

Global Process Manual

You are here: [Residence](#) > [Assess](#) > [Assess Character](#)

Assess Character

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When to use

When assessing character for a Residence Category visa application as set out at A5 Character requirements.

Role

- Immigration Officer (IO)
- Technical Advisor (TA)
- Immigration Manager (IM)

Guidelines

Follow the Assess Eligibility SOP for the relevant category before following this SOP.

Steps

1. Confirm that all required third party referrals have been made

For example:

- NZPC: See SOP – [Making and Monitoring Third Party Checks](#)
- NSC: See SOP – [Making and Monitoring Third Party Checks](#) or SOP - Submit NSC Request ([Submit NSC Request](#) , <http://inzkit/publish/globalproce>
- SAT/RAT: See - SOP – [Making and Monitoring Third Party Checks](#)

2. Take any appropriate action according to responses received from third party checks:

- See SOP – [Making and Monitoring Third Party Checks](#)

3. Consider results of external referrals, AMS warnings, and notes relating to character from previous applications

- Assess applicant(s) character as set out at [A5.1](#) .

4. Identify character issues

If...	Then...
Character issues are not identified	Character requirement met Continue using the relevant Visa Assessment Template
Character issues are identified under A5.20	A special direction may need to be considered; talk to a TA about the next steps
Character issues are identified under A5.25	Go to Step 5
Character issues are identified under A5.35	The application may need to be deferred; talk to a TA

5. Determine whether a character waiver (CW) is required under [A5.25](#)

If...	Then...
A CW is required	Go to Step 6
A CW is not required	Character requirement met Continue using the relevant Visa Assessment Template

6. Determine whether the fast-track CW process is appropriate for this particular application by using the Fast-track CW Guide for Residence If...	Then...
It is appropriate to apply the fast-track CW process	END
It is not appropriate to apply the fast-track CW process	Go to Step 7

7. Create Character Issue PPI letter

- Select relevant template via AMS TLS

If...	Then...
Client/representative has conceded in the application documentation that they do not meet character requirements at A5.25	Use AMS V319a Conceded character issue Residence
Client/representative has not conceded in the application documentation that they do not meet character requirements at A5.25	Use AMS V319 Character issue PPI Residence

Write the PPI letter following the template prompts. Include a due date in line with [standard timeframes guidelines](#)

- Save as final in template letter system (TLS)

8. Send PPI letter

- Click **Email and Save to DMS** (which will save a copy of the letter in DMS and email a copy direct to the client/adviser).
- Select the appropriate email address for the client. The email will automatically be sent with the PPI attached.

Note: A note will be automatically recorded in AMS with the details of the letter and the email address

9. Make application non-actionable

- Add an AMS Bring Up with the correct due date
- Add the "NA – PPI Response" reason in AMS Workflow
- Update the AMS Location to "Non-actionable"

10. Receive and review response to PPI

11. Determine if a CW is required

If	Then...
Yes, and a character issue PPI has been sent	Go to Step 12
Yes, and a conceded character issue PPI has been sent	Go to Step 15
No, because the PPI response has addressed the PPI, and there is no longer a character issue	Character requirement met Continue using the relevant Visa Assessment Template

12. Create CW PPI letter

- Select the relevant template via AMS TLS (AMS V320 CW PPI Residence).
- Write the PPI letter following the template prompts. Include a due date in line with [standard timeframes guidelines](#) .
- Save as final in TLS.

13. Send CW PPI letter

- Click **Email and Save to DMS** (which will save a copy of the letter in DMS and email a copy direct to the client/adviser).
- Select the appropriate email address for the client. The email will automatically be sent with the PPI attached.

Note: A note will be automatically recorded in AMS with the details of the letter and the email address

14. Receive and review, response to PPI.

15. Draft CW

- Select the relevant template via AMS TLS [V317 CW assessment Residence]
- Complete the template content up to the Conclusion section.
- Save as a draft in TLS.

16. TA or IM decides CW

- Update the AMS Location to "Waivers"
- Forward the CW recommendation to a TA or IM for CW review.

Note: The TA/IM will complete the remaining sections; make a final decision on the CW, save the CW as final, and return to the IO. A note will be recorded in AMS with the details of the letter and the email address

17. IO reviews whether the TA or IM has granted a CW

If...	Then...
CW granted	<ul style="list-style-type: none">• Copy and paste CW into AMS notes• Continue assessment using the relevant Visa Assessment Template
CW not granted	<ul style="list-style-type: none">• Copy and paste CW into AMS notes• Add a character warning to applicant's AMS record, see Authorising Alerts and Warnings• Complete the relevant Visa Assessment Template <hr/> <p>Note: Fast-track CW Guide for Residence can be found here .</p>

END.

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Global Process Manual

You are here: [Residence](#) > [Family Category Residence](#) > [Assess](#) > [Assess waiver recommendation \(resident\)](#)

Assess waiver recommendation (resident)

When to use

When an application does not meet character or health instructions and a waiver has been recommended.

Role

- Technical Advisor, or
- Immigration Manager.

Steps

1. Receive waiver recommendation

Receive the waiver recommendation from the Immigration Officer, either 'Character Waiver' or 'Medical Waiver' template.

2. Review recommendation

Review and complete the Conclusion and Decision sections of the document.

3. Update AMS location to "Actionable"

4. Return to Immigration Officer to finalise the application

Return to Immigration Officer for the completion of the assessment process.

End

See also

[Caseload Management Standard \(docx 50 KB\)](#)

Waiver Templates

- [Medical waiver template](#)
- [Character waiver template](#)

See Also

Assess

[Create assignment record using application assignment tool](#)

[Assign applications \(resident\)](#)

[Send Potentially Prejudicial Information \(PPI\) Letter \(SMC\)](#)

[Request Additional Information](#)

[Monitor non-actionable applications \(resident\)](#)

[Receive additional information \(resident, paper\)](#)

[Receive additional information \(resident, online\)](#)

[Inward handling of valuable documents \(online, paper\)](#)

[Send additional information to support team \(paper\)](#)

Exam (paper)

[Add advisers to application \(online\)](#)

[Change advisers for an application](#)

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