the **Health Case** grid of the Health Activity as shown in the screenshot below.



- You should now update the existing case in IHS with the list of tests that the applicant need to undergo, and add the ADEPT application number in IHS noting that the application source is ADEPT (this is important as it will mean IHS will know to inform ADEPT of the outcome)
- In the Review Health Certificate activity in ADEPT, you should now:
  - Record the **Suitability as Yes and**
  - Record the **Outcome as ASH**

NOTE	Recording the Outcome as ASH in ADEPT is solely for ADEPT's purposes and only in context of the current application, in order to close the health activity. The system of record remains IHS, and any future applications will reference the 'ASH with Conditions' health case in IHS.

- Add a **Comment** against the Required Health Certificate to record the rationale as to why you have marked the **Outcome** as **ASH** in ADEPT, i.e. 'Marked this outcome as ASH to allow processing in ADEPT - the system of record remains IHS'
- Click on the **Save and Close** button at the top of the activity screen to save your changes

From this point onwards, ADEPT will progress with publishing the letter asking the applicant to undergo additional tests. When the tests are done, IHS will integrate with ADEPT to record a final outcome which ADEPT will process in accordance with existing rules of outcome and suitability.

WORKAROUND	**SKIPPING A HEALTH ACTIVITY** If you are concerned that Health activities is going to take a long time to be resolved, then you may consider completing the health activity with no outcome. This will allow the visa application process to continue.

If this is the case, you should follow the steps below to create an assessment concern:

- Go the visa applicant (a link is provided from the health activity), then to visa application and select the **Assessment Concern** option from the **Related tab** menu. From here follow the instructions as per **Section 4.2.8 Manually creating an assessment concern**
- Close the health activity without selecting an outcome

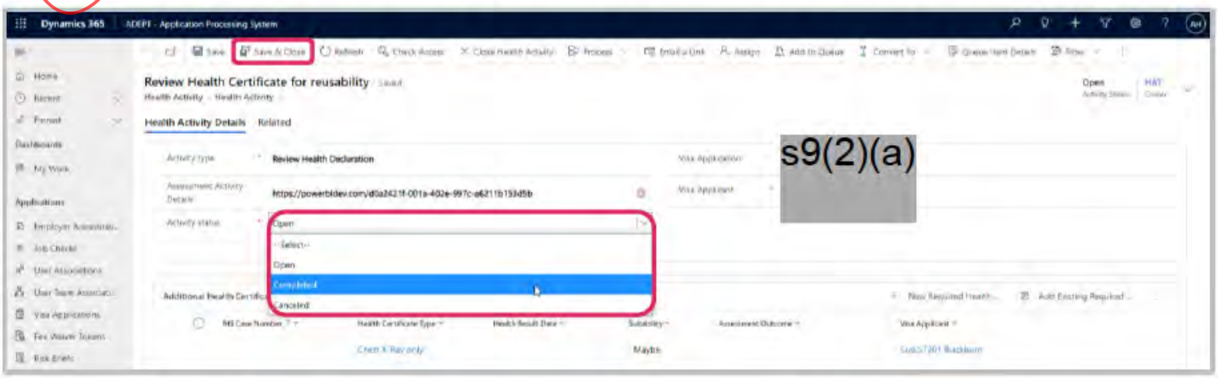
After this is done, an RFI/PPI will be created and assigned to an Immigration Officer. The IO who is assessing the RFI/PPI activity will liaise with you and you will instruct them whether the assessment concern that was created can be marked as **Resolved** or **Unresolved,** based on health case results in IHS, when they are received.

NOTE (1)	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.

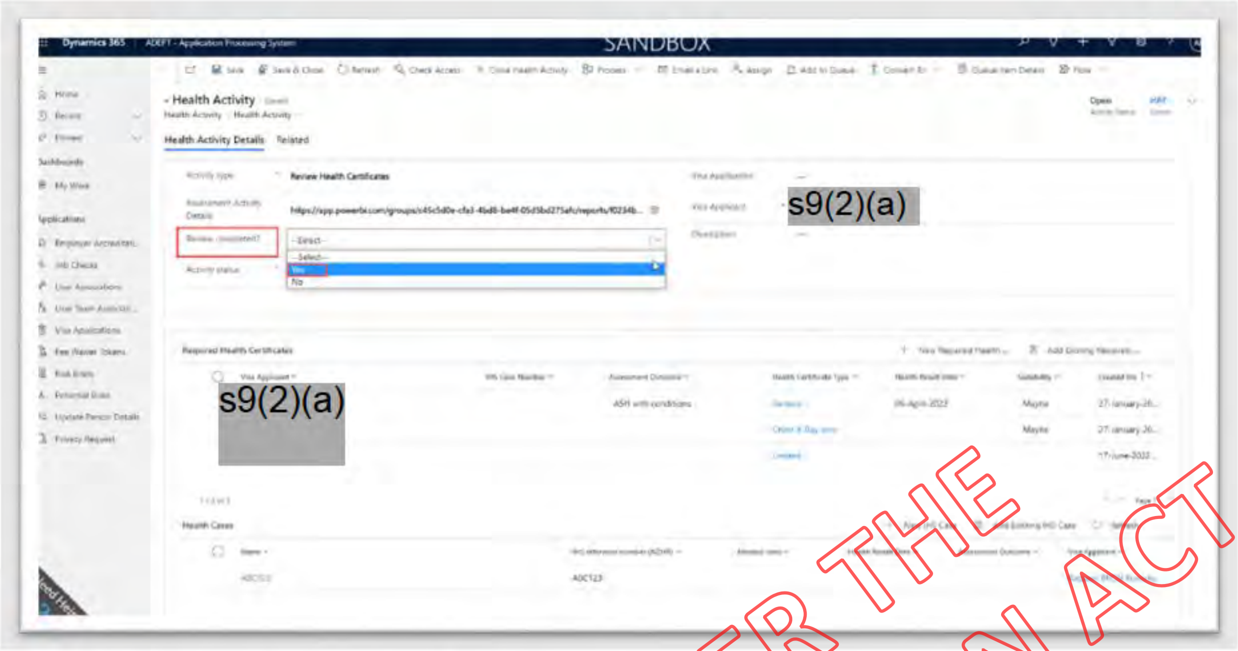
NOTE (2)	If there is a reusable **ASH with conditions** certificate, and you think the applicant may have provided any additional information as part of their application, you need to check the documents uploaded by the applicant. To view these, review the application documents (for more information about this please refer to **Section 2.13, Review Application Documents** of this user guide).

6.2.5 Completing a health activity

When you have assessed a health activity, mark the activity as complete by selecting the **Completed** option in the drop-down of the **activity status** field as shown in the following screenshot.



Set the value in the **Review Completed** field to **Yes** as shown in the screenshot below.



Select **Save and Close** to record your changes.

7 IMMIGRATION MANAGER (IM)

Immigration Manager Introduction

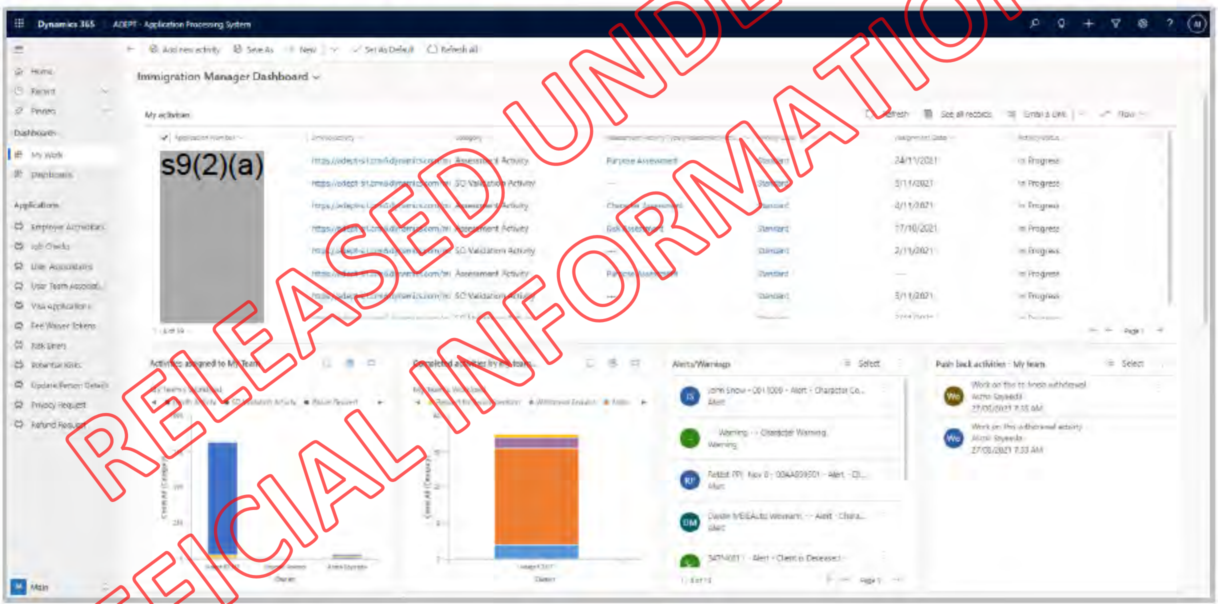
The purpose of this document is to provide guidance and support to Immigration Managers (IMs) using the ADEPT system to supervise and coordinate visa application assessments.

7.1 Dashboard Overview

The Immigration Manager (IM) dashboard provides you with information about activities either assigned to Immigration Officers (IOs) within your team, or unassigned activities.

From the dashboard, you can perform several activities, such as:

- monitoring push backs
- assessing activities like withdrawal, reconsiderations, cancellation
- providing advice on NSFS
- monitoring team workloads, completed activities
- creating tokens
- creating risk alerts/raise potential risks.



Key features of the dashboard:

My Activities
The **My Activities** grid displays your assigned activities.

Push Back Activities
The **Push Back Activities** grid displays activities that an IO has pushed back. These activities need to be reassigned to another IO.

Activities Assigned to My Team
This is a graphical representation of the activities your team are currently working on. The chart can be expanded and used interactively to find more information about your team's workload.

Completed Activities by My Team
This is a graphical representation of the activities recently completed by your team. The chart can be expanded and used interactively to find more information about your team's completed activities.

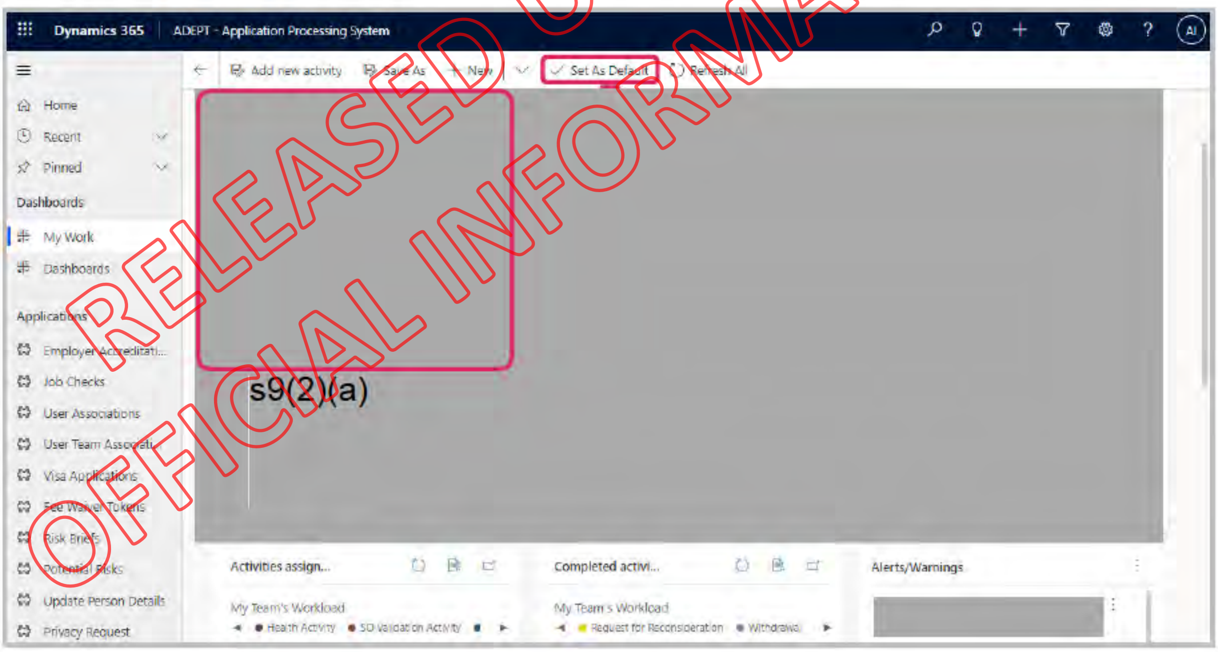
NSFS Pending Advice – My Team
No Suprises Fact Sheet (NSFS) requests submitted by the IO are displayed in this grid for you to provide advice.

Cancellation Requests
Visa cancellation requests submitted by an IO are displayed in this grid for you to decide.

Withdrawal Requests
Withdrawal requests submitted by applicants who wish to withdraw their applications are displayed in this grid for you to decide or assign to an IO to assess.

Reconsideration Requests
Reconsideration requests submitted by applicants who wish their applications to be reconsidered are displayed in this grid for you to decide or assign to an IO to assess.

Default Dashboard
You may see more than one dashboard; to set a dashboard as your default dashboard, select the **Dashboard** drop-down list to select the dashboard, then select **Set as Default** on the top menu as shown on the following screenshot.

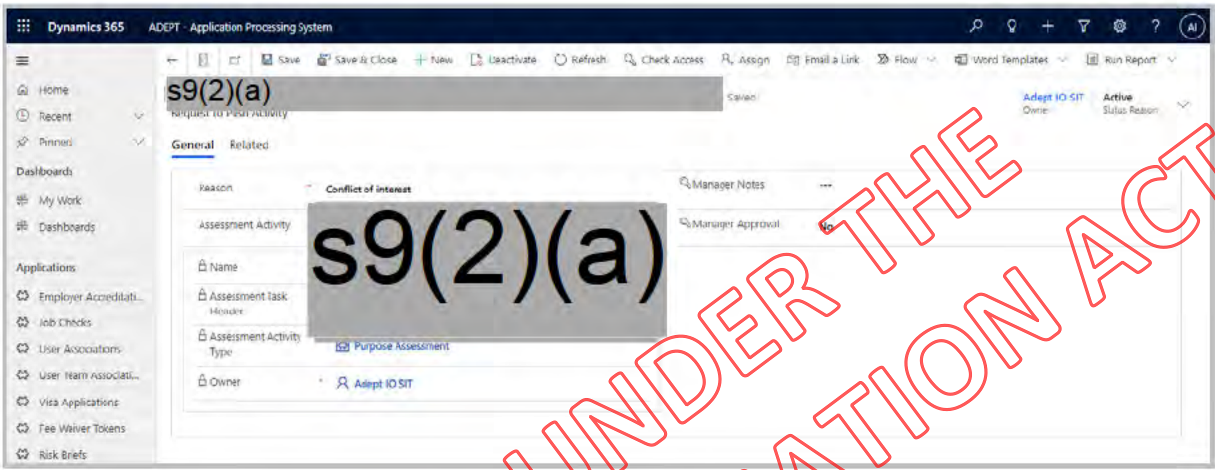


7.2 Managing My Team Requests

The **Immigration Manager Dashboard** allows you to manage requests from an IO where the IO may require advice or assistance.

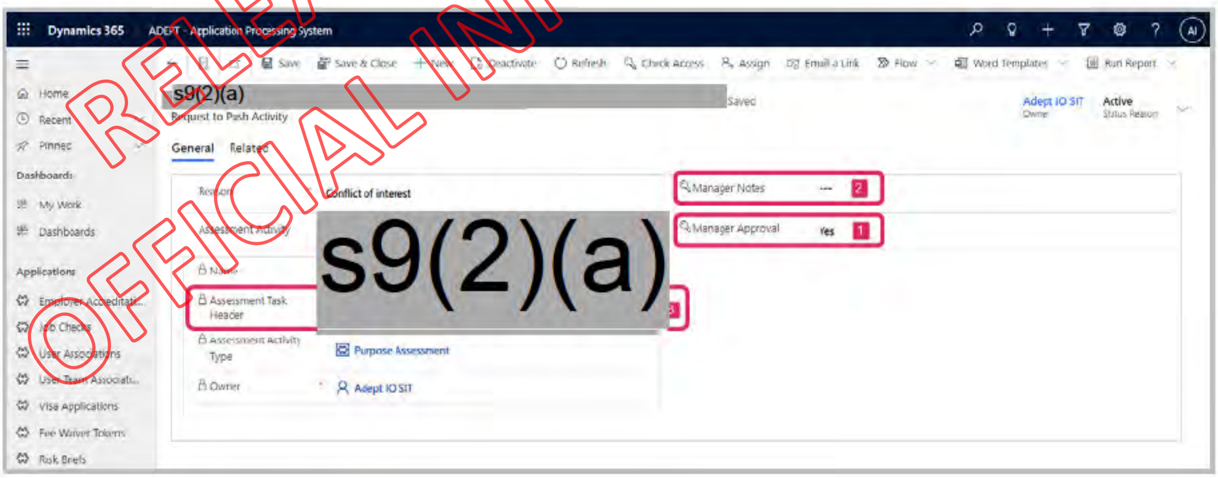
7.2.1 Managing push back activities

In the **Push back activities** grid, select the activity to open the **Request to Push Activity** screen as shown in the following screenshot.

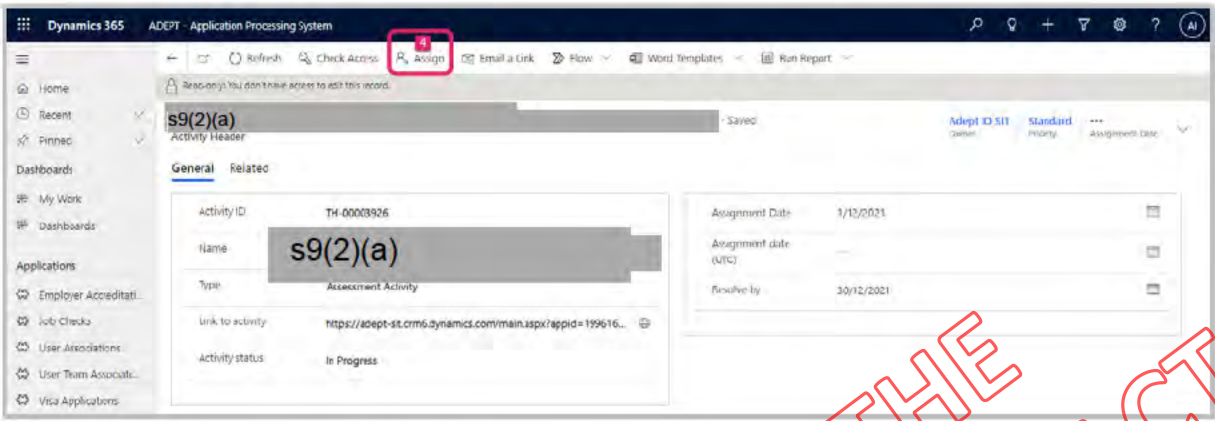


To approve the request for push back, complete the following steps.

1. Select **Yes** in the **Manager Approval** drop-down.
2. Enter the reason for the approval in the **Manager Notes** field.
3. Select the **Assessment Task Header** link.

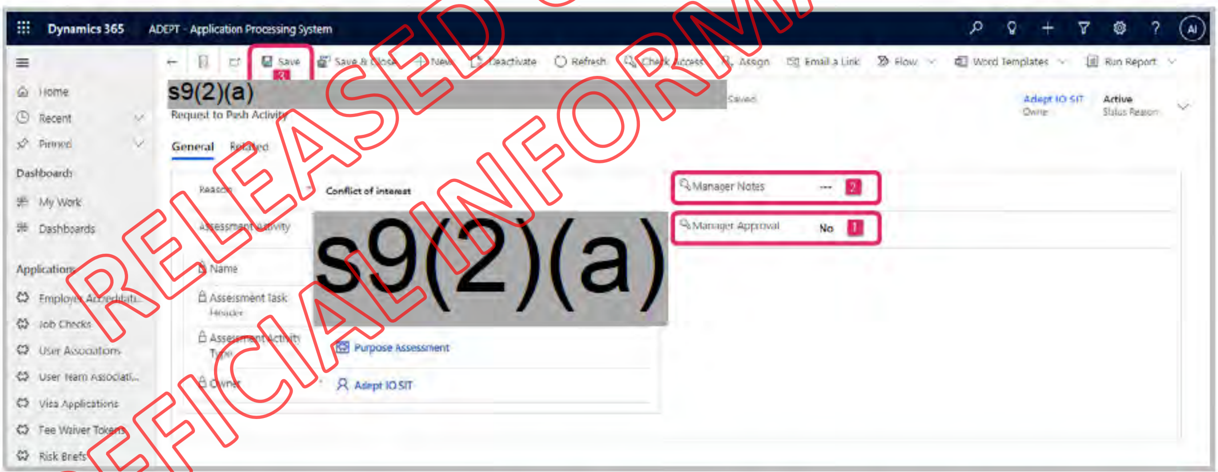


4. The **Activity Header** page opens. Select **Assign** to assign the activity to a new IO (refer to Section 7.5, Assigning an Activity) as shown in the following screenshot.as shown in the following screenshot.



To decline the request for push back, complete the following steps.

1. Select **No** in the **Manager Approval** drop-down.
2. Enter the reason for the decline in the **Manager Notes** field.
3. Select **Save** to return the request to the original IO and remove it from your dashboard.



WORKAROUND

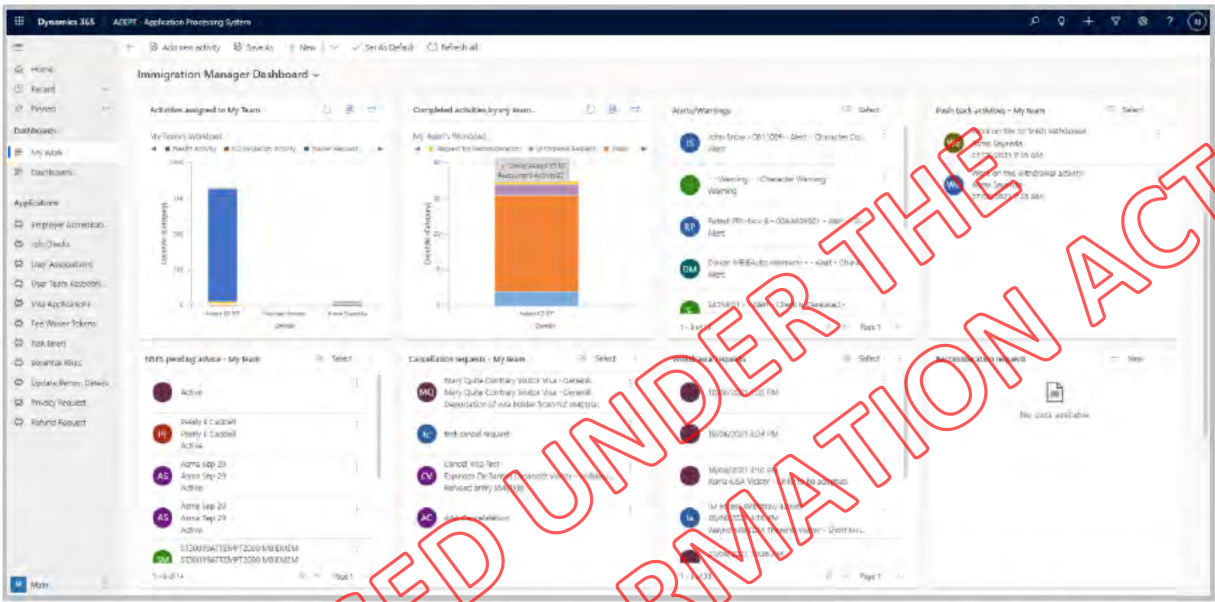
Currently, the fields in Push back activities for RFI/PPI activities are different from push back activities for other assessment activities. The push back activities for RFI/PPI activity does not display a link to the **Assessment Task Header**. You need to

- Click on the **PPI** link
- Select **Activity Header Record** from the **Related** tab
- Open the Activity Header Record
- Assign the Activity Header Record to the new IO using the **Assign** button at the top of your screen

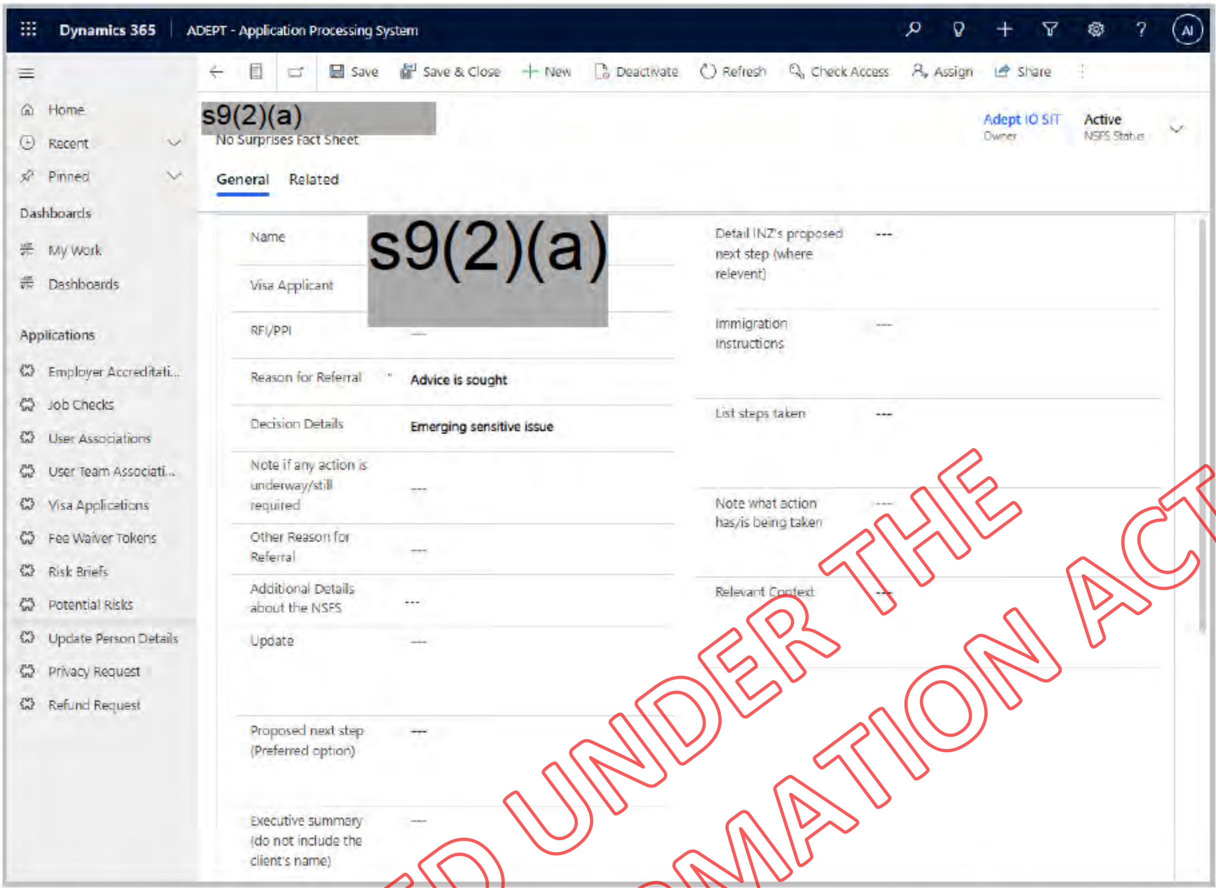
The Assessment Task Header link will be incorporated on the push back activity for RFI/PPI activities in future releases.

7.2.2 Managing No Surprises Fact Sheet

A No Surprises Fact Sheet (NSFS) is created by an IO when the IO identifies sensitive issues while assessing an application. When an NSFS is created, it appears on your dashboard under the **NSFS pending advice - My team** grid.



To open a NSFS, select the NSFS link in the **NSFS pending advice - My team** grid. The **No Surprises Fact Sheet** screen will appear as shown in the following screenshot.

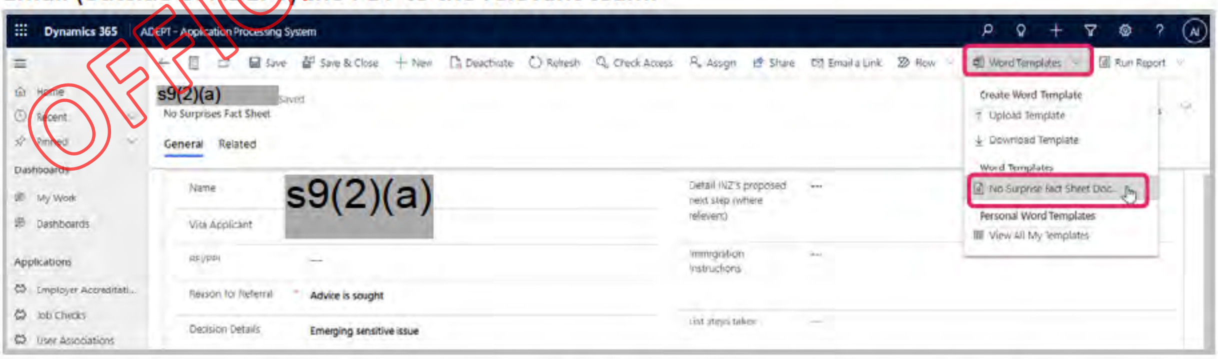


Review the content submitted by the IO and add further information as needed (such as populating the **Proposed Next Step** field) and select **Save & Close**.

If you need advice from a TA (Technical Advisor) or PL (Practice Lead) for your NSFS draft, select **Email a Link** so that the relevant TA or PL can view the draft.

Once the relevant information is populated, use the **Word Templates** drop-down at the top of the screen and then select **No Surprise Fact Sheet Document Template** to download a PDF.

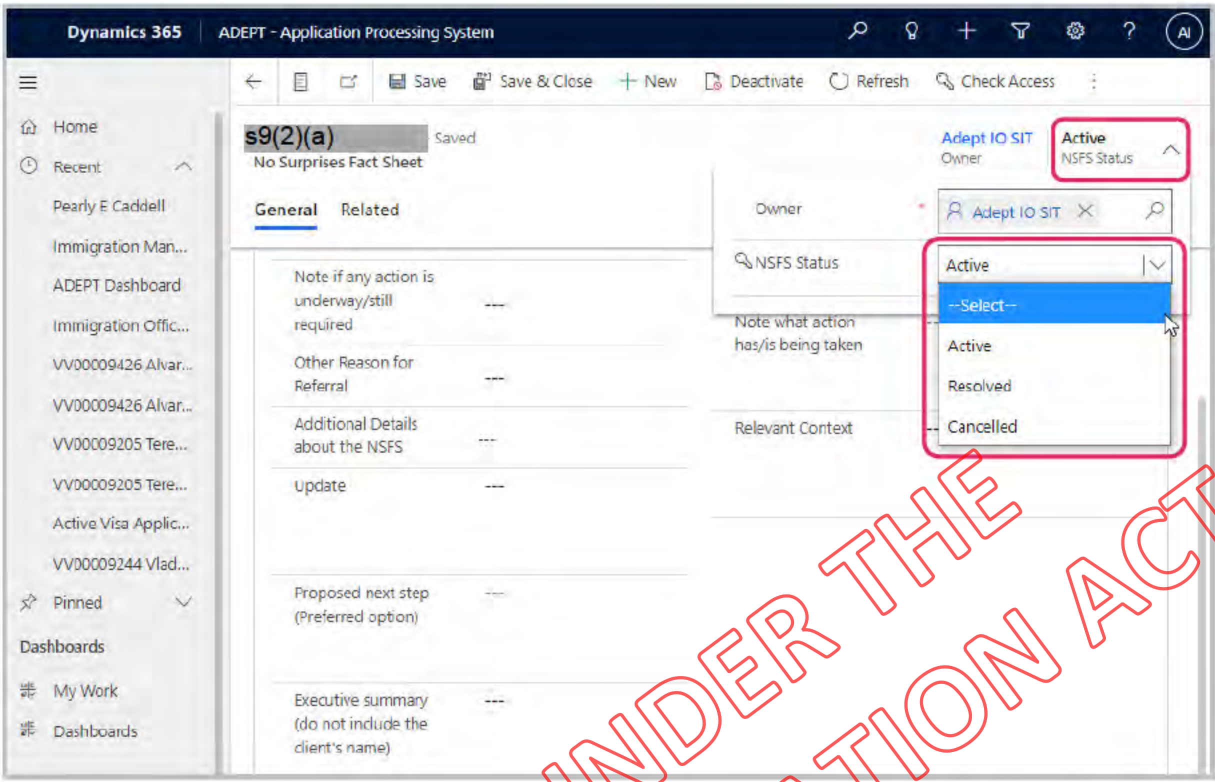
Email (outside of ADEPT) the PDF to the relevant team.



While you are waiting for the response from the relevant MBIE team, **Save and Close** the NSFS. The NSFS remains in the **NSFS pending advice** grid, with a status of **Active**.

When a response is received, reopen the NSFS to record the response received from the MBIE team, and complete the remaining NSFS activity form, including the NSFS **Outcome** field.

Change the status of the NSFS to **Resolved** as shown in the following screenshot.



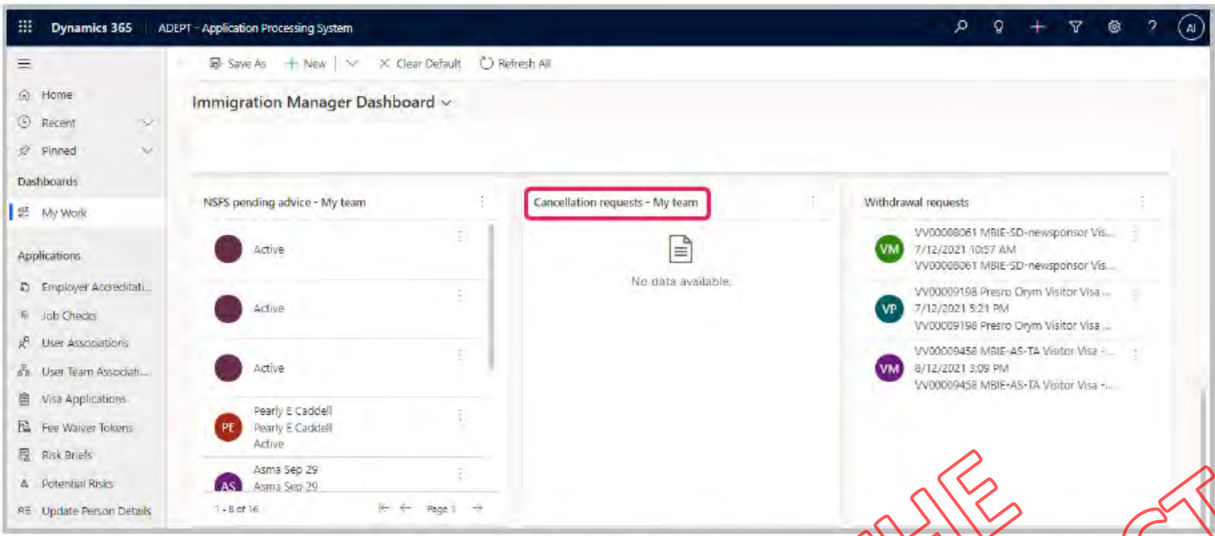
The NSFS request disappears from the **Awaiting internal response grid** of the dashboard of the IO who sent the request.

For more information on the NSFS process, refer to VisaPak NSFS here.

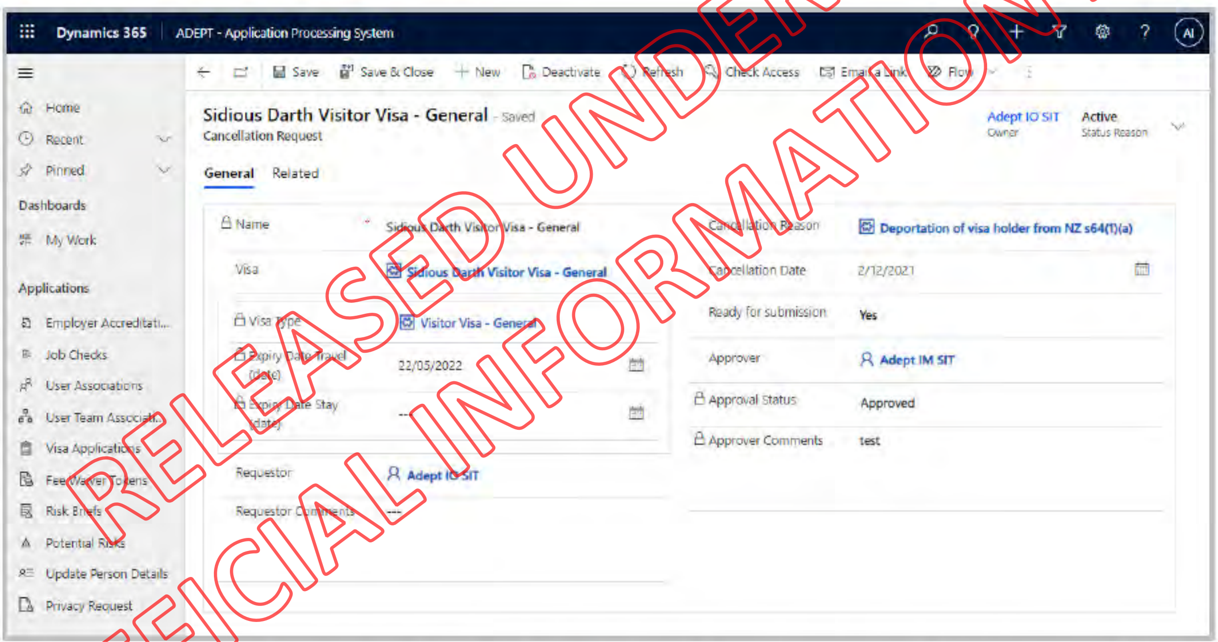
WORKAROUND	Currently the functionality to enable the Immigration Officers to track the NSFS in the **Awaiting Internal Response** grid of their dashboard is not available. Liaise with the IO outside ADEPT in the meantime to inform them of status / completion of the NSFS.

7.2.3 Managing cancellation requests

A cancellation request is created by an IO when the IO identifies that a visa needs to be cancelled. When a cancellation request is created, it appears on your dashboard under the **Cancellation request** grid.



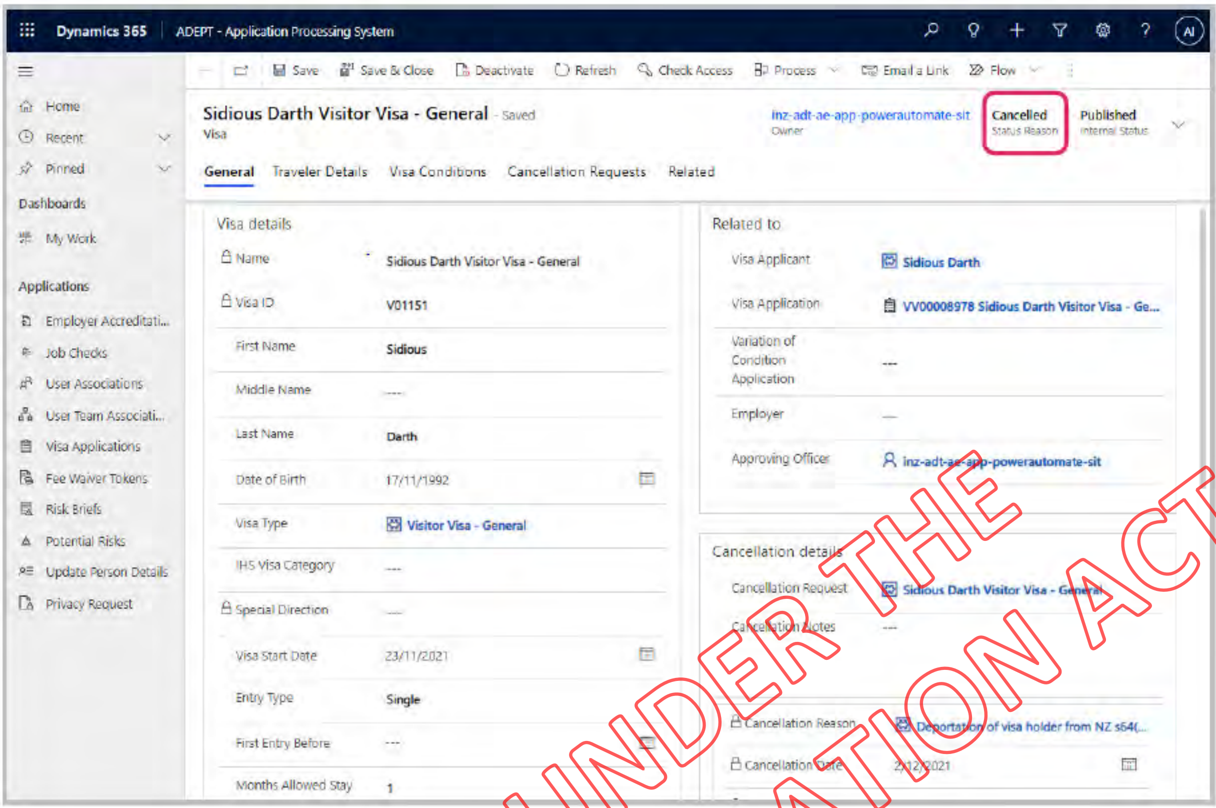
To open a cancellation request, select the cancellation link in the **Cancellation requests - My team** grid as shown in the following screenshot.



Review the content submitted by the IO and add further information as needed (such as populating the **Approver Comments** field) and select **Approved** or **Declined** in the **Approval Status** field to either approve or decline the cancellation request.

Select **Save & Close** to record your decision.

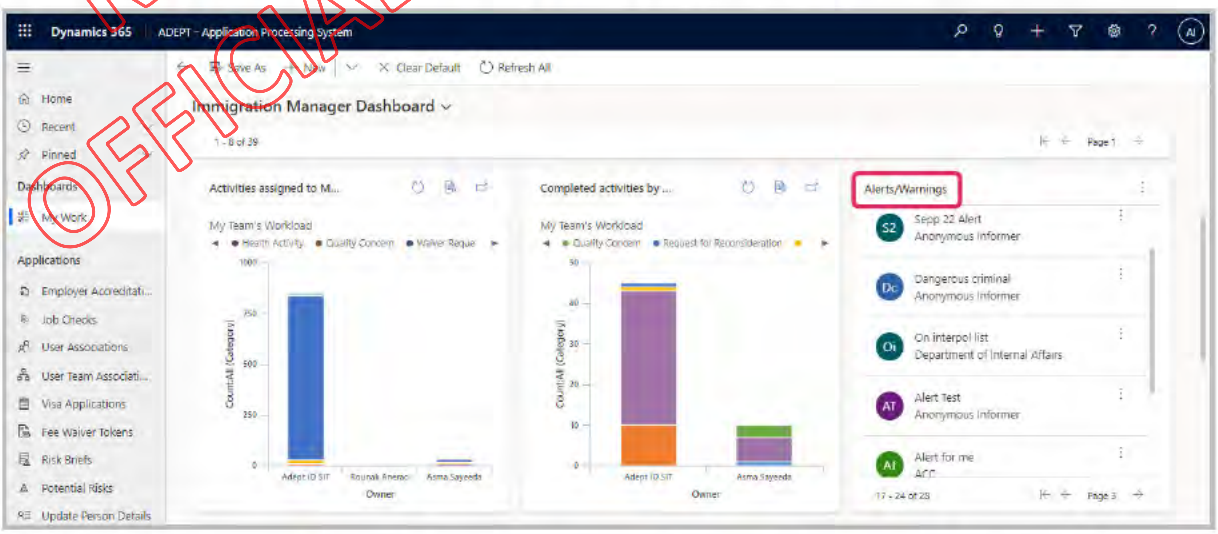
Once you have approved the cancellation request, the **Status reason** of the visa will change to **Cancelled** as shown in the following screenshot.



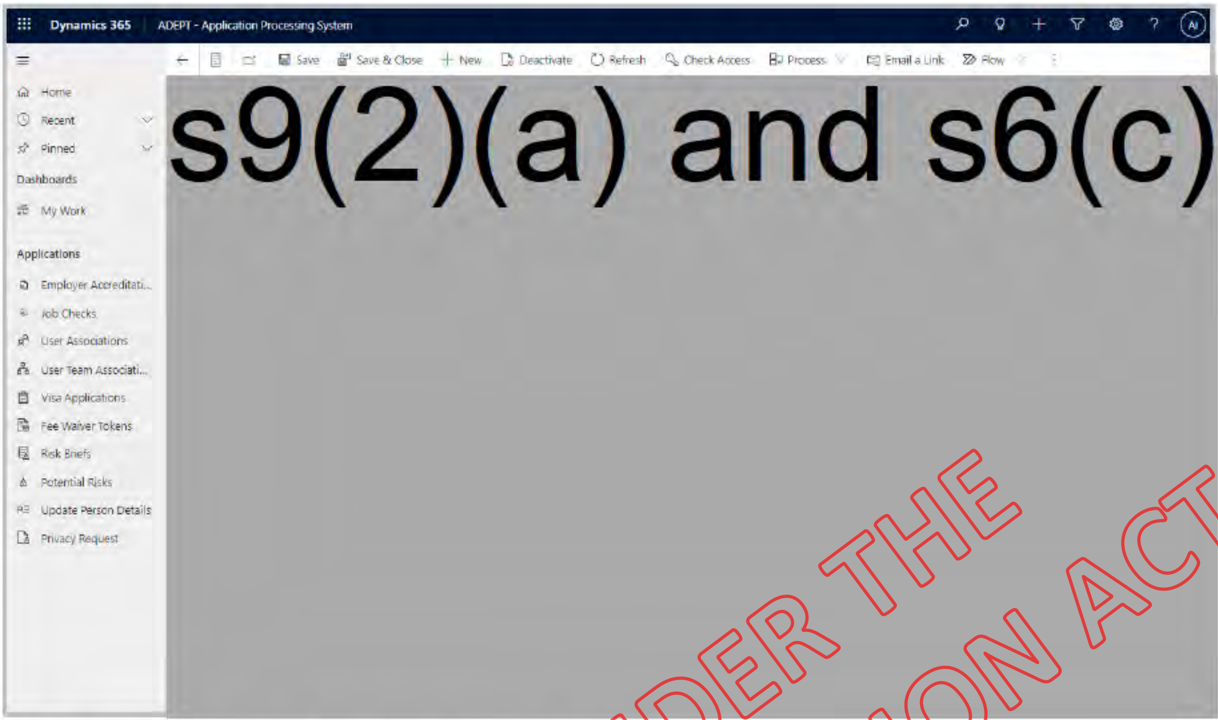
The Immigration Officer who sent the cancellation request will see in the **Awaiting internal response** grid that the status of the request has changed to **Response received**. Refer to [Section 4.12.6, Cancel Visa](#).

7.2.4 Managing Alerts and Warnings

An alert or warning is created by an ADEPT user when a sensitive issue about an applicant is identified. When an alert or warning is created, it appears on your dashboard under the Alerts/Warnings grid for approval as shown in the following screenshot.



To open an alert/warning, select the alert or warning in the **Alert/Warning** grid. To approve or decline the alert, select the appropriate value from the drop-down displayed in the **Approval Status** field as showing in the following screenshot.



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

When the alert/warning is approved and saved, the alert/warning is active and available in AMS and client reports.

To edit or deactivate an alert/warning, refer to Section 2.10 Viewing, Creating and Deleting Alerts and Warnings.

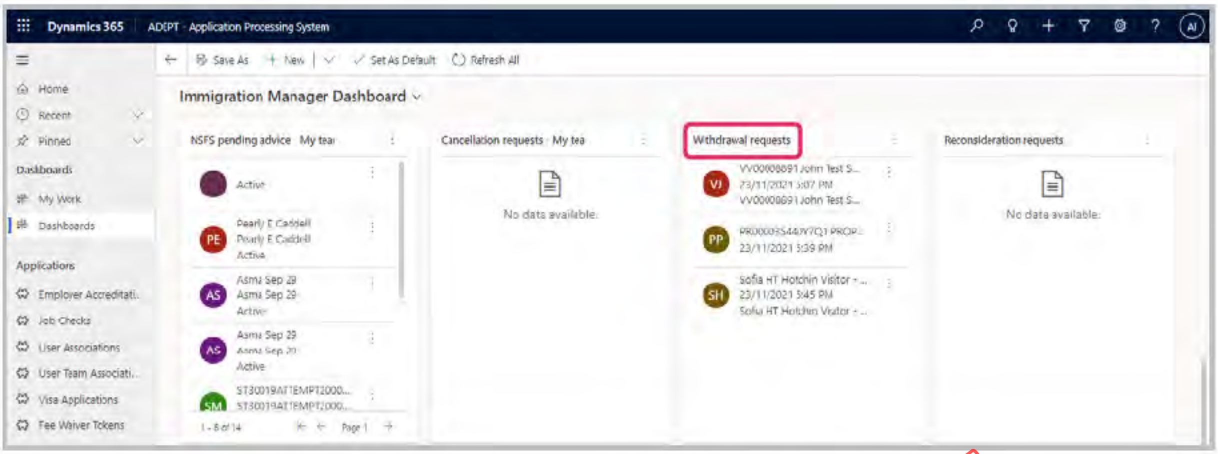
7.2.5 Managing Special Directions (Resident 21)

For Resident 2021 visa applications, requests for Special Directions go to Immigration Managers for approval, unlike Visitor Visa for which the special directions are approved by Technical Advisers. The functionality to manage these requests is described in **Section 8.9 Manage a Special Direction.** Please refer to this section for more details.

