When to use

When a visa application has either:

- Been received by NADO (via IGMS or mailbag), or
- Become actionable after being deferred.

Note: The tasks for receiving physical mail and IGMS applications are unchanged.

Role

Support Officer/Documentation Officer (NADO)

Guidelines

When performing the standard processes within this SOP e.g.:

- Lodgement
- Return Failed Lodgement
- Defer application etc.

See SOPs Temporary Visas

Steps

1. **Complete data entry and pre-lodgement checks**

Complete the data entry required to support triage for all temporary applications, including IGMS online and paper applications.

Note: All pre-lodgement checks are completed as per current practise.

2. **Lodge application**

Is the application ready for lodgement?

If…	Then…
Yes	Lodge application, then go to Step 3
No	Take appropriate steps as applicable e.g.: o Return failed lodgement (for paper only) o Request additional information o Defer application etc.

3. **Undertake post-lodgement checks**

Undertake appropriate post-lodgement-checks and activities as required, e.g. NZPC request.

4. **Determine application type**

If…	Then…
A paper application from an advisor	Go to Steps 5 and 6
A paper application from a non-advisor	Go to Step 7 and 8
An online application (from any source)	Go to Step 9

5. **ADVISOR APPLICATIONS (PAPER)**

6. **Transfer paper applications from an advisor**

Transfer advisor applications to a designated Henderson holding queue (in NADO).

7. **File paper applications**

File paper applications/files in Henderson filing area.

- o   File them in application number order to make it easier for processing.

Note: File family applications together (physically).

NON-ADVISOR APPLICATIONS (PAPER)

8. **Transfer paper application from a non-advisor**

Transfer non-advisor applications to the ACAO/MAO holding queue once data entry and lodgement has been completed.

9. **File paper applications**

File paper applications/files in appropriate filing area.

- o   File them in application number order to make it easier for processing.

- o   Await 'end-of-day' division between ACAO and MAO.

Note: File family applications together (physically).

ONLINE APPLICATIONS

10.   **Transfer online applications**

Transfer all online applications into the National Online Queue.

Is the application an exception to the online allocation rules? (eg Auckland advisor application, Canterbury rebuild etc.)

If…	Then…
Yes	Send an email to the Online Controller with the application number and the destination office in the subject line
No	End of procedure

End

Lodge application (temporary, paper)

When to use

When lodging a paper based visa application that has not been received either via:

- A VAC, or
- The online channels.

Role

- Documentation Officer
- Support Officer
- Immigration Officer

Prerequisites

- The officer has a Cash float open in AMS. See SOP Open a Cash Float
- The visa application has been tendered in AMS. See SOP Tender an Application in AMS
- The application is in the correct case manager queue (according to office practise).

Context

After an application has been tendered in AMS, it is assessed for lodgement. The officer responsible for lodging the application:

- Decides whether or not to accept the application and,
- If so, prepares it for processing.

Once an application has been accepted, Immigration New Zealand (INZ) is committed to processing it.

Steps

1. **Determine whether or not the client is eligible to make the visa application**

There are certain circumstances where a client is not allowed to apply for a temporary visa. See the client eligibility table below:

Client Eligibility Table	
If the client…	**Then…**
Is liable for deportation	They may not apply for a temporary visa, interim visa, or limited visa **unless…** o They are not unlawfully in New Zealand; and o They are applying for a visa of the same class and type that they held before becoming liable for deportation
Holds an interim visa	They may not apply for a temporary visa.
Holds a limited visa	They may not apply for a temporary visa, however… o They may apply for a further limited visa if further time is required to achieve the same express purpose
Holds a transit visa	They may not apply for a temporary visa, however… o An immigration officer may, in their absolute discretion and before person's transit visa expires, extend that person's transit period. o Alternatively, they may grant the holder of a transit visa and

	grant them entry permission.

Refugee claimant who has been granted a temporary entry class visa	They may not apply for a temporary visa, except…
	
	    o Where the application is for a further temporary visa to allow the claimant to remain in New Zealand lawfully while their claim is determined.
	
	    o They may not make a request under Section 61.

Refugee claimant whose claim is declined, and: i) an appeal has not been lodged, or has been dismissed. Or ii) the appeal period has expired	They may not apply for a temporary visa and/or make a request under Section 61.

Note: A refugee claimant includes a person whose claim has been declined, but who has lodged an appeal or the period for any appeal has not expired.

If…	Then…
The client is eligible to apply for the visa	Go to Step 2
The client is not eligible to apply for the visa	Proceed with the Return Failed Lodgement process. See SOP Return Failed Lodgement Process end

    o   For full details, see the Operations Manual E2.15.

Note: The client's eligibility depends on their status and circumstances on the day that the application was received by Immigration New Zealand (INZ).

2. **Assess lodgement requirements**

Check that the following documentation has been provided with the application:

- o Current application forms that are completed and signed

- o Two passport-sized photos

- o Original passport or certificate of identity (or certified copy), or if this is unavailable, original birth certificate (or a certified copy) or other identity document (or a certified copy)

- o Health certificates if applicable. Support officers should check in the Immigration Health System (IHS) to see if a medical has been uploaded and closed by the panel physician.

- o Character certificates if applicable

- o Application fee, immigration levy and IVL, if applicable

- o Information and evidence as is required by the relevant immigration instructions to demonstrate that the applicant fits the category or categories of immigration instructions under which the application is being made

If mandatory information is missing and…	Then…
The application can be held for two working days without impacting the client's eligibility to lodge the application	Then hold the application and request the missing information from the client. See SOP Request Further Information and Timeframes for additional guidance. **Notes:** Visa applications are accepted on the day that the last mandatory document is received by INZ. Therefore the eligibility to lodge the application may be impacted by:

	• The expiry of another mandatory document, and/or
	• The client's immigration status, and/or
	• The expiry of a police certificate, medical certificate or current visa during the holding period.
There are grounds for a document waiver and it is deemed appropriate	Complete a document waiver for the missing document(s). Staff must be delegated appropriately to waive lodgement requirements.
The application cannot be held or a waiver is not appropriate	Proceed with the Return Failed Lodgement process. See SOP Return Failed Lodgement

3. **Process the payment for the application**

If…	Then…
A cheque, bank cheque, bank draft or cash has been provided	Receipt the fee in AMS. See SOP Receipting a payment in AMS
Credit card information has been provided	Debit the application fee using the Payment Gateway Services, or EFTPOS facility as per office practise. See SOP Processing a fee using Payment Gateway Services
	o If the payment is successfully debited, then receipt the fee in AMS. See SOP Receipting a fee in AMS; or
	o If the payment is not successfully debited, then return to Step 2.

4. **Complete health lodgement**

Check if there is a health case warning in AMS for the client

Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to [SOP Searching for a Health Case in IHS](#).

Check what medical and/or chest x-ray certificates are included in the health case and ensure they meet the health requirements for the application you are lodging. Refer to [SOP Checking Medical Certificates in IHS](#).

Check the status of the health case to determine if it has been assessed. Refer to [SOP Check the Health Case Status in IHS](#).

If…	Then…
A new medical and/or chest x-ray certificate has been provided and the health case is available in IHS or **A previous valid ASH health case exists in IHS and is within the 36 month window**	Review the health case in IHS for a medical assessment outcome. Check the latest assessment notes in the health case for detail of the assessment conditions where applicable. The notes will indicate if it is ASH for a particular visa type (or application) only. If there are no assessment notes then the medical certificate may have auto-cleared. Refer to [SOP Check the Health Assessment Outcome in IHS](#) and [Determine Further Requirements for a Health Case](#). **Note**: You may need to re-open the health case for a new assessment. Refer to [SOP Re-open a health case in IHS](#). Or you may need to release a health case from on hold. Refer to [SOP Release a health case from on hold in IHS](#). Also refer to [Cheatsheet - IO actions in IHS for communications to HAT](#). In the Applicants tab in AMS, record the IHS Health Details (NZER or NZHR and health outcome if available) of the medical and/or chest x-ray certificate in IHS within the applicant's application. Refer to [SOP Recording Health Details in AMS](#). **Notes:**

	• Only add the health details for the medical and/or chest x-ray certificate in IHS after all lodgement requirements have been met. • Health details for a medical and/or chest x-ray certificate in IHS should not be added in AMS if the application is being 'accepted' as an exception to normal medical lodgement requirements. • A waiver is required if a medical and/or chest x-ray is/are accepted for lodgement purposes under special circumstances. If in doubt, please check with Technical Advisor and/or Immigration Manager. (E.g.: Meds and X-ray completed for previous application and are within 36 months but previous officer forgot to consider it, DO NOTadd health details in AMS but waive it for lodgement purposes).
The health case was previously assessed as 'ASH with conditions' or 'Deferral' and the client has provided further medical tests.	Re-open the health case and add the further tests as attachments. Update the Identifiers and Visa details. Add in a 'Referral Note' to inform the HAT that new information has been received for the health case. Refer to SOP Re-open a health case in IHS, FAQs - Add attachments to a health case and Cheatsheet - IO actions in IHS for communications to HAT. In the Applicants tab in AMS, record the IHS Health Details (NZER or NZHR) of the medical and/or chest x-ray certificate in IHS within the applicant's application. See SOP Recording Health Details in AMS. **Note**: You will need to wait until the health case is re-assessed before you can record a health outcome for the Health Details in AMS. **Important Note**: If the further requirements have not been provided for the ASH with conditions or Deferral health case, you will need to advise the HAT to prescribe these. Refer to SOP

	[Determine Further Requirements for a Health Case](#).

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

Note: It is important that the **Identifiers** tab in IHS is updated with the relevant AMS identifiers (e.g. AMS Client ID or AMS Application number) and Visa Details (Visa Category, Visa Type, Length of Stay (if applicable), and Referral Type) during the completion of the health lodgement. In the **Identifiers** tab, enter the relevant AMS identifiers and visa details in the respective text fields and click **Save**. Always add in a 'Referral Note' to inform the HAT of what needs to happen next for the health case. Refer to [SOP Update the visa details in a health case in IHS](#).

5. **Complete the Lodgement screen**

In AMS, in the application on the **Summary tab**:

- o   Click **Process Lodgement** ⬇️ .

The **Lodgement** screen appears.

Complete the following sections:

- o   **Lodgement Questions**, and
- o   **Data Entry Questions,** and then
- o   Click **OK**.

If…	Then…
Any requirements have been waived	In the screen prompts that appear: • Complete the **Explanation** field

Notes:

- It is important to complete the **Data Entry Questions** section because the information entered may have an impact on the triage result.
- The fields in the **Lodgements** screen may vary between the visa types.

6. **Manually triage the application**

After updating the client information in AMS, the application must be manually triaged (i.e. Initiate a risk assessment).

Note: Triage only runs on 'Accepted' applications.

This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage:

- o Click **Initiate Assessment**.

See [SOP Working with an application's risk assessment](#).

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o   Pressing the **F5** key on the keyboard.

7. **Request third party checks**

Determine whether the client requires a New Zealand Police Certificate (NZPC) and/or National Security Check (NSC).

Check type	Note...
New Zealand Police Certificate (NZPC)	A New Zealand police certificate is required for clients who have lived in New Zealand for at least 5 years (in one stay or intermittently) since attaining the age of 17. If the client requires a NZPC, then request one using the Police Intelligence Check (PIC) portal. See [SOP Submit third party request - NZPC](#)
National Security Check (NSC)	**Section 6(c)** If a national security check is required, then submit a NSC request. See [SOP Submit third party request – NSC](#)

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

8. **Check against Specialist Assessment Team (SAT) rules**

If an application has triggered an SAT rule:

- o The AMS Nationality Flag dialogue box would have appeared when the application was created.
- o Consult with the designated Immigration Officer or Technical Advisor about:
  - ▪ whether to refer application to the SAT, and/or
  - ▪ Whether more information is required.

Section 6(c)

Section 6(c)

If an SAT referral...	Then...
Does not require further information	Go to step 9
Requires further information	Request the information from the client (See SOP Request additional information) and advise them to send the information directly to the SAT.

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

9. **Prepare the application for allocation**

Organise the application file in the following order:

1. Application form

2. Other first-party INZ forms (e.g. National Security Check and Chinese supplementary forms)

3. Medical and/or Chest x-ray certificate

4. Applicant's character certificates

5.　　Third-party INZ forms (e.g. Sponsorship form and Employer Supplementary form)

6.　　Supporting documents

10.　　**Add the application note**

In AMS, in the application:

o　　Click **Application Notes** , and then to add an application note

o　　Click **Add** .

The note should state:

o　　Destination (i.e. intended allocation queue within the branch or the external destination; e.g. SAT).

Note: Only complete if the destination is known (e.g. office is not using an automated allocation tool).

o　　If applicable, the Track and Trace or reference number.

o　　A list of the documents received with the application. Headings can be created to reflect these.

o　　The date of issue for any new character certificates and/or health certificates provided.

11.　　**Ensure application is in the appropriate Case Manager queue**

In AMS, applications can be assigned either by:

o　　In the application **Summary** tab, changing the **Case Manager** (found), or

o　　Using the bulk transfer functionality, to move the day's transactions at the end of the day. See SOP Using the Bulk File Transfer screen.

Notes:

• An application must be 'Accepted' before it is triaged.

• An application must be triaged before it is transferred to another office.

• If the application is to be transferred to another office ensure that the office practice for file transfer is followed, including notifying the file coordinator of the transfer. See SOP How to electronically transfer applications in AMS between offices.

End

Tender an application in AMS

When to use

When an application has been created and is to be tendered in AMS.

Role

- Documentation Officer
- Support Officer
- Immigration Officer

Prerequisites

An application has been received and the principal applicant's client profile is open in AMS.

Context

Tendering an application involves creating an application in AMS, which captures information about its receipt by Immigration New Zealand (INZ). When this process is completed an application record exists in AMS with a status of 'Tendered' and is viewable by other parts of INZ such as the Immigration Contact Centre (ICC).

Steps

1. **Determine the visa type and details of the application**

Consider the following information to correctly determine the application category and type:

  o The visa type that the client is applying for. This is normally indicated in the application form or stated in a cover letter:

| OFFICE USE ONLY | Client no.: | | Date received: / / | Application no.: |

What type of work visa are you applying for?

Visas based on employment
☐ Essential Skills
☐ Work to Residence: Accredited Employer
☐ Work to Residence: Arts Culture and Sports
☐ Work to Residence: Long Term Skill Shortage List
☐ Approved in Principle
☐ Specific Purpose or Event
☐ Primary Sector Trainees
☐ Free Trade Agreement special work
☐ Work exchange
☐ Foreign crew of fishing vessels

☐ Religious Worker
☐ Other (specify) _____

Visas based on qualifications gained in New Zealand
☐ Post-study work visa - open
☐ Post-study work visa - employer assisted

Visas based on humanitarian reasons
☐ Refugee or protection status claimant
☐ Other (specify) _____

Section A | Personal details

ⓘ For more information about the questions in this section, see 'Completing Section A: Personal details' in the Work Visa Guide.
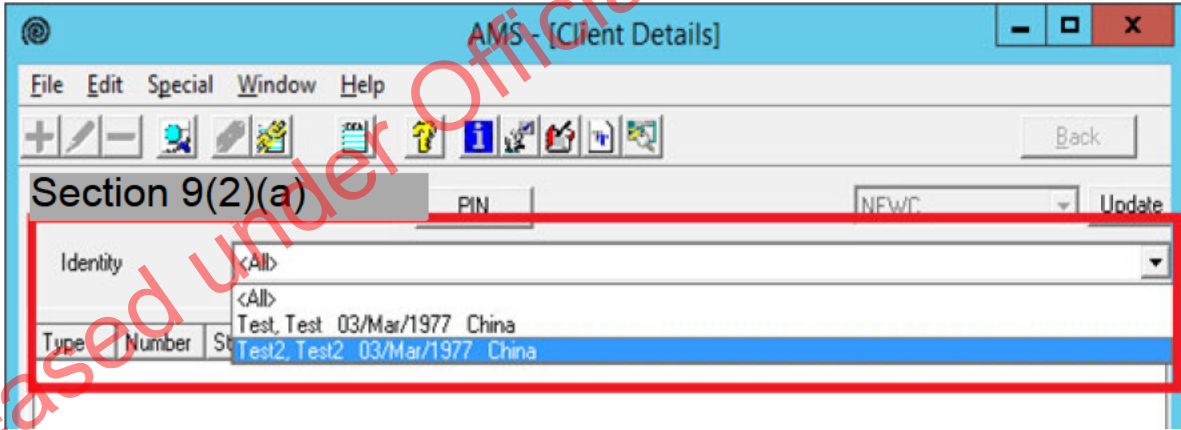Attach **two** colour passport-size photographs of yourself

Note: BMB has its own application categories and types that are not reflected on above screenshot.

- o   Whether the client is onshore or offshore. Check the client's AMS status and **Movements** tab
- o   If the client is onshore, check the **Visa** tab to determine whether the client held a valid visa at the time the application was received.

If	Then...
The visa type is able to be determined	Go to Step 2
The visa type is unable to be determined	Contact the client and confirm the visa type they would like to apply for.

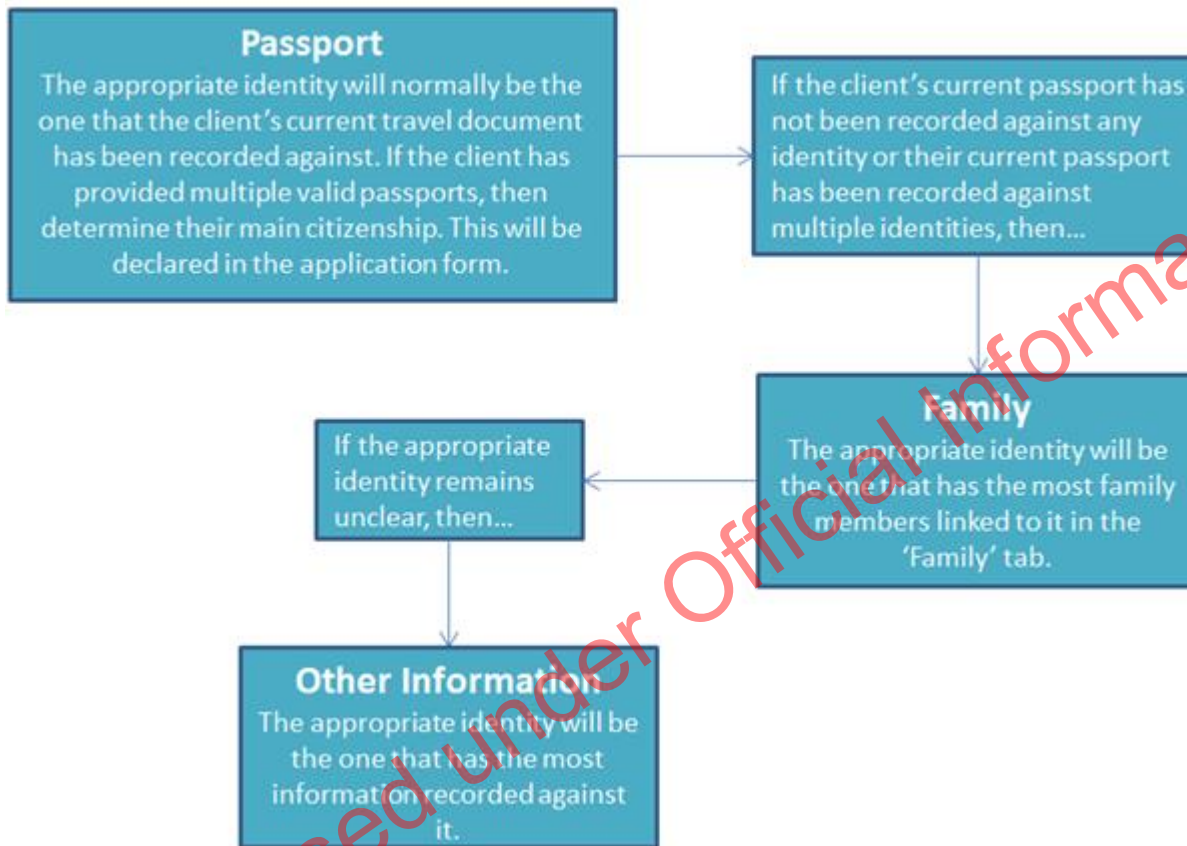See SOP Request additional information |

Note: If replacing or raising an application in AMS with another of a different type to what was originally applied for, then consent must be gained from the client to raise that application.

