

Global Process Manual

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Creation/Lodgement of EOI

When to use

When an INZ 1202 Parent Category Expression of Interest (EOI) form has been provided for a Parent Category resident visa.

Role

- Support Officer
- Immigration Manager

Guidelines

Follow the timeframes in the table below when lodging a Parent Category Expression of Interest (EOI)

Situation	Timeframe
Parent EOI complete - Lodge EOI.	Complete lodgement, scan and upload to MAKO and transfer AMS application to processing office within seven working days.
Fee declined	Contact applicant within 48 hours and request fee. Applicant has two working days (from contact) to provide fee. RFL EOI on third working day if above deadline not met. See SOP Return Failed Lodgement
Mandatory documents missing	Identify missing documents and contact applicant within 48 hours of receipt of EOI. Applicant has two working days (from contact) to provide missing documents. RFL EOI on third working day if above deadline not met. See SOP Return Failed Lodgement

Steps

1. **Confirm if the principal parent and their partner (if included in the EOI) have existing identities within AMS.**

To do so:

- Search AMS for the parent/partner
- Click on the Client button from the AMS toolbar. The AMS - Client Search screen should appear.


- Enter parent's and/or partner's details in the applicable search boxes and click find now.
- The search results will be listed below the Client Search screen.
- **Note: when searching for the parent/partner, use an asterisk (*) as this will enable a wildcard search which will populate more results based on the information entered.**

If...	Then...
If the parent/partner can be located in AMS	Go to Step 2
If the parent/partner cannot be located in AMS	Create a new Client ID within AMS for the person, then proceed to step 2.

2. Check for previously withdrawn Parent Category EOIs

If...	Then...
If the principal parent previously submitted a Parent Category EOI on or before 7 October 2019 and withdrew that EOI before 12 October 2022.	Contact the client to confirm whether they want their EOI to be re-submitted into the queue OR if they want to submit an EOI into the Ballot instead. If they choose to have their EOI submitted into the Ballot, proceed to step 3. If they choose to have their EOI re-submitted into the queue, an IM may waive by special direction the approved form requirement, add a note to AMS stating the waiver reason under regulation 34(1)(d), then follow the process outlined in Parent Category re-submit EOI SOP
If no such Parent Category EOI history is found in AMS.	Proceed to step 3


3. Add the appropriate EOI to the parent's record.

Once you have added or found the client, click on the Add icon . The New Application screen will appear. Follow the guide here: [AMS Manual](#) and raise a Family Parent EOI under Special, Expression of Interest, Family Parent (Ballot).

Backdate the tendered date of the new EOI to the date the EOI was received.

The EOI will be created in AMS with a 'Tendered' status.

4. Check mandatory documents

Select the application by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent (Ballot) application and select the Process Lodgements button .

Check off the documents the parent has provided with their EOI against the lodgement questions listed on the Lodgement screen and ensure that all

mandatory questions on the form have been answered.

They must include a signed form **and** pay the required fee.

if...	Then...
The mandatory lodgement requirement/s have been met and relevant questions answered.	Select Yes to the lodgement question for each lodgement requirement. Go to step 7 below.
The mandatory lodgement requirement/s have not been met and/or relevant questions not answered.	Select No to the lodgement question for each lodgement requirement.
The mandatory lodgement requirement/s have not been provided but additional information has been requested and is pending a response.	Lodgement deferred. Questions to be completed once additional information is provided. Once provided, refer to steps above. If additional information is not received within two working days (of contact), RFL the EOI on third working day if above deadline not met. See SOP Return Failed Lodgement

5. Update the parent's Client ID in AMS as appropriate


- update current address using the *Address* tab
- update family members using the *Family* tab
- add the sponsor(s)/supporting partner, and, if applicable, immigration adviser details using the *Contacts* tab.

6. Process application fee

Add details to AMS under the Finance tab.

Note: Only one fee will be paid for multiple people included in the EOI where one is the principal parent, and one is their partner.

7. Complete the EOI lodgement process in AMS

Select the EOI by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent (Ballot) application and select the Lodgements button .

Backdate the 'Accepted' date to the date all required documentation were received. If this was at the date of submission, the accepted date should be backdated to the 'tendered' date.

When the lodgements and fees are completed successfully, the new EOI status will updated to 'Accepted.'

The Decision field in AMS under the summary tab will be blank.

8. Finalise lodgement of the application.

Click OK to return to the *Applicants* tab in AMS.

9. Process original documents

- scan any original documents (such as EOI application form)
- name it according to the EOI number (i.e. the AMS application number) raised in AMS

- if a new EOI, place in the MAKO folder named Parent (Ballot) EOI
- archive the physical EOI form in accordance with current MBIE records management policy.

10. Email an acknowledgment letter to client

Generate a Parent Category EOI Acknowledgement letter (E10) in AMS and e-mail it to the principal parent (or alternative contact as identified in EOI) with receipt attached.

11. Complete EOI lodgement Check List

END

See Also

[Expression of Interest \(EOI\)](#)

[Consider and Decide EOI](#)

[Re-submit EOI](#)

[Update EOI](#)

[Withdrawal and Refund EOI](#)

[Parent Category EOI Ballot Selection](#)

[Check the Parent Category Ballot Pool for EOIs To Be Removed](#)

Consider and Decide EOI

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When to use

When determining whether to issue an invitation to apply (ITA) for a Parent Category residence visa.

Role

- Immigration Officer (IO)
- Senior Immigration Officer

Guidelines

The decision to issue an ITA for a residence visa under the Parent Category is based on a quick, high-level consideration of the information provided

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in the EOI.

All information provided at EOI stage is taken at face value. At this stage, an IO is considering whether the claims in the EOI are credible and sufficient to meet the requirements of the Parent Category. A full assessment of the requirements is undertaken at the application stage.

Follow the guidelines in Immigration Administration Circular ([IAC 14-01](#)) for considering a Parent Category EOI.

Consideration of EOIs drawn from the ballot pool should be completed within 10 working days.

EOIs from the queued pool should be completed prior to the next ballot.

Whilst not applicants, for the purpose of this SOP, principal applicant (PA), will refer to the principal parent and secondary applicant (SA) will refer to their partner.

Related Resources

- [IAC 14-01](#)

Assessment Template

Use the [Parent Category EOI Credibility Check Template](#) to detail findings of the credibility check.

Prerequisite

The principal applicant's AMS record (Client Details screen) is open.

Steps

1. Check status of the PA, and SA if applicable, in AMS

If...	Then...
The status of the PA and SA in AMS is IN or OUT and they do not hold a resident visa	Go to Step 2
The PA currently holds a resident visa Or The PA and the SA hold a resident visa	The client will not be invited to apply as they already hold residency. The outcome email should explain this. <ul style="list-style-type: none">• Go to Step 8
The SA (if applicable) holds a resident visa	<ul style="list-style-type: none">• Note the concern• Go to Step 2
The PA status in AMS is DEAD or information has been provided indicating they have died	See Visa Pak 362 Go to Step 8
The PA/SA status in AMS is UNLI	They will not be able to apply for a resident visa –until UNLI status is resolved See section 169 of the Immigration Act 2009.

	<ul style="list-style-type: none"> • Note the concern • Go to Step 2
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2. Locate EOI forms

- In AMS, note the EOI application number

If...	Then...
The EOI was "accepted" before 12 October 2022	Access the MAKO folder named Parent (Queue) EOI <ul style="list-style-type: none"> • Search for the client using their application number • Open the relevant folder to access the forms
The EOI was "accepted" on or after 12 October 2022	<ul style="list-style-type: none"> • Access the MAKO folder named Parent (Ballot) EOI • Search for the client using their application number • Open the relevant folder to access the forms

3. Review the information supplied in the relevant forms

- Review all EOI forms attached.
- Refer to the information in the most recent form when completing the credibility check.
- The forms are:
 - INZ EOI form (INZ1202)
 - INZ Resubmission of EOI form (INZ1374)
 - INZ EOI update form (INZ1249)

If...	Then...
Only INZ EOI form (INZ1202) has been submitted	Go to Step 4

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INZ EOI form (INZ1202) has been submitted with either, INZ Resubmission of EOI form (INZ1374) Or INZ EOI update form (INZ1249)	<ul style="list-style-type: none"> • Use the information in the most recent form when completing the credibility check. (This will usually be INZ1374 or INZ1249). • Go to Step 4
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4. Check the information provided matches the information in AMS

