

Guidelines - Documents provided by Citizenship applicants

Use these guidelines to identify documents (and their descriptions) that:

- may be supplied by an applicant, or
- used by Citizenship to process a citizenship application.

General documents

Birth certificates/documents

Background:

Birth certificates/documents are used by Citizenship to verify, in the first instance, a person's name, date, place of birth and parent's details.

Collapse all sections
Expand all sections

The purpose of requesting a birth certificate/document is to accurately establish an applicant's personal details at the time of their birth. This is useful when undertaking character checks.

Preferred birth documents

Type	Description
Full (Long) Birth Certificate	A full birth certificate records the applicant's name, gender, date and place of birth (town and city of birth should be shown unless adopted). It also records details of the applicant's parents.

	<p>It may be issued by the authorities of the country of birth.</p> <p>Note:</p> <ul style="list-style-type: none"> • If a person has been adopted, it may record the applicant's country of birth (rather than the town or city). • Swedish and Danish birth certificates often record a church parish as the place of birth (e.g. St Peter) - use professional judgement to determine town or city. • A full birth certificate may also record marriage details. • A full birth certificate may record the gestational period. • A full birth certificate may record where the parents live. • The birth certificate is proof of paternity for descent claims. • Gender is sometimes coded in the personID number (e.g. Danish and Finnish birth certificates where odd=male and even=female). • The gender is also sometimes denoted by the child's surname (e.g. Russian birth certificates "-ov" male vs "-ova" female). It can also sometimes be hidden in the grammatical tense of certain verbs (e.g. Italian "nato" - he was born vs "nata" - she was born). • If gender cannot be determined from the birth certificate, further documentation needs to be provided - e.g. passport or hospital record.
Household Register or Family Book	<p>An applicant from a country such as China, Japan or Korea may have a household register or similar family document, rather than a birth certificate. Household registers record the applicant's name, date and place of birth, their parents' names, and personal details of other family members.</p> <p>A household register may also record other key life events, such as a marriage, divorce, adoption, or change of name.</p>

Other types of birth document

Type	Description
Short Birth Certificate	<p>This records an applicant's name, date and place of birth.</p> <p>If the applicant has been adopted it may record their country of birth (rather than the town or city). An example of a short birth certificate may be American 'county' birth certificates.</p> <p>Note:</p> <ul style="list-style-type: none"> • In the United States, a county is an administrative or political subdivision of a state that consists of a geographic region with specific boundaries and usually some level of governmental authority. • Descent claims: short birth certificates are not accepted for citizenship by descent claims. • Grants: if an applicant does not have a long (full) birth certificate or household register/family book, a short birth certificate is acceptable for citizenship purposes, provided the applicant is over 16 years of age. If there are any concerns about the applicant's identity a full birth certificate may still be requested. If an applicant is under 16 years of age a full birth certificate is required for consent and presence purposes. <p>Note: For 3 Grant applicants, a full birth certificate is required for applicants under 21 years of age.</p>
Baptismal certificates	<p>Sometimes an applicant presents a baptismal certificate instead of a birth certificate as evidence of their parentage, name, place and date of birth.</p> <p>If an applicant was baptised within three months of their birth it is a more reliable source than if they were baptised later.</p> <p>A baptismal certificate is generally not acceptable for citizenship by</p>

	<p>grant purposes, but may be in certain circumstances. Baptismal certificates may be used for some descent claims, e.g.:</p> <ul style="list-style-type: none"> • if the relevant authority in the country of birth has advised that the birth is not registered • if the birth register may have been altered or is not available • for verification of baptismal names used.
Hospital or church records	<p>Most churches and hospitals hold their own records of births, deaths and marriages.</p> <p>A hospital or church record is generally not acceptable for citizenship by grant purposes, but may be in certain circumstances. These would only be accepted as additional supporting documents for descent claims to provide further evidence. Hospital or church records may be acceptable for some descent claims, e.g. Samoan applications.</p>
Notarial certificate	<p>An applicant may provide a notarial certificate that is recognised as an official record of birth in the applicant's birth country.</p> <p>Notarial certificates will only be accepted as primary evidence with an original birth certificate provided.</p> <p>Note: Notarial certificates from China are commonly provided and may be accepted. See Policy - Documents required for citizenship applications - Chinese documents subheading.</p>
<p>Certified Copy of Entry in the Register Book of Births Kept Pursuant to Citizenship Regulations 1978</p> <p>(Consular Birth Registration)</p>	<p>This is a descent registration certificate recording that a child's claim to New Zealand citizenship by descent has been registered with a New Zealand diplomatic post. The post has already sighted the relevant documents.</p> <p>While the document is not a birth certificate, it does establish New Zealand citizenship by descent.</p> <p>Note:</p>

	<ul style="list-style-type: none"> • It is possible that a person's birth may have been registered in this way, and never registered in their country of birth. • Before 18 November 1992 this certificate was known as a 'New Zealand Consular Birth Registration'. • The Registers are held on level 6 of 120 Victoria Street. Other types of consular registration certificates have been scanned and are on the Y: drive.
Birth certificate showing birth at sea or on aircraft	The applicant may produce a New Zealand or foreign birth certificate which shows place of birth on board a ship or aircraft.
Overseas service citizenship	<p>e.g. child born in Japan while parents on overseas service for a USA parent (with NZ citizenship)</p> <p>Unable to obtain a Japanese birth certificate as they were not officially born in Japan and were issued a USA citizenship certificate</p> <p>These are only acceptable if no local certificate is available.</p>
New Zealand birth certificates - Place of birth outside New Zealand	<p>New Zealand birth certificates issued under either section 15 or section 20 of the Births and Deaths Registration Act 1955, showing place of birth outside of New Zealand, are not proof of New Zealand citizenship.</p> <p>A descent claim or claim to citizenship by being adopted in a New Zealand court may exist in these cases.</p> <p>For more information, see Guidelines - Confirming birth occurred in New Zealand 1949 - 2005.</p>

Note:

If an applicant cannot provide a long birth certificate, the acceptance of another birth document is assessed on a case-by-case basis. If you are unsure whether a document is acceptable discuss with your peer network.

Passports

A passport is a document of identity issued and valid for a fixed term, to facilitate international travel. A passport is usually issued to a person who is a citizen of the issuing country at the date of issue. Passports include the applicant's photograph, signature and bio-data details.

Applicants should provide their current passport, and previous passports may be requested if required.

If applicants are unable to provide passports as requested, then they must provide a written explanation (either by email or letter).

Notes:

- A passport may be issued to a person who is a 'national' of the issuing country (which is distinct from being a citizen - usually they have different rights, such as where they can live).
Example: British passports issued to British overseas nationals (usually born in Hong Kong), United States passports issued to United States nationals born in American Samoa.
- A person's name and citizenship status may change after a passport has been issued.

Passport purpose

The purpose of requesting a passport, and in some cases a previous passport, is to:

- use it as evidence of a person's current name
- help to establish other personal details of an applicant
- confirm the identity that the applicant is using
- obtain photographic identification of an applicant
- obtain a specimen of an applicant's signature
- confirm an applicant's travel and permits.

A previous passport may be used to reinforce the apparent authenticity of the current passport. However, an old fraudulent passport could have been used as the basis for the issue of the current one.


Note:

Other travel documents, such as a 'certificate of identity' or 'refugee travel document' do not establish the citizenship of an applicant.

Applicants who do not have a passport

Some applicants may not have a current or expired passport, if they have been living in New Zealand for many years, or their document was recently lost or stolen. They will therefore need to provide documents that cover the purpose of requesting a passport.

9(2)(b)(ii)

**Marriage or civil union certificate**

A marriage or civil union certificate is a document that records that two people have married or entered into a civil union together, according to the laws of a particular country. It records their names, date and place of marriage or civil union. It may also record dates and places of birth, previous marital status and parents' details.

Use of marriage or civil union certificate

For Citizenship purposes, a marriage or civil union certificate may verify:

- an applicant is entitled to have a particular name recorded on their citizenship certificate
- a relationship relevant to the following sections of the Citizenship Act 1977:
 - section 8(5)(b) accompanying New Zealand citizen spouse on Crown service
 - section 8(6)(b) accompanying New Zealand citizen spouse in public service
 - section 8(9)(b) intention to accompany New Zealand citizen spouse on Crown Service or public service.
- for descent: the paternity of a child born before 1 January 1949, if the parents were married at the time of the child's conception or birth (or were married before 1 January 1978), provided there is no evidence to the contrary.

Note: Some countries issue ceremonial certificates that are issued by a celebrant or minister on the day of the event.

These certificates are not proof that the marriage or civil union event has been registered with the Registrar of Births, Deaths and Marriages, and are not acceptable as proof of a change of name. The applicant must produce a marriage or civil union certificate that has been issued by a Registrar. These vary slightly from state to state but show that the marriage or civil union has been registered.

Marriage or civil union certificates not provided

The table below outlines some common scenarios where an applicant has not provided a marriage, civil union or divorce certificate.

If...	Then...
the applicant wants a married name recorded and this name does not appear in the INZ API or their passport	a certificate must be provided. If the marriage or civil union took place in New Zealand, you can check DCS for the record first.
the applicant wants a married name recorded and the name appears in the INZ API or a passport	no certificate is required. The INZ API or passport confirms that the applicant is entitled to use this name.
the applicant has not indicated they use their spouse's name in the application	you do not need to enter married names for the applicant into the system.
the applicant has declared they use their spouse's name as an 'other name' but does not want it on their citizenship certificate	a marriage certificate should be provided. If the marriage or civil union took place in New Zealand, you can check DCS for the record first.
the applicant wants a married	a certificate must be provided.

name recorded on their citizenship certificate and this name does not appear in the INZ API or their passport.	If the marriage or civil union took place in New Zealand, you can check DCS for the record first.
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All married/civil union names declared by the applicant must be entered into COS/CCMS to ensure police checks are carried out on each name.

For intention and residence purposes (Crown and public service), marriage/civil union/divorce certificate(s) are required regardless of whether the applicant is using their spouse's name.

It may also be appropriate to request additional marriage/civil union/divorce documents if there is suspicion or evidence of bigamy.

If there are any concerns relating to an applicant's identity, even if entitlement to the name is clear, further documents can be requested. Consult your peer network for advice.

Divorce or dissolution papers

A person who is divorced usually receives divorce papers to confirm that their marriage or civil union has been dissolved.

If an applicant has been required to surrender their marriage or civil union certificate as a result of divorce, the applicant may provide divorce papers as proof of a marriage or civil union.

Divorce documents are acceptable as proof of a marriage or civil union, provided they are original documents issued by a Court or public authority that recorded the couple's names, including the names before the marriage or civil union, date of the divorce, and the parent's names.

Note:

If a divorce document does not record the applicant's name before marriage or civil union, and the applicant is unable to provide a marriage/civil union certificate, the applicant is required to provide additional documents to confirm their entitlement to use this name.

School leaving certificates

Information contained in these documents includes name, date of birth, place of birth, and name(s) of parents.

These certificates are generally not accepted for citizenship purposes, however, if an applicant cannot provide a birth certificate or household register, they may provide a school leaving certificate in certain circumstances. This is assessed on a case-by-case basis.

Consult your peer network if discussion is required or you are unsure whether a document is acceptable.

National identity card

A national identity card is issued by some governments to distinguish one person from another. The card is issued to a resident or citizen, usually includes a photograph, and is valid for a fixed term. It is useful in establishing an applicant's name and other personal details at the time of issue, and for obtaining photographic identification.

The card is generally not accepted as a birth certificate for citizenship purposes, as it records current rather than historical personal details. If an applicant cannot supply a birth document or passport, they may provide a national identity card in certain circumstances.

Consult your Team Leader if you are unsure whether a document is acceptable.

Note:

A population register is used in Scandinavian countries (e.g. Sweden) instead of a birth certificate.

Statutory declaration

General

A statutory declaration made in New Zealand is a solemn, sworn statement taken under the Oaths and Declaration Act 1957.

A statutory declaration must be sworn and witnessed in the presence of an authorised person. Authorised people include

Justices of the Peace, solicitors, Members of Parliament, some members of staff, and other people authorised by law to take statutory declarations.

A statutory declaration made in New Zealand must be in the following form:

'I [Name], of [place of abode and occupation], solemnly and sincerely declare that [insert facts].....and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.'

It is an offence to make a false statutory declaration. The person who makes a statutory declaration is legally responsible for the truthfulness of the information it contains, and can be prosecuted if the information is found to be false.

Change of name

There are several ways a person may change their name in New Zealand:

- entering into a marriage or civil union
- executing a Change of Name by Statutory Declaration
- executing a Deed Poll.

The latter two options are detailed below.

Change of name by statutory declaration

A change of name by statutory declaration that has been executed in New Zealand is acceptable for citizenship purposes if it has been executed in front of a solicitor, or registered with the Registrar of Births, Deaths and Marriages, and is made on the form provided by the Registrar General.

See [Process: Register change of name by statutory declaration](#).

Note:

The original form with official stamp must be sighted.

Deed poll

A deed poll is a legal document used to change a person's name. Deed polls are registered with Births, Deaths and Marriages. Since 1 September 1995, names are changed in New Zealand by statutory declaration and not by deed poll. Deed polls completed in the UK need to have been witnessed by a solicitor.

Foreign deed polls

To be acceptable for citizenship purposes, a foreign deed poll must be legally valid according to the law of the country in which it was executed.

Affidavits

An applicant may provide an affidavit from a country where birth and marriage registration was not widespread until recently, for example, China and India.

An affidavit is similar to a statutory declaration and is used frequently in legal proceedings, i.e. it is a statement in writing and on oath, sworn before someone who has the authority to administer it.

A decision on how much weight to attach to an affidavit is made on a case-by-case basis.

Certificates of identity and refugee travel documents

Background

A certificate of identity may be issued to a person who is unable to obtain a passport, or a person who is stateless.

A refugee travel document may be issued to a person who has approved refugee status.

Description

Certificates of identity and refugee travel documents:

- are issued to people who are unable to obtain a passport from their country of origin

- may be issued by a state other than a person's state of origin
- do not establish that the holder is a citizen of the issuing state
- cannot be used as proper verification of the bearer's identity or personal details.

Caution

The certificate of identity referred to in this section is issued in New Zealand by the Department of Internal Affairs. It should not be confused with the document of the same name issued by Immigration New Zealand (INZ).

The certificate of identity issued by INZ is a document which contains a person's photograph and records their name, place, and date of birth, and has an INZ permit attached.

Adoption documents

Form	Description
CIT ADOPT Form A	<p>A Departmental form used to help determine the applicable legislation and the legal validity of an adoption from:</p> <ul style="list-style-type: none"> • a Commonwealth country, or • a country specified by Order in Council, or • the United States of America. <p>The form is completed by a lawyer or solicitor familiar with the adoption laws of the country.</p> <p>Note:</p> <ul style="list-style-type: none"> • The form is not conclusive. There may be evidence that the adoption may not comply with the law of the country in which it was made. • The law of the country needs to be sighted. • Form not used with Hague Convention adoptions. • Can accept CIT ADOPT A/B form without Notarial Certificate if you are

	able to verify lawyer/lawyers' place of work.
CIT ADOPT Form B	<p>A Departmental form used to help determine the applicable legislation and the legal validity of an adoption from:</p> <ul style="list-style-type: none"> • a non-Commonwealth country, or • a country not specified by Order in Council. <p>The form is completed by a lawyer or solicitor familiar with the adoption laws of the country.</p> <p>Note:</p> <ul style="list-style-type: none"> • The form is not conclusive. There may be evidence that the adoption may not comply with the law of the country in which it was made. • The law of the country needs to be sighted. • Can accept CIT ADOPT A/B form without Notarial Certificate if you are able to verify lawyer/lawyers' place of work.
Final adoption orders (NZ)	<p>For citizenship purposes, the final adoption papers are required to establish the citizenship status of children adopted in New Zealand.</p> <p>The final adoption order in New Zealand is not usually available but a notice of adoption (usually an ADOPT 6 or 8) is issued by the court where the adoption took place. This is acceptable for establishing that the adoption took place in accordance with New Zealand law.</p> <p>Note:</p> <ul style="list-style-type: none"> • The ADOPT 6 or 8 is the standard document provided by the court, although there are many versions of them which are acceptable evidence that the adoption has taken place.

	<ul style="list-style-type: none"> Under the New Zealand Adoption Act 1955, the Family Court may issue a final adoption order, or an interim order which is usually issued for a specified period of time, e.g. six months. The adoptive parents do not become the legal parents of the child until the final adoption order has been issued.
Final adoption orders (Overseas)	<p>An adoption order is evidence that a legal adoption has taken place within the law of the state in which the adoption took place, unless the Department has some proof that the adoption is not legal under the law of that country. This information is generally held in the Black Adoption Binders.</p> <p>For more information, see the Crown Law legal opinion located in Y:Special Operations/Robyn/Legal Opinions/CrownLaw.pdf</p> <p>Note: This information is subject to legal privilege. Permission must be obtained before releasing it.</p>
Interim adoption orders	<p>An interim adoption order is not acceptable for citizenship purposes.</p> <p>Applicants who produce an interim order must either:</p> <ul style="list-style-type: none"> obtain an ADOPT 6 or 8 from the relevant court, or wait until the adoption is finalised and then obtain an ADOPT 6 or 8. <p>Note: The above Adoption orders only apply for New Zealand adoptions. For an overseas adoption, a final adoption order must be provided.</p>
Post-adoptive birth certificate (NZ)	<p>A New Zealand post-adoptive birth certificate showing a place of birth outside New Zealand is not in itself proof of New Zealand citizenship.</p> <p>If the child was adopted in New Zealand on or after 1 January 1949 by a parent</p>

	who was a New Zealand citizen at the time of the adoption, then they may have a claim to New Zealand citizenship. However, further documents will be required.
Pre-adoptive birth certificate (NZ)	<p>Births, Deaths and Marriages can issue pre-adoptive birth certificates for people born in New Zealand.</p> <p>These are issued for the purposes of the Adult Adoption Information Act and are clearly stamped to this effect.</p> <p>Such birth certificates are not acceptable for New Zealand citizenship purposes.</p>

Note:

Some countries issue an adoption certificate/extract **and** a full adoption judgment or ruling. The adoption certificate/extract is often not sufficient for our purposes. In many cases, we will also need to sight the full judgment or ruling in order to assess compliance with adoption requirements.