2. **Select the appropriate identity in AMS**

If there...	Then...
Is only one identity linked to the client profile	Click the **Applications** tab and go to Step 3
Are multiple identities linked to the client profile	Click the **Address** tab and select the appropriate identity in the **Identity** drop down box, then click the **Applications** tab. See the 'Information for determining the appropriate identity' diagram below. Go to Step 3

Note: It is important to select the correct identity when creating an application because the identity information is used for various aspects of the application e.g. correspondence letters, emails and visa details.

Information for determining the appropriate identity

Passport

The appropriate identity will normally be the one that the client's current travel document has been recorded against. If the client has provided multiple valid passports, then determine their main citizenship. This will be declared in the application form.

If the client's current passport has not been recorded against any identity or their current passport has been recorded against multiple identities, then...

Family

The appropriate identity will be the one that has the most family members linked to it in the 'Family' tab.

If the appropriate identity remains unclear, then...

Other Information

The appropriate identity will be the one that has the most information recorded against it.

3. **Create a new application**

On the Applications tab:

- o   Click Add ➕.

The **AMS – New Application** screen appears.

Complete the necessary fields, and to proceed:

o   Click **OK.**

Field	Note
Date Application Tendered	Enter the date that the application was physically received by Immigration New Zealand.
Allocate Case To	The person creating the application in AMS is entered by default. Select an alternate 'Case Manager' if necessary.
Processing Office	The user's office is selected by default. This should be changed if the client's normal receiving office is different, e.g. work has been shifted from one office to another. **Note:** It is important to enter the correct 'Processing Office' because the application fee may differ depending on where the application should have been lodged. To determine the correct processing office, refer to the office and fee finder.
Triage Auto-Allocation	o Currently, the option for 'Opt-out of Triage Auto-Allocation' is selected by default. o This should not be changed.
PIN	No action required in this field.
Buddy Branch Processing	Generally this field should not be completed. Only complete if the

	visa application is being processed in a non-INZ office that does not have access to AMS, these offices are called "Buddy Branches" or "Buddy Posts".
Reassessment	Only complete if the application is a reassessment. There are various reasons for creating an application as a 'Reassessment', such as under Ministerial directive or an IPT appeal decision. If unsure whether an application should be raised as a reassessment, then discuss with a Technical Advisor (TA). **Note:** A 'Reassessment' is not the same as a reconsideration under E7.35.1 instructions.
Paperless Application	Applications should be marked as paperless if there is no associated paper documentation filed by Immigration New Zealand. E.g. administrative paperless replace.

AMS - New Application

Date Tendered

Date Application Tendered: ▶ 16/Apr/2018

Allocate Case To

▶ Boyle, Eugene ▼

Location

▶ <NULL> ▼

Processing ▶ Shanghai ▼
Office

Triage Auto-Allocation

☑ Opt-out of Triage Auto-Allocation ?

Reason: Officer created ▼

PIN

▶ [   ]

Buddy Branch Processing

☐ Buddy Branch ?

Office: [▼]

Officer: [▼]

Process Date: [   ]

Reassessment ?

☐ Reassess application

Paperless Application ?

☐ Yes

[OK]   [Cancel]

4. **Find and select the application visa type**

In the '**Type Selection**' screen, in the **Application Category** panel:

- o   Select the general category for the visa type (e.g. Visitor), and then

- o   In the **Application Type** panel, select the specific visa type (e.g. Business)
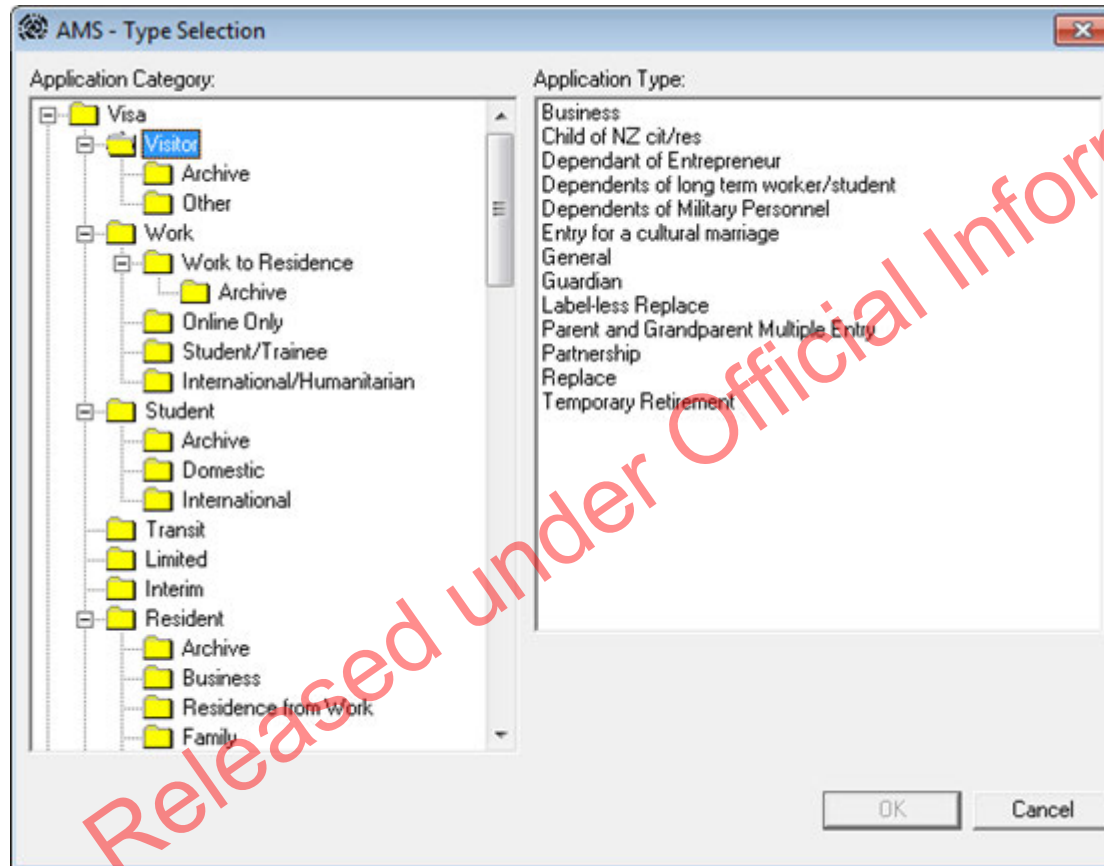
5. **Determine if a Specialist Assessment Team (SAT) rule is triggered**

If the...	Then...
AMS Nationality Flag dialogue box appears	Write "SAT" on the front page of the application form to signify an SAT rule has been triggered.
	Section 6(c)
AMS Nationality Flag dialogue box does	Go to Step 6

not appear	

6. **Complete the Type Selection screen**

To proceed from the **Type Selection** screen:

- o Click **OK**.

If the application is...	Then...
Created as a reassessment	The **Reassessment** Details screen appears. Go to Step 7.
Not created as a reassessment	The **Health Questions** screen appears. Go to Step 8

7. **Complete the Reassessment Details screen**

To proceed from the **Reassessment Details** screen:

- o Click **OK**.

If the reassessment results from...	Then...

An IPT directive with an associated appeal case	In the **Link Back** section:
	
	   o Select the first option, and
	
	   o Enter the associated appeal application number

Any other reason that relates to an associated application (including Ministerial directive)	In the **Link Back** section:
	
	   o Select the second option, and
	
	   o Enter the associated application number

A reason that does not relate to an associated application	In the **Link Back** section: o Select the third option, and o In the **Reassessment Reason text field** explain why a reassessment is being processed

8. **Complete the Health Questions screen**

To proceed from the **Health Questions** screen:

o   Click **OK**.

Question	Notes…

Duration of intended stay	Select the duration that the client intends to stay in New Zealand. o For applicants already onshore, this includes the time that they have already spent in New Zealand on their current visa and the time they intend to stay in New Zealand on the visa they have applied for.
Is the applicant from a TB risk country?	o If the client holds a passport from a country that is not listed under 'Low TB Incidence Countries, Areas and Territories' (A4.25.10 instructions), then select **Yes** o Otherwise select **No**
Has the applicant spent 3 months or more in the past five years in a TB Risk country?	o If in the five years prior to application, the client has spent a combined total of 3 months or more in any country(ies) not listed under 'Low TB Incidence Countries, Areas and Territories'(A4.25.10 instructions), then select **Yes** o Otherwise select **No**
Is the applicant pregnant?	o If the applicant is pregnant, then select **Yes** o Otherwise select **No** **Note:** This question only appears for female clients

Note: The information entered for the Health Questions may be changed at any time before the application is decided.

9. **Write the application number on the application form**

   o   An application number is generated for the application after being created it in AMS. Write the application number on the top-right corner of the application form's front page (and cover sheet if used by the office).

| | OFFICE USE ONLY | Client no.: | | Date received: | / | / | Application no.: | |

November 2016   **INZ 1015**

NEW ZEALAND IMMIGRATION

Work Visa Application

based on qualifications, employment or humanitarian reasons

10.   **Complete the Contacts tab**

Determine whether any contacts need to be added for the application. Common contacts include (but not limited to):

- o   Supporting partner
- o   Acceptable Sponsor
- o   Adviser
- o   Education Institute
- o   Supporting Organisation
- o   Travel Agent

- o   Employer
- o   Guardians
- o   Business codes (e.g. Christchurch Reconstruction, Dairy Farm Fraud, etc.)
- o   Govt Agency

Note:

• It is important to add contacts to the **Contacts** tab. This is so INZ staff who are not able to view the physical application may still appropriately discuss the application with an authorised contact person e.g. an adviser, partner or employer.

• It is important to correctly add any known or required contacts to an application as it may impact the triage result.

If…	Then…
There are no contacts for the	Process ends

application	
There are any contacts for the application	In AMS, use the **Contacts** tab to add them Click the **Contacts** tab, and o Click Add . The **Add New Contact** dialogue box appears. In the drop down box, select the **Contact Type**, and then… <table><tr><td>**If the contact is an adviser**</td><td>Go to Step 11</td></tr><tr><td>**Any other contact**</td><td>Go to Step 12</td></tr></table>

11. **Contact is an adviser**

If the contact is an adviser:

    o   Click **Search Adviser**.

The **Search Adviser** screen appears.

Use the adviser's licence number to search for them, or

    o   If a licence number is not available, complete the fields, and

    o   Click **Find**, then

    o   From the search results, select the adviser; and

    o   In the **Add New Contact** screen, click **OK**.

Note: If the adviser is exempt from licensing, then the reason they are exempt must be selected.

12. **Contact is not an adviser**

If the contact is not an adviser:

    o   Click **Search Client**.

The **Client Search** screen appears.

Search the contact in AMS. See [SOP Search a Client in AMS](#), and then

- o From the search result, select the contact and

- o In the **Add New Contact** screen, click **OK**.

After adding a contact, in the AMS **Contacts** tab, highlight and double click the contact to view the contact's AMS client profile.

Update the contact's AMS client profile with any supporting information submitted with the application (e.g. in the Employer Supplementary form and Sponsorship form).

Note: If the contact search in AMS results in no matching records, see [SOP Create a new client ID in AMS](#).

End

Health Lodgement

Classification: Unclassified

Date Published: 10 August 2023

When to use

Follow this SOP when completing lodgement steps related to health for all visa types, in conjunction with the relevant lodgement SOP(s).

This process relates to applications submitted on paper or online via Plone or IGMS and processed in AMS. It is not applicable to other systems. For applications on ADEPT, refer to the ADEPT User Guide.

Role

- Support Officer

Glossary of terms

ASH	Acceptable Standard of Health
Not ASH	Does not meet the requirement to have an acceptable standard of health
AWC	ASH with conditions
AFR	Awaiting further requirements
CXR	Chest X-ray (INZ 1096)
GMC	General Medical Certificate (INZ 1007)

HAT	Health Assessment Team
IHS	Immigration Health System
LMC	Limited Medical Certificate (INZ 1201)
MA	Medical Assessor
NZER	eMedical Reference
NZHR	IHS Reference
RSE-SMC	Recognised Seasonal Employer (RSE) Scheme Supplementary Medical Certificate (INZ 1143)
TB	Tuberculosis

Steps

1. **Determine whether a chest x-ray certificate and/or medical certificate is required**

Refer to immigration instructions A4.20 and A4.25.

Temporary entry class visa	Residence class visa
o Most applicants who intend to be in New Zealand for more than six months but not more than 12 months and are considered to have risk factors for TB (see A4.25.5) are required to provide a CXR and associated radiologist report apart from certain applicants (including some	o A medical certificate is always required, unless applying for a further residence class visa under RV2 or RV4. o A CXR is also required for those aged 11 or over at the time the application is lodged, unless the applicant is pregnant.

Released under Official Information Act

students) described in A4.25(d). o Applicants intending to stay in New Zealand for more than 12 months must include both a completed medical certificate and a CXR, apart from certain applicants (including some students) described in A4.25(d).	To check the length of stay: ▪ Check the application form for intended length of stay, then (if the applicant is onshore) ▪ Check the Movements tab in AMS for time already spent in New Zealand since the last entry

If…	Then…
A CXR and/or medical certificate is required	Continue to next step.
No medical certificates and/or CXR are required	Continue lodging the application following the relevant SOP(s). **END OF PROCESS**

Note: where a CXR would otherwise be required, pregnant women and children under 11 years of age are not required to have an X-ray examination.

2. **Determine the type of medical certificate required**

If the applicant is…	Then they should provide…
A partner* of a New Zealand citizen or resident intending to stay in New Zealand for more than 12 months * Living together in a genuine and stable relationship for 12+ months (F2.5(a)) **OR** A dependent child of a New Zealand citizen or resident intending to stay in New Zealand for more than 12 months (F5.1(a))	A Limited Medical Certificate and a CXR. **Note:** a General Medical Certificate is also acceptable (if already provided) in place of a Limited Medical Certificate. **Also note:** partners or dependent children who were eligible to be included in their partner/parent's earlier residence application but were not included or withdrawn must provide a General Medical Certificate (see E7.50 and R5.96).

OR A person (or the partner or dependent child of a person) who has been recognised as having refugee or protection status in New Zealand **OR** A UNHCR-mandated refugee who has been selected as a candidate for New Zealand's Refugee Quota Programme **OR** An applicant under the Refugee Quota Family Reunification (RQFR) Category	
A RSE limited visa applicant	A CXR (if the applicant is considered to have risk factors for TB – see A4.25.5) and a RSE-SMC if the applicant is from or lives in a country listed in WH1.15.15.
Any other applicant needing to provide a medical certificate	A General Medical Certificate and CXR.

3. **Check whether the relevant certificate(s) have been provided**

   1. To view the last medical provided by the applicant, in the AMS Applicant(s) tab, click the IHS button at the top of the screen.

   Otherwise, open the IHS and search using the health case reference information provided by the applicant. See SOP Searching for Health case in IHS

   2. Click the **Client History** tab to search for the most recent health case.

   3. View the type of medical certificate(s) displayed under the Case Summary tab.

If the correct certificates	Then…

Have been provided	Continue to next step.
Have not been provided	Request new medical certificates. See SOP – Request further information (RFI).

4. **Check if the certificate(s) in IHS is/are valid**

1. Note any other requirements as below:

If the applicant …	Then they must provide:
Is applying for a temporary or resident visa and has spent six consecutive months in any one or more countries not listed in A4.25.10 (list of low TB incidence countries, areas and territories) since their previous CXR was issued (see A4.20(e)(i) or A4.25(e))	A new CXR that is less than 3 months old.
Is applying for a resident visa and provided a LMC with a previous application but no longer meets the criteria for a LMC (see A4.20(e)(ii))	A new GMC that is less than 3 months old.
Is applying for a temporary or resident visa and did not provide a CXR or specified tests with a medical certificate in the past 36 months because of their age or because they were pregnant AND their age would now require them to undertake the specified tests or provide a CXR, or they are no longer pregnant (see A4.20(e)(iii) or A4.25(j))	A CXR and/or specified tests.

None of the above apply	Continue to **step 4(b)**.

2. Check the **Medical Completion** and **Medical Expiry** fields. A certificate is valid if:

- It was completed less than three months before the current application was lodged, or

- It was completed less than 36 months before the current application was lodged and

    - was provided with an earlier visa application, and

    - was assessed as ASH or AWC during that application.

If…	Then…
All certificates are in order and valid	Continue to next step.
Medical certificates are expired or new information is needed	Check **Client History** to determine whether there is another new/valid health case available. If not, consider whether to request further information (see SOP – Request further information) or (if the application has not been accepted) whether it should be 'Returned, Failed Lodgements' (RFL).

5. **Update data entry in the IHS**

See SOP - Update the visa details in a health case in IHS

1. Navigate to the **Visa Details** section.

2. Enter AMS client ID and referral type (or check any information already entered is accurate). *Result: a new Application Details section is created.*

3. Click **Add Application**.

4. Add the AMS application number in the **application ID** field in IHS and any other relevant information (visa category, visa type, length of stay and/or intended work activity).

5. Click **Save**.

6. **Check the status and outcome of any health assessment in IHS**

See related SOPs:

- o   [Check the Health Case Status in IHS](#)

- o   [Check the Health Assessment Outcome in IHS](#)

Review the **Case status** and **Latest Assessment Note** fields under the Case Summary tab and the banner at the top of the health case to determine if an ASH (or other) assessment has been made against the relevant category.

If the Case Status is…	This means…	Next steps are…
Open	The panel physician	o Create an AMS application note stating that the medical is OPEN.

	has not yet submitted the health case, or there has been a technical error.	○ Continue to next step.
Manual Assessment	The health case is under assessment (has not been auto-cleared and requires manual assessment by the HAT).	○ Create an AMS application note stating that the medical is under MANUAL ASSESSMENT. ○ Continue to next step.
Medical Opinion	The health case is either with a MA for assessment or awaiting referral.	○ Create an AMS application note stating that the medical is under MEDICAL OPINION. ○ Continue to next step.
Awaiting Further Requirements	Additional health information is required.	○ View the requirements under the **Further requirements** tab. ○ Check whether the information has already been provided. If not, request it if required. See SOP – RFI. Then, ○ Continue to next step.
ASH (see note below this table)	The health assessment has been completed and the applicant has an acceptable standard of health (ASH) for one	If the ASH outcome is not for the relevant category, reopen the health case for assessment under the different referral category. See SOP – ▶Re-open a health case in IHS. Continue to next step.

	or more categories.	
ASH with conditions (AWC) – current application (applies to temporary visa applications only)	The health assessment has been completed and the applicant has an acceptable standard of health subject to conditions.	Continue to next step. Do NOT reopen the health case.
ASH with conditions (AWC) – earlier application	The health assessment has been completed previously and the applicant has an acceptable standard of health subject to conditions (additional tests may be required with a further application).	Reopen the health case unless the latest assessment was made within three months and the visa details (visa type, intended length of stay) remain the same, or a new assessment is required for the visa category. See SOP – ▶ Re-open a health case in IHS Continue to next step.
Not ASH	The health assessment has been completed and the applicant does not have an acceptable standard of health.	o Create an AMS application note stating that the medical is NOT ASH. o Continue to next step.
Incomplete	Assessment has not	Check latest assessment note for reason before considering next

	been completed.	steps. Contact HAT if clarification is required.
On Hold	The case is on hold pending further action or information, i.e. is not in the HAT workflow.	o Release the health case only if it was pending submission of a visa application. See SOP – [Release a health case from on hold in IHS](#) o Create an AMS application note stating that the medical is ON HOLD. o Continue to next step.
Deferral	An application for residence must be deferred pending treatment (see [A4.55](#)).	o Create an AMS application note stating that the medical is DEFERRAL. o Continue to next step. A health assessment is ASH for all categories if: ▪ The **Latest Assessment Note** field shows that referral is not required and the decision is '**ASH for Temporary and Residence**', and/or ▪ The **Health Case Outcome** is **ASH (Temporary & Residence)** and/or ▪ The **Manual Assessment** field has a '**No**' and the '**Assessment Outcome**' is ASH. **Note:** If an applicant's health circumstances have changed since a previous ASH or AWC outcome and/or they

Released under Official Information Act

			declare new health information on their application form, further assessment may be required. Contact the HAT if clarification is needed.