If the client bio details or identity documents in the most recent EOI form...	Then...
are consistent with the details held in AMS	Go to Step 5
are inconsistent with the client details in AMS And The EOI form has been updated more recently than AMS	<ul style="list-style-type: none"> • Check evidence that satisfies the new information (i.e., marriage certificate for name change) • Update AMS to match new information See SOP Edit Identities in AMS <ul style="list-style-type: none"> • Go to Step 5
are inconsistent with the client details in AMS And The information in AMS is more recent	<ul style="list-style-type: none"> • Note the Concern • Go to Step 5

5. Consider all requirements

- Complete a prima facie (take at face value) check of all requirements, based on information that is readily available.
- Refer to the EOI forms as the primary source of information however, if relevant information comes to light from other sources e.g., AMS warnings, this information may inform the outcome.
- Follow guidelines in paragraphs 7-17 of IAC 14-01 for considering a Parent Category EOI.

a. Health requirements

If, on face value...	Then...
The PA (and SA) meets the health requirements Or The PA and/or SA has a medical condition but is eligible for a medical waiver as per A4.60	Go to Step 5b

The SA does not meet health requirements because they have a condition listed in A4.60(a) and are therefore not eligible for a medical waiver	<ul style="list-style-type: none"> • Note the concern • Go to Step 5b
The PA does not meet health requirements because they have a condition listed in A4.60 and are therefore not eligible for a medical waiver	<ul style="list-style-type: none"> • Note the concern • Go to Step 5b

a. Character requirements

If, on face value...	Then...
The PA (and SA) meets the character requirements	Go to Step 5c
The SA does not meet the character requirements	<ul style="list-style-type: none"> • Note the concern • Go to Step 5c
The PA does not meet character requirements as they are a person described by section 15 or 16 of the Immigration Act 2009 .	<ul style="list-style-type: none"> • Note the concern • Go to Step 5c

a. English language requirements

Parent Category applicants must meet the minimum standard of English or the requirements to pre-purchase English for speakers of other languages (ESOL) tuition – see F4.25(a).

At EOI stage, it is sufficient for the applicant(s) to indicate that they meet this requirement though evidence or agreement to pre-purchase ESOL tuition.

Go to **Step 5d**.

a. Dependent child(ren) requirements

If, on face value...	Then...
The PA (and SA) has no dependent children as set out in Immigration Instructions F4.20	<ul style="list-style-type: none"> • Go to Step 5e
The PA and/ or SA has a child who will still be considered a dependant after the 4-month ITA period	<ul style="list-style-type: none"> • Note the concern • Go to Step 5e

a. Sponsor's eligibility

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If, on face value...	Then...
The sponsor(s) meet the sponsorship requirements as set out in F4.35.1	Go to Step 6
Sponsor income is not declared because they previously relied on the Tier One option for guaranteed lifetime income or settlement funds, or Sponsor income is declared at a level below current requirement	<ul style="list-style-type: none"> • Note the concern • Go to Step 6
The sponsor(s) does not meet the sponsorship requirements as set out in F4.35.1	<ul style="list-style-type: none"> • Note the concern • Go to Step 6

6. Send Request for further information (RFI)

While the consideration of an EOI should be a quick face value check of the claims made in the EOI and there is not normally a requirement to seek further information, in rare cases it may be appropriate to contact the applicant(s) before making a decision as to whether to issue an ITA.

Consider any concerns that have been noted. See SOP Request additional information

If the concern is...	Then...
The PA or SA is UNLI And Based on your assessment they would meet the requirements for an ITA if this were resolved	Go to Step 7
The PA or SA is UNLI And based on your assessment would not meet the requirements for an ITA if this were resolved	<ul style="list-style-type: none"> • Make a note to inform the applicant(s) of their UNLI status • Go to Step 8
The PA does not meet health requirements because they have a condition listed in A4.60 Or The PA does not meet character requirements as they are a person described by section 15 or 16 of the Immigration Act 2009 .	<ul style="list-style-type: none"> • Make a note to inform the applicant that they do not meet the criteria for an ITA. • If the SA meets the criteria as PA, inform the client of this and ask whether they would like to proceed with only the SA. • Go to Step 8
The PA and/ or SA has a dependent child	<ul style="list-style-type: none"> • Make a note to inform applicant(s) that they do not meet criteria to be issued an ITA • Go to Step 8

<p>Sponsor income is not declared because they previously relied on the Tier One option for guaranteed lifetime income or settlement funds, or Sponsor income is declared at a level below current requirement</p>	<ul style="list-style-type: none"> • Use template E11 to send the PA or contact person an RFI to request an updated declaration that the sponsor meets the current requirements set out in F4.35.1 • Attach the EOI update form (INZ1249)
<p>Details provided in the EOI form are inconsistent with the client details in AMS And The information in AMS is more recent</p>	<ul style="list-style-type: none"> • Contact the PA and/or the contact person to request they complete INZ EOI update form (INZ1249)
<p>The SA holds a residence visa OR The SA does not meet health requirements because they have a condition listed in A4.60 and are therefore not eligible for a medical waiver OR The SA does not meet the character requirements</p>	<ul style="list-style-type: none"> • Send the PA or contact person an RFI to explain that since the SA has residence or does not meet the health/character requirements the ITA cannot be issued to update their EOI • Attach the EOI update form (INZ1249) • PA can then choose whether to update the form, removing the SA

- Allow 10 working days for updated information

If a response...	Then...
<p>Is received in 10 working days And address the concerns</p>	<ul style="list-style-type: none"> • Update AMS as necessary • Go to Step 8
<p>Is received in 10 working days and doesn't address the concerns OR Is not received</p>	<ul style="list-style-type: none"> • Go to Step 8 <p>Note: If the RFI is relating to the SA. Explain in the RFI that an ITA cannot be issued as the SA does not meet criteria. Providing the relevant forms enables the client to reapply as a single applicant.</p>

7. Resolve UNLI status

- RFI using TLS template E18a and email the request to the client
- In AMS notes, record:

- that the EOI has been selected pending resolution of the UNLI status and correspondence has been sent to the client,
- any given timeframes. Action must be taken by the PA/SA within 10 working days of contact being made

If...	Then...
After 10 working days no evidence has been received, or no section 61 request has been made	Go to Step 8
A section 61 request has been made within 10 working days of contact	<ul style="list-style-type: none"> • Contact s61@mbie.govt.nz and ask to be kept informed about the outcome. • Hold the EOI until a decision has been made on the section 61 request. • If after 10 Days the visa status has changed to IN or OUT, Go to Step 8

8. Complete credibility check template

- Complete the EOI credibility check template
- Copy and paste the document into AMS
- Print a copy
- Save the printed copy and add to the physical file (for paper applications only)

9. Complete the determination screen in AMS

No	Yes	Waive	In Progress	Description	Details
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Character requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	English language requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sponsor(s) eligible?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family relationship declared?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sponsor(s) meet the income requirement?	

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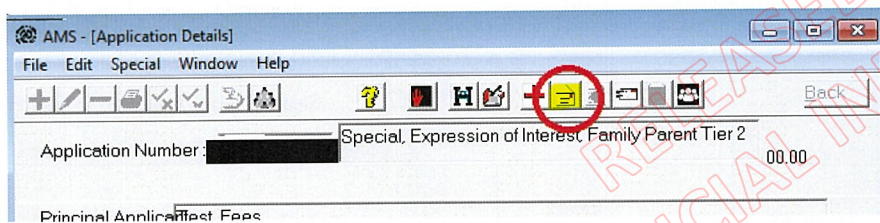
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Applicants do not have any dependent children?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is secondary applicant the partner of the Principal Applicant?	BUSP ART
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exception to instructions	EXCP TYPE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All other requirements met?	

Note: requirements cannot be waived when considering an EOI. To issue an ITA the IO must be satisfied that each requirement can be met when the applicant applies for the resident visa.

If, on face value...	Then...
The PA (and SA) meets the requirements	Go to Step 10
The PA (and SA) does not meet the requirements	Go to Step 12

10. Approve the EOI in AMS

- Select the ITA button.



- Enter the ITA date so that 'Invitation to apply issued' is showing and the status updates to 'completed'.

11. Create and send the ITA letter

- In the AMS template letter system, access template letter E18 Parent Category ITA
- Follow the prompts to complete the letter
- Save letter as 'final'
- Save a version of the letter as PDF
- Open ITA email template
- Enter client details
- Attach
 - the ITA letter PDF
 - Parent Category Residence Application form (INZ 1206).