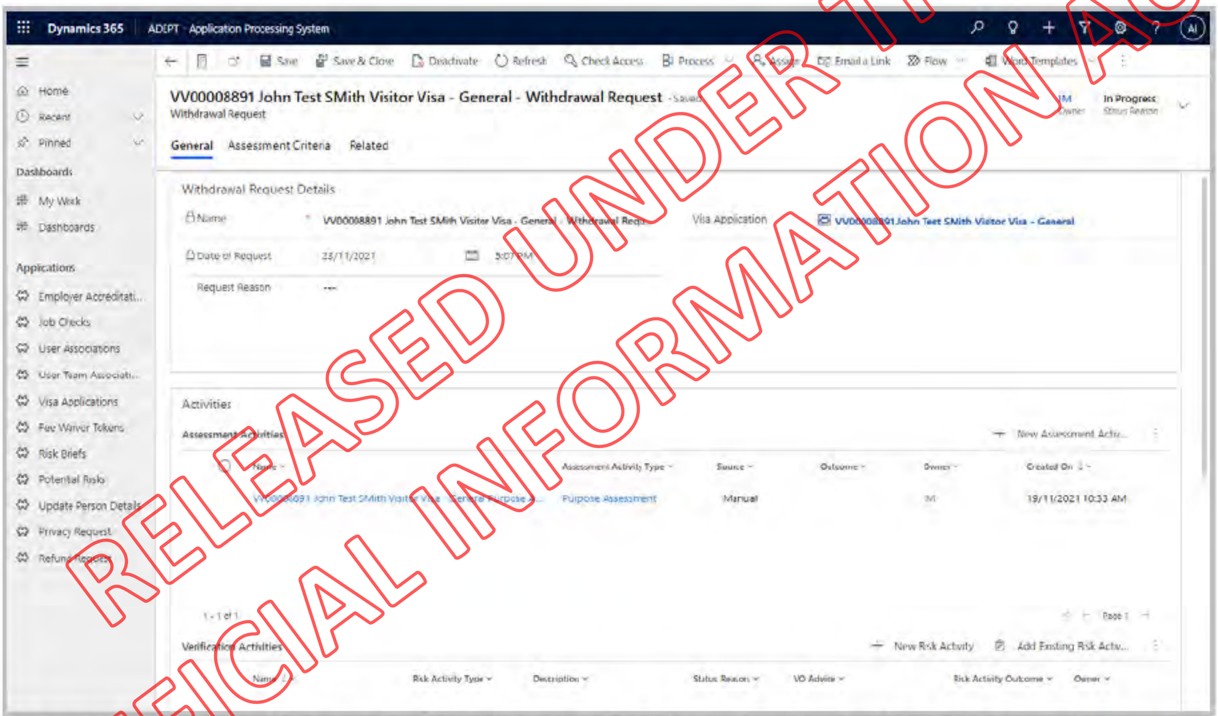
7.3 Managing External Requests

7.3.1 Managing Withdrawals

A withdrawal request appears in your dashboard when an applicant submits a request to withdraw their application as shown in the following screenshot.



To process a withdrawal request, select the request to open it and review the information as shown in the following screenshot.



The withdrawal request displays information about the request, including the date requested, and the withdrawal reason (populated by the applicant).

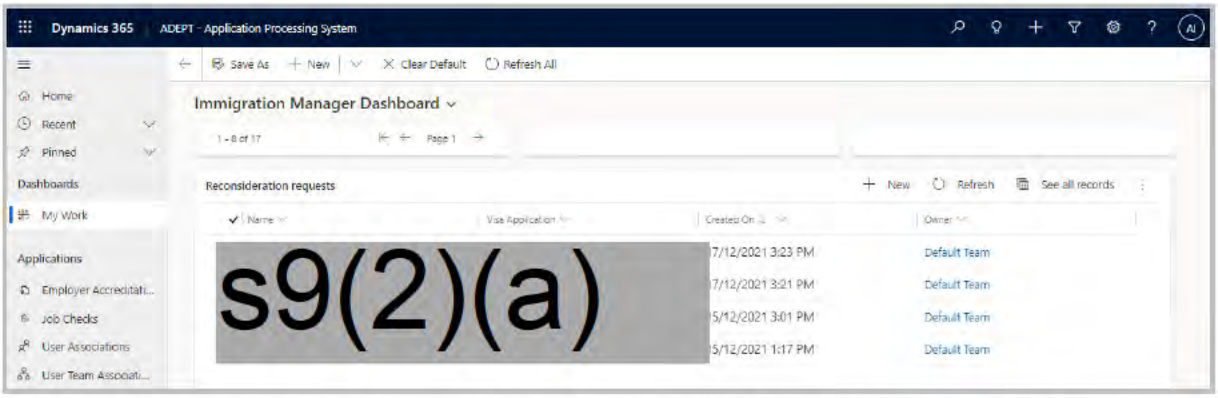
It displays application information, including assessment activities, risk activities, and RFI/PPI activities that were created (and, if any, completed with outcomes), on this application.

To assign the withdrawal to an Immigration Officer, refer to Section 7.5, Assigning an Activity.

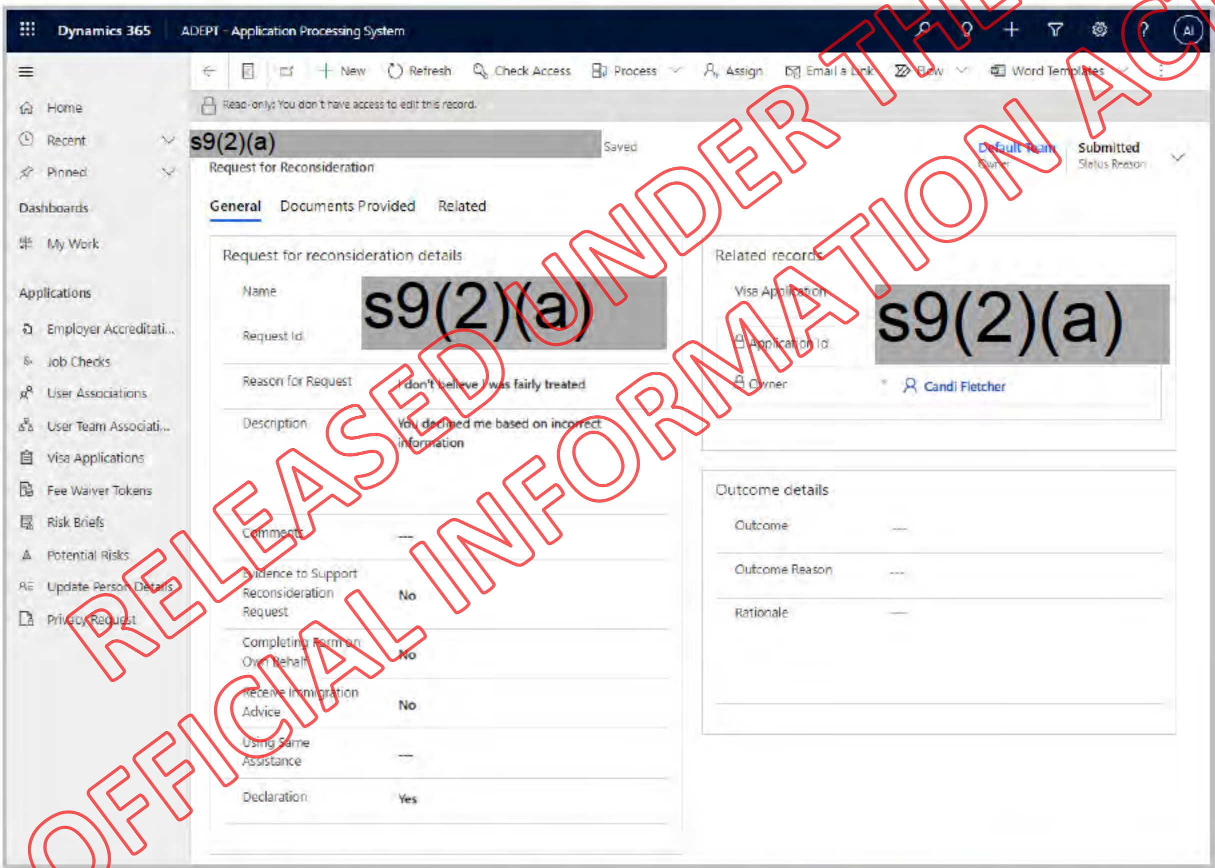
You can also process the withdrawal yourself instead of assigning it to an Immigration Officer if you wish. For more information about how to process the withdrawal, please refer to **Section 4.9.8 Manage withdrawal.**

7.3.2 Managing Reconsiderations

An application for reconsideration appears in your dashboard when an applicant submits a reconsideration for a visa application that was declined as shown in the following screenshot.



To open the request, select the reconsideration link in the dashboard as shown in the following screenshot.

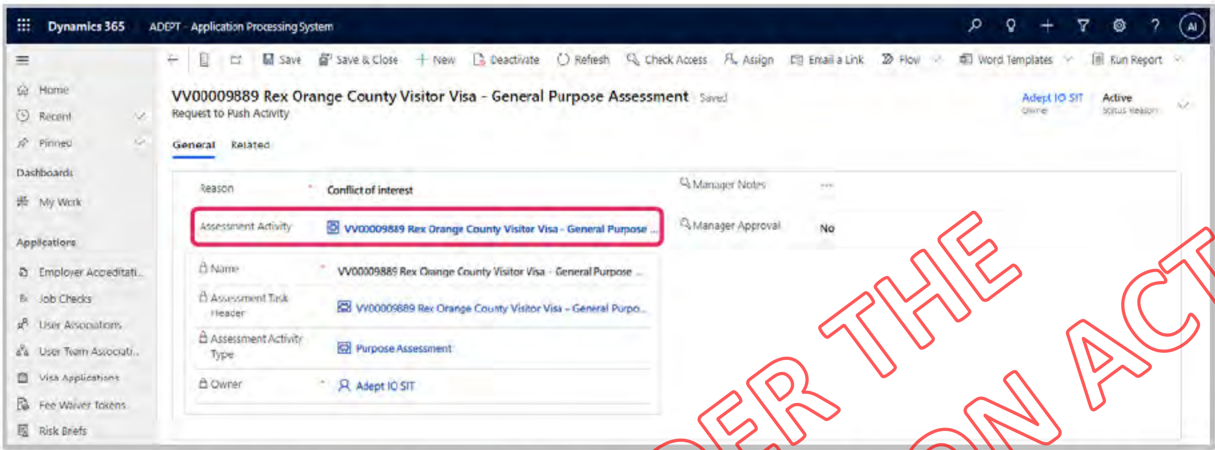


To assign the reconsideration to an Immigration Officer. Refer to Section 7.5, Assigning an Activity.

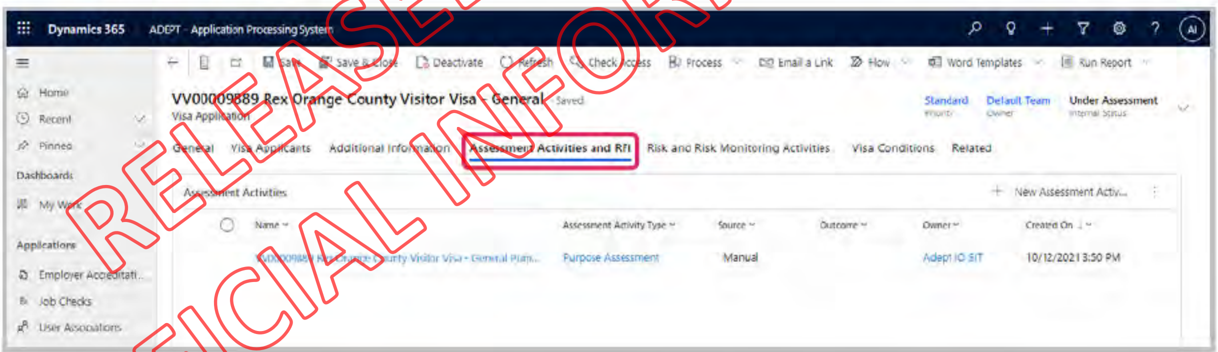
7.4 Locating an Activity

There are several ways to locate an assessment activity.

1. An activity can be located by following the URL of the activity on any page it appears as shown in the following screenshot.

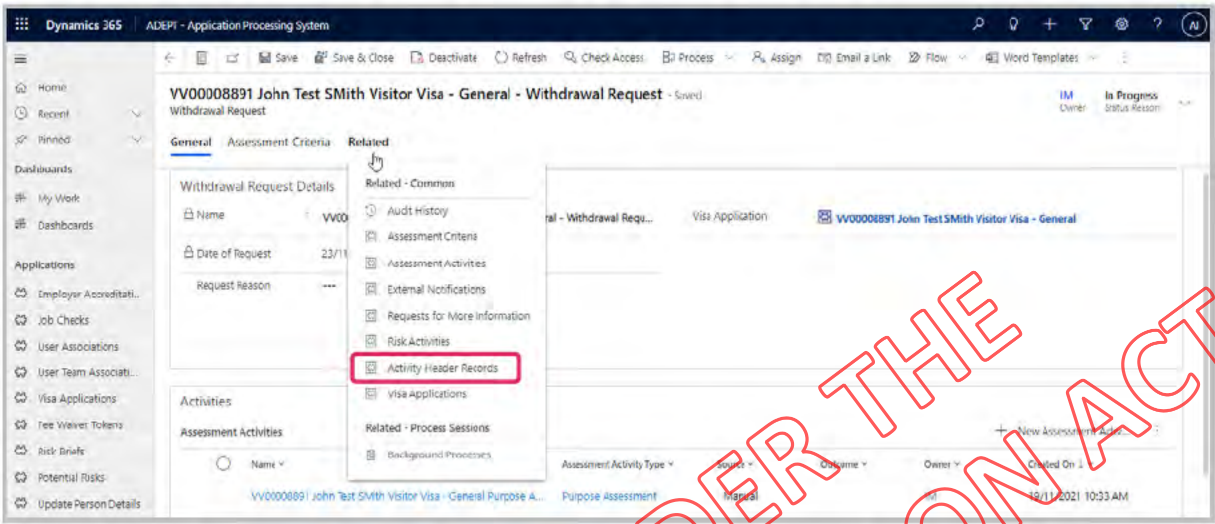


2. An activity can be located by using the visa application search function on the left-hand menu. Select **Visa Applications** then use the search bar in the top right to perform a wildcard search using an asterisk (*) and the ID number for the application. Then go to **Assessment activities and RFI tab**. For more information on searching refer to (Section 2.2, Searching ADEPT).

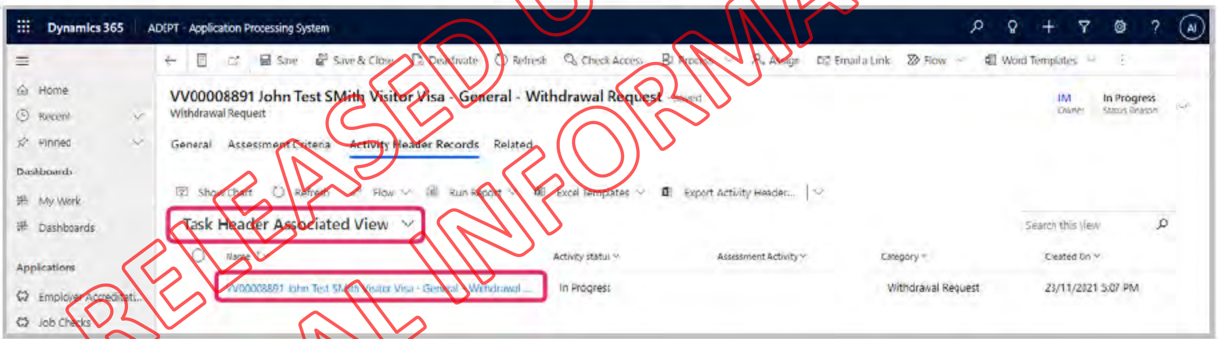


7.5 Assigning an Activity

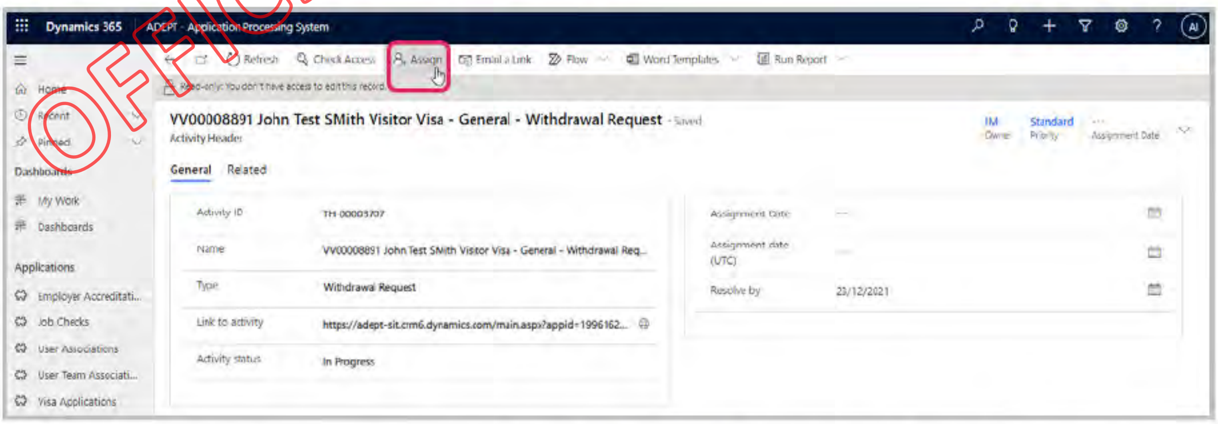
To assign an activity, locate the activity (Section 7.4, Locating an Activity), and select the **Activity Header Records** in the **Related** tab as shown in the following screenshot.



The **Task Header Associated View** is displayed. Select the link provided in the **Name** column of the grid to open the Activity Header as shown in the following screenshot.

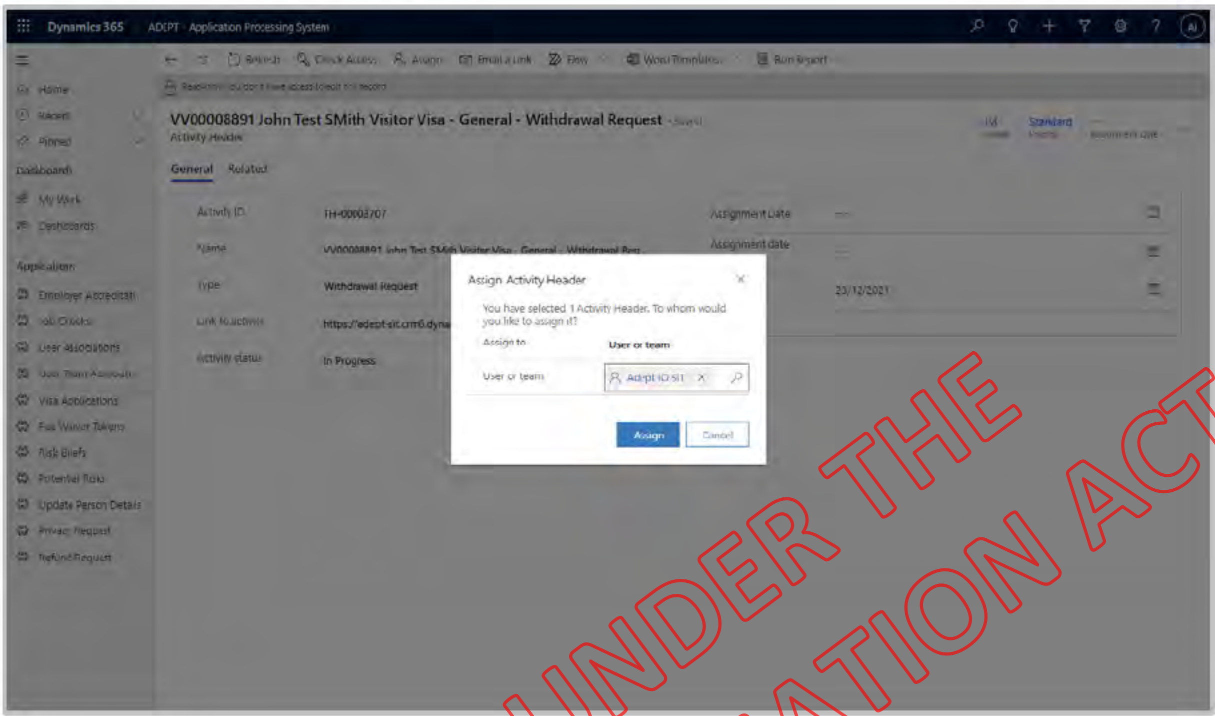


Select **Assign** as shown in the following screenshot.

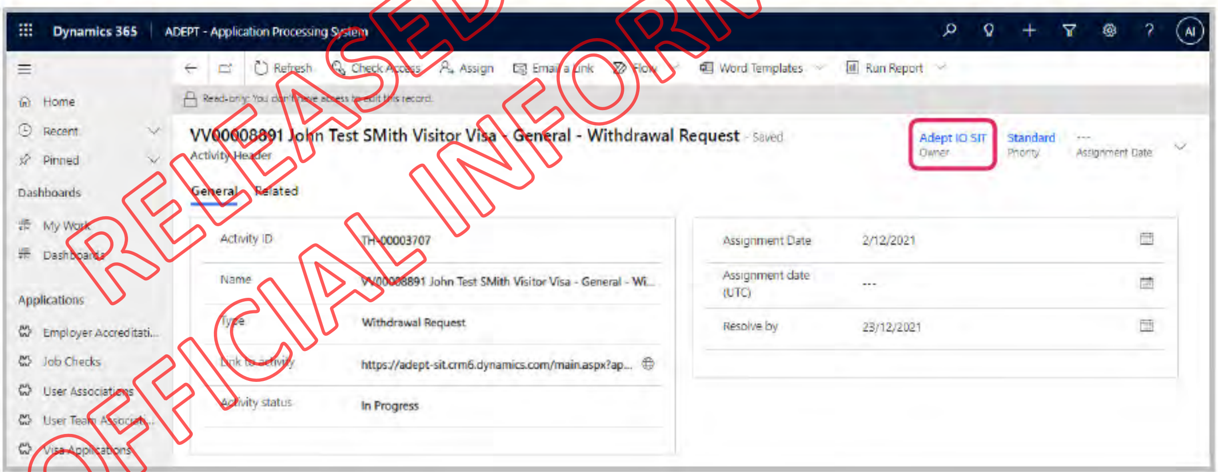


To assign the activity to yourself, select **Me** in the **Assign to** field and select **Assign**. The activity appears on your dashboard.

To assign the activity to another IO or team, select **User or Team** in the **Assign to** field. Search and select the user or team and select **Assign.**

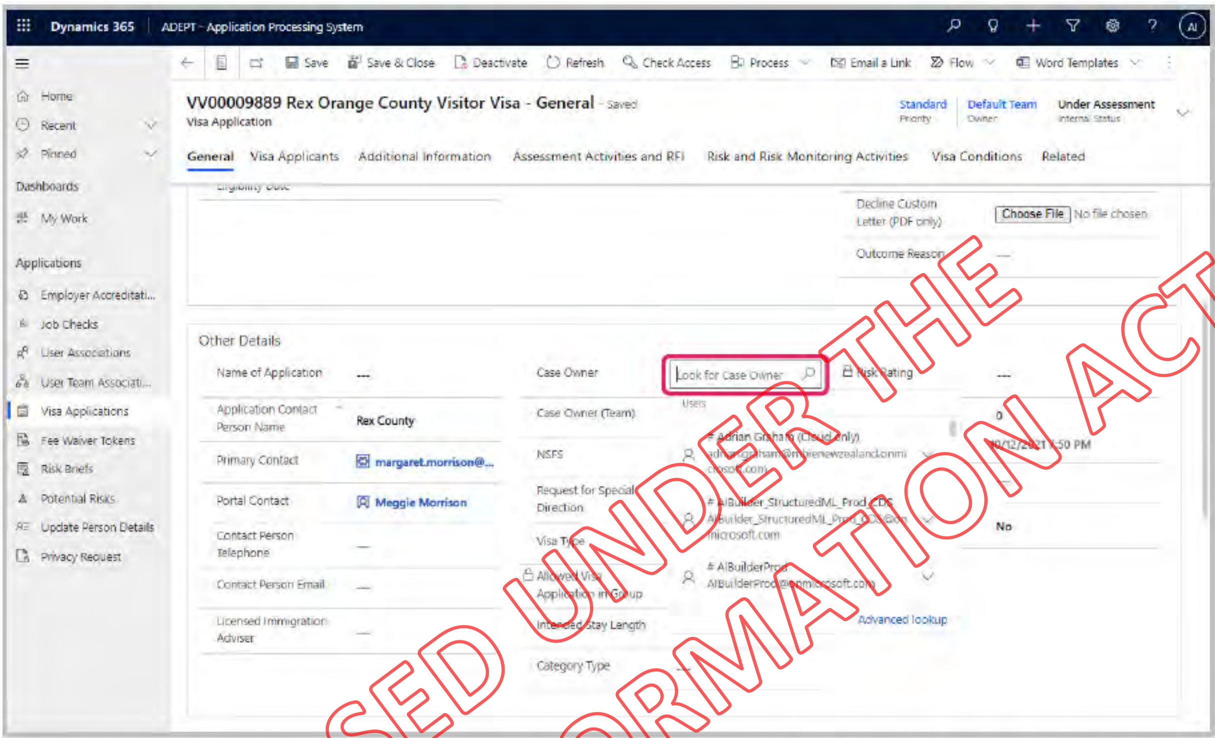


The owner of the activity changes and the activity appears in the assigned user/team's dashboard.



Assigning an application

If you are required to assign the whole application (with all the activities related to the application) to a single Immigration Officer, search for the application using the global search (Section 2.2, Searching ADEPT) and searching and selecting the name of the Immigration Officer in the **Case Owner** field as shown in the following screenshot.



Select **Save and Close** to assign the application as well as all the related activities to the designated case owner.

NOTE	Assigning a whole application will ignore current virtual capability groups (so potentially an Immigration Officer will get a task they may not have assessed before), and if it is determined a PPI/RFI is necessary that will automatically be assigned to the IO.

7.6 Assessing an Activity

Activities will not automatically display in the **My activities** grid of the **Immigration Manager dashboard** however, if an IM wishes to assess an activity, they can do so by following these steps:

- Locate the activity (refer to Section 7.4, Locate an activity).
- Assign the activity to yourself (refer to Section 7.5, Assigning an Activity).

Once the activity is assigned, undertake the activity assessment (refer to Section 4.2, Assessing an Assessment Activity).

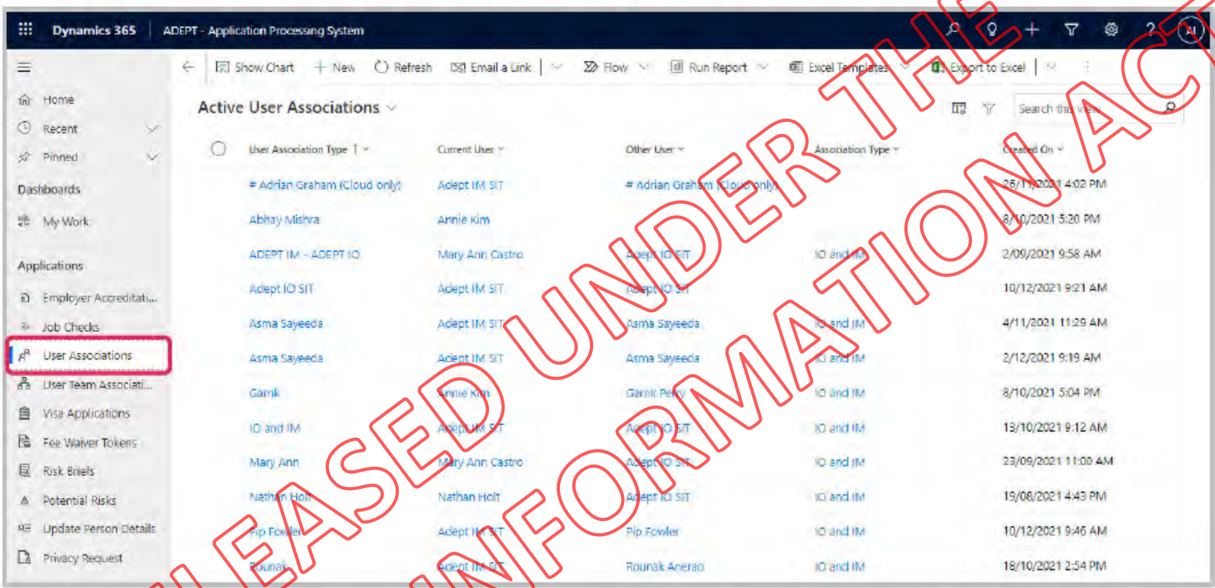
7.7 Managing my team

ADEPT allows you to manage your team by allowing you to add or remove members using User Associations in the left-hand menu.

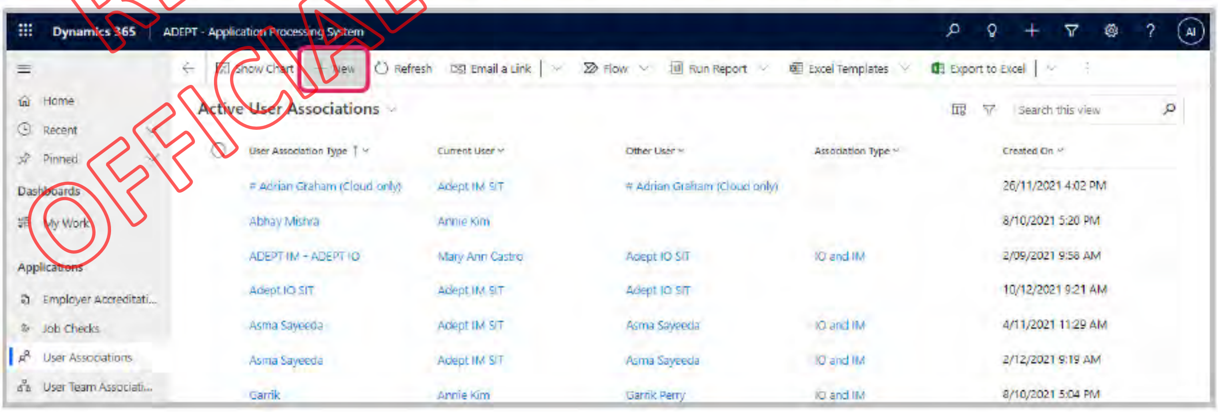
ADEPT also allows users to be organised in teams based on the members' specialisation and expertise. These teams are known as capability groups and are managed by the ADEPT Operational Team (AOT). If you want to add/remove members of your team, please contact the ADEPT Service Desk.

7.7.1 User Associations

To add or remove users from your team, select **User Associations** option in the left-hand menu.

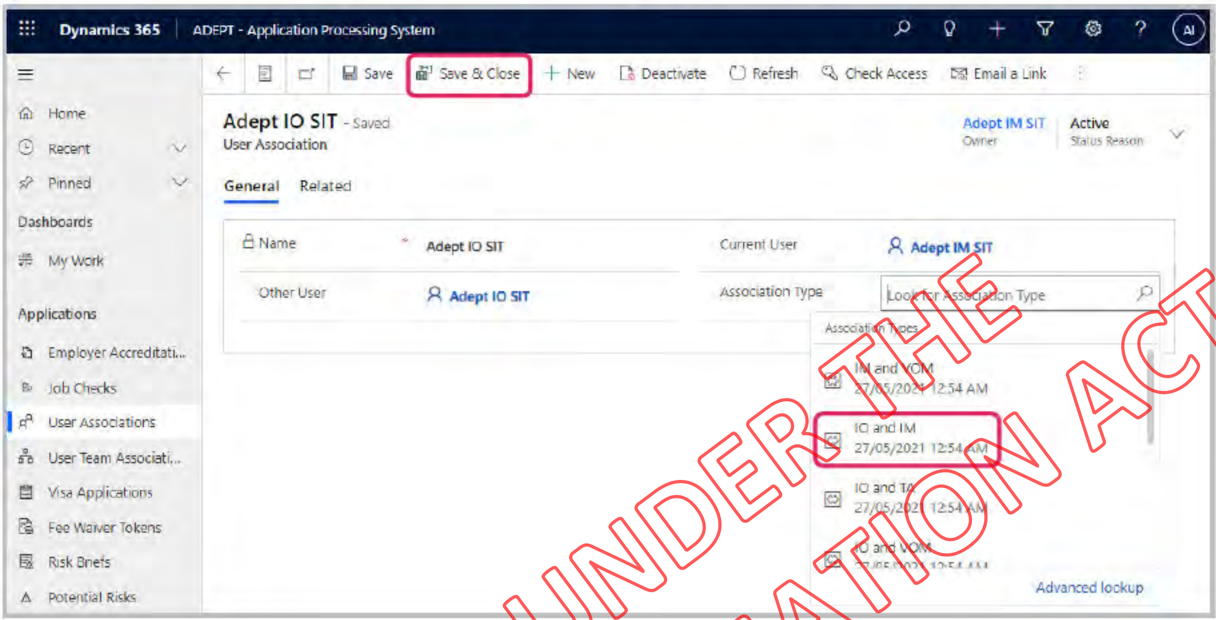


To add a new user to your team, select **New** on the top menu as shown in the following screenshot.



Fill in the following fields by searching and selecting:

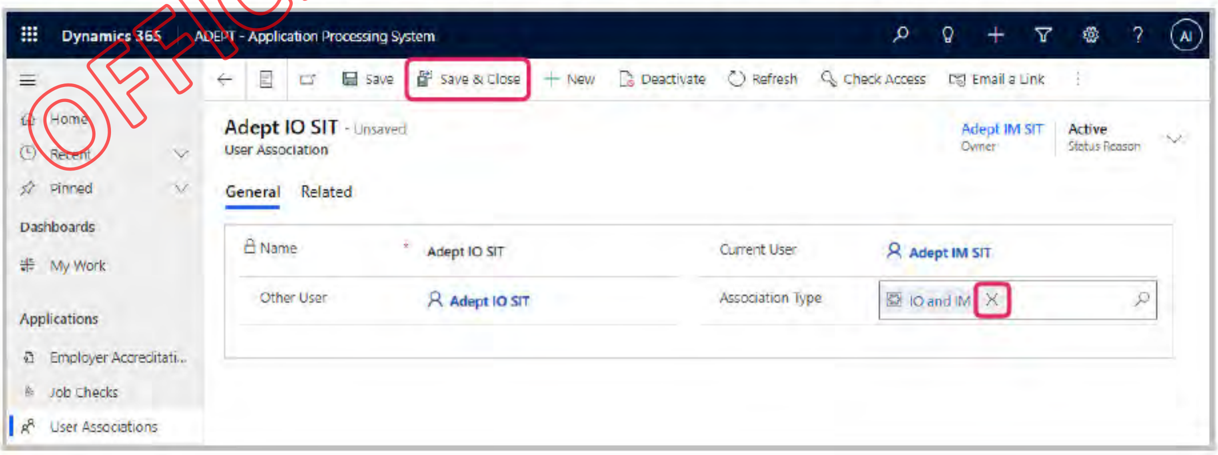
- **Other user**: the name of the new team member
- **Current user**: your name
- **Association type**: the link between yourself and the new team member (e.g. IO and IM)



Select **Save & Close** in the top menu to finalise this association.

NOTE	**Association Types** is a field that enables you to link users with other users based on their role. For example, **IO and IM**, or **SO and IM**, etc.

To remove a user from your team, from the **User Associations** screen, locate the user and click on their name (using the **Search this view** if necessary). Remove the value (e.g. **IO and IM**) in the **Association Type field**. Select **Save & Close** in the top menu to remove the association.



NOTE	Once a user has been removed from a specific team, the in-flight activities relating to the team they used to belong to will still be displayed in their dashboard until they log out and log into ADEPT again. Similarly, activities previously allocated to the user will remain assigned to them (e.g referred risks), but the user will not have necessary permissions, as they were removed from the team.

7.7.2 Capability teams

A capability team is a grouping that allows the system to assign activities to IOs based on their specific skills. For example, some IOs may be specialised in 'Character assessment' or 'Risk assessment,' etc. This categorisation is used to drive the type of activities that are assigned to IOs during blind pull. If you want to add or remove members of your team to specific capability teams, please contact the ADEPT Service Desk.

7.8 Applying a Fee-Waiver token

In some scenarios, it may be appropriate for an applicant to be granted a waiver to fees associated with a visa application e.g. as a result of a service failure, or exceptional circumstances.

This user guide assumes the following:

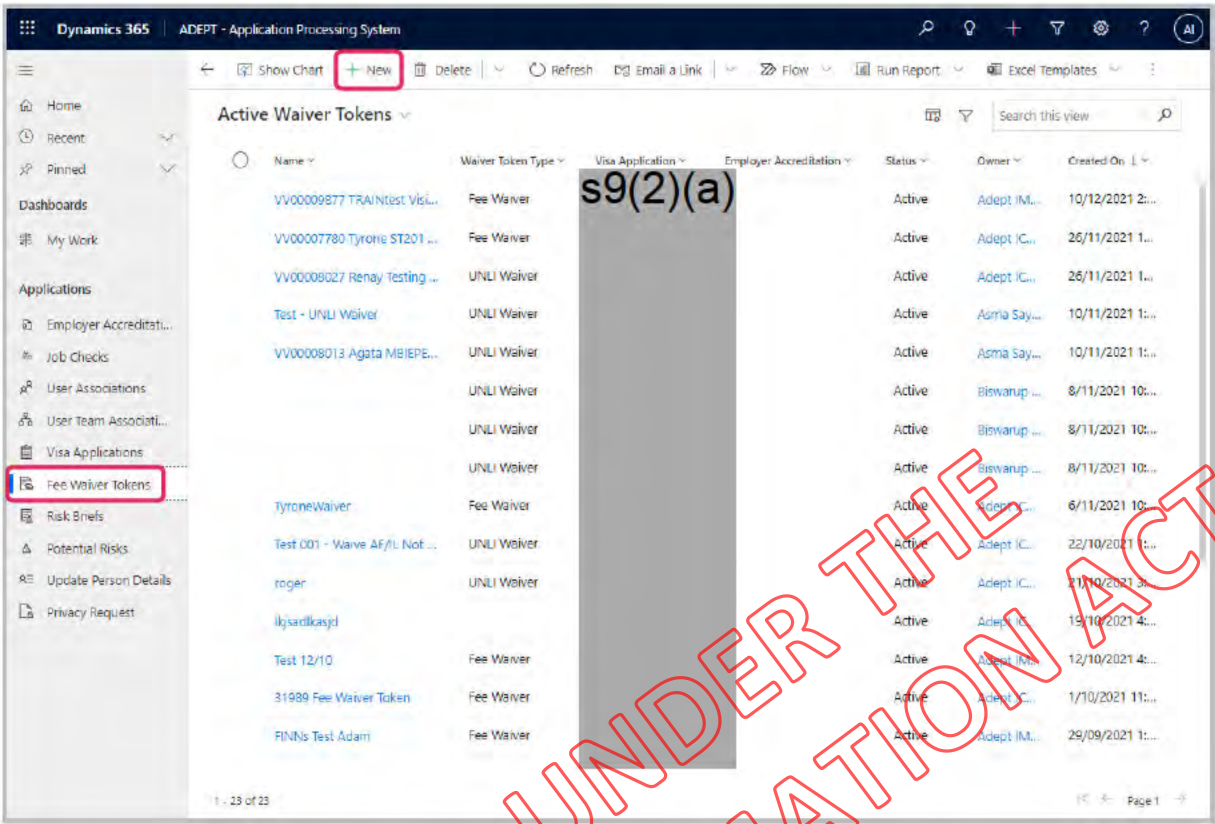
- the applicant has been confirmed as eligible for a Fee Waiver
- the applicant has completed a draft application via the Immigration Online portal e.g. it is ready for payment
- the name and type of the application are known.

Refer to the Fee Waiver Guidelines for further information regarding waiver eligibility assessment, and confirming applicant details etc.

7.8.1 Create a new Fee-Waiver token

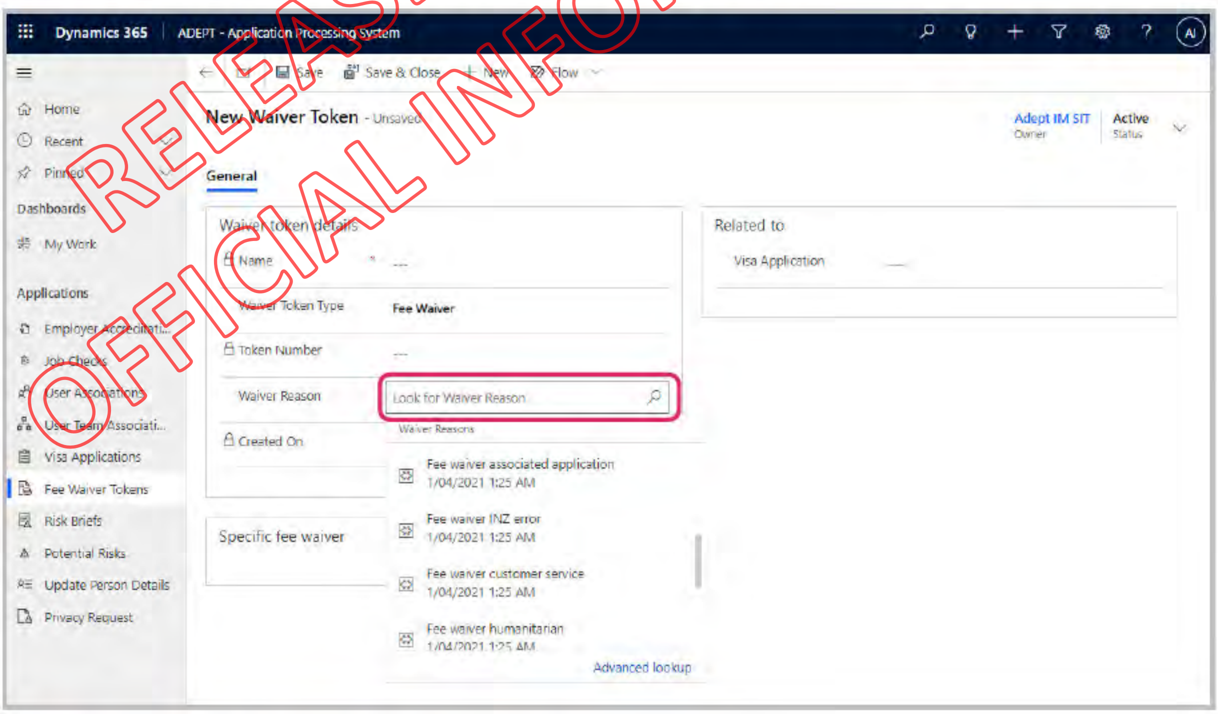
Select **Fee Waiver Tokens** from the left-hand menu to display all existing Fee Waiver Tokens.

Select **New** from the top menu to create a new Fee Waiver Token.



Select **Waiver Token Type = Fee Waiver Token.**

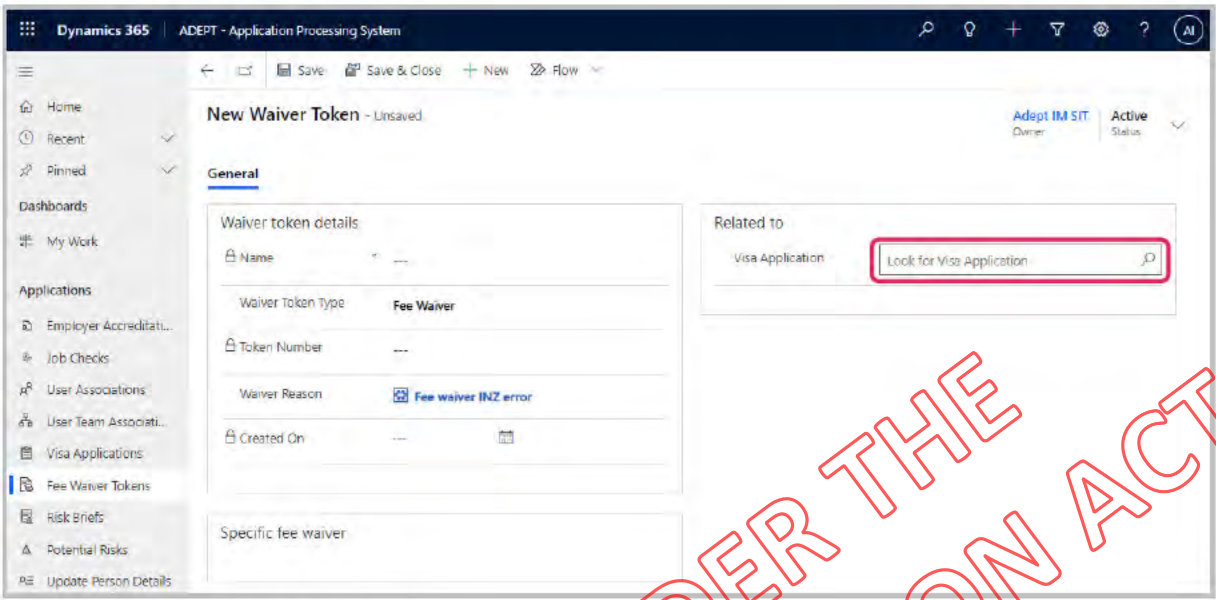
A **Waiver Reason** must be manually selected from the drop-down list.



7.8.2 Link the completed application

In the **Related to** section, select the **Visa Application** field.

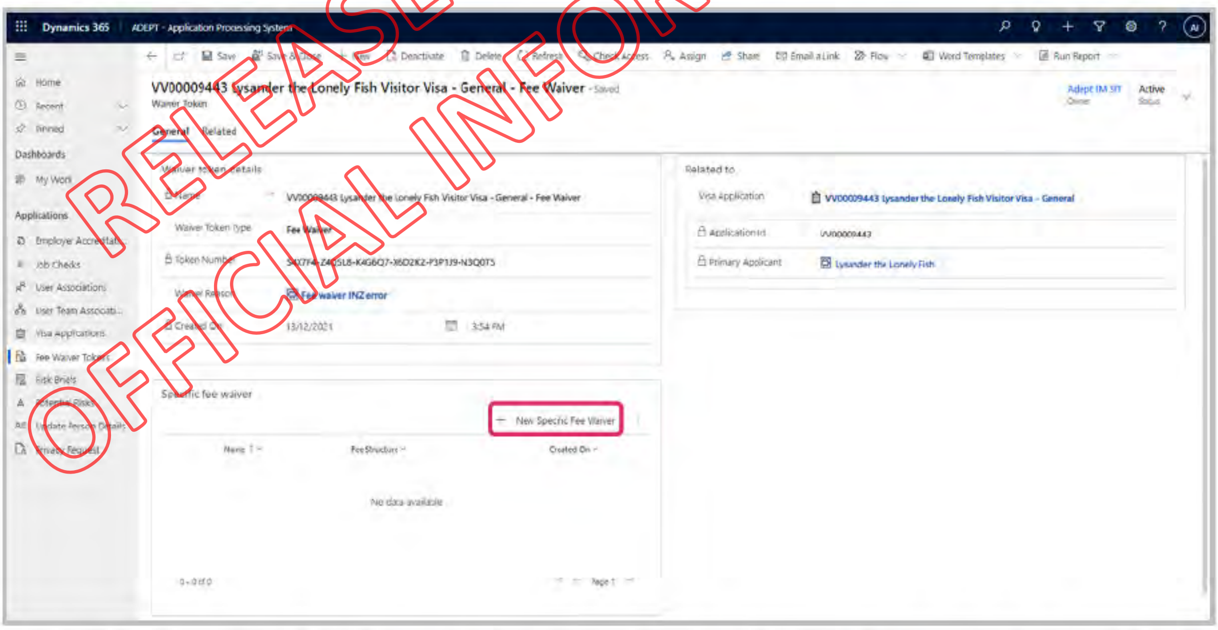
Use the information obtained from the applicant regarding the application type and name, to find and select the relevant application.



Select **Save** to save your changes.

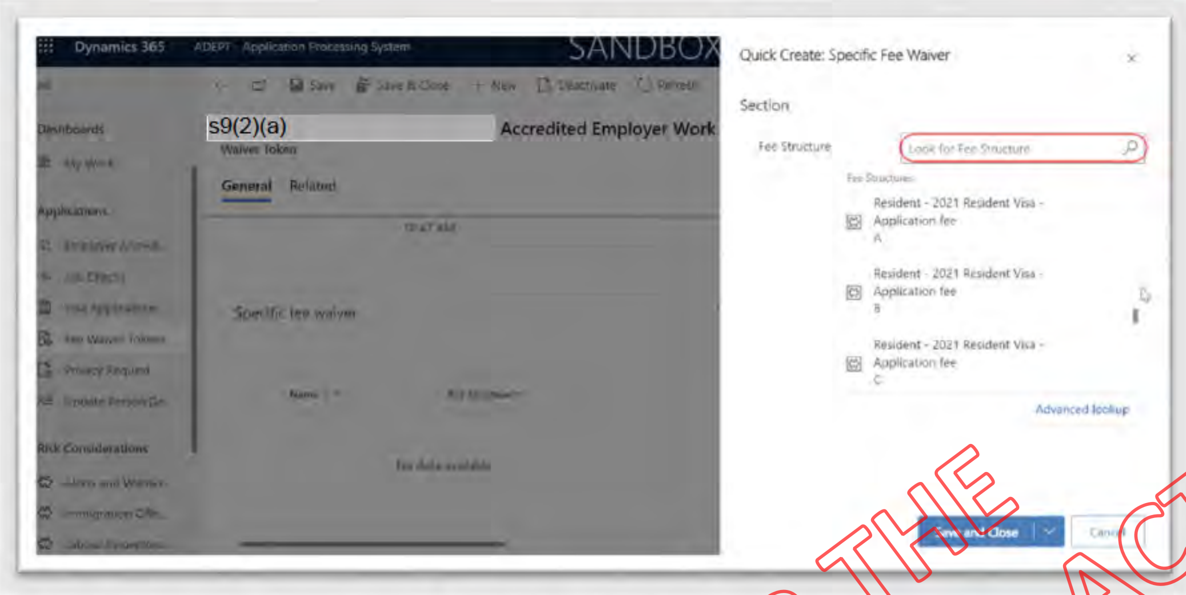
7.8.3 Specify the fee to be waived

In the **Specific fee waiver** section of the screen, select the three dots to the left of this section and **New** specific fee waiver, as shown in the screenshot below.



Then click on magnifying glass in search bar to choose from the available fee waivers as shown in the screenshot below.