7. **Make sure the relevant data entry has been completed in AMS**

Check the **Applicant(s)** tab in AMS to confirm the health details (**NZER** or **NZHR** and **Health Outcome**, if available) have been entered. If not, update these by clicking **Edit**, however leave blank (and add an AMS note instead) for the following outcomes:

- o Manual Assessment

- o Awaiting Further Requirements

- o Medical Opinion
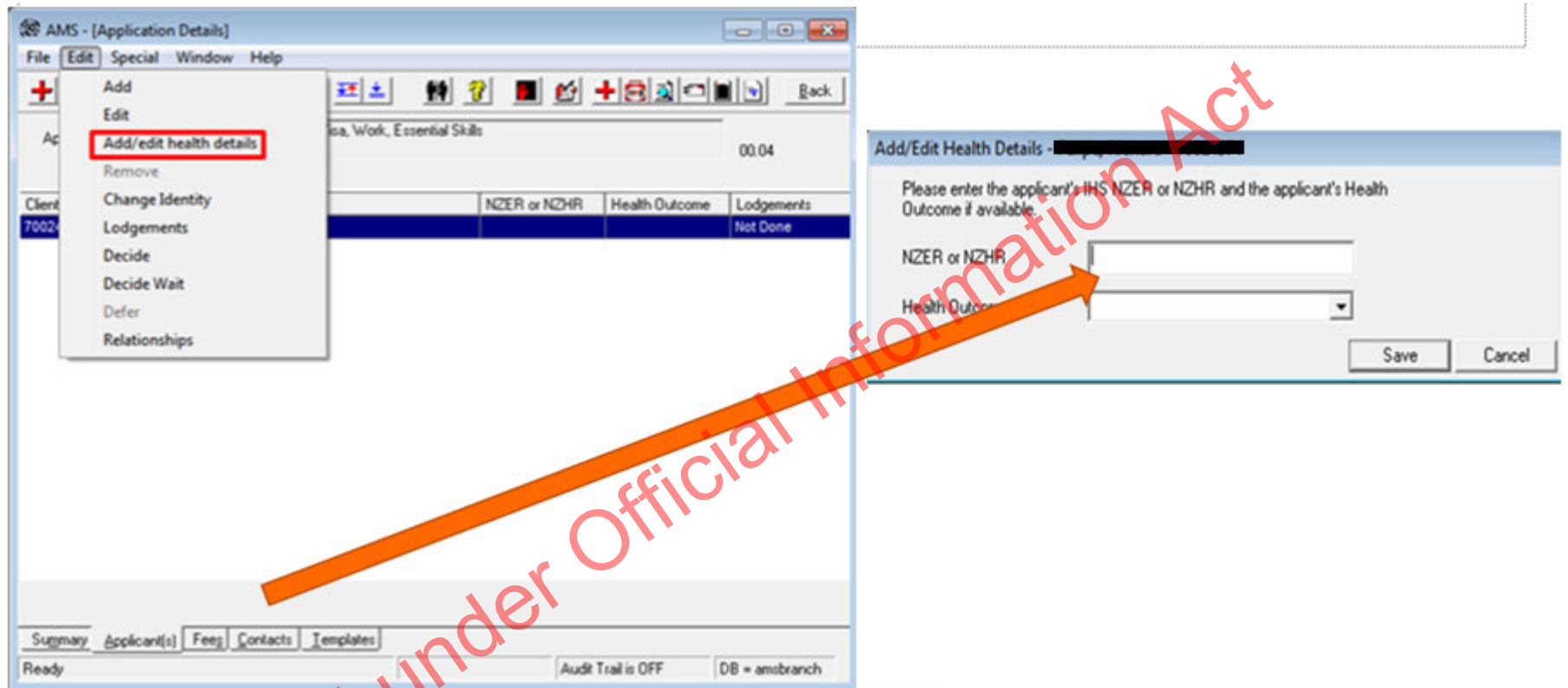
8. **Continue lodging the application following the relevant SOP(s)**

END

Lodge WTR application

Classification: Unclassified
Date Published: 25 September 2023

When to use

When an application under work to residence (WTR) has been received via IGMS.

This process applies to Green List, Care workforce and Transport Sector applications submitted under the WTR policy in effect after 29 September 2023.

See Immigration Instructions SR3, SR6, SR7.

Context

Applications for residence under WTR are made online through a system called IGMS which captures all application information and supporting documents.

Immigration Global Management System (IGMS) is a multiple submissions channel, which means that applicants can view and add additional documents to their application after their application is submitted.

Applications received via IGMS, once submitted, are found in AMS. The corresponding IGMS application can be viewed by INZ officers in IGMS.

Officers following this process to lodge WTR applications are responsible for checking documents, checking and completing data entry, requesting third party checks where applicable, and initiating manual triage.

Officers following this process to lodge applications must make clear notes in AMS application notes of any outstanding information for review by the immigration officer who is assigned to assess the application.

If any additional documents are received after the application has been lodge these should be forwarded to the processing branch.

Role

- Support Officer (SO)

- Immigration Officer (IO)

Related Resources

- Immigration Online

- [AMS Manual](#)

- [Visa Pak 45](#) (December 2011) *Lodging residence applications - updated advice*

Prerequisites

1. SO or IO is logged in to AMS

2. SO or IO is also logged into IGMS on the Chrome browser

Appendix

See [Lodge Template Letter WTR](#)

Steps

1. **Open the application in AMS and IGMS**

   o Copy the AMS application ID.

   o Paste the AMS application ID into the IGMS search field and open the relevant application.

2. **Determine the applicant's eligibility to apply for residence**

   o Check the applicant's profile in AMS

If…	Then…
Applicant is unlawful	o Check AMS status o Update client communication details in AMS as required o Forward the IGMS application details to s61@mbie.govt.nz

	o Inform the client via email, that because their application was submitted while they were not holding a valid visa on dd/mm/yyyy, they cannot make a visa application on dd/mm/yyyy, their online application is transferred to S61 team for further consideration. o S61 Immigration Officer will provide confirmation to NaDO [GPS Team] to tender after validating whether the client was indeed unlawful at the time, they submitted their application o NaDO [GPS Team] will then tender the application and send an acknowledgement letter to the client o Transfer the application to s61 unallocated queue See SOP How to Electronically Transfer Applications in AMS between Offices **END**
Liable for deportation	o Check **AMS warning** to confirm status o Update communication details in AMS, as required o Using the template, email the client. o Advise the client they are unable to apply and explain their refund options o Wait for the refund request **Note:** The application must remain under the name of the SO until a refund request is received. o Once the refund request is received, o Forward to an Immigration Manager to sign off and close the application **END**
Refugee claimant/Protected status Hold a limited visa Hold an interim visa Hold a transit visa	o Check AMS **Application** tab to confirm status o Update communication details in AMS as required o Using the template, email the client o Advise the client they are unable to apply and explain their refund options o Wait for the refund request **Note:** The application must remain under the name of the SO until a refund request is received. o Once the refund request is received, o Forward to an Immigration Manager to sign off and close the application **END**

None of the above apply	Go to **next step.**

3. **Open supporting documents in IGMS**

- o Check that all required information has been correctly uploaded. Ensuring the following documents are available:

  - Completed application form

  - WTR-specific application documents (for example, evidence of job offer and work experience in New Zealand)

  - Character certificates (dated less than 6 months old at the time of application lodgement) from the applicant's country of citizenship and any country where they have lived for 12 months or more in the last 10 years– see A5.5 and A5.10.

Refer to R2.40.1 Mandatory requirements for lodging an online application for a residence class visa.

See SOP – Find documents

Note: Documents should be able to be viewed (i.e., no system errors have prevented correct upload or ability to open the documents), correct, legible, and complete.

- o In AMS, check the client information (name, DOB, passport number etc) has correctly synced and there are no input errors.

- o Go into each document to ensure they have been correctly uploaded and are legible.

If…	Then…
The required documents are all present and there are no problems (e.g. with quality of scans, completeness etc.)	Go to **next step.**
It appears that all required documents have been provided but there are some problems (e.g. quality of document scan, pages missing, etc.) Or	Note the concern. Go to **next step.**

Mandatory documents are missing	

4. **Update the AMS client profile with the relevant applicant information**

   o   Check all information in AMS is correct. See SOP - [Update a client profile in AMS for an application](#)

      ▪   client details: name/other name/country of birth/citizenship/marital status/region or province

      ▪   travel document details, address, family tab

   o   If the client has multiple identities in AMS, speak with a TA before linking to one client ID number

   o   Associate the application with the identity that matches the passport

See SOP – [Link identities in AMS](#)

5. **Determine whether any partners or children who must be included in the application**

   o   Check the family tab to determine if there are any partners or dependent children holding or applying for a visa based on their relationship to the principal applicant (PA)

See [Visa Pak 508](#) Residence Applications Involving Family Members

If…	Then…
The PA has no partner or children included on their residence application and has no dependants holding (or applying for) a visa based on their relationship to the PA OR The PA has a partner and/or children who hold (or are applying for) a visa based on their relationship to the PA, and those same family members are included in the residence application.	Go to **next step**.
The PA has a partner and/or children who hold a visa	o Note the concern.

based on their relationship to the PA, but those family members are not included in the residence application	o Go to **next step.**

6. **Complete the AMS Contacts tab**

All contacts included in the application must be added to the AMS contact tab. Check the application form for any contacts to be added, including:

- o   Employer (take care to select the correct employer identity (CN))

- o   Licenced Immigration Adviser or Lawyer (if applicable).

To search: use their licence number (if available); the reason they are exempt (if exempt from licencing); if unlicenced, talk to a TA about next steps.

Refer to the AMS Manual: Contact tabs

Note: Double check all contact details (name, address, email) and NZBN (where applicable) have been entered correctly.

7. **Complete data entry**

In AMS, on the application **Summary** tab:

- o   Click **Process Lodgement** .

The **Lodgement** screen appears.

- o   Check the **data entry** and **lodgement** questions are correct

AMS - Lodgements

For applicant : Singh, Parvinder

				Lodgement Questions
No	**Yes**	**Waive**	**To Follow**	**Description**
☐	☑	☐	☐	Signed and completed application form
☐	☑	☐	☐	Passport size photograph(s)
☐	☑	☐	☐	Valid passport, travel document or other identity document
☐	☑	☐	☐	All other lodgement requirements met
☐	☑	☐	☐	Relevant medical documents received
☐	☑	☐	☐	Police Certificate
☐	☑	☐	☐	Full birth certificate or ID card
☐	☑	☐	☐	The applicant is NOT liable for deportation or had a liability suspended

Data Entry Questions

Duration of intended stay	○ <= 6 months　○ > 6 months and <= 12 months　◉ > 12 months
Is the applicant from a TB risk country?	○ Yes　◉ No
Has the applicant spent 3 months or more in the past five years in a TB risk country?	○ Yes　◉ No
Is an Immigration Adviser acting on behalf of this application?	○ Yes　◉ No
Is the applicant being assessed under pre-August 2017 SMC instructions?	○ Yes　◉ No
Occupation	[...] [　　　　　　]
Employer	[...] [　　　　　　]

[On] [Health] [Express Qns] [OK] [Cancel]

o　Click **OK**.

Note: If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

- o Go to the **Determinations** tab
- o Ensure occupation is entered
- o Under question, 'Employment meets remuneration threshold?', enter hourly rate (where this has been provided)

Notes:

- It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.
- The fields in the **Lodgements** screen may vary between the visa types.
- For applications that have loaded as 'Tendered' please make sure all the **Lodgement** Questions are ticked either **Yes** or **Waive**.

8. **Complete health lodgement**

Follow SOP Health lodgement.

9. **If required, request a New Zealand Police Check (NZPC)**

NZPCs are required for applicants who:

- o are aged 17 or older and
- o have lived in New Zealand for at least 12 months (either in one stay or intermittently) since turning 17.

NZPCs are also required for applicants who declare New Zealand convictions.

Applicants under the age of 17 and/or who have spent less than a year (total) in New Zealand do not require an NZPC.

If required, these can be requested and viewed through the Police Intelligence Check (PIC) portal.

Follow SOP – Submit NZPC

See PIC User Guide

If…	Then…

An NZPC is not required OR An NZPC is required but there is already an existing NZPC in the portal that is less than 6 months old at the time the	o No need to request a NZPC. o Go to next step.
An NZPC is required and there is no previous NZPC in the portal, Or any existing NZPC in the portal is more than 6 months old (at the date of lodgement)	o Request the NZPC through the [portal](#) o Go to next step.

10. **If required, manage any referral to the Specialist Assessment Team (SAT)**

Determine whether the application needs to be transferred to the SAT. See [IAC 21-RESTRICTED-01](#).

If…	Then…
There is no indication a SAT referral is required	Go to **next step**.
Section 6(c)	o Check INZ1200 is on file – if this is not available, make a note in AMS, the IO will them request this as part of their assessment o Follow the SAT referral process.

<table>
<tr>
<td></td>
<td>

- In AMS, transfer the application to SAT

- Email SATSMC@mbie.govt.nz advising of the transfer of application to SAT

o Send V375 template letter to the applicant

</td>
</tr>
<tr>
<td>If referral to SAT may be required due to CP concerns (refer paragraph 28(d) of the IAC)</td>
<td>o These SAT referrals should be completed by the IO as part of the assessment</td>
</tr>
</table>

11. **If required, request a National Security Check (NSC)**

If a NSC is required, the NSC form can be uploaded and submitted directly

NSC for all applicants should be submitted at the same time

Check the NSC guide for the relevant forms

1. **Determine whether the applicant(s) requires an NSC**

If…	Then…
NSCs are needed for any applicant	Continue to **Step 11(b)**.
NSC is not required	Go to **Step 12**

2. **Check whether the correct form has been provided and completed**

For the PA	o Download application form from IGMS, then
	o Section 6(c)
	o Go next step
For the SA	o Check they have provided either an INZ 1209 or INZ 1200
	o Section 6(c)
	o If the information is incomplete, note the concern, the IO will request this information as part of their assessment
	o Go next step

12.   **In AMS manually initiate risk assessment**

After completing all relevant data entry, initiate a risk assessment

- o   Go to AMS

- o   Go to **Application Details** tab

- o   Click **Initiate Assessment**

Press F5 on the computer keyboard to refresh and ensure most up-to-date results are available.

13. **Make a record of actions in AMS**

   o In AMS application notes, create a note to outline any actions not already noted in previous steps.

   o outline any outstanding information that needs to be requested by the immigration officer, for example if there are:

   ▪ Mandatory documents missing or

   ▪ Illegible documents or

   ▪ Family members not included who need to be included or

   ▪ Incomplete NSC forms or

   ▪ Any other relevant information.

   Note: System generated notes will already be made in AMS when an acknowledgment letter is sent, when an application is transferred between offices, and for NSC and NZPC, so additional notes are not required.

14. **Allocate application to the relevant office/officer**

Visa Operations will provide the name of the queue, a bulk transfer will be completed at the end of each day.

The following are the queue names for distribution of applications at the end of the day

Queue, Res SMC	*Landing queue SMC Applications (old policy and new policy)*
Queue, Res STR	*Landing queue STR applications*
Queue, Res WTR	*Landing queue WTR applications from 29 Sept 2023 (new policy)*
Queue, Res Sector	*Landing queue from 29 September 2023 (new policy)*

See SOP How to Electronically Transfer Applications in AMS between Offices

See SOP Using the Bulk File transfer screen

END.

Lodge 2021 Resident Visa Application (Online)

When to use

When a 2021 Resident Visa application has been entered into AMS via Immigration ONLINE.

Role

- Support Officer

- Immigration Officer

Prerequisites

- Application has been entered in AMS

- Application has been allocated to the appropriate case manager queue

Context

Once applications are received via Immigration ONLINE and entered into AMS, Officers are:

- Required to check and complete the data entry for the applications; and

- Separate out and manually create new AMS applications for dependent children intending to apply as principal applicants in their own right, and

- Manually initiate triage and prepare for allocation.

Note: For best practice, it is recommended that support staff deal with all administrative tasks. However as this is not practical for all offices, if tasks can be completed at a later stage, this is indicated in the detailed step description.

Steps

1. **Open the AMS application**

In the **AMS Workflow Management** screen:

- o Select and double click the application.

The AMS application opens.

In the AMS application **Summary** tab:

- o   Check that the IGMS Application identifier is present

Note: If the identifier is not present, then it is not an Immigration ONLINE application.

Then locate the application in the Document Management System (DMS).

- o   Open DMS in a web browser
- o   Enter the AMS application number (or other search criteria such as name); and
- o   Click **Search**.

2. **Update the client profile**

In AMS, on the **Applicant(s)** tab:

- o   Double click the client listed.

The AMS **Client Profile** screen opens.

In the **Client Profile:**

- o   Update the tabs as necessary.

See SOP Updating Client Profile in AMS for Lodgement.

3. **Identify and remove dependent children aged 25 years or older applying in their own right**

Check if there is a dependent child who is aged 25 years or older included in the application

If the application…	Then…
Does not have a dependent child who is aged 25 years or older included in the application	Proceed to step 4
Has a dependent child who is aged 25 years or older included in the application	See SOP Receiving a 2021 Resident Visa Application for a Dependent Child Aged 25 Years or Older. Then proceed to step 4

4. **Complete the Contacts tab**

Determine whether any contacts need to be added for the application. Common contacts for the 2021 Resident Visa include (but are not limited to):

- o   Advisor or Lawyer

- o   Employer (Required for the 2021 Resident Visa where skilled or scarce criteria is claimed)

Notes: It is important to correctly add any known or required contacts:

• To an application as it may impact the triage result.

• To the **Contacts** tab, so INZ staff who are not able to view the application may still appropriately discuss the application with an authorised contact person e.g. an advisor, partner or employer.

• And advisors (if applicable) should have associated addresses added in the **Client Contact** screen.

If…	Then…		
There are no contacts for the application	Go to Step 7		
There are any contacts for the application	In AMS, on the **Contacts** tab Click **Add** ✚. The **Add New Contact** dialogue box appears. In the drop down box: Select the contact type; then…		
	If the contact is an advisor	Go to Step 5	
	Any other contact	Go to Step 6	

5. **Contact is an adviser**

If the contact is an adviser:

    o   Click **Search Adviser**.

The **Search Adviser** screen appears.

Use the adviser's licence number to search for them, or

    o   If a licence number is not available, complete the fields, and

- o   Click **Find**, then

- o   From the search results, select the adviser; and

- o   In the **Add New Contact** screen, click **OK**.

> **Note:** If the adviser is exempt from licensing, then the reason they are exempt must be selected.

6. **Contact is not an adviser**

If the contact is not an adviser:

- o   Click **Search Client.**

The **Client Search** screen appears.

Search the contact in AMS. See SOP [Search a Client in AMS](#), and then

- o   From the search result, select the contact and

- o   In the **Add New Contact** screen, click **OK**.

After adding a contact, in the **AMS Contacts** tab, highlight and double click the contact to view the contact's AMS client profile.

Update the contact's AMS client profile with any supporting information submitted with the application.

> **Note:** If the contact search in AMS results in no matching records, see SOP [Create a new client ID in AMS](#).

7. **Check documentation**

In DMS, check that all the required documentation has been uploaded correctly for the application. See IGMS user guide - Locate and view Immigration ONLINE Application documents.

Examples of documentation problems include:

- o   Scanned documents illegible

- o   Incorrect document uploaded, e.g. expired passport

- o   Documents uploaded not complete

If documents have been	Go to Step 8

correctly uploaded	
If documents have not been correctly uploaded	Request the information from the client. See SOP [Request additional information](#)

Then go to Step 8 |

8. **Complete Health lodgement**

Check if there is a health case warning in AMS.

Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to SOP [Searching for a Health Case in IHS](#), SOP Check the Health Case Status in IHS, and [Check the Health Assessment Outcome in IHS](#).

In the Applicants tab, enter the IHS Health Details (NZER or NZHR and Health Outcome if available) in AMS. Refer to SOP [Recording Health Details in AMS](#).

Check if the medicals in the health case meets the medical requirements for the visa application. Refer to SOP [Checking Medical Certificates in IHS](#). For example, if a valid General Medical Certificate is ASH under Residence, it can be accepted for the 2021 Resident Visa.

Check [INZkit Guidelines](#) to decide if a medical referral is required.

Check the latest assessment notes or the outcome banner of the health case for details of the assessment conditions where applicable. The outcome banner on the top of the health case will indicate if it is ASH for a particular visa category. If it is unclear, use full view to read all assessment notes. If there are no notes, then the medical certificate may have auto-cleared. Refer to [FAQs - 'Auto-Assessed' health cases](#).

Check the date the medical was ASH and if there is new health information on the application, then determine if a new referral may be required.

You may need to reopen the health case to reactivate it for the assessment and attach any new information. Refer to SOP [Re-open a health case in IHS](#). Or if the Health Assessment Team (HAT) has requested to be informed when an application has been accepted then you may need to release the health case from on hold. Refer to SOP [Release a health case from on hold in IHS](#).