- Sponsorship form for Residence for applications under the Parent Category (INZ 1024).
- National Security check (If applicable)

- Remove references to forms that are not relevant to this visa type
- Email the ITA letter to the PA or relevant contact person as identified in their EOI
- Go to **Step 13**

12. Do not issue ITA

- Open the AMS template letter system and select the template letter E17 Parent Category EOI decline
- Follow the prompts to complete the letter
- Save the letter as 'final'.
- Email the letter to the PA or relevant contact person as identified in their EOI

Note: In the email to applicants who are UNLI. Inform them of their unlawful status and provide details on the steps they should take to resolve it [INZ website](#) .

13. Create AMS note

- Create a note in AMS

If an ITA...	Then...
Is being issued	Paste the issue ITA email into the notes section with the heading 'ITA ISSUED'
Is not being issued	Add a note confirming EOI decline has been sent

END.

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Re-submit EOI

When to use

When an INZ 1374 Parent Category Resubmission of an Expression of Interest (EOI) form has been provided for a Parent Category resident visa.

Role

- Support Officer
- Immigration Manager

Guidelines

Follow the timeframes in the table below when lodging a re-submitted Parent Category Expression of Interest (EOI).

Situation	Timeframe
Parent EOI re-submission complete - Lodge EOI.	Complete lodgement, scan and upload to MAKO and transfer AMS application to processing office within seven working days.
Fee declined	Contact applicant within 48 hours and request fee. Applicant has two working days (from contact) to provide fee. RFL EOI on third working day if above deadline not met. See SOP Return Failed Lodgement
Mandatory documents missing	Identify missing documents and contact applicant within 48 hours of receipt of EOI. Applicant has two working days (from contact) to provide missing documents. RFL EOI on third working day if above deadline not met. See SOP Return Failed Lodgement

Steps

1. **Confirm if the principal parent and their partner (if included in the EOI) have existing identities within AMS.**

To do so:

- Search AMS for the parent/partner
- Click on the Client button from the AMS toolbar. The AMS - Client Search screen should appear.
- Enter parent's and/or partner's details in the applicable search boxes and click find now.

- The search results will be listed below the Client Search screen.

Note: when searching for the parent/partner, use an asterisk (*) as this will enable a wildcard search which will populate more results based on the information entered.

If...	Then...
If the parent/partner can be located in AMS and the principal parent previously submitted a Parent Category EOI on or before 7 October 2019 and withdrew that EOI before 12 October 2022.	Proceed to step 2
If the parent/partner can be located in AMS but no such Parent Category EOI history is found in AMS	They may have filled in the INZ 1374 form rather than the INZ 1202 form by mistake seeking to enter the Ballot Pool. An IM may waive by special direction the approved form requirement and add a note to AMS stating the waiver reason under regulation 34(1) (d), then proceed to Step 3 in the Parent Category EOI Creation/Lodgment SOP
If the parent/partner cannot be located in AMS	They may have filled in the INZ 1374 form rather than the INZ 1202 form by mistake seeking to enter the Ballot Pool. Create a new Client ID within AMS for the person. An IM may waive by special direction the approved form requirement and add a note to AMS stating the waiver reason under regulation 34(1) (d), then proceed to Step 3 in the Parent Category EOI Creation/Lodgment SOP

Note: If the approved form requirement is waived by special direction (by someone delegated appropriately) the EOI can be submitted into the ballot without the parent submitting the approved INZ 1202 form.


2. Add the appropriate re-submitted EOI to the parent's record.

Once you have found the client, click on the Add icon . The New Application screen will appear. Follow the guide here: [AMS Manual](#) and raise a Family Parent EOI under Special, Expression of Interest, Family Parent.

Backdate the tendered date of the new EOI to that of the previously withdrawn EOI to reflect the submission date.

The EOI will be created in AMS with a 'Tendered' status.

3. Check mandatory documents

Select the application by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent application and select the Process Lodgements button .

Check off the documents the parent has provided with their EOI against the requirements listed on the Lodgement screen and ensure that all mandatory questions on the form have been answered.

They must include a signed form **and** pay the required fee.

If...	Then...
The mandatory lodgement requirement/s have been met and relevant questions answered.	Select Yes to the lodgement question for each lodgement requirement. Go to step 7 below.
The mandatory lodgement requirement/s have not been met and/or relevant questions not answered.	Select No to the lodgement question for each lodgement requirement.
The mandatory lodgement requirement/s have not been provided but additional information has been requested and is pending a response.	Lodgement deferred. Questions to be completed once additional information is provided. Once provided, refer to steps above.

4. Update the parent's Client ID in AMS as appropriate


- update current address using the *Address* tab
- update family members using the *Family* tab
- add the sponsor(s)/supporting partner, and, if applicable, immigration adviser details using the *Contacts* tab.

5. Process application fee

Add details to AMS under the Finance tab.

Note: Only one fee will be paid for multiple people included in the EOI where one is the principal parent, and one is their partner.

6. Complete the EOI lodgement process in AMS

Select the EOI by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent application and select the Process Lodgements button .

Backdate the 'Accepted' date to the original 'accepted date of the EOI that was withdrawn.

When the lodgements and fees are completed successfully the new EOI status will update to 'Accepted.'

The Decision field in AMS under the summary tab will show 'in pool' for EOIs that were re-submitted.

7. Finalise lodgement of the application.

Click OK to return to the Applicants tab in AMS.

If...	Then...
The parent has met lodgement requirements	Proceed to Step 8

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The parent has not met lodgement requirements

Use your judgement to decide whether to return the EOI failed lodgements (RFL) or hold the EOI and request further information or documents from the applicant.

8. Process original documents

- scan any original documents (such as EOI application form)
- name it according to the EOI number (i.e. the AMS application number) raised in AMS
- if a re-submitted EOI, place in MAKO folder named **Parent (Queued) EOI**
- archive the physical EOI form in accordance with current NADO physical file processes.

9. Email an acknowledgment letter to client

Generate a Parent Category EOI Resubmission Acknowledgement letter (E15a) in AMS and email it to the principal parent (or alternative contact as identified in EOI) with receipt attached.

Note: if the approved form requirement is waived by special direction (by someone delegated appropriately), and the EOI has been submitted to the Ballot Pool this should be outlined clearly in the letter.

10. Complete EOI lodgement Check List

END

See Also

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[Consider and Decide EOI](#)

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Update EOI

When to use

When updating an existing Expression of Interest (EOI) for a Parent Category Resident visa.

Role

- Support Officer

Steps

1. Updating the EOI

If...	Then...
<ul style="list-style-type: none">• The parent has provided new information on the INZ1249 EOI update application form	<ul style="list-style-type: none">• Enter a note into AMS stating what information has been updated/changed.• Save scanned INZ1249 form to the applicable MAKO folder based on the original submission date of the EOI (starting with the oldest first).• Name the form with the existing EOI number and a 'u' suffix to denote that the file is an EOI update form e.g. 1234567u.

END

See Also

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Check the Parent Category Ballot Pool
for EOIs To Be Removed

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Withdrawal and Refund EOI

When to use

When withdrawing and refunding an existing Expression of Interest (EOI) for a Parent Category Resident visa.

Role

- Support Officer

Guidelines

Action	Timeframe
Withdraw and refund existing Parent Category EOI	Within 7 days of a completed Refund Request Form being received

Pre-requisites

- The Parent Category EOI has not been drawn from the pool; and
- The client has provided a completed Customer Refund Request Form.

Steps

1. Review the Customer Refund Form

If...	Then...
<ul style="list-style-type: none">• The parent has provided a completed Customer Refund Request Form	<ul style="list-style-type: none">• Proceed to step 2
<ul style="list-style-type: none">• The parent has provided an incomplete Customer Refund Request Form or supporting documents	<ul style="list-style-type: none">• Contact the customer and request further information as required to proceed with the refund request.• In the body of the e-mail advise what information is missing and, if needed, request the form be resubmitted once complete.

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2. Complete Withdrawal Summary

- a. Create a new note in AMS and paste the withdrawal/refund request received by email in the electronic system. If this is received in paper, make a note confirming the documents received.
- b. From the **Decision** button, select **Withdrawn**, fee refunded.

3. Create withdrawal letter

- a. Select the relevant template letter (v199) via AMS TLS.
- b. Write the withdrawal letter following the template prompts.
- c. Save as a draft in TLS.