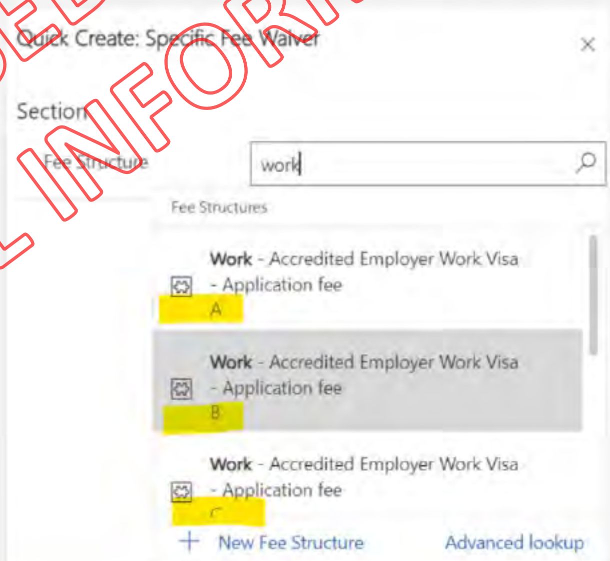
Fee waivers are constructed as application-level fees, or partial/component fees, e.g. IVL – either can be selected from this list.



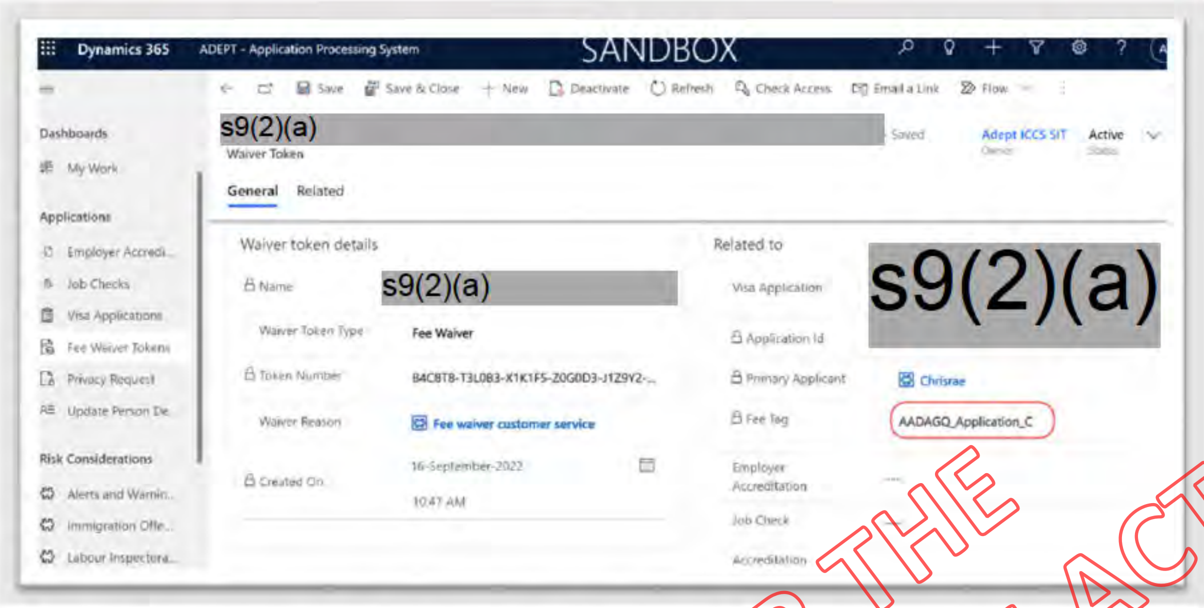
Search by key word or scroll through the list of options to select the right visa type and component to waive.

NOTE

Please note that the correct Specific Fee Waiver (based on Band A, B or C) has to be selected for the fee waiver to work. For instance, if the **Application Fee** was based on **Band A**, the Fee structure for **Band A** needs to be applied, as shown in the screenshot below.



In order to determine which band to select you can look at the **Fee Tag** in the **Related to** grid. This tag indicates whether the band is **A**, **B** or **C**.



Multiples fee components can also be selected if necessary. Select **+New** for each new line where a waiver is to be applied.

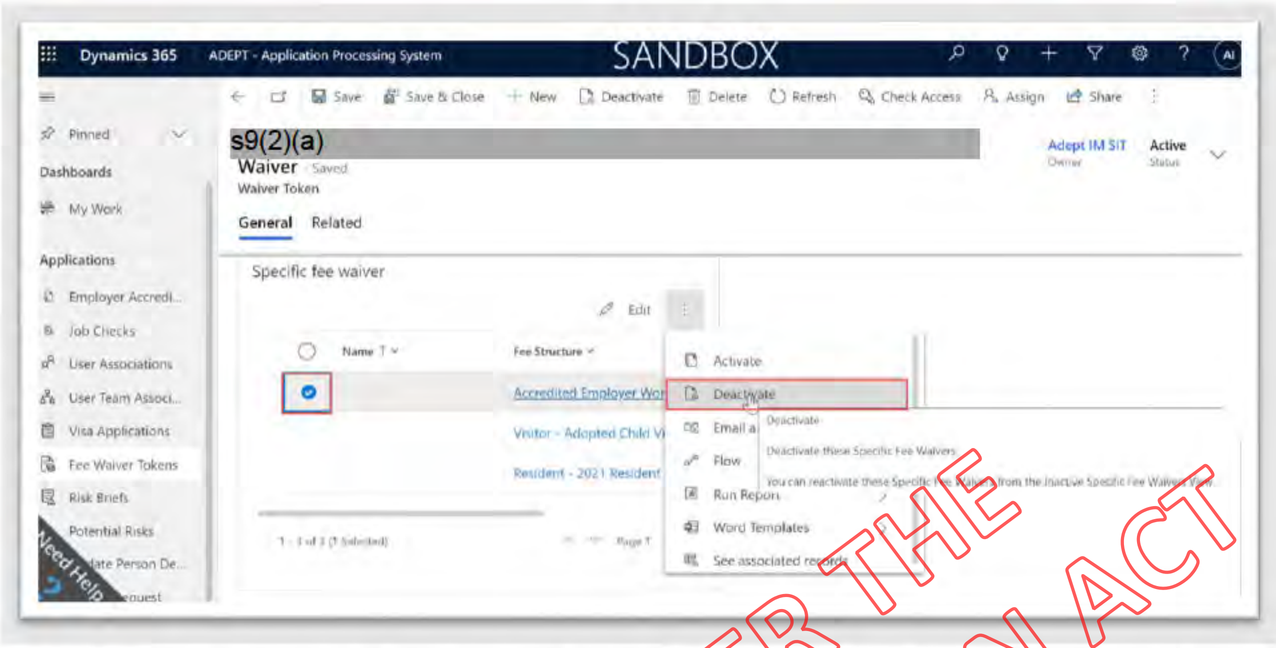
Once all applicable options/components have been added, select **Save and Close.**

The completed Fee Waiver Token is now visible in the list on the main Fee Waiver Token grid.

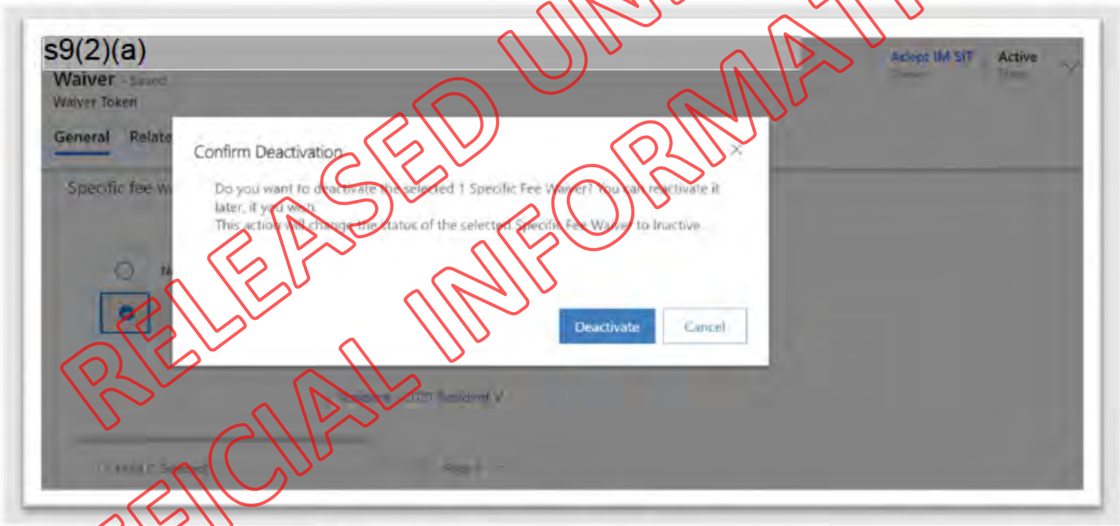
The Fee Waiver will automatically apply to the fee calculation when the application is submitted/re-submitted via the external portal, and the payment is adjusted accordingly e.g. $0, or partial-fees remaining.

7.8.4 Remove fee components

If you need to remove fee components that have been created by mistake or that are no longer required, in the **Specific fee waiver** section of the screen, select the component that need to be removed as shown on the screenshot below. Selecting a component enables you to select the **Deactivate** option.



Clicking on deactivate prompts a confirmation message to be displayed, as shown on the screenshot below.



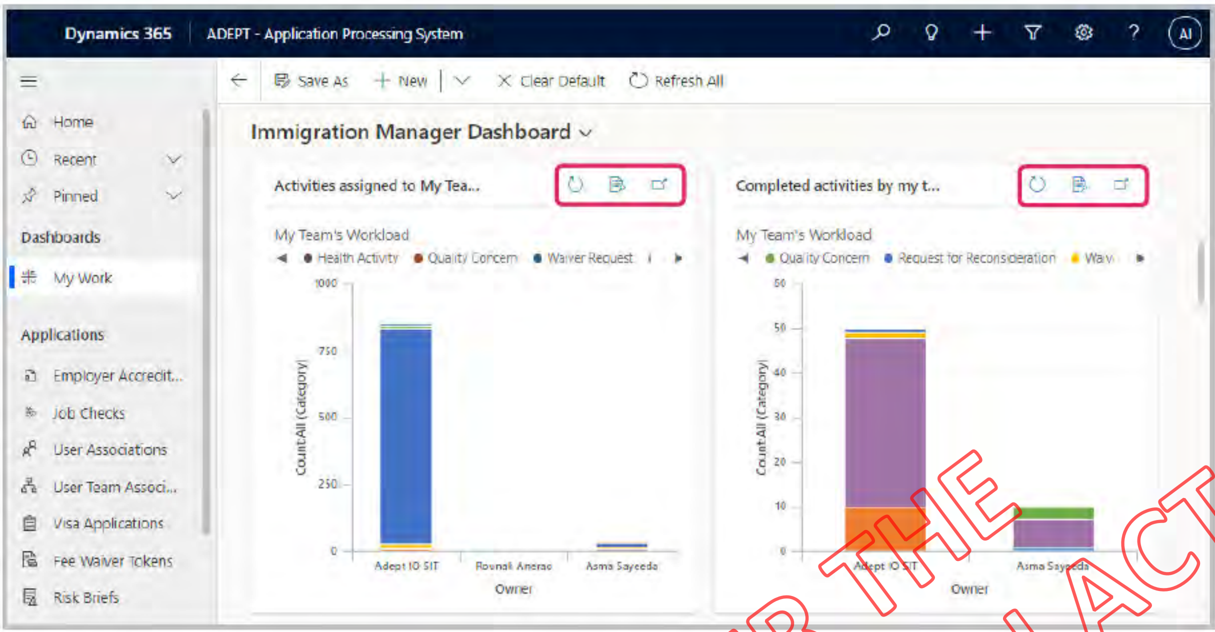
Click on **Deactivate** to confirm the deactivation of the fee component.

7.9 Monitoring workload/performance

The **Immigration Manager dashboard** provides several charts to monitor your team's workload and performance.

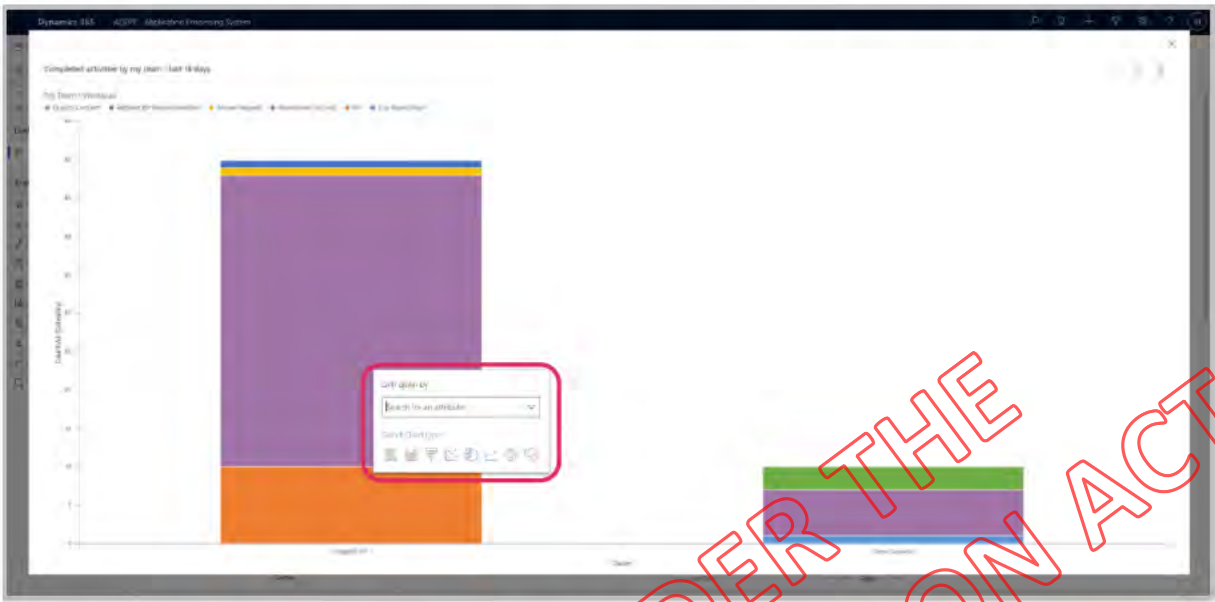
7.9.1 Using ADEPT Charts

There are several interactive features in the charts which are managed by the icons in the top right of the chart.



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.

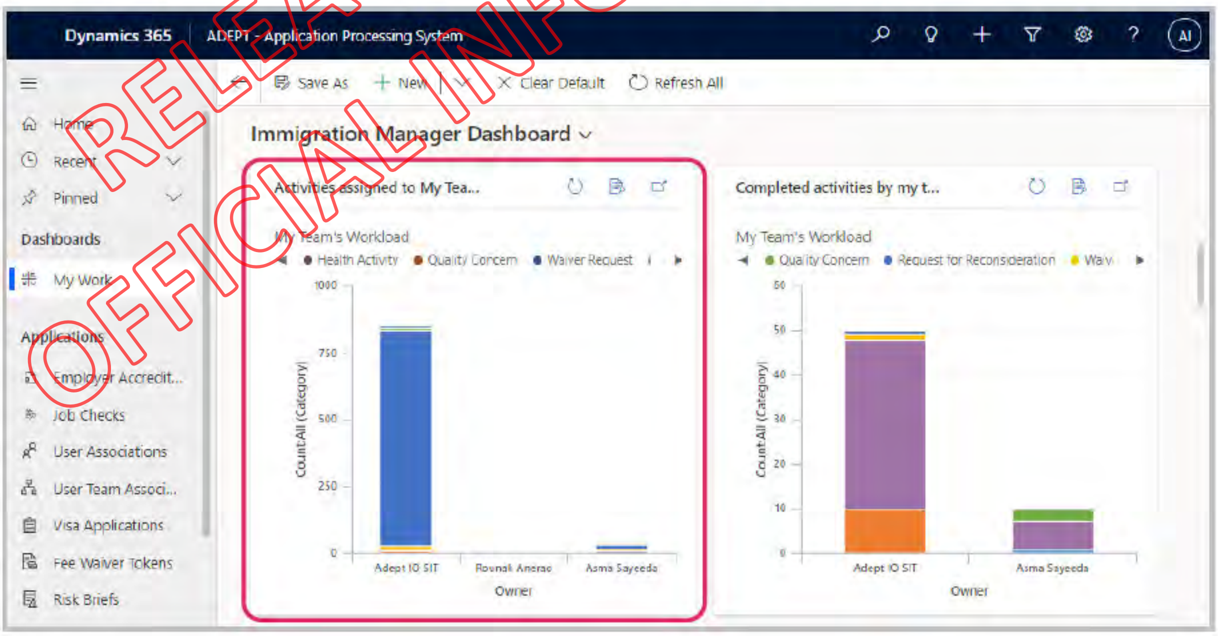
Once a chart has been expanded, select any part of the chart to display a drop-down menu. Select an attribute and chart type to customise the view as shown on the following screenshot.



For more information about using ADEPT charts, refer to the [Microsoft Dynamic 365 documentation].

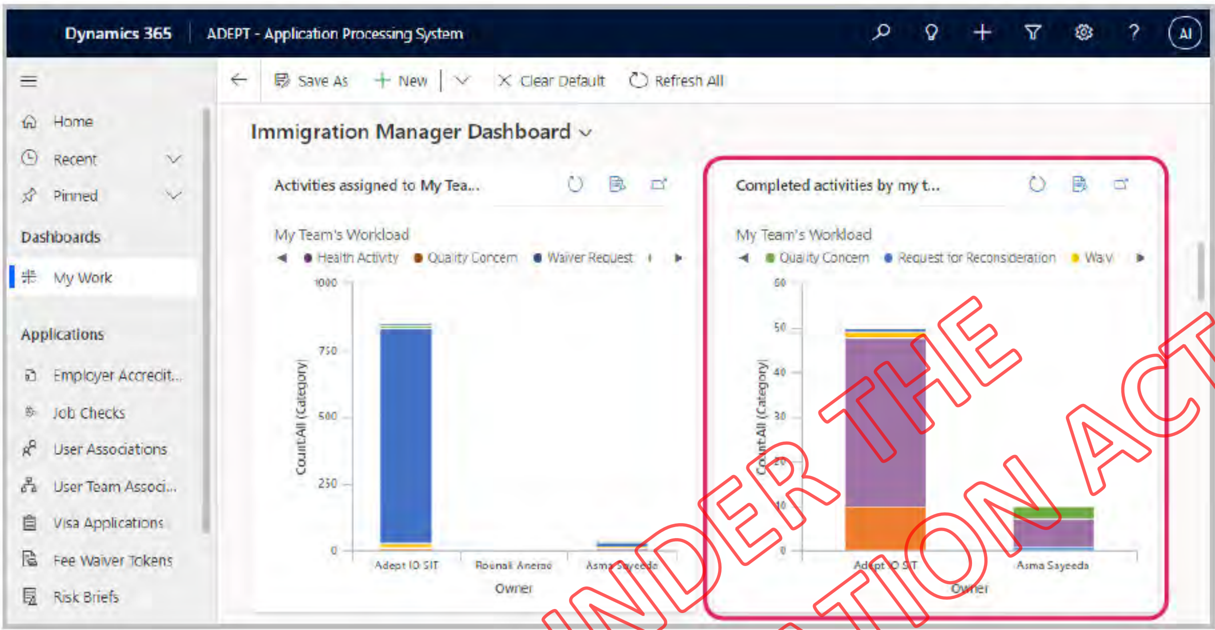
7.9.2 Activities Assigned to My Team chart

The Activities assigned to my team chart shows the activities in-flight that are assigned to the members of your team by activity type as shown in the following screenshot.



7.9.3 Completed activities by my team - last 14 days chart

This chart displays the activities completed by members of your team within the last 14 days by activity type.



7.10 Creating a new dashboard

ADEPT allows users to customise their dashboard. To learn more about creating or customising a dashboard, refer to Section 2.13, Creating a Dashboard.

7.11 VOM and HOO

Visa Operation Managers (VOMs) and Heads of Office (HOO) have user permissions in ADEPT identical to those of an Immigration Manager. This allows them to view the workload of their teams, in the same way an Immigration Managers do.

In order to set up your teams in ADEPT, you can add or remove users from your team using the User Associations functionality. If you are a VOM for instance, you will need to use the Association Type **IO and VOM.**

For more information about User Associations, please refer to **Section 7.7.1 User Associations.**

NEW ZEALAND IMMIGRATION

8 TECHNICAL ADVISORS (TA)

Activities awaiting response

This grid displays the activities waiting for internal responses, e.g. Quality Concerns that you have raised and are awaiting a response from Immigration Officers (IO).

Special Direction Requests

This grid displays **Special direction** requests submitted by an IO for you to provide advice.

Assessment Waiver Requests

This grid displays **Assessment Waiver** requests submitted by an IO for you to provide a decision.

8.2 Performing activity-based QC

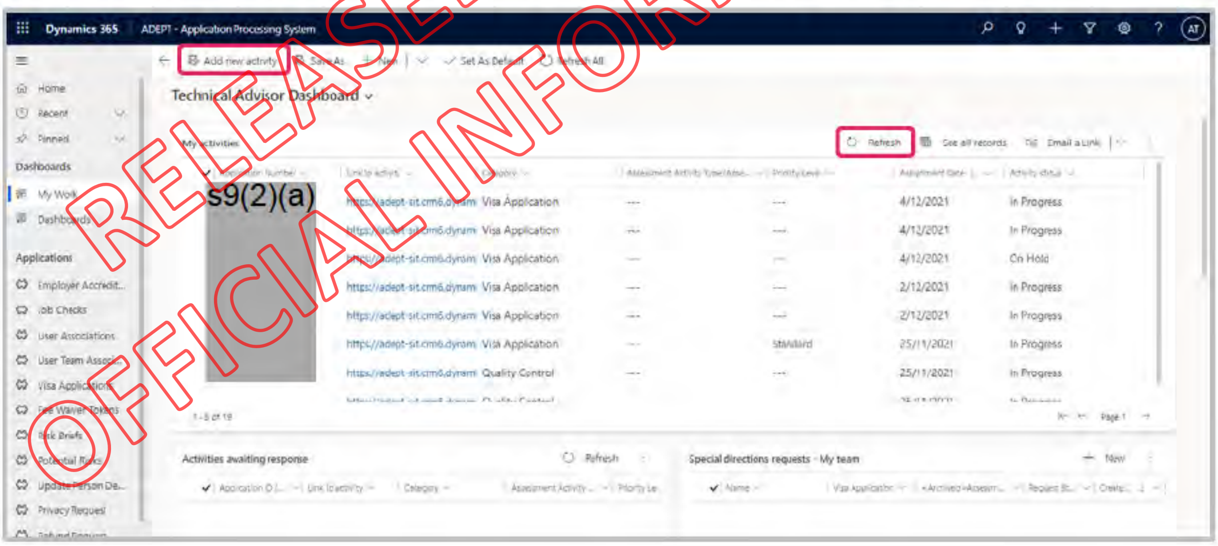
Activity-based QC is triggered where the Immigration Officer responsible for completing the activity was flagged for QC. The flag is maintained by Immigration Managers, and a user may be flagged to have their work checked for the following reasons:

- the user is new to INZ
- the user is new to the role
- the activity is a new capability for the user
- the user is receiving some performance management.

QC activities are generated in the TA queue.

When you pull new work from the queue, the next available item assigned may be a QC activity.

To pull new work, select **Add new activity** as shown in the following screenshot.

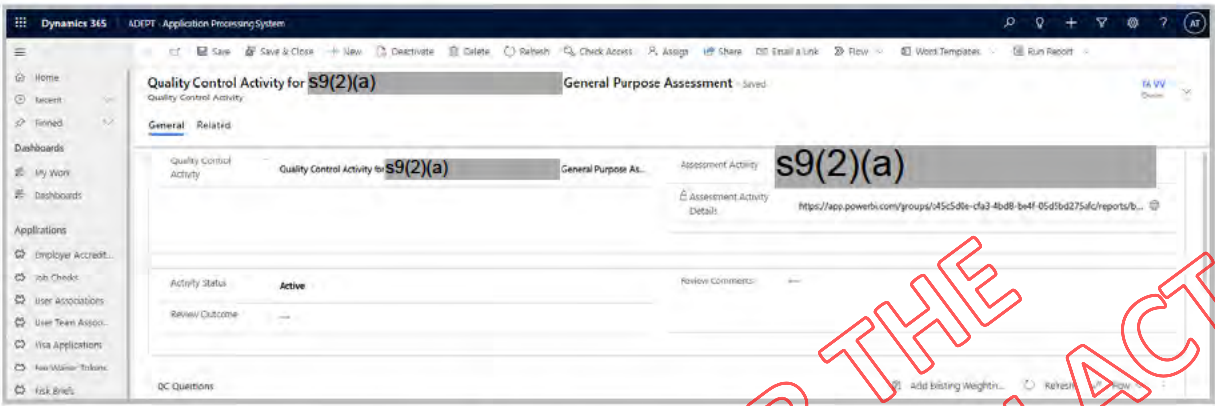


WORKAROUND	Selecting **Add new activity** may bring up the Power BI report of the Visa Application but not the QC activity itself. This is a browser related issue. If this happens you are required close the Power BI report and refresh 'My activities' grid using the **Refresh** button highlighted in the screen above. Alternatively you can try to allow pop-ups on your computer.

8.2.1 Review the QC Activity

Select the link to QC activity from your dashboard.

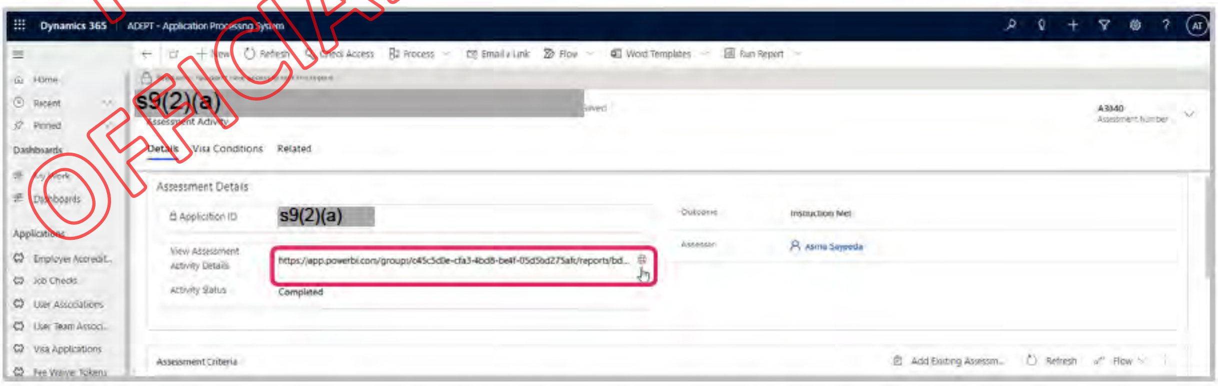
In the top section of the **General** tab, select the original Assessment Activity to review the IO's detailed assessment documented within.



Once you open the assessment activity, relevant information may be contained in any of the components:

- Activity Summary
- Assessment Criteria
- Assessment Concerns
- Notes.

An alternative method of accessing all the relevant information for review, is by using the Power BI report specifically designed to pull all the relevant information into a single view for QC review. It is found in the top section of the activity labelled: **View Assessment Activity Details.** Select the globe symbol at the end of the field to open the report in another tab, as shown in the following screenshot.

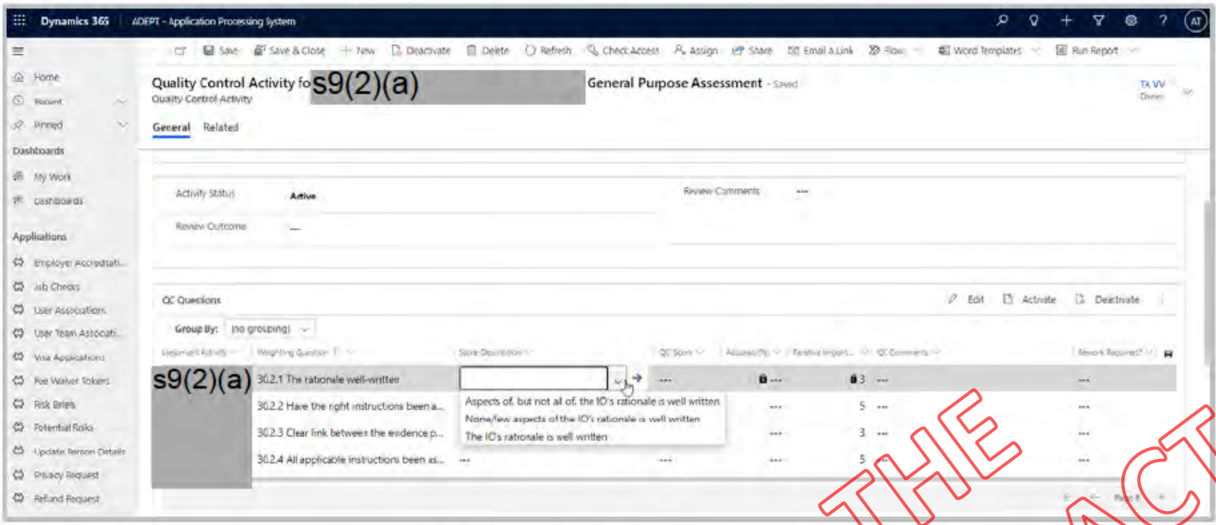


Once all the assessment notes and other work associated with the original activity have been reviewed, move on to scoring the activity.

8.2.2 Score the QC Activity

The **QC Questions** section of the activity lists all the QC questions that are relevant to the original activity.

This section is an editable grid, where scoring takes place and notes can be added.



1. Based on your evaluation of the original activity assessment work, select the appropriate **Score Description** for each question - some descriptions are lengthy, so hover over the field to expand the text view and read its entirety. The **Score** (value) and **Accuracy** will auto-populate based on the description selected.

2. Add a **QC comment** if it is appropriate/useful to explain the scoring rationale - refer to corresponding SOP for further detail on the expectation.
3. Select **'Yes'** in the **Rework required** column if the question score indicates that rework will absolutely be required.

4. Repeat until all questions have been scored - there may be multiple pages of questions to be answered – sort the Question grid by the **Score Description** column to bring blanks (unanswered) to the top of the list.

5. Review the overall **Actual Score** for the Assessment Activity at the top of the screen – as an indication of whether Rework is required.

NOTE	Note that Rework is not enforced by ADEPT. This is because historic thresholds for Rework, do not apply to activity-based working, so ADEPT cannot currently make an automated decision about Rework. Refer to SOPs for guidance on when rework is required.

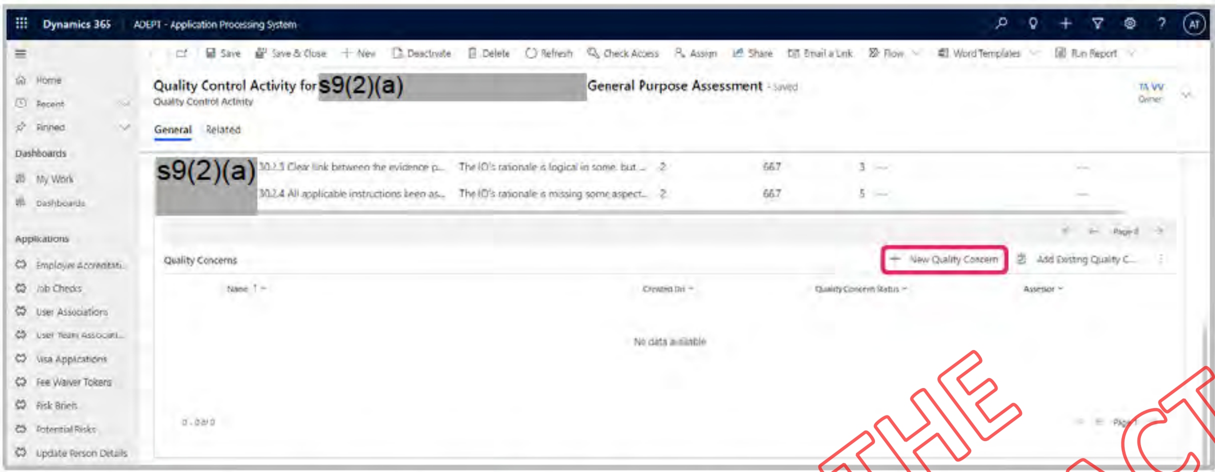
8.2.3 Add a Quality Concern

You can record a quality concern where appropriate, e.g. if an aspect of the original activity assessment was missed or poorly done. A Quality Concern triggers the automatic creation of a Rework activity for the original assessor.

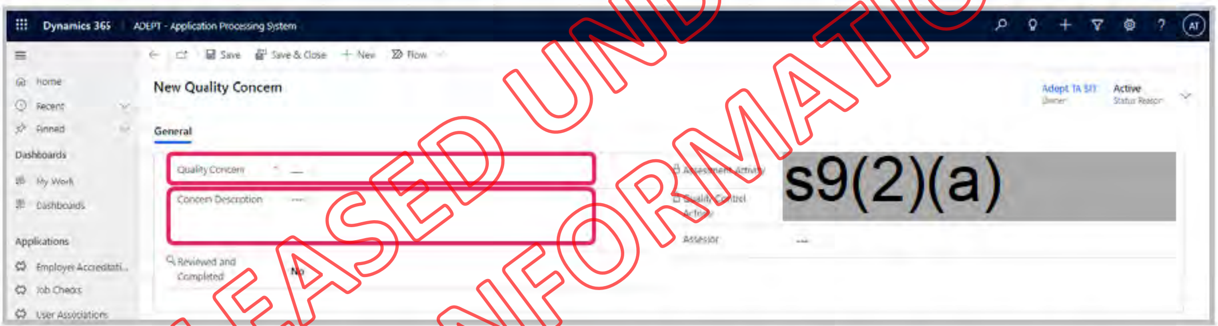
To create a Quality Concern for Rework:

1. If the **Rework Required** column was used to indicate which areas were not of the required quality, then sort by this column to review the questions of concern.

2. Select **New Quality Concern** from the **Quality Concerns** section as shown in the following screenshot.



3. This opens a New Quality Concern. Give the Quality Concern a name in the **Quality Concern** field. In the **Concern Description** free-text field, add notes to detail the nature of the concern, and recommendations for the necessary **Rework** to mitigate the concern.



4. **Save & Close** the concern to generate a Rework activity to the original assessor, and to return to the main QC screen. The **Assessor** is auto-populated based on the assignee of the original activity that the concern is being raised against.

5. ADEPT will now generate a Rework activity (which includes the notes from the Quality Concern) which is automatically assigned to the original assessor.

6. Repeat the above steps if there is more than one separate concern.

7. Change the **Status** of the QC activity to **Awaiting Internal Response** - to indicate that the original activity is now being reworked and the QC is on hold until responses are received.

NOTE	If a QC or RSQC is set to **Awaiting Internal Response** Status, the Activity Header Record will remain **In Progress,** however the activity will be removed from the **My Activities** grid and placed in the **Activities awaiting response** grid. Should the activity status change back to **Response received** then the activity will once again appear under the **My activities** grid. If an activity header record is manually changed to **On hold** this will also move the activity to the **Activities awaiting response** grid.

8.3 Reviewing Quality Concern Rework

A Quality Concern added to a QC generates a rework activity assigned to the original assessor of the activity the concern is raised against.

While a QC activity has quality concerns outstanding for Rework, the QC activity shows as **On Hold** in your dashboard.

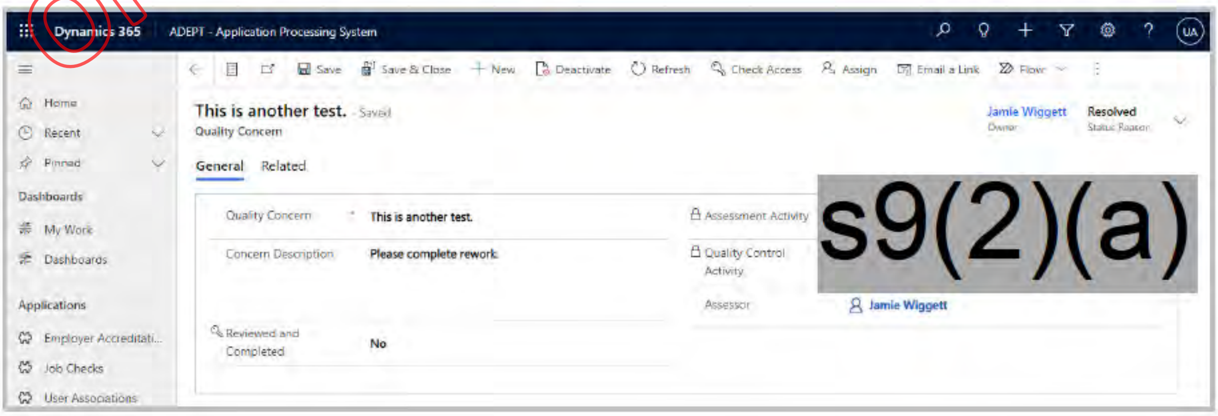
Once a rework activity has been completed, the QC activity status changes to **Response received**, and the activity is no longer **On Hold** in the dashboard – indicating it is again ready for TA review.

8.3.1 Review the rework

1. Select the QC activity from the dashboard and note that it has a **Response received** status in the detail of the activity, meaning that there is rework for review.
2. The link to the original assessment activity is available in the activity – use this to review the assessment rework added by the original assignee. by the original assignee.
3. Add any relevant notes about the rework against the Quality Concern.

8.3.2 Score the rework

1. Update the QC question outcomes for the activity, to reflect the new standard achieved as a result of the rework.
2. If the rework has still not met an acceptable standard, notes should be added to reflect that the Quality Concern is going through another cycle of rework, and the current Quality Concern status changed to 'Resolved'.
3. Then create a new (duplicate) Quality Concern, including notes about the expected rework, and the QC activity should be manually reverted to **Awaiting internal response** status. The Quality Concern will be automatically assigned for rework, and the cycle begins again (from 'Review Rework') when the assignee resolves the Quality Concern. The Quality Concern will be automatically assigned for rework, and the cycle begins again (from 'Review Rework') when the assignee resolves the Quality Concern.
4. When all Quality Concerns are **Resolved**, the entire QC activity can also be completed – refer to Section 8.5, Complete a QC Activity.



NOTE	Note that a maximum of five rounds of Quality Concern for Rework should be manually applied, e.g. if the quality standard has not been met after five attempts, the QC should be escalated (assigned) to an IM.

8.4 Performing application-based QC (RSQC)

IMPORTANT NOTE	This functionality has been temporarily disabled in ADEPT. QC should be managed outside ADEPT until this functionality is reintroduced.

Application-based QC occurs for every 50th Visitor Visa application decided in ADEPT, where manual assessment occurred, whereas 100% of Resident 2021 applications will generate QC activities.

Application-based QC is also known as 'Random-Sampling QC' (or RSQC), because application selection is automated by ADEPT.

RSQC differs between application types:

- For Visitor Visa it is a combination of QC questions for all the manual assessment activities that were applied to the application
- For RV21 it is a specific set of questions asked at the application level

The RSQC activity is created after the decision activity is completed in the application assessment workflow, and MUST complete (i.e. be Resolved by the user) before ADEPT can confirm/notify the decision, i.e. it is the final check before the visa is issued.

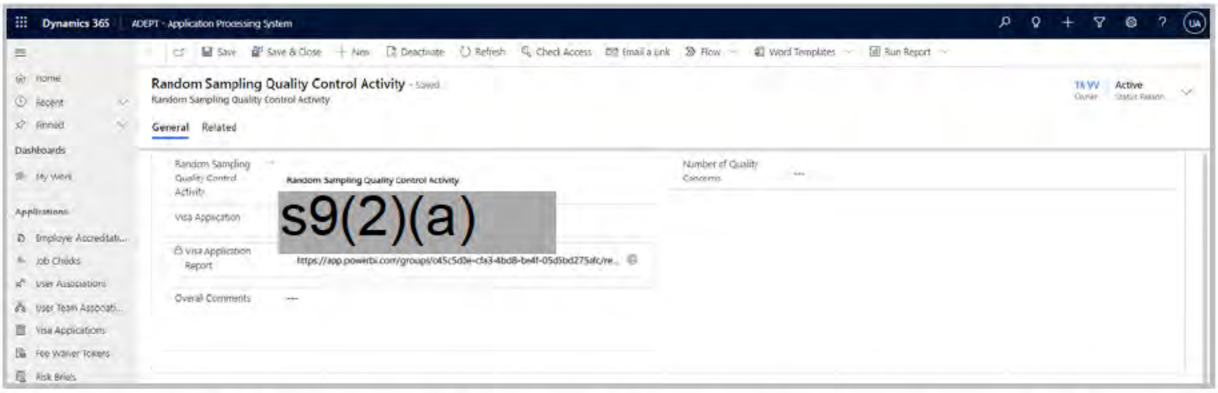
For more information about RSQC for RV21 applications, please refer to **Section 8.5 RSQC for Resident 2021**.

NOTE	RSQC for RV21 will remain at 100% for a few months after the release of RV21 functionality into ADEPT, but this percentage of applications being quality checked will reduce over time.

8.4.1 Review the RSQC activity

Select the QC activity from your dashboard.

In the top section of the **General** tab, select the **Visa Application** to review the details of the visa application.



An alternative method of accessing all the relevant information for review, is by using the Power BI report specifically designed to pull all the relevant information into a single view for QC review. It is found in the top section of the activity labelled **Assessment Activity Details**. Select the globe symbol at the end of the field to open the report in another tab.

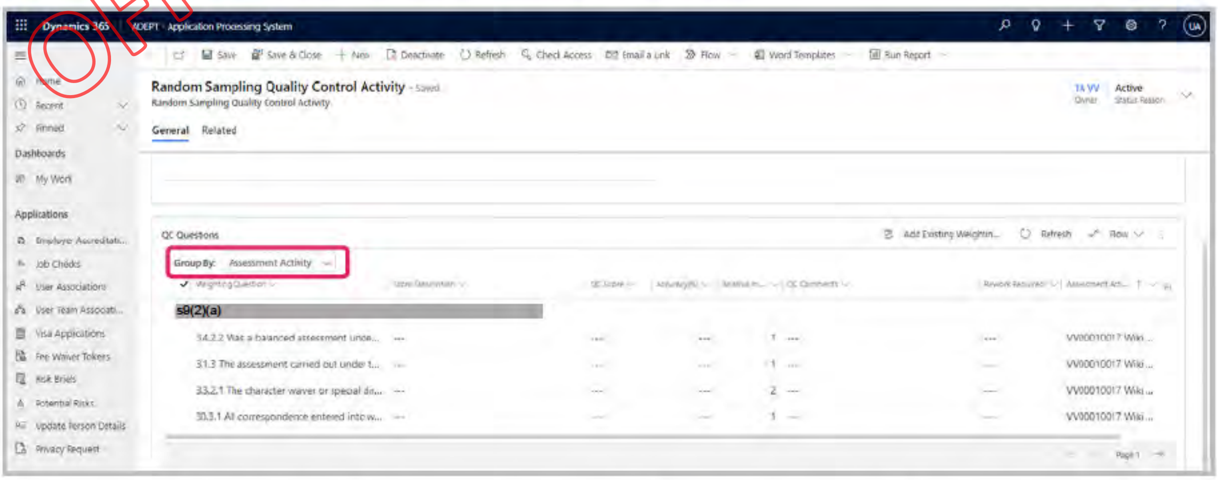
Once the application has been reviewed, move on to scoring the assessment activities.

NOTE	There are currently no QC Questions mapped to the 'General Additional Document' activity – which is where the applicant submits additional information to an application that is already processing, of their own volition.

WORKAROUND	The Number of Quality Concerns field at the top of the page is editable but you should refrain from editing it. It will be made read-only in a future release of ADEPT.

8.4.2 Score the RSQC Activities

The **QC Questions** section of the activity lists all the QC questions relevant to each assessment activity. Select **Assessment Activity** in the **Group By** drop-down menu – this ensures that the **QC question grid** groups the questions by the activity they relate to.

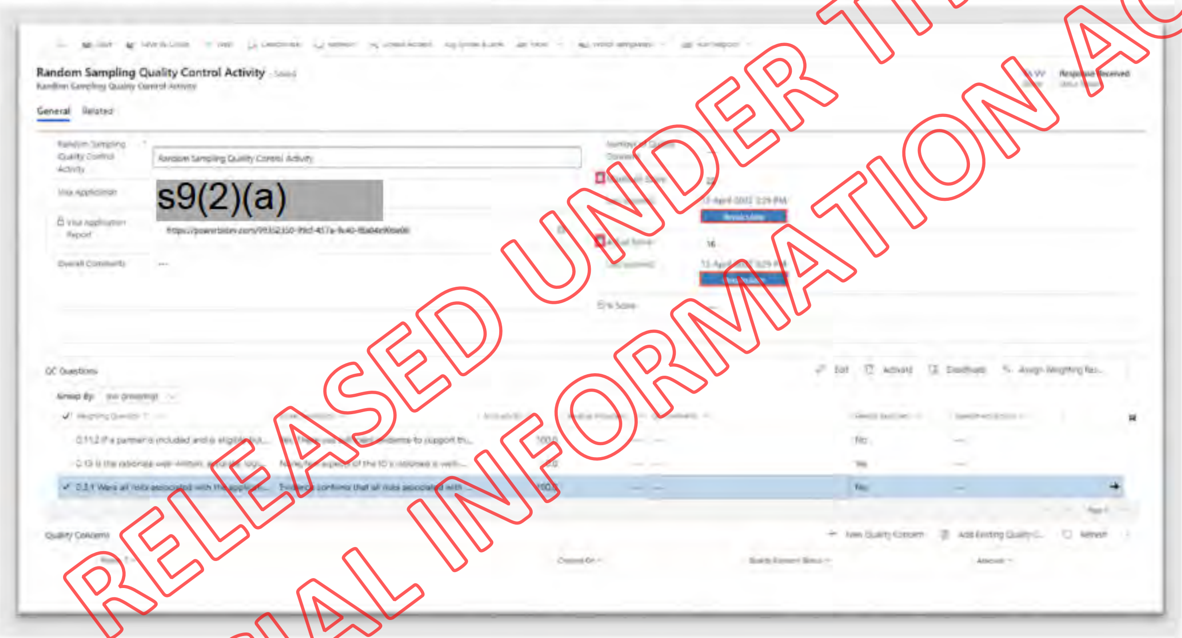


1. Select an assessment activity listed, to review the assessment notes and work completed.

2. Return to the QC screen and based on your evaluation of the original assessment activity, select the appropriate **Score Description** for each question.
3. Add a **QC comment** to explain the scoring rationale against each question – particularly where the score is less than the maximum.
4. Repeat the above steps for the remaining activity groups.

NOTE	Be careful not to touch the numeric values in the **QC Score** column/fields (in the QC question grid), as this column is derived from the answer selected in the **QC Description** column and should never be 'user selected' directly.

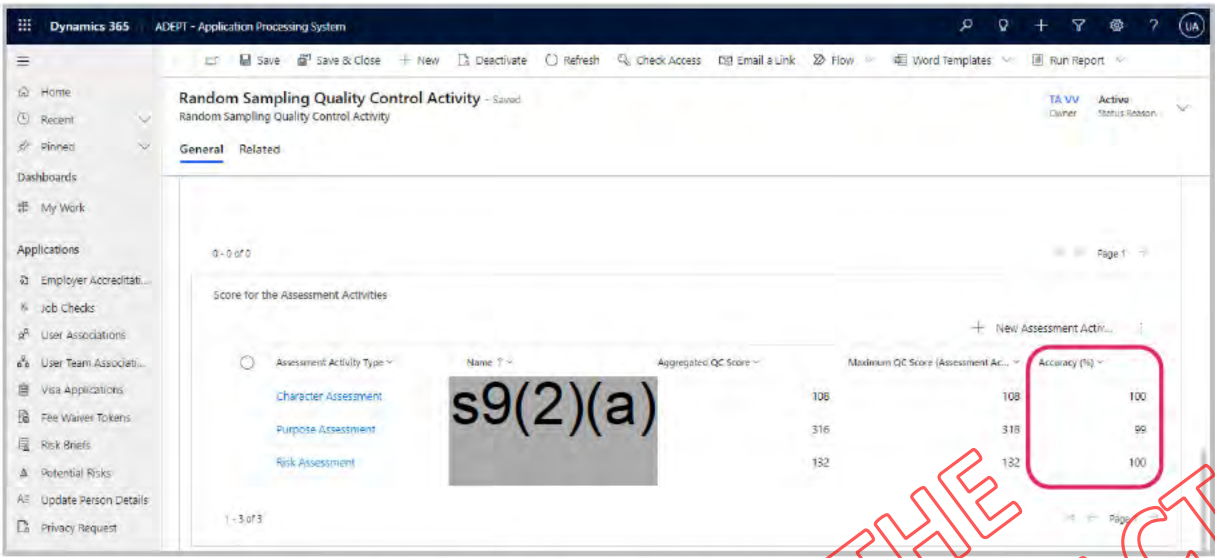
5. In order to refresh the **Maximum score** and the **Actual score** fields, you need to click on the **Calculator** icon, and the **Recalculate** button as shown on the screenshot below (the system will perform calculations automatically every 30 minutes, so using these refresh buttons is the best way to ensure the scores are up to date).



8.4.3 Add Quality Concerns to individual activities

You can record a quality concern against an activity, to generate rework for the original assessor.

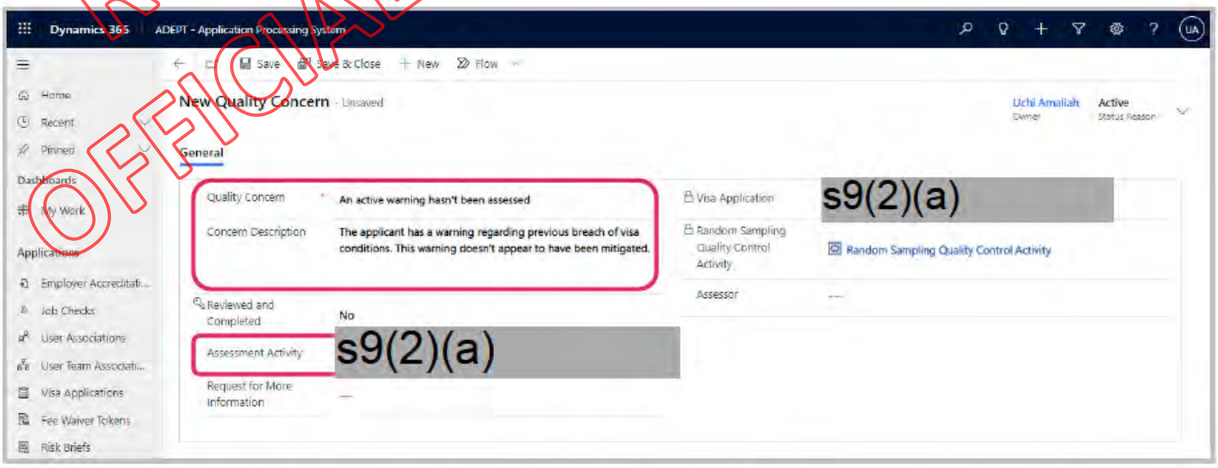
Review the **Score for the Assessment Activities** section at the bottom of the screen. This section summarises all the question scores for each activity, and the **Accuracy** value provides an indication of which activities may need rework.