Death certificates

A death certificate cannot be accepted instead of a birth certificate. However, it can be used as supporting evidence of change of name, identity of applicant's spouse, and (sometimes) children.

Paternity documents

Deeds of paternity

Deeds of paternity are used to establish paternity if the father is not recorded on the child's birth certificate and there is no evidence to the contrary. The execution of an instrument as a deed is governed by section 4 of the Property Law Act 1952.

Every deed must be:

- signed by the parties who will be bound by it
- attested by at least one witness.

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Deeds are only proof of paternity in the absence of any evidence to the contrary.

Requirements for a deed of paternity

Proof of paternity for the purposes of New Zealand citizenship is subject to the conditions of section 8 of the Status of Children Act 1969 (as authorised by section 3(1)(b) of the Citizenship Act 1977).

One of those conditions (i.e. subsection 2) requires both parents to acknowledge the relationship between the father and the child by a 'deed'.

Although a deed does not require any set form of words, a deed of paternity must include:

- full identification of each of the parents
- full identification of the child
- attestation by both parents to the father-child relationship
- the witness's name, address and occupation (for deeds executed in New Zealand).

Witnessing deed of paternity

A joint deed can be witnessed by anyone who has personally known the parents for twelve months or more.

Separate deeds can be witnessed only by a solicitor or attorney.

For deeds executed overseas, it is recommended that the witness be personally known to the testifier.

Birth certificate may meet deed of paternity requirements

If both parents are dead, or if one parent is not available at the time of application, some birth certificates meet Citizenship's legal requirements for a deed of paternity.

If parents are not married, some birth certificates have paternity acknowledged. The certificate is completed, signed by both parents, and witnessed. These certificates may meet Citizenship's legal requirements.

Further information

For information on documents from specific countries refer to:

- [Doc & Intell Register.doc](#) (DMS location: Citizenship > Policy and Procedures > Country Book > General > A - Z Country Document & Intelligence Register, or in the y-drive in the Country Book folder.)
- [State Department Reciprocity Schedule](#).

Scans/photocopies

Scans or images of documents are acceptable for online applications, these may be provided as part of the submitting of the application. If an applicant who has applied online is required to supply further evidentiary documents, they can supply these via email.

All non-original documents supplied with the application or via email must be in full colour and have a clear resolution.

Documents provided with paper applications must have the original documentation sighted. However, additional supporting documents may be provided via email, as long as the applicant has provided at least one original key identity document (e.g. passport). Professional judgement can be exercised to accept:

- Scans of original documents via email (if at least one original key identity document has been provided).
- Written explanations of why an original document is unavailable.
- Copies of documents when the applicant has confirmed in writing that the original is lost/unavailable.

Translations

Documents provided by an applicant in a language other than English, must be translated if the document contains no English translation

Exceptions to the requirement for translations may be made if:

- The document is in Latin script AND
- The key details are easy to make out AND
- The applicant's details are consistent across all the documents they have provided, their application form, and AMS record

Note: If an applicant does not have a translation, you may be able to contact Immigration NZ (INZ) to see if they have a translation they can forward on to us.

Fees: Fees for translations are no longer charged for any supporting documents required for the application process for Citizenship. This includes submissions.

If citizenship applicants do require a copy of the translation for their own purposes, they may request this using a translation request form. This will be charged at the standard fee of \$95.

See [Procedure - Translation Request processing](#).

Page last updated 05/05/2022

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Guidelines - Checking applications include required documentation for citizenship by grant

Use this checklist to:

- know what documentation is required for the following citizenship applicants, and
- check that all required documentation has been provided by the applicant, and is contained in the applicant's service request.

Documents required by...	includes...
all applicants	<ul style="list-style-type: none">• birth certificate or their country's equivalent <p>Note: If applicant is under 16 then the birth certificate must include the names of the applicant's parents.</p> <ul style="list-style-type: none">• all passports and travel documents• passport size photos<ul style="list-style-type: none">○ two identical photos for paper based application○ one uploaded photo for online application
applicants not yet 16 years of age	<ul style="list-style-type: none">• parents' passports• adoption papers, if applicable• proof of guardian's authority, if applicable.
Samoan applicants	proof the applicant was:

	<ul style="list-style-type: none"> • in New Zealand on the 14 September 1982, or • legally entered New Zealand after 14 September 1982, and has been granted permanent residence status.
<p>applicants if applicable</p>	<ul style="list-style-type: none"> • name change documents such as deed poll, adoption papers, statutory declarations if required by the Policy - Names and citizenship by grant applicants • letter of explanation, if applicant spends a lot of time travelling • marriage/civil union certificate(s) • divorce document(s). <p>Note:</p> <p>If the applicant has been:</p> <ul style="list-style-type: none"> • married, in a civil union, or divorced and; • any passport has been issued in the married name <p>a marriage/civil union/divorce certificate is required to link these names.</p> <p>If the applicant is or has been:</p> <ul style="list-style-type: none"> • married, in a civil union, or divorced and; • has not used their spouse's name and does not want it to be the name recorded on their citizenship certificate <p>a marriage /civil union/divorce document is not required. However, all married/civil union names mentioned on the application form must be entered into COS/CCMS to ensure police checks are carried out on each name.</p> <p>It may also be appropriate to request additional marriage/civil union/divorce documents</p>

	<p>if there is suspicion or evidence of bigamy.</p> <p>If there are any concerns relating to an applicant's identity, even if there are clear links between names, further documents can be insisted upon. Consult your team leader for advice.</p> <p>For intention and residence purposes, marriage /civil union/divorce certificate(s) are required regardless of whether the applicant is using their spouse's name.</p>
Niuean, Tokelau and Cook Island applicants	<ul style="list-style-type: none"> • Police Clearance Certificate from the Niue, Tokelau or Cook Islands • Travel Movement Report

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Policy - Names and citizenship by grant applicants

When to use

This page will help you determine which names to record for citizenship records and background checks.

Role

Life and Identity Services Officer

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Policy background

Before an applicant's eligibility for citizenship can be determined it is necessary to establish their identity and name. It is not possible to process a citizenship application if the identity of the applicant cannot be established. When the applicant's identity has been established, the applicant's eligibility for citizenship can be

assessed, and their name determined for citizenship purposes. An applicant is normally identified by the documents and photograph they provide in support of their application.

Using Immigration New Zealand's information

Immigration New Zealand (INZ) establishes the identity of non-New Zealand citizens who enter New Zealand and obtain residency. New Zealand residents spend a minimum of 5 years in New Zealand using the name and identity they entered New Zealand on (that INZ has on record), before they apply for citizenship. We consider the person's overseas passport to be their origin document, with equivalent status to a NZ birth certificate for those who are born here. In most cases, we do not need to be concerned with the applicant's names prior to entering New Zealand.

Before an applicant's eligibility for citizenship can be determined, it is necessary to check their name against the details held by Immigration New Zealand (INZ).

We need to confirm that:

- the same person in INZ's records is the person applying for citizenship
- they are entitled to use the name they have asked to be recorded on their citizenship certificate
- we have enough information about the person to run background checks.

Confirming the applicant's preferred name

The citizenship certificate needs to record an applicant's **full legal name**.

We need to check that the name the applicant has recorded in their application meets this criteria.

Some applicants will have more than one name they are legally entitled to use.

Due to the different naming conventions around the world, you may also encounter grey areas in entitlement or order of some applicant's names. We can apply some flexibility for known cultural naming conventions. See: [Guidelines - Identifying naming traditions from around the world](#).

If you come across something that is an exception to this policy, see: [Guidelines - Entering names into COS and CCMS](#). Consult your peer network and use professional judgment. Exceptions are allowable as long as your reasoning is clear and makes sense, and the outcome does not directly contradict this policy.

Follow the table below for the most common scenarios you will encounter.

If...	then...
the name on the application and INZ record match	<p>check their documents for recent legal name changes.</p> <p>If they have not had a recent legal name change, you can accept they are entitled to use this name.</p> <p>If they have had a recent legal name change, they must use the new, changed name.</p>
the name on the application and INZ record doesn't match	<p>confirm the application name against documents provided.</p> <p>Note: The names may not match because the applicant has been married or changed their name since last interacting with INZ, or they may reverting to their birth name (from a married name).</p>
you cannot tell from documents provided that the applicant is entitled to use the name	contact them for a document to show their entitlement to this name.
the applicant does not have entitlement to use the name on their application form	<p>direct them to either:</p> <ul style="list-style-type: none"> • complete a legal name change if they want to use the name • use a name they are entitled to.

Name change through marriage or civil union

Applicants who have been married or entered into a civil union are entitled to use either:

- their birth family name
- their partner's family name
- a combination of the above, as a double-barrelled name (with or without a hyphen).

If the applicant's preferred name seems to have come from a New Zealand marriage or civil union, but no document was provided, search DCS for the record. If the record is located, you do not need to ask the applicant for the marriage or civil union certificate.

If you cannot locate the record in DCS, email ^{9(2)(g)(ii)} [REDACTED] See: [Procedure - Verifying NZ Life Event Information](#).

Request to record part of a given name

An applicant may ask to have only part of their given name recorded on their citizenship certificate. This may be for cultural or religious reasons.

The citizenship certificate must record the applicant's full given name, including the part of the name the applicant does not wish to be recorded. This is because the citizenship record must reflect a name the applicant is entitled to.

The applicant should also be advised of their ability to have a legal name change.

See [Guidelines: Determining name to be recorded on citizenship certificate](#).

Minor spelling differences

If there is a minor spelling difference between an applicant's name recorded on their birth certificate and passport, e.g. Ann/Anne, the citizenship certificate can be issued in the applicant's preferred name provided it appears on one of these documents.

9(2)(k)

[Redacted]

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[Redacted]

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Procedure - Complete and Correct

When to use

Use this procedure to check all information and documentation supplied by the applicant for processing, is relevant and complete.

System

Customer Centred Management Solution (CCMS)

Role

Life and Identity Services Officer (LISO)

Steps

Check conflict of interest

Check the **applicant name**, the **consent giver**, other **consent giver** or **anyone recorded on the application** to assess if there is a **conflict of interest**.

1

See:

- [Guidelines — Manage Conflict of Interest in CCMS](#)

- [Procedure — Resolve a conflict of Interest](#)

Click the **Conflict of Interest** button.

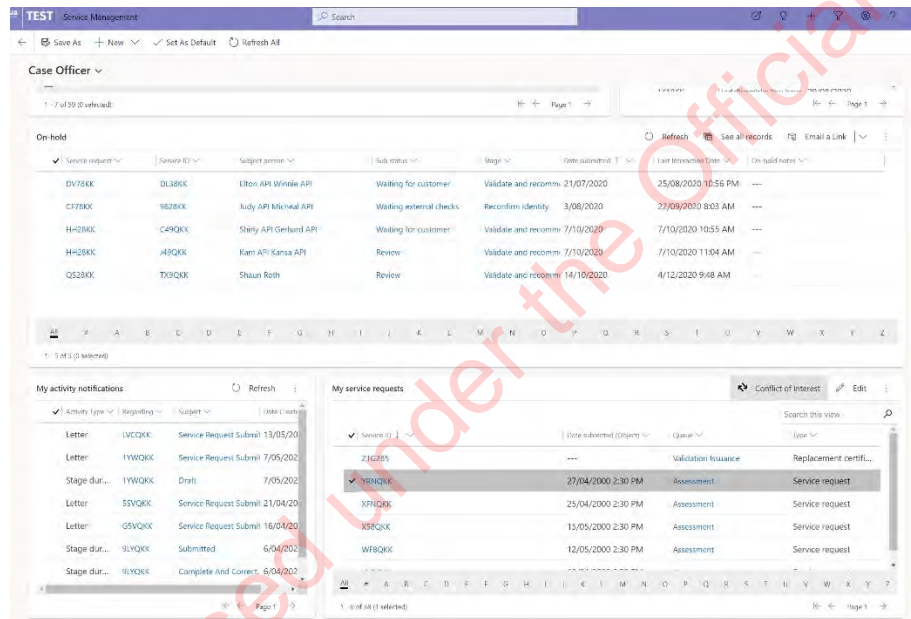
Declare the conflict of interest and pick a new queue item instead.

The conflict of interest will then go back into the queue to be reassigned.

Note:

- Group applications that are conflicts of interest with the same service ID are also released back into the queue. CCMS knows not to reallocate group members back to you.
- The conflict of interest button is found under the **My Service request table**. Click on the required service request and the button will show.

2



Determine application type

Click the **Change application button** if it is displayed.

Note: This button will only display if the applicant has changed age from under 14 to 14-15 or is turning 16.

See: [Procedure — Change of application type](#)

If...	then...
1 a customer completes the citizenship by grant online application, but they intended to apply for citizenship by descent	contact the customer to confirm they want citizenship by descent. If they want to apply for descent: <ul style="list-style-type: none">• request they fill in the DRG form• cancel the application in CCMS • refund the customer using the ex-gratia refund process• the approval reason for a full refund is that customer has applied for the wrong product. See: Procedure - Process a refund

2 Continue to follow the steps below if you do not need to change the application type.

Check for previous records

1 Check if the subject person is the requestor.

Note:

Review **supporting documents** to check relationship and consent related issues.

2 Search **CCMS** for the applicant using their current named and passport name (if different).

Narrow or broaden the search as needed until you are confident whether there is a record for the applicant.

Add a note confirming you have completed these searches. You do not need to list what names you have searched.

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3

while searching the subject person field	See: System Step – Find and link a person record in CCMS.
A previous active service request is found	contact the applicant and ask them which service they would like to proceed with, and advise them to withdraw the other application. See: System Step - Advise customer to withdraw application.

Search **COS** for the applicant.

You should do at least 3 searches, using different search criteria.

4 Narrow or broaden the search as needed until you are confident there is a record for the applicant.

See: [System Step - Search for person in COS](#)

If...	then...
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5

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a person record is found in COS that hasn't been migrated across to CCMS

Record the **COS person ID** in the **interaction notes** at the service level in CCMS.

another active record is found

- In the service level, record the **Person ID, COS application number** and **status** in the **Interaction notes**.
- Contact the applicant and ask them which application they would like to proceed with and advise them to withdraw the other application.

	See: System Step - Advise customer to withdraw application.
a renunciation record is found	<p>a person that has renounced their citizenship can regain it by applying for citizenship by grant.</p> <p>This depends on the date the renunciation was completed. Standard eligibility rules apply from the date citizenship was renounced.</p> <p>From the Renunciation/Deprivation register on Y drive, record:</p> <ul style="list-style-type: none"> • date the Renunciation was recorded • reference number from the register • reference number from the renunciation application from COS or DCS <p>See: System step – Check Renunciation and Deprivation list.</p> <p>See: Renunciation and Deprivation register</p> <p>Note: If you do not have access to this request access to this through the Information Management team.</p>

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Check payment

Check payment has been successful. Take note of where the payment date is in case you need to refer back to it.

Note: occasionally there may be a data entry error in the 'date submitted' field of digitised applications. If you get a digitised application with an incorrect submitted date, log an MSP ticket to have:

1

- the submitted and payment date corrected (these should both be payment date)
- the application removed from your dashboard, removed from the queue, and added back into the queue at the right place

Check application fields

If...	then...
<ul style="list-style-type: none"> the applicant has not answered a few questions there are errors in the data provided by the applicant 	<p>use the guidelines – Changes to application data for citizenship by grant to see what can and can't be changed in the application data and how the information should be requested.</p>
<p>there are no contact details for the applicant and the contact details are for an agent or representative</p>	<p>follow the steps under the Applicant contact details not provided heading in the policy linked below. See: Policy - Release of information by the Citizenship Office</p>
<ul style="list-style-type: none"> the address <p>AND/OR</p> <ul style="list-style-type: none"> contact details <p>AND/OR</p> <ul style="list-style-type: none"> preferences need updating 	<ul style="list-style-type: none"> these can only be updated in the person record. Changes made will automatically update the applicant data as well. <p>See: System step - Edit contact details.</p>
<p>The biodata of the applicant needs to be changed/corrected</p>	<p>these updates can only be made in the application. These will be automatically updated in the person record after the Eligibility 1 stage.</p>

<ul style="list-style-type: none"> The ID referee shares the same surname or address as the applicant <p>AND/OR</p> <ul style="list-style-type: none"> Anything in the application suggests that there is a relationship between the applicant and ID referee <p>The referee does not meet the ID Referee criteria</p> <p>See: Policy – Citizenship Identification Management and Evidence of Identity</p>	<ul style="list-style-type: none"> request that the applicant provide new referee details through email. Refer to the Identity Referee tab when seeking your information. <p>Note: If it is not clear, you may also ask the applicant if a relationship exists that impacts the ID referee criteria. Do not contact the ID referee.</p> <ul style="list-style-type: none"> Upload the response email from the applicant as a supporting document. <p>Note: A referee is not a witness hence the witness form is not required to be filled in.</p>
--	--

Check the **Country of Birth (COB)** is populated.
 Add the **POB** from the **drop down list** provided in the **biodata section**.

If...	then...
<p>1</p> <p>The COB contains diacritics or non-English characters</p>	<p>determine the standard English spelling from the Policy and update the country of birth.</p> <p>See: Policy - Place and country of birth for Citizenship applicants.</p>

2

Check **Place of Birth (POB)** is populated.
 Add the POB from the **drop down list** provided in the **biodata section**, if not populated.

Why should I check that the POB is populated?	<ul style="list-style-type: none"> The POB is required for printing the certificate. Check this especially where POB and COB are same. e.g. Hong Kong, Singapore etc. If not populated, fill in the place of birth (for above examples as Hong Kong / Singapore)
What if the POB contains diacritics or non-English characters?	<p>determine the standard English spelling from the Policy and update the country of birth.</p> <p>See: Policy - Place and country of birth for Citizenship applicants.</p>

Double click the **INZ result** to access the full report

3

Check the '**Identity**' tab in the **INZ Summary page** for '**other names**'.

Copy any INZ '**other names**' which are not duplicated to the '**other names**' section in the **Unit of Work**.

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4

Add the '**Name type**' in the **details section** under the '**Applicant**' tab.

Note:

In creating an application on the portal, there is no **Name Type field** in the application form. Due to this, the Name Type in CCMS is not populated. However, it is a system requirement that this field is completed.

Ensure all fields required for DAL and the Register have been completed.