Important Note: If the medical was ASH under Residence, you do not need to reopen to assess under Limited guidelines.

Note: If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.

Update the 'Visa Details and Application Details' tab in IHS with the AMS information (AMS Client ID, Referral Note) and Visa Details (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

Unless the applicant was ASH for a General Medical Certificate under Residence or ASH for a Limited Medical Certificate under residence, then a medical referral will be required if the previous medical is less than 36 months old and any of the following situations apply:

If	Then …
1. The applicant has outstanding information for a General Medical Certificate	Retrieve medical certificate from previous application and refer for Limited Medical Certificate. Review the latest assessment notes of the health case in IHS for details. Refer to SOP Check the Health Assessment Outcome in IHS. If the client has provided further medical tests, then attach any relevant medical tests to the health case. Refer to FAQs - Add attachments to a health case.
2. The applicant was ASH under Temporary (and is within the 36 months validity period) only or Not ASH for a General Medical Certificate (and is within the 3 months validity period)	Retrieve medical certificate from previous application and refer for Limited Medical Certificate. Review the latest assessment notes of the health case in IHS for details. Refer to SOP Check the Health Assessment Outcome in IHS.
3. The applicant was ASH without referral but AMS Health notes includes details of abnormal findings	Retrieve medical certificate from previous application and assess against INZkit referral guidelines to determine whether referral is required for Limited Medical Certificate. Review the latest assessment notes of the health case in IHS for details. Refer to SOP Check the

	Health Assessment Outcome in IHS.
	Yes, go to Step 9 of this SOP
	No, go to Step 10 of this SOP

9. **Refer health case to HAT**

Where applicable, refer the Medical Certificate to the Health Assessment Team (HAT) by re-opening the health case in IHS. See SOP Re-open a health case in IHS.

Update the 'Visa Details and Application Details' tab in IHS with the AMS information (AMS Client ID, Referral Note) and Visa Details (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

If the health case was previously assessed as 'ASH with conditions' and the client has provided further medical tests, then attach any relevant medical tests to the health case. Refer to FAQs - Add attachments to a health case.

10. **Request third party check – NZPC**

Determine whether the client (as well as all included secondary applicants) requires a New Zealand Police Certificate (NZPC)

Check type	Note…
New Zealand Police Certificate (NZPC)	For the 2021 Resident Visa, a New Zealand police certificate is required for clients who are aged 17 and above, regardless of time spent in New Zealand. Existing, current NZPCs that are less than six months old at the time the 2021 Resident Visa is accepted can be used again. **Note:** Clients who have never been to New Zealand do not require an NZPC. If the client requires a NZPC, then request one using the Police Intelligence Check (PIC) portal. See SOP Submit third party request - NZPC

11. **Check against Specialist Assessment Team (SAT) rules**

See [IAC 18 - Restricted - 01](#) for instructions on when to make SAT referrals. **In general**, a SAT referral at lodgement stage is needed in the following cases (but see the IAC for more details):

- o Mandatory first tier assessment (nationals of several countries)

- o CP concerns

If a referral is not required, skip to step 14.

Note: Support officers do not need to consult the risk indicator guides (RIGs) to see if a referral to RAT is required. This will be the task of the immigration officer at a later stage.

12. **If SAT referral needed, check for complete information.**

If a case requires a SAT referral, confirm that the INZ1200 questions have been answered for each of the adult applicants. If they have not, request the applicant(s) to upload INZ1200 or any missing information into their IGMS application.

See SOP [Request additional information](#)

Note: The IGMS form should, in most cases, ask the INZ1200 questions of the principal applicant automatically. For non-principal adult applicants, the IGMS form will ask them to upload the PDF version of INZ1200 into IGMS.

13. **SAT referral needed (cont'd) – Email SAT and change location in AMS**

- o If the case needs a mandatory first tier assessment, email INZ.SATContactMailbox@mbie.govt.nz *with the subject line Mandatory 1st Tier SAT assessment: AN xxx*

- o If CP concerns have been identified, email SAT.Phdstudents@mbie.govt.nz with the subject line *1st Tier email referral to SAT: ANxxxx*

Record AMS notes as appropriate and change the AMS location of the file to 'SAT Response'. Go to step 15.

14. **Request third party check if required – National Security Check (NSC)**

   1. Determine whether the applicant (as well as all included non-principal applicants) requires an NSC. (Section 6(c)) If it is required, follow the instructions in this table. (Otherwise go to step 15.)

If	Then

The IGMS form asked the INZ1209 or INZ1200 questions AND The applicant(s) answered at least the 1209 questions completely (that is: Education, Employment, and Military history is complete with no significant timeline gaps)	Section 6(c)
The IGMS form did not ask the INZ1209 or INZ1200 questions	Request the applicant(s) to upload INZ1209 into IGMS. There is no need for a support officer to wait for a response, as the processing office will monitor
The IGMS form asked the INZ1209 or INZ1200 questions BUT The applicant(s) did not answer the 1209 questions completely (that is: Education, Employment, and Military history is NOT complete, i.e. has significant timeline gaps)	Request the applicant(s) to fill in the missing gap(s) in the timeline and to upload that information into IGMS. There is no need for a support officer to wait for a response, as the processing office will monitor

2. Record a note in AMS of the action(s) you took in step a) above. Copy any email you sent to the applicant into AMS.

Note: The SAT and NSC steps above need to be undertaken regardless of whether the principal applicant has a pending or recently decided/withdrawn SMC or RfW application in which these steps were completed, or even where an NSC or SAT result is recorded.

15. **Confirm eligibility of Phase 1 applicants**

For Phase 1 applications, determine whether the client is eligible to apply in Phase 1. This is done by checking the Applications tab in AMS for the client.

Note: AMS should automatically link a client's 2021 Resident Visa application to any existing, undecided SMC or RFW applications where it identifies one.

If the client has…	Then…
A current SMC application, Residence from Work application, or SMC Expression of Interest (EOI) as on 29 September 2021	Link the application to the client's 2021 Resident Visa using the Link Application icon If the client has a current SMC EOI as on 29 September 2021 then the Link Application icon cannot be used and instead an AMS Note should be made, which details the EOI number. Then proceed to step 16
None of the above	Create an AMS note that the client's eligibility could not be confirmed Then proceed to step 16

16. **Complete the Lodgement screen**

In AMS, on the application Summary tab:

 o   Click **Process Lodgement** .

The **Lodgement** screen appears.

 o   Complete all of the Lodgement Questions and the Data Entry Questions sections, and then

 o   Click OK.

Note: If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

Notes:

• It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.

• The fields in the **Lodgements** screen may vary between the visa types.

• For applications that have loaded as 'Tendered' please make sure all the **Lodgement** Questions are ticked either **Yes** or **Waive**.

17.   **Manually triage the application**

After completing the data entry for the application, manually triage the application (i.e. Initiate a risk assessment).

This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage, on the **Application Summary** tab:

- o **Click Initiate Assessment**.

See SOP <u>Working with an application's risk assessment</u>.

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o   Pressing the **F5** key on the keyboard.

18.   **Check if application meets allocation priority criteria**

If	Then...
The application meets criteria for high priority	In AMS Workflow, set the priority of the client's application to 'Y' Then go to Step 19

| The application does not meet criteria for high priority | Go to Step 19 |

19.   **File transfer**

Once everything is completed, file transfer the application to the appropriate queue in AMS.

END

When to use

When an INZ1275 '2021 Resident Visa application for a Dependent Child Aged 25 or Older' form is provided by a client.

See Operational Manual – S6.10.10

Role

- Support Officer, or

- Immigration Officer

Prerequisites

Ensure that the client has submitted an INZ1275 '2021 Resident Visa application for a Dependent Child Aged 25 or Older' form.

Steps

1. **Identify how the client has submitted their application**

If…	Then…
The client has submitted an INZ1275 form via a paper channel	Go to Step 3
The client has submitted an INZ1275 form via IGMS as part of another 2021 Resident Visa application	Go to step 2

2. **Note:** When the client submits an INZ1275 form via IGMS in another 2021 Resident Visa application, it should be an application for the family which the client claims to be a dependent child of. This is because IGMS allows families to upload an INZ1275 form where they have a dependent child aged 25 or older.

3. **Remove client from existing 2021 Resident Visa Application**

If the client has submitted an INZ1275 form via IGMS as part of another 2021 Resident Visa application then check to see if the client was also included as a secondary applicant.

If…	Then…
The client was not included as a secondary applicant, but has completed and uploaded an INZ1275 form in IGMS	Go to step 3

The client was included as a secondary applicant in another 2021 Resident Visa application	Remove the client as a secondary applicant from that 2021 Resident Visa application by doing the following:
	
	    o Open in AMS the 2021 Resident Visa application where the client is included as a secondary applicant
	
	    o Open the **Applicants** tab in AMS
	
	    o Select and highlight the client
	
	    o Click **'Remove'** in AMS
	
	Then draft and send a letter to the communication address of the 2021 Resident Visa application the client has been removed from, detailing that the client has been removed

	Then go to step 3

4. **File storage in IGMS**

All documentation for the client should be kept in the IGMS folder of the family's 2021 Resident Visa application which the client claims to be a dependent child of.

However, IGMS should only be used for storage, and documentation relating specifically to the client should not be made visible except internally.

When storing the client's documentation in IGMS, make sure to disable 'Client View'

Document Context	Application ⌄
Client View	● No
	○ Yes
Document Classification	In Confidence ⌄
	Use "In Confidence" for client documents. See Help for use of classifications.
Uploaded in Error	● No
	○ Yes
Additional	☑
Translation	☐

The ability to disable 'Client View' will appear when uploading documents in IGMS

Upload

As well as when editing existing documents in IGMS, when clicking the following icon

Client documentation that should be uploaded to IGMS includes:

- o   a scan of the INZ1275 form (if it wasn't already included in IGMS); and

- o   all supporting information provided by the client

Note: Keep this IGMS folder updated with any subsequent information the client provides.

If…	Then…
The client has submitted an INZ1275 form via IGMS as part of another 2021 Resident Visa application which the client claims to be a dependent child of	Make sure to follow Step 3 by using IGMS for storage of the client's documentation, and go to step 4
The client has submitted an INZ1275 form via a paper channel AND there is an existing 2021 Resident Visa application in IGMS for the family which the client claims to be a dependent child of	Make sure to follow Step 3 by using IGMS for storage of the client's documentation, and go to step 4
The client has submitted an INZ1275 form via a paper channel BUT there is no existing 2021 Resident Visa application in IGMS for the family which the client claims to be a dependent child of	Retain the client's application in paper format, and go to Step 4 **Note:** The client's documentation should be uploaded into IGMS at a later date, once the family which the client claims to be a dependent child of makes their own 2021 Resident Visa application via IGMS.

5. **Tendering a 2021 Resident Visa in AMS**

A new application for a 2021 Resident Visa must be tendered in AMS where the client is the Principal Applicant

The tender date should be the same date as the date the client submitted the INZ1275 form. See SOP Tender an application in AMS.

6. **Make AMS notes about where the client's files are retained**

In the AMS notes for the client's 2021 Resident Visa, make a record of the AMS/IGMS application number to the IGMS folder where the client's documentation is kept.

7. **Confirm eligibility to apply**

Clients applying for a 2021 Resident Visa as a dependent child aged 25 years or older are eligible to apply due to previously being included as a dependent child in one of the following, as on 29 September 2021:

- o a current, undecided Skilled Migrant Category (SMC) application; or

- o a current, undecided Residence From Work (RFW) application, or

- o a current SMC Expression of Interest (EOI).

Use AMS or CSSM Skilled Migrant Online Services to confirm if, on the 29 September 2021, the client was included as a dependent child in at least 1 of the 3 stated above.

If…	Then…
The client appears eligible to apply on the basis of being a dependent child aged 25 years or older	Link the application where the client originally appeared as a dependent child to the client's newly tendered 2021 Resident Visa using the **Link Application** icon If the client was a dependent child in a current SMC EOI as on 29 September 2021 then the **Link Application** icon cannot be used and instead an AMS Note should be made which details the EOI number.

	Then go to Step 7
The client does not appear eligible to apply on the basis of being dependent child aged 25 years or older	Make an AMS note in the client's AMS that they do not appear eligible to apply for a 2021 Resident Visa as a dependent child aged 25 years or older Then go to Step 7

8. **Proceed to lodge application for 2021 Resident Visa**

The new 2021 Resident Visa application for the client must be lodged and all standard lodgement requirements must be met, other than the following:
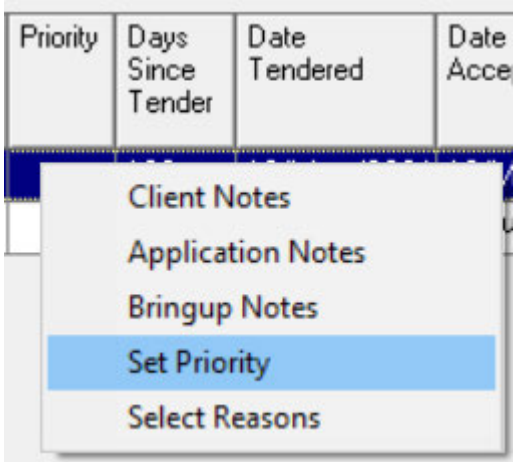
   o   Fees and levy are not required for 2021 Resident Visa application for a dependent child aged 25 or older. Do not request payment for this type of application.

   o   By special direction of [x], there is no requirement to provide original or certified documents for lodgement of a 2021 Resident Visa application for a dependent child aged 25 or older. Do not request original or certified documents for this application.

Note: You may still request plain copies of required documentation if it is missing.

See SOP Lodge 2021 Resident Visa Application (online) and SOP Lodge application (temporary, paper)

9. **Check if application meets allocation priority criteria**

If	Then…
The application meets criteria for high priority	In AMS Workflow, set the priority of the client's application to 'Y'

	  Then go to Step 9
The application does not meet criteria for high priority	Go to Step 9

10. **File Transfer**

Once everything is completed, file transfer the application to the appropriate queue in AMS.

END

Provide a Validating Code to Clients Applying for a 2021 Resident Visa During Phase 1

When to use

When a client requests from INZ a validating code in order to apply for a 2021 Resident Visa during Phase 1.

- Support Officer; or

- Immigration Officer; or

- Technical Advisor

Prerequisites

Request for the ability to apply during Phase 1 has been received by client and forwarded to the appropriate INZ inbox for action.

Ensure that the client has been identified and that the client's details are open in AMS, and that the client has provided a contact email address.

Steps

1. **Request made**

Check that the client has specifically requested to apply for a 2021 Resident Visa during Phase 1.

Phase 1 is from 1 December 2021 until 28 February 2022.

2. **Confirm eligibility to apply**

Clients applying for a 2021 Resident Visa in Phase 1 are eligible to apply due to having one of the following on 29 September 2021:

- o a current, undecided Skilled Migrant Category (SMC) application; or

- o a current, undecided Residence From Work (RFW) application, or

- o a current SMC Expression of Interest (EOI) that included a dependent child aged 17 years or older

Use AMS or CS:SM Skilled Migrant Online Services to confirm if, on the 29 September 2021, the client had at least 1 of the 3 stated above.

If…	Then…
Client appears eligible to apply in Phase 1	Go to Step 3

Client does not appear eligible to apply in Phase 1	Make an AMS note in the client's AMS that the client's eligibility to apply for a 2021 Resident Visa in Phase 1 could not be confirmed Then go to Step 3

Note: All applicants from within an SMC, RFW or SMC EOI can apply independently for a 2021 Resident Visa if they choose to (notwithstanding R2.40(d)). However, only the first applicant to apply will be able to use that respective SMC, RFW or SMC EOI number in IGMS. Everybody else will require a validating code to be provided to them.

3. **Respond to the client's request**

Draft and send a response email to the client.

For emails where a validating code is being provided, the email should include:

- o   acknowledgement of the client's request; and

- o   a validating code, and

- o   a disclaimer that a validating code only allows the client to apply, and that it is the client's responsibility to ensure they meet 2021 Resident Visa eligibility criteria before applying.

For emails where a validating code is not being provided, the email should include:

- o   acknowledgement of the client's request; and

- o   a response that a validating code will not be provided, and

- o   an explanation as to why the client does not appear to meet Phase 1. E.g. the client had, on 29 September 2021, not made an SMC or RFW application.

Notes:

-A validating code should not be withheld for those who appear eligible to apply in Phase 1, even if it is clear that they may not be able to be granted a 2021 Resident Visa application.

-A validating code does not have to be provided to individuals who clearly do not meet Phase 1 requirements. See S6.5.5(a)

4. **Update AMS**

Update AMS notes under the client's identity to include all correspondence, as well any validating code that was provided.

5. **Update the validating codes spreadsheet**

Once a validating code has been provided to the client, update the validating codes spreadsheet to show that the specific code has been used.

Next to the specific code also enter the AMS details of the client who made the request.

END

Family Category Residence

Family Category Standard Operating Procedures (SOPs) cover the steps associated with receiving and lodging Family Category applications. They apply to the following categories of residence applications:

- Partnership
- Dependent Child
- Parent Tier One [Capped]
- Parent Tier Two [Capped]
- Residence from Work, Religious Worker
- Residence from Work Long Term Skills Shortage List
- Refugee and Protection
- Domestic Violence

Lodge application (online)

When to use

When an application has been entered into AMS via either:

- Bulk Data Capture (BDC), or
- Immigration ONLINE.

Role

- Documentation Officer

- Support Officer

- Immigration Officer

Prerequisites

- Application has been entered in AMS

- Application has been allocated to the appropriate case manager queue

Context

Applications are entered into AMS when received either via:

- Visa Application Centres (VAC), or

- Immigration Online.

Officers are:

- Required to check and complete the data entry for the applications, and

- Manually initiate triage and prepare for allocation.

Note: For best practice, it is recommended that support staff deal with all administrative tasks. However as this is not practical for all offices, if tasks can be completed at a later stage, this is indicated in the detailed step description.

Steps

1. **Open the AMS application**

If…	Then…
A BDC application	Go to Step 2

An Immigration Online application	Go to Step 3

2. **For BDC applications**

Search and locate the client in AMS.

If...	Then...
A passport has been submitted	Scan the passport and save the passport against the client in AMS. See SOP Scan Travel Document
A passport has not been provided	Search the client using the information provided in the application. See SOP Search a client in AMS

After scanning the passport, in AMS:

- o Click the **Applications** tab, and
- o Double click the application to open it.

If a paper application has been received:

- o Ensure the application number is present on the top-right corner of the application form's front page or cover sheet (this may be hand written or auto populated by an office's allocation tool)

Then go to Step 4.

3. **For Immigration Online applications**

In the **AMS Workflow Management** screen:

- o   Select and double click the application.

The AMS application opens.

In the AMS application **Summary** tab:

- o   Check that the **IGMS Application identifier** is present

Note: If the identifier is not present, then it is not an Immigration ONLINE application.

Then locate the application in the Document Management System (DMS).

- o   Open DMS in a web browser

- o   Enter the AMS application number (or other search criteria such as name); and

- o   Click **Search**.

4. Update the client profile

In AMS, on the **Applicant(s)** tab:

- o Double click the client listed.

The AMS **Client Profile** screen opens.

In the **Client Profile**:

- o Update the tabs as necessary.

See SOP Updating Client Profile in AMS for Lodgement.

5. Complete the Contacts tab

Determine whether any contacts need to be added for the application. Common contacts include (but are not limited to):

- o   Supporting partner

- o   Acceptable Sponsor

- o   Advisor

- o   Education Institute

- o   Travel Agent

- o   Govt Agency

- o   Employer

- o   Guardians

- o   Business codes (e.g. Christchurch Reconstruction, Dairy Farm Fraud, etc.)

- o   Supporting Organisation

Notes: It is important to correctly add any known or required contacts:

- To an application as it may impact the triage result.

- To the **Contacts** tab, so INZ staff who are not able to view the physical application may still appropriately discuss the application with an authorised contact person e.g. an advisor, partner or employer.

- And advisors (if applicable) should have associated addresses added in the **Client Contact** screen.

If…	Then…
There are no contacts for the application	Go to Step 8
There are any contacts for the application	In AMS, on the **Contacts** tab o Click **Add** ➕. The **Add New Contact** dialogue box appears.

	o In the drop down box:	
	o Select the contact type; then…	
	If the contact is an advisor	Go to Step 6
	Any other contact	Go to Step 7

6. **Contact is an adviser**

If the contact is an adviser:

- o   Click **Search Adviser**.