4. Send letter to the parent by email. Post the letter if there are any original documents to return.

5. Complete refund process as detailed in IAC16/04.

END

See Also

[Expression of Interest \(EOI\)](#)

[Creation/Lodgement of EOI](#)

[Consider and Decide EOI](#)

[Re-submit EOI](#)

[Update EOI](#)

[Parent Category EOI Ballot Selection](#)

[Check the Parent Category Ballot Pool for EOIs To Be Removed](#)

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Global Process Manual

You are here: [Residence](#) > [Parent Category](#) > [Expression of Interest \(EOI\)](#) > [Parent Category EOI Ballot Selection](#)

Parent Category EOI Ballot Selection

Date Published: 15 September 2023

Classification: Unclassified

When to use

When using the Ballot tool in AMS to generate a random selection of Expressions of Interest (EOIs) from the Parent Category (Ballot) pool in AMS.

Role

- Immigration Manager (IM)
- Visa Operations Manager (VOM)

Prerequisites

- Duplicate entries are removed – see SOP - Check the Parent Category Ballot Pool for EOIs To Be Removed

Guidelines

The Ballot tool in AMS is set up to perform some functions automatically:

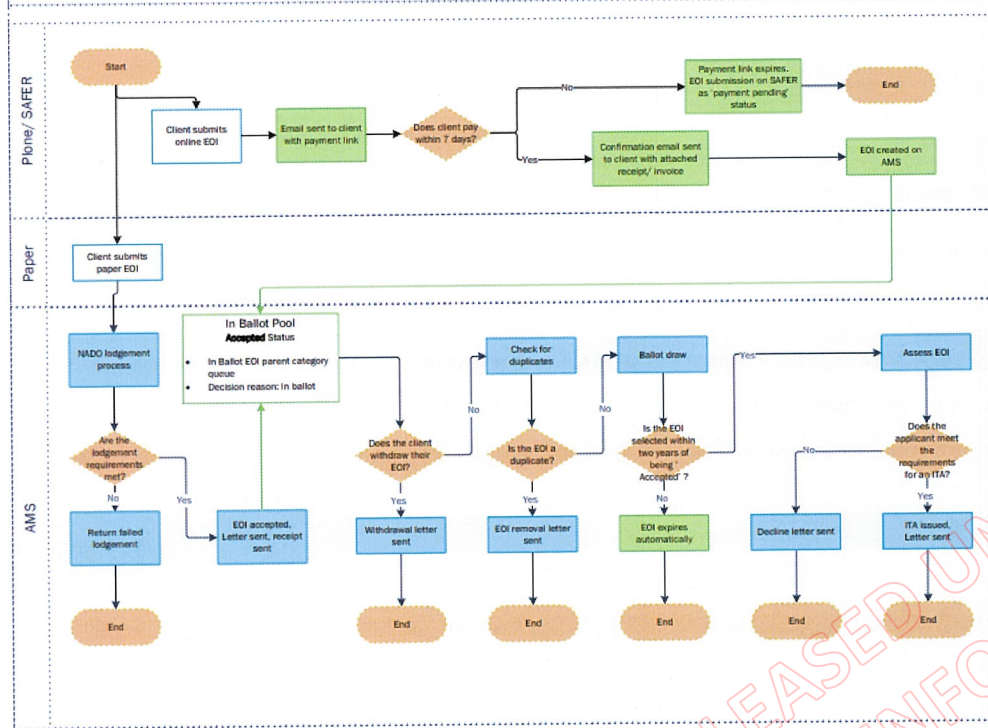
- EOIs that were otherwise valid for selection will expire and be removed from the Ballot Pool after exceeding 2 years from the AMS Accepted Date. The decision recorded will be 'Declined EOI Expired'.
- The 'EOI cut-off date' entered in the parameters, which should be the first day of the month, is set up for the ballot to draw from EOIs exclusive of that date. This is set up in line with instructions, i.e. EOIs must be submitted **before** that date.
- Check daily if a Selected EOI has a matching Parent Category resident visa application in Accepted status. This is done for Look Ups and reporting purposes.

The Ballot tool is **not** set up to perform these functions automatically:

- Run the ballot. While you may choose to set up the parameters (Step 2) in advance for a draw date in the future, you must follow Step 3 for the ballot to be run.

The below flowchart provides a general overview of the process that ballot EOIs go through, including automated and manual steps:

Parent category - EOI Ballot Selection



Green indicates steps that are automatically done by AMS while blue indicates a step that is manually done by INZ.

Steps

1. Open the ballot tool in AMS

- Open AMS and select the Supervisor tab at the top of the screen.

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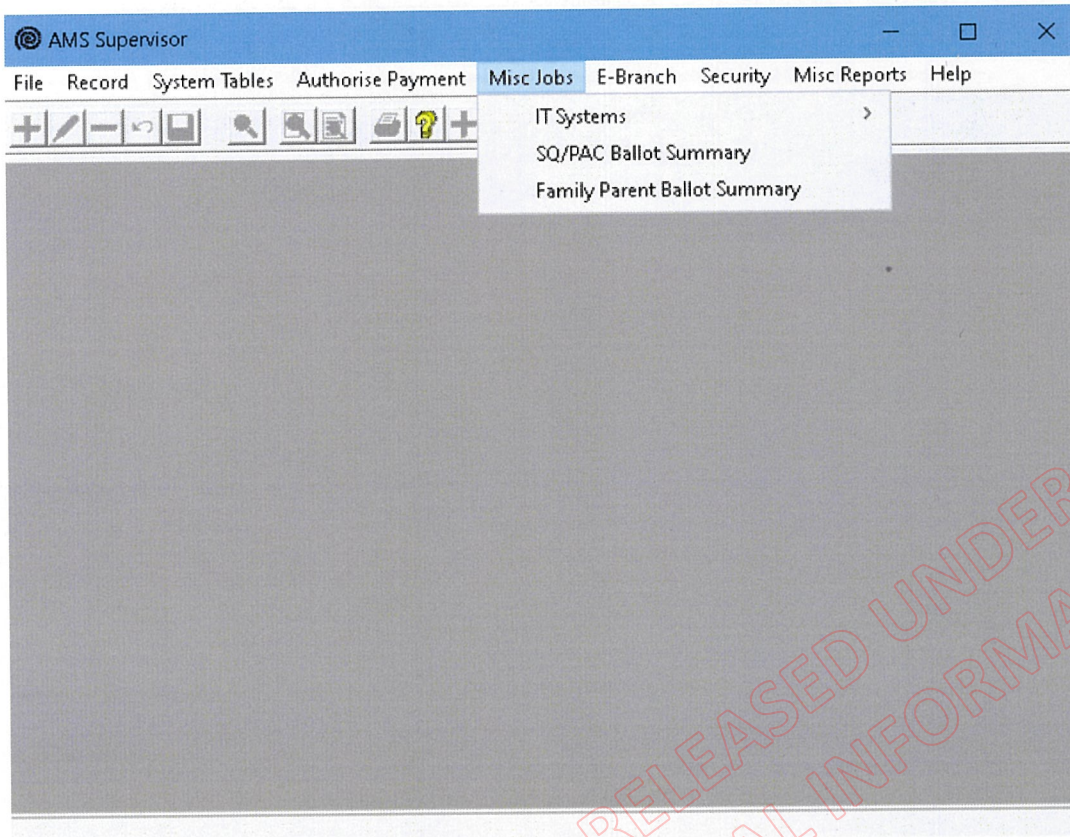
AMS Supervisor

File Record Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

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- Select the **MISC JOBS** tab in the pop up and then **Family Parent Ballot Summary**.



If...	Then...
This is the first draw from the Ballot Pool	Go to step 2
This is not the first draw	<ul style="list-style-type: none"> • Select the '+' icon on the Family Parent Ballot Summary page to create a new tab for the subsequent draw.

from
the
Ballot
Pool

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Aug/2023

EOI Cut-Off Date: 05/Nov/2021

Ballot Quota: 3

Estimated Draw Date: 02/Aug/2023

Results

Total EOIs:	1
Total Applicants:	1
Total Selected EOIs:	1
Total Selected Applicants:	1
Drawn by:	CHUC
Ballot Draw Date:	11/May/2023 10:00

Run Ballot View Applications

- Go to Step 2

2. Set up the Ballot draw parameters in AMS

- Select the month/year the Ballot is being run

Note: Once the month and year is selected the Ballot Name will automatically generate to 'Family Parent EOI (Ballot) [MONTH/YEAR]'.

Family Parent Ballot - Add

Month/Year ballot will run: Jun /2024

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date:

Ballot Quota:

Estimated Draw Date:

Ok Cancel

- Enter the EOI cut-off date (this should be the first day of the month of selection)
- Enter the number of EOIs to be randomly selected from the Ballot Pool
- Enter the date the draw is being run (day, month, year)

Family Parent Ballot - Add

Month/Year ballot will run: Jun /2024

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01 /Jun /2024

Ballot Quota: 10

Estimated Draw Date: 30 /Jun /2024

Ok Cancel

- Select **Ok** to check that all fields have been populated correctly.