<p>5</p> <p>What are the required fields?</p>	<p>Applicant family name Name type Gender Place of Birth Country of Birth Supporting document, with a photo of the applicant the document type as 'photo of applicant' and Provided as, as 'identity'</p> <p>See: Fields checklist.</p> <p>Note: Ensure these fields are populated before approval. They are required for certificate printing, DAL and Register updates.</p>
---	---

Enter any missing information in the application from supporting documents.

If...	then...
<p>6</p> <p>information is missing from the application</p>	<ul style="list-style-type: none"> • if the missing information is minor, use clarification to resolve. • Identify and collate all issues that require clarification then contact the applicant and ask for these to be

	<p>provided.</p> <p>Follow the guidelines below to see how this information may be obtained.</p> <p>See:</p> <ul style="list-style-type: none"> • System step – Resolve Clarification. • Template – Citizenship by Grant Email and Letter template. • Guidelines - Changes to application data for citizenship by grant
<p>the applicant has indicated they wish to attend a ceremony with someone else:</p> <p>Note:</p> <ul style="list-style-type: none"> • This is only necessary where an applicant applied individually in CCMS (before groups were in CCMS), • or where one applicant applied through COS and the other through CCMS. 	<ul style="list-style-type: none"> • go to the citizenship ceremonies tab. • Click 'Yes' for 'Assistance needed'. • In the 'Assistance needed' add a comment: <ul style="list-style-type: none"> ○ The total number of group members. E.g. '<i>Group members -3</i>' ○ The other applicant's name. ○ The other applicant's service ID. <p>See the following step for further information on how to link a group for a ceremony.</p>

	See: System Step - Link a group for a ceremony.
the relationships section is marked ' Yes ' by the applicant but there is no other information in CCMS to support this	contact the applicant and get details on this. Note: The relationship table is not a mandatory field, so the applicant may miss filling out these details.
the applicant has ticked ' Yes ' to government interactions questions, and some agencies are greyed out	it is not mandatory for the customer to click ' yes/no ' on each agency. When a customer does not choose any option the fields appear greyed out in CCMS.
a customer has clicked ' yes ' on an agency but not provided an explanation	contact the applicant and/or agency to get an explanation, plus any other evidence.

If the gender on the service fields are different to the gender on the documentation, check if the applicant has supplied a Statutory Declaration.

if..	then..
The statutory declaration has been provided for the above purpose	make a note in the supporting documents and complete task comments.
The applicant has not provided a statutory declaration	contact the applicant and verify this information through LET185
the applicant confirms a gender change	Request a statutory declaration.

	See: Policy - Gender recorded on a citizenship certificate
--	--

Check the applicant's passport/travel document details against their countries of citizenship.

8

If...	then...
<p>the country of issue does not match the applicant's countries of citizenship</p>	<p>clarify the passport's correct country of issue with the applicant if required and correct this information in CCMS.</p> <p>Note: There are instances where the customer enters the name of the country where the passport was processed. E.g. UK for an Australian citizenship, as the passport was renewed in UK.</p> <p>In this case change the country of issue to "Australia".</p>
<p>The applicant holds a passport for a country of that is different to their country of birth,</p> <p>OR</p> <p>They hold multiple passports or citizenship.</p>	<p>Clarify how the applicant has obtained their citizenship(s) and request evidence, if required.</p> <p>See: Guidelines - Confirming citizenship applicant's right to hold a passport</p>

9 For a child applications, refer to '**Check consenting adult details for child applications**' below.

Confirm supporting documents are provided

Assess the quality of the **photo** supplied and the **scanned copies**.

If..	then...
1 The photo quality is not at the required standard	<ul style="list-style-type: none">• refer to the guidelines on photo standards.• Request the applicant provides another photo if photo is not as per requirement. See: Guidelines - Photographic standards for citizenship applications
you have a paper application and the photo is not digitised	paper photos can be accepted for paper applications.

Check the identity photo specifications.

2 What are the specifications for the identity photo file type?	<ul style="list-style-type: none">• Document type should be 'Photo of applicant' and• Provided as should be 'Identity'.• The photo should be a JPEG file.• Photo orientation must be portrait• Correct the document type/ category/file type/orientation where required. See: System step - Adjust photos to meet photo standards
--	---

<p>What if the file type is not a JPEG?</p>	<ul style="list-style-type: none"> Convert file type to JPEG and upload as a supporting document. <p>Note: The photo upload to DAL will fail if the file type is not JPEG.</p> <p>Follow the link below to see instructions on conversion of file type to JPEG.</p> <p>See: Procedure - Convert a PDF or PNG file to JPEG file.</p>
---	---

Check that the **supporting documents** and **translations** have been allocated to the correct **service**.

3

If...	then...
the supporting documents and translations have been incorrectly allocated	save them to your desktop and upload them to the correct service.
documents are still with the wrong service and need to be deleted	raise an MSP (My Service Portal) ticket and request the TAM support hub to resolve this, as documents cannot be deleted in CCMS.
the wrong document is uploaded	See: System step – raise an MSP ticket
the supporting documents are not for this applicant	<ul style="list-style-type: none"> use the information in the supporting documents and translations to find the correct service and then attach them to that service. If you cannot find the correct service, follow the existing process for unmatched bring-ups.

	<ul style="list-style-type: none"> •
The applicant provides objectionable material in their uploads	<ul style="list-style-type: none"> • escalate the service to your team leader in the first instance. • If required, escalate the service to Investigations. • Do not share the material beyond yourself, your team leader or investigations unless required. • If you are affected by the material and need assistance, contact the Employee Assistance Programme (EAP). <p>Out of scope</p>

Confirm that all supporting documents or translations are provided.

See:

- [Policy – Documents required for citizenship applications.](#)
- [Guidelines – Checking applications including required documentation for citizenship by grant.](#)

4

How do I identify the right 'document type' and 'provided as' for supporting documents?	<p>See: Guidelines – Supporting documents in CCMS.</p> <p>This page contains steps on how to amend the document labels.</p>
What if the applicant:	<ul style="list-style-type: none"> • They are likely to be a descent to grant upgrade.

<ul style="list-style-type: none"> • has provided a New Zealand passport • has a birth certificate that shows that one parent is a New Zealand citizen • has provided citizenship by descent 	<ul style="list-style-type: none"> • Follow the system steps below to process a descent to grant upgrade. <p>See: System step - Descent to grant upgrade (<i>under development</i>)</p>
<p>What if supporting documents or translations are missing, or are of poor quality?</p>	<ul style="list-style-type: none"> • Identify and collate all the issues that require clarification then contact the Customer and ask for these to be provided. <p>See: System step – Resolve clarification.</p> <ul style="list-style-type: none"> • Once received, check the documents sent are correct and save them to your desktop before uploading them to CCMS. <p>See: Guidelines – Prefix list for renaming scanned documents.</p> <ul style="list-style-type: none"> • Once uploaded, delete the documents from your desktop.
<p>What do I do when uploaded documents show a 'pending upload' sign?</p>	<p>Ignore this warning, as the system will upload.</p>
<p>What if the applicant has provided a letter requesting urgent processing?</p>	<p>See: Procedure – Handle an urgent request for processing.</p>

Check consent giver's details for child applications

1 Check the consent details in the **relationships tab**.

Check to see the consent giver's details match with supporting documentation. E.g. Birth certificate, guardianship records.

2 **Note:** Details should match enough that you are sure the consent giver is the right person. Some differences may be accepted if there are no other concerns.

Check the child's citizenship.

If...	then...
<p>3 the child belongs to a country that allows dual citizenship</p>	<ul style="list-style-type: none"> • consent is only needed from one consent giver. <p>Note: If the consent giver has indicated that the other parent won't or can't consent to the application, then:</p> <ul style="list-style-type: none"> • see: Policy - Consent for grant applicants under the age of 16 for follow-up actions.
<p>the child belongs to a country that does not allow dual citizenship</p>	<ul style="list-style-type: none"> • consent is required from both consent givers. <p>Note: if the applicant is applying with both parents there is no need to obtain consent from the second parent.</p>

	<ul style="list-style-type: none"> To check requirements for consent giver for a child application, refer to the policy guidelines below. <p>See: Policy - Consent for online grant applicants under the age of 16.</p> <ul style="list-style-type: none"> If the second consent giver consents, they need to complete the consent form and they need to provide a copy of their passport. <p>Note: Use the 'Consenting parent or guardian for Under 16s' letter in the CCMS letter templates area.</p>
--	--

Complete final checks

<p>Check whether the applicant is eligible for citizenship under Section 10. See: Policy - Grant of citizenship under Section 10.</p>	
If...	then...
<p>1</p> <p>the applicant is eligible and wants to apply under Section 10</p>	<ul style="list-style-type: none"> Create a new application record in COS. Write the CCMS reference in COS. Write down the COS reference number in CCMS. Write a note in 'Cancelled/withdrawn reason' in the

	<p>'general' tab providing the reason for the cancellation.</p> <ul style="list-style-type: none"> • Close the application in CCMS by changing the status to 'Cancelled'. • Process the application in COS or discuss the application with your team leader, and have them assign this application to a case officer processing Section 10 applications. <p>See: Procedure - Send Section 10 grant applications forms to applicant.</p>
--	---

Click into the **Complete and Correct ID** under the **application processing table** from the **General tab** in the **CBG application**.

The complete and correct ID general tab will open and show the editable grid.

2

You will see the following columns:

- Tasks
- Outcomes
- Criteria
- Supporting evidence
- Comments

3

Select the appropriate **outcome** from the **drop down list** for each **task** in the unit of work.

You can choose:

- Complete

- Follow up

4 Add the **criteria** that applies for the tasks in the unit of work.

5 Click the **floppy disk icon** on the far right of the table to save your progress.

Click '**Next Stage**' and then click the **application number**.

Note:

- 6
- You don't need to change the status dropdown at the top of the screen. Select **Complete** from the '**Next stage**' drop **down list**. This saves the task outcomes and then tasks from the next stage can be assessed.
 - If you haven't selected complete or completed all tasks, an error message will display. Resolve the error and repeat **steps 2-5** above again.

Where to next?

Complete the next UOW – [Confirm Identity](#)

Page last updated 06/05/2022

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System Step - Find and link a person record in CCMS (Assess duplicate records)

When to use

Use this system step when you need to link the application with the right subject person record, if we find duplicates of the subject person record in CCMS.

Background

A duplicate person record, also known as duplicate records, exist when the same subject person has more than one subject person record. There are scenarios where when we will find a duplicate person record in CCMS:

- A requestor of a previous CCMS application applies in CCMS.
- A previous unsuccessful CCMS applicant re-applies.
- A POI alert was created for this applicant in CCMS and we receive an application from them.
- An unsuccessful COS migrated applicant applies through CCMS.
- A person record with a POI alert in COS has their COS PID number on a previous CCMS application, were unsuccessful in CCMS, and now re-applies in CCMS.

Based on the above scenarios we are likely to find the following types of person records in CCMS:

- A record with a POI flag in the older record.
- A record with a COS Person ID (PID)
- None of the above apply (there are 2 records) - one is a requestor record and the other a subject person record.
- None of the above apply (there are 3 records) - one is a requestor and 2 subject person records.

Role

Citizenship Case Officer

System

- CCMS
- COS
- DAL

Steps

Search basics

Note:

- The search through the CBG application does not show a requestor record when search for a person, due to the design of the system.
- When searched through person search, the results will show all person records related to the person being searched for.

For example:

The search below, performed through **CBG application search** shows only 1 person record:

← Search results

Top results [Persons \(12\)](#) [CBG applications \(27\)](#)

Showing 20 of 39 results for walter watts in Service Management. Did you find what you were looking for? [Yes](#) [No](#)

Persons

Full name	Date of birth
Walter Watts (AutoTest)	25/03/1981
Walter Ellie	
Walter Letitia	
Walter Cole	
Martha Walter	7/02/1980
Kari Walter	9/02/1980
Winfred Walter	
Rubin Walter	

[Show more](#)

CBG applications

Service ID	Given name(s)	Family name	Date of birth	Mobile phone
26NSYK	Walter	Watts (AutoTest)	25/03/1981	
TRWPYK	Christi	Theola	24/05/1974	
8J5PYK	Warren	Devyn	24/05/1974	

When searched through the **person search** function we see two records.

The record without the date of birth, and with only the name and email address is the **requestor record** (Highlighted in yellow).

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To Tari Te Whenua Internal Affairs QA Service Management

Search

Show Chart + New Refresh Email a Link Excel Templates Export to Excel Open Dashboards Create view

Active persons

Full name Date of birth Email Mobile phone

Full name	Date of birth	Email	Mobile phone
Walter Watts (AutoTest)	25/03/1981	---	---
Walter Watts (AutoTest)	---	walterwatts@gmail.com	---

entity

- Persons
- Contacts

Step 1 - Complete a relevance search using name combinations

Click the **magnifying glass** on the right hand side in the top banner.



Complete a search using the name combinations in **person search**.

Result: This will bring up all the person records associated with the name.

2

Full name	Date of birth	Email	Mobile phone
Walter Watts (AutoTest)	25/03/1981	---	---
Walter Watts (AutoTest)	---	walter.watts@gmail.com	---

Collaps
e all
section
s
Expand
all
section
s

Step 2 - Identify the type of record

1 Click **Ctrl+Click** on the record to open up these records in different screens to then compare them.

2

Comparing person records

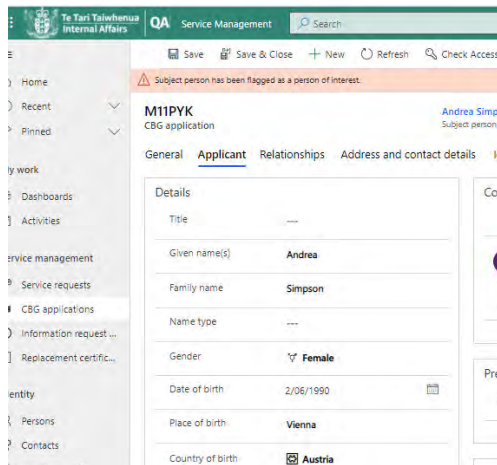
Note:

- Records created in Release 1 did not create a separate requestor record.
- In these cases, if a person re-applies the new service request gets attached to the original subject person record. In rare cases, you will see the service request tab populated for subject person records.

Check for a POI flag.

The pink banner at the top of a record indicates that it is a POI.

The image below shows a record **flagged as a POI**:



Te Tari Taiwhenua Internal Affairs | QA Service Management | Search

Save Save & Close + New Refresh Check Access

Subject person has been flagged as a person of interest.

M11PYK Andrea Sims
CBG application Subject person

General Applicant Relationships Address and contact details

Details

Title	---
Given name(s)	Andrea
Family name	Simpson
Name type	---
Gender	Female
Date of birth	2/06/1990
Place of birth	Vienna
Country of birth	Austria

Check the 'Created On' date.

Check the date the record was created to identify the old person record(s) from the new person record.

The screenshot shows a web interface for a person record. At the top, there is a navigation bar with options: Save, Save & Close, New, Deactivate, Email a Link, Change Password, Refresh, Check Access, and Word Templates. Below this is the header for 'Walter Watts (AutoTest)' with a 'Person' sub-label and a yellow box indicating '31/03/2024 Created'. A menu bar includes 'General', 'Alerts', 'Address details', 'Services', 'Service requests', 'History', 'Names known as', and 'Related'. The main content area has three tabs: 'Name', 'Contact', and 'Interactions'.

Check if an older record has a COS PID on it.

The COS PID number is located below the photo of the applicant.

The screenshot shows a person record for 'Santina Egbe'. The header includes 'Person' and a menu with 'General', 'Alerts', 'Address details', 'Services', 'Service requests', 'History', and 'Names known as'. The 'Name' section contains fields for Title, Given name(s) (Santina), Family name (Egbe), Preferred name, Job title, Organisation, Date of birth (25/02/1992), Photo, and Date of death. Below the name fields is a silhouette of a person. At the bottom, the 'COS information' section shows 'B COS person reference number' with a yellow box containing the value '1077430'.

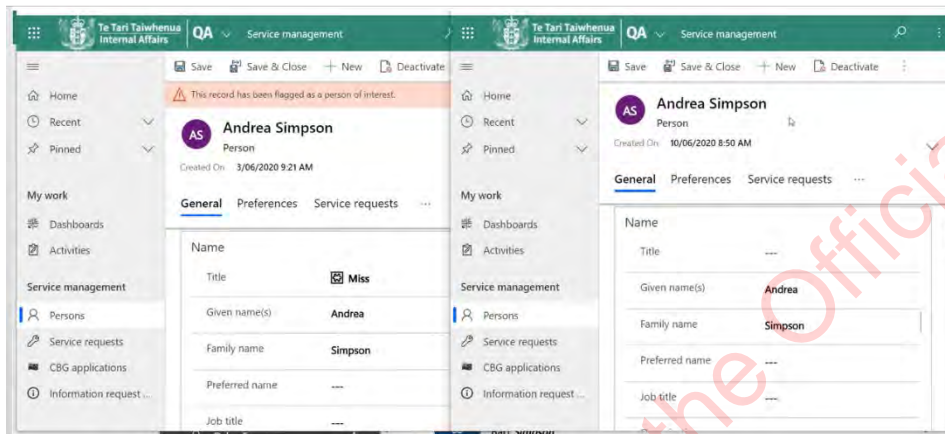
Step 3 - Identify the type of record to link

Identify the type of record to link

Here are some basic rules when linking records:

- **NEVER** link to a requestor
- **ALWAYS** link to the record with a **COS PID** number.
This record will have the old COS application attached to it and will also have a footprint on the DAL.
- Link to the record with a **POI flag** on it.

In the example below, link to the record with the POI flag on it:



In cases where you find:

- an old record with COS PID number
- and another one with a POI flag

then:

- link to the one with the COS PID, and transfer the POI flag onto this record.

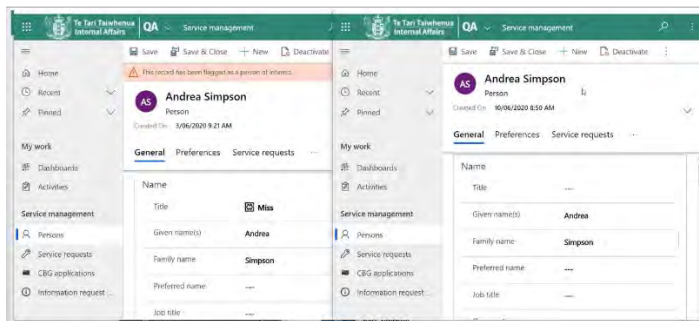
- Transfer any notes and inform Investigations so that they can transfer their notes to this record.