The **Search Adviser** screen appears.

Use the adviser's licence number to search for them, or

- o   If a licence number is not available, complete the fields, and

- o   Click **Find**, then

- o   From the search results, select the adviser; and

- o   In the **Add New Contact** screen, click **OK**.

Note: If the adviser is exempt from licensing, then the reason they are exempt must be selected.

7. **Contact is not an adviser**

If the contact is not an adviser:

- o   Click **Search Client**.

The **Client Search** screen appears.

Search the contact in AMS. See [SOP Search a Client in AMS](#), and then

- o   From the search result, select the contact and

- o   In the **Add New Contact** screen, click **OK**.

After adding a contact, in the **AMS Contacts** tab, highlight and double click the contact to view the contact's AMS client profile.

Update the contact's AMS client profile with any supporting information submitted with the application (e.g. in the Employer Supplementary form and Sponsorship form).

Note: If the contact search in AMS results in no matching records, see SOP Create a new client ID in AMS.

8. **Check documentation**

9.

If the application is…	Then…	
A BDC application	Go to Step 9	
An Immigration Online application	In DMS, check that all the required documentation has been uploaded correctly for the application. See IGMS user guide - Locate and view Immigration ONLINE Application documents Examples of documentation problems include: Scanned documents illegible Incorrect document uploaded, e.g. non-national police certificate Documents uploaded not complete e.g. front page of employment agreement only	
	If documents have been correctly uploaded	Go to Step 9
	If documents have not been	Then request the information from the

	correctly uploaded	client. See SOP Request additional information

10.   **Complete health lodgement**

Check if there is a health case warning in AMS for the client.

Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to SOP Searching for a Health Case in IHS.

Check what medical and/or chest x-ray certificates are included in the health case and ensure they meet the health requirements for the application you are lodging. Refer to SOP Checking Medical Certificates in IHS.

Check the status of the health case to determine if it has been assessed. Refer to SOP Check the Health Case Status in IHS.

If…	Then…
A new medical and/or chest x-ray certificate has been provided and the health case is available in IHS **or** **A previous valid ASH health case exists in IHS and is within the 36 month window**	Review the health case in IHS for a medical assessment outcome. Check the latest assessment notes in the health case for detail of the assessment conditions where applicable. The notes indicate if it is ASH for a particular visa type (or application only). If there are no assessment notes the medical certificate may have auto-cleared. Check if any further requirements are required. See SOP Check the Health Assessment Outcome in IHS and Determine Further Requirements for a Health Case. **Note**: You may need to re-open the health case for a new assessment. Refer to SOP Re-open a health case in IHS. Or you may need to release a health case from on hold. Refer to SOP Release a health case from on hold in IHS. Also refer to Cheatsheet - IO actions in IHS for communications to HAT.

	In the Applicants tab in AMS, record the IHS Health Details (NZER or NZHR and health outcome if available) of the medical and/or chest x-ray certificate in IHS within the applicant's application.
	See SOP Recording Health Details in AMS
	Notes: • Only add the health details for the medical and/or chest x-ray certificate in IHS after all lodgement requirements have been met • Health details for a medical and/or chest x-ray certificate in IHS should not be added in AMS if the application is being 'accepted' as an exception to normal medical lodgement requirements. • A waiver is required if a medical and/or chest x-ray is/are accepted for lodgement purposes under special circumstances. If in doubt, please check with Technical Advisor and/or Immigration Manager. (E.g.: Meds and X-ray completed for previous application and are within 36 months but previous officer forgot to consider it, DO NOT add health details in AMS but waive it for lodgement purposes).
The health case was previously assessed as 'ASH with conditions' or 'Deferral' and the client has provided further medical tests.	Re-open the health case and add the further tests as attachments. Update the Identifiers and Visa details. Add in a 'Referral Note' to inform the HAT that new information has been received for the health case. Refer to SOP Re-open a health case in IHS, FAQs - Add attachments to a health case and Cheatsheet - IO actions in IHS for communications to HAT. In the Applicants tab in AMS, record the IHS Health Details (NZER or NZHR) of the medical and/or chest x-ray certificate in IHS within the applicant's application. See SOP Recording Health Details in AMS.

	Note: You will need to wait until the health case is re-assessed before you can record a health outcome for the Health Details in AMS. **Important Note**: If the further requirements have not been provided for the ASH with conditions or Deferral health case, you will need to advise the HAT to prescribe these. Refer to [SOP Determine Further Requirements for a Health Case](#).

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

Note: It is important that the **Identifiers** tab in IHS is updated with the relevant AMS identifiers (e.g. AMS Client ID or AMS Application number) and Visa Details (Visa Category, Visa Type, Length of Stay (if applicable), and Referral Type) during the completion of the health lodgement. In the **Identifiers** tab, enter the relevant AMS identifiers and visa details in the respective text fields and click **Save**. Always add in a 'Referral Note' to inform the HAT of what needs to happen next for the health case. Refer to [SOP Update the visa details in a health case in IHS](#).

11. **Complete the Lodgement screen**

In AMS, on the application **Summary** tab:

- o Click **Process Lodgement** .

The **Lodgement** screen appears.

- o Complete all of the **Lodgement** Questions and the **Data Entry** Questions sections, and then
- o Click **OK**.

Note: If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

Notes:

- It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.

- The fields in the **Lodgements** screen may vary between the visa types.

- For applications that have loaded as 'Tendered' please make sure all the **Lodgement** Questions are ticked either **Yes** or **Waive**.

12. Manually triage the application

After completing the data entry for the application, manually triage the application (i.e. Initiate a risk assessment).

Note: Triage only runs on 'Accepted' applications.

This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage, on the **Application Summary** tab:

- o   Click **Initiate Assessment**.

See SOP Working with an application's risk assessment.

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o Pressing the **F5** key on the keyboard.

13. **Request third party checks**

Determine whether the client requires a New Zealand Police Certificate (NZPC) and/or National Security Check (NSC).

Check type	Note...
New Zealand Police Certificate (NZPC)	A New Zealand police certificate is required for clients who have lived in New Zealand for at least 5 years (in one stay or intermittently) since attaining the age of 17. If the client requires a NZPC, then request one using the Police Intelligence Check (PIC) portal. See SOP Submit third party request - NZPC
National Security Check (NSC)	Section 6(c) If a national security check is required, then submit a NSC request. See SOP Submit third party request – NSC

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

14.   **Check against Specialist Assessment Team (SAT) rules**

See IAC 18 - Restricted - 01 for instructions on when to make SAT referrals. If an application has been identified as meeting SAT rules, then consult with a designated Immigration Officer or Technical Advisor about:

o   Whether to refer application to the SAT; and/or

o   Whether more information is required.

If an SAT referral…	Then…
Does not require further information	Continue to Step 14
Requires further information	Request the information from the client (see SOP Request additional information) and advise them to send the information directly to the SAT.

*While it is recommended that this step is performed during lodgement, it may be completed by an Immigration Officer after the application has been allocated for assessment.

15.   **Prepare the application for allocation**

If the application is…	Then…
An Immigration Online Temporary-Entry Class application	Continue to Step 15
An Immigration Online Residence Class	Triage and allocate appropriately. END

application	
A BDC application	Organise the application file in the following order: a. Application form b. Other first-party INZ forms (e.g. National Security Check and Chinese supplementary forms) c. Medical and/or Chest x-ray certificate d. Applicant's character certificates e. Third-party INZ forms (e.g. Sponsorship form and Employer Supplementary form) f. Supporting documents g. If part of a group of applications, ensure application is linked to the other related applications (e.g. a family group of applications)

16.   **Note:** In rare cases, a fee waiver may need to be completed on an application at this point.

17.   **Application is an Immigration Online Temporary-Entry Class application or a BDC application**

In AMS, applications can be assigned either by:

- o   In the Application Summary tab, changing the Case Manager (found), or

- o   Using the bulk transfer functionality, to move transactions as required. See [SOP Using the Bulk File Transfer screen](#).

Notes:

- An application must be triaged before it is transferred to another office.

- If the application is to be transferred to another office; ensure that the office practice for file transfer is followed, including notifying the file coordinator of the transfer. See [SOP How to electronically transfer applications in AMS between offices](#).

End

Lodge application (family resident, paper)

When to use

When an application is received for the first time, or an application is re-submitted.

Role

- Mail Officer, or

- Documentation Officer.

Guidelines

Follow the timeframes in the table below when lodging a Family Category application.

Situation	Timeframe
Application complete - Lodge application	Complete lodgement and forward to processing office within 7 working days
Applicant is in New Zealand but not on a current visa	RFL within 24 hours
Sponsor/Supporting partner is not in	RFL within 24 hours

New Zealand	
One or more dependent family members on associated temporary visas are not included in the Residence application	See Step 1 below RFL within 24 hours OR Defer application for 48 hours and allow the applicant the opportunity to include them meeting all the mandatory lodgement requirements
Fee declined	Contact applicant within 24 hours and request fee Applicant has 2 working days (from contact) to provide fee RFL application on 3rd working day if above deadline not met See SOP Return Failed Lodgement
Mandatory documents missing	Identify missing documents and contact applicant within 24 hours of receipt of application Applicant has 2 working days (from contact) to provide missing documents RFL application on 3rd working day if above deadline not met See SOP Return Failed Lodgement

Be considerate of the client's circumstances and provide a good standard of customer service. For example, if you are deferring or holding an application on a Friday then the due date should be a Wednesday. Or, if the due date is a Friday and the client submits the information on a Friday afternoon, then the application should be held until you physically receive the information.

Steps

1. **Confirm if a declared immediate family member holds a temporary entry class visa based on their relationship with the principal applicant.**

To do so:

- o   Open each immediate family member's AMS client record/application tab, and

- o   Follow the steps in the table below

If…	Then…
If all immediate family members are declared and included in the application	Go to step 3
If all immediate family members are declared but not included in the application and **do not** hold a temporary entry visa based on their relationship with the principal applicant	Go to Step 3
If all immediate family members are declared and not included in the application and hold a temporary entry visa based on their relationship with the principal applicant	RFL within 24 hours OR Defer application for 48 hours and allow the applicant the opportunity to include them meeting all the mandatory lodgement requirements

2. **Check mandatory documents**

Check that the following mandatory documents, required for acceptance of a Residence application, are present for

each

applicant included in the application:

1. Signed application form (signed by all applicants aged 17 and over)

2. Fee

3. Birth certificate (full, including name, date & place of birth, parents' names) or acceptable secondary identity evidence (e.g. Indian or South Korean clients)

4. Original passport

5. Two passport photos

6. Medical certificate in Immigration Health System (IHS) New Zealand (NZER Number) (less than 3 months old, or the applicant has provided a medical certificate with a visa application in the past 36 months where the applicant was deemed to have an acceptable standard of health).

7. Police certificate (PC) for applicant's country of citizenship and all countries the applicant has lived in for the more than 12 months in the last 10 years (less than 6 months old, for all applicants aged 17 and over, or the applicant has provided relevant PCs with a previous visa application which are still valid & noted on AMS).

Note: For applicants applying under dependent child and partnership categories, PCs that have previously been submitted are valid for 24 months from date of issue.

A checklist of mandatory requirements for different application categories is [here](#)

3. **Are all mandatory documents present?**

Follow the steps in the table below.

If …	Then…
Yes, all mandatory documents are present	Go to Step 3
No, all mandatory documents are not present	See SOP [for Determining whether an application can be held when](#)

	<u>any mandatory documents are</u> <u>missing</u>
Not present but evidence provided of applying for missing documents	Complete Document Waiver for Family Residence Lodgement in AMS template letter system. Give file to IM or TA to Consider Document Waiver. See SOP <u>Consider document waiver for</u> <u>lodgements</u>.

4. **Process application fee and application levy**

1. Add details to AMS under the Finance tab.

2. Ensure the correct fee is taken:

If the client is onshore then ensure that onshore fee is taken and if client is offshore then ensure that the offshore fee is taken.

5. **Complete the lodgement process in AMS**

Complete the Coversheet for Residence Application <u>here</u> as appropriate:

1. In the **Contacts** tab, add the sponsor/supporting partner/employer and, if applicable, immigration adviser details.

2. In the **Family** tab, add/amend family details, for each applicant included in the application.

3. In the **Address** tab, add/amend address details, for each applicant included in the application.

4. Check **AMS Notes** for passport scan result or scan passport.

5. In the **Immigration Health System (IHS)**, check to see if a medical has been submitted and if it has been assessed. Refer to <u>SOPs</u> <u>Searching for a Health Case in IHS</u> and <u>Check the Health Case Status in IHS</u>.* In the applicants tab, enter the Health Details (NZER or NZHR and Health Outcome if available)in AMS. Refer to <u>SOP Recording Health Details in AMS</u>.

6. Print previous valid **Police Certificate** details, if applicable. If new PC has been submitted then a note should be made in AMS attesting the PC details.

> **Note**: Ensure '**Acceptance Date**' entered in AMS is the date the last mandatory lodgement requirement was received by INZ.
>
> ***Note**: It is important that the 'Identifiers' tab in IHS is updated with the relevant AMS identifiers (e.g. AMS Client ID and AMS Application Number) and Visa and Referral Details (Visa Category, Visa Type, Referral Type) during the completion of the health lodgement. In the 'Identifiers' tab enter the relevant AMS identifiers and visa details in the respective text fields and click 'Save'. Refer to [SOP Update the visa details in a health case in IHS](#).

6. **Process original documents**

   1. Photocopy original documents and stamp as 'original sighted' or

   2. Photocopy on a photocopier programmed to date documents and confirm as original sighted.

> **Note**: Original PCs, any INZ forms, any document clearly addressed to INZ or Certified Copies do not need to be copied and originals to be retained on file.

7. **Compile documents into a physical application file**

Tag in the following order (where documents are present and relevant to this application):

   1. Application coversheet

   2. Lodgement waiver

   3. Cover letter from applicant/immigration adviser

   4. Application form (INZ Form 1000)

   5. Additional Details form/National Security Check (if applicable)

   6. Police Certificate

   7. Marriage Certificate (If applicable)

   8. Supporting Documents/Relationship Evidence

   9. Partners Supporting Form (INZ Form 1178)

   10. Partners Immigration Status (Passport/Label Details/NZ Citizenship/Residency details)

   11. Medical certificate

12. Birth Certificate

13. Passport (original sighted)

> **Note**: The Order of documents for different Family Residence Categories can be found [here](#):
> - Partnership Category
> - Dependent Child Category
> - Parent Category
> - Other Categories

8. **Is a Medical Referral needed?**

Check [INZkit Guidelines](#) to decide if a medical referral is required.

> **Note**: Medical certificates provided with previous applications must be less than 36 months old at time of submission.
> If the medical is in IHS at the time the residence application is received and it has not been considered previously, that medical must have been issued less than 3 months
> old before the residence application was made.
> If the previous medical certificate is more than 36 months old, or a new medical certificate less than 3 months old has not been provided; see SOP Determine whether an application can be held when any mandatory documents are missing. See SOP [Manage missing mandatory documents](#).
> **Important Note**: If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.

Check if there is a health case warning in AMS.

In IHS, review the health case to check its status and if it has a health outcome. Refer to [SOP Check the Health Case Status in IHS](#) and [Check the Health Assessment Outcome in IHS](#).

Check if the medicals in the health meet the medical requirements for the visa application. Refer to [SOP Checking Medical Certificates in IHS](#).

Check the latest assessment notes for details of the assessment conditions where applicable. The notes will indicate if it is ASH for a particular visa type (or application) only. If it is unclear, use full view to read all assessment notes. If there are no notes, then the medical certificate may have auto-cleared. Refer to FAQs - 'Auto-Assessed' health cases.

Check the date the medical was ASH and if there is new health information, then determine if a new referral is required. You may need to reopen the health case to reactivate it for the assessment and attach any new information. Refer to SOP Re-open a health case in IHS and FAQs - Add attachments to a health case.

> **Important Note**: **If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.**

Update the 'Identifiers' tab in IHS with the AMS identifiers (AMS Client ID, AMS Application number) and Visa Details (Visa Category, Visa Type, and Referral Type). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

If a previous medical was provided, a medical referral will be required if the medical is less than 36 months old and any of the following situations apply:

If	Then …
The applicant was ASH **without referral** or ASH under Residence	Check the AMS Health Notes for any significant or abnormal findings **Were there abnormal findings?** **Yes,** then: o **Paper Medicals**: Retrieve medical certificate from previous application and assess against INZkit referral guidelines to determine whether referral is required for Residence o e-Meds (IHS): Check the health case in IHS and review the latest assessment notes for details. Email HAT (HAT@mbie.govt.nz) to refer under Residence Guidelines. Update the "Identifiers" tab in IHS.

	No, go to Step 9 of this SOP
The applicant was ASH under Temporary **after referral**	Retrieve medical certificate from previous application and check the health case in IHS. Review the latest assessment notes for details. Reopen the health case for a new assessment.
	Where applicable, request File Coordinator in office where previous application is held to scan and email certificate, then refer printed copy of scan to Medical Assessor via HAT.
	Create a note in AMS e.g. 'Medical for [name] referred to MA [today's date].'
	Note: If no response is received from the File Coordinator within 24hrs, consider escalating the request to the relevant Immigration Manager.

9. Is a New Zealand Police Certificate required?

Has the applicant been in New Zealand for a combined total of 12 months or more at lodgement date?

If…	Then…
Yes	Request NZPC via NZPC Portal for all applicants aged 17 and over who have spent more than 12 months in New Zealand in the last ten years.
	See SOP for Submit Third Party Request - NZPC and the New Zealand Police Intelligence Check Portal User Guide
	State NZPC request in AMS by saying 'NZPC requested for [name] [date]'
	Go to step 10.
No	Go to Step 10 (no NZ PC needed)

10. **Is a National Security Clearance [NSC] required?**

See SOP Submit Third Party Request - NSC Checks

If…	Then…
A completed NSC (INZ 1209) / Additional Information (INZ 1200) form has not been provided at lodgement	Enclose a form with the Acknowledgement letter o Include a request in the letter that the client submit the completed form (to the appropriate office, where applicable) within 3 working days. # Section 6(c)
# Section 6(c)	Send the appropriate template letter for acknowledgement and referral to the IPB, with form INZ 1200 to the applicant and ask them to return it to IPB at: **Immigration Profiling Branch** **PO Box 111** **Wellington** Send the application and all original documents, including the passport, to IPB.
The applicant is applying under the Refugee	Send the appropriate template letter for

Category or the Refugee Family Support Category	acknowledgement and referral to the IPB Send the application and all original documents including the passport to IPB
No NSC required	Go to step 11

11. **Post or email an acknowledgement letter**

Send the Acknowledgement letter template, along with any original documents (where appropriate), to the applicant. Ensure original documents being returned are listed individually in the letter.

12. **Complete Residence Lodgement Check List [insert hyperlink] and forward file to processing team.**

Once the application has been allocated to a processing office a note will be made in AMS.

End

Lodge SMC application (SR3)

Date Published: 25 September 2023

Classification: Unclassified

When to use

When an application under the Skilled Migrant Category (SMC) has been received via Plone.

This process applies to applications submitted under the SMC policy in effect after 9 October 2023.

See Immigration Instructions SR3.

Context

Applications for residence under the SMC are made online through a system called Plone which captures all application information and supporting documents.

Applications received via Plone, once submitted, are found in AMS. The corresponding Plone application can be viewed by INZ officers in the SAFER system.

Officers following this process to lodge SMC applications are responsible for checking documents, checking and completing data entry, requesting third party checks where applicable, and initiating manual triage.

Officers following this process to lodge applications must make clear notes in AMS application notes of any outstanding information for review by the immigration officer who is assigned to assess the application.

Role

- Support Officer (SO)
- Immigration Officer (IO)

Related Resources

- SAFER User Guide

- [AMS Manual](#)

- [Visa Pak 45](#) (December 2011) *Lodging residence applications - updated advice*

Prerequisites

1. SO or IO is logged in to AMS.

2. SO or IO is logged in to the [Secure Access Formdata Electronic Repository (SAFER)](#).

Appendix

See Letter Template.

Steps

1. **Open the relevant application in AMS and SAFER**

   o   Confirm that the application status is Accepted.