As per activity-based QC, select **New Quality Concern** from the **Quality Concerns** section – which opens a detailed form.

1. Give the Quality Concern a name in the **Quality Concern** field.
2. In the **Concern Description** free-text field, add notes to detail the nature of the concern, and recommendations for the necessary Rework to mitigate the concern.
3. In the Assessment Activity field, search for and select the activity that the Quality Concern is being created against.

NOTE	Note that the need to identify which activity the concern relates to (in order to link the original activity for Rework), is the key difference between the RSQC Quality-Concern/Rework process (Application-level QC), and an individual activity QC.



4. **Save & Close** the concern to generate a Rework activity to the original assessor of that assessment activity, and to return to the main QC screen.
5. Repeat the above steps for each activity where rework is being requested.

8.4.4 QC activity for declined applications

When Immigration Officers have completed their assessment of a visa application and made the decision to decline the application, ADEPT will automatically create a QC activity of type **Application Decline**. These QC activities will follow the same flow as RSQC activities and will be displayed in the TA dashboard via blind pull.

You can select these activities from your dashboard and assess them the same way as RSQC activities, including raising a **Quality Concern** if required.

8.5 RSQC for Resident 2021 (Resident 2021)

8.5.1 Performing the RV21 RSQC

You will notice in the RSQC functionality a few differences from the Visitor Visa RSQC functionality:

- **Questions**: The questions are not linked to assessment activities so there is no need to sort them.
- **Score**: The **Score for assessment activities** grid is not applicable for Resident 2021 visa. Please ignore it as the scores displayed are not linked to assessment activities for Resident 2021 visa.
- **Quality Concern**: Link the concern to the relevant assessment activity. This will ensure the quality concern appears on the dashboard of the person who completed that activity. You do not need to enter the name of the assessor as the system will look it up. If there was no relevant assessment activity (for example the concern relates to an issue that was automated) leave the assessment activity field blank and enter the name of the person who will do the rework in the "assessor" field. You must populate either the assessor field or the assessment activity field before you first save the quality concern. If you update these fields after you first save it the quality concern will not appear on the dashboard of the intended IO and they will need to search for it to complete the rework.

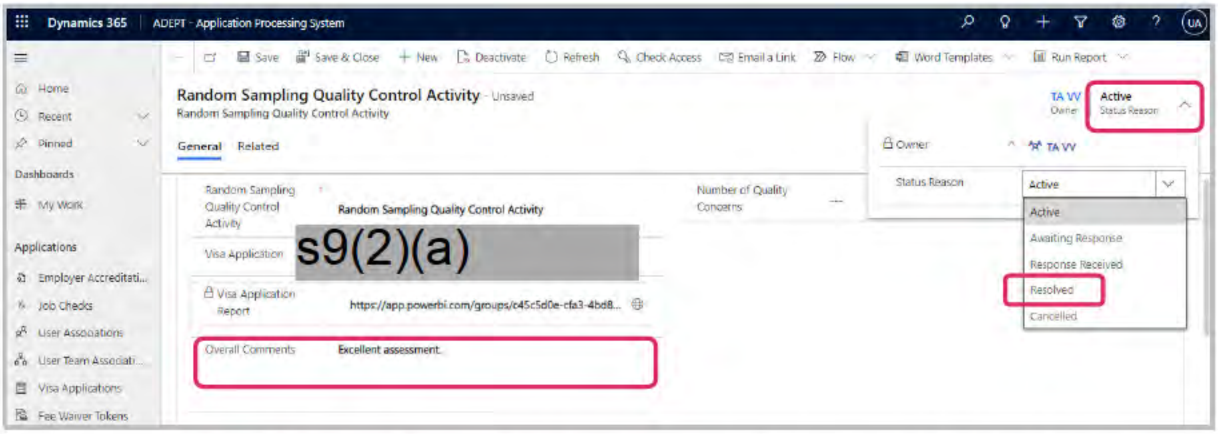
NOTE	Refer to Section 8.4 Performing application-based QC (RSQC) of the user guide for more information about processing RV21 RSQC activities.

8.6 Complete a QC Activity

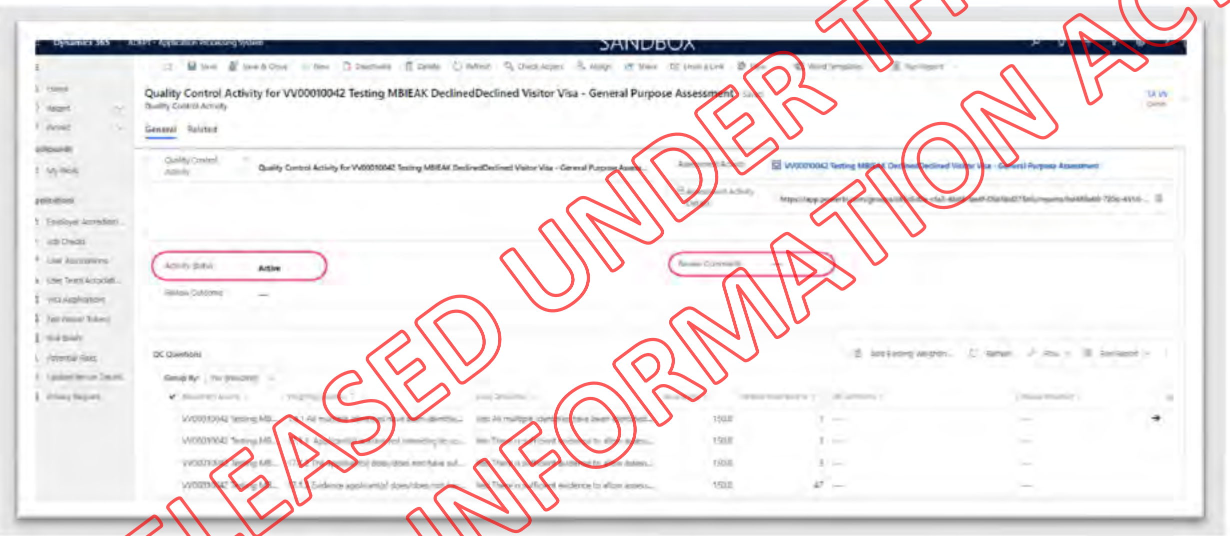
Whether Application-Based, or Activity-Based QC; if there are no outstanding Quality Concerns - e.g. any requested rework is complete to an accepted standard and all Quality Concerns are in status **Resolved** - then the QC activity can also be **Resolved**.

To do this:

1. Add overall **Review Comments** for the QC.
2. Select the Activity Status as **Resolved:**
    a. On the RSQC screen, this field is displayed on the top right-hand side of the screen as per screen shot below.



b. On the activity QC screen, this field is displayed in the second grid of the **General tab** as per screen shot below.



3. **Set the Review Outcome field value to Approved.**
4. **Select Save and Close at the top of the screen.**

ADEPT accepts the QC as Resolved, and the application workflow moves on.

In activity-based QC, this point varies depending on the phase and status of other activities, whereas in application-based QC, the application moves to the final decision phase.

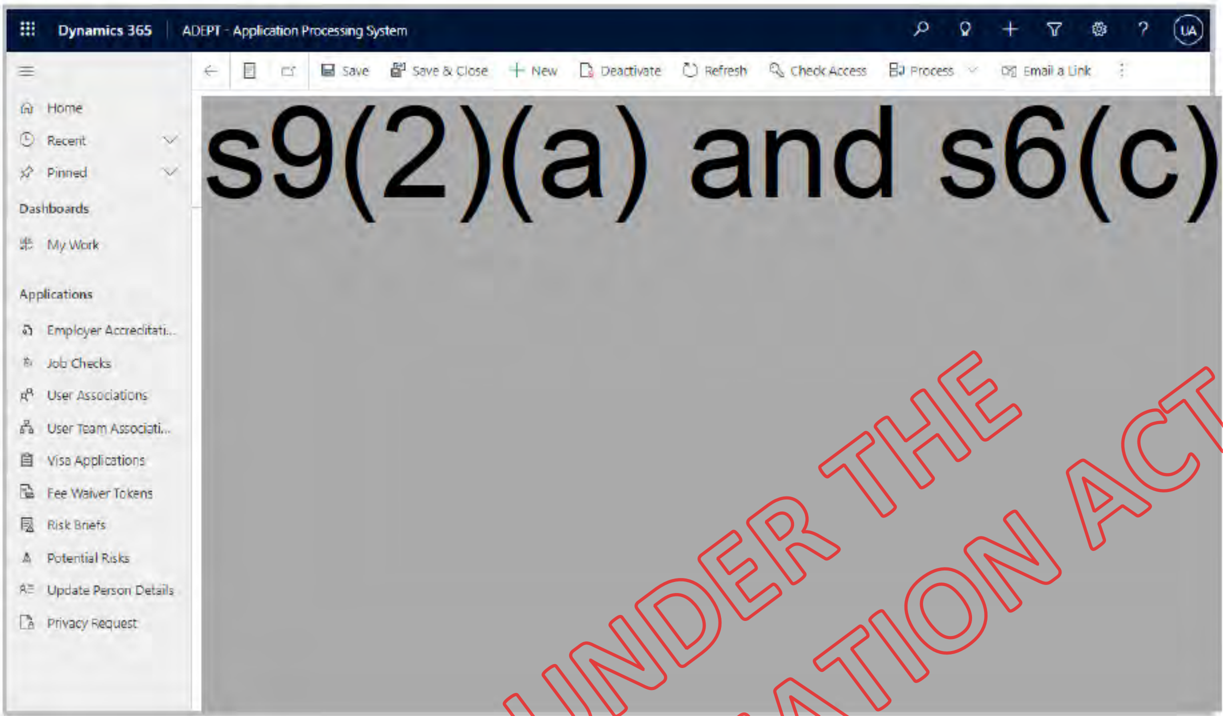
8.7 Unlock the outcome of an assessment activity

Once an Immigration Officer has confirmed the outcome of an assessment activity, they can't change their decision anymore, i.e. it is locked.

You have the possibility to revert this decision by using the **Change outcome** field in the following situations:

- When an IO contacts you and requests you to revert their decision, or
- When you perform a QA and, as a result, expect the IO to change the outcome of the assessment activity

To do this, open the assessment activity and select the value **Yes** in the **Change Outcome** field as shown in the screen below.



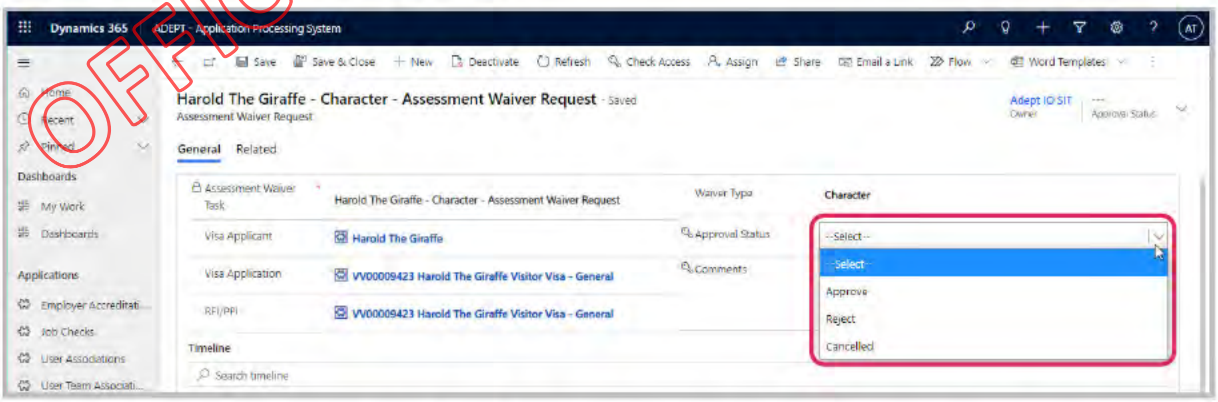
Then, click on the **Save** button at the top of the screen.

You now need to remove the outcome displayed in the **Outcome** field by blanking out this field, and save again the assessment activity.

It is now ready for an Immigration Officer to enter a new outcome.

8.8 Manage an Assessment Waiver

In the **Assessment Waiver request** grid of your dashboard, select a request to open it and review the details as shown in the following screenshot.



Enter a status in the **Approval status** field; the drop-down menu allows you to choose one of the following options:

- **Approve**, to approve the assessment waiver.
- **Reject**, to reject the assessment waiver.

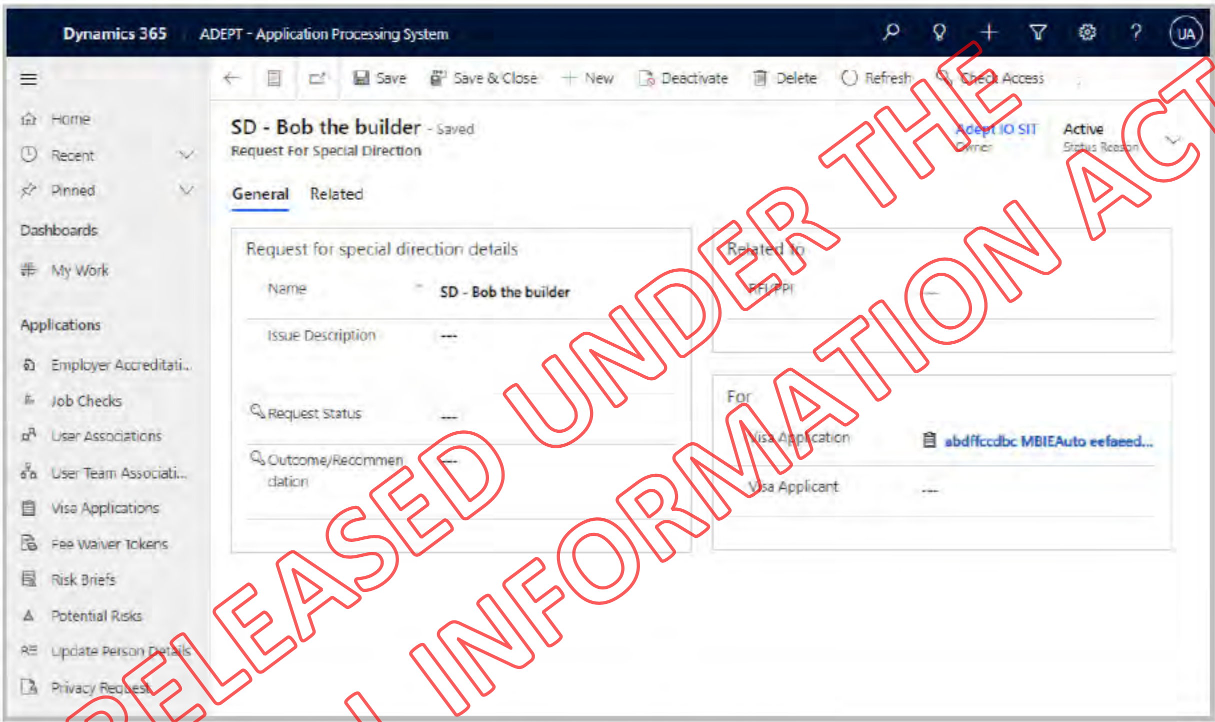
- **Cancelled**, if the visa application has been withdrawn.

Enter a comment to evidence and support your decision in the **Comments** field.

Select **Save** to save the outcome. The Assessment Waiver request is removed from your dashboard and appears back in the original IO's dashboard.

8.9 Manage a Special Direction

In the **Special Directions requests** grid, select a request to open it and review the details as shown in the following screenshot.



Enter a recommendation in the **Outcome/Recommendation** field.

Enter a status in the **Request status** field; the drop-down menu allows you to choose one of the following options:

- **Approve**, to approve the Special Direction.
- **Reject**, to reject the Special Direction.
- **Cancelled**, if the visa application has been withdrawn

Select **Save** to save the outcome. The Special Direction request is removed from your dashboard and appears back in the original IO's dashboard.

8.10 Cancel a visa

In some cases you may need to cancel a visa. To do this you would need to:

- Cancel a visa by creating a cancellation request. For more information on this, refer to Section 4.8.6, Cancel Visa.
- Approve the cancellation request. For more information on this, refer to Section 7.2.3, Manage Cancellation request. This section describes the functionality available for an

Immigration Manager to approve a cancellation request created by an Immigration Officer. As a Technical Advisor, you have the capability to approve the cancellation request straight away.

NEW ZEALAND IMMIGRATION

9 PRACTICE LEAD (PL)

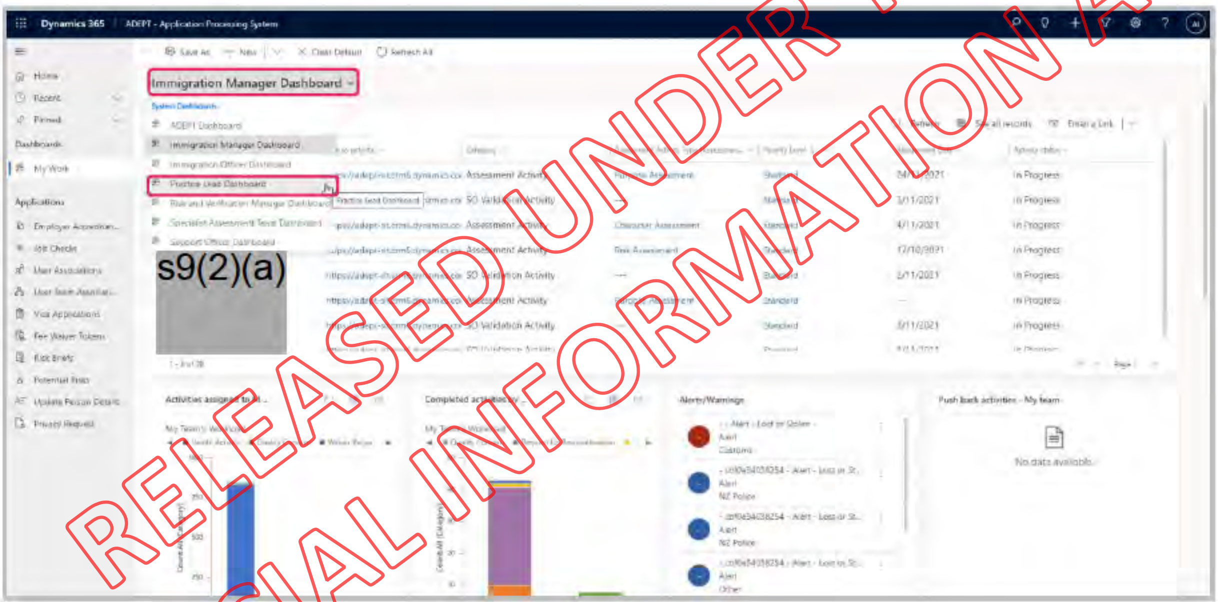
Practice Lead Introduction

The purpose of this document is to provide guidance and support to Practice Leads (PL) using the ADEPT system to supervise and coordinate Quality Control (QC) activities.

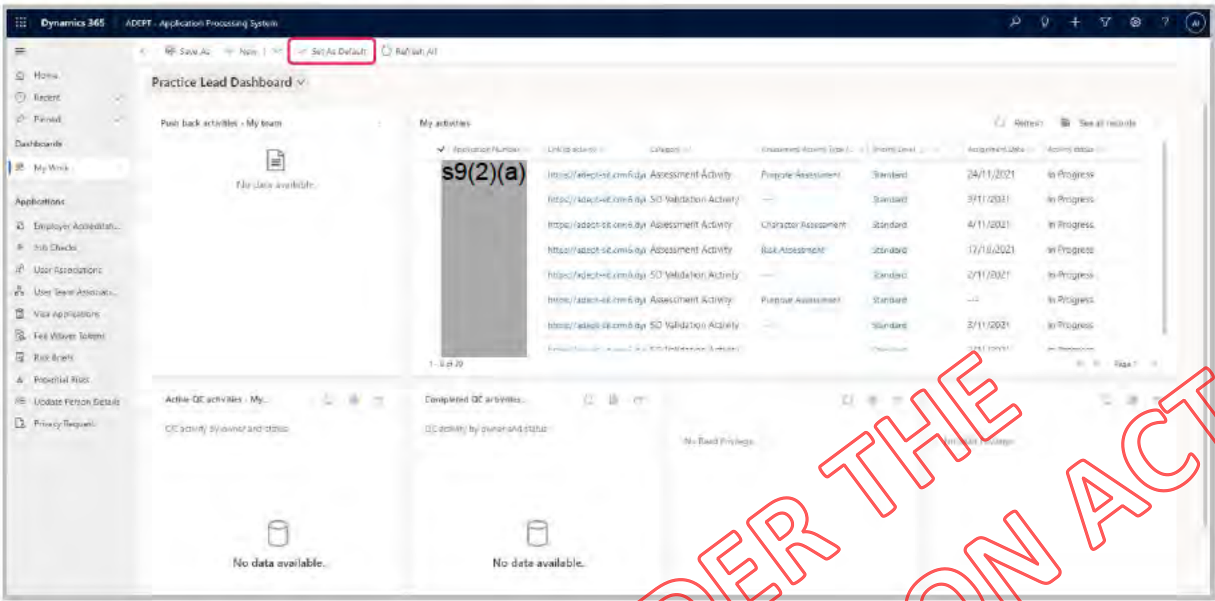
9.1 Dashboard

The **Practice Lead dashboard** provides you with information about activities assigned to Technical Advisors.

When logging into ADEPT for the first time, you will see the **Immigration Manager dashboard.** To access the **Practice Lead Assessment Team Dashboard**, select the drop-down arrow and select **Practice Lead Dashboard** as shown in the following screenshot.



The **Practice Lead Dashboard** is displayed. Select **Set As Default** in the top menu to ensure that your dashboard is displayed by default each time you log in.



Key features of the dashboard:

Push back activities – My team

The Push Back Activities grid displays activities that a Technical Advisor (TA) has pushed back. These activities need to be reassigned to another TA.

My Activities

My activities grid displays your assigned activities.

Active QC activities – My team

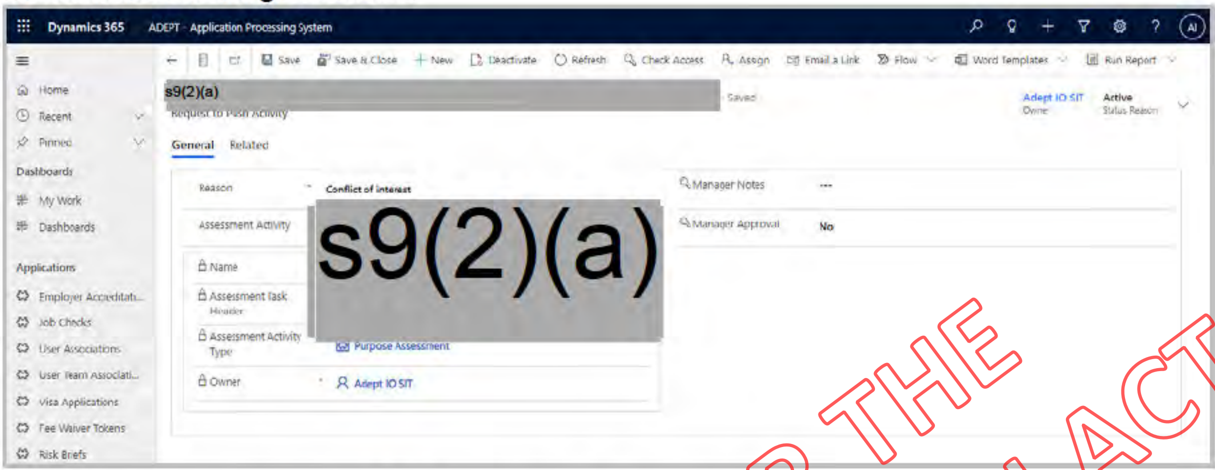
This is a graphical representation of the QC activities your team are currently working on. The chart can be expanded and used interactively to find more information about your team's workload.

Completed QC activities – My team in the last 14 days

This is a graphical representation of the QC activities your team has completed in the last 14 days. The chart can be expanded and used interactively to find more information about your team's work.

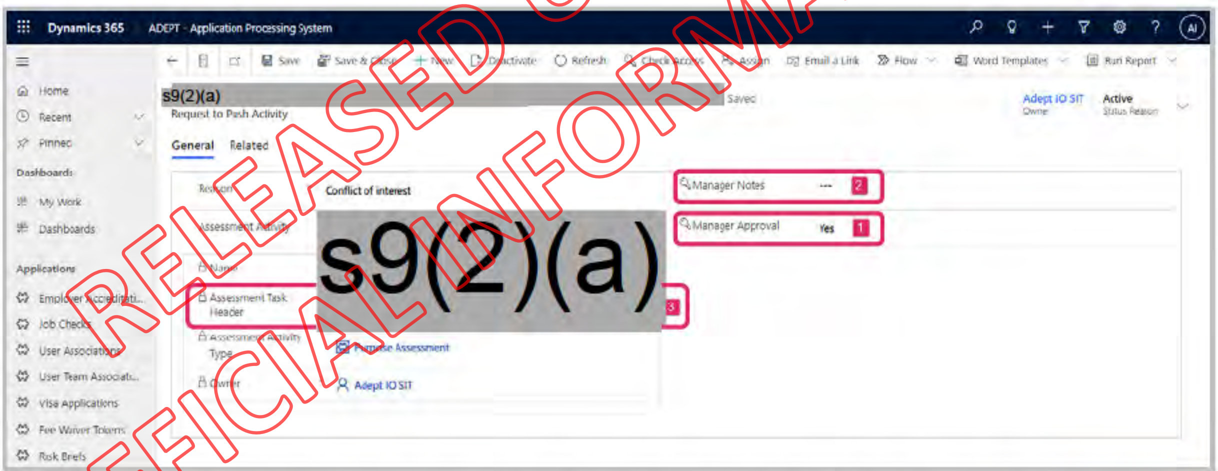
9.2 Managing Push back activities

In the **Push back activities** grid, select the activity to open the **Request to Push Activity** screen as shown in the following screenshot.

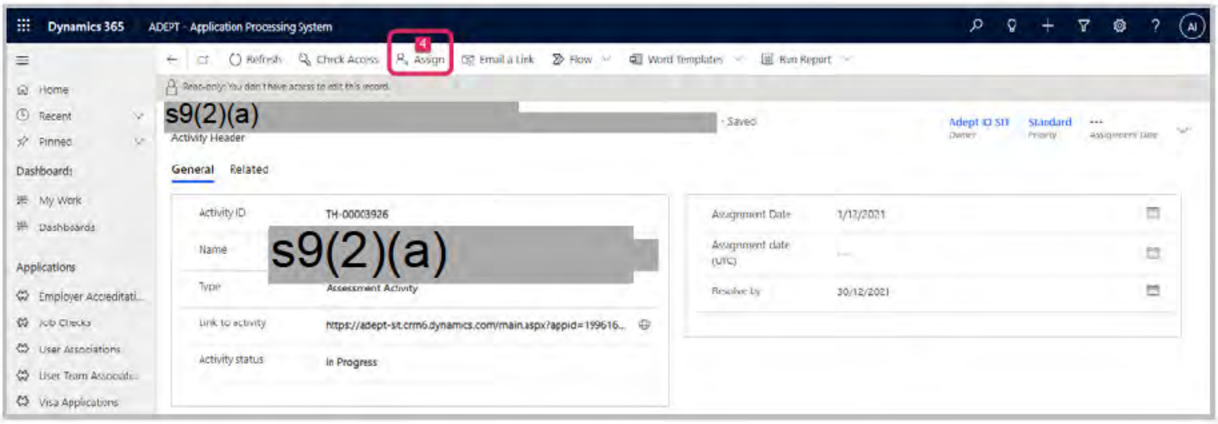


To approve the request for push back, complete the following steps.

1. Select **Yes** in the **Manager Approval** drop-down.
2. Enter the reason for the approval in the **Manager Notes** field.
3. Select the **Assessment Task Header** link.

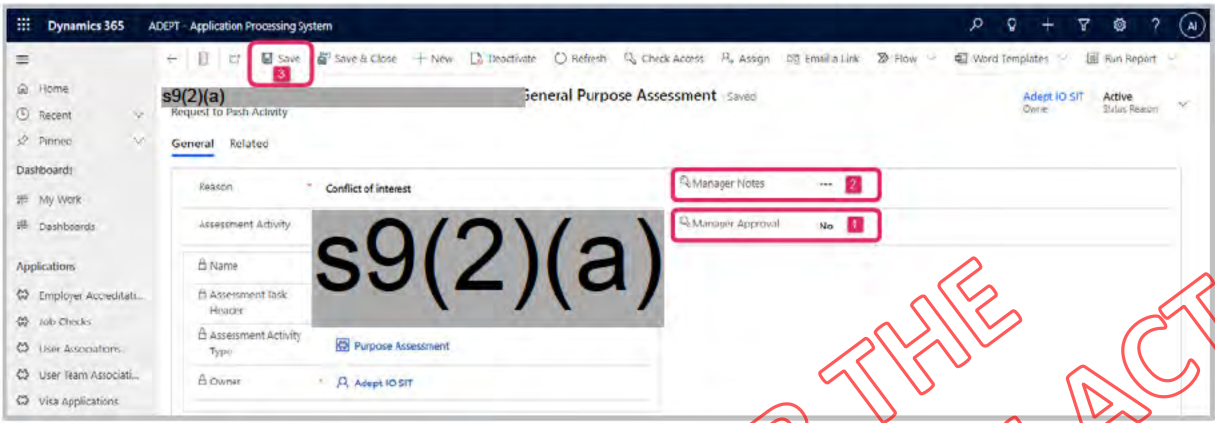


4. The **Activity Header** page opens. Select **Assign** to assign the activity to a new TA (Section 9.3, Assigning an activity) as shown in the following screenshot.



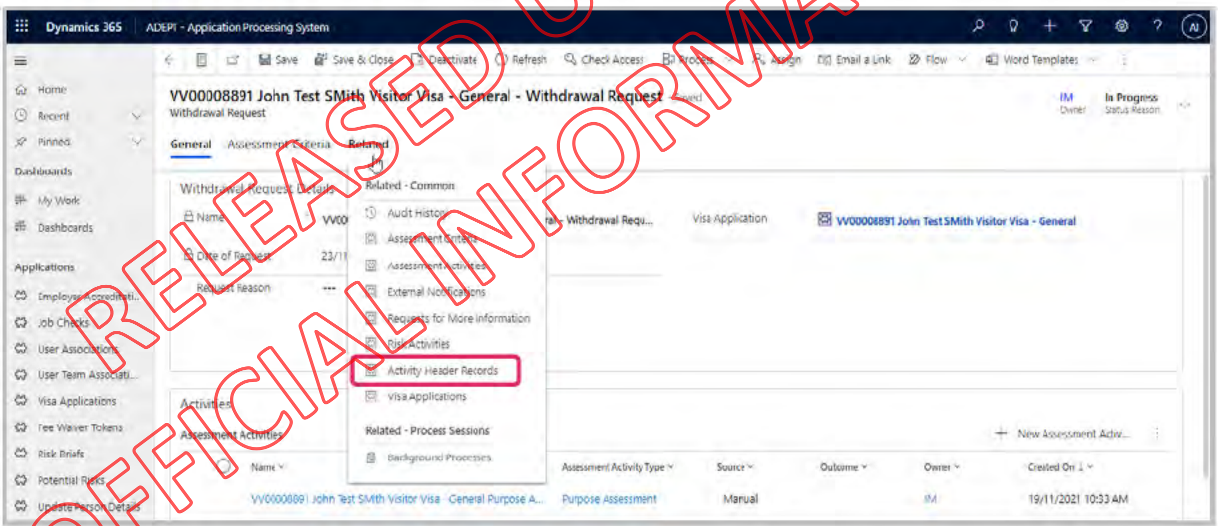
To decline the request for push back, complete the following steps.

1. Select **No** in the **Manager Approval** drop-down.
2. Enter the reason for the decline in the **Manager Notes** field.
3. Select **Save** to return the request to the original IO and remove it from your dashboard.

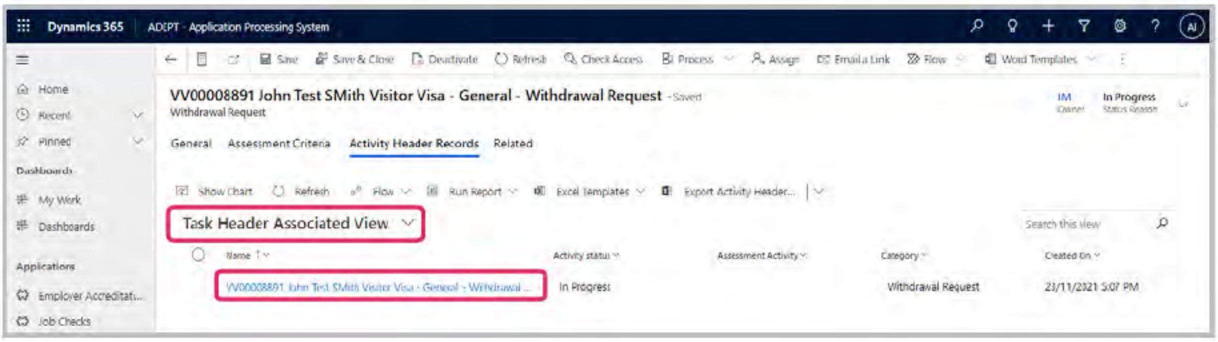


9.3 Assigning an activity

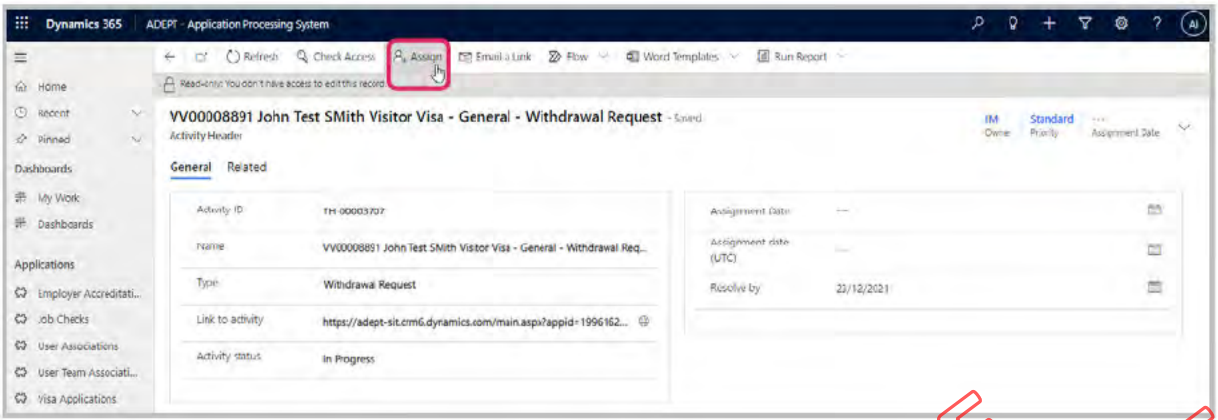
To assign an activity, locate the activity and select the **Activity Header Records** in the **Related** tab as shown in the following screenshot.



The **Task Header Associated View** is displayed. Select the link provided in the **Name** column of the grid to open the Activity Header as shown in the following screenshot.

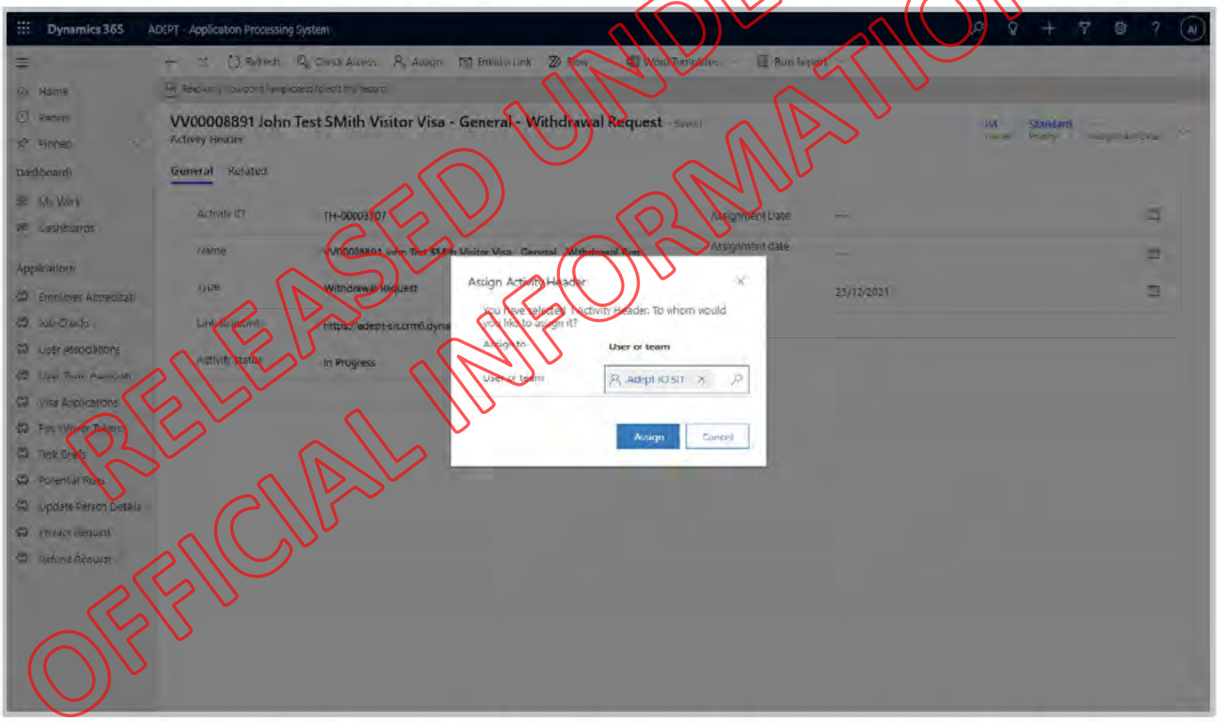


Select **Assign** as shown in the following screenshot.

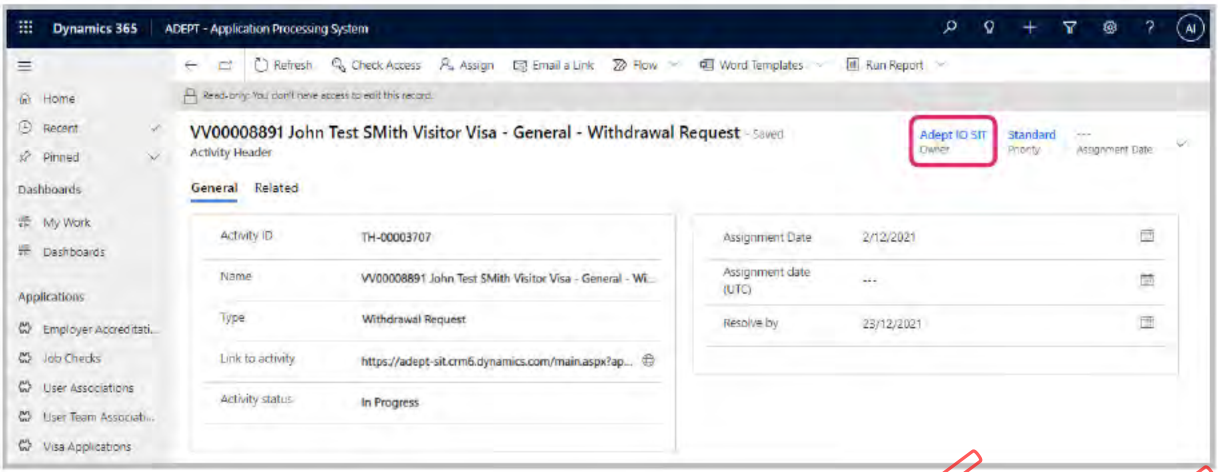


To assign the activity to yourself, select **Me** in the **Assign to** field and select **Assign**. The activity appears on your dashboard.

To assign the activity to another TA or team, select **User or Team** in the **Assign to** field. Search and select the user or team and select **Assign**.



The owner of the activity changes and the activity appears in the assigned user/team's dashboard.



9.4 Performing a QC Activity

To perform a QC activity (without assigning to an TA), assign the activity to yourself (Section 9.3, Assigning an Activity).

To perform the QC activity, refer to Section 8.2, Performing activity-based QC and Section 8.3, Reviewing Quality Concern Rework.

9.5 Managing my team

ADEPT allows you to manage your team by allowing you to add or remove members using User Associations in the left-hand menu.

ADEPT also allows Practice Leads to organise teams based on the members' specialisation and expertise. These teams are known as capability groups and can be managed using the **User Team Association** in the left-hand menu.

For more information about this functionality, refer to Section 7.7, Managing my team.

9.6 Monitor Workload/Performance

The **Practice Lead dashboard** provides several charts to monitor your team's workload and performance.

Refer to Section 7.9, Monitoring workload/performance for more information on how to use these charts.

Note that the context for you is different, e.g. you will see information relating to QC activities.

10 RISK AND VERIFICATION (R&V)

Risk and Verification Introduction

The purpose of this document is to provide guidance and support to Risk and Verification (R&V) team members using the ADEPT system to assess risk and provide risk advice on visa application assessments.

10.1 Dashboard overview

Risk and Verification (R&V) activities are assigned to an officer through a task allocation process.

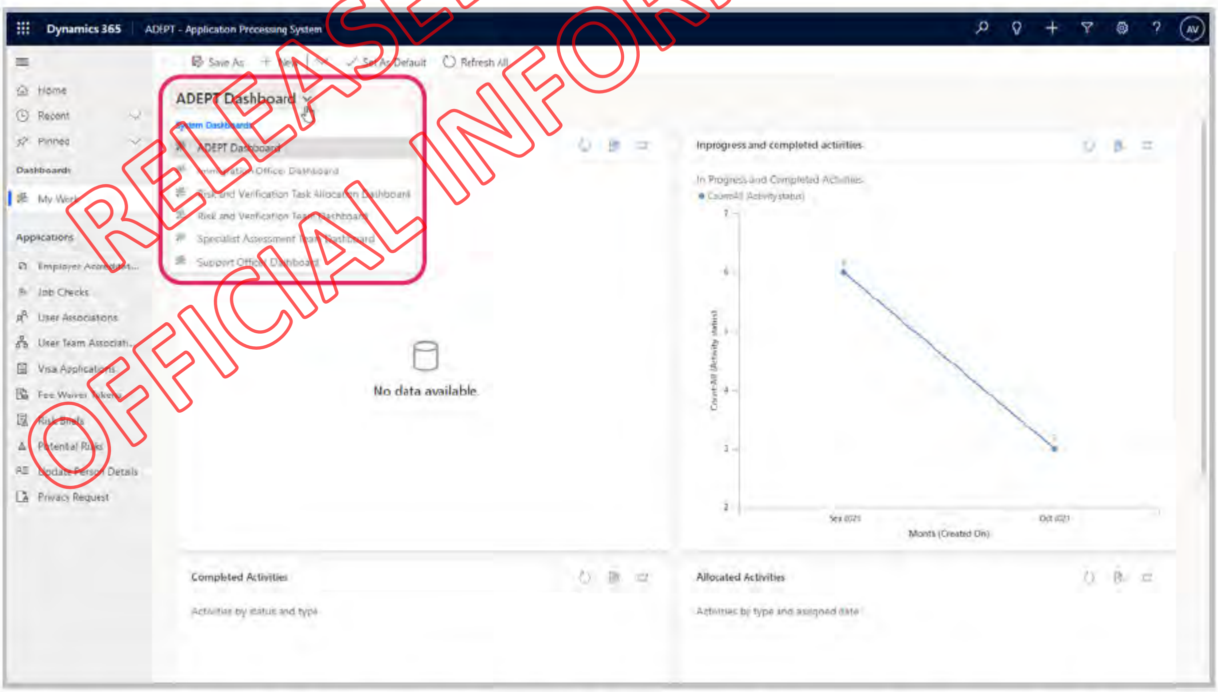
Unassigned risks are first displayed in the **Risk and Verification Task allocation dashboard**. A task allocation manager then assigns the R&V activity to a specific R&V team based on location or expertise (for example Beijing R&V or Porirua R&V).

Once the activities are assigned to a team, the verification officers can see activities in their **team dashboard** and are able to assign a selected activity to themselves.

In addition to the **task allocation dashboard** and the **team dashboard**, managers can monitor the assignments and workload using the **manager dashboard**.

Depending on your role, you may see one or more dashboards.

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

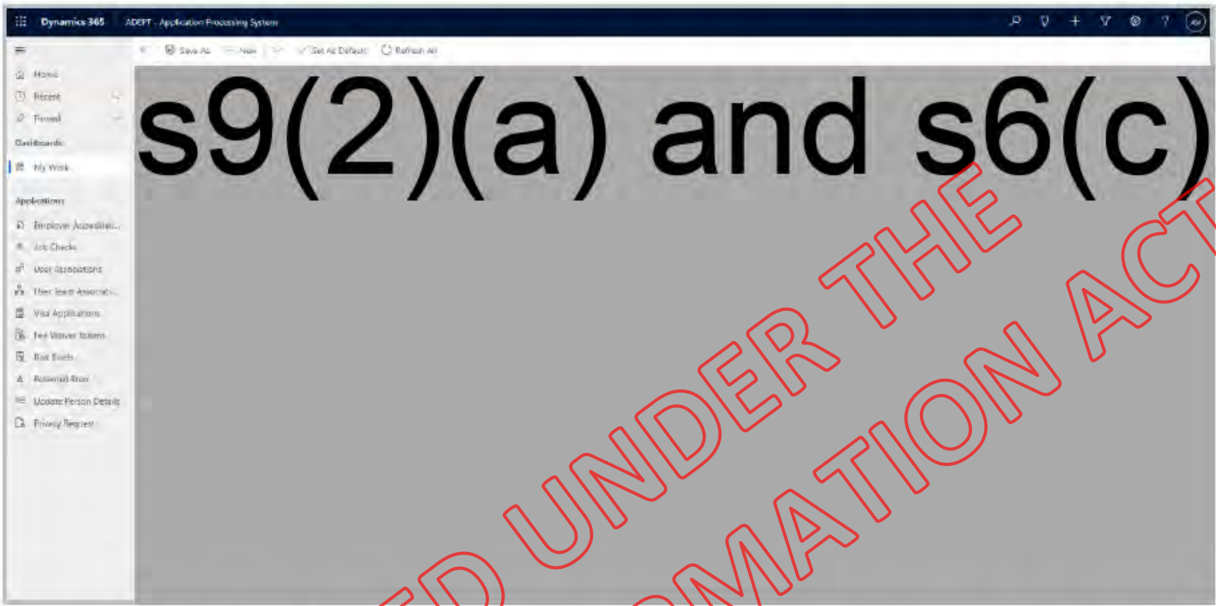


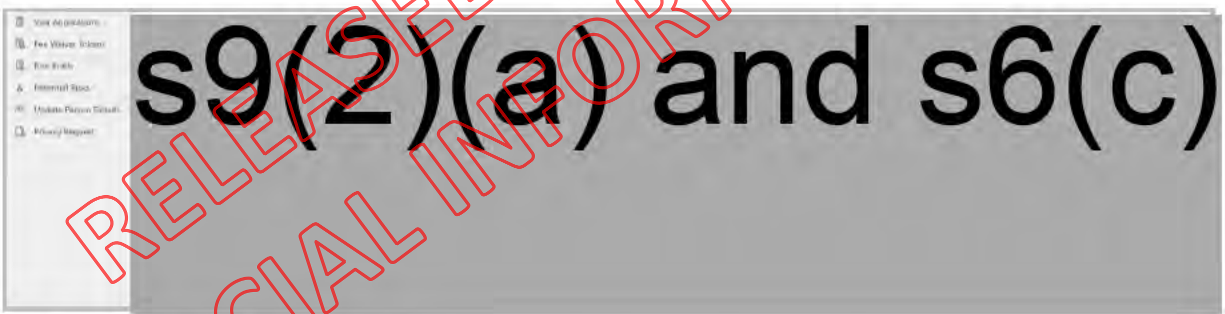
The contents of these dashboards and how to perform risk verification is described in the following sections.

10.2 Risk and Verification Task Allocation Dashboard

10.2.1 Dashboard overview

When an Immigration Officer wishes to request advice from the R&V team or refer a risk to the R&V team, their request appears on the **Risk and Verification Task Allocation dashboard** as shown in the following screenshot.





Key features of the dashboard:

Unassigned risk activities
Unassigned risk activities grid is a list of activities that need to be assigned to an R&V team.