Step 4 - Cross check the contact information and update the older record with the latest contact information

Note:

These steps will not apply where there are subject person records with neither a COS PID nor a POI flag.

In the below example, we would link to the record with the POI flag on it (the left record).



1

Check the contact details in the old record and new record.

2

(As per the example above, the record on the right is a **new** record- **check the date the record was created**).

3

Transfer the email address, mobile phone number and address information across **from** the new record **to** the older record, where required. This will ensure that we have the most up to date information.

Save the person record where the information was transferred to.

4

Note:

Make sure the address is updated before you link the person record. If you don't do this, the application data will sync with the contact details in the older record.

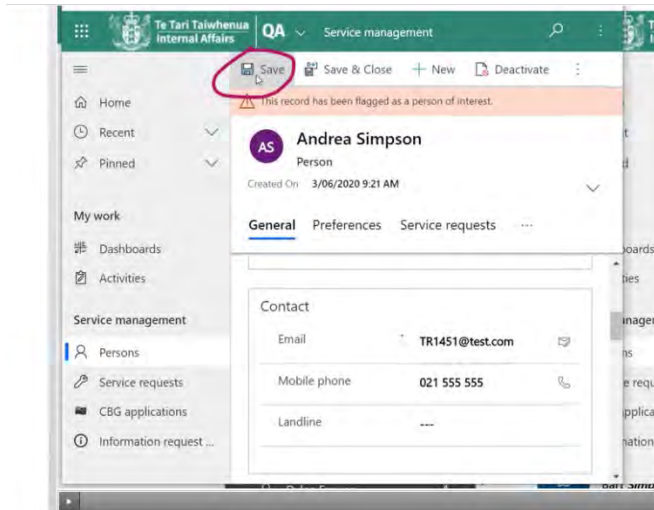
Check the 'created on' date of the saved record.

5

This helps to link the record.

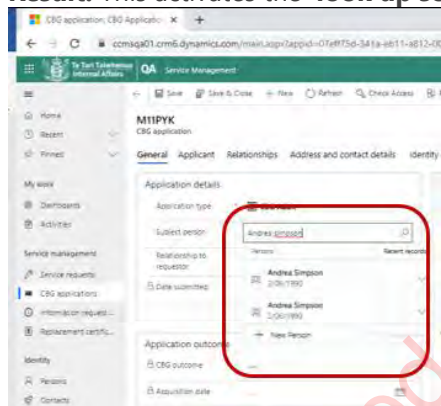
Note:

The example below is the 3/06//2020:



- 6 Go back to the application.
In the '**general section**', in the subject person field, remove the name and type it again.

Result: This activates the '**look up search**'.



- 8 Click on the magnifying glass icon and activate the search.

Note:

- This brings up all records related to name and displays the name, date of creation and the DOB.

Notice the grey vertical pointed arrows (chevrons) next to the name. For example:

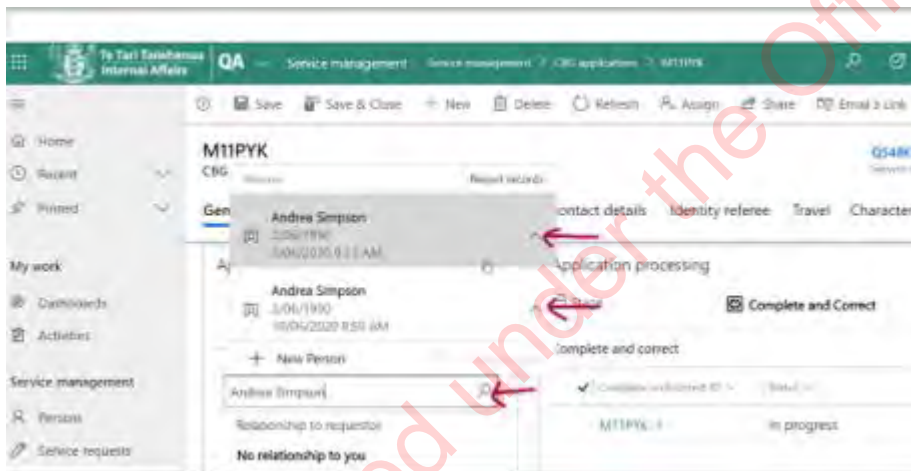


Click on the chevron. It will help you uncover more information about the record. For example: Date created, DOB, COS PID number (where applicable).

Example 1:

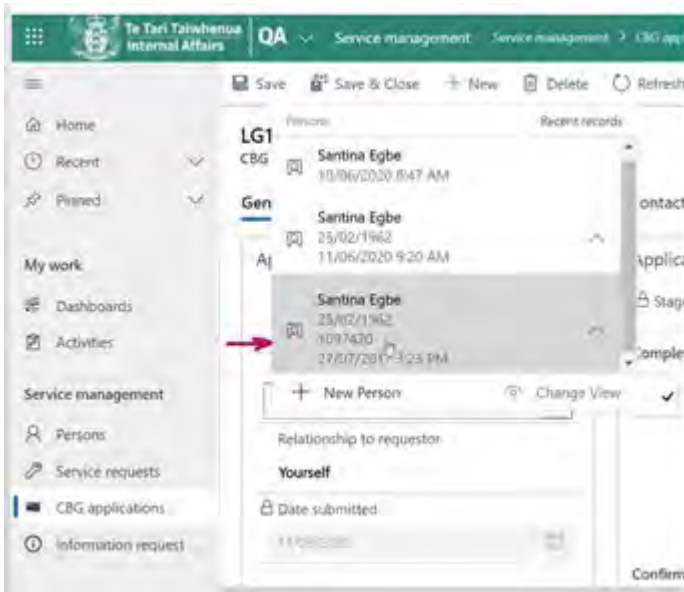
Select the one which was updated. In the example below, the older record was updated. Select the top one as this has a 'create' date of 3/06/2020.

9



Example 2:

In the example below we will select the record with the COS PID number, as this was the one that was updated:



10 Once the record that has been updated is identified (either by date created/ or COS PID number), then double click on it.

Result: This links the person record with the latest application.

11 Click **Save** on the top ribbon.

Step 5 - Update the application record

1 Update the application record where required.

Check the '**known as**' name section in the linked person record.

If populated, transfer these into the '**other names**' section in the application.

2 **Note:**

Transferring them into the '**other names**' section in the application ensures that these names will go through external party checks.

Summary of rules when linking

If...	then...
it is a requestor record	do not link.
it's a record with a COS PID number on it	<ul style="list-style-type: none"> • link to this. • Update this with the latest contact information (address/phone number/contact preferences) from the new application. • Transfer 'known as' names to 'other names' in the application, if populated.
it's a record with POI flag on it	<ul style="list-style-type: none"> • link to this. • Update this with the latest contact information (address/phone number/contact preferences) from the new application. • Transfer 'known as' names to the 'other names' section in the application, if populated. Or else, check the previous application for these and transfer to the 'other names' section in the new application.
<p>There are two duplicate records:</p> <ul style="list-style-type: none"> • one with a COS PID alert • and another with a POI alert 	<ul style="list-style-type: none"> • Link to the application with the COS PID, transfer the POI flag. • Update this with the latest contact information (address/phone number/contact preferences) from the new application. • Transfer 'known as' names to 'other names' in the application, if populated. Or else check the previous application for these and transfer to the 'other names' section in the new application. • Inform Investigations about this.
It is a duplicate record that has neither a COS PID nor a POI alert	do not link.

	<ul style="list-style-type: none"> • Transfer 'known names' to the 'other names' section in the application, if populated. • Update the <u>old record</u> with the latest email address (this will ensure that the old email address from the CCMS record is not pulled in when sending emails through CCMS).
--	--

Note:

- **For any combination of applications, please use the rules above to determine the type of person record to link to.**
- As a general rule, transfer '**known as**' names from the **old person record(s)** to the '**other names**' tab in the new application only if you come across names that a customer has not provided in their current application (in the '**other names**' tab).

An example has been worked out below:

E.g. There are 2 or more records:	<ul style="list-style-type: none"> • Always link to the old record <u>with</u> the COS PID number. • Update the person record with the COS PID reference number with the latest contact information (address/phone number/contact preferences) from the latest application. • Transfer known as names <u>from</u> the COS person record to the 'other names' in the new application <u>if this field is populated</u> in the COS record. • Transfer 'known as' names from the old CCMS person record to 'other names' in the new application.
<ul style="list-style-type: none"> • A record with a COS PID number • A previous CCMS application • A current CCMS application 	

Step 6 - Contact the applicant on the use of previous 'known as' names

- 1 Contact the applicant about any use of a previous 'known as' names, if required.

Note:

Determine if you need to contact the applicant on the use of other names/known as names.

Step 7 - Duplicate records and validator actions

- 1 The validator should check for duplicates and if the linking was done with the right record.

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Procedure - Check identity is unique

When to use

Use this procedure to help assess whether the applicant has unique attributes within DIA life event databases.

Role

Life and Identity Services Officer (LISO)

System

- Customer Centred Management Solution (CCMS)
- Citizenship Operating System (COS)

Steps

Determine application type

The following **application types** go through the '**Identity is Unique**' task:

1

- Child
- Adult

- Primary consent giver

Note:

If...	then...
it is a secondary consent giver	<ul style="list-style-type: none"> • They only go through the 'Identity is bound' task.

Check Identity is Unique

See: [Policy - Citizenship Identification Management and Evidence of Identity](#)

Identify any additional names from a records found, that the applicant has not already supplied or not in the INZ API.

If additional names are declared by the applicant during processing, then the searches in COS and CCMS will need to be re-completed any time a new name is identified for the applicant.

- Any new names need to be recorded against the '**other names**' section.
- Complete '**check for previous records**' in [Procedure – Complete and Correct](#).

1 If one of the '**Other names**' is a single name, record the name in the second name field.

See:

- [Guidelines – Name types and gender markers](#).
- [Policy - Names and citizenship by grant applicants](#).
- [Guidelines - Entering names into COS and CCMS for citizenship by grant applications](#).

Complete the task

- 1 Complete the task for '**Identity is unique**'. Set the **outcome, criteria** and **comments**.
If the check is not required: set outcome to 'pass' but leave criteria and comments blank.

Where to next?

Complete the next task in Confirm Identity – [Check identity exists](#).

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Procedure - Bind through photo triangulation

When to use

Use this system step to bind through photo triangulation

System

- Customer Centred Management Solution (CCMS)
- Application Management System (AMS)

Role

Life and Identity Services Officer

Steps

Compare photos

Compare the INZ photo, travel document photo and the passport-style photo to check if they are the same person.

1

Exceptions

If...	then...
<p>a child is under age 14</p>	<p>a child must be bound through photo triangulation by matching their:</p> <ul style="list-style-type: none"> • passport-style photo • travel document image • AMS image <p>If photo triangulation is not able to be achieved, see: Policy — Alternative ID proofing pathways for child applicants</p> <p>Note:</p> <p>For a child that turns 14 during Confirm Identity, their identity is confirmed at the age when the application was submitted.</p>
<p>the INZ photo in AMS is not usable/does not exist</p>	<ul style="list-style-type: none"> • request INZ to upload the photo of the applicant in AMS. Use the INZ09 template in CCMS. • Send the request to 9(2)(g)(ii) • re-trigger the API when confirmation is received from INZ. • Use the ID proofing grid to then determine the next steps. <p>See: Identity Proofing Grid.</p>
<p>an applicant with Australian citizenship does not have a photo</p>	<p>9(2)(b)(ii)</p>

<p>in AMS</p>	<p>9(2)(b)(ii)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
<p>a child is applying on their own</p>	<ul style="list-style-type: none"> • compare the consent giver's AMS photo to their scanned travel document image and, • match the biodata details from their AMS record to the child's birth record.
<p>the identity photo uploaded by the applicant is not acceptable</p>	<ul style="list-style-type: none"> • request the applicant provide another photo. • This photo will be used in future for binding during the passport application process. The photo quality must match passport photo quality. • Refer to the below guidelines. <p>See: Guidelines - Photographic standards for citizenship applications.</p>

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<p>all the photos are identical and the passport was issued more than 6 months before the date of application</p>	<p>Check the photo against the liveness image.</p> <p>If it is clearly the same person, you can accept the photo. Record your decision.</p> <p>If it is not clearly the same person, or liveness is not completed:</p> <ul style="list-style-type: none"> ask the applicant for a recent photo (taken less than 6 months ago, that meets passport photo requirements) determine if the photos match. if photo match determination is difficult follow the ID proofing grid. <p>See: Identity Proofing Grid.</p>
<p>a new photo of an applicant is uploaded</p>	<p>ensure:</p> <ul style="list-style-type: none"> the document type - Photo of applicant provided as - Identity file type - JPEG file Photo orientation - Portrait <p>Note: These specifications are required for the photo to upload to DAL.</p>
<p>the applicant provided their photo in a PDF format</p>	<ul style="list-style-type: none"> convert this to the JPEG format. <p>See: Procedure - Converting a PDF or PNG file to JPEG file</p>
<p>the identity photo is to be uploaded</p>	<ul style="list-style-type: none"> any photo for the purposes of identity, should be uploaded as a supporting document. <p>Note: Uploading an email with the photo as an attachment is</p>

	<p>not acceptable.</p> <ul style="list-style-type: none"> Follow the photo format and specifications while saving the document.
there is more than one identity photo in the supporting documents for the same applicant	<ul style="list-style-type: none"> DAL will pick up the most recently uploaded photo. Please make sure that the photo format and specifications are followed.
9(2)(k)	9(2)(k)
the applicant has uploaded their photo against another group member	<ul style="list-style-type: none"> request TAM Support hub swap the photos to the right application. Raise an MSP ticket, and provide details of the application numbers(s) where the photo swap needs to occur. <p>See: System Step - Raise an MSP ticket.</p>
Team Leader approval is needed	<ul style="list-style-type: none"> Email the Team Leader with the request from within CCMS from one of the service's where the change needs to be made. provide details of the Service request and Service numbers where the documents need to be swapped. Team Leader will approve by leaving an interaction

	note at the service level.
--	-----------------------------------

Update task

- 1 Update the **outcome, criteria, supporting documents** and **comments**.

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System Step - Check Liveness test results in DAON

When to use

Use this system step when you need to check the results of an applicant's Liveness test in DAON Identity X.

Role

Life and Identity Services Officer - Service

System

DAON Identity X

Customer Centred Management Solution (CCMS)

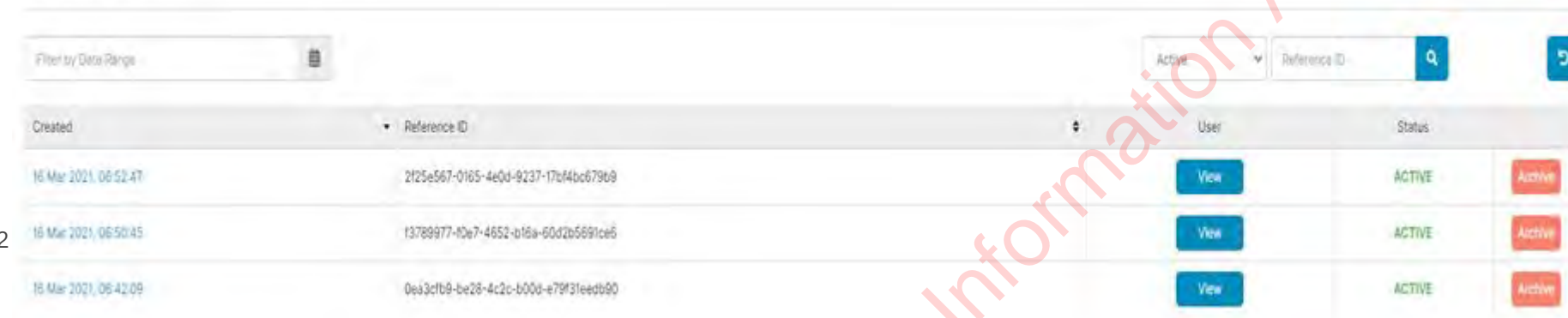
Steps

Find an applicant's record

1 Click the liveness link in the supporting documents tab of the application.

The **ID checks page** will display.

ID Checks



Created	Reference ID	User	Status
16 Mar 2021, 06:52:47	2125e567-0165-4e0d-9237-17b4bc679b9	View	ACTIVE Active
16 Mar 2021, 06:50:45	13789977-80e7-4652-b16a-60d2b5691ce6	View	ACTIVE Active
16 Mar 2021, 06:42:09	0ea3c1b9-be28-4c2c-b00d-e79f31eedb90	View	ACTIVE Active

Note: There may be one or up to three rows listed in the **ID check table** column.

- Each row records the results of one attempt at the liveness challenges (the applicant may have up to three attempts). Each challenge attempt has a unique ID.
- Review the attempt with the latest (most recent) timestamp first.

Clicking on the most recent timestamp will take you to the **evaluation page**.

Where the applicant has made more than one attempt at the liveness challenges, each attempt may contain some **Pass** results and some **Fail** results

Check if the set shows:

- 3
- **Face authentication**

If not:

- select a different liveness set.

Note:

To help track which challenge attempt is being viewed, the unique ID of the challenge attempt is shown against the Reference ID field and in the left-hand column.

Click on **Evaluation** in the **left-hand pane**.