○ In the AMS application, navigate to the application notes

○ Locate the note which contains the Plone reference number and then copy it.
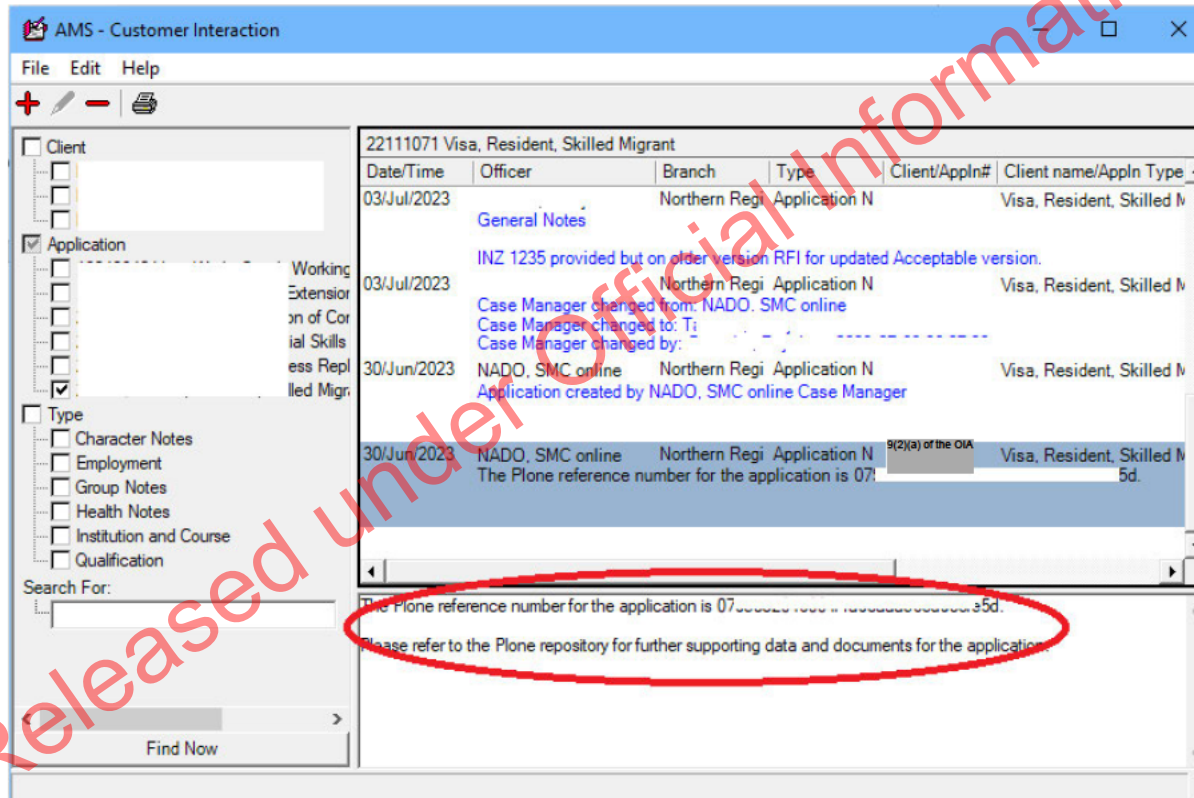
○ Paste the Plone reference number into the Plone search field in SAFER and open the relevant application.

2. **Determine the applicant's eligibility to apply for residence**

o   Check the applicant's profile in AMS

If...	Then...
Applicant is unlawful	▪ Check AMS status ▪ Update client communication details in AMS as required ▪ Forward the Plone/SAFER application details to s61@mbie.govt.nz ▪ Inform the client via email, that because their application was submitted while they were not holding a valid visa on dd/mm/yyyy, they cannot make a visa application on dd/mm/yyyy, their online application is transferred to S61 team for further consideration. ▪ S61 Immigration Officer will provide confirmation to NaDO [GPS Team] to tender after validating whether the client was indeed unlawful at the time, they submitted their application ▪ NaDO [GPS Team] will then tender the application and send an acknowledgement letter to the client ▪ Transfer the application to s61 unallocated queue See SOP [How to Electronically Transfer Applications in AMS between Offices](#) **END**
Liable for deportation	▪ Check AMS warning to confirm status ▪ Update communication details in AMS, as required ▪ Using the template, email the client. ▪ Advise the client they are unable to apply and explain their refund options ▪ Wait for the refund request **Note:** The application must remain under the name of the SO until a refund request is received. ▪ Once the refund request is received, ▪ Forward to an Immigration Manager to sign off and close the application **END**

Refugee claimant/Protected status Hold a limited visa Hold an interim visa Hold a transit visa	▪ Check AMS **Application** tab to confirm status ▪ Update communication details in AMS as required ▪ Using the template, email the client ▪ Advise the client they are unable to apply and explain their refund options ▪ Wait for the refund request **Note:** The application must remain under the name of the SO until a refund request is received. ▪ Once the refund request is received, ▪ Forward to an Immigration Manager to sign off and close the application. **END**
None of the above apply and the applicant is otherwise: ▪ Offshore or, Onshore and holding a temporary visa AND ▪ there is an SMC EOI in the **Applications** tab in AMS and that an invitation to apply (ITA) was sent within 4 months of application lodgement	Go to **next step.**

3. **Open the supporting documents in SAFER**
   - o Open the supporting documents in new browser tabs.

o Check that all required information has been correctly uploaded. Ensuring the following documents are available:

- Completed application form

- SMC-specific application documents (for example, evidence of job offer and work experience in New Zealand)

- Character certificates (dated less than 6 months old at the time of application lodgement) from the applicant's country of citizenship and any country where they have lived for 12 months or more in the last 10 years– see A5.5 and A5.10.

Refer to R2.40.1 Mandatory requirements for lodging an online application for a residence class visa.

o In AMS, check the client information (name, DOB, passport number etc) has correctly synced and there are no input errors.

o See AMS data entry protocols (clients)

o Go into each document to ensure they have been correctly uploaded and are legible.

If…	Then…
The required documents are all present and there are no problems (e.g. with quality of scans, completeness etc.)	Go to **next step**.
It appears that all required documents have been provided but there are some problems (e.g. quality of document scan, pages missing, etc.) OR	o Note the concern. o Go to **next step**.

Mandatory documents are missing	

4. **Update the AMS client profile with the relevant applicant information**

- o   Check all information in AMS is correct. See SOP - Update a client profile in AMS for an application

  - ▪   client details: name/other name/country of birth/citizenship/marital status/region or province

  - ▪   travel document details, address

  - ▪   family tab – including any information on the application form relating to parents/ sibling etc

- o   If the client has multiple identities in AMS, speak with a TA before linking to one client ID number

- o   Associate the application with the identity that matches the passport

See SOP – Link identities in AMS

5. **Determine whether any partners or children who must be included in the application**

- o   Check the family tab to determine if there are any partners or dependent children holding or applying for a visa based on their relationship to the principal applicant (PA)

See Visa Pak 508 Residence Applications Involving Family Members

If...	Then...
The PA has no partner or children included on their residence application and has no dependants holding (or applying for) a visa based on their relationship to the PA

OR

The PA has a partner and/or children who hold (or are applying for) a visa based on their relationship to the PA, and those same family members are included in | Go to **next step**. |

Released under Official Information Act

the residence application.	
The PA has a partner and/or children who hold a visa, or are applying for a visa, based on their relationship to the PA, but those family members are not included in the residence application	o Note the concern o Go to **next step**.

6. **Complete the AMS Contacts tab**

All contacts included in the application must be added to the AMS contact tab. Check the application form for any contacts to be added, including:

- o   Employer (take care to select the correct employer identity (CN))

- o   Licenced Immigration Adviser or Lawyer (if applicable).

To search: use their licence number (if available); the reason they are exempt (if exempt from licencing); if unlicenced, talk to a TA about next steps.

Refer to the [AMS Manual: Contact tabs](#)

Note: Double check all contact details (name, address, email) and NZBN (where applicable) have been entered correctly.

7. **Complete data entry**

In AMS, on the application **Summary** tab:

- o   Click **Process Lodgement** .

The Lodgement screen appears.

- o   Check the **data entry** and **lodgement** questions are correct

o   Click **OK**.

Note: If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

- o Go to the **Determinations** tab
- o Ensure occupation is entered
- o Under question, 'Employment6 meets remuneration threshold?', enter hourly rate (where this has been provided)

> **Notes:**
>
> • It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.
>
> • The fields in the **Lodgements** screen may vary between the visa types.
>
> • For applications that have loaded as 'Tendered' please make sure all the **Lodgement** Questions are ticked either **Yes** or **Waive**

8. **Complete health lodgement**

Follow SOP Health lodgement.

9. **If required, request a New Zealand Police Check (NZPC)**

NZPCs are required for applicants who:

- o are aged 17 or older and
- o have spent a total of 12 months or more in New Zealand at the time their application is lodged (either in one stay or intermittently) since turning 17.

NZPCs are also required for applicants who declare New Zealand convictions.

Applicants under the age of 17 and/or who have spent less than a year (total) in New Zealand do not require an NZPC.

If required, these can be requested and viewed through the Police Intelligence Check (PIC) portal.

Follow SOP – Submit NZPC

See PIC User Guide

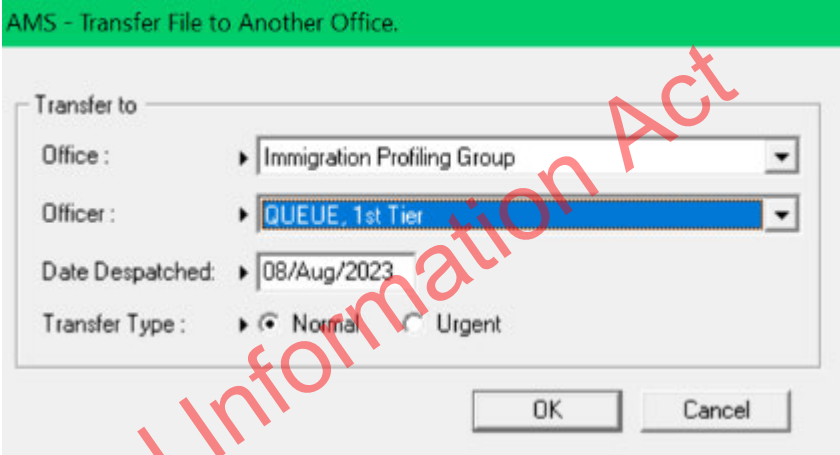| If…	Then…

An NZPC is not required OR An NZPC is required but there is already an existing NZPC in the portal that is less than 6 months old at the time the SMC application was accepted	There is no need to request a new NZPC. Continue to next step.
An NZPC is required and there is no previous NZPC in the portal OR Any existing NZPC in the portal is more than 6 months old (at the date of lodgement)	o Request an NZPC through the portal o Continue to next step.

10.   **If required, manage any referral to the Specialist Assessment Team (SAT)**

Determine whether the application needs to be transferred to the SAT. See IAC 21-RESTRICTED-01.

If…	Then…
There is no indication a SAT referral is required	Go to **next step**.
Section 6(c)	o Check INZ1200 is on file – if this is not available, make a note in AMS, the IO will them request this as part of their assessment o Follow the SAT referral process.

	AMS - Transfer File to Another Office.
	
	Transfer to
	Office : ▸ Immigration Profiling Group ▾
	Officer : ▸ QUEUE, 1st Tier ▾
	Date Despatched: ▸ 08/Aug/2023
	Transfer Type : ▸ ⦿ Normal ○ Urgent
	
	OK Cancel
	
	In AMS, transfer the application to SAT
	  ○ Email SATSMC@mbie.govt.nz advising of the transfer of application to SAT
	  ○ Send V375 template letter to the applicant

If referral to SAT may be required due to CP concerns (refer paragraph 28(d) of the IAC)	○ These SAT referrals should be completed by the IO as part of the assessment

11.   **If required, request a National Security Check (NSC)**

Section 6(c)

NSC for all applicants should be submitted at the same time

Check the NSC guide for the relevant forms

1.   Determine whether the applicant(s) requires an NSC

If…	Then…
NSCs are needed for any applicant	Continue to **Step 11(b)**.

NSC is not required	Go to **Step 12**

2. Check whether the correct form has been provided and completed

For all applicants:

- o Check they have provided either an INZ 1209 or INZ 1200

- o Section 6(c)

See SOP – [Submit NSC](#)

- o If the information is incomplete, note the concern, the IO will request this information as part of their assessment

- o Go next step

12. **In AMS manually initiate risk assessment**

After completing all relevant data entry, initiate a risk assessment

- o Go to AMS

- o Go to **Application Details** tab

- o Click **Initiate Assessment**

Press F5 on the computer keyboard to refresh and ensure most up-to-date results are available.

13. **Make a record of actions in AMS**

- o In AMS application notes, create a note to outline any actions not already noted in previous steps.

- o outline any outstanding information that needs to be requested by the immigration officer, for example if there are:

  - ▪ Mandatory documents missing or

  - ▪ Illegible documents or

- Family members not included who need to be included or
- Incomplete NSC forms or
- Any other relevant information.

14. **Allocate application to the relevant office/officer**

Visa Operations will provide the name of the queue, a bulk transfer will be completed at the end of each day.

The following are the queue names for distribution of applications at the end of the day

Queue, Res SMC	*Landing queue SMC Applications (old policy and new policy)*
Queue, Res STR	*Landing queue STR applications*
Queue, Res WTR	*Landing queue WTR applications from 29 Sept 2023 (new policy)*
Queue, Res Sector	*Landing queue from 29 September 2023 (new policy)*

See SOP How to Electronically Transfer Applications in AMS between Offices

See SOP Using the Bulk File transfer screen

END.

Receive application (SMC)

When to use

When an application is received for the first time, or an application is re-submitted.

Role

- Mail Officer, or

- Documentation Officer.

Guidelines

- Lodgement templates have been revised so that one standardised template can be used at all offices (see standardised Lodgement templates at the end of this SOP)

- Follow the timeframes in the table below when lodging an SMC application.

Situation	Timeframe
Lodge application	Complete lodgement and forward to processing team within 3 working days
Mandatory documents missing	Identify missing documents and contact applicant within 24 hours of receipt of application Applicant has 2 working days (from contact) to provide missing documents RFL application on 3rd working day if above deadline not met

Steps

1. **Open application**

Open all SMC applications.

Note: Applications are received via the INZ drop box or Courier Post.

2. **Date stamp applications**

Date stamp every application and all supporting evidence (except originals).

3. **Scan Passport**

If a passport is enclosed then scan the passport.

Result: This automatically appears on the client page in AMS.

4. **Deliver applications**

Deliver applications to Support Staff/Documentation Officer for lodgement.

End

Paper Lodgement (SMC)

When to use

When a paper application for a Skilled Migrant Category (SMC) residence visa has been received.

Role

- Support Officer
- Immigration Officer

Prerequisites

- Application has been entered in AMS
- Application has been allocated to the appropriate case manager queue

Steps

1. **Create online application**

Transfer the EOI from CS:SM Online Services by doing the following:

Search for the EOI by application number

Click **Manage**

Click **Transfer to AMS.**

Result: The application has arrived in AMS. AMS automatically generates an application number.

2. **Check whether the client is on an interim visa**

   1. Confirm in AMS that the applicant was not on an interim visa on the date they submitted their application.

   2. Where an applicant was on an interim visa when they applied, their application will need to be RFL'd.

      ▪In AMS, click the 'Decide,' button, then select Return Fail Lodgement

      ▪Edit the email template to communicate to the applicant that their application cannot be accepted.

      ▪Check that the letter is clear and can be easily understood by the applicant, then email this to the applicant, or print and send this to the applicant with any original documents.

      ▪Copy the email and paste the AMS application notes.

3. **Check whether the applicant has a valid Invitation to Apply (ITA)**

   1. Confirm in AMS that the applicant submitted their full SMC application within their four-month ITA period.

   2. Where an applicant did not have a valid ITA when they applied, their application will need to be RFL'd.

      ▪In AMS, click the 'Decide,' button, then select Return Fail Lodgement.

      ▪Edit the template letter to communicate to the applicant that their application cannot be accepted.

      ▪Check that the letter is clear and can be easily understood by the applicant, then email this to the applicant, or print and send this to the applicant with any original documents.

      ▪Copy the email and paste the AMS application notes. **END**

4. **Check application file**

Check that the following mandatory documents are present:

- o   Signed application form (signed by all applicants aged 17 and over)

- o   Payment Details section of application form

- o   Birth Certificate (full; including name, date and place of birth, parent's names) or acceptable secondary identity evidence (e.g. Indian or South Korean clients)

- o   Photos

- o   Medical Certificate (less than three months old, or the applicant has provided a Medical Certificate with a visa application in the past 36 months)

- o   Police Certificate (PC) for all countries declared in the application form at Sections A11, A13, H11, H13, P10 (less than six months old, for all applicants aged 17 and over, or the applicant has provided relevant PCs with a previous visa application which are still less than 6 months old and the result of the PC is noted on AMS i.e. is either 'clear' or includes details of convictions).

5. **All mandatory documents present?**

Are all mandatory documents present?

Follow the steps in the table below.

If…	Then…
All mandatory documents are present	Go to Step 4
All mandatory documents are not present	See SOP Manage missing mandatory documents
Not present but evidence provided of applying for missing documents	See SOP Create document waiver

6. **Process payment**

Process the payment for the application.

Check the Payment Details form.

Process the payment either via:

- o AMS Finance.

7. **Update the client profile**

In AMS, on the Applicant(s) tab:

Double click the client listed.

The AMS Client Profile screens opens.

In the Client Profile:

- o **Update the tabs, as necessary.**

See SOP Updating Profile in AMS for Lodgement

Note: If you are unable to update the applicant's client profile because the client is undergoing identity resolution, make a clear AMS note stating this ('IDME in manual resolution, unable to update IDME') and continue to lodge the application.

8. **Complete the Contacts tab**

Determine whether any contacts need to be added for the application. Common contacts for the SMC include (but are not limited to):

- o Advisor or Lawyer

- o Employer

Notes: It is important to correctly add any known or required contacts:

• To an application as it may impact the triage result.

• To the Contacts tab, so INZ staff who are not able to view the application may still appropriately discuss the application with an authorised contact person e.g., an advisor, partner, or employer.

•Advisors (if applicable) should have associated addresses added in the Client Contact screen.

If…	Then…
There are no contacts for the application	Go to Step 7
There are any contacts for the application	In AMS, on the **Contacts** tab Click **Add** ➕ The **Add New Contact** dialogue box appears. In the drop-down box: Select the contact type; then…

If the contact is an adviser	Go to Step 7
Any other contact	Go to Step 8

9. **Contact is an adviser**

If the contact is an adviser:

 o Click Search Adviser.

The Search Adviser screen appears.

Use the adviser's licence number to search for them, or

 o If a licence number is not available, complete the fields, and

 o Click Find, then

 o From the search results, select the adviser; and

    o In the Add New Contact screen, click OK.

Note: If the adviser is exempt from licensing, then the reason they are exempt must be selected.

10.   **Contact is not an adviser**

If the contact is not an adviser:

Click Search Client.

The Client Search screen appears.

Search the contact in AMS. See SOP Search a Client in AMS, and then

    o From the search result, select the contact and

    o In the Add New Contact screen, click OK.

After adding a contact, in the AMS Contacts tab, highlight and double click the contact to view the contact's AMS client profile. Update the contact's AMS client profile with any supporting information submitted with the application.

Note: If the contact search in AMS results in no matching records, see SOP Create a new client ID in AMS.

11.   **Complete Health lodgement**

Check if there is a health case warning in AMS.

    o Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to SOP Searching for a Health Case in IHS, SOP Check the Health Case Status in IHS, and Check the Health Assessment Outcome in IHS.

In the Applicants tab in AMS, enter the IHS Health Details (NZER or NZHR and Health Outcome if available). Refer to SOP Recording Health Details in AMS.

Check if the medicals in the health case meets the medical requirements for the visa application. Refer to SOP Checking Medical Certificates in IHS. For example, if a valid General Medical Certificate is ASH under Residence, it can be accepted for the SMC.

Check the latest assessment notes or the outcome banner of the health case for details of the assessment conditions where applicable. The outcome banner on the top of the health case will indicate if it is ASH for a particular visa category. If it is unclear, use full view to read all assessment notes. If there are no notes, then the medical certificate may have auto-cleared. Refer to FAQs - 'Auto-Assessed' health cases.

Check the date the medical was ASH and if there is new health information on the application, then determine if a new referral may be required.

You may need to reopen the health case to reactivate it for the assessment and attach any new information. Refer to SOP ▶ Re-open a health case in IHS. Or if the Health Assessment Team (HAT) has requested to be informed when an application has been accepted then you may need to release the health case from on hold. Refer to SOP Release a health case from on hold in IHS.

Note: If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.