If...	Then...
An alert pops up to advise that the estimated draw date must be greater than the cut-off date	<ul style="list-style-type: none"> • Modify the estimated draw date or the cut-off date fields. • Select Ok. • Go to Step 3
An alert pops up to advise that the estimated draw date cannot be greater than the 'Month/Year	<ul style="list-style-type: none"> • Modify the estimated draw date field or the month/year the Ballot is being drawn. • Select Ok.

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ballot will run'	<ul style="list-style-type: none"> Go to Step 3
An alert pops up to advise that the Ballot cut-off is in the future and asks if you wish to continue	<ul style="list-style-type: none"> If you are setting the parameters in advance and the Ballot cut-off is correct, select Yes. Note you will still need to complete Step 3 on the day of the draw as it will not run automatically. If you are running the ballot draw this month, select No. Modify the Ballot cut-off to the first day of the month and select Ok. Go to Step 3
If all fields are successfully populated	Go to Step 3

Note: After the Ballot has been run, edits will not be allowed. Double check the parameters and Ballot Name are entered correctly. Consider asking another staff member to check the fields before going to the next step.

3. Run the Ballot

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun/2024

Results

Total EOIs: 12

Total Applicants: 12

Total Selected EOIs:

Total Selected Applicants:

Drawn by: N/A

Ballot Draw Date: N/A

Run Ballot View Applications

- Select the 'Run Ballot' button

to perform the final validation of the tool and generate a selection fi

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun

Results

Total EOIs:	12
	12
	10
	10

Drawn by: CHUC

Ballot Draw Date: 12/Jul/2023 13:10

Run Ballot View Applications

Ballot - Draw Progress

FINISHED...

OK

If...	Then...
-------	---------

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An alert pops up to advise the quota is greater than the number of EOIs

- Select the edit icon

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun/2024

Results

Total EOIs: 12

Total Applicants: 12

Total Selected EOIs:

Total Selected Applicants:

Drawn by: N/A

Ballot Draw Date: N/A

Run Ballot View Applications

- The edit screen will show the details of the ballot as previously saved.
- Modify the quota figure.
- Select the **Run Ballot** button
- Go to **Step 4**

An alert pops up to advise the cut-off date is greater than the current date

- Select the edit icon

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun/2024

Results

Total EOIs: 12

Total Applicants: 12

Total Selected EOIs:

Total Selected Applicants:

Drawn by: N/A

Ballot Draw Date: N/A

Run Ballot View Applications

. The edit screen will show the details of the ballot as previously saved.

- Modify the fields to address the concern raised.
- Select the **Run Ballot** button
- Go to **step 4**

The Ballot is run successfully

Go to **step 4**

4. Review the results of the Ballot

- Once the Ballot is completed successfully, AMS will populate the following fields in the **Results** section of the **AMS Supervisor - Ballot Summary** screen.

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun/2024

Results

Total EOIs: 12

Total Applicants: 12

Total Selected EOIs: 10

Total Selected Applicants: 10

Drawn by: CHUC

Ballot Draw Date: 12/Jul/2023 13:10

Run Ballot View Applications

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Field label	Meaning
Total EOIs	The total number of EOIs included in the Ballot draw (both selected and unselected)
Total Applicants	The total number of applicants (primary and secondary) included in the Ballot
Total Selected EOIs	The total number of the EOIs selected in the Ballot
Total Selected Applicants	The total number of applicants (primary and secondary) included in all the selected EOIs
Drawn by	The name of the user who has run the Ballot
Ballot Draw Date	The date the Ballot draw was performed

AMS Supervisor - [Family Parent Ballot Summary]

File Record System Tables Authorise Payment Misc Jobs E-Branch Security Misc Reports Help

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Ballot Name: Family Parent EOI (Ballot) Jun/2024

EOI Cut-Off Date: 01/Jun/2024

Ballot Quota: 10

Estimated Draw Date: 30/Jun/2024

Results

Total EOIs:	12
Total Applicants:	12
Total Selected EOIs:	10
Total Selected Applicants:	10
Drawn by:	CHUC
Ballot Draw Date:	12/Jul/2023 13:10

Run Ballot View Applications

5. Select 'View Applications'

to view selected EOIs

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Successful

EOI	Grounds Code	Sponsor	Principal Applicant	# of Applicants	Date Accepted	Ballot date
14913093	Family Parent (Ballot)	Testoneninteenmay	Testoneninteenmay	1	19/May/2023	12/Jul/2023
14913098	Family Parent (Ballot)	TWONT, TWONT	TWONT	1	19/May/2023	12/Jul/2023
14913099	Family Parent (Ballot)	Threent, Threent	Threent, Threent	1	19/May/2023	12/Jul/2023
14913100	Family Parent (Ballot)	FourNT, FourNT	FourNT, FourNT	1	19/May/2023	12/Jul/2023
14913115	Family Parent (Ballot)	Smith, John	Smith, Herman	1	22/May/2023	12/Jul/2023
14913193	Family Parent (Ballot)	j, k	a, b	1	25/May/2023	12/Jul/2023
14913501	Family Parent (Ballot)		CANADA, LUCILA	1	16/Jun/2023	12/Jul/2023
14913502	Family Parent (Ballot)		Exchange, Ekyoga	1	16/Jun/2023	12/Jul/2023
14913503	Family Parent (Ballot)		Regression,	1	16/Jun/2023	12/Jul/2023
14913673	Family Parent (Ballot)	family name	Dixontest	1	04/Jul/2023	12/Jul/2023

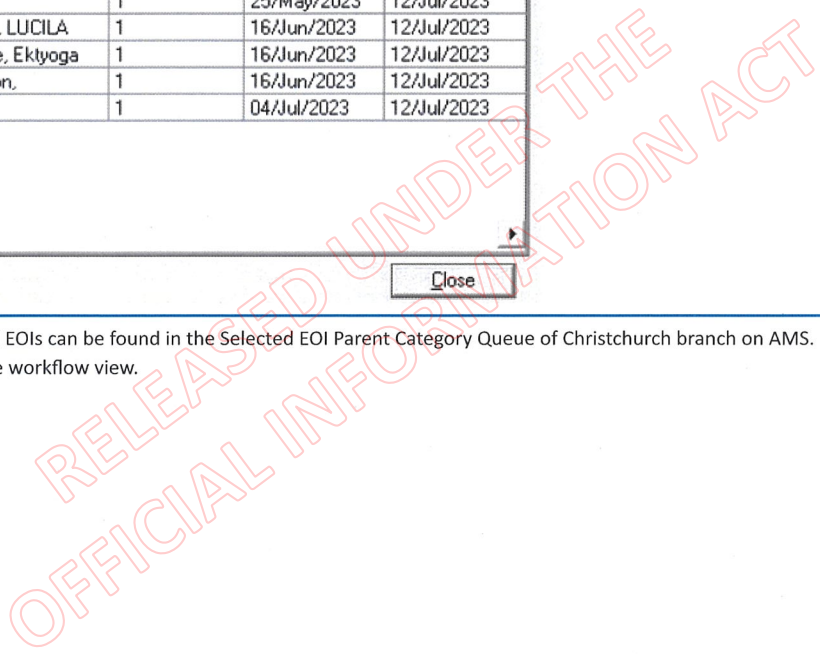
Close

Note: Once the Ballot is completed successfully, the selected EOIs can be found in the Selected EOI Parent Category Queue of Christchurch branch on AMS. To view older EOIs (over 1 year), extend the date range in the workflow view.

END.

See Also

- Expression of Interest (EOI)
- Creation/Lodgement of EOI
- Consider and Decide EOI
- Re-submit EOI
- Update EOI
- Withdrawal and Refund EOI
- Check the Parent Category Ballot Pool for EOIs To Be Removed



Global Process Manual

You are here: [Residence](#) > [Parent Category](#) > [Expression of Interest \(EOI\)](#) > [Check the Parent Category Ballot Pool for EOIs To Be Removed](#)

Check the Parent Category Ballot Pool for EOIs To Be Removed

Date Published: 15 September 2023

Classification: Unclassified

Context

Immigration instructions require for an Expression of Interest (EOI) to be removed from the Parent Category Ballot Pool if it includes a person already included in an EOI in the Ballot Pool.

Before a selection is made, the Ballot Pool should be checked.

Prerequisites

- Access to the Parent EOI 2020 report on the SAS Portal is approved for the person doing this process.
- Access to EOI decision making is approved. This can be sought from your office Key User.