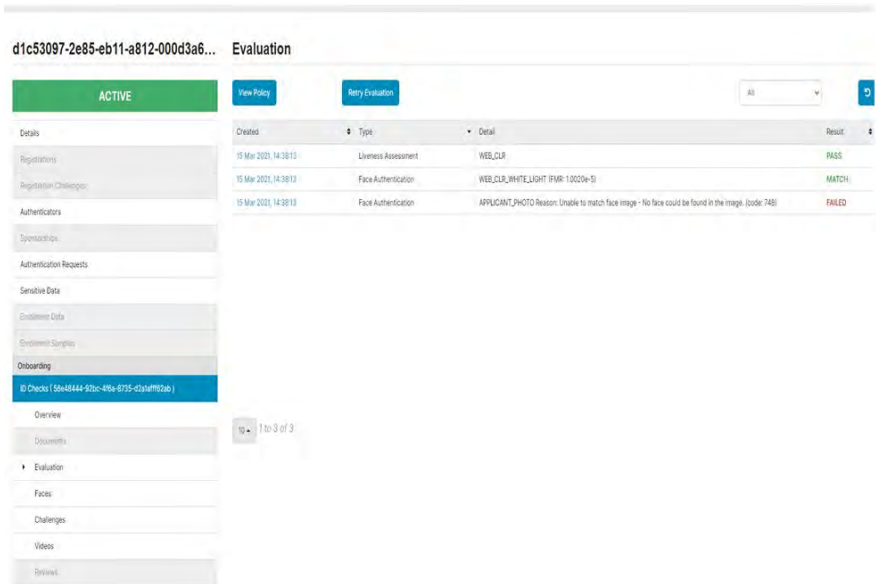
The **Evaluation** page will display showing a list of liveness videos and still frames taken from one attempt at the liveness challenges.



4

Liveness with CLR

1 If the applicant completed liveness CLR, evaluation results will show **WEB_CLR** in the **detail** column.



Check the **face authentication** result before viewing the **WEB_CLR** or **WEB_CLR_WHITE_LIGHT** videos.

A match

confirms the selfie taken during the liveness process matches the uploaded passport photo

No match

may indicate that the applicant has uploaded the photo in error.

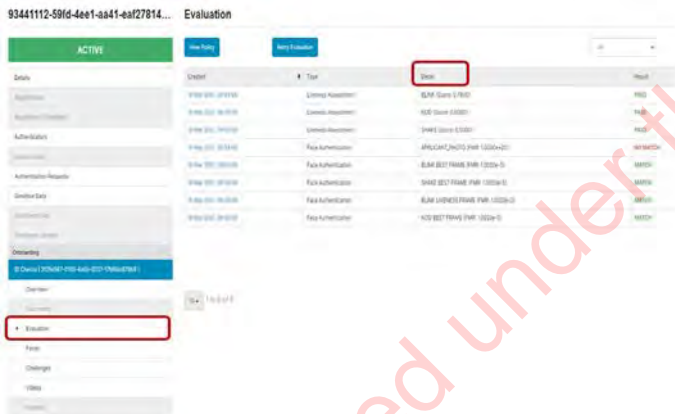
2

If...	then...
the result is a match	to determine the next steps: refer to: Procedure - Binding through liveness - CLR.
there is no match	to determine the next steps:

	<ul style="list-style-type: none"> refer to assessing CLR - 'failure reasons and follow up actions' heading in this page: Guidelines checking Liveness tests <p>to resolve the no match error:</p> <ul style="list-style-type: none"> refer to Procedure - binding through liveness - CLR and the step 'Resolve errors or no match results'.
--	---

Liveness with gesture

The Evaluation results will show **Nod, Blink and Shake** in the **detail** column.



1

2

Check the **'Face authentication'** to view the photo comparison against the **uploaded image** and **selfie**.

Refer to [Guidelines checking Liveness tests](#) to determine next steps based on the results of the **video** and '**face authentication**'.

3

Note:

Where the applicant passes one or more of the challenges during an attempt, videos for all three challenges are downloaded and marked as **Pass** or **Fail**.

View gesture videos for first action attempt

To view the video of a particular challenge, find the challenge in the **Sub-type** column and click the hyperlink for that record in the **Created date** column.

1

If...	then...
all videos show a pass result	only review one video.
there is a mixture of pass and fail results	review one pass video and at least one fail video.
all videos show a fail result	only review one video.

View gesture videos for 'additional' action attempt

1

To view the videos for an additional 'action', go back to the **ID Checks** page by clicking **ID Checks** in the left-hand pane.

2

Repeat steps 1-3 above (in the '**liveness with gesture**' heading) to view the videos for the selected challenge attempt.

Where to next?

Depending on the service being processed, if Citizenship:

[Procedure - Binding through liveness - CLR](#)

[Procedure - Binding through liveness \(Gesture\)](#)

and then, see step 3 of [Procedure - Identity is bound](#)

Page last updated 30/04/2021

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Guidelines - Checking Liveness tests

When to use

Use these guidelines to assist with assessing Liveness tests completed by applicants, as part of identity proofing.

Background

The Liveness test is a step in the identity proofing process. The test helps to establish an applicant's identity and ensure the 'identity is bound' objective is met.

For further information on identity proofing objectives, see [Policy - Identity Proofing](#)

DIA uses two different methods of Liveness testing via the DAON Identity X platform - Gesture and Colour Light Reflection (CLR).

Collapse all sections
Expand all sections

Gesture

This test consists of three actions to be performed by the applicant, such as nod, shake, and blink, and this is captured as a video clip. Although in some instances the applicant may fail certain aspects of the tests, the overall intention of the liveness tests are for the assessor to determine if they are viewing images and footage of a 'live' identity.

CLR

In this test the applicant must use the front-facing camera on their device and keep their face still in the frame. A series of colours, light and reflection flashes during this time, and takes a set of image stills rather than a video clip. The test works by detecting micro-movements in the applicant's face as a reaction to the CLR, to check they are a 'live' person.

Assessing CLR

Important note: If there is no video visible, please reauthenticate with DAON by logging out and logging back in.

Failure reasons and follow up actions

Fail codes	Meaning
WC WEB_CLR	Quality of the Liveness result
AP APPLICANT_PHOTO	Comparison of Liveness to Applicant photo

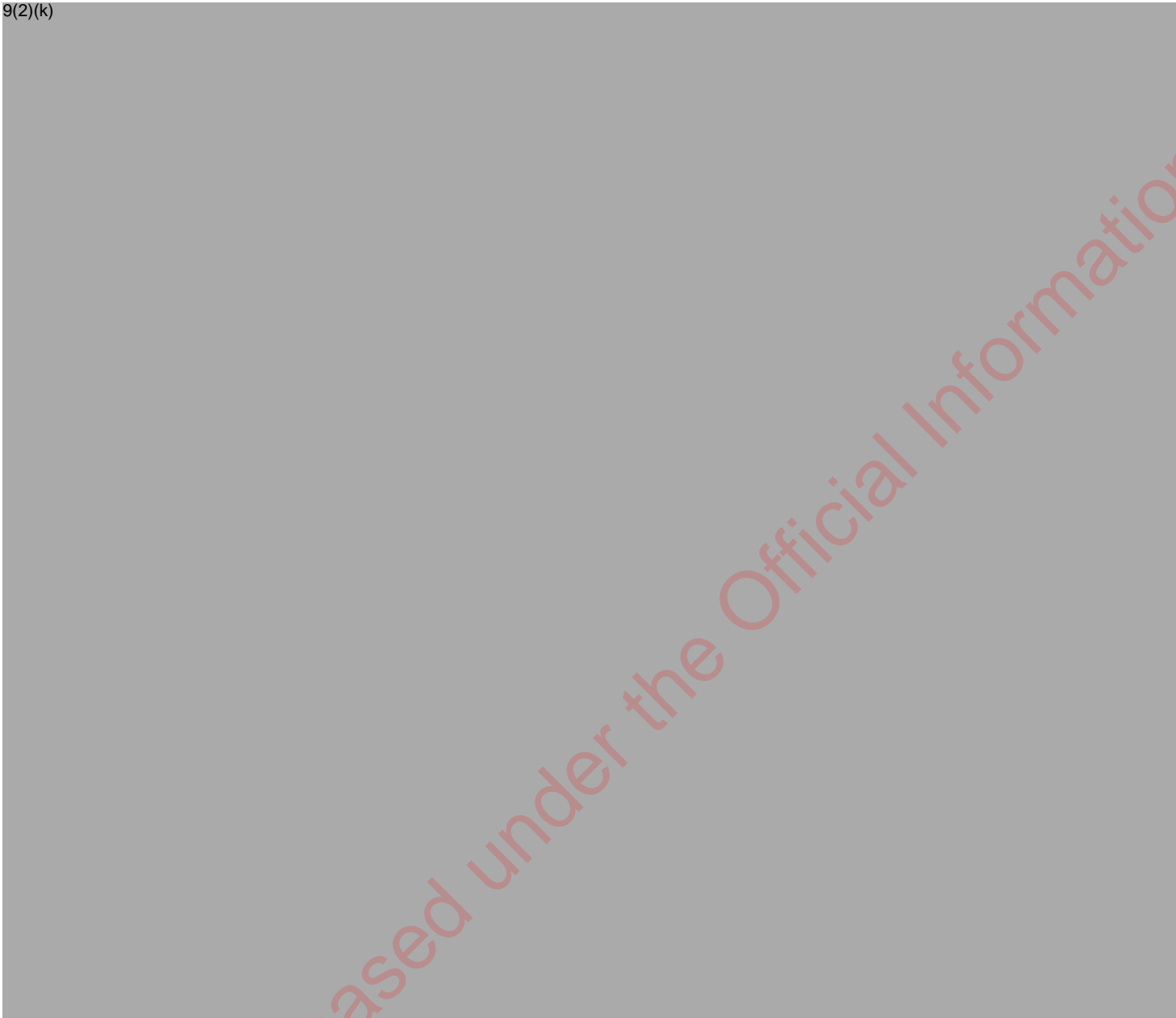
9(2)(k)

A horizontal grey bar redacting a line of text.

9(2)(k)

A large rectangular grey block redacting a significant portion of the page's content.

9(2)(k)



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9(2)(k)



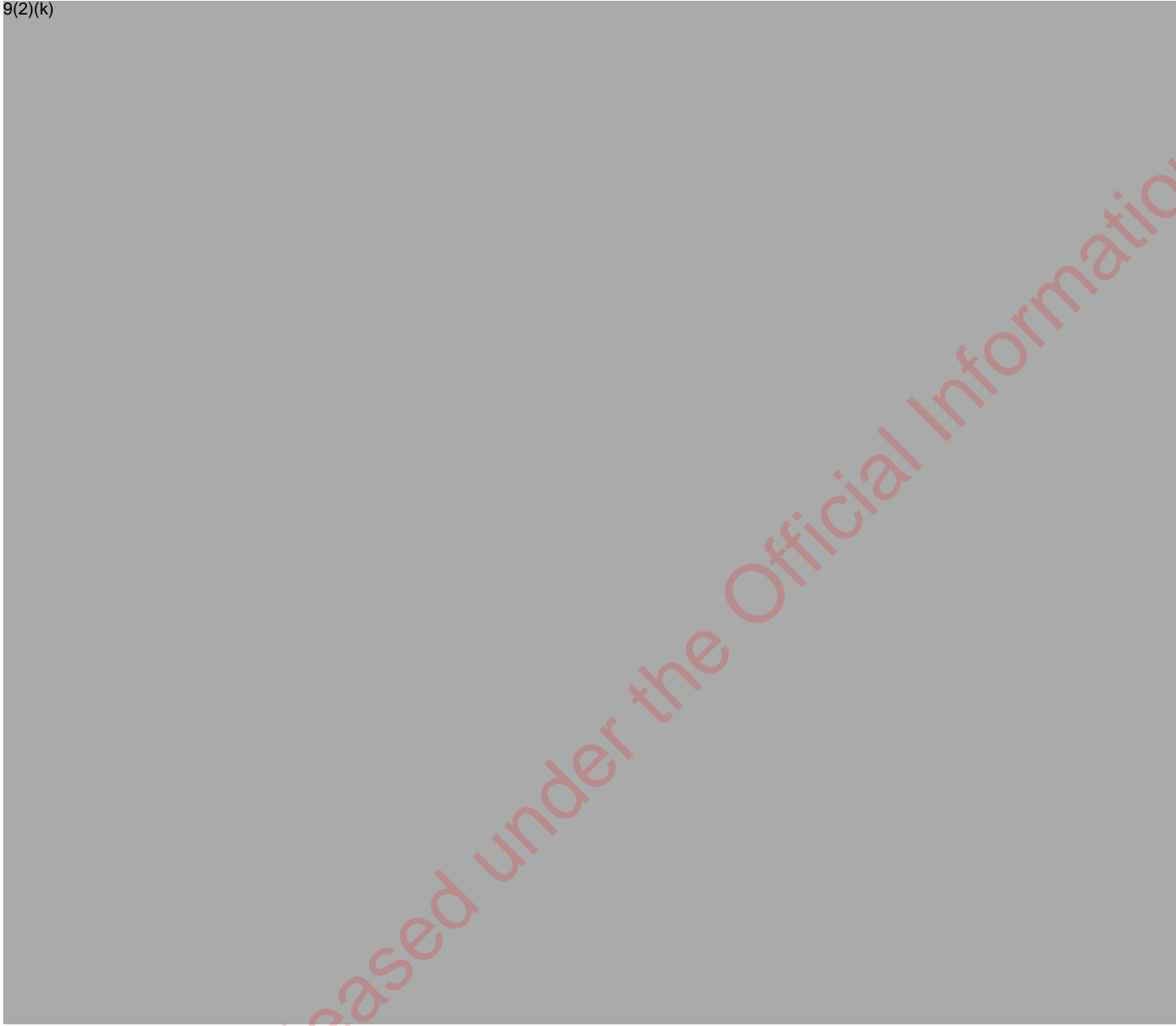
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Assessing the gesture videos - things to look out for

Important note: If there is no video visible, please reauthenticate with DAON by logging out and logging back in.

Selfie Photo

What to look for	Why it matters
The selfie photo should look normal with no edges or visible printing, and should have a 'fisheye' effect	<p>A mobile phone camera often takes selfie photos that display a typical 'fisheye' elongation of the nose due to the closeness of the camera to the face.</p> <p>If the photo does not show the expected 'fisheye' effect, this may indicate that something is wrong with the application.</p> <p>However, it may simply indicate that a family member/friend has helped to photograph the applicant.</p>
Scaling of the image, the photo should be taken from arm length away	<p>If the applicant's ears appear, and there is no 'fisheye' effect, it may indicate that they have not taken their own selfie image.</p> <p>Generally, the applicant's ears will not be visible, but not in all cases.</p>

DAON Evaluation

What to look for	Why it matters
The applicant made a high number of attempts.	An applicant is allowed up to three attempts at the liveness challenges. If the applicant fails all attempts, it may indicate that something is wrong with the application.
The applicant failed repeatedly	If the applicant regularly failed two or three challenges each attempt, this may indicate that something is wrong with the application. If the applicant has made no effort to complete the challenge or shows signs of movement in all attempts the video should be rejected.

Video Evaluation

What to look for	Why it matters
The video appears to stop-start or is jerky.	A momentary pause in the video can be an indication that the liveness video is showing a pre-recorded image.
The video image has boundaries that are different to the boundaries of the phone camera.	When a mobile phone is used to capture a video being played on a secondary screen or monitor,

	<p>the edges of the monitor can sometimes create a 'false edge' within the boundary of the video.</p> <p>This is known as 'Video Play' attack, where the video seems to have edges that fall within the edge of the normal image frame.</p> <p>This is a strong indicator that the video is a copy of a pre-recorded moving image.</p>
The video image shows reflections or objects between the phone and the subject.	<p>When a mobile phone is used to capture a video being played on a secondary screen or monitor, reflections from the screen can sometimes be seen on the video.</p> <p>Alternatively, out-of-place objects can be seen between the camera and subject, indicating that the subject was further from the camera than would be possible with a selfie video.</p>
Video focus and lighting is not sufficient to evaluate liveness test	If video is out of focus or the lighting is inadequate to the degree that facial features and actions cannot be distinguished, the liveness test is not able to be adequately evaluated.

Facial Features

What to look for	Why it matters
The whole head must appear in frame and should	

be centred	<p>The app gives instructions for the applicant to take a photo with their face in the centre of the frame with a gap at the top of their head.</p> <p>If the applicant's face is unevenly framed (very close to the side of the frame) it may indicate that something is wrong with the application.</p>
Inconsistencies in the skin texture	If there are seams in the face where different parts of the face appear to be overlaid this may indicate something is wrong with the application.

Liveness Movements

What to look for	Why it matters
Subject does not move or show any movement	<p>If the applicant has made no effort to complete the challenge, the video should be rejected.</p> <p>This is a possible indicator of incorrect use of the Liveness service. However, it may simply mean that a person has been confused or panicked.</p>
The subject is trying to do more than one of the challenge movements at once	Where the subject in the video is clearly attempting to nod AND blink at the same time, this may indicate that the applicant is trying to work around the random order of challenges determined by the app. This may indicate that something is wrong with the application
The video shows the subject blinking without any part of their face moving apart from the eyelids.	Blinking typically causes the skin of the cheeks

	<p>and around the eyes to stretch and flex.</p> <p>This is a strong indicator that the action is a human one.</p> <p>Where the eyes appear to close with no corresponding facial movement, this indicates something may be wrong with the application.</p>
--	--

Related pages

[Guidelines - Adverse Image Handling](#)

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Procedure - Confirm Identity

When to use

Use this procedure to assess whether the applicant owns the identity they have applied under.

System

Customer Centred Management Solution (CCMS)

Role

Citizenship Case Officer

Collapse all sections
Expand all sections

Steps

Determine the application type

Click the Change application button if it is displayed.

Note: this button will only display if the applicant has changed age from under 14 to 14-15 or is turning 16.

- 1 Follow the procedure here: [Procedure — Change of application type](#)
- 2 Continue to follow the steps below if you do not need to change the application type.

Confirm Identity

- 1 Assess identity is unique.
See: [Procedure – Identity is unique](#)
- 2 Assess identity exists.
See: [:Procedure – Identity exists](#)
- 3 Assess identity is bound.
See: [Procedure - Identity is bound](#)

Complete the Unit of Work

Look for **duplicate person records** using **relevance search**, if this hasn't been done in Complete and Correct.

1	If...	then...
	a duplicate record is found	see: System step - Find and link a person record in CCMS.


- 2 Check '**Document type**' and '**Provided as**' for the identity photo and other documents match.
See: [Guidelines - Supporting documents in CCMS.](#)

- 3 Ensure all **outcome, criteria** and **comments** have been updated for all tasks.
Click the Confirm Identity **unit of work circle** on the **task ribbon**.

- 4 Select the appropriate **outcome** from the **drop down list**.
Click '**Next Stage**' and then click the **application number**.

Note:

You don't need to change the status dropdown at the top of the screen. Select **Complete** from the '**Next stage**' **drop down list**. This saves the task outcomes and then tasks from the next stage can be assessed.