Update the 'Visa Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and add the new application under the Visa Details section (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

Unless the applicant was ASH for a General Medical Certificate under residence, then a medical referral will be required if the previous medical is less than 36 months old and any of the following situations apply:

Refer to SOP Checking Medical Certificates in IHS and use the following guidelines to check if the medical certificate requires a referral to the HAT:

If	Then …
The applicant submitted a General Medical Certificate and Chest X-ray and was ASH under Residence guidelines (and is within the 3 months medical completion date)	A referral is not required. Go to Step 13
The applicant submitted a General Medical Certificate and Chest X-ray with a previous application and was ASH under Residence guidelines (and is within the 36 months medical completion date)	The medical certificate can be re-used for this application and a referral is not required. If the applicant has not indicated they have spent more than 6 consecutive months in a country not listed as having low incidence of TB (A4.25.10) since their last x-ray completion, their x-ray certificate can also be re-used for this application.

	Go to Step 13
The applicant submitted a General Medical Certificate and Chest X-ray with a previous application and was ASH under Temporary **after referral** (and is within the 36 months medical completion date)	The medical certificate can be re-used for this application but needs to be assessed under residence guidelines. If the applicant has not indicated they have spent more than 6 consecutive months in a country not listed as having low incidence of TB (A4.25.10) since their last x-ray completion, their x-ray certificate can also be re-used for this application but needs to be assessed under residence guidelines. Refer the health case to the HAT to be assessed under residence guidelines. **Go to Step 12**
The applicant submitted a General Medical Certificate and was Not ASH (and is within the 3 months medical completion date)	A referral is not required. Go to Step 13

12. **Refer health case to HAT**

Where applicable, refer the Medical Certificate to the Health Assessment Team (HAT) by re-opening the health case in IHS. See SOP ▶ Re-open a health case in IHS.

Update the 'Visa Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and add the new application to the Visa Details section (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

If the health case was previously assessed as 'ASH with conditions' and the client has provided further medical tests, then attach any relevant medical tests to the health case. Refer to FAQs - Add attachments to a health case.

Create a note in AMS e.g., 'Medical for [name] referred to the HAT [today's date].'

13. **Determine whether the client (as well as all included secondary applicants) requires a New Zealand Police Certificate (NZPC)**

Check type	Note…
New Zealand Police Certificate (NZPC)	For the SMC, a New Zealand police certificate is required for clients who are aged 17 and have spent a total of 12 months or more in New Zealand at the time their application is lodged. Existing, current NZPCs that are less than six months old at the time the SMC application is accepted can be used again. **Note:** Clients who have never been to New Zealand do not require an NZPC. If the client requires a NZPC, then request one using the Police Intelligence Check (PIC) portal. Follow the guidelines in the portal user guide.

14. **Check against Specialist Assessment Team (SAT) rules**

See IAC 21 Restricted 01 for instructions on when to make SAT referrals. In general, a SAT referral at lodgement stage is needed in the following cases (but see the IAC for more details):

- o Mandatory first tier assessment (nationals of several countries)

- o CP concerns

If a referral is not required, skip to step 15.

Note: Support officers do not need to consult the risk indicator guides (RIGs) to see if a referral to RAT is required. This will be the task of the immigration officer at a later stage.

15. **If SAT referral needed, check for complete information.**

If a case requires a SAT referral, check whether a INZ1200 form has been provided for each of the adult applicants. If they have not, request the applicant(s) provide the INZ1200 form in the acknowledgement letter.

16. **SAT referral needed (cont'd) – Email SAT and change location in AMS**

- o If the case needs a SAT referral, email SATSMC@mbie.govt.nz with the subject line Mandatory 1st Tier SAT assessment: AN xxx'

Use the SAT email referral template below when making the referral:

Email referral template on/off shore	
App number	
Visa Type	Residence
Name	
Citizenship	
Employer	
Area of Employment	
Job title	

Continue lodging the application. Record AMS notes as appropriate. Go to step 15.

17.   **Request third party check if required – National Security Check (NSC)**

Do not submit National Security Checks (NSCs) for applications which meet any of the requirements for referral to the SAT. If the application meets any of the requirements for a SAT referral, go to step 16.

Determine whether the applicants require an NSC, including the principal applicant and any secondary applicants aged 17 years or over. Section 6(c)

If it is required, follow the instructions below. Otherwise, go to step 16.

If	then
The applicants have provided the INZ1209 or INZ1200 form with their application AND The applicant(s) answered at least the 1209 questions completely (that is: Education, Employment, and Military history is complete with no significant timeline gaps)	Section 6(c)
The applicant(s) did not answer the 1209 questions completely (that is: Education, Employment, and Military history is NOT complete, i.e. has significant timeline gaps)	Request the applicant(s) to provide the missing gap(s) in the timeline in the acknowledgement letter.
The applicants have not provided the INZ1209 or INZ1200 form	Request the applicant(s) to provide the INZ1209 in the acknowledgement letter.

1. Record a note in AMS of the action(s) you took in step b) above. Copy any email you sent to the applicant into AMS.

Note: The SAT and NSC steps above need to be undertaken regardless of whether the principal applicant has a pending or recently decided/withdrawn application in which these steps were completed, or even where an NSC or SAT result is recorded.

18. **Complete the Lodgement screen**

In AMS, on the application Summary tab:

o   Click Process Lodgement.

The **Lodgement** screen appears.

o   Complete all the Lodgement Questions and the Data Entry Questions sections. Ensure that the 'Acceptance Date' entered in AMS is the date that the last mandatory lodgement requirement was received by INZ.

o   Click OK.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

Notes:

It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.

If applicable, ensure the applicant's occupation is accurately recorded in the 'Occupation' field.

The fields in the Lodgements screen may vary between the visa types.

For applications that have loaded as 'Tendered' please make sure all the Lodgement Questions are ticked either Yes or Waive.

19.   **Triage the application manually**

After completing the data entry for the application, triage the application (i.e., initiate a risk assessment).

This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage, on the Application Summary tab:

- o   Click Initiate Assessment.

Section 9(2)(a)

See SOP <u>Working with an application's risk assessment</u>.

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o   Pressing the F5 key on the keyboard.

20.   **Check if application meets allocation priority criteria**

If	Then...
The application meets criteria for high priority	In AMS Workflow, set the priority of the client's application to 'Y' Then go to Step 19

The application does not meet criteria for high priority	Go to Step 19

21.   **Process original documents**

Keep all certified documents.

Photocopy and return all original documents.

Stamp 'Original Sighted' and initial copies.

Note: Original Police Certificates, INZ forms, certified copies and any documents clearly addressed to INZ do not need to be copied. These belong to INZ and are retained on file.

22.   **Create physical file**

Create a physical application file.

Tag documents with flags in the following order:

1.   Application coversheet
2.   Lodgement waiver
3.   Cover letter from applicant
4.   Application form
5.   Additional Details form
6.   Passport
7.   Birth Certificate
8.   Medical Certificate or AMS Health Certificate
9.   Police Certificate
10. NSC

11. Relationship evidence

12. Custody

13. Dependence

14. English language ability

15. Skilled employment

16. Registration

17. Qualification

18. Work experience

19. Partner's skilled employment

20. Partner's qualification

21. Close family support.

23.   **Create acknowledgement letter**

Select relevant template via AMS TLS (AMS Template Letter V7 Standard Application Acknowledgement letter).

Write Acknowledgement letter following template prompts.

List all the original documents being returned.

Request any additional information that is not a mandatory lodgement requirement or has been included as part in a document waiver.

Save in TLS.

Print out a copy of the letter and place on file.

24.   **Send acknowledgement letter**

Email the letter to the applicant. Return any original documents to the applicant by courier.

25.   **Complete coversheet**

Complete the application cover sheet as applicable.

Forward the physical file to the processing team.

END

Plone Lodgement (SMC)

When to use

When an application has been entered into AMS and Plone.

Role

- Support Officer
- Immigration Officer

Prerequisites

- Application has been entered in AMS
- Application has been allocated to the appropriate case manager queue

Context

Applicants who apply for the Skilled Migrant Category (SMC) can make their application online through Plone. Plone captures the application and all information about the applicant. INZ staff can view this information and other supporting documents in the SAFER system.

INZ staff can access Plone through a browser. Plone automatically updates AMS when a client applies. Plone is a one-time submission channel. As such, clients cannot view Plone after submitting an application.

Once applications are received via Plone and entered into AMS, officers should:

- Check and complete the data entry for the applications, and

- Manually initiate triage and prepare for allocation.

Note: For best practice, it is recommended that support staff deal with all administrative tasks. However, as this is not practical for all offices, further information is included in the detailed step description.

Steps

1. **Check the AMS workflow queue for any new applications that have been received**

In the AMS Workflow Management screen:

   o   Select and double click the application.

The AMS application opens.

An application is Plone based if "Paperless" is indicated in the Summary tab.

2. **Check whether the client was on an interim visa**

Confirm in AMS that the applicant was not on an interim visa on the date they submitted their application.

   1. If the applicant was on an interim visa submitted their online application, their application cannot be accepted.

      ▪ In AMS, click the 'Decide,' button, then select Cancel — data entry error.

Edit the template letter to communicate to the applicant that their application cannot be accepted.

Check that the letter is clear and can be easily understood by the applicant, then email this to the applicant.

Copy the email and paste the AMS application notes. END

3. **Check whether the applicant has a valid Invitation to Apply (ITA)**

   1. Confirm in AMS that the applicant submitted their full SMC application within their four-month ITA period.

   2. Where an applicant does not have a valid ITA and they manage to submit an online application, their application cannot be accepted.

      ▪ In AMS, click the 'Decide,' button, then select Cancel — data entry error.

Edit the template letter to communicate to the applicant that their application cannot be processed.

Check that the letter is clear and can be easily understood by the applicant, then email this to the applicant.

Copy the email and paste the AMS application notes.

4. **Check documentation**

In Plone, check that all required documentation has been uploaded correctly for the application.

Examples of documentation problems include:

- o   Scanned documents illegible

- o   Incorrect document uploaded, e.g., expired passport

- o   Documents uploaded not complete, or system errors resulting in uploads not being able to be opened

Log into Plone.

Login Name

[ ]

Password

[ ]

[**Log in**]

Forgot your password?

If you have forgotten your password, we can send you a new one.

Open the corresponding application in Plone. Copy the Plone reference number from the AMS notes in the application.

AMS - Customer Interaction

File   Edit   Help

☐ Client
  ☐ Individual, Ian 18/Dec/1991

☐ Type
  ☐ Character Notes
  ☐ Employment
  ☐ Group Notes
  ☐ Health Notes
  ☐ Institution and Course
  ☐ Qualification

Search For:

Special, Expression of Interest, Border Exceptions Request (Individual)

Date/Time	Officer	Branch	Type	Client/Appl	Client name/Appln Type
29/Jul/202	Queue HAO, Criti	Henderson	Application		Special, Expression of Interest, Border Exceptio
	Application created by Queue HAO, Critica				Case Manager
29/Jul/202	Queue HAO, Criti	Henderson	Application		Special, Expression of Interest, Border Exceptio
	REQUEST DETAILS				
	Request for an exception to the border res				llow travel to New Zealand
29/Jul/202	Queue HAO, Criti	Henderson	Application		Special, Expression of Interest, Border Exceptio
	Case Manager changed from: Queue HAO, BE Individual EOI				
	Case Manager changed to: Queue HAO, Critical Health Wkr				
	Case Manager changed by: Queue HAO, Critical Health Wkr on: 2020-07-29 00:25:01				

REQUEST DETAILS

Request for an exception to the border restrictions to allow travel to New Zealand.

Plone Reference Number: 06256aa2f85240b9a7f392a23afea9b2

Reason for travel to NZ: Critical health worker

ADVISER DETAILS

Please refer to the Plone repository for further supporting data including answers to the health and character questions and the reasons provided to support the request for a border exception.

Find Now

Section 9(2)(a)

Section 9(2)(a)

Section 9(2)(a)

Section 9(2)(a)

Scroll down to find the required information. Click on the PDF attachments to open the documents.

5. **Update the client profile**

In AMS, on the Applicant(s) tab:

Double click the client listed.

The AMS Client Profile screens opens.

In the Client Profile:

- o   Update the tabs, as necessary.

See SOP Updating Profile in AMS for Lodgement

Note: If you are unable to update the applicant's client profile because the client is undergoing identity resolution, make a clear AMS note stating this ('IDME in manual resolution, unable to update IDME') and continue to lodge the application.

6. **Complete the Contacts tab**

Determine whether any contacts need to be added for the application. Common contacts for the SMC include (but are not limited to):

- o   Advisor or Lawyer

- o   Employer

Notes: It is important to correctly add any known or required contacts:

- To an application as it may impact the triage result.

- To the Contacts tab, so INZ staff who are not able to view the application may still appropriately discuss the application with an authorised contact person e.g., an advisor, partner, or employer.

- Advisors (if applicable) should have associated addresses added in the Client Contact screen.

If…	Then…
There are no contacts for the application	Go to Step 7
There are any contacts for the application	In AMS, on the Contacts tab Click Add ![plus icon] The Add New Contact dialogue box appears. In the drop-down box:

Select the contact type; then...	
If the contact is an adviser	Go to Step 7
Any other contact	Go to Step 8

7. **Contact is an adviser**

If the contact is an adviser:

- o   Click **Search Adviser**.

The Search Adviser screen appears.

Use the adviser's licence number to search for them, or

- o   If a licence number is not available, complete the fields, and

- o   Click Find, then

- o   From the search results, select the adviser; and

- o   In the Add New Contact screen, click OK.

Note: If the adviser is exempt from licensing, then the reason they are exempt must be selected.

8. **Contact is not an adviser**

If the contact is not an adviser:

Select contact type – contact other

Click Search Client.

The Client Search screen appears.

Search the contact in AMS. See SOP Search a Client in AMS, and then

- o   From the search result, select the contact and

o   In the Add New Contact screen, click OK.

After adding a contact, in the AMS Contacts tab, highlight and double click the contact to view the contact's AMS client profile. Update the contact's AMS client profile with any supporting information submitted with the application.

Note: If the contact search in AMS results in no matching records, see SOP Create a new client ID in AMS. If there is no sufficient information provided for INZ to create a new client ID in AMS, we need to record contact person information into AMS note

9. **Complete Health lodgement**

Check if there is a health case warning in AMS.

Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to SOP Searching for a Health Case in IHS, SOP Check the Health Case Status in IHS, and Check the Health Assessment Outcome in IHS.

In the Applicants tab in AMS, enter the IHS Health Details (NZER or NZHR and Health Outcome if available). Refer to SOP Recording Health Details in AMS.

Check if the medicals in the health case meets the medical requirements for the visa application. Refer to SOP Checking Medical Certificates in IHS. For example, if a valid General Medical Certificate is ASH under Residence, it can be accepted for the SMC.

Check the latest assessment notes or the outcome banner of the health case for details of the assessment conditions where applicable. The outcome banner on the top of the health case will indicate if it is ASH for a particular visa category. If it is unclear, use full view to read all assessment notes. If there are no notes, then the medical certificate may have auto-cleared. Refer to FAQs - 'Auto-Assessed' health cases.

	Client History	Assessed	Temporary	ASH
			Residence	ASH

Check the date the medical was ASH and if there is new health information on the application, then determine if a new referral may be required.

You may need to reopen the health case to reactivate it for the assessment and attach any new information. Refer to SOP ▶ Re-open a health case in IHS. Or if the Health Assessment Team (HAT) has requested to be informed when an application has been accepted then you may need to release the health case from on hold. Refer to SOP Release a health case from on hold in IHS.

Note: If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.

Update the 'Visa Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and add the new application under the Visa Details section (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP [Update the visa details in a health case in IHS](#).

Unless the applicant was ASH for a General Medical Certificate under residence, then a medical referral will be required if the previous medical is less than 36 months old and any of the following situations apply:

Refer to SOP [Checking Medical Certificates in IHS](#) and use the following guidelines to check if the medical certificate requires a referral to the HAT:

If	Then …
The applicant submitted a General Medical Certificate and Chest X-ray and was ASH under Residence guidelines (and is within the 3 months medical completion date)	A referral is not required. Go to Step 11
The applicant submitted a General Medical Certificate and Chest X-ray with a previous application and was ASH under Residence guidelines (and is within the 36 months medical completion date)	The medical certificate can be re-used for this application and a referral is not required. If the applicant has not indicated they have spent more than 6 consecutive months in a country not listed as having low incidence of TB (A4.25.10) since their last x-ray completion, their x-ray certificate can also be re-used for this application. Go to Step 11

The applicant submitted a General Medical Certificate and Chest X-ray with a previous application and was ASH under Temporary after referral (and is within the 36 months medical completion date)	The medical certificate can be re-used for this application but needs to be assessed under residence guidelines.
	If the applicant has not indicated they have spent more than 6 consecutive months in a country not listed as having low incidence of TB (A4.25.10) since their last x-ray completion, their x-ray certificate can also be re-used for this application but needs to be assessed under residence guidelines.
	Refer the health case to the HAT to be assessed under residence guidelines.
	Go to Step 10
The applicant submitted a General Medical Certificate and was Not ASH (and is within the 3 months medical completion date)	A referral is not required.
	Go to Step 11

10. **Refer health case to HAT**

Where applicable, refer the Medical Certificate to the Health Assessment Team (HAT) by re-opening the health case in IHS. See SOP ▶ Re-open a health case in IHS.

Update the 'Visa Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and add the new application to the Visa Details section (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

If the health case was previously assessed as 'ASH with conditions' and the client has provided further medical tests, then attach any relevant medical tests to the health case. Refer to FAQs - Add attachments to a health case.

Create a note in AMS e.g., 'Medical for [name] referred to the HAT [today's date].'

11. **Determine whether the client (as well as all included secondary applicants) requires a New Zealand Police Certificate (NZPC)**

Check type	Note…
New Zealand Police Certificate (NZPC)	For the SMC, a New Zealand police certificate is required for clients who are aged 17 and have spent a total of 12 months or more in New Zealand at the time their application is lodged. Existing, current NZPCs that are less than six months old at the time the SMC application is accepted can be used again. **Note:** Clients who have never been to New Zealand do not require an NZPC. If the client requires a NZPC, then request one using the Police Intelligence Check (PIC) portal. Follow the guidelines in the portal user guide.

12. **Check against Specialist Assessment Team (SAT) rules**

See IAC 21 Restricted 01 for instructions on when to make SAT referrals. In general, a SAT referral at lodgement stage is needed in the following cases (but see the IAC for more details):

- o   Mandatory first tier assessment (nationals of several countries)

- o   CP concerns

If a referral is not required, skip to step 15.

Note: Support officers do not need to consult the risk indicator guides (RIGs) to see if a referral to RAT is required. This will be the task of the immigration officer at a later stage.

13. **If SAT referral needed, check for complete information.**

If a case requires a SAT referral, check whether a INZ1200 form has been provided for each of the adult applicants. If they have not, request the applicant(s) provide the INZ1200 form or any other missing information via email to the central mailbox (SkilledResidenceDocuments@mbie.govt.nz).

14. **SAT referral needed (cont'd) – Email SAT and change location in AMS**

- o   If the case needs a SAT referral, email SATSMC@mbie.govt.nz with the subject line Mandatory 1st Tier SAT assessment: AN xxx'

Use the SAT email referral template below when making the referral:

Email referral template: On/Offshore	
App number	
Visa Type	Residence
Name	
Citizenship	
University Offshore attended	
Employer	
Area of Employment	
Job Title	

Continue lodging the application. Record AMS notes as appropriate. Go to step 15.

15.	**Request third party check if required – National Security Check (NSC)**

1.	Do not not submit National Security Checks (NSCs) for applications which meet any of the requirements for referral to the SAT. If the application meets any of the requirements for a SAT referral, go to step 16.

2.	Determine whether the applicants require an NSC, including the principal applicant and any secondary applicants aged 17 years or over. (Section 6(c) If it is required, follow the instructions below. Otherwise, go to step 16.

If	then
The applicants have provided the INZ1209 or INZ1200 form with their application AND The applicant(s) answered at least the 1209 questions completely (that is: Education, Employment, and Military history is complete with no significant timeline gaps)	Section 6(c)
The applicant(s) did not answer the 1209 questions completely (that is: Education, Employment, and Military history is NOT complete, i.e. has significant timeline gaps)	Request the applicant(s) to provide the missing gap(s) in the timeline via email to central mailbox (SkilledResidenceDocuments@mbie.govt.nz. There is no need for a support officer to wait for a response, as the processing office will monitor
The applicants have not provided the INZ1209 or INZ1200 form	Request the applicant(s) to provide INZ1209 via email to central mailbox (SkilledResidenceDocuments@mbie.govt.nz). There is no need for a support officer to wait for a response, as the processing office will monitor

3. Record a note in AMS of the action(s) you took in step b) above. Copy any email you sent to the applicant into AMS.

> **Note:** The SAT and NSC steps above need to be undertaken regardless of whether the principal applicant has a pending or recently decided/withdrawn application in which these steps were completed, or even where an NSC or SAT result is recorded.