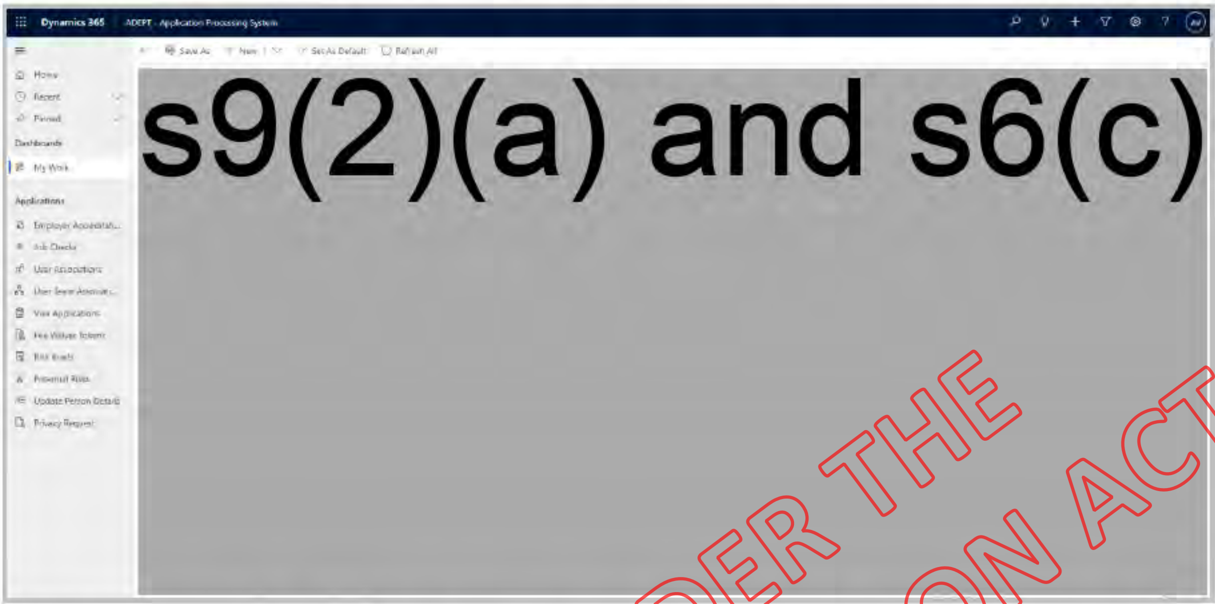
Unassigned Risk Monitoring Activities
Unassigned Risk Monitoring Activities grid is a list of Risk Monitoring activities that need to be assigned to an R&V team.

Unassigned Potential Risks
Unassigned Potential Risks grid is a list of potential risks that need to be assigned to an R&V team.

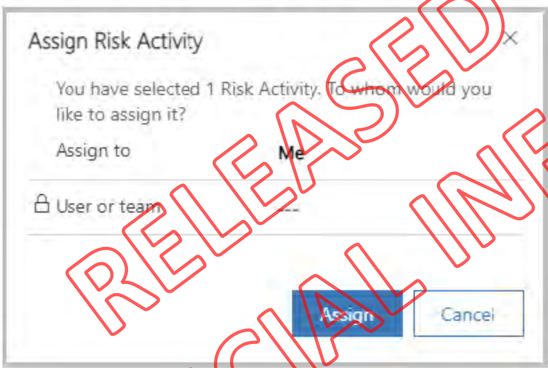
10.2.2 Allocating activities to a Team

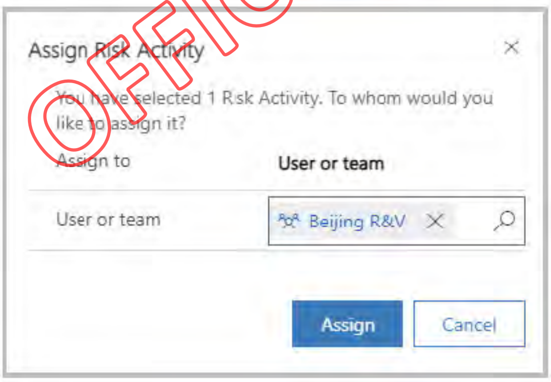
A Risk and Verification task allocation manager uses the **Risk and Verification task allocation manager dashboard** to assign unassigned risk activities, risk monitoring activities, and potential risks to a particular risk team who is best suited to work on these activities (for example, the Beijing R&V may be the best suited team to assess risks in that region).

To assign an activity, highlight the activity by selecting the checkbox in the first column of the grid then select **Assign** on the top grid menu as shown in the following screenshot.



Select the option **User or Team** from the **Assign to** field in the pop-up box. Select the appropriate team from the **User or Team** search field and select **Assign.** This removes the activity from your dashboard and moves it to the **team dashboard** of the assigned team.





NOTE	Risk activities of type RAT Referrals are automatically assigned to the RAT team.

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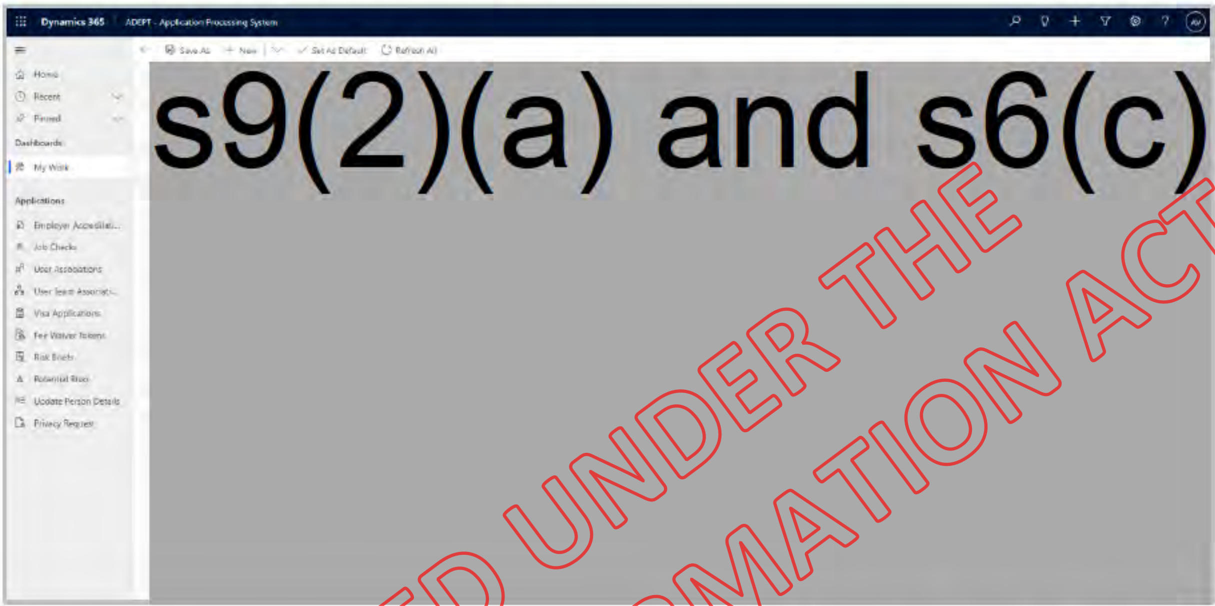
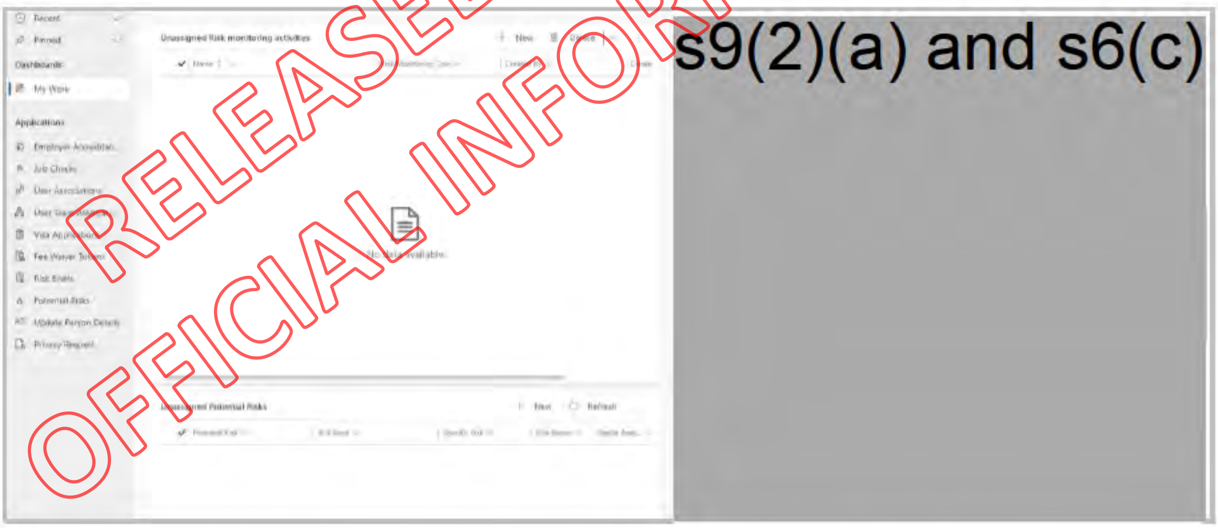
10.3 Risk and Verification Team Dashboard

10.3.1 Dashboard overview

When a Risk and Verification task allocation manager assigns a risk activity to a specific R&V team (Section 10.2.2, Allocating Activities to a team), the risk activity appears on the **Risk and Verification Team dashboard** as shown in the following screenshot.





Key features of the dashboard:

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

Unassigned risk activities
Unassigned risk activities grid is a list of Risk activities that has been referred to the R&V team but are yet to be assigned to a Verification Officer.

Risk activities assigned to me
Risk activities assigned to me grid is a list of Risk activities that have been referred to R&V team and that you have assigned to yourself.

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

Unassigned Risk Monitoring activities
Unassigned Risk Monitoring activities grid is a list of Risk monitoring activities that need to be assigned to a Verification Officer.

Risk monitoring activities assigned to me
Risk Monitoring activities assigned to me grid is a list of Risk monitoring activities that have been assigned to you if you are a Verification Officer.

Upcoming Risk monitoring activities
Upcoming Risk Monitoring activities grid is a list of the upcoming risk monitoring activities.

Unassigned Potential Risks
Unassigned Potential Risks grid is a list of potential risks that need to be assigned to a Verification Officer.

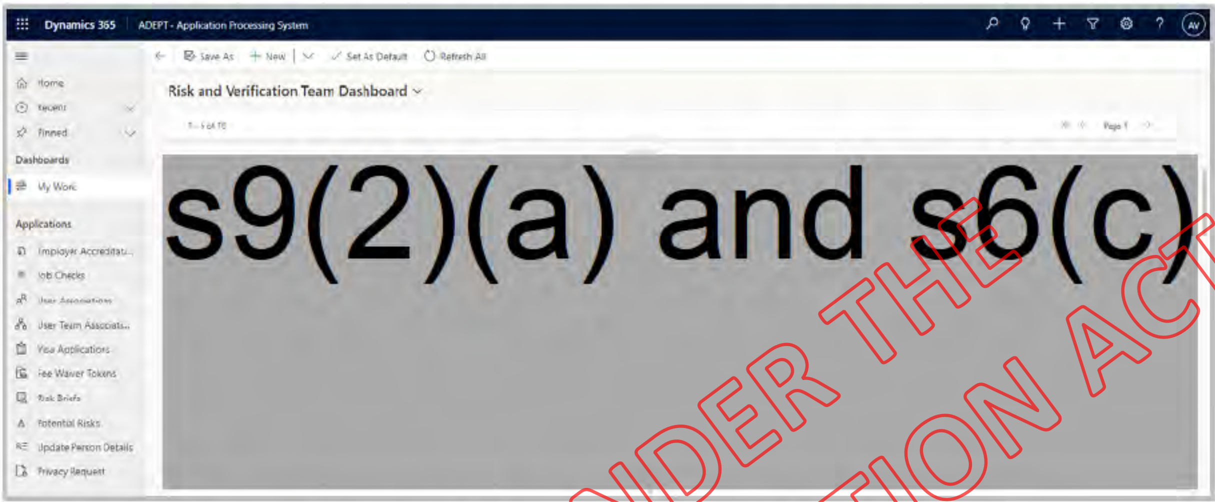
Potential Risks assigned to me
Potential risks assigned to me grid is a list of potential risks that have been assigned to you if you are a Verification Officer.

Recommend Employer Sanction
This grid is not active until Employer Accreditation functionality is released into ADEPT.

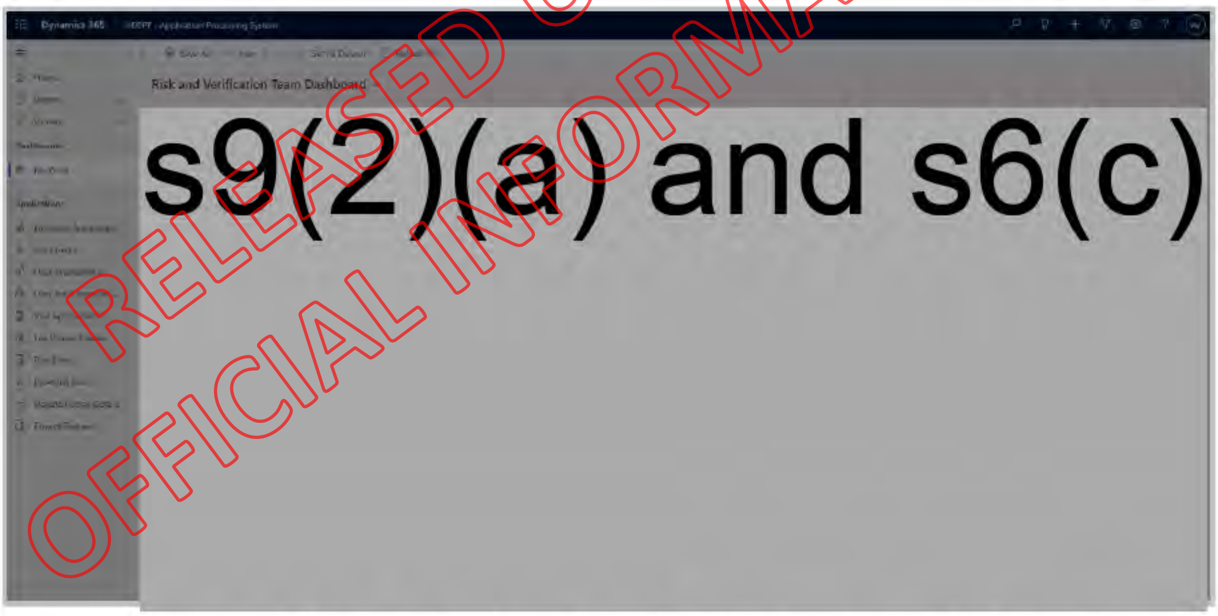
10.3.2 Allocating Activities to Myself

When the R&V task allocation manager assigns an activity to the team, the activity appears in one of the unassigned grids in the dashboard.

To assign an activity to yourself, highlight the activity by selecting the checkbox in the first column of the grid then select **Assign** on the top grid menu as shown in the following screenshot.



By default, the **Assign to** field is populated with **Me** in the pop-up box. Select **Assign**.



This removes the activity from the **Unassigned** grid and the activity appears in the **Assigned to me** grid.

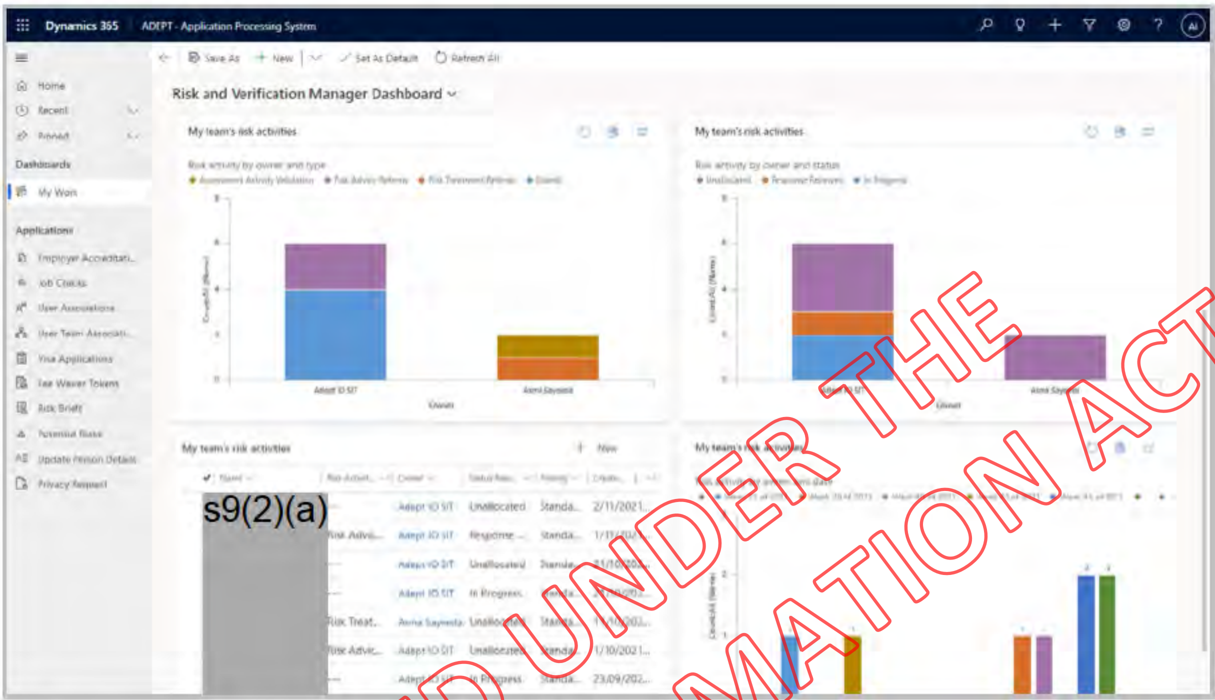
Once the activity is assigned to yourself, start working on the activity as described in Section 10.5, Undertaking a Risk Activity.

Once an activity is assigned to yourself, you must work on the activity as once assigned, other users cannot work on this activity.

ADEPT

10.4 Risk and Verification Manager Dashboard

An R&V Manager monitors the activities assigned to their team using the **Risk and Verification Manager dashboard.**



Key features of the dashboard:

My team's risk activities
This is a chart of the risk activities by owner and type.

My team's risk activities
This is the list of risk activity by owner and status.

My team's risk activities
This is the list of risk activities.

My team's risk activities
This is a list of the risk activities by owner and date.

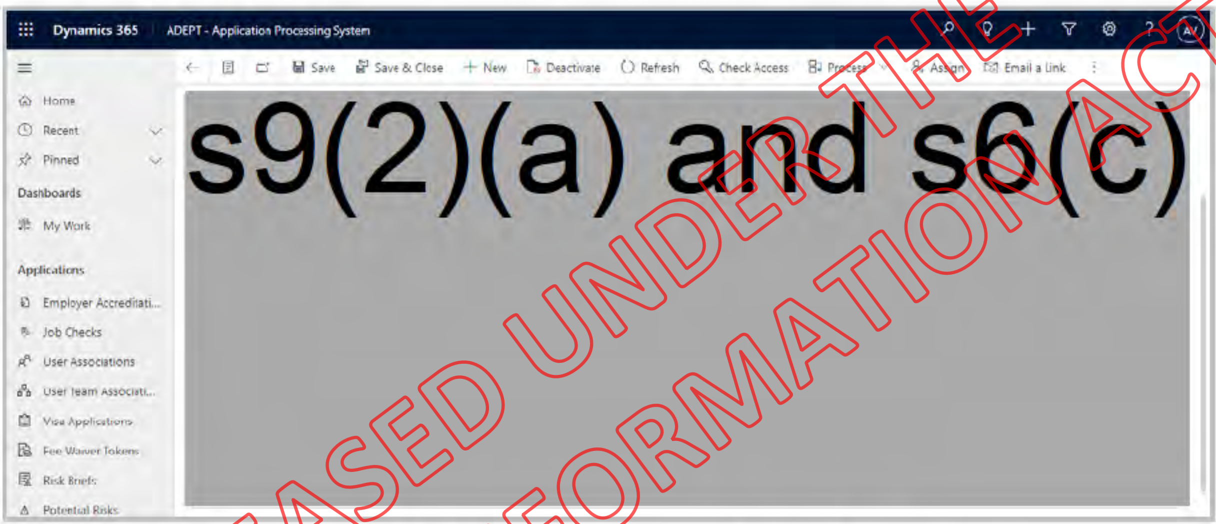
10.5 Undertaking a Risk Activity

A risk activity can be one of the following types:

- **Risk treatment referral**
- **Risk advice referral**
- **Risk Assessment Team (RAT) referral**
- **Assessment activity validation.**

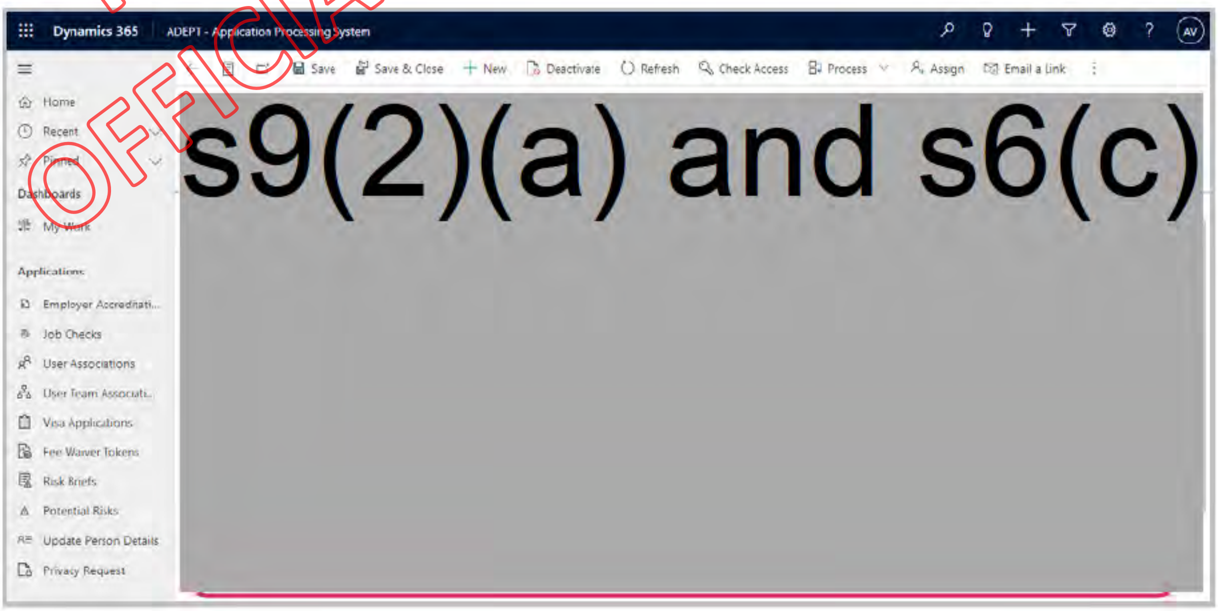
The risk activity type determines which process is followed.

To determine the **Risk Activity Type**, open the activity and check the **Risk Activity Type** as shown in the following screenshot.

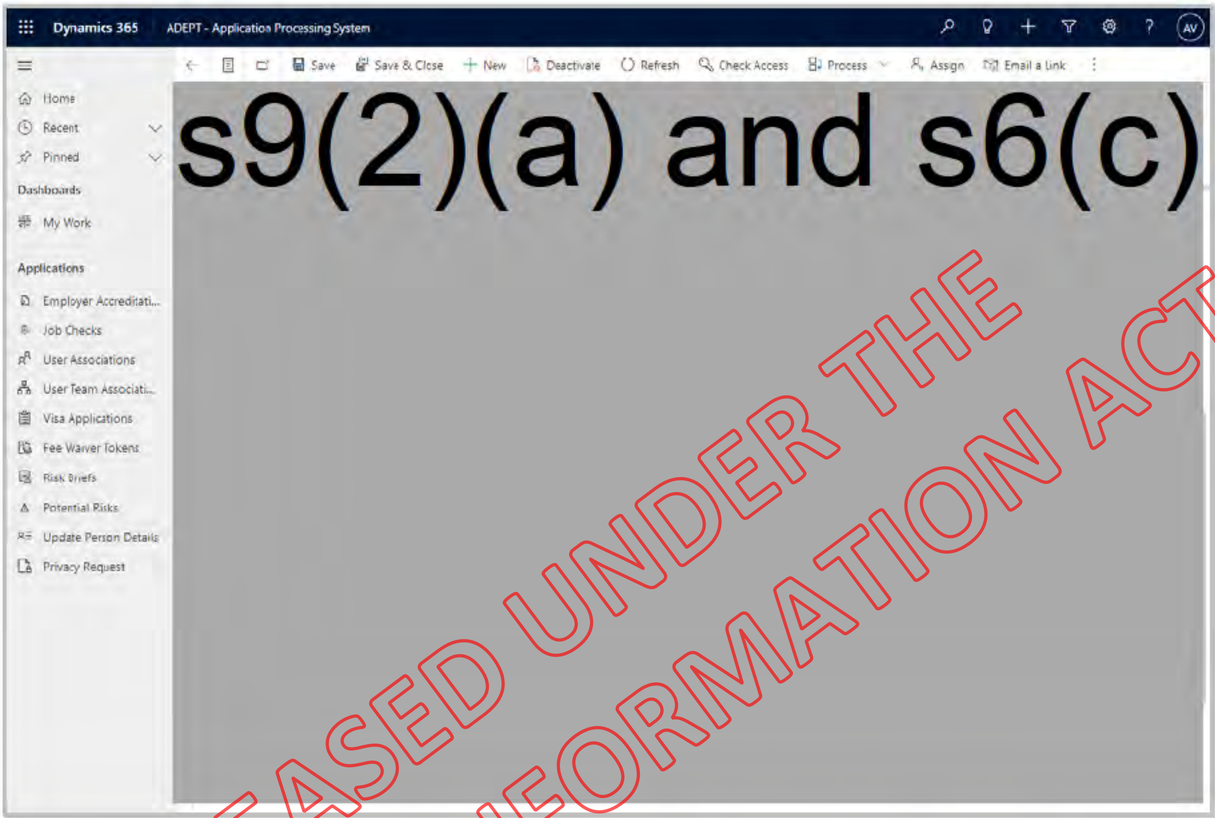


Review the information about the risk activity by viewing the following areas:

- **General information** – (e.g. name, description, priority etc).
- **Risk Activity Outcome** – once risks are assessed, the outcome is recorded in this field.



- **Risk Details** – risks related to the risk activity which needs to be assessed and the treatments created to mitigate these risks. Risk details also has an area for IOs and VOs to add notes related to the risks.



NOTE	It is possible that a risk referred to R&V has some risk treatments already completed by the Immigration officer. You can create additional treatments to this risk and attempt to mitigate the risk.

Once the activity type is determined, follow the steps described in the appropriate section below:

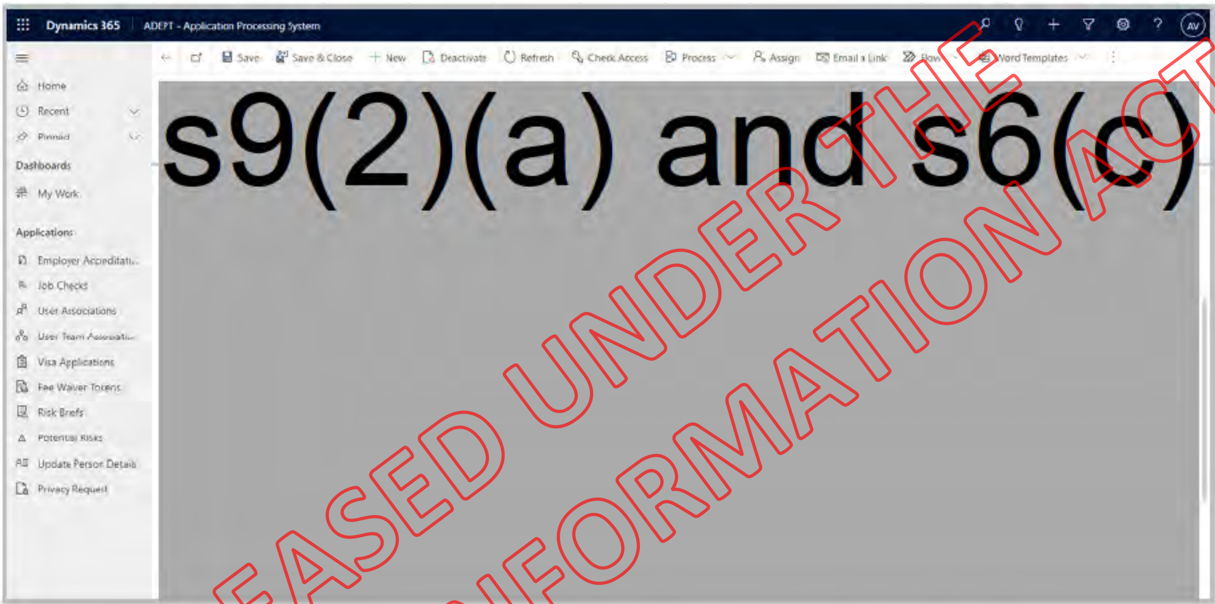
- **Risk treatment referral** (Section 10.5.1)
- **Risk advice referral** (Section 10.5.2)
- **Risk Assessment Team (RAT) referral** (Section 10.5.3)
- **Assessment activity validation** (Section 10.5.4).

10.5.1 Risk Treatment Referral

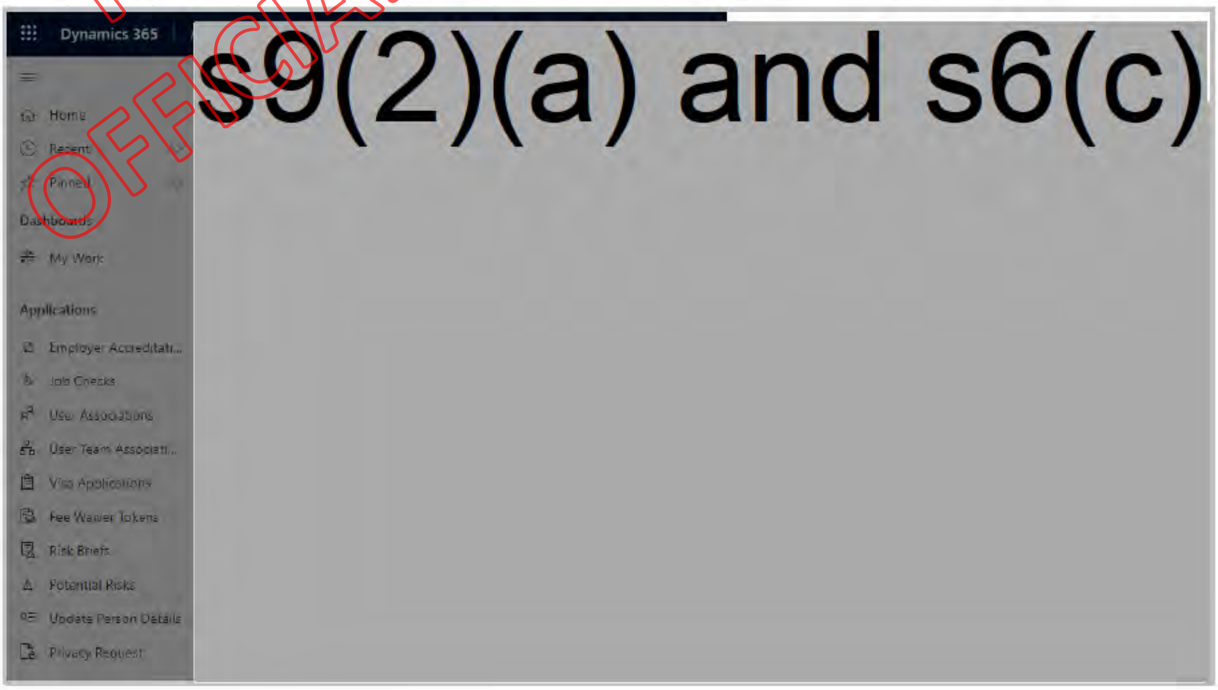
A Referred risk treatment is assigned to the R&V team because an Immigration Officer has determined that the R&V team is best suited to carry out the treatment activities for the risks listed in the risk activity.

Once the risks listed in the activity have been reviewed, create appropriate risk treatments to the risks.

Creating a Risk Treatment
To create treatments, select **New Risk and Treatment Mapping** as shown on the following screenshot.

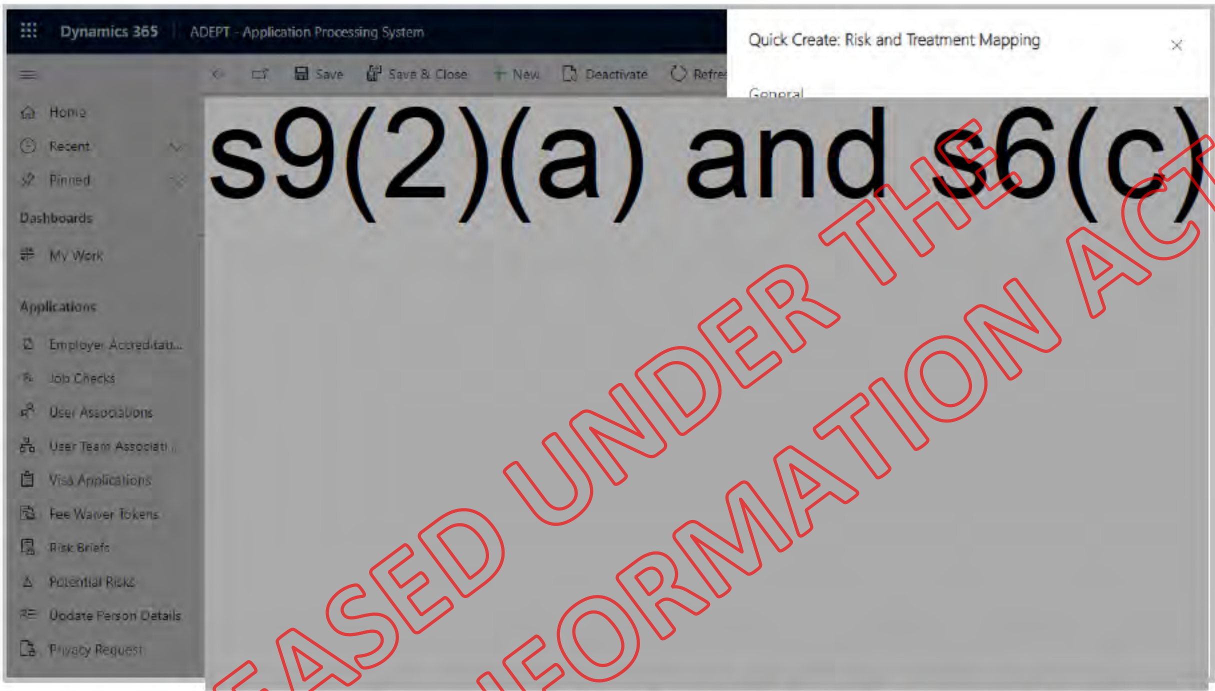


Select the risk you are attempting to treat with this treatment by searching the **Risk** field.

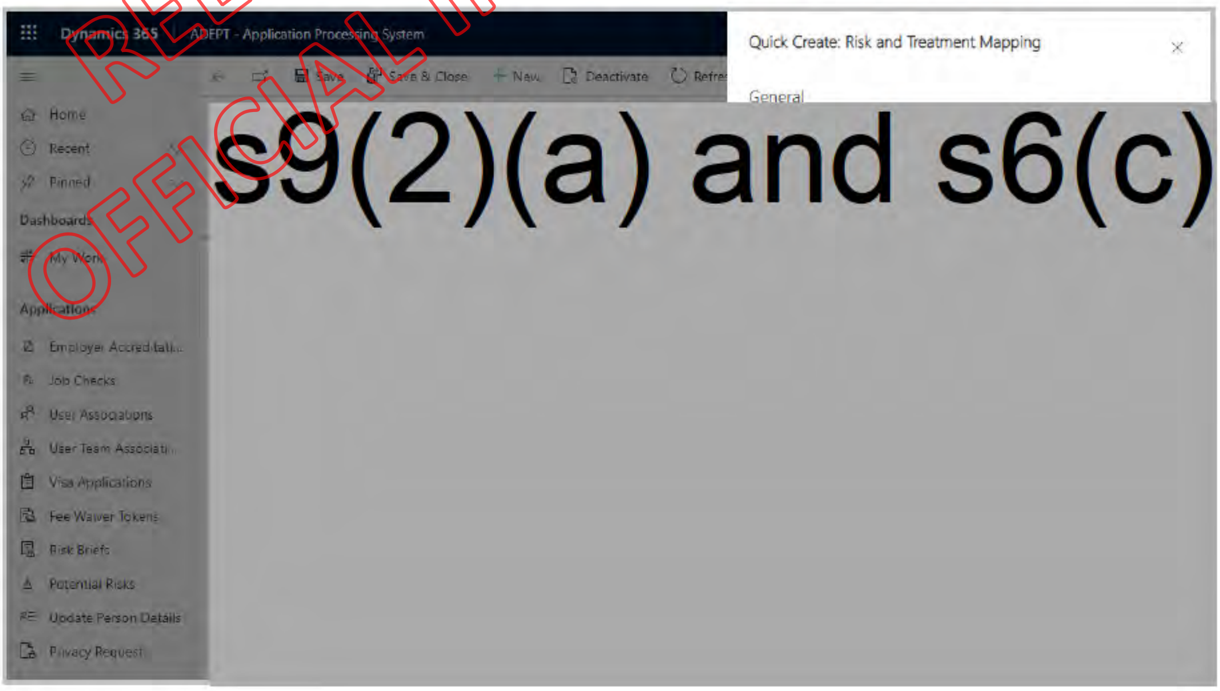


NOTE	If you wish to treat a risk that is not displayed when searched, you should create the risk in the risk assessment activity. More information about creating a new risk can be found in Section 4.4.4 Adding a Risk.

Select No for the field **Add existing treatment.**



Search for the Risk Treatment Type using the **Risk treatment** field and select **Save and Close.**

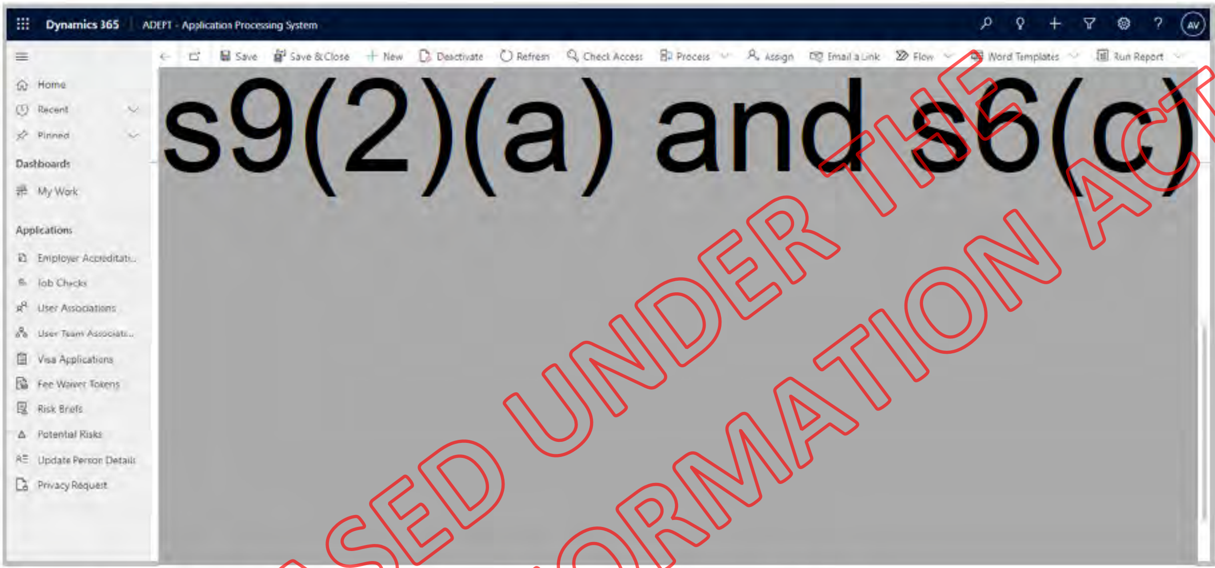


A treatment to treat the selected risk is now added to the **Risk Treatments** grid. Now you can proceed to complete the created treatment.

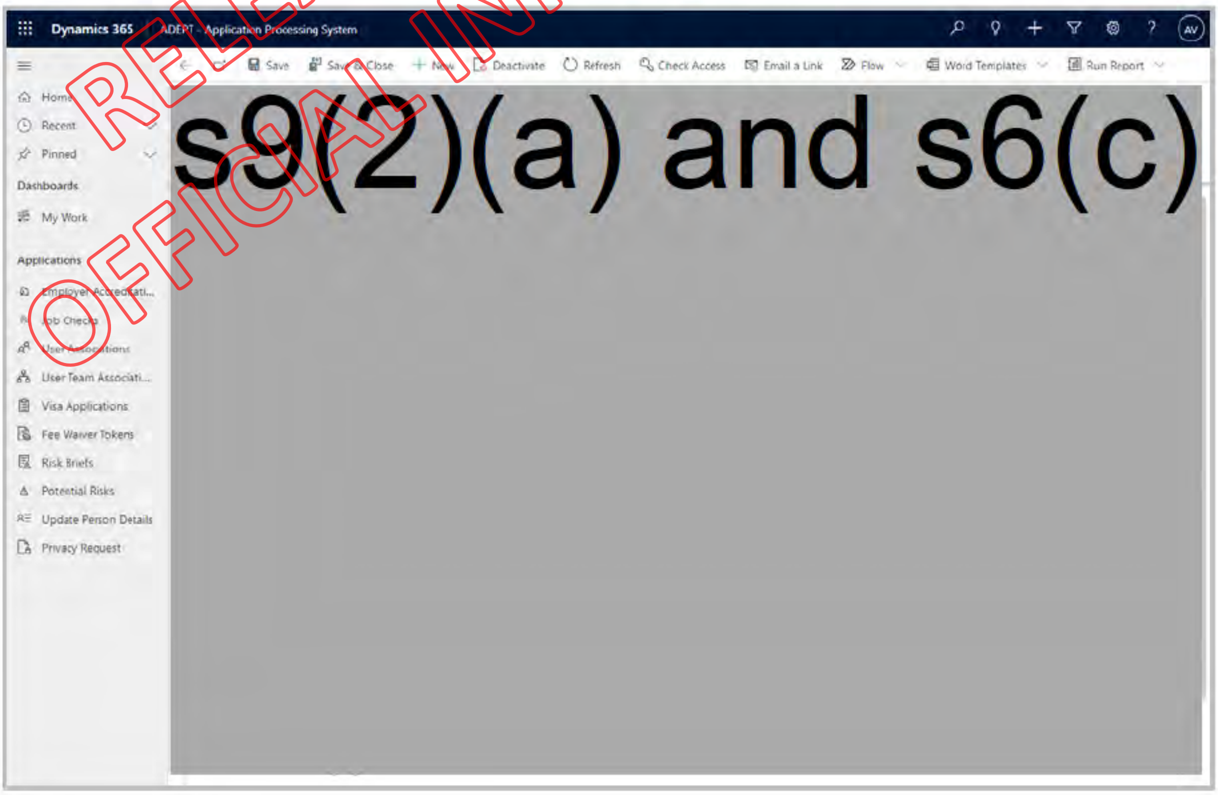
NOTE	You can create multiple treatments to treat a risk.

Completing a Risk Treatment

To carry out the treatment, select the relevant risk treatment in the **Risk treatment** column as shown in the following screenshot.



This will open the risk treatment as shown in the following screenshot.



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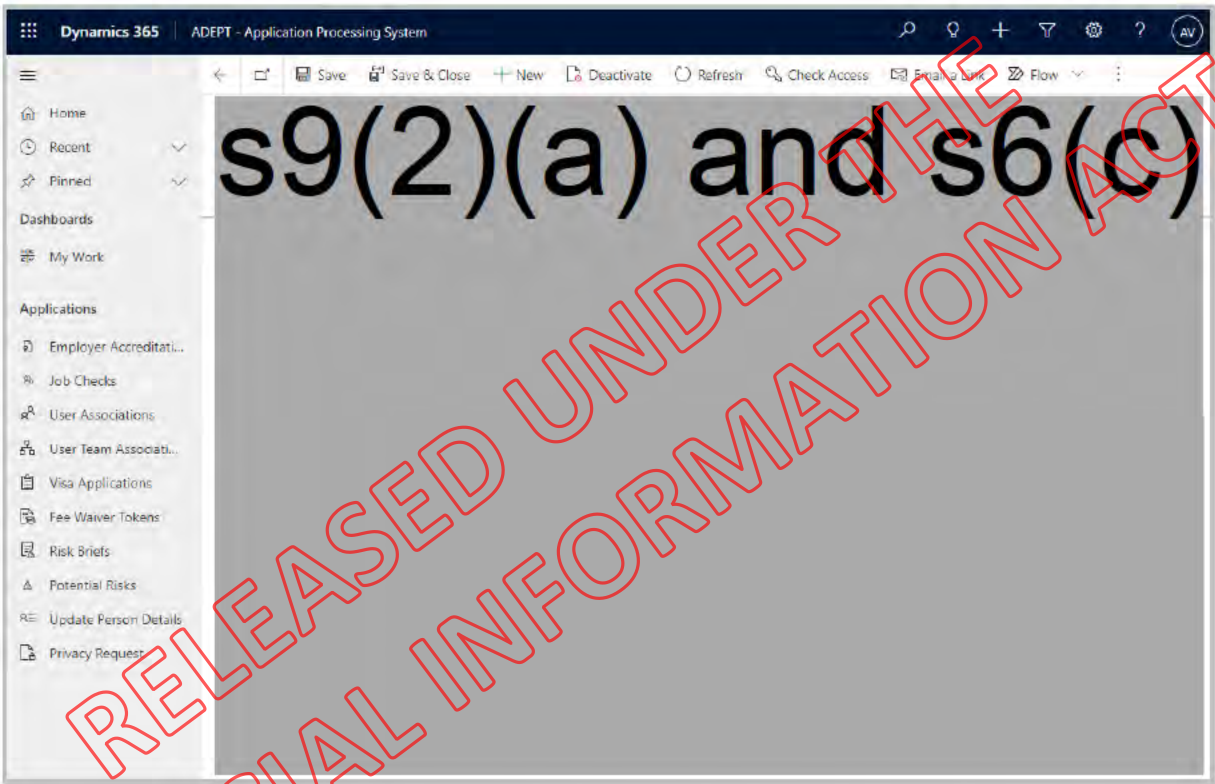
Based on the treatment type, a list of Risk Treatment Details is presented to you to perform the treatment. For example, if you select that the risk treatment type is of type **Check with other NZ agency**, the treatment details relevant to that treatment display as shown in the following screenshot.

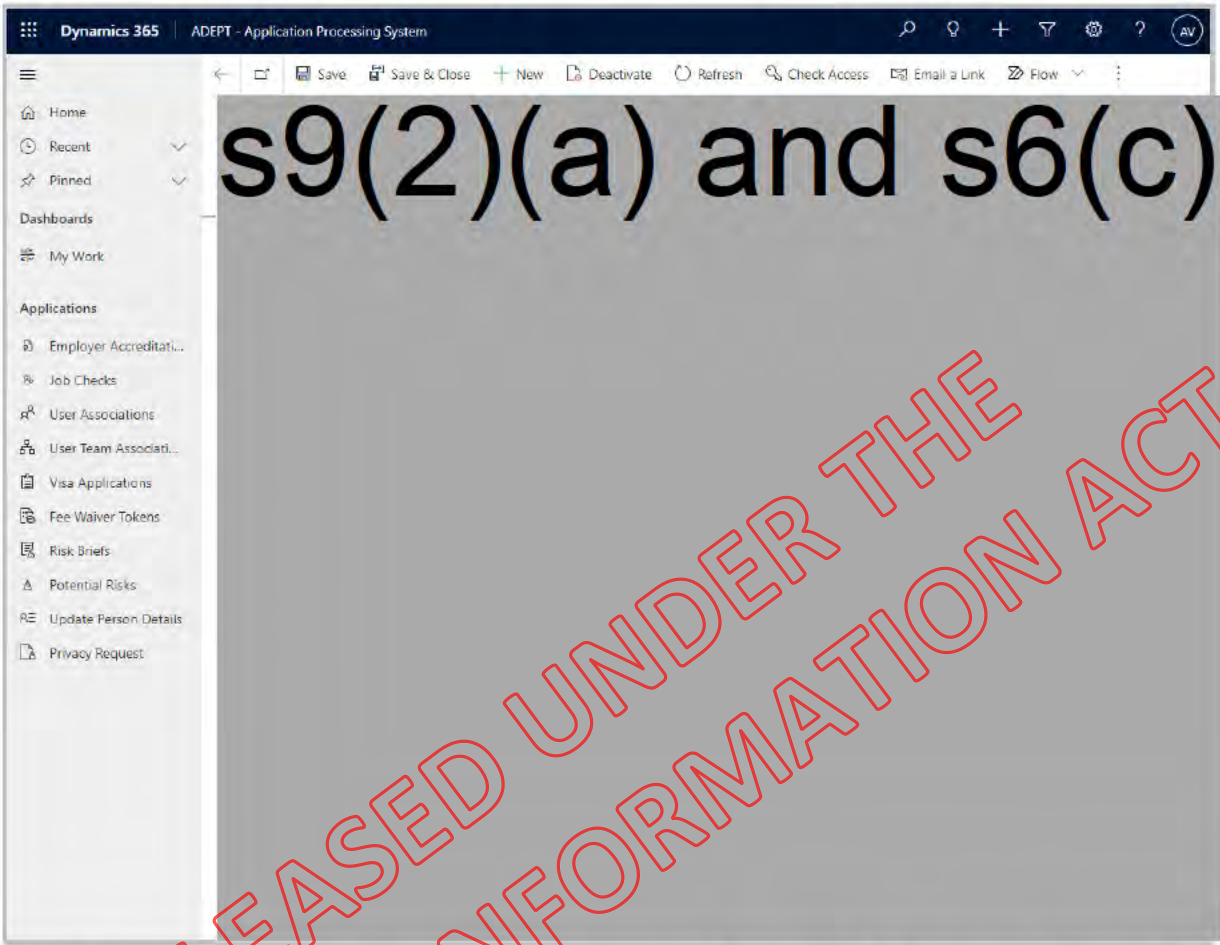


You must select the appropriate responses for the treatment details. Based on the treatment type, the treatment details maybe of the following types:

- **Multiple option questions** – select the suitable response from the drop-down.
- **Yes/No questions** - Select an option from the drop-down in the **Answer** column.
- If Yes/No is not an appropriate answer and the question requires addition information, select N/A in the **Answer** column and record the further details in the **Reason** column.

WORKAROUND	The header names **Review concerns, Answer, Reason** will be updated in future releases to better suit the risk treatment details context.

After the risk treatment details are completed, proceed to record the top section of the Risk Treatment **General** tab. For example, the **Additional Details**, as shown in the following screenshot.