Guidance

- The steps in this process include making decisions on EOIs held electronically in NaDO. If your home branch is not normally NaDO, it is good practice to contact a relevant Practice Lead or Immigration Manager in NaDO to seek agreement on specific names of staff who will be undertaking this process.
- This should ideally be limited to one or two people at a time.
- Once you have agreement, it is also good practice to provide a heads up, such as a reminder email the day prior to when you intend to do this process.

When to use

When checking for EOIs in the Ballot Pool that should be removed before generating a random draw selection.

Role

- Immigration Manager, or
- Visa Operations Manager

Steps

1. Open the [MBIE Data Warehouse Portal](#) page (SAS)
 - Open the SAS portal and select the 'INZ – Miscellaneous' tab at the top of the screen

- Scroll down and select 'EOI - Family Parent Ballot'. This will download an Excel file titled 'SpecialExpressionofInterestFamilyParentBallot.xls'

- Resident 2021 Passport Scan
- AIP Resident Visa Passport Scan
- EOI - Family Parent Ballot**
- EOI - Family Parent
- Resident Family Parent

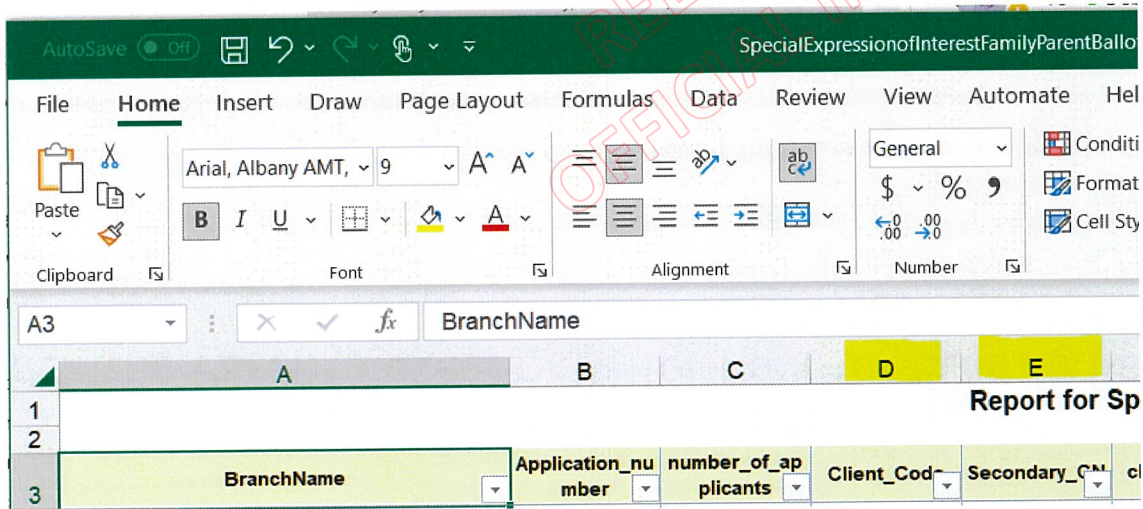
2. Locate and open the file in Excel

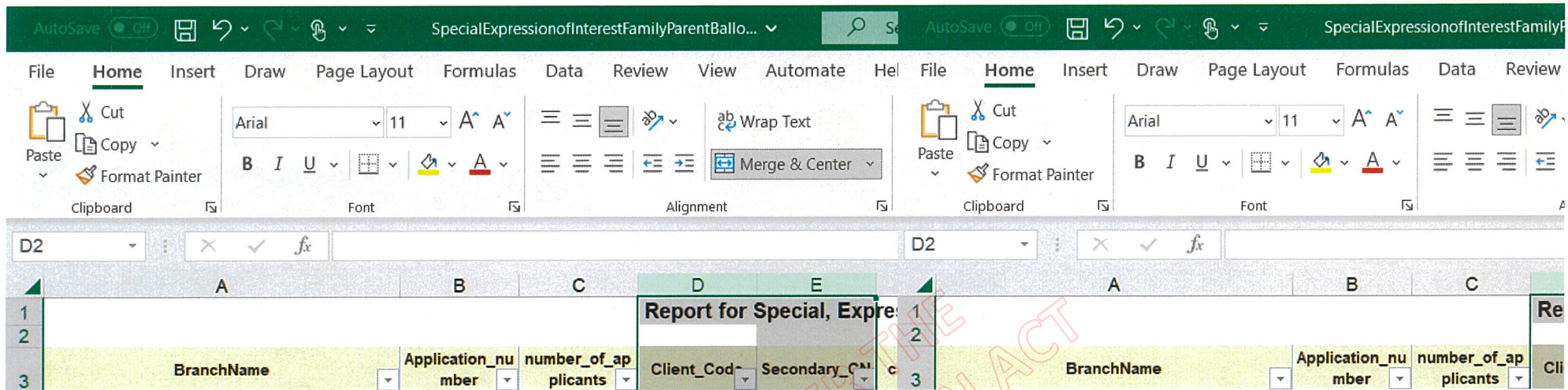
3. Select the 'Available for selection' tab.



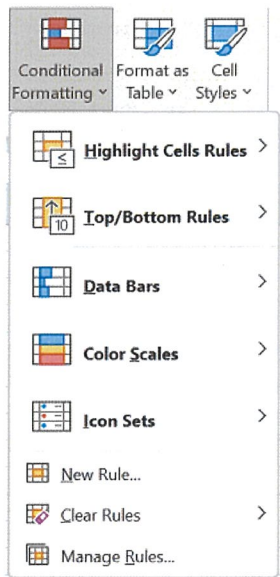
4. Select the relevant columns

- Select the 'Client_Code' and 'Secondary_CN' columns to highlight all relevant cells.



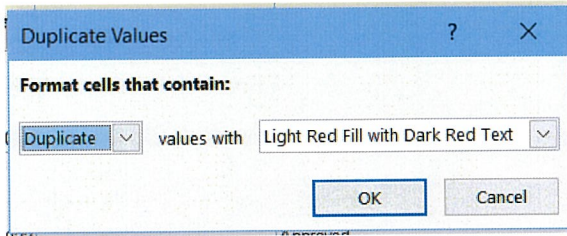


5. Select Home > Conditional Formatting > Highlight Cells Rules > Duplicate Values

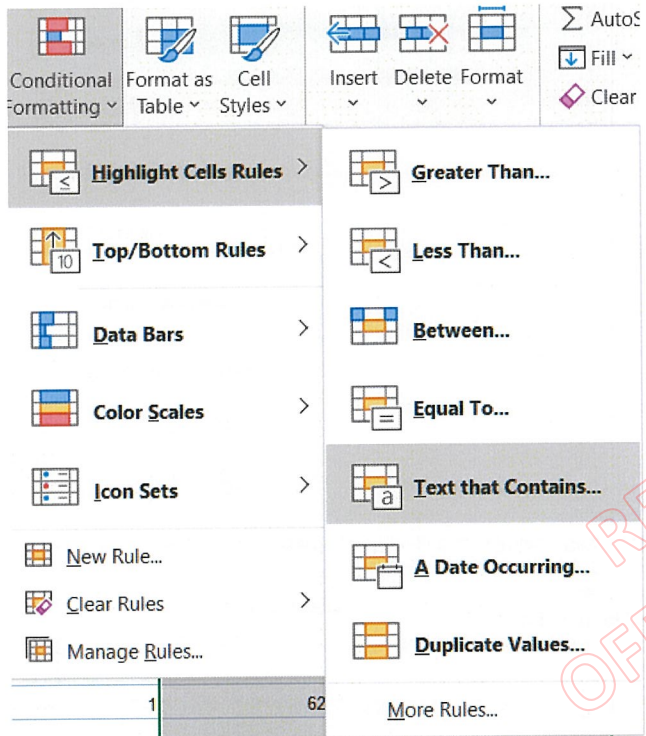


- When the pop-up appears, select 'OK'.

