



04 SEP 2017

Aryan

[fyi-request-6370-322de182@requests.fyi.org.nz](mailto:fyi-request-6370-322de182@requests.fyi.org.nz)

Ref: DOIA 1718-0199

Dear Aryan,

I refer to your request under the Official Information Act 1982 (the OIA) received 7 August 2017 in which you have requested the following information:

- 1. How many Resident Visa's approved under Skilled Migrant Category based on the offer of employment from 2degrees Mobile Limited as Customer Service Representative, Technical Support Tier -1 and Applied for the role ICT Customer support officer (ANZSCO 313112) from July 2016 to till date?*
- 2. Is there any changes INZ has introduced/removed for analyzing the role ICT Customer Support Officer (ANZSCO code 313112) for the Resident Visa Assessment during the period July 2016 – April 2017? If yes what are they?*
- 3. Does INZ follows a set procedure or written rules in their SMC Resident Visa assessments or the Visa Officers and entitled to make their own decisions based on their individual assessments?*
- 4. Does INZ required to inform the applicants about the change of Visa officers during an SMC Resident Visa application process?*
- 5. Is there any Act / Rules/Immigration Law in place to provide equal and fair treatment to the applicants without any discrimination, who applying for SMC Resident Visa's based on the same offer, same position from the same organization and having exactly the same qualification?*
- 6. If the assessments or the actions of INZ/Immigration officers are found wrong/unfair by the Immigration and protection tribunal or the High court when the applicant appealed with legal Assistance, Do the Applicant entitled to claim the legal expenses from the INZ /Concerned Ministry/department?*

Our responses to your questions are as follows:

1. Seven.
2. No.



3. SMC residence applications are assessed using a standardised SMC residence visa assessment template. Individual Immigration Officers apply the same relevant SMC residence immigration instructions against all SMC residence applications they assess.
4. Is it common practice for an applicant to be notified when the responsibility for the assessment of an application is transferred from one Immigration Officer to another Immigration Officer. When an application is transferred between Immigration New Zealand staff for the purpose of completing an administration type activity, for example the lodgement of an application; the undertaking of a second person checking; or the issuing of visa labels, the applicant will not generally be notified.
5. All Immigration New Zealand staff are bound by the Standards of Integrity and Conduct, a code of conduct issued by the State Services Commissioner under the State Sector Act 1988, section 57.
6. No.

You have the right to contest the decision on this request by seeking an investigation and review of that decision by the Ombudsman, whose address for contact purposes is:

The Ombudsman  
Office of the Ombudsman  
PO Box 10-152  
WELLINGTON 6143

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact Catherine Beach, Senior Business Advisor, Operations Support, Immigration New Zealand at [cat.beach@mbie.govt.nz](mailto:cat.beach@mbie.govt.nz).

Yours sincerely



Geoff Scott  
Assistant General Manager – Visa Services  
Immigration New Zealand  
Ministry of Business, Innovation and Employment