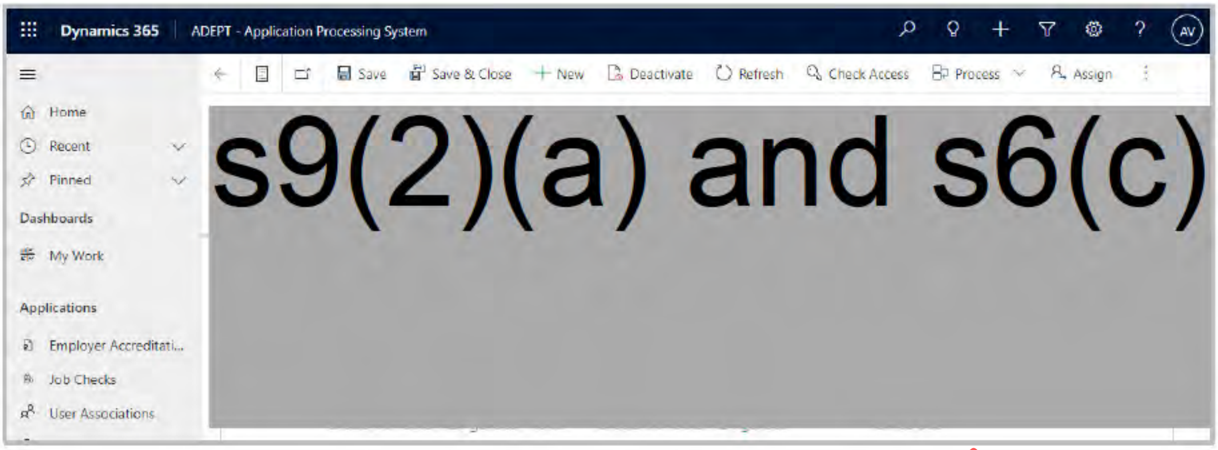


When information about the treatment has been completed, select the **Risk Treatment Outcome** and **Outcome details** before proceeding to **Save and Close** the risk treatment.

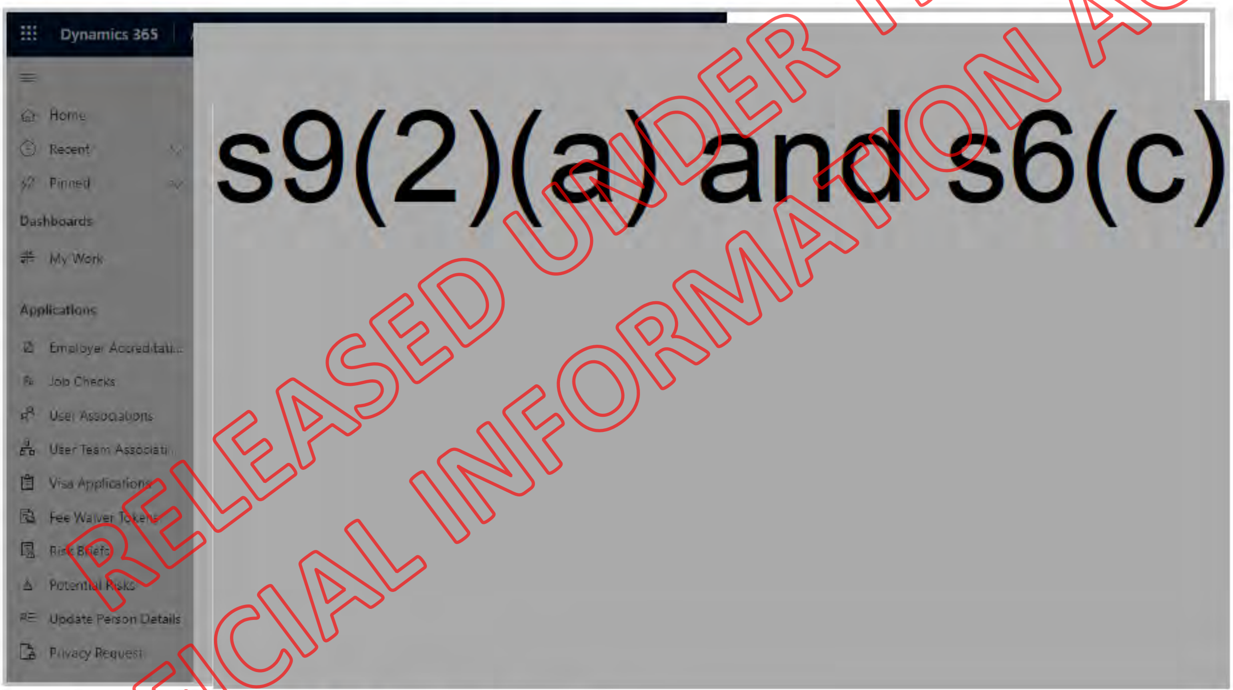
Adding a Risk to an Existing Risk Treatment

In some situations, a risk you have selected may be associated with a treatment you have already created. In that case, use the following steps to associate the risk to an existing risk treatment.

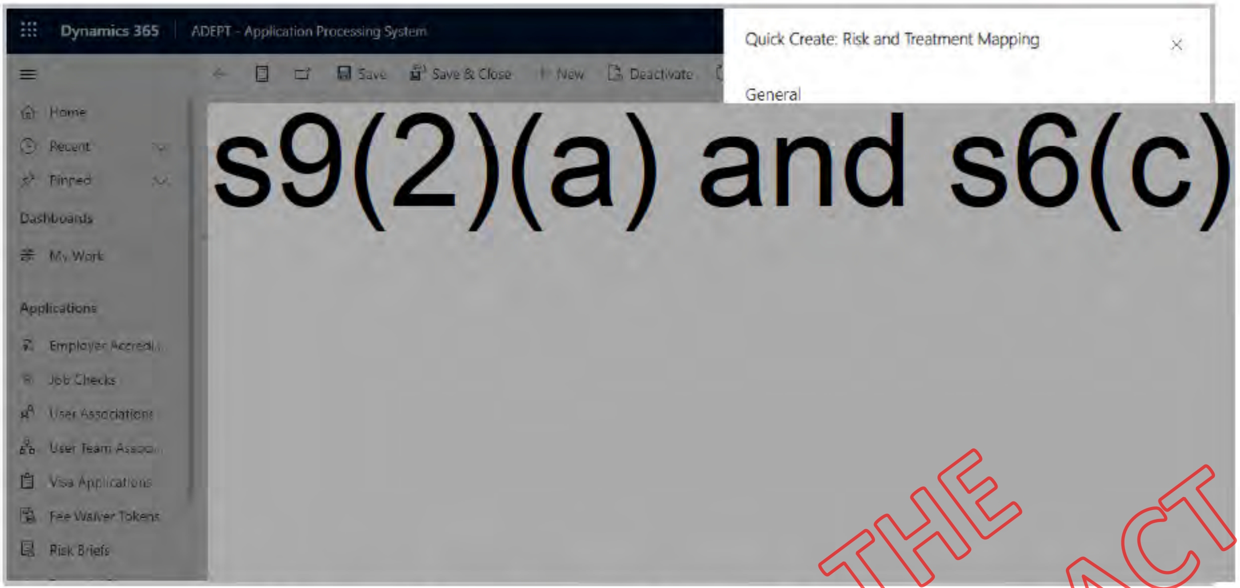
Select **New Risk and Treatment Mapping** as shown on the following screenshot.



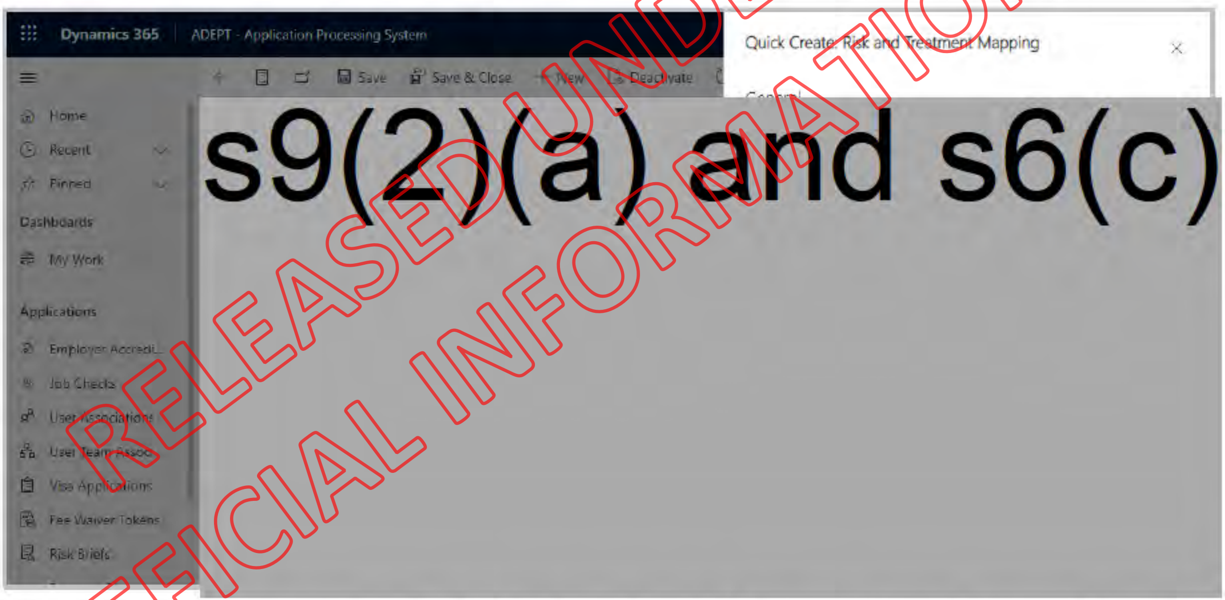
Select the risk you are attempting to treat with this treatment by searching the **Risk** field.



Select **Yes** for the field **Add existing treatment.**



You will notice the **Risk Treatment Type** field now will change to **Risk Treatment.** You can search for the Risk Treatment already created using the **Risk Treatment** field and select **Save and Close.**

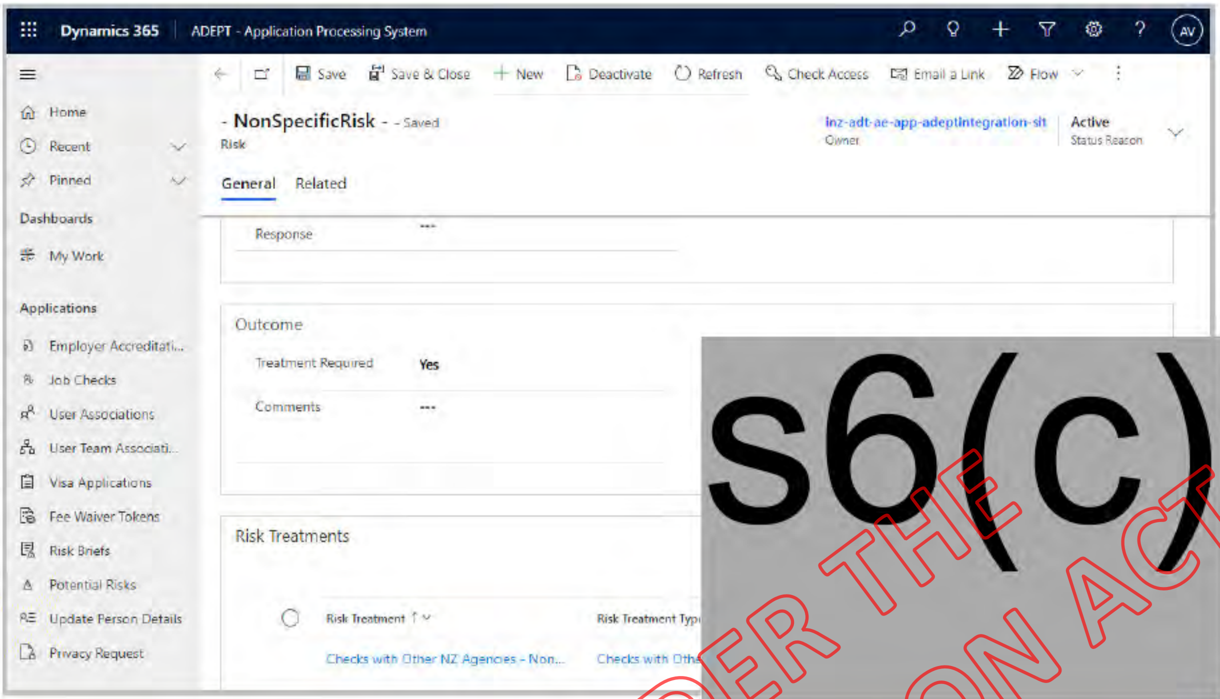


The selected risk is now associated with the risk treatment. If you want to associate more risk with existing treatments, repeat these steps.

Closing the Risk Activity

When all the treatments have been completed, return to the risk activity page and you need to do the following:

- In the Risk Details section, open each of the risks present in the Risk Activity and record a recommended outcome in the **Recommended Outcome by VO** field as shown in the screenshot below:



NOTE

The possible options for the **Recommended Outcome by VO** field are as follows:

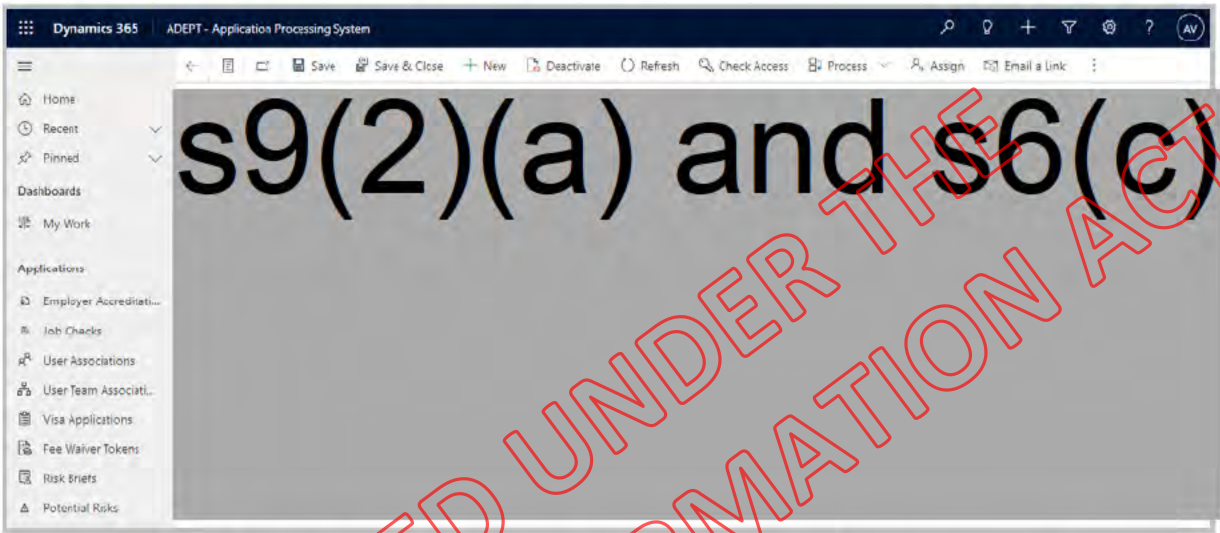
- Risk mitigated - Actions undertaken by user have mitigated risk that is present
- Risk unable to be mitigated - Actions undertaken by user have not been able to mitigate risk that is present
- Risk not present - User has deemed that risk is not present

- **Record a Risk Activity Outcome** (as shown on the following screenshot). To complete the risk activity, select the status field to **Completed** and select **Save**. The risk activity disappears from your dashboard.

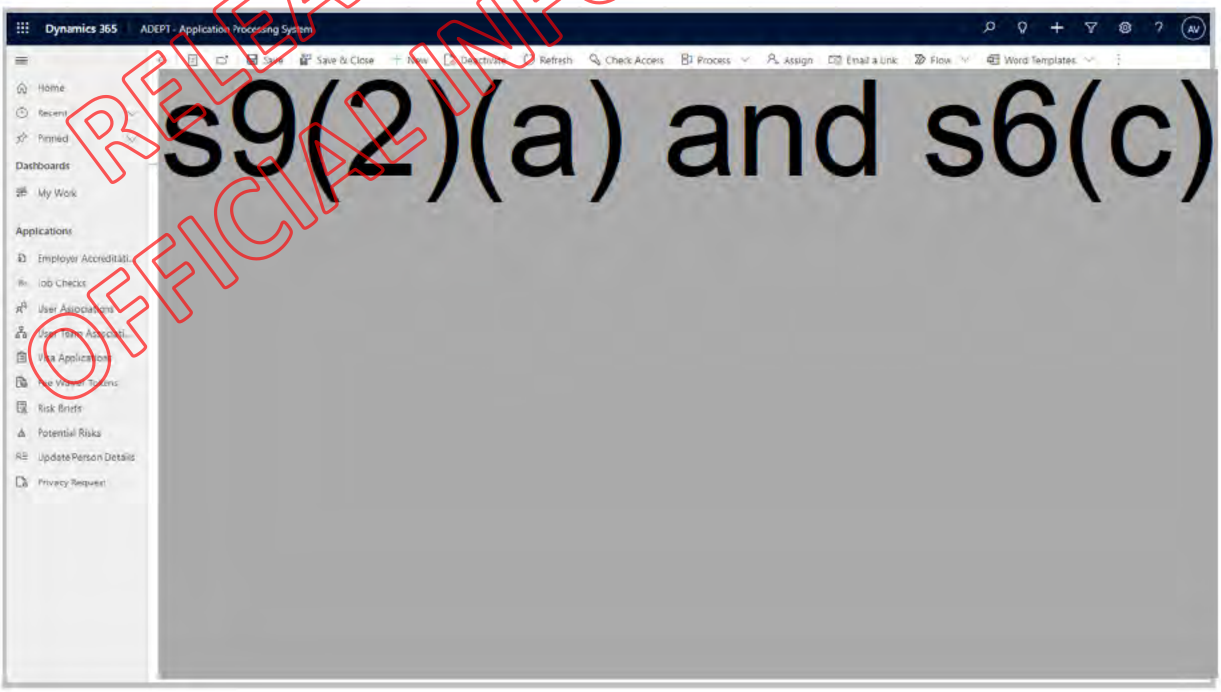
10.5.2 Risk Advice Referral

A Risk Advice Referral activity is assigned to the R&V team because the Immigration Officer has determined that advice from the R&V team is necessary for the officer before proceeding with their risk assessment.

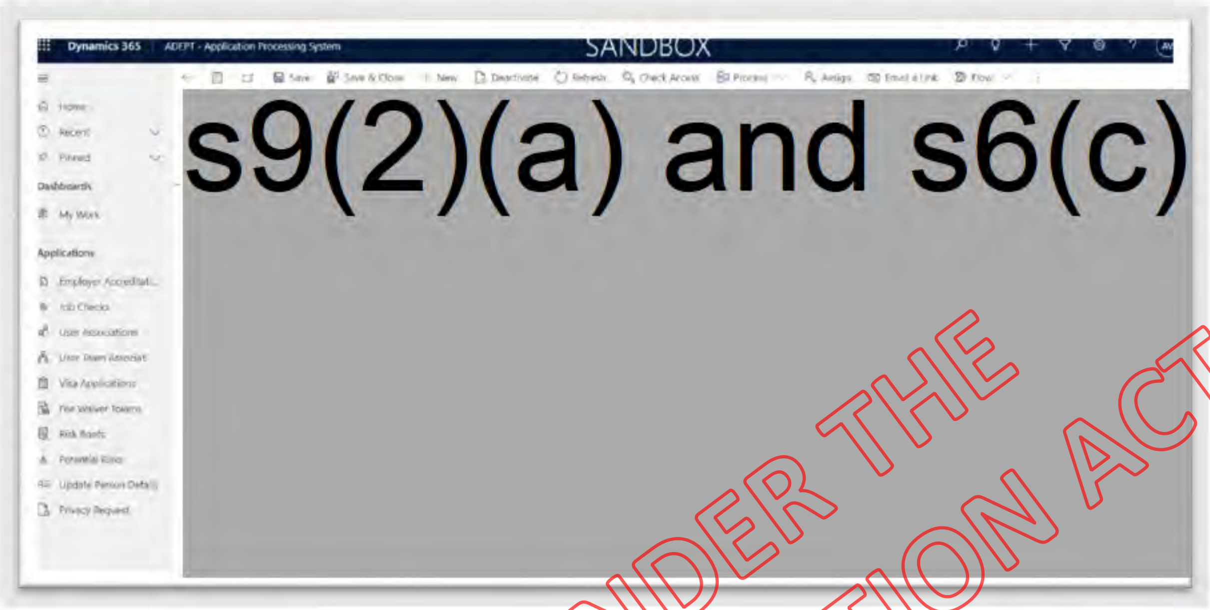
A risk activity of type **Risk Advice Referral** looks similar to a **Risk Treatment Referral** however, the **Risk Activity Type** field has the value **Risk Advice Referral**.

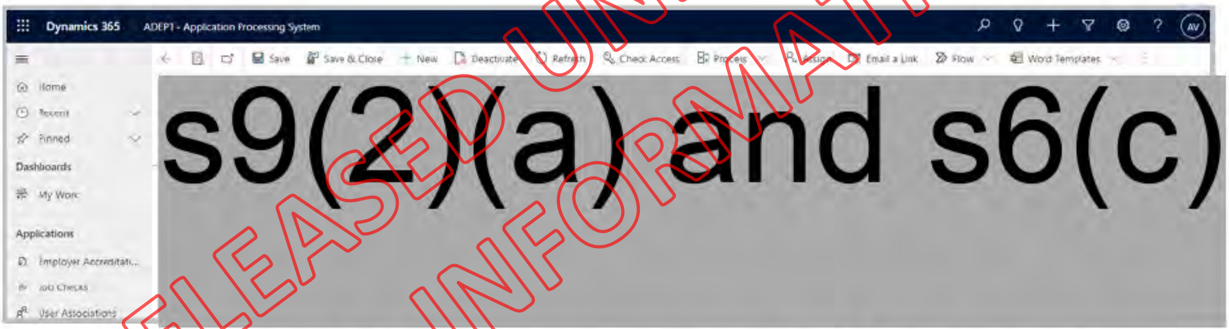


To complete a risk activity of type **Risk Advice Referral**, review the risk details presented in the risk activity.

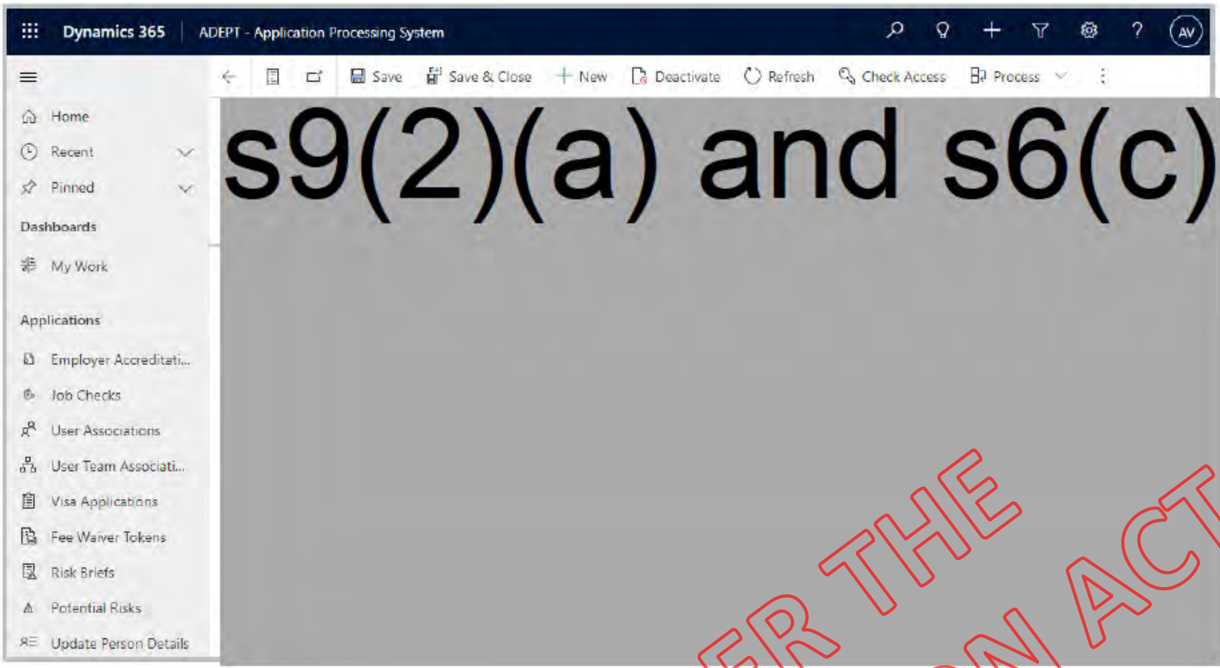


Once you have reviewed the risks and general notes, record your advice in the **VO Advice** field as shown in the following screenshots, and record your notes relating to the activity outcome in the **notes** field.





Select the value **Completed** in the **Status** field as shown below. The risk activity disappears from your dashboard.



10.5.3 RAT Referral

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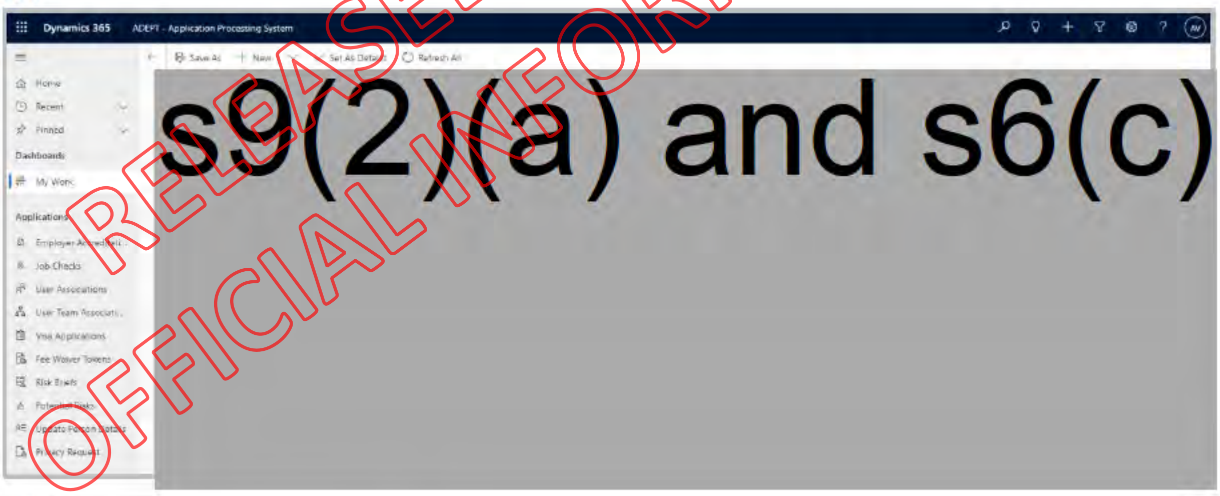

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[redacted]

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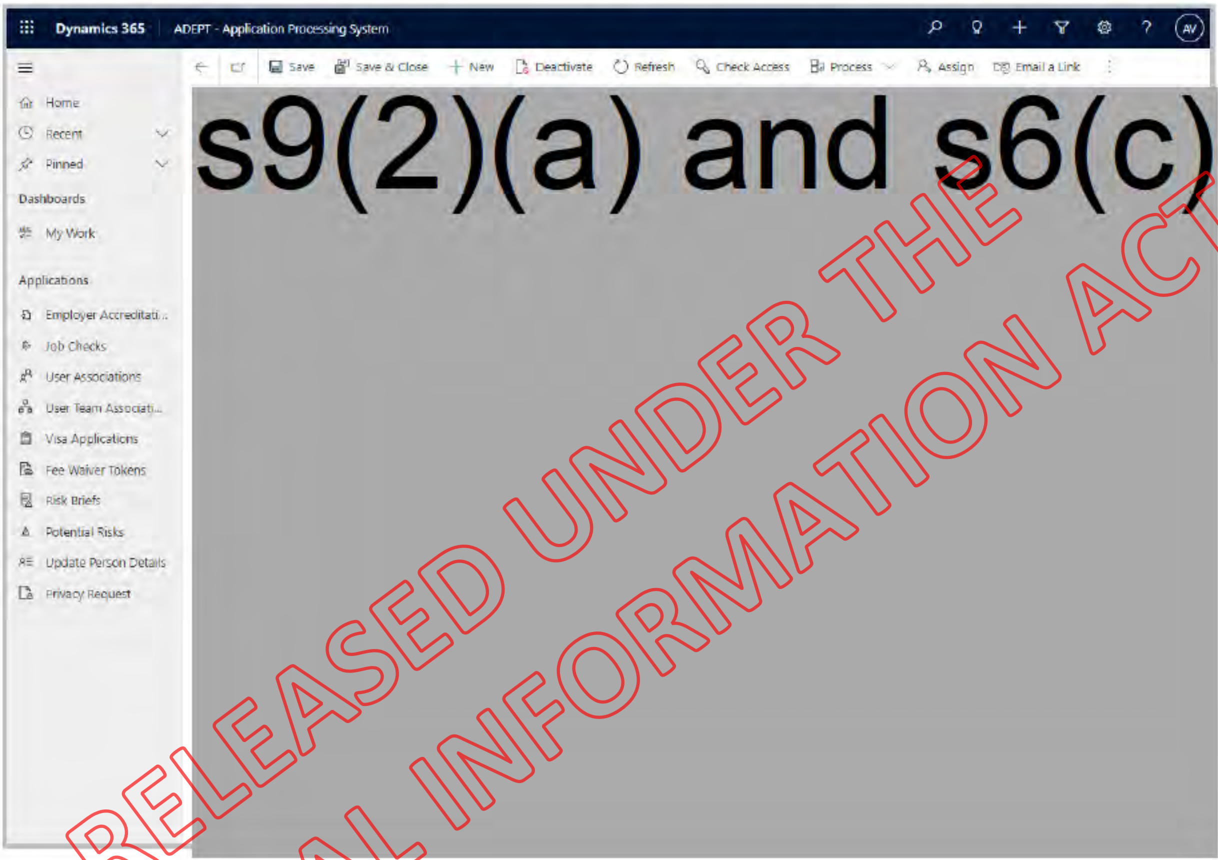
10.5.4 Assessment Activity Validation

If an Immigration Officer selects **No treatment required** (for more information on this option, refer to [Section 4.4.4, Adding a Risk](#)), the system creates a risk activity of type **Assessment Activity Validation** provided the reason for the activity is recorded is one of the following:

- **Risk not present** (IO disagrees with the triggered risk)
- **Risk unable to be mitigated** (risk present but unable to treat within instructions).



If agree with IO's assessment

If you agree with the IO's assessment that no risk treatment is required, you don't need to do anything - simply, close the **Assessment Activity Validation (AAV)** risk activity by recording the **Outcome** as **No Risk Treatment Required** and selecting **Completed** as the **Status.**

If you disagree with IO's assessment

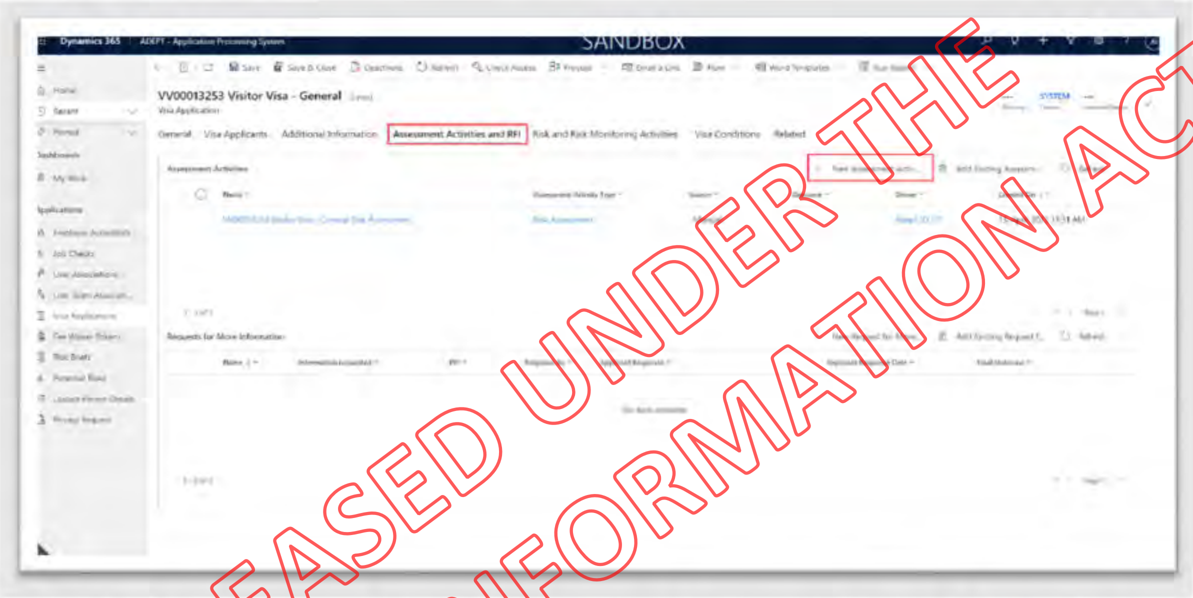
If you disagree with the IO's assessment, then you are required to provide risk advice using this AAV the same way as a Risk Advice Referral ([Section 10.5.2, Risk Advice Referral](#)), selecting the VO Advice **Further Risk Treatment Required** and providing accompanying notes. It is also important you follow the instructions below.

- IO will not be able to work on the advice contained in the AAV as the Risk Assessment is in a state of **Completed** (Risk Activity of type AAV is created automatically by the system when the Risk Assessment Activity is completed by the IO).
- Because of this, you must create a new Risk Assessment Activity before you mark the AAV as **Complete.** This way the IO will be able to see all the previous risk treatments, risk activities (including the current AAV) in the new Risk Assessment Activity.

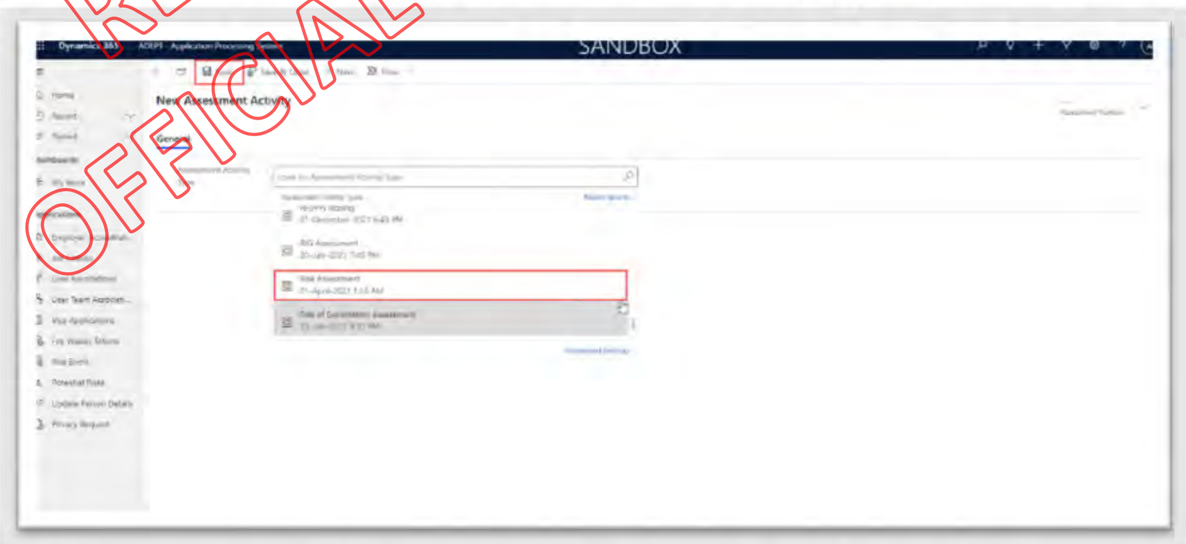
NOTE	It is important that you create a new Risk Assessment activity before closing the AAV. Otherwise, there is a risk that the application may be approved (manually or automatically by the system) within the delay between closing the AAV and creating the new Risk Assessment activity.

Creating a new Risk Assessment Activity

To create a new Risk Assessment activity, navigate to the **Assessment Activities and RFI** tab of the application as shown below.



Then click on **New Assessment Activity** button circled in the screenshot above. In the resulting screen, select **Risk Assessment** option from the **Assessment Activity Type** dropdown and click **Save.**



This would create a new Risk Assessment activity that the IO will be able to work on. Now you can mark the Assessment Activity Validation as **Complete** using the outcome **Further Risk Treatment Required.**

WORKAROUND	In some circumstances, you might want to ensure the Risk Assessment activity is assigned to the same IO who was working on the original Risk Assessment activity. In this case, you must request the new Risk Assessment activity be assigned to the specific IO from a manager. Steps to assign an assessment activity are described in **Section 7.5 Assigning an Activity.**

10.6 Undertaking a Risk Monitoring Review (RMR)

A Risk Monitoring Review (RMR) is created to ensure that the risk in an application has been handled properly.

It is expected that:

- The Allocation & Support (A&S) team will create RMRs
- The Risk & Verification team will complete the RMRs

RMRs can be created automatically (using a data file) or manually within ADEPT. This guide covers the manual creation process.

There are two ways for a user to manually create RMRs:

1. A single RMR can be created for a selected application
2. Multiple RMRs can be created for a batch of application using the advanced search.

10.6.1 Creating a Single RMR

To create an RMR, navigate to the **Unassigned RMR** grid in your dashboard, then select **New** from the menu of the **Unassigned RMR** grid as shown in the following screenshot.

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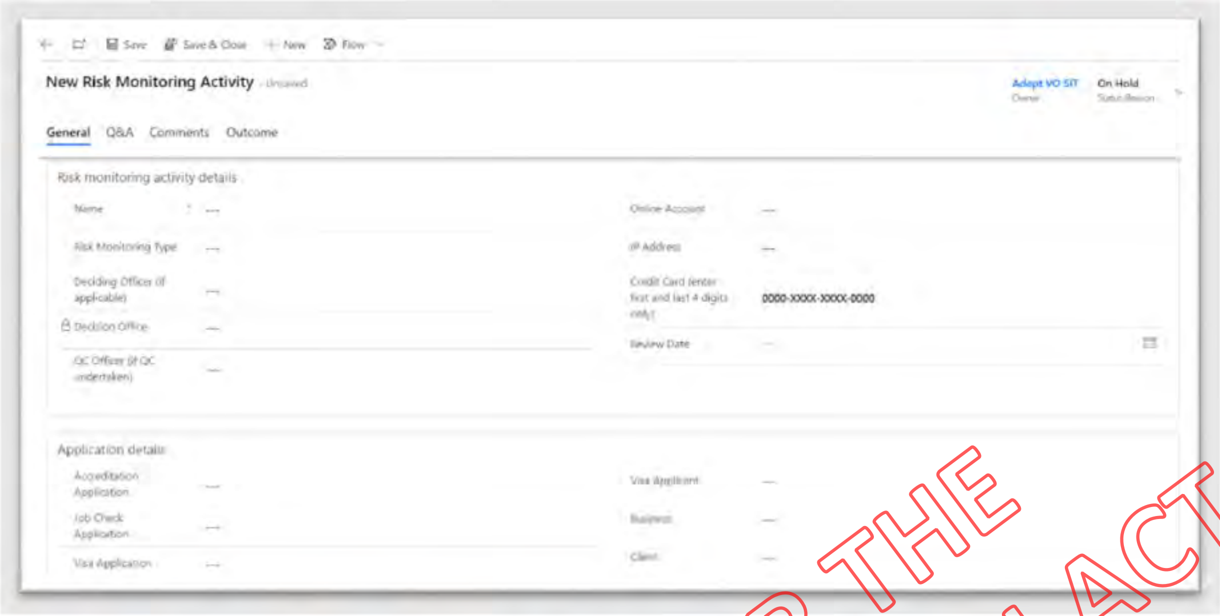
A new RMR activity is created as shown in the following screenshot. To complete an RMR activity, see Section 10.6.3 Completing an RMR activity.

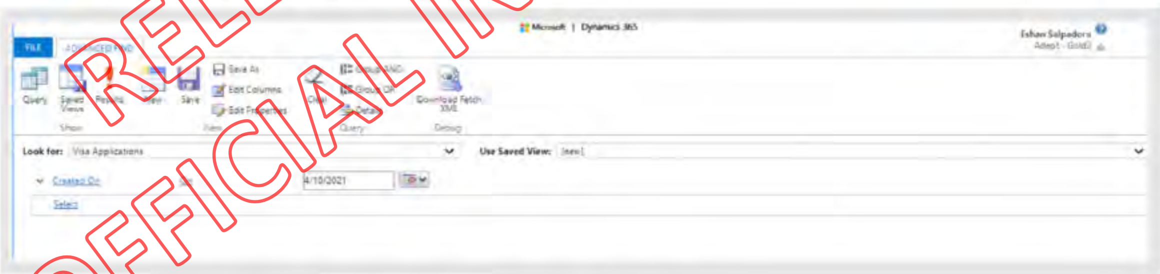


10.6.2 Creating Multiple RMRs for Selected Set of Applications

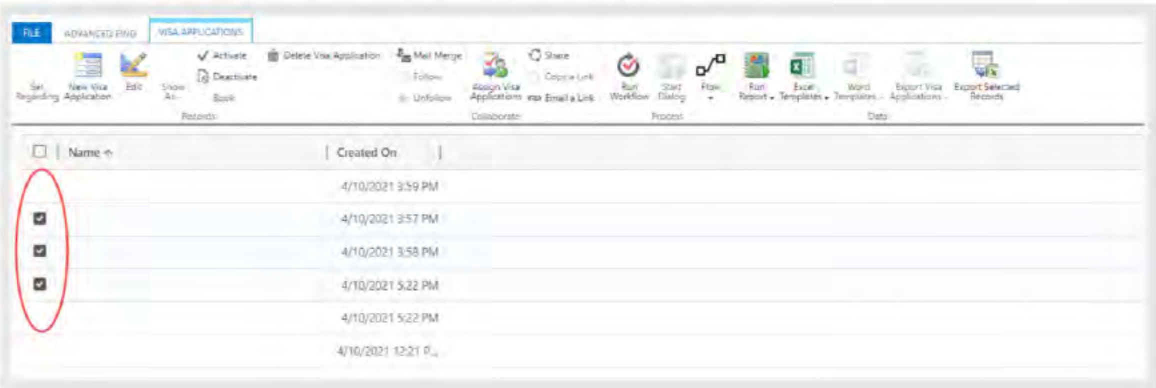
To create multiple RMRs, follow the steps below.

Click on the funnel icon displayed at the top of the screen:

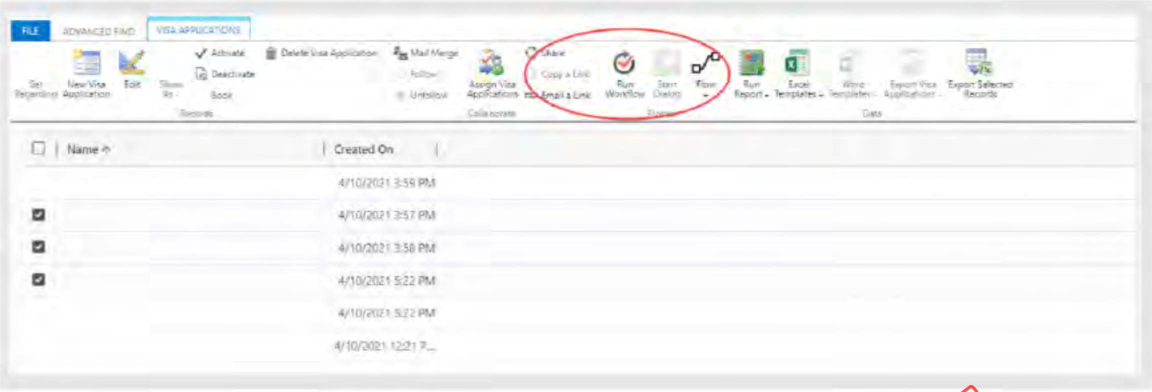
Search for applications that meet the criteria using the advanced search (Section 2.2, Searching ADEPT) as shown in the following screenshot.



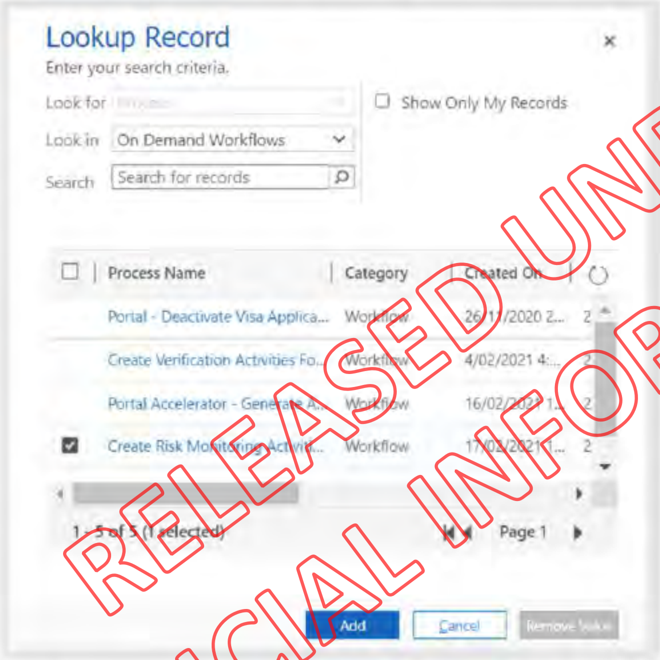
Select the applications for which you want to create RMRs.



Select **Run Workflow** on the top menu of the advanced search.



In the dialogue box presented, locate **Create Risk Monitoring Activities** in the Process Name column, tick the check box on the left of the process name column, and select **Add**.



- The RMR activities are displayed on the **R&V Task allocation dashboard**.
- Assign the RMR to the team you want them to be assigned to.
- The RMR activities are displayed on the **R&V Team Dashboard**.
- R&V officers can select those they wish to work on.

WORKAROUND	The functionality to create multiple RMRs only works for visa applications currently, not for employer accreditations. This will be addressed in a future ADEPT release.

To complete an RMR activity, see Section 10.6.3, Completing an RMR Activity.

10.6.3 Completing an RMR Activity

After the A&S team has created RMRs in ADEPT, R&V team members are expected to complete them.

RMR activities will be allocated to an R&V team (based on location) by a selected Verification Manager. These activities will appear in an R&V team dashboard. The manager of that team will then assign it to one of their team members who will complete the activity. The RMR activity will then be displayed in the **Risk Monitoring activities assigned to me** grid of the Risk and Verification Team dashboard.

As a Verification Officer, you can open the RMR activity that is assigned to you by selecting its name.

You must then populate as much information as possible about the RMR in the following sections.

If you are completing:

- A manually created RMR, there will be no pre-populated data.
- An automatically created RMR, some data will be pre-populated.

General Tab
This tab has various details in the top grid. Certain information will be pre-populated if the RMR has been automatically created, i.e.:

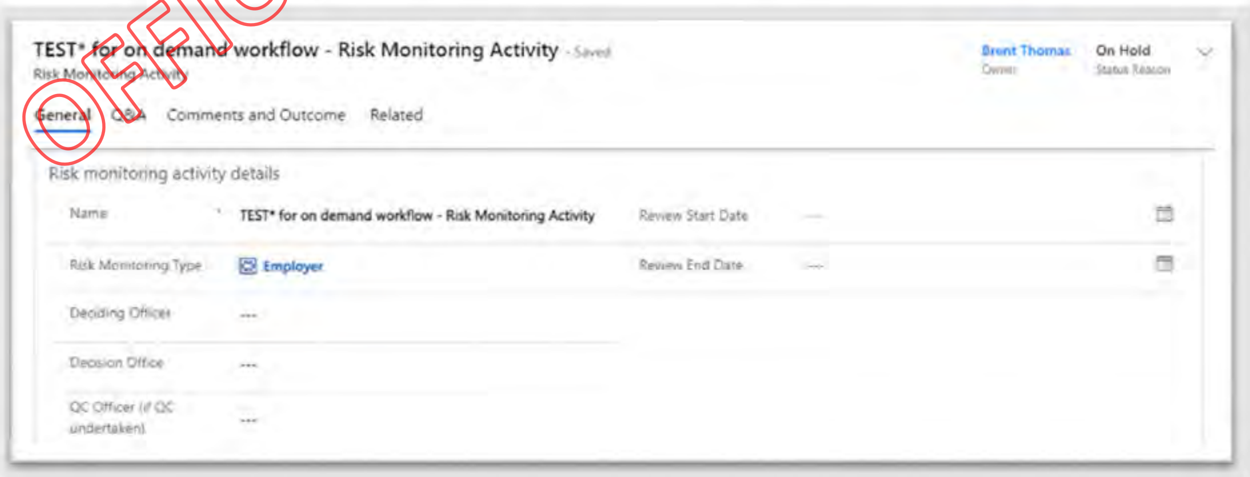
- Risk monitoring type
- Name
- Risk monitoring classification (e.g. onshore migrant)

Otherwise, all parts will require manual entry.

An example of a field that requires manual entry is the **Review Start Date** field. You should choose the date you first open this activity. Later, when the review is complete, you will return to set the **Review End Date**.

You may also need to set the **Risk Monitoring Type**. There are three types of Risk Monitoring Type:

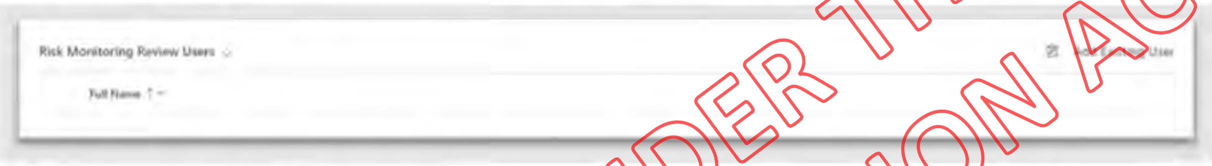
- **Employer** – where we review an Employer, after their Employer Accreditation is approved. This is known as AERMR.
- **Migrant** – where we review a migrant after they have been granted a visa.
- **Pre-decision** – where we review a visa applicant migrant, as soon as (or soon after) the application is received.



After you have chosen a Risk Monitoring Type, *select* **Save**. When a Risk Monitoring Type is selected and the activity is saved, certain fields in the RMR activity will change to suit the context of the review, e.g. the review question set.