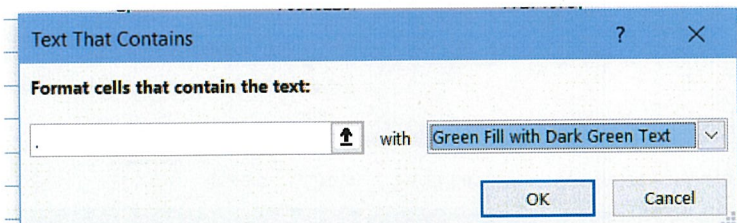
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6. Select Home > Conditional Formatting > Highlight Cells Rules > Text that Contains



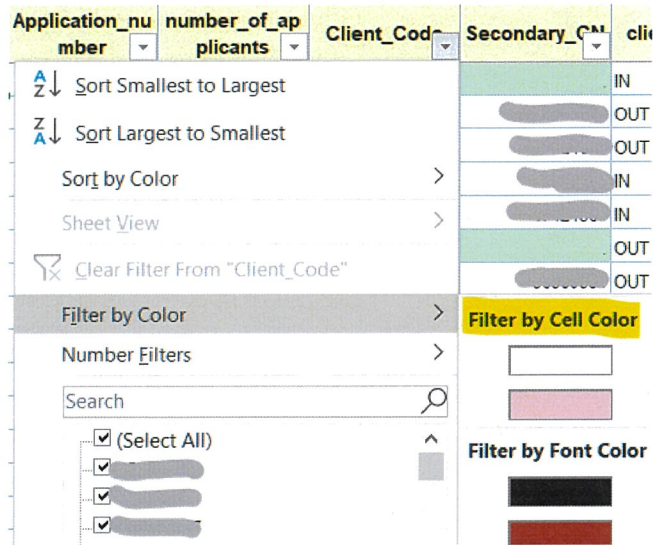
- When the pop-up appears, enter a full stop in the first box, and select 'Green Fill with Dark Green Text'. Select 'OK'.



Note: The cells in green contain full stops only, i.e. no secondary applicant included. These can be ignored in Step 6.

7. Locate the duplicate client numbers in red.

- De-select the columns so that they are no longer selected.
- For sorting, you may wish to filter these down. Select 'Client_Code' filter drop-down > Filter by Color > Filter by Cell Color



- You may wish to mark ones you've checked with a different colour, then unfilter and filter the 'Secondary_CN' column to continue checking.

8. Open AMS

If...	Then...
Your AMS branch setting is not Northern Region Documentation Branch	<ul style="list-style-type: none"> • Select Lookup > Look Ups > Change Branch • Select Northern Region Documentation Branch • Select OK • When the pop-up advises that you must log out of AMS, select OK • Exit AMS • Open AMS and log in • Go to Step 9
Your AMS branch setting is Northern Region Documentation Branch	Go to Step 9

9. Check AMS to determine if the person is included in more than one EOI.

If	Then

.....
The person is included in more than one EOI	<ul style="list-style-type: none"> • Find the oldest EOI they are included in. This will not need to be removed and will stay in the Ballot Pool until it expires. • Mark the additional EOIs clearly on your spreadsheet to distinguish between the oldest EOIs and the additional ones to be removed. • Go to Step 10 <p>Then:</p> <ul style="list-style-type: none"> • Continue checking for all duplicates on your spreadsheet. • Go to Step 16
The person is not included in more than one EOI	Keep the EOI in the Ballot Pool

Note: If your spreadsheet has a large number of duplicate EOIs to remove, you may wish to seek the assistance of an immigration officer to do Steps 10 to 15. The immigration officer will need to have access to EOI decision mail

10. **Create an AMS note to explain your rationale:**

This EOI includes a person who is included in more than one EOI in the Ballot Pool. As per F4.5.1(d)(iii), this EOI is being removed from the Ballot Pool.

11. **Open the AMS Template Letter System and select the template letter E17 Parent Category Duplicate Removal.**

12. **Follow the prompts to complete the letter.**

13. **Save the letter as 'final'.**

14. **Email the letter to the person or relevant contact person as identified in their EOI.**

15. **Finalise the EOI using the decision 'Declined – EOI duplicate' from the dropdown menu.**

16. **When you have finished, remember to change your AMS branch setting back to your normal home branch.**

17. **Save your spreadsheet for record keeping.**

END

See Also

[Expression of Interest \(EOI\)](#)

[Creation/Lodgement of EOI](#)

[Consider and Decide EOI](#)

[Re-submit EOI](#)

[Update EOI](#)

[Withdraw and Refund EOI](#)

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Withdrawal and Return EOI

Parent Category EOI Ballot Selection

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Global Process Manual

You are here: [Residence](#) > [Parent Category](#) > [Assess Eligibility](#)

Assess Eligibility

Date Published: 30 MAY 2023

Classification: Unclassified

When to use

When assessing an application for residence under the Parent Category F4.

Prerequisites

- Use SOP – [Making and monitoring third party checks](#) to ensure all required third-party checks have been made prior to assessing the applicant's eligibility, and that any requirements relating to these third party checks have been met.
- Ensure there are no identity concerns and that all identity requirements have been met.

Role

- Immigration Officer (IO)
- Senior Immigration Officer

Guidelines

Use this SOP, linked SOPs and the Parent Category Visa Assessment tools, to assess the applicant's overall eligibility under this visa category.

Related Resources

[Parent Resident Visa Assessment Tool](#)

Steps

1. Consider risk and verification

- Follow SOP Assess Risk and Conduct Verification
- Consider the results as you assess eligibility

2. Identify whether there are secondary applicant(s) (SA) and if so, assess partnership

If there....	Then...

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Is only one applicant	Go to Step 3
Are any secondary applicants	<p>Partners may only be included when they meet criteria outlined in R2.1.10</p> <ul style="list-style-type: none"> • Check the applicant has provided evidence that they are in a genuine and stable relationship, and • Have provided evidence that they have been living together in a partnership for at least 12 months R2.1.15 • Note any concerns or missing evidence • Go to Step 3

3. Determine whether the applicant(s) has (or have) any dependent children

- Check the application form to determine whether the applicant(s) have any dependent children, as defined in [F4.20.1](#)
- Check the family tab in AMS to determine if there are any dependent children that INZ is aware of that may be undeclared.

If...	Then...
The applicant(s) does not have any dependent children	Go to Step 4
Any applicant has dependent children	<ul style="list-style-type: none"> • Note this as potentially prejudicial information (PPI) • Go to Step 4

4. Assess whether the sponsor(s) meets the requirements

- Check evidence provided to assess whether the sponsor(s) meets the requirements as set out in [F4.35](#):

a. Sponsor relationship to applicant(s)

- Check evidence provided to confirm family relationship

i.e. birth certificate, adoption papers etc. Evidence requirements can be found at [F4.40.1](#)

For joint sponsors, go to **Step 4b**

If there is only one sponsor and..	Then...
they are the adult child of the PA, as in F4.35.1(a)	Go to Step 4c
They are not the adult child of the PA as in F4.35.1(a)	<ul style="list-style-type: none"> • Note the concern

	<ul style="list-style-type: none"> Go to Step 4c <ul style="list-style-type: none"> a. Relationship between sponsors <p>To be considered eligible to sponsor a Parent Category application, joint sponsors must:</p> <ul style="list-style-type: none"> Both be considered adult children of the applicant(s) as set out in F4.35.1(a)(iii) or be an adult child of the principal applicant and that child's partner as set out in F4.35.1(a)(ii)
If the sponsors are....	Then...
the children of the applicant(s) as outlined in F4.35.1(a)(iii)	<ul style="list-style-type: none"> Check the applicant(s) has provided satisfactory evidence of relationship to the sponsors If they have not provided sufficient evidence, make a note of the concern Go to Step 4c
An adult child of the applicant and the child's partner	<ul style="list-style-type: none"> Check the applicant(s) has provided evidence that the sponsors are in a genuine and stable relationship, and Have been living together in a partnership for at least 12 months If they have not provided sufficient evidence, note the concern Go to Step 4c <ul style="list-style-type: none"> a. Acceptable sponsor visa requirements <p>The sponsor(s) must meet requirements for acceptable sponsors who are natural persons as set out in R4.5(d)</p> <ul style="list-style-type: none"> Go to the sponsor or sponsors' Client details, Application and/or Visa tab(s) in AMS to check their visa status and/or citizenship
If ...	Then...
The sole or both sponsors are New Zealand citizen(s) Or Holder(s) of a current residence visa including Australian Citizens	<ul style="list-style-type: none"> Go to Step 4d Note: For an Australian citizen to have held their status for at least 3 years, they must have remained in New Zealand that whole time or have applied for a variation of