5	If...	then...
	the applicant has not meet the Confirm Identity requirements	

	<p>9(2)(k)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
<p>OR</p> <ul style="list-style-type: none">• you haven't selected complete• completed all the tasks	<ul style="list-style-type: none">• an error message will display.• Resolve the error and repeat step 3-5 again.

Where to next?

Complete the next UOW – [Check Eligibility 1](#)
[Click here to provide feedback on this page](#)

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Guidelines — INZ API Errors and Exceptions

[SDO Systems](#) > [CCMS](#) > INZ API Errors and Exceptions

In this article:

- [When to use](#)
- [Role](#)
- [System](#)
- [Table](#)
- [Other scenarios](#)
- [Related pages](#)

When to use

Use this tool to:

- check all the the possible INZ API errors and exceptions in one place
- understand the outcome and actions for the errors and exceptions

Role

Life and Identity Services Officer

System

Table

Identity match	Presence and Entitled to reside	Exception	Outcome and action
No match found	API error	Identity service is down	<p>This prevents the API from retrieving information from INZ.</p> <p>Click the Retry INZ search button once the API is working.</p> <p>If the issue is widespread or affecting multiple applications, log an MSP ticket.</p>
1:1 match		Data error 'No primary image found'	<p>This means there is no image in AMS for the applicant.</p> <p>Request a photo from INZ using the INZ09 template.</p>
1:1 match		Identity watchlist service is down OR Travel document watchlist service is down	<p>This prevents the API from retrieving information on identity and travel alerts.</p> <p>Click the Retry INZ search button once the API is working.</p> <p>If the issue is widespread or affecting multiple</p>

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			applications, log an MSP ticket.
1:1 match		Primary information service down	<p>This prevents the API from retrieving:</p> <ul style="list-style-type: none"> country of birth other names travel document number and travel alerts travel alerts <p>click the Retry INZ search button once the API is working.</p>
1:1 match		<p>Movements service down</p> <p>OR</p> <p>Visa history down</p>	<p>Click the Retry INZ search button once the API is working.</p>
1:1 match		Relationship service is down	<p>This prevents the API from retrieving data on the relationships table.</p> <p>Click the Retry INZ search button once the API is working.</p>
1:1 match		Primary image service is down	<p>This means the API for retrieving the INZ photo is down.</p> <p>Click the Retry INZ search button once the API is working.</p>
1:1 match result returns data for the wrong person	Data is for the wrong person	Data is for the wrong person	<ul style="list-style-type: none"> First retrigger the INZ request for the latest immigration information by

			<p>pressing the retry INZ search button.</p> <p>If the retrigger gives you the correct match, the incorrect results will be automatically voided. No more action is needed.</p> <p>If the retrigger does not give you the correct match then:</p> <ul style="list-style-type: none">• Retrieve an AMS report• delete the previous response returned from the INZ API• check supporting documents - has an INZ photo of the wrong person been uploaded? <p>To delete the incorrect API response:</p> <ul style="list-style-type: none">• log an MSP ticket to production support• do not include any biodata <p>AND, if a photo requires deleting:</p> <ul style="list-style-type: none">• log an MSP ticket for "incorrect support document to delete". <p>Include the following information in your ticket:</p>
--	--	--	---

			<ul style="list-style-type: none"> • Subject: Wrong INZ response received • Body: 'Please delete the INZ response received on (date of the INZ response) from CBG number (CBG number), service number (Service ID number) as the wrong person's details were sent.' <p>See: System step – Access AMS reports</p>
No match	Fail Consecutive travel movements or No travel movements found	Passport/travel document number not provided	<ul style="list-style-type: none"> • Check the travel document number in the supporting documents provided • update this information in the application • click the Retry INZ search button <p>If there are no errors in the number the applicant provided, then:</p> <ul style="list-style-type: none"> • check that the applicant's latest passport contains an e-visa endorsement.
No match	Fail	No identity found	<ul style="list-style-type: none"> • Check the travel document number in the supporting documents provided.

			<p>Note: Even very small differences in the format of the number can cause the API to fail, e.g. an additional space or hyphen. Just amending the number and retriggering the search can fix this error</p> <ul style="list-style-type: none"> • update this information in the application, if entered incorrectly • click the Retry INZ search button <p>OR</p> <ul style="list-style-type: none"> • if the travel document number was entered correctly, send the template INZ03 - Client record not found • use letter INZ02 or LET315 to request the applicant contact INZ to confirm their details • once details are obtained from the applicant, click the retry INZ search button
1:N match		Multiple identities found	<ul style="list-style-type: none"> • the exceptions tab will show 'multiple identities found' in the identity tab on the INZ CBG eligibility • click for each name

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			<ul style="list-style-type: none">• verify the biodata with the information provided by the applicant in both the application and the supporting documents <p>If all identities belong to the same applicant, then:</p> <ul style="list-style-type: none">• use the template INZ05 - client records need linking, to request INZ to link the associated client ID(s) to the applicant• after INZ confirms linking, click the Retry INZ search button. <p>If only one or a few identities belong to the applicant, then:</p> <ul style="list-style-type: none">• use the letter template INZ04 - Cannot determine client record• email this to 9(2)(g)(ii) • click Retry INZ search after receiving details from INZ <p>If none of the identities belong to the applicant then:</p> <ul style="list-style-type: none">• use the letter template INZ04 - cannot
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			<p>determine client record</p> <ul style="list-style-type: none"> email this to 9(2)(g)(ii) click Retry INZ search after receiving details from INZ
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Other scenarios:

If...	then...
there are differences in information provided in supporting documents and the results from the INZ API response.	<ul style="list-style-type: none"> resolve this with the applicant.
the gender recorded on the application is different to the gender on the applicant's INZ record and/or documentation.	<ul style="list-style-type: none"> check the other supporting documents for a Statutory Declaration requesting a change in the applicant's gender if there is no Statutory Declaration, contact the applicant and advise them of the requirements to select a gender that is different from their INZ record and/or documentation. <p>See:</p> <ul style="list-style-type: none"> Policy - Gender recorded on a citizenship certificate

	<ul style="list-style-type: none"> • Guidelines - Name types and gender markers in CCMS.
<p>an additional date or country of birth is found.</p>	<ul style="list-style-type: none"> • clarify this difference with the applicant. • an applicant is only eligible for one DOB and COB against their record. Enter any additional information against the work item in the 'Comments' field. <p>See: System step - Resolve Clarification.</p> <ul style="list-style-type: none"> • if the applicant raises the suspicion of identity fraud, escalate the application to your team leader for review and, if required, escalate to Investigations. • if there is an error in the INZ information (e.g. spelling or the DOB etc.) then correct the data and use template INZ08 - Citizenship data has been corrected • inform INZ of the correction.
<p>the Retry INZ search button is not available</p>	<p>it will be because:</p> <ul style="list-style-type: none"> • the user in CCMS is not the owner of an application associated with an INZ eligibility result • the stage of the application is already at Recommend or any stage after • the button was clicked before and a response from the INZ API is pending

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Related pages

[Topic Overview - CCMS](#)

[Procedure - Complete and Correct](#)

[Procedure - Check Eligibility 1](#)

[Procedure - Check Eligibility 2](#)

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Guidelines - INZ Alerts and actions

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Procedure - Check Eligibility 1

When to use

Use this procedure to help assess whether an applicant meets the presence and status criteria.

Role

Life and Identity Services Officer

System

- Customer Centred Management Solution (CCMS)
- Citizenship Operating System (COS)
- Determinations Confirmation System (DCS)

Steps

Collapse all sections
Expand all sections

Determine application type

Click the **Change application button** if it is displayed.

Note: This button will only display if the applicant has changed age from under 14 to 14-15 or is turning 16.

1

See: [Procedure — Change of application type](#)

2 Continue to follow the steps below if you do not need to change the application type.

Check for exceptions

The API will have retrigged when the application was picked up. If it did not match successfully or there is another reason to retrigger, retrigger the INZ request for the latest immigration information by pressing the retry **INZ search button**. This will support any presence and eligibility checks, and must be done in all cases.

If any previous triggers incorrectly 1:1 matched, check supporting documents for any INZ photos of the incorrect person.

If there is an incorrect photo

- log on MSP ticket for "incorrect support document to delete"

1 See: [Guidelines — INZ API Errors and Exceptions](#) for any errors or exceptions recieved from the INZ API in CCMS.

Note:

the **Retry INZ search button** is not available when:

- the user in CCMS not being the owner of an application associated with an INZ eligibility result.
- The stage of the application is at **recommend** or any stage after that.
- The button was clicked before and a response from the INZ API is pending.
- The application is **on hold**.

Confirm Presence and Status

See:

- [Policy – Presence in New Zealand for grant of citizenship](#)
- [Policy – Entitlement to reside in New Zealand indefinitely](#)
- [Guidelines - Assess status for eligibility 1](#)
- [Guideliness - Assess presence for eligibility 1](#)

1 Check the INZ results to assess presence and the entitlement to reside (status).
Note: For Samoan applicants only need **status** needs confirmation.

2 Double-click **INZ results** in **the General tab** to open.

3 Open the **Travel and visa tab** to see presence and status information.

INZ result	If...	then...
Pass	<ul style="list-style-type: none">• the applicant holds a NZ passport	<ul style="list-style-type: none">• Likely CBD applicant needing an upgrade to CBG.• Clarify with the applicant. <p>IF:</p>

		<p>Out of scope</p> <p>IF:</p> <ul style="list-style-type: none">not an upgrade then the applicant applied in error. <p>See: System Step - Advise customer to withdraw.</p>
	<ul style="list-style-type: none">the applicant holds an overseas passport	continue to Complete Unit of Work below.

Conditions exist		<ul style="list-style-type: none"> check the visa history tab in the INZ CBG eligibility result page refer to the visa conditions table in the guidelines below to determine the next steps. <p>See: Guidelines - Visa conditions.</p> <p>Note that visa conditions only require follow up if the applicant has not been granted a subsequent visa without conditions (usually a permanent residence visa). This is because INZ assess the conditions for residency are met or no longer relevant during this process.</p>
	<ul style="list-style-type: none"> 'visa conditions need to be confirmed' 	<ul style="list-style-type: none"> use template INZ06 - Client has visa conditions. Email this to ^{9(2)(g)(ii)} [REDACTED] Upload the response from INZ as a supporting document. Check the presence and status calculations to determine if visa conditions are met.
	<ul style="list-style-type: none"> 'visa conditions are not met' 	<ul style="list-style-type: none"> Send LET240 providing options to either withdraw or make a submission.

		<p>If an applicant wants to withdraw:</p> <ul style="list-style-type: none"> See: System step - Advise customer to withdraw. <p>If an applicant prefers a submission:</p> <ul style="list-style-type: none"> See: Procedure - Submit for Minister's decision
Fail	<ul style="list-style-type: none"> the applicant does not have the right Visa type for New Zealand citizenship <p>See:</p> <p>Guidelines — Assess status for Eligibility 1</p> <p>—</p> <p>Policy – Entitlement to reside in New Zealand indefinitely</p>	<ul style="list-style-type: none"> send LET291. Wait for the applicant's response. Determine the next steps.
	<p>the exception tab is checked for data errors and the exceptions tab shows:</p> <ul style="list-style-type: none"> 'Consecutive travel movements' 	<ul style="list-style-type: none"> request NZ customs for information on travel movements. Use letter NZIS. Send the letter through email to

	<p>OR</p> <ul style="list-style-type: none"> 'No travel movements found' 	<p>9(2)(g)(ii)</p> <p>After receiving the travel movement from NZ customs:</p> <ul style="list-style-type: none"> Upload the email as a supporting document. Use Bruteforce to calculate eligibility of the applicant. Upload the brute force calculation as a supporting document. <p>See: Bruteforce Calculator</p> <p>Note: Use Megaforce if travel lines cannot fit in Bruteforce. See: Megaforce Calculator.</p> <p>If Customs cannot provide complete or has no information on applicant movements:</p> <ul style="list-style-type: none"> Contact the customer for more information using clarification <p>See: System step - Resolve Clarification.</p>
	<ul style="list-style-type: none"> not eligible due to visa validity period being too short 	<ul style="list-style-type: none"> go to the travel and visa tab in the INZ CBG eligibility result page and check the visa history table for

		<p>details.</p> <ul style="list-style-type: none"> Send LET240 indicating the period where Visa conditions were not met. <p>See: Guidelines - Reduction of presence for the grant of citizenship.</p> <p>If an applicant wants to withdraw:</p> <ul style="list-style-type: none"> See: System step - Advise customer to withdraw. <p>If an applicant prefers a submission:</p> <ul style="list-style-type: none"> See: Procedure - Submit for Minister's decision
	<ul style="list-style-type: none"> no exceptions 	<ul style="list-style-type: none"> check the presence calculations in the travel and Visa tab in the INZ CBG eligibility results page.
	<ul style="list-style-type: none"> the applicant does not meet presence requirements 	<ul style="list-style-type: none"> put the application on hold. Ensure the sub-status is Waiting for customer. Send LET251. <p>Based on the applicant's decision, process the application for:</p>

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		<ul style="list-style-type: none"> • Withdrawal, Submission or reduced presence criteria.
	<ul style="list-style-type: none"> • the applicant meets reduced presence criteria 	<ul style="list-style-type: none"> • calculate the reduced presence using Bruteforce, if required. <p>Then:</p> <ul style="list-style-type: none"> • make sure the applicant meets all other requirements • make sure the applicant provides documented evidence for reduced presence and meets the criteria. • Get team leader approval to process the application under reduced presence criteria. • Send an email to the team leader under the title 'Reduced presence criteria approval' and seek their approval. <p>See: Guidelines: Reduction of presence for grant of citizenship.</p> <p>Note: At this stage in the process, you may not have all the information you need to determine if the applicant meets all the reduced presence criteria.</p>

	<ul style="list-style-type: none"> the applicant does not meet presence requirements and intention to reside 	<ul style="list-style-type: none"> send LET290. Process the application for withdrawal or submission based on the applicant's response. <p>If an applicant wants to withdraw:</p> <ul style="list-style-type: none"> See: System step - Advise customer to withdraw. <p>If an applicant prefers a submission:</p> <ul style="list-style-type: none"> See: Procedure - Submit for Minister's decision
	<ul style="list-style-type: none"> 'No Visa start date' 	<p>This means INZ needs to complete a data fix.</p> <ul style="list-style-type: none"> Complete the letter INZ10 - No visa start date. Email it to 9(2)(g)(ii) Once you have received a response from INZ, retrigger the INZ API by clicking New INZ search.
	<ul style="list-style-type: none"> 'Two valid visas' 	<p>This means INZ needs to complete a data fix.</p> <ul style="list-style-type: none"> Complete the letter INZ11 - Two

		<p>valid visas.</p> <ul style="list-style-type: none"> Email it t 9(2)(g)(ii) Once you have received a response from INZ, retrigger the INZ API by clicking New INZ search.
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Complete the Unit of Work

If the applicant meets presence and status requirements, send **LET185**.

See:

- [Citizenship by grant email and letter template](#)
- [Guidelines – Determining name types and gender markers in CCMS.](#)

1 **Note:**

- The Country of Birth (COB) to be printed on the Certificate is as per ICAO standards.
- To determine the COB that can be printed on the Certificate, follow the system steps below.
See: [System Step – Check the COB name.](#)

2 Check the metadata for supporting documents (i.e. '**Document type**' and '**Provided as**') have been updated as appropriate. Also, ensure the biodata matches the **supporting documents** before updating the Unit of Work to **Complete**.

Note:

After the Eligibility 1 Unit of Work is complete, supporting documents and their associated metadata will be locked. Any changes to the biodata for supporting documents requires '**Reconfirm Identity**' to be activated.

3

Ensure all **outcome, criteria** and **comments** have been updated for all tasks.

Click the Check eligibility **unit of workcircle** on the **task ribbon**.

Select the appropriate **outcome** from the **drop down list**.

4

Note:

In the **task ribbon**, both Units of Work are now combined.

Change the status to **complete** once you finish **Eligibility 2**.

Where to next?

Complete the next UOW – [Check Eligibility 2](#)

[Click here to provide feedback on this page](#)

Procedure - Manage biodata and identity photo changes after Eligibility 1 and up to Validation stage (Reconfirm Identity)

When to use

Use this procedure to make updates to the biodata of an applicant after Eligibility 1 and up to Validation stage.

Background

This process can be initiated at any time after the Eligibility 1 Unit of Work.

After Eligibility 1, the applicant's biodata fields and the uploaded supporting documents become locked in the application record.

When new information is received about the applicant's biodata, the relevant fields can only be updated by unlocking them.

The workforce manager has to enable the 'Reconfirm Identity' Unit of Work to unlock the biodata field(s) and complete the tasks in the new COI UoW.

The extent of the ID proofing will vary with the biodata field that is being updated (some examples have been provided for your reference).

System

CCMS

Role

Case Officer
Validating Case Officer
Workforce Manager

Steps

Step 1 - Assess biodata change

Case Officer, Validating Case Officer

Assess the request to update biodata.

If...	then...
the biodata needs to be updated	move on to the next step. (Step 2 of Assess biodata change)
the biodata does not need to be updated	the process ends here.

Note:

1

What are the biodata fields?	<p>Biodata fields are found in the 'Applicant tab' under the 'Details' section.</p> <p>They are as follows:</p> <ul style="list-style-type: none">• Given name(s)• Family name• Gender• Date of Birth• Place of Birth
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	<ul style="list-style-type: none"> Country of Birth These fields get locked after Eligibility 1. To update these fields requires activation of 'Reconfirm Identity' <p>See : Step 2 - Request activation of Confirm Identity, on this current page. This is facilitated by the Workforce Manager.</p>
How do I make my assessment?	<p>Check biodata details with the documentary evidence provided by the customer.</p> <p>If there is a difference from the documents provided, then correct the biodata details.</p>
What if it is a child application?	<p>If there are any changes to:</p> <ul style="list-style-type: none"> the child's biodata, or the guardianship of the child <p>during the processing of an application after Eligibility 1, will require the child's identity to be re-confirmed.</p>
What if there is a change to the biodata of the consenting parent(s) for the child?	<p>A child's identity will need reconfirmation if:</p> <ul style="list-style-type: none"> there is a change to the information used for linking the child to the parent and/or if the parent fails any one of the identity is unique/exists or bound tasks.
Can I make updates to biodata in the person record?	<p>No. The biodata details in the person record are always locked. Any biodata updates can only be made in the application</p>

	record through the Applicant tab .
What if I discover a duplicate record after Eligibility 1?	<ul style="list-style-type: none"> • Link with the right person record. • Update the contact details in the person record to be linked to. • Follow: System Step - Find and link a person record in CCMS. <p>Please note - after Eligibility 1, the automatic syncing of biodata details is not working for a newly linked person record.</p> <p>For any changes that are made to the bio data in the application, the person record will not sync automatically with the newly linked person record after Eligibility 1.</p> <p>Manually sync the bio data details in the person and application record after linking, if required.</p> <p>e.g. if the main name is different from the name on the duplicate record, then manually update the name in the linked person record and save or manually sync the person and application record when changes are made to the biodata)</p>

When linking duplicate records, why should I update the address first in the record that is being linked?