NOTE	Once the **Risk Monitoring Type** has been set it cannot be changed. You would need to create a new RMR if you need to change the type.

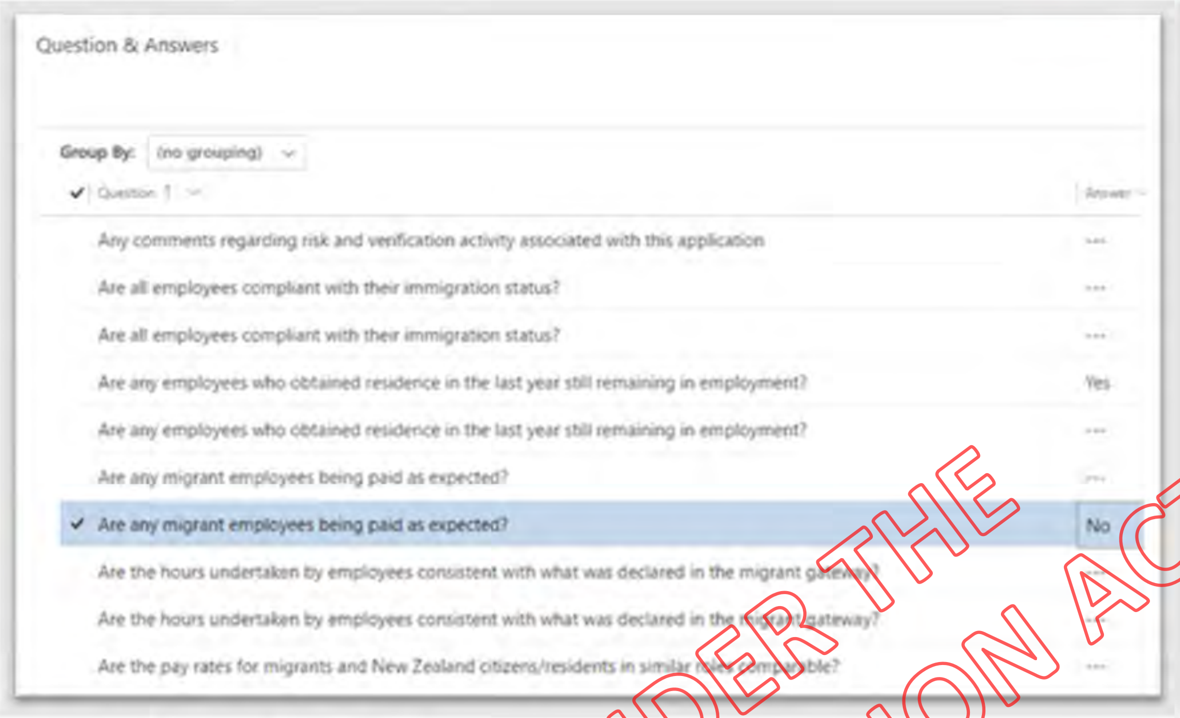
The **Risk Monitoring Review Users** grid should be populated to show which staff members were involved in the RMR. As the current owner of the RMR activity, you should add yourself to the users list, because if the RMR activity is assigned to another owner, your name won't be visible in this section, and it is necessary to have everyone's names recorded. To add review users, click on the **Add Existing User** button as shown below.



In the **Application Details** grid, check the original application to get some context for the employer and their accreditation application.

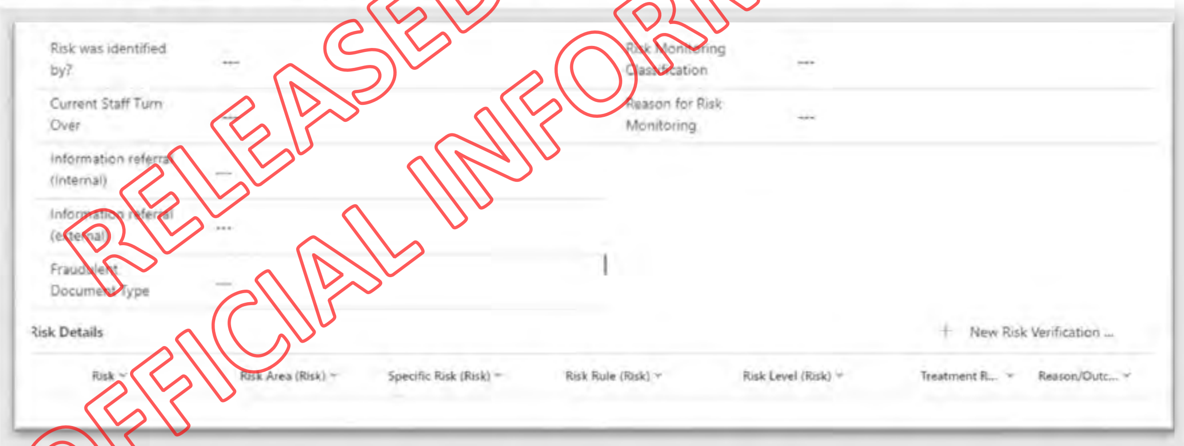
Q&A tab

In the **Question & Answers** grid, there will be a list of questions to answer, based on the Risk Monitoring Classification type you chose. Some questions will be marked mandatory.



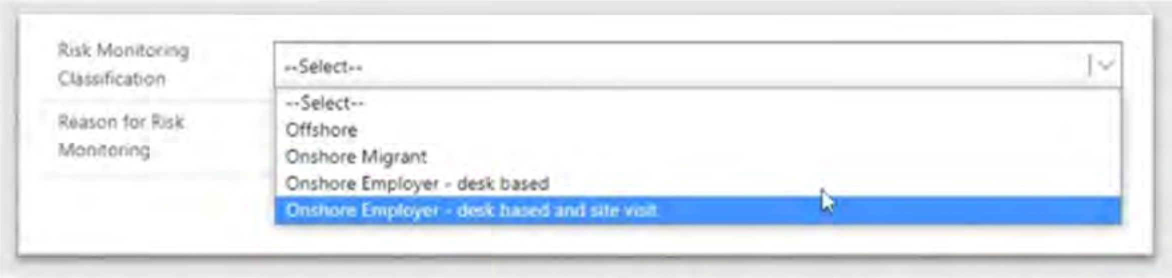
The next grid contains various details

- some information will be pre-populated if the RMR was created by imported data
- other parts will require manual entry



An example of pre-populated field is the **Risk was identified by** field (shown above) and the **Risk Monitoring Classification** field, that shows the type of RMR being completed, e.g. Referral Targeted, System Targeted etc.

If during, or after, a desk-based assessment, you identify a need for a site visit, you need to change this option, as shown in the screenshot below.



If the RMR was automatically created, the **Reason for Risk Monitoring** field (as shown below) record the reason for the RMR, and you can change it if needed:

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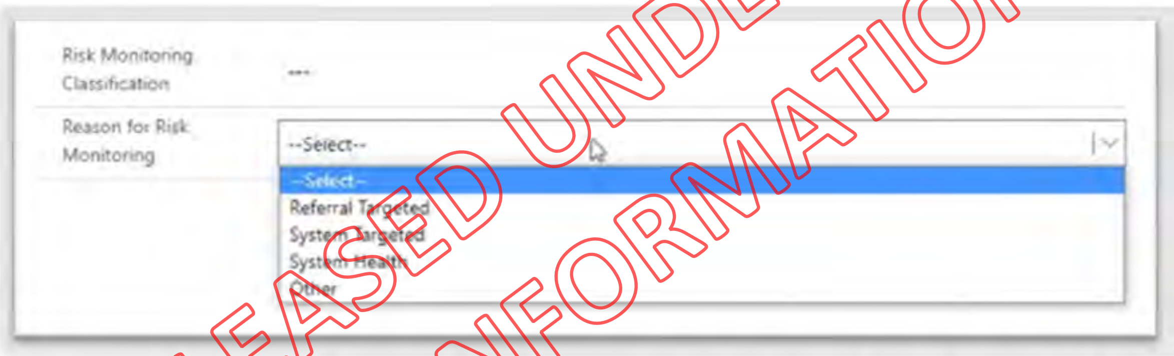
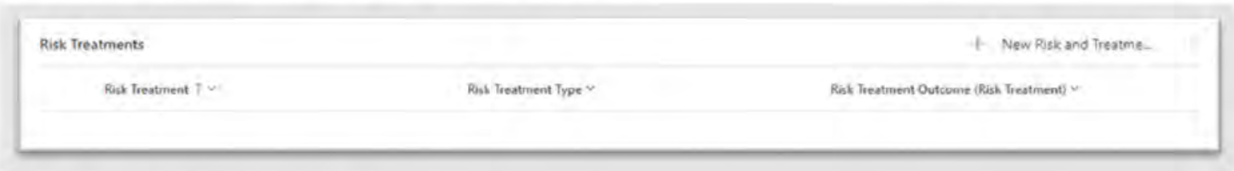


If you identify a specific risk during the RMR process, you should record it in the **Risk Details** grid, and then treat it.

Click the **+ New Risk Verification Mapping** button to add a risk, as shown in the screenshot below.

When you identify and create a risk, you should treat it using the most appropriate method available. Click on the **+ New Risk and Treatment Mapping** button as shown below to record the risk treatment you will apply to the risk. For more detail on Risk treatments, please refer to **Section 10.5.1 Risk Treatment Referral** of the User Guide.



Comments and Outcome tab

Add any comments in the **Comments** grid. You may want to comment about important aspects of the desk-based assessment or site visit that weren't covered in the Q&A questions. Note - You can add comments at any time during the assessment, or at a later time when revisiting the RMR activity.

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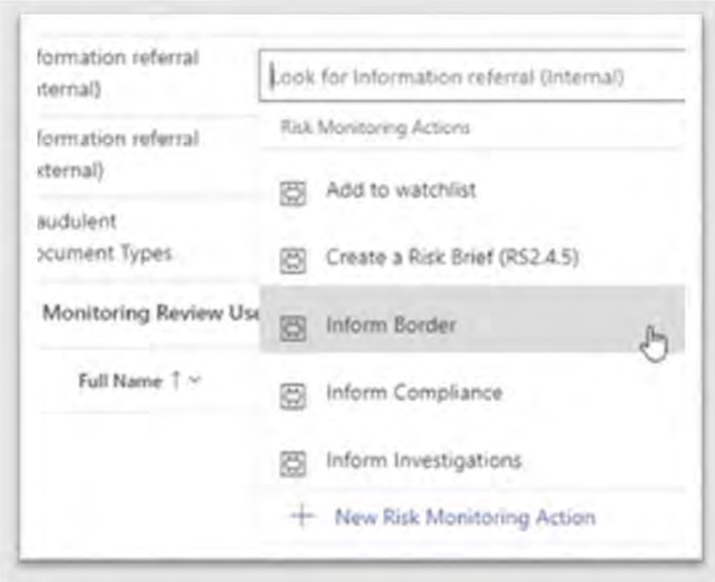
Finalising and closing the review

Once the activity is completed, if a referral is required, you need to go back to the **Q&A** section, to indicate that action. You can select from either, or both internal referrals and external referrals.

This step does not create any communication with the party you plan to refer to. It just keeps a record of the intention to refer. When you have finished the RMR in ADEPT, you also need to make the referral using current referral processes external to ADEPT, such as email.

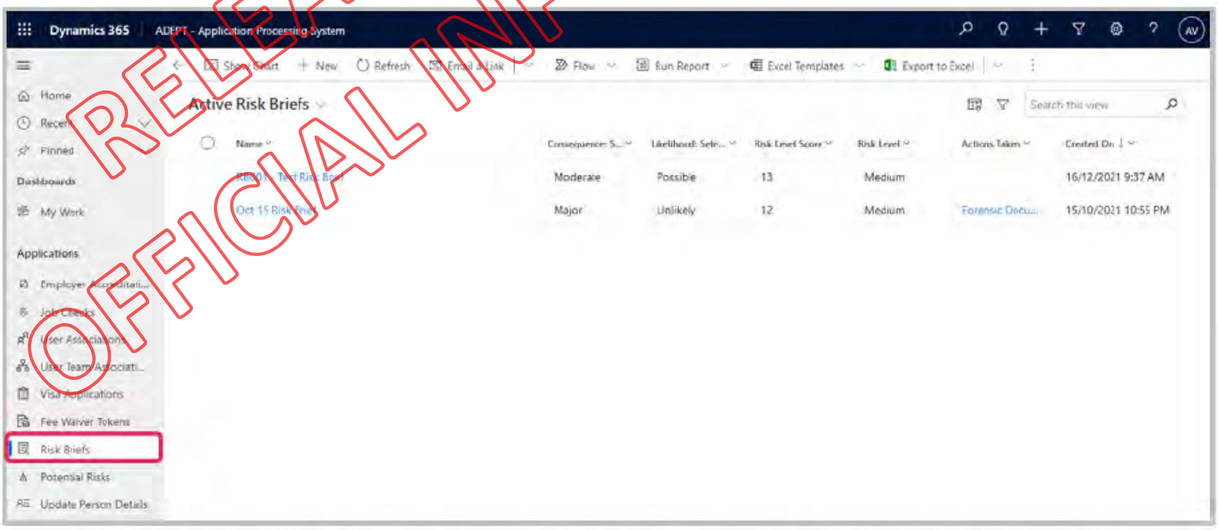


Then you need to:

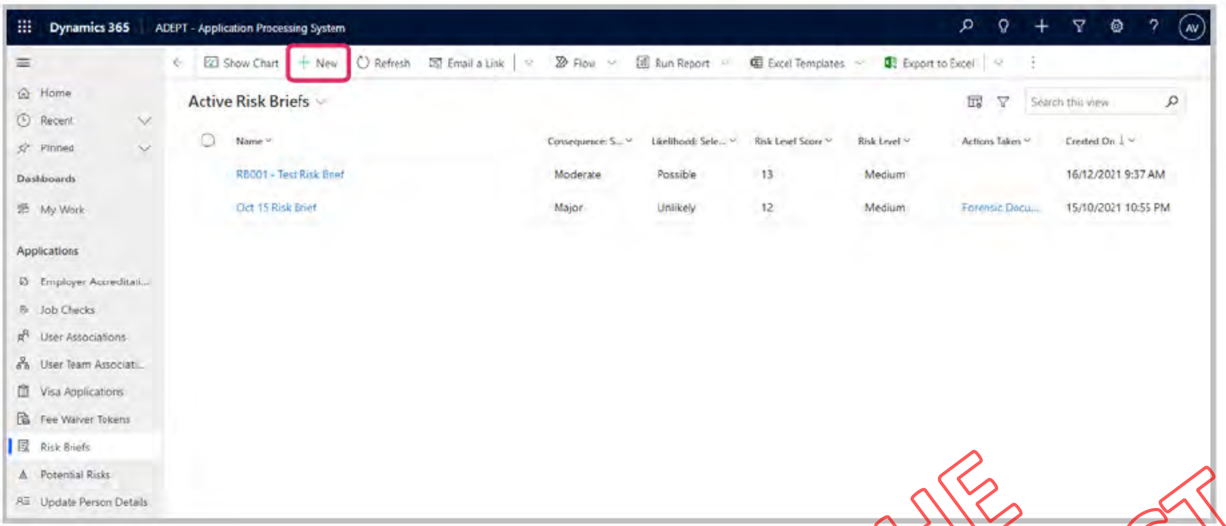
- navigate back to the **General** tab and enter the **Review end date** for the activity.
- Click **Save and Close** to complete the RMR activity.

10.7 Creating a Risk brief

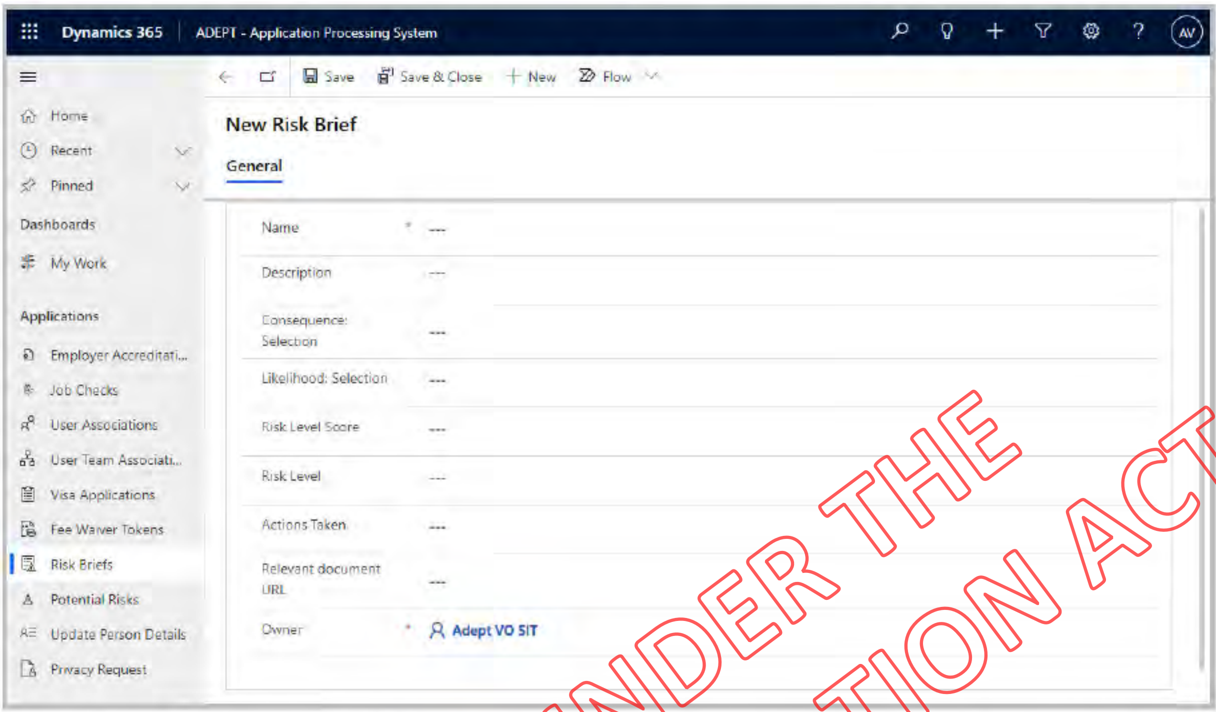
To create or view a risk brief, select the **Risk Brief** option on the left-hand menu as shown in the following screenshot.



To create a new risk brief, select **New** on the top menu as shown in the following screenshot.


Dynamics 365
ADEPT - Application Processing System
Show Chart
New
Refresh
Email a Link
Flow
Run Report
Excel Templates
Export to Excel
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
Active Risk Briefs
Search this view
Name
Consequence: S...
Likelihood: Sele...
Risk Level Score
Risk Level
Actions Taken
Created On
RB001 - Test Risk Brief
Moderate
Possible
13
Medium
16/12/2021 9:37 AM
Oct 15 Risk Brief
Major
Unlikely
12
Medium
Forensic Docu...
15/10/2021 10:55 PM

Populate as many fields as possible and select **Save & Close** to save your changes.



The risk brief you have created is now available for any INZ user to view. For more information about risk briefs, refer to the SOP on preparing a risk brief.

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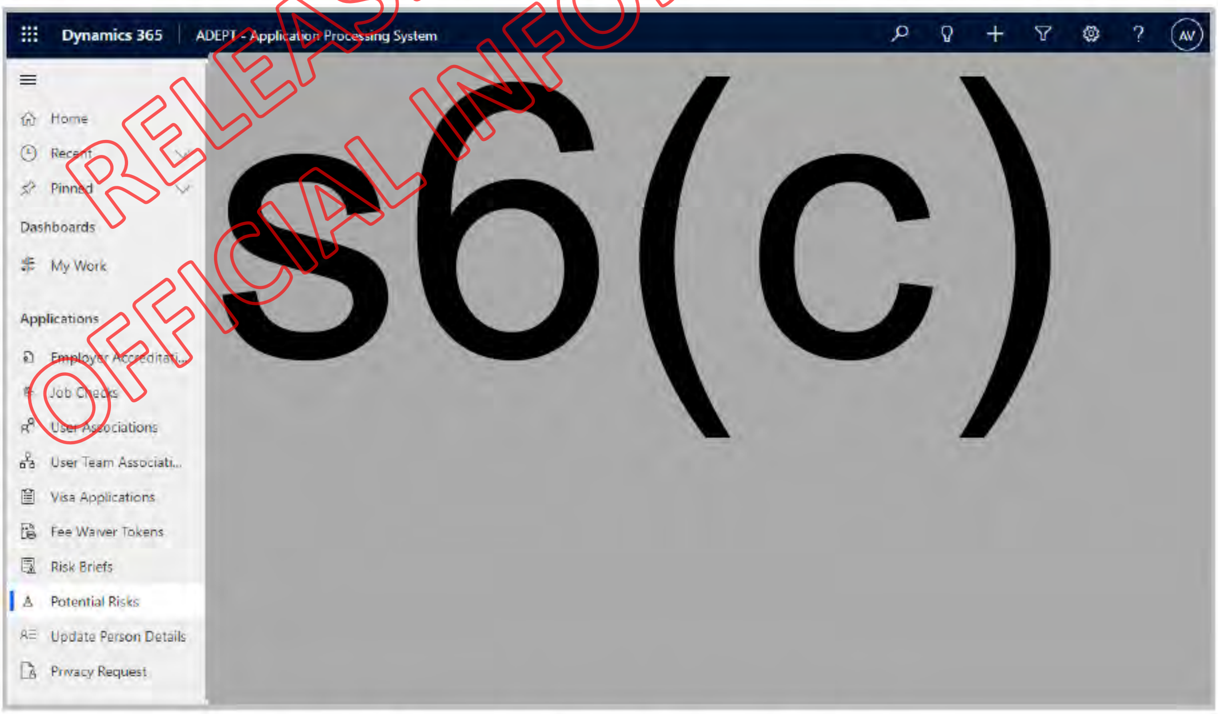
WORKAROUND	ADEPT has limited functionality with regards to creating and publishing risk briefs (e.g. doesn't include distribution functionality). You are required to record the risk briefs in ADEPT and distribute the risk briefs outside of ADEPT (as per the current process) until this process is released into ADEPT.

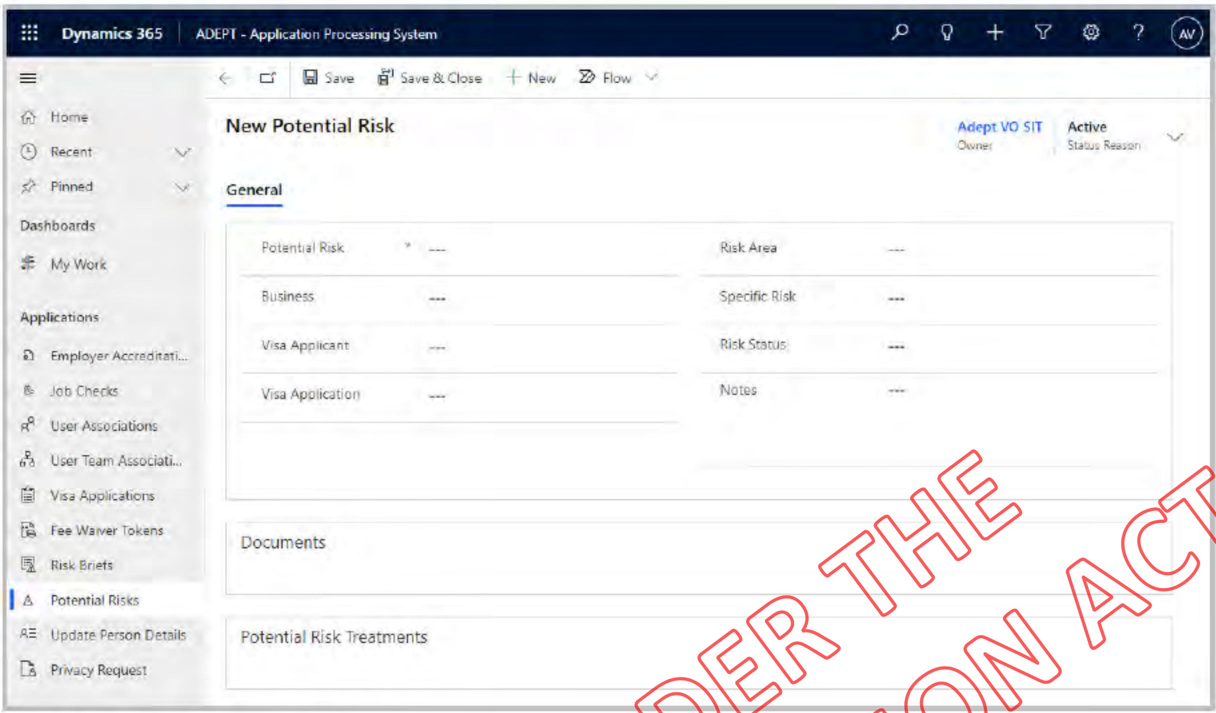
10.8 Creating a Potential Risk

To create or view a potential risk, select the **Potential Risk** option on the left-hand menu as shown in the following screenshot.

To create a new potential risk, select **New** on the top menu as shown in the following screenshot.



This will open a new **Potential Risk** screen as shown in the screenshot below.



Populate the following fields:

- **Potential risks**: give a descriptive name to the new potential risk (select Save before continuing to enter the rest of the fields).
- **Business**: This is for Employer accreditation and job check applications only - do not use this for visa application.
- **Visa applicant/Application**: Link to the related visa applicant/application by searching the field.
- **Risk area/specific risk**: Select the appropriate risk area and specific risk. For more information on the **risk area** and **specific risk**, refer to the risk classification document in MAKO.
- **Documents**: upload any relevant documents here. For more information about uploading documents, refer to Section 2.12, Uploading Documents.
- **Risk Treatment**: Assess a risk treatment as appropriate by selecting **New Risk and Treatment mapping**.

Select **Save & Close** to save your changes. The potential risk you have created is now available for any INZ user to view.

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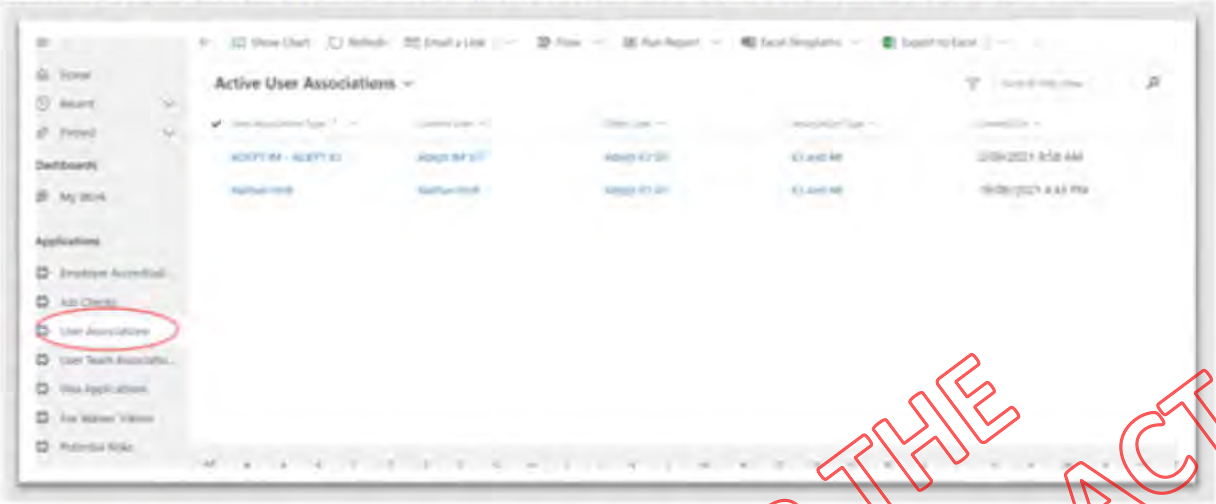
10.9 Managing my team

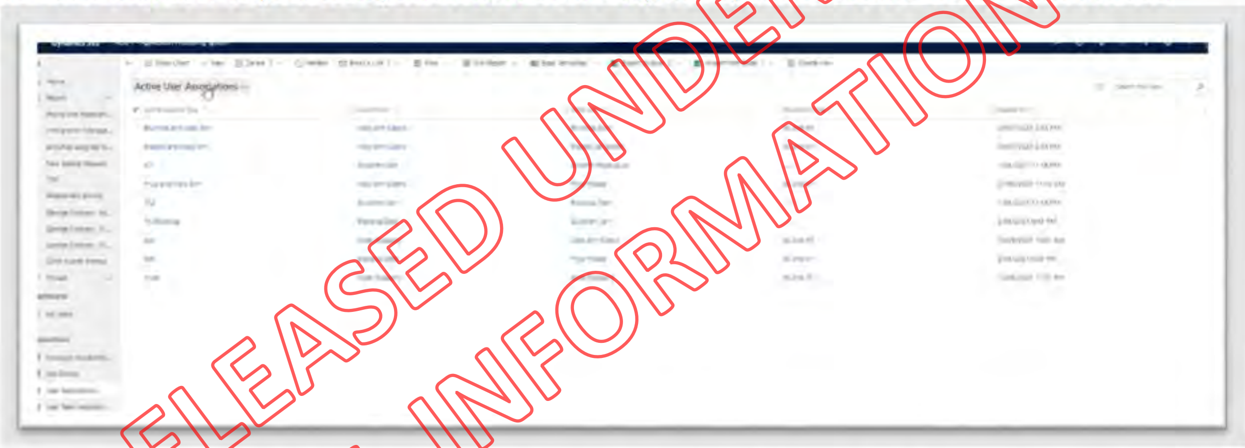
This section applies to Verification Managers.

10.9.1 User associations

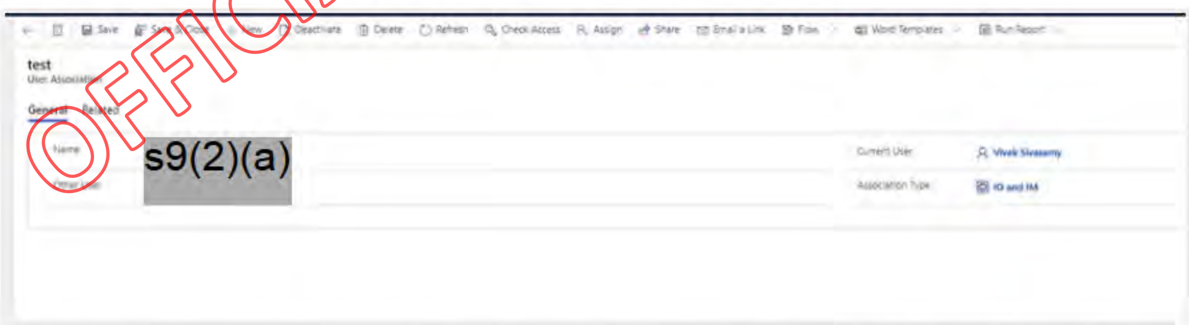
To add or remove users from your team, select **User Associations** from the left-hand menu.



To add a new user to your team, select **New** on the top menu, and select the user you wish to add.



In the **Association Type** field, choose the value **VO and VM** to link the VO to yourself. Select **Save & Close** in the top menu to finalise this association.

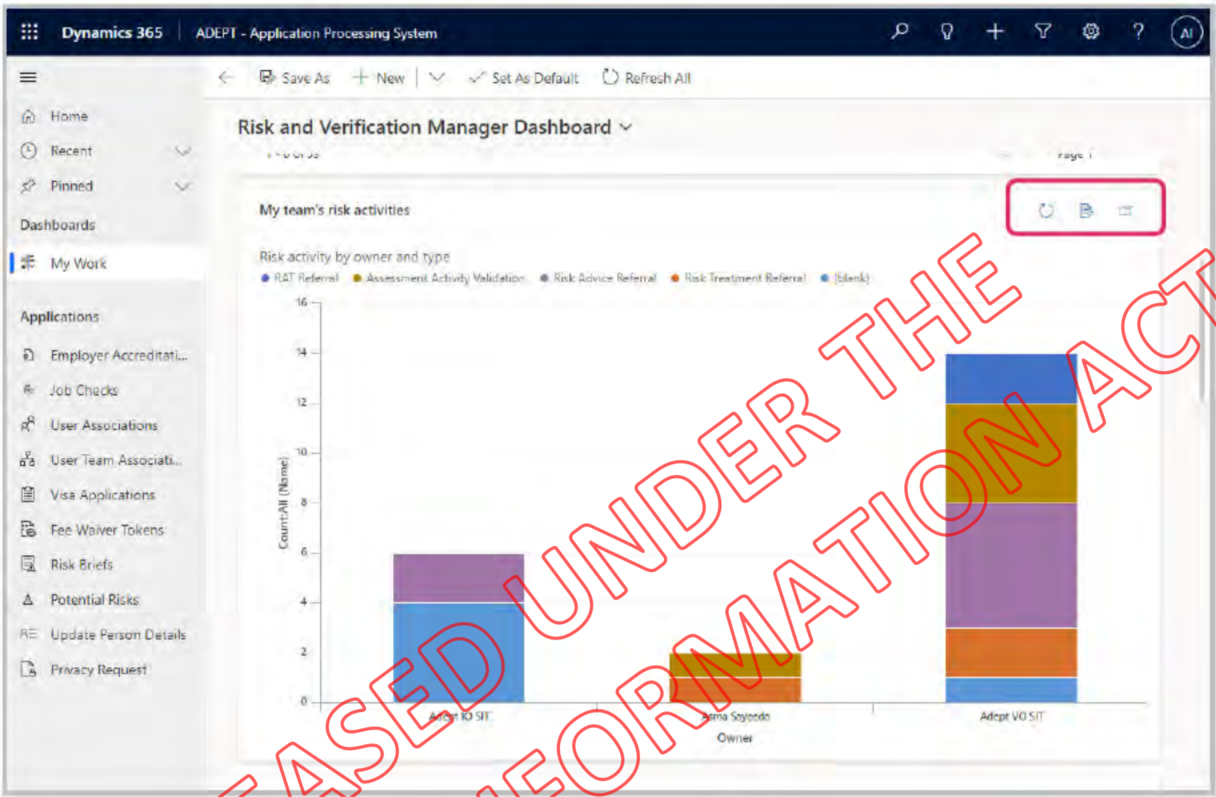


To remove a user from your team, follow the same process as described above, and remove the value **VO and VM** in the **Association Type** field. Select **Save and Close** to confirm and exit.

More information about user associations can be found in section **7.7.1 User Associations**.

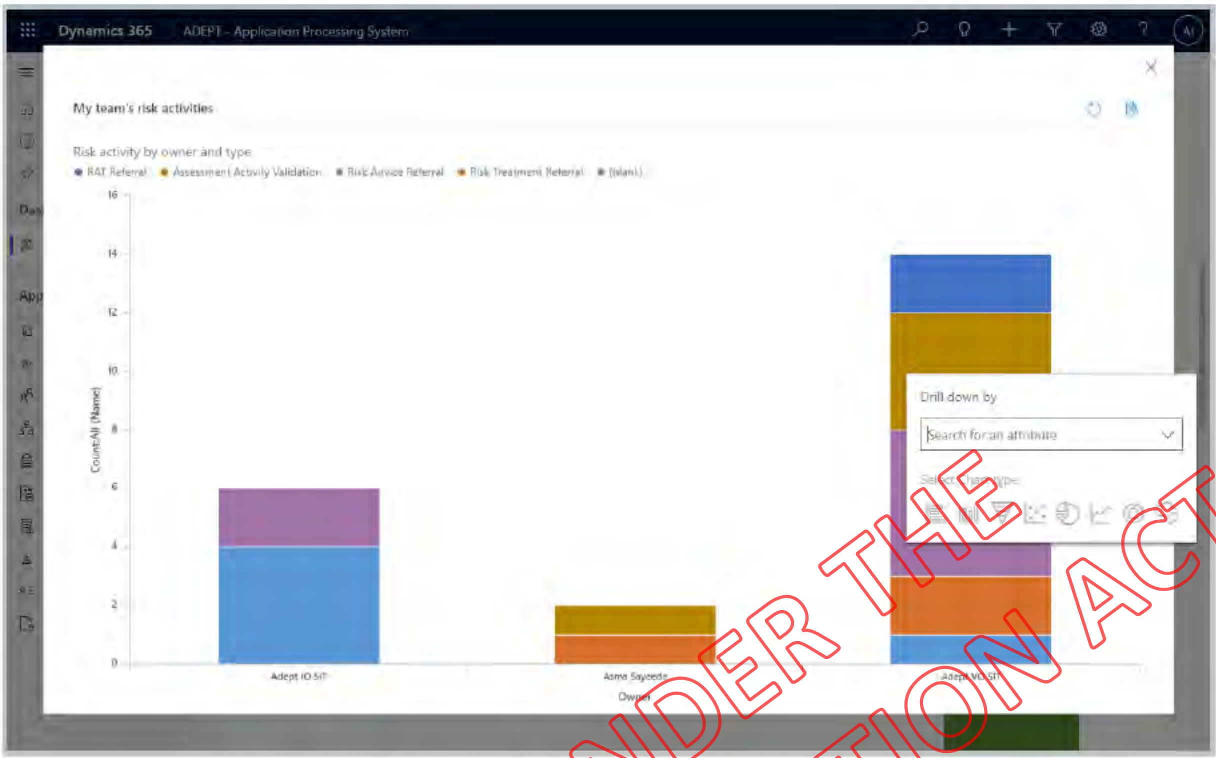
10.10 Monitoring workload/performance

The **Risk and Verification Manager dashboard** provides a number of charts to monitor your team's workload and performance. There are several interactive features in the charts which are managed by the icons in the top right of the chart.



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.

Once a chart has been expanded, select any part of the chart to display a drop-down menu. Select an attribute and chart type to customise the view as shown on the following screenshot.



For more information about using ADEPT charts, refer to the Microsoft Dynamic 365 documentation.

11 IMMIGRATION CONTACT CENTRE

Immigration Contact Centre (ICC) Introduction

The purpose of this document is to provide guidance and support to Immigration Contact Centre (ICC) team members using the ADEPT system to support applicant queries.

11.1 Finding an application status

11.1.1 Immigration Online Portal

If a client calls ICC requesting an update on their application status, the client should be directed to log into the Immigration Online portal where they will find the status of their application. For more information on the Immigration Online system, refer to Enhancements to Immigration Online | Immigration New Zealand.

11.1.2 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 Officers working on the application. Refer to Section 2.6, Viewing a Visa status and owner.

11.1.3 Master Execution Flow

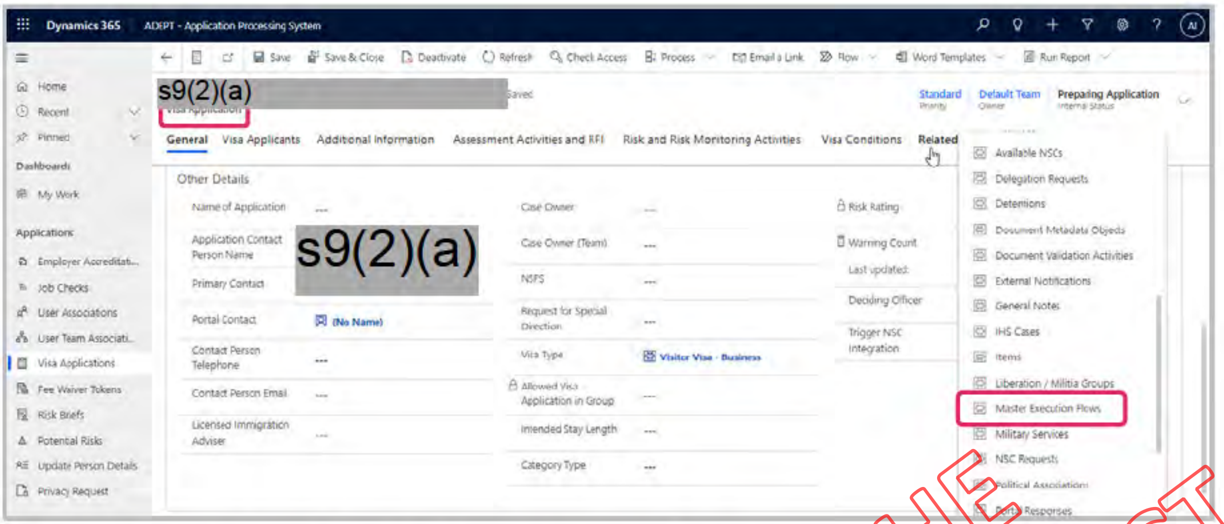
If the Assessment Activities and RFI tab does not contain any information (Section 2.6, Viewing a Visa status and owner) then there are a number of possibilities:

- 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.

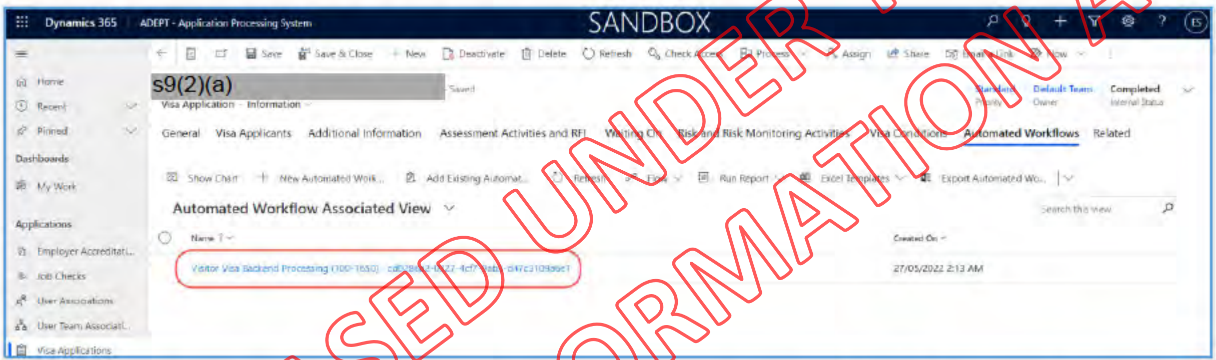
In this scenario we look at the Master Execution Flow (MEF) to see where the application is at.

The master execution flow or MEF will show the steps the activity has gone through and where it is currently sitting. It could be still at the identity steps (identity being verified) or could be waiting for a health test (in this case the applicant would have received a letter to get a medical test in their portal), or the application could be at a later step where it is waiting for a decision or waiting for QC review.

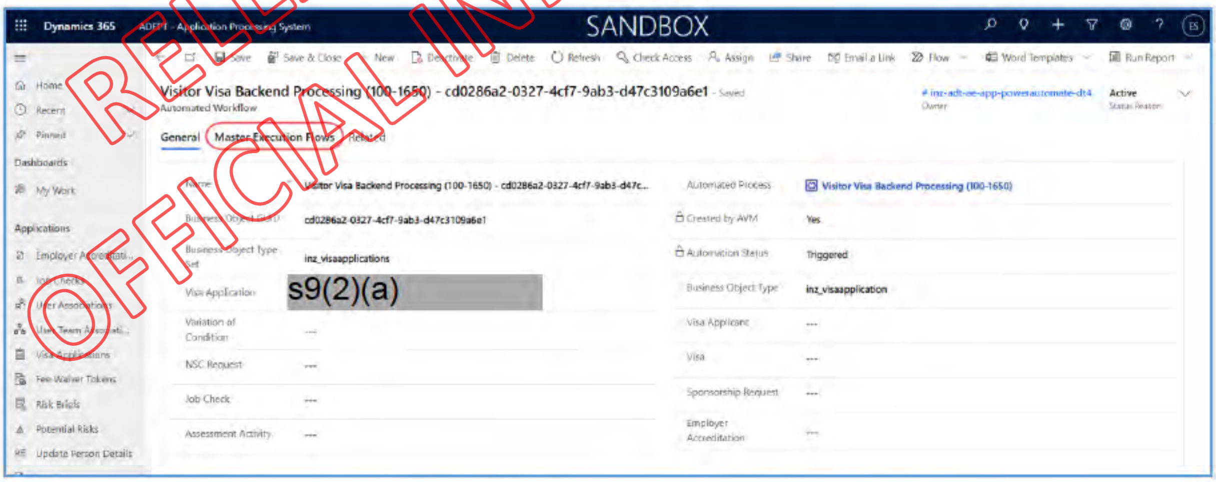
1. Locate a visa application using the left-hand menu or search function. More information about the search function can be found in section **2.2 Searching in ADEPT**
2. Open the visa application.
3. For RV21 and EA applications, open the **Related** drop-down menu and select Master Execution Flow. For visa application types other than RV21 or EA, open the **Related** drop-down menu and select **Automated Workflow.**



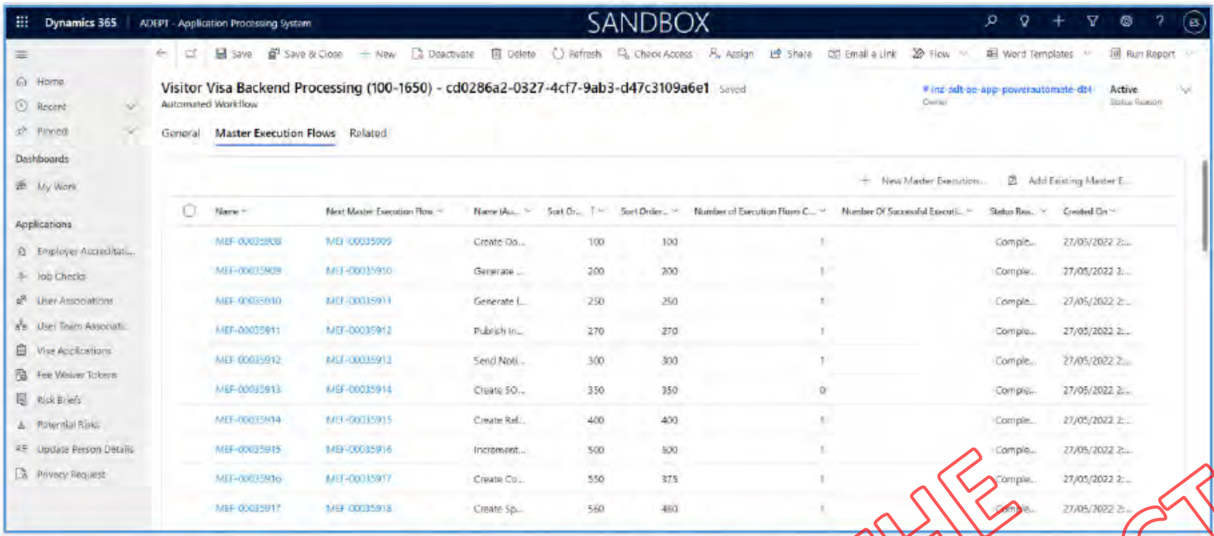
4. Click on the hyperlink of the MEF report you wish to view.



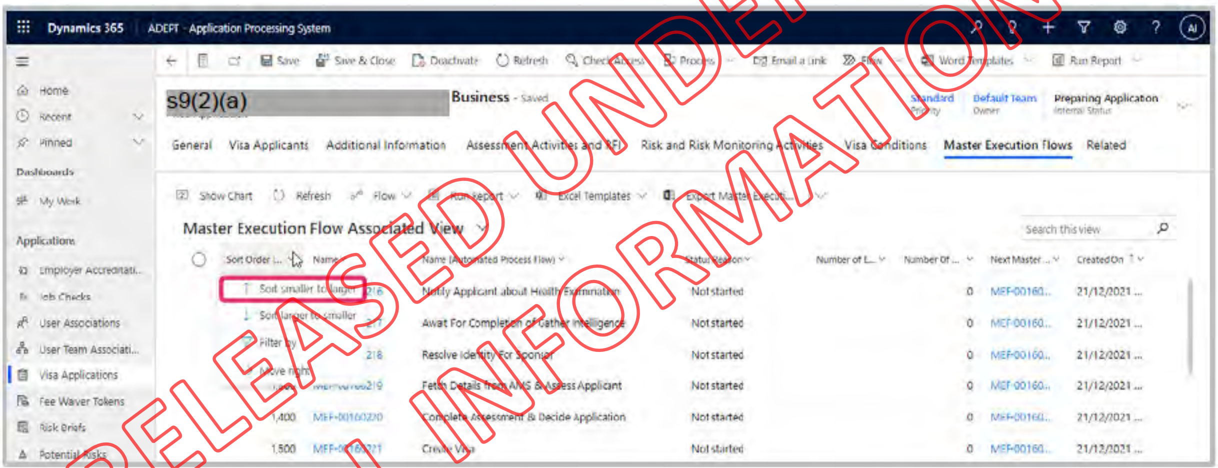
5. This will display the Automated Workflow screen. Click on the **Master Execution Flows** tab



6. This will display a report of MEFs that were executed for the application



7. Use the Sort Order column to sort from smallest to largest. This shows the system steps the system takes in order.



8. You can also use the Status Reason column to sort by Status (e.g. Completed, Not Started, In Progress).
9. You can use this report to identify exactly where in the process the application is to give the client a more detailed status update.

11.2 Updating Contact Details

Primary Contact details are managed by the applicant via the self-serve Immigration Online portal.

If an applicant struggles to do so themselves, ICC can update details on their behalf.

Refer to Section 2.9, Updating applicant Information.