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AND They have held this status for at least 3 years preceding the date the application was made.	travel conditions to allow travel without affecting their residence status.
Any sponsor does not meet the requirements stated above	<ul style="list-style-type: none"> Note the concern Go to Step 4e <p>Note: If the NZ citizen status of the sponsor cannot be confirmed through INZ records you may consider contacting DIA at staykiwi@dia.govt.nz to confirm citizenship status. See Visa Pak Issue 253 - Updating a client's status in AMS (VisaPak)</p> <p>a. Time in New Zealand</p> <p>Each sponsor must meet the requirements as set out in R4.5.d(iii)</p>
If...	Then...
The sponsor(s) has spent 184 days or more in New Zealand in the each of the 3 years preceding the date the application was made	Go to Step 4e
Any sponsor does not meet the requirements above And their time outside of New Zealand falls outside the above dates	<ul style="list-style-type: none"> Note the concern Go to Step 4e <p>a. Other sponsorship criteria</p> <ul style="list-style-type: none"> Check the Sponsorship form INZ 1024 questions A13-A18 and any relevant information held in AMS
If the sponsor(s) has said ...	Then...
'no', to all questions and there are no concerns	<ul style="list-style-type: none"> Go to Step 4f
'yes', to any of the questions Or there are any concerns that they do not meet the criteria	<ul style="list-style-type: none"> Note the concern Go to Step 4f <p>a. Number of applicants</p>

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	<p>One sponsor can sponsor up to 6 parents as per F4.35.1(e)</p> <ul style="list-style-type: none"> ◦ Use the minimum acceptable income charts (F4.35.5.1) to understand the number of parents the applicant is eligible to sponsor ◦ Follow F4.35.5.15 to calculate the number of people being sponsored
If the sponsor(s)...	Then...
Is eligible to sponsor the number of applicants included in the application (plus any parents they are already sponsoring)	Go to Step 4g
Is not eligible to sponsor the applicant(s) in the application	<ul style="list-style-type: none"> • Note the concern • Go to Step 4g <ul style="list-style-type: none"> a. Minimum income <p>Sponsors must meet minimum income requirements as set out in F4.35.5 including meeting the income threshold for two 12-month periods in the 3 years prior to the EOI being selected</p> <ul style="list-style-type: none"> ◦ Check whether the sponsor(s) has provided acceptable evidence of their income (F4.35.5.10) ◦ Check against the applicable the timeframes that the evidence has been provided for
If the sponsor(s)...	Then...
Has provided acceptable evidence for the required timeframes AND meets the minimum income requirements	Go to Step 5
Appears to meet minimum income requirements but has not provided, <ul style="list-style-type: none"> • acceptable evidence, or • acceptable evidence for the required timeframes <p>OR</p>	<ul style="list-style-type: none"> • Note concern • Go to step 5 <hr/> <p>Both sponsors must meet all the above requirements to be eligible to sponsor an application</p>

<p>Acceptable evidence has only been provided for one sponsor</p> <p>OR</p> <p>Acceptable evidence has been provided for the required timeframe but sponsor(s) does not meet minimum income requirements</p>	
--	--

5. Determine whether the eligibility criteria have been met based on your initial assessment or whether concerns have been noted

Have any concerns been noted for this application?	Then...
Yes	Go to Step 6
No	<p>This application meets the criteria</p> <p>Continue assessing the application following the relevant SOP(s).</p> <p>END.</p>

6. Send request for further information (RFI) or PPI letter and consider response

- Continue to assess all other aspects of the application (identity/ partnership character/ Health etc)
- Make a note of the Eligibility concern and include this in a request for further information (RFI) along with any other concerns.
- Decide whether to RFI or PPI
- See SOP Request for additional information to RFI, or
- See SOP [Potentially prejudicial information](#) (PPI) letter to PPI.
 - a. **Consider the concerns that require additional information**
 - Use F4.40 and the table below to determine the evidence required to satisfy specific requirements

If the concern is...	Then request additional evidence that...
That the PA or SA have a dependent child	Clarifies information about the dependant child(ren)
That there is insufficient evidence of the Family relationship between the applicant(s) and sponsors	Identifies their family relationship as per F4.30 and provides evidence as per F4.40 i.e. birth certificates, adoption papers, custody agreements etc
Partnership concerns between the PA and SA or joint sponsors	Demonstrates the couple has been living together in a genuine and stable relationship as per F4.35.1(a)
The sponsor(s) does not meet the visa status or time in NZ requirements	Provides additional information as to their residence in New Zealand as per F4.40.35

Sponsor(s) does not meet the salary requirements at set out in F4.35.5.1	Meets the salary requirements
Sponsor does not meet generic sponsorship requirements	Demonstrates they meet the requirements as set out in R4.5 and R4.10

a. Send the letter and allow 10 working days for a response

If response...	Then...
Is received within the timeframe provided and addresses all concerns	Continue assessing the application following the relevant SOP(s). END.
For an RFI Doesn't address all concerns Or Is not received within the timeframe	<ul style="list-style-type: none"> • Send a PPI – refer to Step 6(a)
For a PPI Doesn't address all concerns Or Is not received within the timeframe	<p>Requirements not met.</p> <ul style="list-style-type: none"> • Continue to assess other Parent category eligibility criteria • If required, discuss with IM and/or TA and consider a No Surprises Fact Sheet (NSFS) • Await decision • Decline Residence application

END.

See Also

[Parent Category](#)

[Expression of Interest \(EOI\)](#)

[Assess English Language](#)

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Global Process Manual

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Assess English Language

Date Published: 30 MAY 2023

Classification: Unclassified

When to use

When assessing a principal or secondary applicant's English language ability under the Parent Category.

Role

- Immigration Officer
- Senior Immigration Officer

Guidelines

Follow the SOP - [Assess Eligibility - Parent Category Residence](#) and related activities to complete a full assessment.

Both the principal applicant and the secondary applicant must meet the English language requirements set out at F4.25.

Assessment Template

[Parent Resident Visa Assessment Template](#)

Steps

1. Check whether the applicant has provided an English language test result

Complete step one for the principal and secondary applicant (if applicable)

If...	Then...
A test result has been provided	Go to Step 1a
No test result is provided	Go to Step 2

a. Check whether the test is valid for the purposes of meeting F4.25

If the English language test results...	Then...
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Were less than two years old at the time the application was lodged	Go to Step 1b
were more than two years old at the time the application was lodged	Go to Step 2

a. Check the result is acceptable, as set out in F4.25.45

If the results are...	Then...
acceptable	English requirements met. Continue assessing the application. END
not acceptable	Go to Step 2

Note: Only continue to Step 2 for those applicants who did not meet the requirements as outlined in **Step 1**

2. Determine whether there is other evidence that the applicant(s) meets the minimum standard of English

- Check for any evidence provided in the application that satisfies the English language requirement as set out in F4.25.1.(b)(i-iii)

Note: This evidence can include country of citizenship and/ or residence and include type and place of education.

If...	Then...
The principal (and secondary) applicant(s) meets English language requirements as determined by Steps 1 or 2	English requirements met. Continue assessing the application. END.
If the principal (and secondary) applicant(s) has not provided an English language test result And They are a citizen of Samoan	<ul style="list-style-type: none"> • Conduct a phone interview with the applicant to determine they meet the requirements as per F4.25.1(c) • See Visa Pak 495 – Recording and Documenting Phone Interviews
If the principal (and/or secondary applicant) has provided an English language test result that does not meet the criteria set out in Steps 1a and 1b And They do not meet requirements outlined in Step 2	<ul style="list-style-type: none"> • Note the concern • Go to Step 3
If the principal (and / or secondary) applicant does not	If applicable, continue assessing the application for the applicant that

meet English language requirements	meets the requirements. The other applicant(s) must pre-purchase English for Speakers of Other Languages (ESOL) tuition, go to Step 4
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3. Send RFI/ PPI

- Continue to assess all other aspects of the application (eligibility/ partnership character/ Health etc)
- Make a note of the English language concern and include this in a request for further information (RFI) along with any other concerns.
- When making the request, ask for updated English Language Test results
- See SOP Request for further information (RFI)

If	Then...
An updated test result is provided within 10 working days	English language requirements are satisfied. Continue assessing the application. END.
An updated result is provided but it doesn't meet the requirements OR No updated test result is provided	Go to Step 4

4. Pre-Purchase of English for Speakers of Other Languages (ESOL) tuition

If the applicant(s) does not meet the requirements as listed above, they are able to pre-purchase ESOL tuition

- Continue to assess the application using the VAT
- Subject to all other application requirements being met, finalise application with the AIP condition that the applicant(s) must first pre-purchase ESOL tuition
- If the partner is deferred, complete this step at the end of the partner's deferral period. See R2.1.15.5

Note: AIP gives the applicant(s) six months to meet the conditions of their visa. During that time, they may purchase ESOL classes or provide updated evidence that satisfies the English language requirement, as per F4.25.45

END.

See Also

[Parent Category](#)

[Expression of Interest \(EOI\)](#)

Assess Eligibility

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