



23 October 2019

Ref: DOIA 1920-0592

John Luke

[fyi-request-11423-0a0ac3d3@requests.fyi.org.nz](mailto:fyi-request-11423-0a0ac3d3@requests.fyi.org.nz)

Dear John Luke

Thank you for your letter of 9 October 2019 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following information:

*I would like to know what sort of procedure you have put in place to check LIA's photos publish online. I understand under the code and conduct adviser must have upload the photo fit with following requirements. However, I noted there are many photos do not meet your criteria and still publish online. e.g.*

<https://iaa.ewr.govt.nz/PublicRegister/View.aspx?Firstname=ryan&search=1&p=1&adviserNumber=201100562>

<https://iaa.ewr.govt.nz/PublicRegister/View.aspx?Firstname=ryan&search=1&p=1&adviserNumber=201502529>

*Please attach one photograph which will appear on your wallet card and on the register of licensed immigration advisers. We may refuse photographs which are not of adequate quality or are not composed in a way that is suitable for that purpose.*

*Photographs must meet the following criteria:*

»

*Be taken within the last 6 months*

»

*A face, head and shoulders shot*

»

*You must be looking directly at the camera » Do not wear a hat, sunglasses or other accessories that obscure your face » Passport-sized 3:4 – width to height ratio » In full colour, on a plain light background.*

The procedure to check a Licensed Immigration Advisers photo is part of the receipt of an application. The process involves receiving and checking photos in accordance with the photo requirements set out on the website.

Thank you for bringing this matter to our attention. We will look into this as soon as possible and identify the photos that do not meet the criteria.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew Galloway', written over a light grey rectangular background.

**Andrew Galloway**  
Registrar of Immigration Advisers  
Market Services