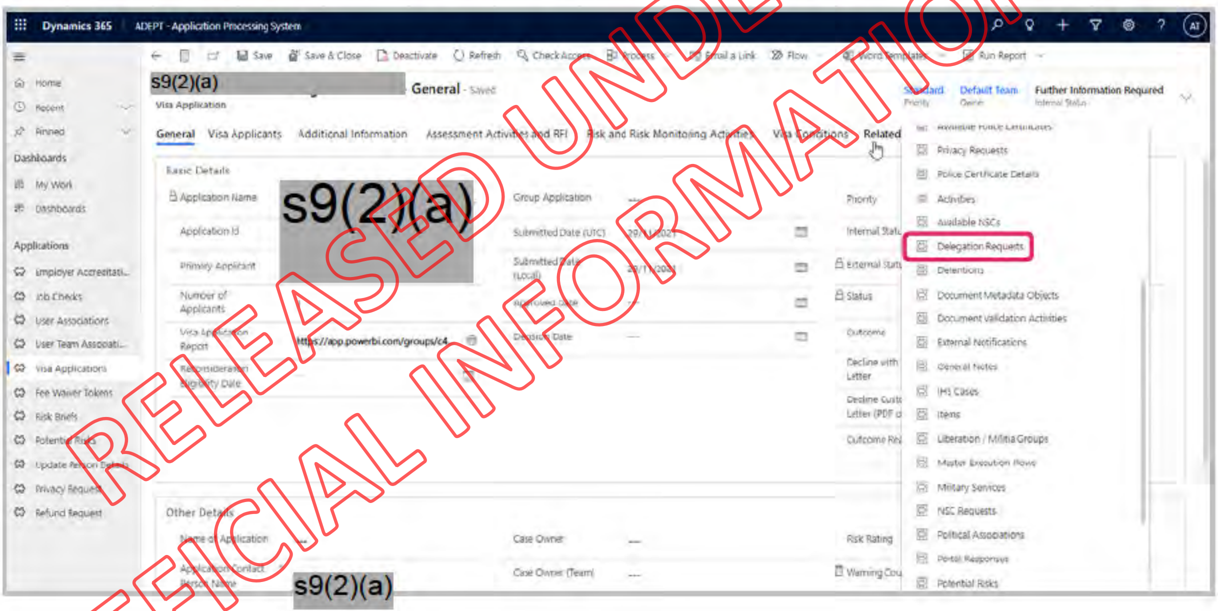
11.3 Sharing/Un-sharing an application

ADEPT allows applicant to share their application with other people, such as Licensed Immigration Advisers (LIAs). In some scenarios, an applicant may require INZ staff to share or un-share an application on their behalf.

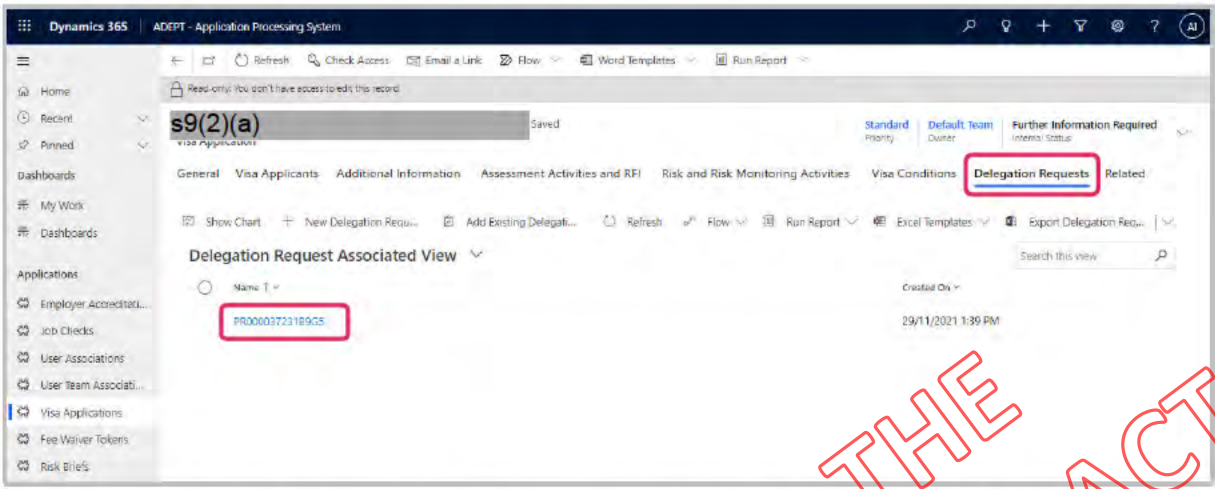
NOTE	Expectation is that the applicant or their agent does this themselves and this is therefore a fall back where that proves impossible.

To do this, you must first locate the application using the search functionality described in Section 2.2, Searching ADEPT in the Common Capability User Guide.

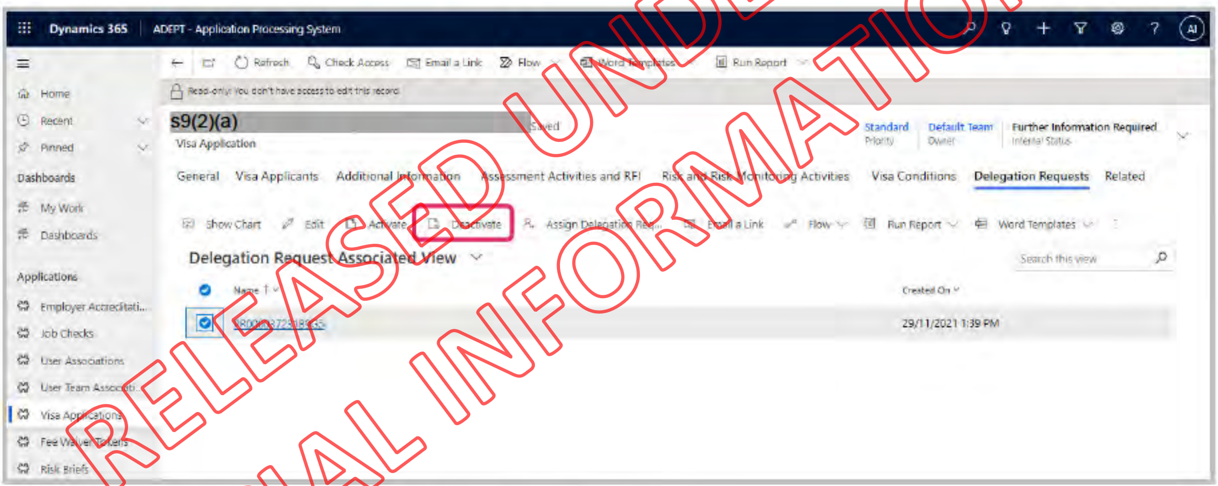
Once you have located the application, select the application to open the **Visa Application** screen. Select the **Related** tab and select **Delegation Requests** as shown on the following screenshot.



This will open the **Delegation Request** view. Select the link in the **Name** field to view the content of the delegation request as shown on the following screenshot.



To un-share an application, select the delegation request by ticking the box in the left column, and select **Deactivate** as shown in the following screenshot.

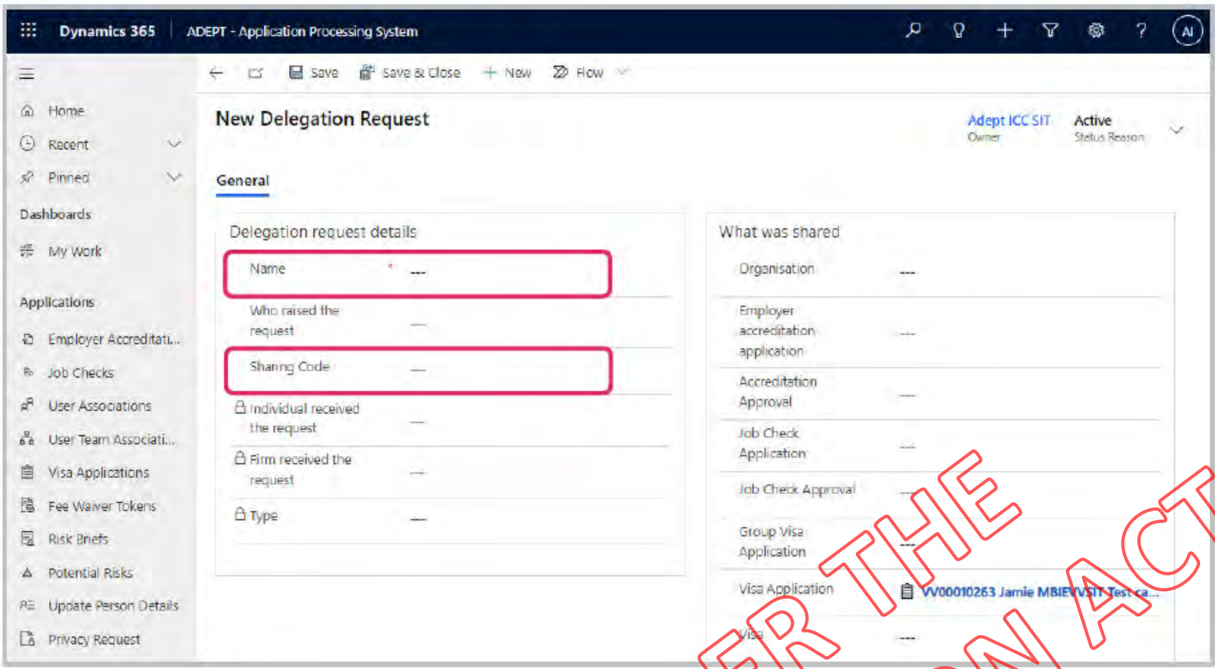


This will result in the application being un-shared.

If you wish to share an application, follow these steps:

- Select **New** on the top of the **Delegation Request** grid,
- Populate the **Name** and **Sharing Code** fields (this code will be provided by the applicant)
- Select **Save** on the top of the screen.

You should see that the **Individual received the request** field will populate automatically with the value 'No Name'.



Note: If you cannot find the user in the drop-down presented, select advance lookup, you will then be able to see the contacts within ADEPT.

NOTE (1)	The ability to create or deactivate delegation requests is limited to specific groups of users such as ICC staff.

NOTE (2)	If the request for sharing is made before the visa application is approve you only need to share the application. If the request for sharing is made after the visa is approved you need to share not only the application, but also the visa. To do this, open the visa from the **Related** tab of the visa application. In the Visa screen, open the **Delegation request** from the **Related** tab of the visa, and populate it the same way as for an application.

11.4 Applying an UNLI-Waiver Token

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ADEPT prevents UNLI applicants from submitting an application, as being UNLI means you are ineligible to apply for a visa. When the applicant receives this error when trying to submit, they may contact INZ via Immigration Contact Centre (ICC) if they believe the status to be an error.

Where the UNLI status is confirmed to be an error INZ can create a waiver token, that will allow the application to be successfully submitted to ADEPT, despite the perceived UNLI status of the applicant.

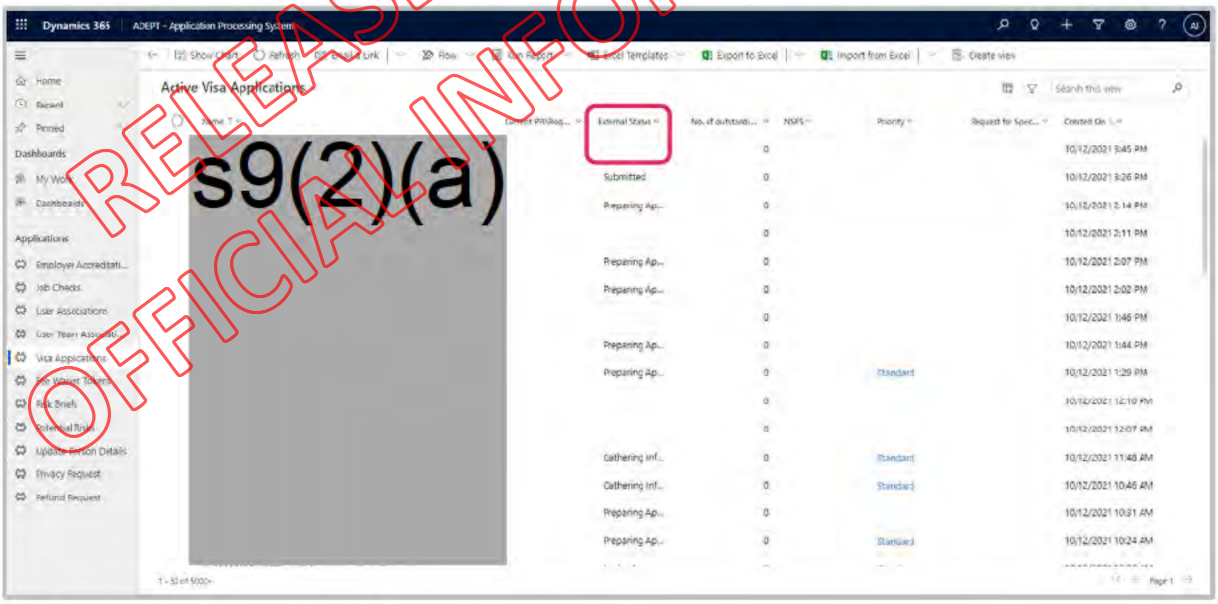
This user guide assumes the following:

- the applicant has completed an application via the portal, e.g. it is ready for payment
- the applicant received an error message when trying to submit their application
- The false-positive UNLI status of the applicant can be determined via existing business processes
- the name and type of the draft application are known (so the applicant can be found in order to apply the waiver)
- the user is logged into ADEPT and has the ICC user role.

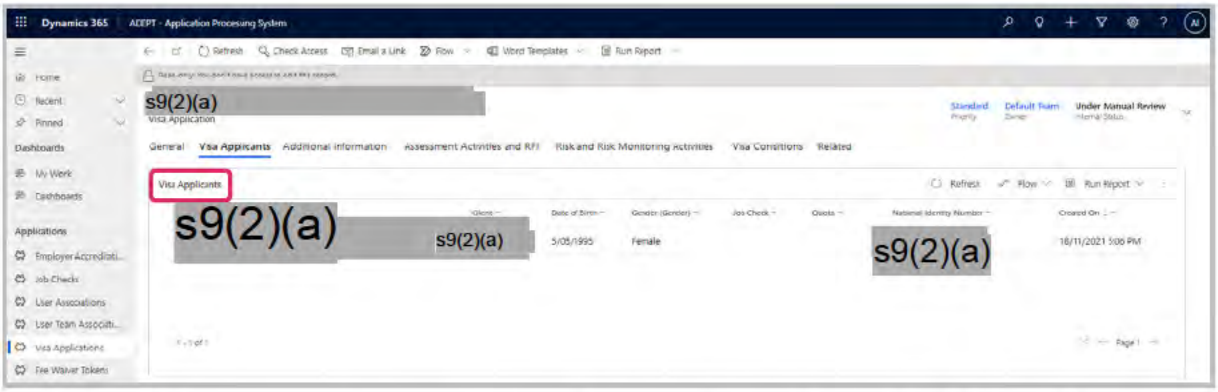
11.4.1 Investigate the applicant UNLI status

Locate the draft application (For more information about search capability refer to Section 2.2, Searching ADEPT).

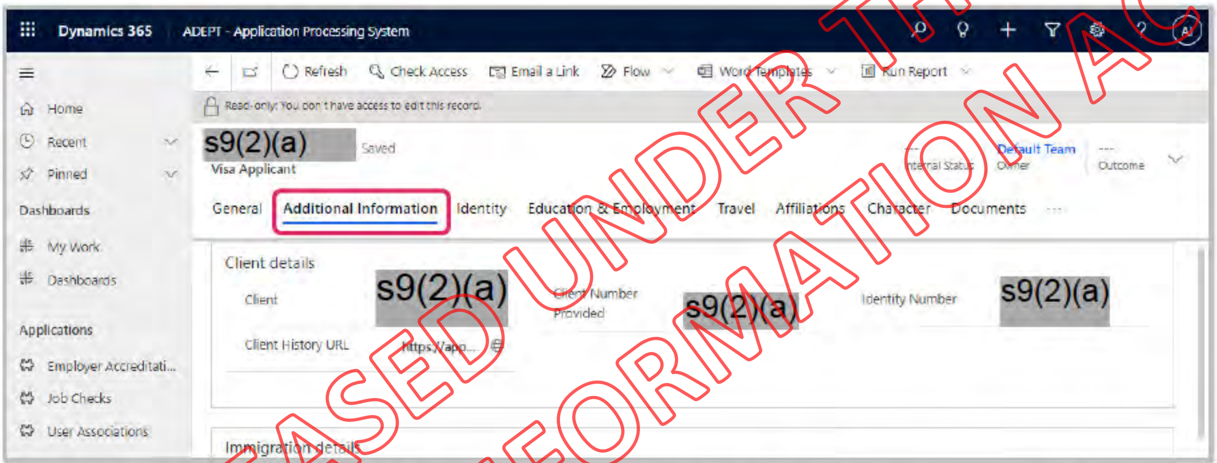
1. Via the **Visa Applications** left-hand menu option, filter or search for the applicant's visa application – unsubmitted applications can be identified by their blank **External status** field.



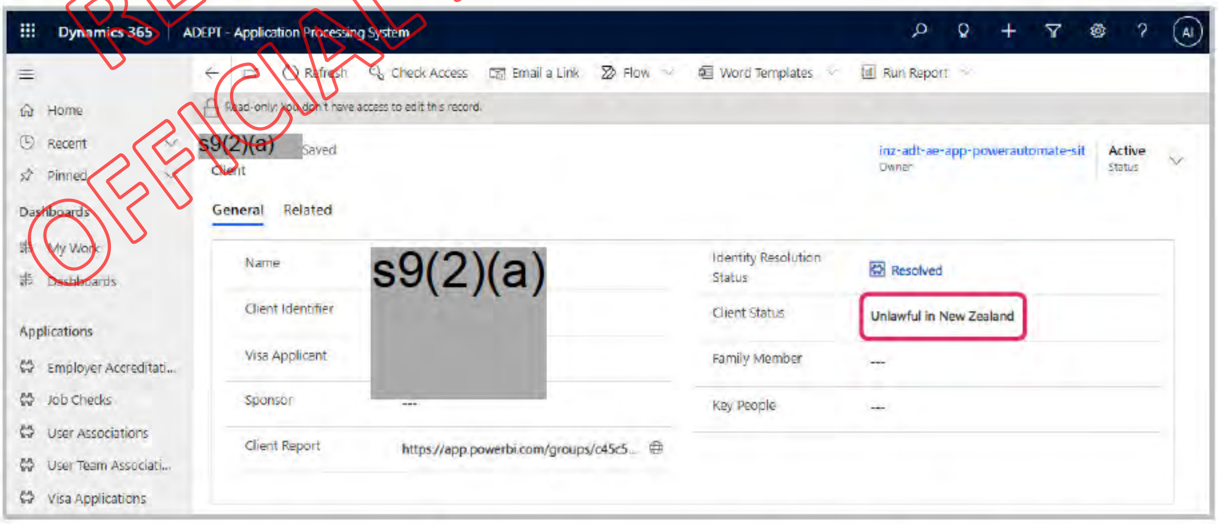
2. Select the **Name** of the application to open it.
3. Then select the **Visa Applicants** tab to review all applicants associated with the application, and their status, as shown in the following screenshot.



4. Select the name of the applicant you wish to investigate and select the **Additional Information** tab and select the hyperlink in the **Client** field, as shown in the following screenshot.



5. If the applicant is unlawful, the value in the **Client Status** field displays **Unlawful in New Zealand**.

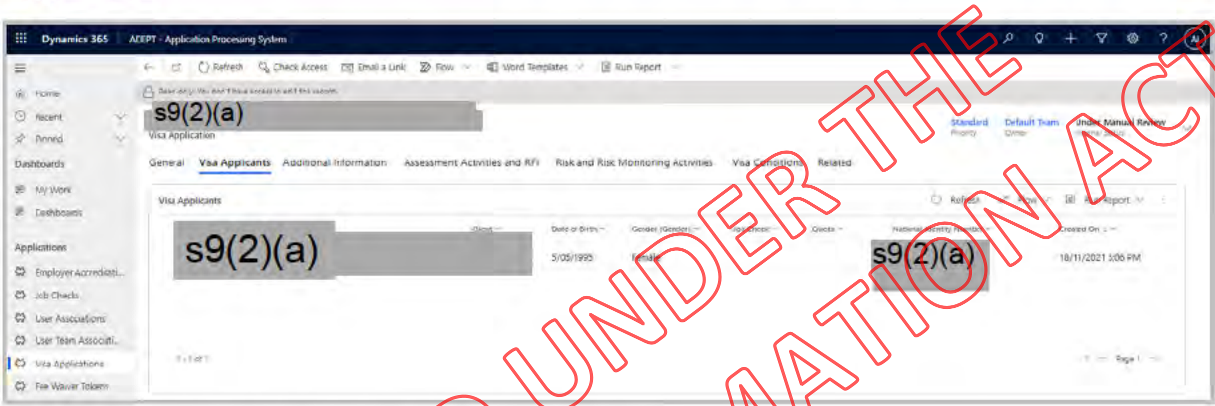


6. Follow existing documented processes to determine whether the UNLI status can be waived.

NOTE	If further investigation is required to confirm the false-positive status, refer to business processes for looking up a client in AMS: [Search a client in AMS SOP]().

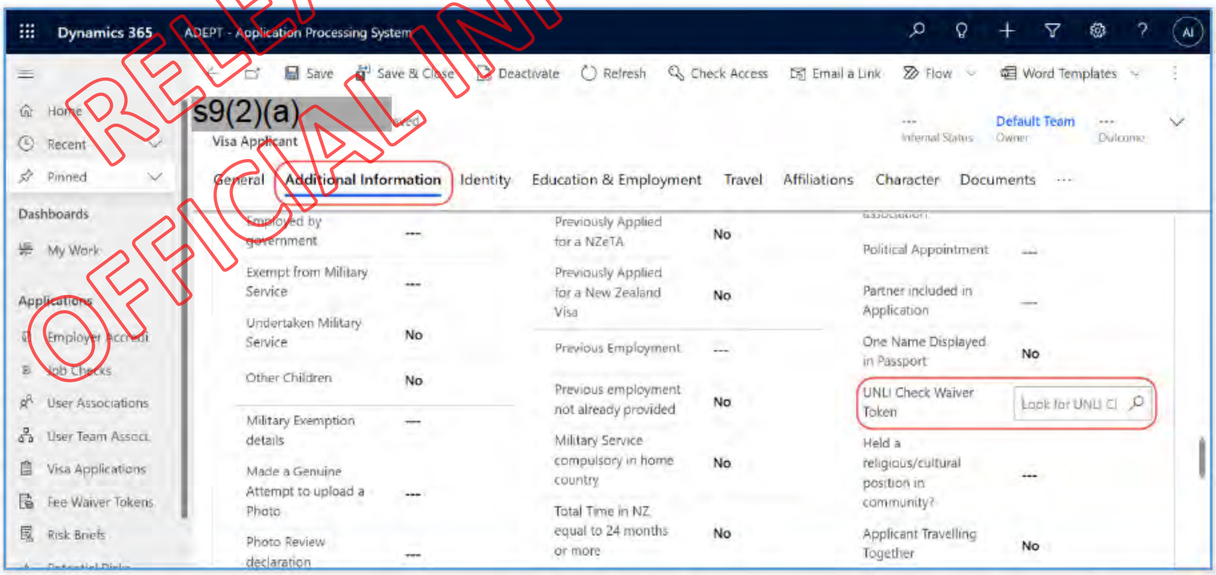
11.4.2 Create the UNLI Waiver Token

Where it is determined that the applicants UNLI status can be waived, you should open the client's application and select the client that has the UNLI status using the **Visa Applicants** tab of the application.

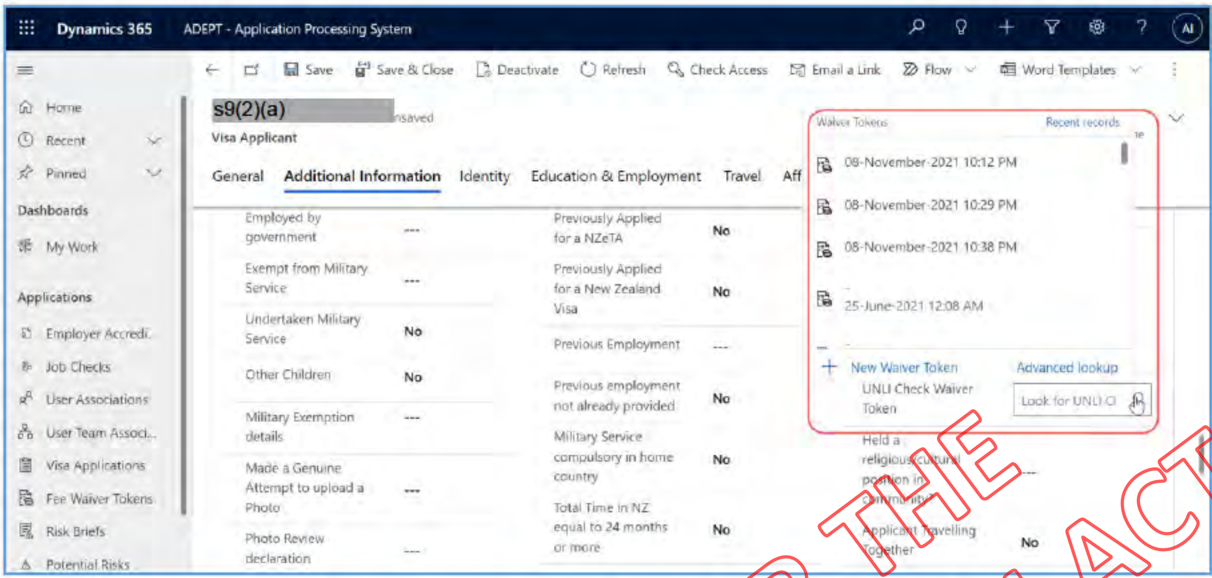


Once in the visa applicant page, follow the steps below.

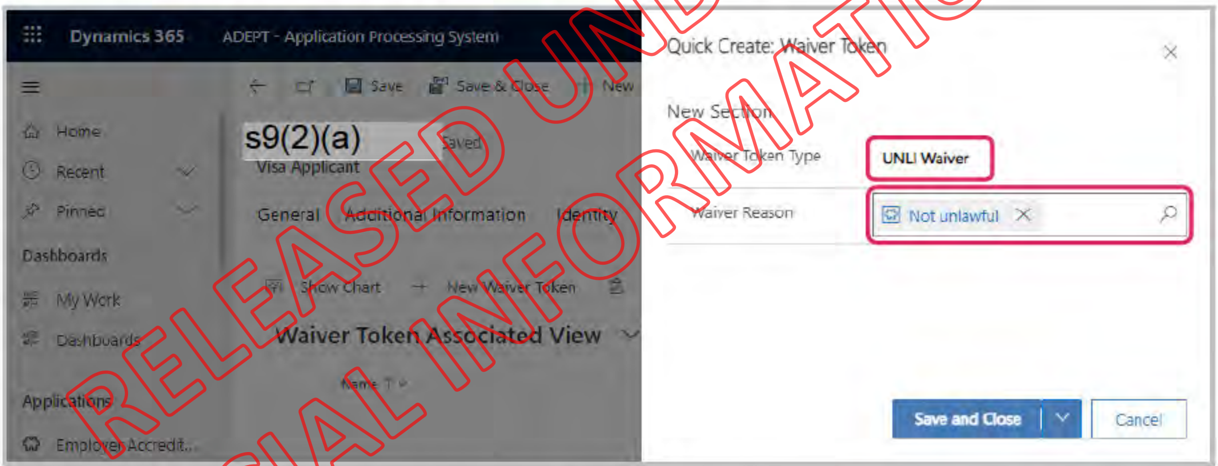
1. Select on the **Additional Information** tab and scroll down to the **UNLI Check Waiver Token** field.



2. Click on the search icon in the **UNLI Check Waiver Token** field and then click on the **+ New Waiver Token** link as show in the screenshot below.



3. In the Quick-Create pop-up window, select **Waiver Token Type = UNLI Waiver** from the drop-down menu and select or search for an **appropriate Waiver Reason**.



4. Select **Save and Close** at the bottom of the pop-up window – the UNLI waiver is now listed in the Waiver Token tab of the applicant form.
5. Advise the applicant to pay and re-submit their completed draft-application - it should successfully submit at this point.

NOTE(1)	Note that the UNLI waiver token will not work if the applicant changes any of their biographic details (first name, last name, DOB, nationality, etc) after the token has been created.

NOTE(2)	The Waiver Token will be consumed as soon as the Client clicks on **Pay and submit**, so if they change their mind to pay then, or it times out, or they select the back button etc, then a new Waiver token will be required.

11.5 Applying a Fee-Waiver token

Fee-Waiver token are issued and managed by Immigration Managers.

In some exceptional circumstances, it may be appropriate for an ICC user to issue a Fee-Waiver token. Refer to Section 7.8, Applying a Fee-Waiver token for more information about this functionality.

NOTE	If you determine (and agree) that an applicant is entitled to a fee-wavier for a future application, please make a note in the current application's general notes area. When the applicant makes contact requesting a previously agreed fee waiver, you should locate the applicant's past applications and review all general notes related to fee-waivers to confirm what was previously agreed for a new application.

11.6 Change of Sponsor (before sponsorship request was sent to INZ)

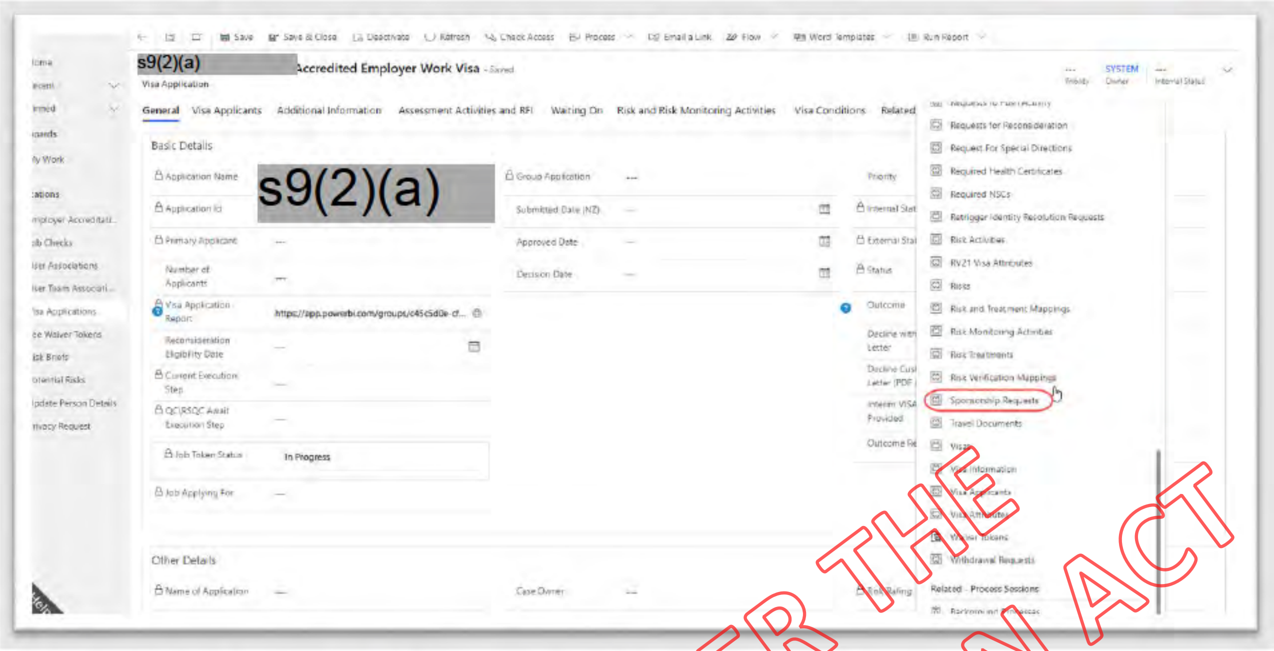
When filling a sponsorship form, the sponsor of a visa applicant needs to use a Sponsor sharing code ID. In the situation where a sponsor has changed after the sharing code ID was created, the sponsor may have issues in filling out their sponsorship form and may call ICC.

This section provides the instructions to help resolve this, and assumes the following:

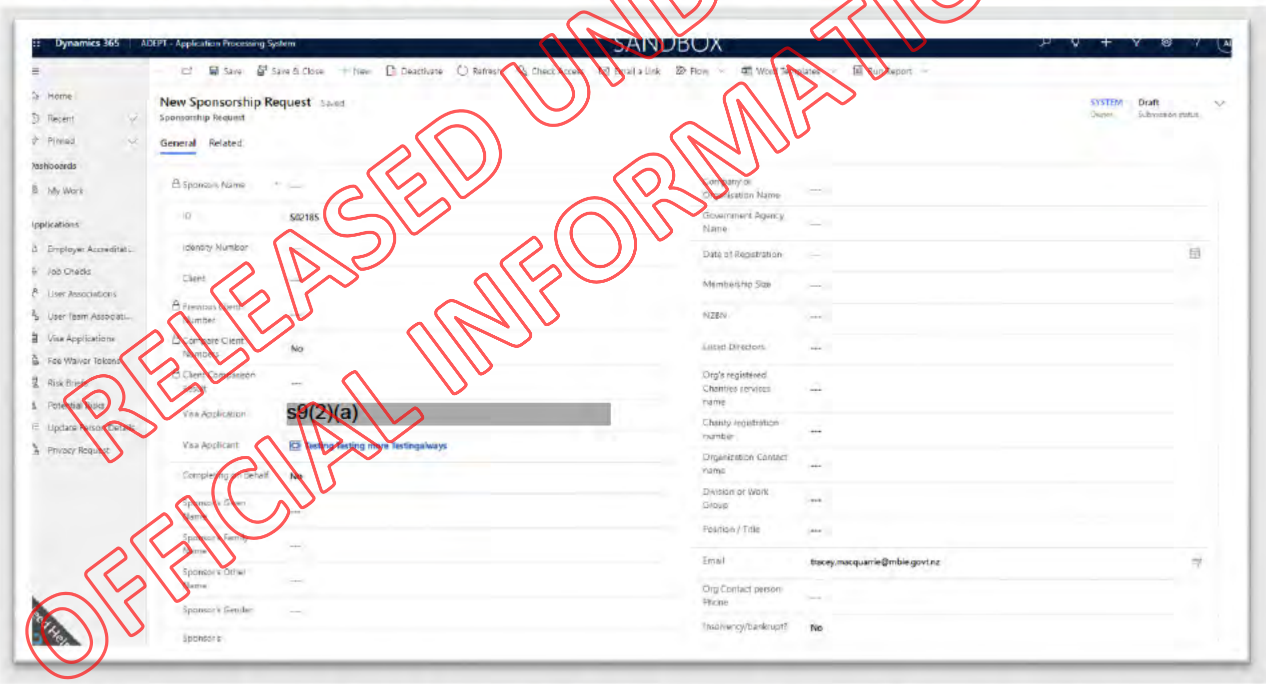
- The sponsor has not yet submitted the form
- The sponsor has changed after the sharing code ID was created

If a sponsor or applicant calls you for the reason mentioned above, please follow the steps below.

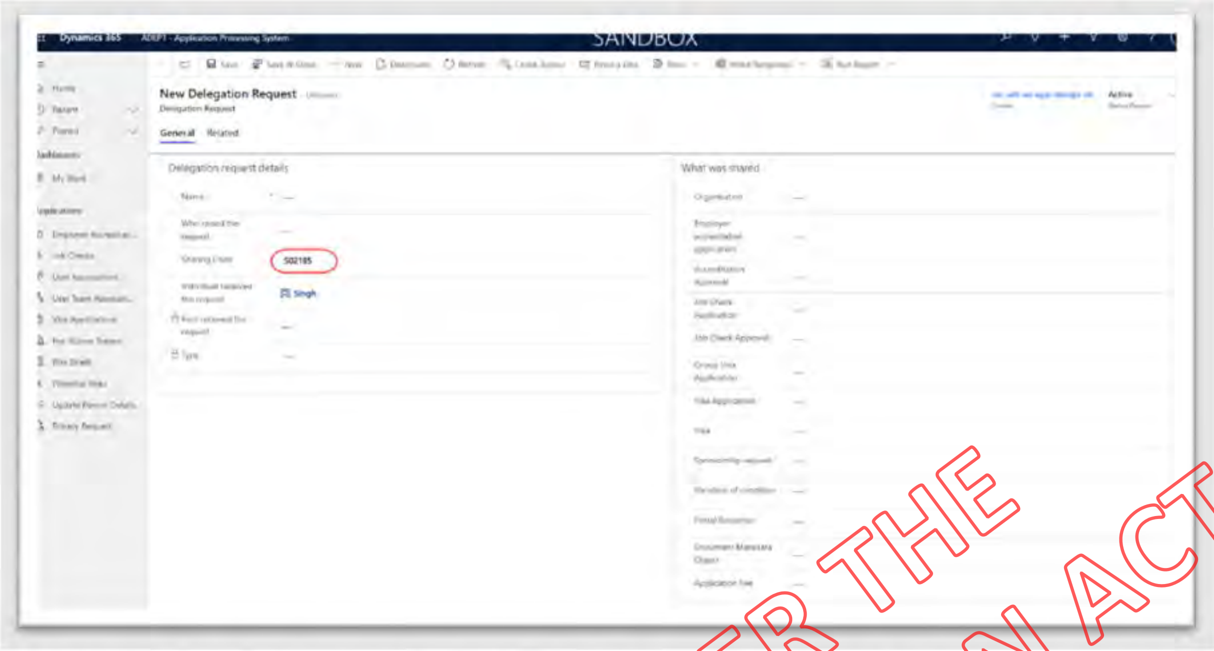
- Locate the application by using the search functionality. For more information about the search functionality please refer to Section 2.2 of this user guide
- On the application screen, click on the **Related** tab and select **Sponsorship Request** as shown in the screenshot below.



This will open the **Sponsorship Request** as shown in the screenshot below.



Click on **Delegation Request** in the **Related** tab of the Sponsorship request. This will open the Delegation Request screen as shown in the screenshot below.



In the **Sharing Code** field, update the Sharing Code ID with the new Sharing Code ID provided by the sponsor.

Click on **Save and Close.**

From this point onwards you can inform the sponsor that their Sharing Code ID has been successfully updated and that they can now submit their sponsorship form request.

Appendix A – Template Letters

Decline Letters

Template Name	Situation
Decline_HoldsInterimVisa_Onshore	When an applicant is onshore and holds an interim visa
Decline_HoldsInterimVisa_WithMedicalConditions_Onshore	When an applicant is onshore and holds an interim visa and there is a medical certificate in the system that maybe reused if applying again
Decline_HoldsTempVisa_Onshore	When an applicant is onshore and holds a temporary visa
Decline_HoldsTempVisa_WithMedical Conditions_Onshore	When an applicant is onshore and holds a temporary visa and there is a medical certificate in the system that maybe reused if applying again
Decline_Offshore	When the applicant is offshore
Decline_Unlawful_Onshore	When the applicant is onshore and is unlawfully in New Zealand
Decline_UnlawfulWithMedicalConditions_Onshore	When the applicant is onshore and is unlawfully in New Zealand and there is a medical certificate in the system that maybe reused if applying again
Decline_WithMedicalConditions_Offshore	When the applicant is offshore and there is a medical certificate in the system that may be reused if applying again

Appendix B – Risk Assessment

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GLOSSARY

Activity/Activities	Internal	Any tasks that need manual assessment are flagged as an activity in ADEPT. INZ staff pull activities from their dashboard.
Accreditation/employer accreditation	Internal/External	Employers have to be accredited to hire migrant workers on an Accredited Employer Work Visa.
ADA	Internal	Automated Decision Assist.
Address finder/Address finder tool	Internal/External	When an applicant applies for a visa using the enhanced Immigration Online system, the address finder tool will automatically validate the data entered in the application form against a global address reference database.
ADEPT	Internal	The internal name for the new technology. This stands for Advanced Digital Employer-led Processing and Targeting but is a name in itself. ADEPT should be stylised in all capital letters.
Applicant	Internal/External	A person who is applying for a visa.
Application	Internal/External	A set of data submitted by the user who is applying for a visa using the ADEPT portal.
AEWV/ Accredited Employer Work Visa	Internal/External	The Accredited Employer Work Visa (AEWV) is a new employer-assisted work visa being introduced in 2022. It will be among the first products to launch on the enhanced Immigration Online system (External) and ADEPT (internal).
Alerts/Warnings	Internal	Important information related to an individual or any associated contacts that need to be considered when assessing an application.
AMS	Internal	Application Management System.
Apply on behalf	Internal/External	Functionality that allows a third party apply for a visa on behalf of someone else. This could be a licensed immigration adviser (LIA), a person exempt from licensing or a friend/family member helping with an application.
Approved	External	One of six application statuses. The application has been approved.
Assessment activity	Internal	A subset of activities that are triggered by the system because the application data failed immigration

		instructions. For example, purpose or character are assessment activities.
Automated assessment	Internal	Assessment of an application by the ADEPT system.
Assessment concern	Internal	A concern that is manually created by IO or is raised by the system as a result of the IO determining that an assessment criteria has not met the immigration instructions. The presence of an assessment concern will trigger the system to raise an RFI/PPI activity.
Assessment criteria	Internal	A description in plain English of a failed system concern that is presented to a user for evaluation and to determine if the concern meets the immigration requirement. If the assessment criteria are determined not to meet the immigration instructions, the system will raise an assessment concern.
Assessment-ready	Internal/External	We describe visa applications that are ready to be assessed by an INZ person as assessment ready. This terminology has replaced "decision-ready," as just because an application is ready to be assessed, does not necessarily mean it is ready to be decided on.
Biographic information	Internal/External	A person's biographical data includes name, address, gender, marital status, and date of birth.
Biometric information	Internal/External	Biometric information is physical information that distinguishes one person from another and can be used to establish a record of and confirm an individual's identity. The most common forms of biometric information are photographs and fingerprints. Other forms of biometric information include iris scans and voice recognition.
Blind pulling of activities	Internal	INZ people pull activities from their dashboard. Staff cannot see the detail of the activity until it has been assigned to their current activities – this is what is meant by the blind pulling of activities.
Business Rules Engine (BRE)	Internal	s6(c) [redacted]
Character activity	Internal	An assessment activity of type 'Character assessment.' This is created by the system when the applicant

		makes an adverse character declaration or when the system determines that immigration instructions related to character are not being met.
Current activities	Internal	Current activities are the activities on the INZ person's dashboard, waiting for them to work on.
Dashboard	Internal	The dashboard is the home/hub were INZ staff will undertake most of their work in ADEPT. INZ staff pull activities from their dashboard to work on.
Dashboard/Immigration Online Dashboard	External	In the enhanced Immigration Online system, users can log into their dashboard to view, apply for, and track the status of an application.
Decision-ready	N/A	See Assessment-ready.
Declined	Internal/External	One of six application statuses. The application has been declined.
Dynamic forms	Internal/External	Rather than asking every applicant every question, dynamic forms in the enhanced Immigration Online system will surface questions based on the applicant's previous answers. E.g. if the applicant states they are married, the form will ask them for their spouse's details.
eChip mobile app	Internal/External	Applicants with eChip passports will be able to scan the eChip of their passport using a mobile app. This saves applicants time and cost from having to post their passport to a Visa Application Centre to manually validate that their passport information is correct. The app will be available in the future.
EDP	Internal	Employer Direct Project.
Enhanced Immigration Online system	Internal/External	Immigration Online is the online system people use to apply for visas. ADEPT is an internal-only term. Externally, we are delivering enhancements to Immigration Online. Both systems will be running simultaneously during the transition phase, so we refer to the enhanced Immigration Online system to distinguish these. The enhanced Immigration Online system is a smart, paperless visa processing system will deliver a better customer experience for users of New Zealand's immigration system. This is stylised as 'Immigration Online,' not 'Immigration ONLINE.'
Flag	Internal	The way that the ADEPT system will make people aware that there is an activity that requires manual assessment.

Global address reference database	Internal/External	See Address finder.
Guided forms	External	Help text, error messages and a pleasant user experience guide applicants to complete their visa applications using the enhanced Immigration Online system.
Health activity	Internal	An assessment activity of type 'Health Assessment'. This will be created when an adverse declaration has been made by the applicant or when the system determines a Health certificate needs to be reviewed.
IGMS	Internal	Immigration Global Management System.
IHS	Internal/External	Immigration Health System.
Immigration Online	Internal/External	Immigration Online is the online system people use to apply for visas. ADEPT is an internal-only term. Externally, we are delivering enhancements to Immigration Online. Both systems will be running simultaneously during the transition phase, so we refer to the enhanced Immigration Online system to distinguish these. The enhanced Immigration Online system is a smart, paperless visa processing system will deliver a better customer experience for users of New Zealand's immigration system. This is stylised as 'Immigration Online,' not 'Immigration ONLINE.'
Job check	Internal/External	Employers must undertake three checks to hire a migrant worked on an Accredited Employer Work Visa. The second check is the Job Check, which assesses whether the job proposed by the employer could be filled by a suitable New Zealand worker.
jpeg	Internal/External	A jpeg is a type of photographic or image file. jpegs are uploaded by visa applicants.
Landing page	Internal	The Landing page is the page where INZ staff who do not have a dedicated dashboard will be directed to when they log into ADEPT. It is the home/hub where they will undertake most of their work in ADEPT.
Manual assessment	Internal	Processing activities that require review by an INZ person.
Migrant check	Internal	Employers must undertake three checks to hire a migrant worked on an Accredited Employer Work Visa. The third check is the Migrant Check, which assesses a migrant worker's suitability to fill the job and receive an Accredited Employer Work Visa.

Mobile app	Internal/External	See eChip mobile app.
s6(c) [redacted]	[redacted]	[redacted]
NZBN	Internal/External	New Zealand Business Number (NZBN). Employers need an NZBN to support a visa application, apply for accreditation or submit a job check under the Accredited Employer Work Visa (AEWV) policy.
Operational rules	Internal	Rules defined to implement INZ's operating model and work flow, for example: • a support officer will check the foreign police certificate • QC rules
Photo quality checker tool	Internal/External	The photo quality checker tool instantly assesses the quality of the photo the applicant has uploaded as evidence of their identity. If the image does not meet INZ's standards, the system will guide the applicant to correct the error. s6(c) [redacted]
Purpose activity	Internal	An assessment activity of type 'Purpose Assessment.' This may be created for a variety of reasons, for example when the visa type applied for is not 'General' or 'Business.'
Pull task	Internal	An action that a user takes from the dashboard to self-assign a task/activity to work on.
Push back task	Internal	An action that a user takes from the dashboard to remove a task/activity from their work queue.
PPI	Internal	Potentially Prejudicial Information.
Processing	Internal	INZ staff process visa applications.
Pull(s)/pulling	Internal	INZ staff pull activities to work on from their dashboard in ADEPT.

Quality Assurance (QA)	Internal	Quality Assurance (QA) occurs after a decision is made. It is a randomly selected, statistical sample of post-decision quality checking designed to monitor trends and alert management to systemic problems.
Quality Check (QC)	Internal	Quality Check (QC) happens before a decision on a visa application is communicated. It helps to identify reasons for rework and rectifies any errors in a timely way, before communicating the decision. A QC, is where a user is personally 'flagged' (due to newness or new capability, or performance mgmt etc), and every activity they complete is then automatically identified for QC (not the whole application).
Quality Concern	Internal	Quality Concern is a possible outcome of a Quality Control activity. It means that the Technical Advisor is requiring an Immigration Officer to rework an application.
Random Sampling Quality Control	Internal	This is triggered for every 50th application decision (drafted), and all manual activities performed for the application are Quality Checked.
Random Quality Check (QC)	Internal	Random quality checks are performed on a sample of applications that required 'manual intervention.'
RealMe account	External	A RealMe account is a form of secure online identification that allows you to use a wide range of New Zealand Government digital services using a single username and password. People need a RealMe account to log into Immigration Online.
Request for Special Direction	Internal	An action an IO takes to request guidance to assess an activity they are working on from their manager.
Request to Push Back	Internal	See Push back task.
RFI	Internal	Request for Information.
Risk	Internal	A concern triggered by BRE system based on the specified risk rules.
Risk assessment activity	Internal	An assessment activity raised by the system (or manually created) of type 'Risk assessment.' This is raised when a risk is identified by BRE.
Risk activity	Internal	An activity created by an Immigration Officer when the IO requires input or advice from another team (e.g. R&V, RAT).

Risk activity outcome	Internal	The outcome of a risk activity (i.e. the cumulative outcome of one or more risk treatments regarding a single risk which was raised).
Risk assessment outcome	Internal	The cumulative outcome of a risk assessment activity.
Risk Analytics Platform (RAP)	Internal	s6(c) [redacted]
Risk based rules	Internal	s6(c) [redacted]
Risk brief	Internal	An analysis of an emerging or current immigration risk (individual, entity or theme), undertaken by Risk & Verification. Risk briefs may be written and stored within ADEPT.
Risk Monitoring and Review	Internal	This is an activity of type 'RMR' created by a Verification Officer to monitor how risk verification was performed on selected applications.
Risk treatment	Internal	An activity undertaken to better understand, confirm, discount or control an identified risk, which can be either general (e.g. an interview or researching a client's application history) or specialised (for example verification of a document or consultation with a subject-matter expert).
Risk treatment outcome	Internal	The outcome of a risk treatment.
Regulatory rules	Internal	Rules defined to implement requirements of the Act, Regulations and Instructions. For example, a person wishing to stay for more than 24 months must provide foreign police certificates.
Secondary applicant	External	Any applicant other than the primary applicant who is included in a visa application.
SOP	Internal	Standard Operational Procedures.
Sharing applications	Internal/External	Applicants can grant access to view or edit the application, by giving their sharing ID.

Sponsor	Internal/External	A person or entity who will be providing financial or logistical support to an applicant during the applicant's stay in New Zealand.
Statuses	Internal	Preparing Application → This is a status which comes after the application is submitted by the applicant. The system starts with prep the application like create the relationships, contact information sponsorship request etc. Gathering Information → State where integration triggers with other systems for FPC, NZPC, NSC, Identity resolution, etc. Under Assessment → Application under automatic/manual assessments Further Information Required → Waiting on Applicant for further information
Submitted	Internal/External	One of six application statuses. The application is being assessed. The application has been submitted but has not yet been picked up for assessing.
System access rules	Internal	User access rules.
System concern	Internal	A system rule (based on immigration instructions) that has failed when the rules are executed against the application data.
Targeted Quality Check (QC)	Internal	Targeted Quality Checks (QC) are used with new staff members or staff who are new to a particular stream of work, e.g. health. This helps to assess the quality of the decisions made by Immigration Officers.
Under Assessment	Internal/External	One of six application statuses. The application is being 'assessed.'
Verification intervention point(s)	Internal	Point in the process where we can apply a 'risk treatment' if required.
Virtual groups	Internal	Virtual groups (or virtual capability groups) are groups of users sharing a specific skill or competence. Inside these 'virtual groups' are Immigration Officers who have been assigned to them. Immigration Officers are assigned to a virtual group depending on their

		training and experience with a topic. Immigration Officers can also be in more than one virtual group. Virtual groups are defined by the attributes assigned to them. These could be a visa product, types of risk, different sectors, applicants, and employers.
Waiting on you	Internal/External	One of six application statuses. The applicant is required to respond to a request related to the application.
Withdrawn	Internal/External	One of six application statuses. The applicant has 'withdrawn' the application.