If this address has not been updated with the latest address in the person record, the application record will sync with the old address (on the linked person record) when you save.

2 Put the application **on hold** and the sub-status as '**Review**'.

Step 2 - Update identity photo if required

Case Officer, Validating Case Officer

Note:

The Identity photo gets locked to the subject person record after Eligibility 1

- If a new identity photo was uploaded after Eligibility 1, this person record will continue to display the old photo.
- The DAL though, will be updated with the latest identity photo.
- Reconfirm the identity to upload the new photo onto the person record. This will ensure that that the DAL and the person record photos are in sync.

- 1 Put the application '**On hold**', and the sub status as '**Review**'.
- 2 Follow from **step 3** onwards.

Step 3 - Request activation of Reconfirm Identity

Case Officer

- 1 Write an **interaction note** detailing what (biodata) is being updated, and the **reason** for the update, with the title '**Reconfirm identity**'.

If...	then...
2 the biodata change is being made before validation	<ul style="list-style-type: none">• the assessor will email details of the service to the workforce manager ^{9(2)(g)(ii)} [redacted] with the title 'Activate reconfirm identity to update biodata'. <p>Note: When you send your email to the Workforce Manager, include the following details:</p> <ul style="list-style-type: none">• the service request number and

	<ul style="list-style-type: none"> the service ID number
<p>the biodata change is being made at the time of validation</p>	<ul style="list-style-type: none"> the validator will request the workforce manager at 9(2)(g)(ii) with the title 'Activate Reconfirm Identity to update biodata' and request the re-assignment of the application to the assessor and activation of 'Reconfirm Identity'. <p>Note:</p> <ul style="list-style-type: none"> Re-assignment of the service request is done to ensure that the application will appear in the assessor's dashboard. When you send your email to the Workforce Manager, include the following details: <ul style="list-style-type: none"> Service request number, the service ID number and the name of the assessor that the application needs to be reassigned to.
<p>the request is received <u>after validation</u> and <u>before Minister approval</u></p>	<p>Follow: System Step - Change in biodata after validation stage (Interim process).</p>

Step 4 - Activate Reconfirm Identity

Workforce Manager

1 Locate the **Service Request** and activate '**Reconfirm identity**' for the service.
To activate '**Reconfirm Identity**' see: [System Step - Reconfirm Identity](#).
Send an email to the assessing case officer informing them of activation and/or re-assignment (in case this was detected at the **validation** stage).

Note:

- 2
- Any updates to biodata require the repeat of the **Confirmation of Identity** UoW.

Re-assigning the service request (as opposed to re-assigning '**Reconfirm Identity**' UoW) ensures that the service request appears on the case officer's dashboard.

Step 5 - Update biodata and/or identity photo

Case Officer

In the '**Confirm Identity** Unit of Work', select the new UoW with a status of '**In progress**'.

Note:

How do I know which UoW to work on?

- 1
- When '**Reconfirm Identity**' is activated, the application will show at the stage of '**Reconfirm Identity**'.
A new UoW is then created for 'Confirm Identity'.
 - This new Unit of Work will have a suffix of A (from A-Z, depending on the number of times this is activated), and a status of '**In progress**'.
Select the one with the status of '**In progress**'.

2 Update the **biodata**.

Would I go through the Identity exists, Unique and bound processes for the update?

- See these guidelines for changes made to biodata: [Guidelines - Biodata changes for citizenship by grant](#)
- See this system step on how to edit biodata: [System step - Edit biodata](#)
- [See the table at the end of this page for examples on updating tasks.](#)

Note: for system steps on 'Identity is unique/exists/is bound' refer to [Procedure - Confirm Identity](#)

If required, update the identity photo.

Note:

To do this:

- In the **reconfirm identity task** for **ID is bound**, write a **comment** stating "Reconfirmed identity to bring up the latest identity photo in the person record".
- Click **Complete** in the new Confirmation of Identity (COI) unit of work.
Note:
If there are other updates being made, complete all the associated tasks.
- Go to the person record and click **Refresh**.
This will then show the new identity photo.

3

Step 6 - Update assessment and/or recommendation, if required

Case Officer

- 1 Request any external party checks and/or update your assessment and/or your recommendation, based on the changes if

required.

Refer to the guidelines below for external party checks:

See: [Guidelines - Biodata changes for citizenship by grant.](#)

Step 7 - Update status

Case Officer

- 1 Check the **metadata** for **supporting documents**, if these have been uploaded during **'Reconfirm Identity'**.
Change the status of the **'Reconfirm Identity'** UoW to **'Complete'** after updates are made.
- 2 **Note:**
After you click **'Complete'**, the application will return to the UoW from where the reconfirmation process was started.
- 3 If the application was at **'validation'** stage when the **'Confirm Identity'** request was made, request the Workforce Manager to re-assign the service request back to the original validator.

Examples for updating tasks in the Confirmation Of Identity Unit of Work for Reconfirm Identity process

Use cases	Biodata field	Action	ID is unique	ID exists	ID is bound
Use case 1	New name discovered at Eligibility 2	<ul style="list-style-type: none">• Add name to 'other names'• Add interaction note on the action	<ul style="list-style-type: none">• Outcome: Pass• Criteria: No records found• Supporting evidence:	<ul style="list-style-type: none">• Outcome: Pass• Criteria: Identifying attributes match• Supporting evidence:	<ul style="list-style-type: none">• Outcome: Match original outcome• Criteria: Match to original criteria

		taken	(Leave blank) <ul style="list-style-type: none"> Comments: DCS and COS checks did not provide any results 	Marriage cert <ul style="list-style-type: none"> Comments: NA 	<ul style="list-style-type: none"> Supporting evidence: (Leave blank) Comments: No changes to binding (Refer to the previous binding method)
Use case 2	POB change	<ul style="list-style-type: none"> Update the Place of Birth Add interaction note on the action taken 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: Change to POB to align it with POB policy 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: Change to POB in order to align it with POB policy 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA
Use case 3	Gender change	<ul style="list-style-type: none"> Update the Gender Add interaction note on the action taken 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: Statutory declaration Comments: Customer submitted a Stat dec for 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA

			gender change		
Use case 4	DOB change	<ul style="list-style-type: none"> Update the Date of Birth Add an interaction note on the action taken 	<ul style="list-style-type: none"> Outcome: Pass Criteria: No records found. Supporting evidence: Birth certificate. Comments: Corrected the DOB from 2/6/1956 to 2/09/1956 	<ul style="list-style-type: none"> Outcome: Pass Criteria: Identifying attributes match Supporting evidence: Birth certificate Comments: Customer has entered the DOB incorrectly 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA
Use case 5	Birth certificate did not have the right 'document type'	<ul style="list-style-type: none"> Add an interaction note on the action taken 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA - Corrected the document type for birth certificate 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank). Comments: NA 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria Supporting evidence: (Leave blank) Comments: NA
Use case 6	Middle name has to be added	<ul style="list-style-type: none"> Update the Given Name(s) field in either the 'Other names' or 'Main name' as required 	<ul style="list-style-type: none"> Outcome: Pass Criteria: No record found Supporting evidence: 	<ul style="list-style-type: none"> Outcome: Pass Criteria: Identifying attributes match Supporting evidence: 	<ul style="list-style-type: none"> Outcome: Match to original outcome Criteria: Match to original criteria

			<p>Birth certificate</p> <ul style="list-style-type: none"> • Comments: DCS and COS checks did not provide any results 	<p>(Leave blank)</p> <ul style="list-style-type: none"> • Comments: DCS and COS checks did not provide any results 	<ul style="list-style-type: none"> • Supporting evidence (Leave blank) • Comments: No change to binding (Refer to the previous binding method)
Use case 7	Latest identity photo not showing on person record	<ul style="list-style-type: none"> • Hit Save in the person record. This will bring up the latest identity photo 	<ul style="list-style-type: none"> • Outcome: Pass • Criteria: • Supporting evidence: (Leave blank) • Comments: (Leave blank) 	<ul style="list-style-type: none"> • Outcome: Pass • Criteria: Match to original criteria • Supporting evidence: (Leave blank) • Comments: (Leave blank) 	<ul style="list-style-type: none"> • Outcome: Pass • Criteria: Match to original criteria • Supporting evidence: (Leave blank) • Comments: Reconfirm identity to bring up the latest identity photo in the person record
Use case 8	Name swap	<ul style="list-style-type: none"> • Swap the name that the applicant has requested from the 'other names' section to the relevant name section (either Family names or Given name(s)) • Add an interaction note on the action 	<ul style="list-style-type: none"> • Outcome: Match to original outcome • Criteria: Match to original criteria • Supporting evidence: (Leave blank) • Comments: (Leave blank) 	<ul style="list-style-type: none"> • Outcome: Match to original outcome • Criteria: Match to original criteria • Supporting evidence: (Leave blank) • Comments: Name swap 	<ul style="list-style-type: none"> • Outcome: Match to original outcome • Criteria Match to original criteria • Supporting evidence: (Leave blank) • Comments: Name swap

		taken			
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Guidelines - Biodata changes for citizenship by grant

When to use

Use these guidelines when:

- An applicant changes their name by statutory declaration during the grant application process.
- An applicant changes their name by statutory declaration after their application has been approved but **before** they receive their certificate.
- An error in the applicant's biodata has been made and needs to be corrected.

Name change by statutory declaration

If an applicant applies for a name change after their application is approved but before they attend a ceremony or receive their citizenship certificate, then they are entitled to have their new name on their citizenship record. Applicants must notify their citizenship officer before attending a ceremony or receiving their certificate.

9(2)(k)

A large grey rectangular redaction box covers the text in this section.

If an applicant changes their name after their citizenship certificate has been received, they are not entitled to have this amended on their citizenship record. Instead, they can apply for a confirmation of citizenship and receive an evidentiary certificate.

See [Guidelines - Evidentiary certificates](#)

Errors in biodata

There are cases where it is discovered that either the applicant or Citizenship has incorrectly determined an applicant's biodata details. Biodata includes:

- Given name(s)
- Family name
- Date of Birth
- Place of Birth
- Country of Birth
- Gender

In cases where a certificate has already been issued, the incorrect certificate **must** be returned to DIA before a new certificate is issued ^{9(2)(k)} [REDACTED].

Error made by applicant

If the error was made by the applicant and they are requesting a change to their biodata then they must provide evidence of the correct details, or refer to evidence already provided with their application. (For example; their birth record/certificate, marriage certificate, or documents verified by Immigration New Zealand).

If the applicant is claiming that their correct date of birth is significantly different to what was provided on their application or on their supporting documents, ^{9(2)(k)} [REDACTED]. See [Guidelines - Interventions for citizenship by grant applications](#).

For guidance on assessing a request to change details on a citizenship certificate, see [Guidelines - Changing certificate details](#).

Error made by Citizenship

If the error was made by Citizenship, and the certificate was issued with the incorrect biodata, then the replacement certificate fee should be waived by the Manager Services and Access.

The replacement certificate must only be issued once the incorrect certificate has been returned to DIA.

For guidance on assessing a request to change details on a citizenship certificate, see [Guidelines - Changing certificate details](#).

9(2)(k) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Change to biodata after citizenship granted

9(2)(k) [Redacted]

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9(2)(k)

[Redacted]

[Redacted]

Reconfirm Identity

You may need to reconfirm an applicant's identity if their biodata was incorrect when the Confirm Identity unit of work was completed.

This is only required if a biodata error is discovered during the process, and the applicant has not yet attended a ceremony or received their certificate.

Use the table below to determine which biodata changes need to be re-checked against the Unique/Exists/Bound identity proofing objectives:

Biodata field	Identity is Unique	Identity Exists	Identity is Bound
First name	Yes	Yes (link to supporting documents only - do not redo AMS check)	No (provided required images match)
Second/middle name(s)	No	No	No (provided required images match)
Family name	Yes	Yes (link to	No (provided

		supporting documents only - do not redo AMS check)	required images match)
Date of Birth	Yes	Yes (link to supporting documents only - do not redo AMS check)	No (provided required images match)
Place of Birth	No	No	No
Country of Birth	No	No	No
Gender	No	No	No

Privacy Act

A person may request a correction to their personal information on their record under section 22, Principle 7 of the Privacy Act 2020. This is known as a Privacy Act request and is often referred to in a Citizenship context as a P7 request.

Principle 7(1) states:

An individual whose personal information is held by an agency is entitled to request the agency to correct the information.

Principle 7(3) states:

When requesting the correction of personal information, or at any later time, an individual is entitled to -

- provide the agency with a statement of the correction sought to the information (a **statement of correction**); and
- request the agency to attach the statement of correction to the information if the agency does not make the correction sought..

See [Guidelines - Changing certificate details](#) for more information on these types of requests.

Related Pages

[Guidelines - Evidentiary certificates](#)

[Guidelines - Changing certificate details](#)

[Policy - Names and citizenship by grant applicants](#)

Page last updated 20/9/2021

[Click here to provide feedback on this page](#)

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Procedure - Check Eligibility 2

When to use

Use this procedure to assess whether the applicant meets the remaining CBG criteria (Character and English language ability).

Role

- Citizenship Case Officer
- Ceremonies Support Officer

System

Customer Centred Management Solution (CCMS)

[Collapse all sections](#)
[Expand all sections](#)

Steps

Determine applicant type

Case officer

1	If...	then...
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	<p>It is a:</p> <ul style="list-style-type: none">• Child under 14• A child aged 14-15• A child who changes age during processing (from under 14 to 14-15 or from 14-15 to 16 years of age) <ul style="list-style-type: none">• they do not go through external checks, as per current policy.• They do not have to meet the English language requirement.• Continue onwards to 'Assess other criteria' (Intent to Reside, Applicant's understanding of their rights and duties, and full capacity) below, on this page. <p>See: Policy – Good character grant of Citizenship</p> <ul style="list-style-type: none">• follow through the steps below.• Start from: 'Gather Character information from partners.• send email to parent requesting further information about the applicant.• attach declaration form for parent (or applicant if now 16) to complete and send back. The declaration forms are attached below:
--	--

for a child turning 14

[Attachment form – Child turns 14 extra questions](#)

for an applicant turning 16 (the applicant must sign this themselves)

[Completed child form turned 16](#)

- complete the UOW with the new tasks.

Note:

- completed tasks will remain completed when the new tasks are added.
- the completed tasks can be edited.
- A applicant turning 16 years of age is treated as an adult.

	<ul style="list-style-type: none"> • Adult <p>OR</p> <ul style="list-style-type: none"> • consent giver applying with a child 	<ul style="list-style-type: none"> • follow through the steps below. • Start from: 'Gather Character information from partners.
--	---	--

Gather character information from partners

Case officer

If..	then...
information needs to be gathered from other partners	see: Procedure – Gather information from other partners.

1 Put the application **on hold** and change the status to '**Waiting for external checks**' while waiting for a response from other partners.

See: [Policy – Good character for grant of citizenship](#)

Update the application from **on hold** and continue processing when responses are received for all information requests.

If...	then...
2 the partner returns information that was not disclosed by the applicant	review the information and make assessments as per relevant sections of the good character policy. See: Policy – Good character for grant of citizenship
the response from the partner contains new names for the applicant	<ul style="list-style-type: none"> • Record the additional names in the 'other names' section. • Repeat the steps in 'Check for previous records' in

	Complete and Correct. See: Procedure - Complete and Correct.
--	--

9(2)(k) [Redacted]

Ceremonies Support Officer

9(2)(k) [Redacted]

[Redacted]

[Redacted]

1

[Redacted]

[Redacted]

[Redacted]

[Redacted]

if...	then...
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<p>[Redacted]</p>	<p>b(2)(k) [Redacted]</p>
<p>[Redacted]</p>	<p>[Redacted]</p>
<p>[Redacted]</p>	<p>[Redacted]</p>

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	<p>You still need to:</p> <ul style="list-style-type: none"> • 9(2)(k) [redacted]
<p>[redacted]</p>	<ul style="list-style-type: none"> • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted]
<p>the information from the Police indicates:</p> <ul style="list-style-type: none"> • Undeclared convictions by the applicant 	<ul style="list-style-type: none"> • send LET486, requesting a statutory declaration from the applicant. • Ask the applicant to send their statutory declaration as

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	<p>a scanned copy through email or by mail.</p> <ul style="list-style-type: none"> Put the application on hold with a sub status of 'waiting for customer'.
<p>additional information is needed from the Police</p>	<p>follow the linked process below to request additional information related to:</p> <ul style="list-style-type: none"> charges that did not result in a conviction. investigations that did not result in charges. allegations or suspicions that were not confirmed. <p>See: Procedure - Prepare and send request for additional information.</p>

Request for overseas Police check, if required
Case officer

If...	then...
<p>The applicant has:</p> <ul style="list-style-type: none"> spent 4 months or more in the last 3 years overseas, and/or during the processing of their citizenship application <p>OR</p>	<p>they are required to get an overseas police check.</p> <p>See: Policy - Good character for grant of citizenship</p> <p>Guidelines - Requesting overseas police clearances</p>

1

<ul style="list-style-type: none"> • after approval and before attending a ceremony <p>OR</p> <ul style="list-style-type: none"> • they were living overseas for 12 months or more during the previous 12-year period while they held New Zealand residency 	<p>Note:</p> <p>How is an overseas police check obtained?</p> <p>Refer to the guidelines below to:</p> <ul style="list-style-type: none"> • find out what to request • and whom to request information from. <p>See: Guidelines – Country information for overseas police clearances.</p>
<p>the resident country does not provide police clearance</p>	<p>request the applicant provide a statutory declaration confirming they:</p> <ul style="list-style-type: none"> • have not committed any offence • have not been convicted of any offence during the period they were outside of New Zealand. <p>See: DIA Statutory Declaration Form.</p>

9(2)(k) [REDACTED]

Case officer

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If...	then...
you haven't activated the new INZ search button for an INZ request in Eligibility 1	push the INZ search button again to bring up the latest information. ^{9(2)(k)}
the application is in queue for a while	<p>The new INZ search button will not be visible when:</p> <ul style="list-style-type: none"> the user is the not owner of the application associated with the INZ Eligibility result the stage of the application is at Recommend or any stage after that. <p>OR</p> <ul style="list-style-type: none"> the retry INZ search button has already been clicked and a response is still pending from the API.

Check for any exceptions.

1 See: [Guidelines — INZ API Errors and Exceptions](#) any errors or exceptions recieved from the INZ API in CCMS.

If...	then...
^{9(2)(k)}	^{9(2)(k)}

Assess character

Case officer

Assess results from the Police and each of the additional external partners and record the outcome in CCMS.

1

If...	then...
the police or other external partners provide additional names for the applicant	<ul style="list-style-type: none">record the additional names in the 'other names' section.Leave a note in the interaction hub about the new names with the title 'Reconfirm Identity'.Follow: Procedure – Manage changes biodata/identity photo after Eligibility 1 and up to the Validation stage (Reconfirm Identity). See: <ul style="list-style-type: none">Guidelines – Biodata changes for citizenship by grantGuidelines – Entering names into COS and CCMS for citizenship by grant applicants.
A partner cannot find the applicant in their records	IF: <ul style="list-style-type: none">the partner comes back with 'Nothing to report' then

	<p>continue processing.</p> <p>IF:</p> <ul style="list-style-type: none"> 9(2)(k) [REDACTED]
<p>additional information is required from the applicant to make the assessment</p>	<ul style="list-style-type: none"> do the other assessments in this procedure and identify any other clarifications that are needed. Gather the assessments and resolve them all at the same time. <p>See: System step – Resolve clarification.</p>
<p>the applicant meets the requirements for an intervention to determine the character outcome</p>	<ul style="list-style-type: none"> review the criteria for an intervention and, if the circumstances meet the criteria, conduct an intervention by appointment. Do the other assessments in this process and identify any other interventions or clarifications that are required. Gather these and resolve them at the same time.

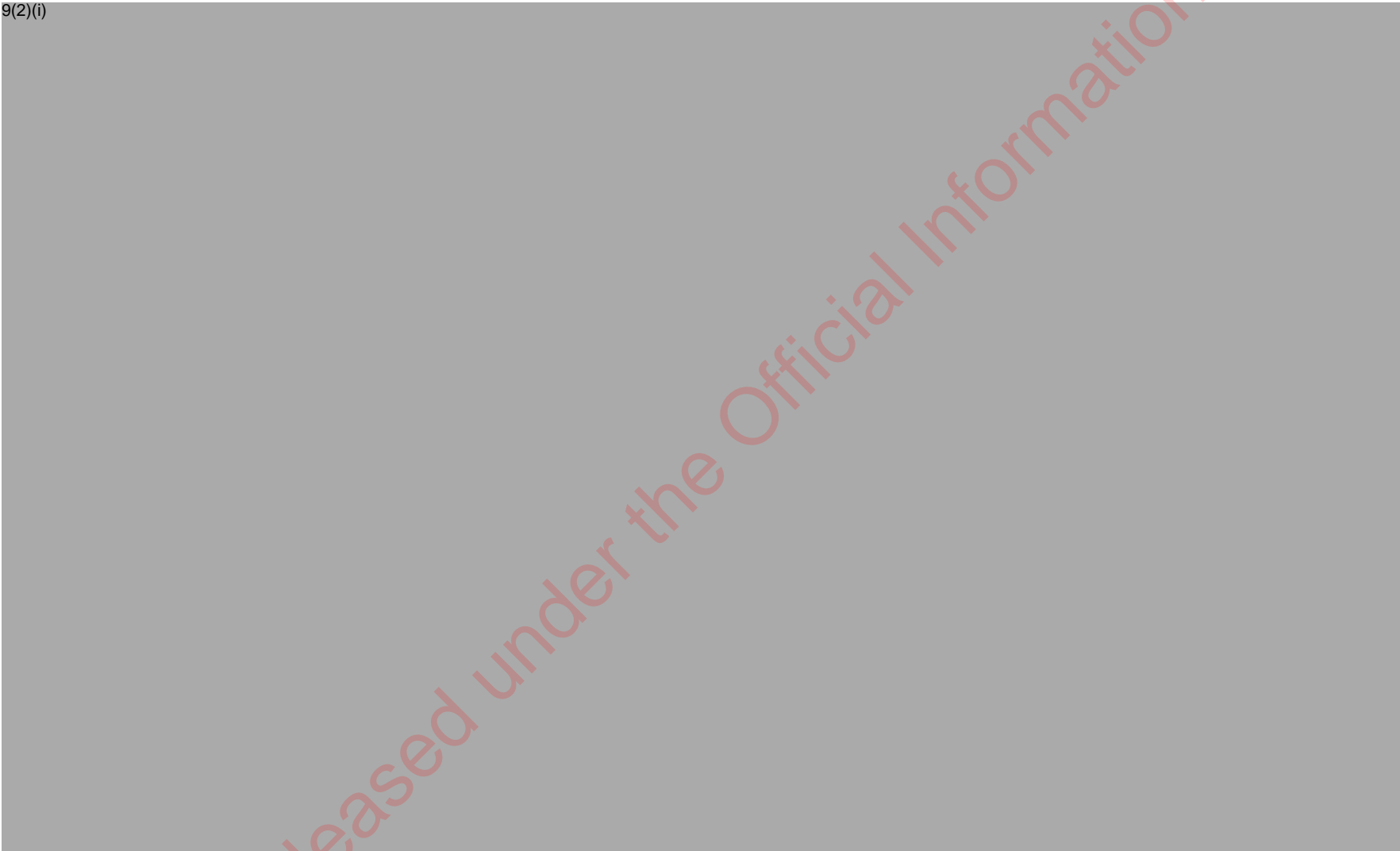
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	<ul style="list-style-type: none"> • If they don't meet the criteria for an intervention, and clarification has not resulted in a positive outcome, then assess the character using the information that you have. <p>See:</p> <ul style="list-style-type: none"> • Procedure – Resolve intervention by appointment • Guidelines – Interventions for citizenship by grant application.
<p>a partner provides adverse information that was not disclosed by the applicant</p>	<ul style="list-style-type: none"> • review the information and make the assessments, using the relevant section of the Policy for Good character for grant of Citizenship. <p>See: Policy – Good character for grant of citizenship.</p> <ul style="list-style-type: none"> • If required, request an explanation from the applicant using the most appropriate adverse action letter below: • LET450

	<ul style="list-style-type: none"> • LET451 • LET452 • LET 455 • LET 470 • LET481 <p>• Make sure the subject line in the email matches the subject line in the letter template.</p> <p>Note: This is required for reporting purposes.</p>
<p>information from the police indicates undeclared convictions by the applicant</p>	<ul style="list-style-type: none"> • send LET486, requesting a statutory declaration from the applicant. • ask the applicant to send through their statutory declaration as a scanned copy through email. • put the application on hold, with a sub-status of 'waiting for customer'.
<p>the applicant does not meet the criteria for good character</p>	<p>record:</p> <ul style="list-style-type: none"> • the outcome • the reason • the evidence to arrive at the decision <p>add:</p> <ul style="list-style-type: none"> • Comments to the comments section to record details

	of a decision.
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9(2)(i)



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9(2)(i)

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	<p>9(2)(i) [redacted]</p>
<p>9(2)(k) [redacted]</p>	<p>9(2)(k) [redacted]</p> <ul style="list-style-type: none"> • [redacted] • [redacted]
<p>The applicant fails the test</p>	<p>send:</p> <ul style="list-style-type: none"> • LET562 - Failed first English interview - new waiver policy. • LET572 - 2nd interview fail. (if the applicant fails the test a second time). <p>See: Citizenship by grant email and letter template.</p>
<p>9(2)(k) [redacted]</p>	<p>send:</p> <ul style="list-style-type: none"> • 9(2)(k) [redacted]

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Assess the applicant's **intent to reside** and record the outcome in **CCMS**.

4

If...	then...
it is a child applicant	see: Guidelines - Determine intention to continue to reside.
applicant does not meet intention requirements	send: <ol style="list-style-type: none">1. LET650 - Not meeting intention requirements2. LET661 - Meeting intention to reside See: Citizenship by grant email and letter template.

Assess the applicant's understanding of their **rights and duties**.

5

See: [Policy - Responsibilities and privileges knowledge.](#)

6

Assess the applicant's **full capacity**.

See: [Policy – Full capacity for citizenship application.](#)

If...	then...
previous applications are found	evaluate any relevant information and update the assessments, as required.
extra names are discovered	<ul style="list-style-type: none">• record the additional names in the 'other names' section.• Leave a note in the interaction hub about the discovery titled 'reconfirm identity'.• Follow the linked process below to reconfirm identity. See: Procedure – Manage changes to biodata/identity

	<p>photo after Eligibility 1 and up to Validation stage (Reconfirm Identity).</p> <p>Are external party checks needed on the new name(s)?</p> <ul style="list-style-type: none"> Follow the guidelines on biodata changes for citizenship by grant. <p>See: Guidelines – Biodata changes for citizenship by grant.</p> <ul style="list-style-type: none"> 9(2)(k)  <p>See:</p> <ul style="list-style-type: none"> System step – Create ad hoc information request.
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If...	then...
<ul style="list-style-type: none"> A deprivation <p>AND/OR</p> <ul style="list-style-type: none"> A renunciation is found 	<p>evaluate the relevant information and update the assessments as required.</p> <p>See:</p> <ul style="list-style-type: none"> Policy – Deprivation of New Zealand citizenship

	<ul style="list-style-type: none"> • Policy – Renunciation of New Zealand citizenship
Additional information from the applicant is required to make one of these assessments	<ul style="list-style-type: none"> • do the other assessments required within this procedure and identify any other clarifications that are needed. • Gather the clarifications and resolve these all together. <p>Process – Resolve clarification.</p>

Update the service status

Case officer

- 1 Ensure all **outcome, criteria** and **comments** have been updated for all tasks. Click the Eligibility **unit of workcircle** on the **task ribbon**.
- 2 Select the appropriate **outcome** from the **drop down list**. Click '**Next Stage**' and then click the **application number**.

Note:

- 3
 - You don't need to change the status dropdown at the top of the screen. Select **Complete** from the '**Next stage**' **drop down list**. This saves the task outcomes and then tasks from the next stage can be assessed.
 - If you haven't selected complete or completed all tasks, an error message will display. Resolve the error and repeat **steps 2-4** above again.

Where to next?

Complete the next UOW – [Procedure - Review and recommend](#)

[Click here to provide feedback on this page](#)

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Procedure - Review and recommend

When to use

Use this procedure to arrive at a decision on whether the application should be approved or declined.

Role

Citizenship Case Officer

System

Customer Centred Management Solution (CCMS)

Steps

Change of application type

Click the **Change application button** if it is displayed.

- 1 **Note:** This button will only display if the applicant has changed age from under 14 to 14-15 or is turning 16.

See: [Procedure — Change of application type](#)

- 2 Continue to follow the steps below if you do not need to change the application type.

Split an application

Once a group reaches 'Review and recommend', applications can be split from a main group. You can split an application from a group for the following reasons:

- an application is urgent
- an applicant is holding up a group due to being placed on hold
- an applicant cannot be contacted and other applications are ready to be approved
- an applicant wants to attend a ceremony in a different local authority from the rest of the group.

Applications that need to be progressed should be split, leaving the ones that hold up a group in the original service request. For applicants that are withdrawing and are split from a group, record the refund on the new service request (the person withdrawing). Do not record it in the original service request. See: [System Step - Advise customer to withdraw](#) (step 4).

You cannot split an application that is 'on hold'.

If you do not need to split an application, continue to 'View the application' below this current section.

- 1 Go to the group's **service request**.
- 2 In the request under the **summary tab**, select the applications you want to split.
Click the **split applications icon** on your right.
- 2 It displays after you select the applications.
Click **confirm** when the prompt displays.

A new window will load showing a new service request for the split application.
- 3 If the new service request for the split application does not show, click **Refresh** in CCMS or refresh your browser.

When the new service request is created, a notification about the new service request will show in the **notifications** area. Payment details sit in the old service request, not the new one.

View the application

1 Review all the information gathered from the **Complete and Correct Unit of Work** (UoW) through to the **Check Eligibility 2** UoW.

If...	then...
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<p>extra names for the applicant have been found</p>	<ul style="list-style-type: none"> • follow the Reconfirm Identity procedure. <p>See: Procedure – Manage changes to biodata/identity photo after Eligibility 1 and up to Validation stage (Reconfirm Identity).</p> <ul style="list-style-type: none"> • Record the additional names in the 'other names' section. • Check COS for a POI (Person of Interest) flag for the new name. • Leave a note in the interaction hub about the discovery of an extra name. Title the note 'Reconfirm Identity'. <p>Would I need to do external party checks on the new name(s)?</p> <ul style="list-style-type: none"> • Check with other external agencies using the extra names, if required. • Re-assess the application, if new information has been discovered. <p>See: System step - Create ad-hoc information request.</p>
<p>material had been accessed from a previous application (a previous file was recalled)</p>	<p>ensure that the documents are uploaded as supporting documents to use as evidence for your assessment.</p>

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<p>supporting documents or information is needed to make a recommendation</p>	<ul style="list-style-type: none"> • request the applicant supply supporting documents or information, if required. • Re-assess the application if new information is discovered.
<p>a new identity photo was added after Eligibility 1</p>	<ul style="list-style-type: none"> • the Identity photo gets locked to the person record after Eligibility 1. • If a new identity photo was uploaded after Eligibility 1, this person record will continue to display the old photo. • The DAL though will be updated with the latest Identity photo. • Reconfirm identity to upload the new photo on to the person record. This will ensure that that the DAL and the person record photos are synced. • Follow from 'Update identity photo' if required, in the linked process below. <p>See: Procedure – Manage changes to biodata/identity photo after Eligibility 1 and up to Validation stage (Reconfirm Identity).</p>
<p>Bruteforce/Megaforce was used for Presence and Status calculation</p>	<ul style="list-style-type: none"> • review the download from AMS, • Re-check the calculation for presence and status, if

	<p>required.</p> <ul style="list-style-type: none"> • Re-assess the application if new information has been found.
the applicant does not meet the eligibility criteria	<ul style="list-style-type: none"> • send an options letter and submit a recommendation. (An applicant response does not need waiting for). • Write a note explaining the action and then submit a recommendation. <p>OR</p> <ul style="list-style-type: none"> • Send an options letter, • get the response from the applicant and • then, submit a recommendation.
the case is too complex	<ul style="list-style-type: none"> • in the first instance, discuss with a team leader. • Escalate to the Submissions Expert group for consultation and direction.

2 Check if the **outcome, criteria, comments** and **supporting documents** all match with your assessments across all the tasks while reviewing the information. Correct anything necessary before submitting your recommendation, if required.

3 Make sure all the fields required for the **DAL** update are populated the identity photo specifications are met.

Identity photo fields

- Applicant family name
- Name type
- Gender
- Place of birth
- Country of birth
- Any supporting documents where a photo of the applicant has been supplied as an identity document.

Note:

Ensure these fields are populated before approval. They are required for certificate printing, DAL and register updates.

Check that for **supporting documents** the **'document type'** and **'provided as'** sections have been updated as required, and the biodata matches with the supporting documents.

Identity photo specifications

- Document type – **'Photo of applicant'**
- Provided as – **'Identity'**
- Photo type/format – **JPEG**
- Photo orientation – **Portrait**

Note:

Correct these specifications where needed. Use the link below for converting a PDF/PNG to a JPEG file if required.

See: [System step – Convert a PDF or PNG file to a JPEG file.](#)

4

If...	then..
the 'document type' and/or 'provided as' for some supporting documents need to be updated	follow: Procedure – Update metadata of supporting documents after Eligibility 1.

Make the first recommendation for the outcome

Make the first recommendation for the outcome an application.

Choose between:

1

- **Grant (Adult) clearly meets**
- **Grant (Adult) meets with exceptions**
- **Grant (Child) clearly meets**
- **Grant (Child) meets with exceptions**
- **Grant (Youth) clearly meets**
- **Grant (Youth) meets with exceptions**

- **Does not meet the requirements**

If...	then...
<p>the applicant meets all the standard criteria and there is no information that needs to be brought to the Minister's attention/cause for concern etc.</p> <p>This includes children who don't have to meet presence because their parent is, or is about to become, a citizen.</p>	<p>the applicant "clearly meets" the criteria.</p> <p>Select either:</p> <ul style="list-style-type: none"> • Grant (Adult) clearly meets • Grant (Child) clearly meets • Grant (Youth) clearly meets
<p>the applicant meets the requirements of a waiver/reduction schedule.</p>	<p>the applicant "meets with exceptions".</p> <p>Select either:</p> <ul style="list-style-type: none"> • Grant (Adult) meets with exceptions • Grant (Child) meets with exceptions • Grant (Youth) meets with exceptions
<p>the applicant does not meet one or more requirements and is not eligible for going on a waiver/reduction schedule.</p>	<p>the applicant "does not meet the requirements".</p> <p>Select:</p> <ul style="list-style-type: none"> • Does not meet the requirements

See:

- [Policy – Grant of citizenship by reason of exceptional circumstances and public interest](#)

- [Guidelines – Reduction of presence for grant of citizenship](#)

Add a comment in the **comments section** describing how the recommendation was decided.

2

See: [Policy – Using professional judgement](#)

3

Submit your **recommendation**.

4

Check the **on hold notes**.

Ensure **action items** have been completed.

5

Note:

From **October 29 2020 onwards**, **on hold notes** will be auto deleted after the status is changed to '**Complete**'.

6

Ensure all **outcome, criteria** and **comments** have been updated for all tasks.

7

Click the Recommend **unit of work circle** on the **task ribbon**.

8

Change the status to '**Assessment complete**'

9

Click the '**next stage**' button.

The application will then move to the validation stage.

Where to next?

Complete the next UOW – [Validate and recommend](#).

[Click here to provide feedback on this page](#)

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