16.   **Complete the Lodgement screen**

In AMS, on the application Summary tab:

- o   Click Process Lodgement.

The Lodgement screen appears.

- o   Complete all the Lodgement Questions and the Data Entry Questions sections, and then

- o   Click OK.

> **Note:** If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

Notes:

• It is important to complete the Data Entry Questions section because the information entered may have an impact on the triage result.

• If applicable, ensure the applicant's occupation is accurately recorded in the 'Occupation' field.

• The fields in the Lodgements screen may vary between the visa types.

• For applications that have loaded as 'Tendered' please make sure all the Lodgement Questions are ticked either Yes or Waive.

17.   **Triage the application manually**

After completing the data entry for the application, triage the application (i.e., Initiate a risk assessment).

AMS - [Application Details]

File Edit Special Window Help

Section 9(2)(a)

Visa, Visitor, General

00.00

	Case Manager :	Boyle, Eugene	Change
Type :	Standard	Location :	Not Allocated
Date Tendered :	11/Apr/2018	Date Accepted :	11/Apr/2018	Status
Date Decided :		Date Completed :		Accepted
Decision :			

Risk Rating : Pending

Summary Applicant(s) Fees Contacts Determination Templates

Ready   Audit Trail is OFF   DB = amsbranch

This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage, on the **Application Summary** tab:

- o   Click **Initiate Assessment**.

Section 9(2)(a)

See SOP Working with an application's risk assessment.

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o   Pressing the **F5** key on the keyboard.

18.   **Check if application meets allocation priority criteria**

If	Then...
The application meets criteria for high priority	In AMS Workflow, set the priority of the client's application to 'Y' Then go to Step 15

The application does not meet criteria for high priority	Go to Step 15

19. **Send Plone SMC acknowledgment letter**

   1. Select relevant template via AMS TLS.

   2. Write the letter following template prompts.

   3. Save in TLS.

   4. Send the email to the client/adviser

   5. Make an AMS note

20. **File transfer**

Once everything is completed, transfer the application to 'Queue – Skilled Residence,' in AMS.

Note: Do not transfer the application directly to SAT if a SAT email referral has been made during lodgement. Responses to the SAT email referral will be handled by the branch processing the application.

END

Assessing an Investor 2/Plus Application (Pre-AIP)

When to use

When pulling an Investor 2 application from the manage queue or directly allocated an Investor Plus application.

Role

- Business Immigration Specialist
- Technical Advisor

Prerequisites

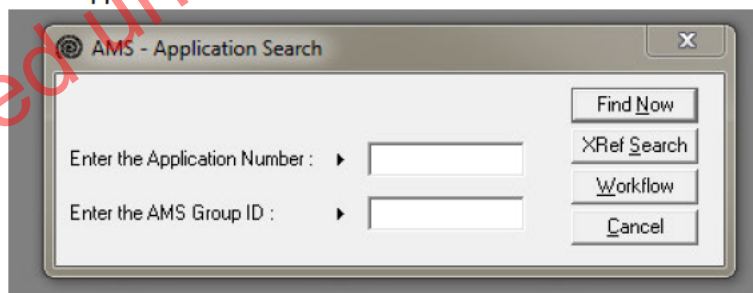You are a member of the Investor team with BIS delegations.
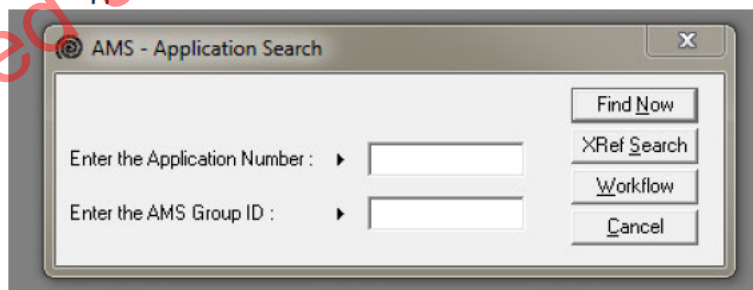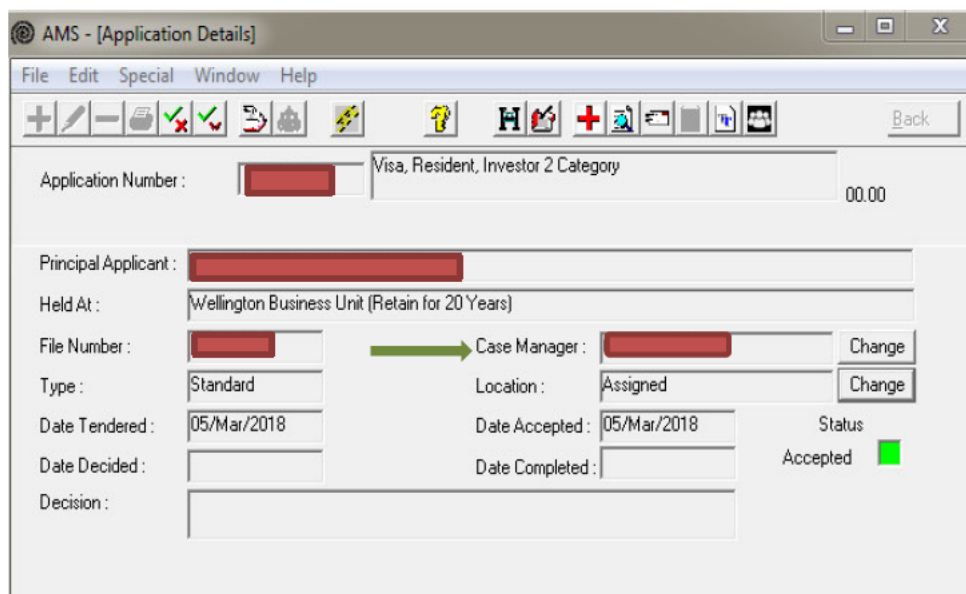
Context

Use these instructions when completing Investor 2/Plus Pre-AIP assessments.

Steps

1. **Open AMS and allocate the file to your name**

    - Login to AMS
    - Insert application number into the search field.

    - Change case manager to your name.

2. **Email the LIA/Solicitor/Principal Applicant that you have been allocated the file for assessment.**

OUT OF SCOPE

OUT OF SCOPE

OUT OF SCOPE

Assessing a Parent Retirement Application (Pre-AIP)

When to use

When pulling a Parent Retirement application from the manage queue.

Role

- Business Immigration Specialist
- Technical Advisor

Prerequisites

You are a member of the Investor team with BIS delegations.

Context

Use these instructions when completing Parent Retirement assessments.

Steps

1. **Open AMS and allocate the file to your name**

   - Login to AMS
   - Insert application number into the search field.

   - Change case manager to your name.

2. **Email the LIA/Solicitor/Principal Applicant that you have been allocated the file for assessment.**
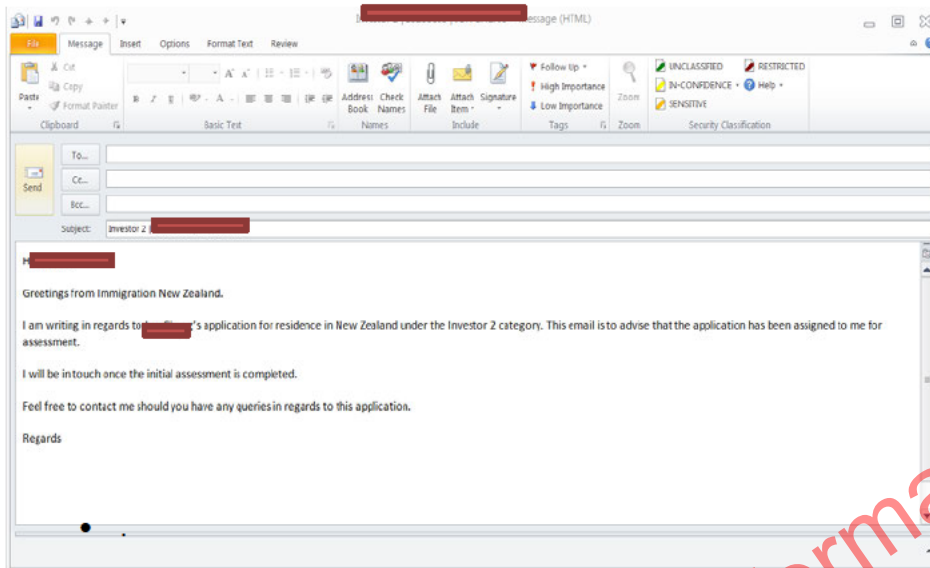
OUT OF SCOPE

OUT OF SCOPE

OUT OF SCOPE

OUT OF SCOPE

Victims of People Trafficking Visas

Border and Visa Operations

Assessment Process

Aug 2023

Temporary visas for victims of people trafficking (visitor, student and work)

Background

Victims of People Trafficking temporary visas allow any certified[1] victim of trafficking to stay in New Zealand to:

- o Access services to support their rehabilitation
- o Co-operate with the police investigation of the trafficking case, if they choose

There are three temporary visas available to certified victims of people trafficking:

- work visa (WI16)
- student visa (U10.5) for child victims
- visitor visa (V3.135) for child victims

There is also a resident visa available to certified victims of people trafficking who are unable to return to their home country. This is covered in the next section.

Application

There is no online application form for victims of people trafficking visas, so applications will be made on paper forms. The applicant must use the generic visitor/student/work visa application form (INZ 1017, INZ 1012 and INZ 1015) and select 'other' for the question 'What type of visa are you applying for?' For example, to apply for a work visa, the applicant should provide INZ 1015. On page 3, they may select "*Visas based on humanitarian reasons*" and write in the "Other (Specify)" section: *Victim of People Trafficking*

Visas based on humanitarian reasons
☐ Refugee or protection status claimant
☐ Victim of Domestic Violence
☐ Other (specify) ✗ _____

Step One: Lodging the application

Note: Certificate from the police that the applicant is believed to be a victim of people trafficking is not a mandatory lodgement requirement

1. Lodge the application under the relevant Victims of People Trafficking application type, as per VisaPak 256, which outlines the different application types for lodging in

---

[1] A person must be certified by New Zealand Police as a victim of trafficking before they can be granted a visa under these categories.

AMS.

2. Applications under this category are exempt from the prescribed fee or immigration levy pursuant to section 26AAB of the Immigration Regulations 2010.

3. Instructions state that an appropriately delegated immigration officer may waive the following requirements :

   a. Requirement to provide evidence of funds or sponsorship
   b. Requirement to provide police certificates if not available (but they would need to provide statutory declarations in this case)

   Note: this will be considered by the IO after lodgement as well as waived on lodgement.

4. When applications are lodged under these categories, they **must** be forwarded to the Specialist Assessment Team (unless the applicant is in New Zealand unlawfully, then it must be lodged as a Section 61 request and be forwarded to the Section 61 team as per IAC 2013-08)

OUT OF SCOPE

---

[2] The investigation of a people trafficking case commences when allegation or complaint is received by either Police or Immigration New Zealand (INZ). Victims are interviewed in the first instance due to the seriousness of the allegation. So when applicants apply for this visa, they should have already been in contact with the INZ Verification and Compliance (V&C) branch. However it is the responsibility of the receiving office to ensure INZ Investigations be aware of the application.

OUT OF SCOPE

S4.15 Residence Category for Victims of People Trafficking

Background

The Victims of Trafficking residence visa enables victims of people trafficking to remain in New Zealand where they cannot return home, because they will be endangered, at risk of being re-victimised, or at the risk of suffering significant social stigma and financial hardship as a result of being trafficked. The policy also recognises New Zealand's international obligations to offer protection and assistance to victims of people trafficking and enable trafficking offenders to be prosecuted.

The relevant section of immigration instruction for this visa is S4.15.

Application

Step One: Lodging the application

Applicants under this category should use application form INZ 1000. On page 1, they should select "Other (specify)" and write in Victim of People Trafficking.

1. The application should be lodged under the relevant Victims of People Trafficking application type, as per VisaPak 256.

2. Applications under this category are exempt from the prescribed fee or immigration levy pursuant to section 26AAB of the Immigration Regulations 2010.

3. An appropriately delegated immigration officer may waive any lodgement requirements including the provision of character and/or medical certificates for on a case-by-case basis, for lodgement purpose only.

4. Where police certificates are not available, the applicant must provide a statutory declaration in line with A5.10.1.

5. When applications are lodged under these categories, they **must** be forwarded to the Specialist Assessment Team (unless the applicant is in New Zealand unlawfully, then it must be lodged as a section 61 request and be forwarded to the Section 61 team as per IAC 2013-08.

OUT OF SCOPE

OUT OF SCOPE

OUT OF SCOPE

OUT OF SCOPE

Straight to Residence Online Lodgement

When to use

When a Straight to Residence application has been entered into AMS via Immigration ONLINE.

Role

- Support Officer
- Immigration Officer

Prerequisites

- Application has been entered in AMS
- Application has been allocated to the appropriate case manager queue

Context

Once applications are received via Immigration ONLINE and entered into AMS, Officers are:

- Required to check and complete the data entry for the applications; and
- Manually initiate triage and prepare for allocation.

Note: For best practice, it is recommended that support staff deal with all administrative tasks. However as this is not practical for all offices, if tasks can be completed at a later stage, this is indicated in the detailed step description.

Steps

1. **Open the AMS application**

In the **AMS Workflow Management** screen:

- o   Select and double click the application.

The AMS application opens.

In the AMS application Summary tab:

- o   Check that the IGMS Application identifier is present

Note: If the identifier is not present, then it is not an Immigration ONLINE application.

Then locate the application in the Document Management System (DMS).

- o   Open DMS in a web browser
- o   Enter the AMS application number (or other search criteria such as name); and
- o   Click **Search**.

2. **Update the client profile**

In AMS, on the **Applicant(s)** tab:

      o   Double click the client listed.

The AMS **Client Profile** screen opens.

In the **Client Profile**:

      o   Update the tabs as necessary.

See SOP Updating Client Profile in AMS for Lodgement.

Note: If you are unable to update the applicant's client profile because the client is undergoing identity resolution, make a clear AMS note stating this ('IDME in manual resolution, unable to update IDME') and continue to lodge the application.

3. **Complete the Contacts tab**

Determine whether any contacts need to be added for the application. Common contacts for a Straight to Residence Visa include (but are not limited to):

- o Adviser or Lawyer

- o Employer (the applicant's current employer or an employer who has offered a role to the applicant. This will be in the application form, and there should be an employment agreement or letter from the employer for all Straight to Residence visa applications.)

Notes: It is important to correctly add any known or required contacts:

• To an application as it may impact the triage result.

• To the **Contacts** tab, so INZ staff who are not able to view the application may still appropriately discuss the application with an authorised contact person e.g. an advisor, partner or employer.

• And advisors (if applicable) should have associated addresses added in the **Client Contact** screen.

In AMS, on the **Contacts** tab

- o Click Add ➕.

The Add New Contact dialogue box appears.

- o In the drop-down box:

- o Select the contact type; then…

If…	Then…
The contact is an adviser	Go to step 4
The contact is not an adviser	Go to step 5

4. **Contact is an adviser**

If the contact is an adviser:

- o Click **Search Adviser**.

The **Search Adviser** screen appears.

Use the adviser's licence number to search for them, or

- o If a licence number is not available, complete the fields, and
- o Click **Find**, then
- o From the search results, select the adviser; and
- o In the **Add New Contact** screen, click **OK**.

Note: If the adviser is exempt from licensing, then the reason they are exempt must be selected.

5. **Contact is not an adviser**

If the contact is not an adviser:

- o Click **Search Client.**

The **Client Search** screen appears.

Search the contact in AMS. See SOP Search a Client in AMS, and then

- o From the search result, select the contact and
- o In the **Add New Contact** screen, click **OK**.

After adding a contact, in the **AMS Contacts** tab, highlight and double click the contact to view the contact's AMS client profile.

Update the contact's AMS client profile with any supporting information submitted with the application.

Note 1: If the contact search in AMS results in no matching records, see SOP Create a new client ID in AMS.

Note 2: If you are unable to confirm the identity of a contact (for example, there is no address information to confirm a client identity on AMS, or there are multiple employer results and not enough information is provided with the application to be able to confirm which is the applicant's correct employer), place a clear AMS note stating this and continue to lodge the application.

6. **Check documentation**

In DMS, check that all the required documentation has been uploaded correctly for the application. See IGMS user guide - Locate and view Immigration ONLINE Application documents

Examples of documentation problems include:

- o Scanned documents illegible
- o Incorrect document uploaded, e.g. expired passport
- o Documents uploaded not complete

If documents have been correctly uploaded	Go to Step 7
If documents have not been correctly uploaded	Request the information from the client. See SOP Request additional information Then go to Step 7

7. **Complete Health lodgement**

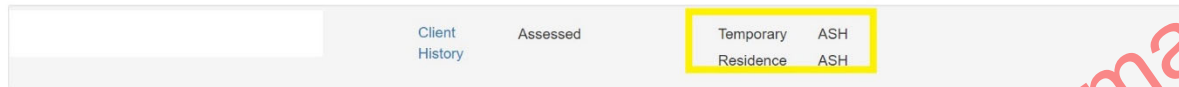Check if there is a health case warning in AMS.

Search in the Immigration Health System (IHS) to locate the health case with the relevant medical certificate for the visa application. Refer to SOP Searching for a Health Case in IHS, SOP Check the Health Case Status in IHS, and Check the Health Assessment Outcome in IHS.

In the Applicants tab in AMS, enter the IHS Health Details (NZER or NZHR and Health Outcome if available). Refer to SOP Recording Health Details in AMS.

Check if the medicals in the health case meets the medical requirements for the visa application. Refer to SOP Checking Medical Certificates in IHS. For example, if a valid General Medical Certificate is ASH under Residence, it can be accepted for a Straight to Residence Visa.

Check INZkit Guidelines to decide if a medical referral is required.

Check the latest assessment notes or the outcome banner of the health case for details of the assessment conditions where applicable. The outcome banner on the top of the health case will indicate if it is ASH for a particular visa category. If it is unclear, use full view to read all assessment notes. If there are no notes, then the medical certificate may have auto-cleared. Refer to FAQs - 'Auto-Assessed' health cases.

Check the date the medical was ASH and if there is new health information on the application, then determine if a new referral may be required.

You may need to reopen the health case to reactivate it for the assessment and attach any new information. Refer to SOP ▶Re-open a health case in IHS. Or if the Health Assessment Team (HAT) has requested to be informed when an application has been accepted then you may need to release the health case from on hold. Refer to SOP Release a health case from on hold in IHS.

Note: If the medical in IHS is being assessed for a Temporary visa application, then you will have to wait until that assessment is completed.

Update the 'Visa Details and Application Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and Visa Details (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

Unless the applicant was ASH for a General Medical Certificate under residence then a medical referral will be required if the previous medical is less than 36 months old and any of the following situations apply:

If	Then …
The applicant was ASH **without referral** or ASH under Residence	Check the AMS Health Notes for any significant or abnormal findings. Review the latest assessment notes of the health case in IHS for

	details. Refer to SOP Check the Health Assessment Outcome in IHS.
	Were there abnormal findings? **Yes**, go to Step 3 of this table **No**, go to Step 9 of this SOP
The applicant was ASH under Temporary **after referral**	Retrieve medical certificate from previous application and refer for Residence. Review the latest assessment notes of the health case in IHS for details. Refer to SOP Check the Health Assessment Outcome in IHS. Go to Step 8 of this SOP
The applicant was ASH **without referral** but AMS Health notes includes details of abnormal findings	Retrieve medical certificate from previous application and assess against INZkit referral guidelines (FAQs - Re-open health cases in IHS, http://inzkit/publish/globalprocessmanual/#71168.htm) to determine whether referral is required for Residence Review the latest assessment notes of the health case in IHS for details. Refer to SOP Check the Health Assessment Outcome in IHS. **Is a referral required?** **Yes**, go to Step 8 of this SOP **No**, go to Step 9 of this SOP

8. **Refer health case to HAT**

Where applicable, refer the Medical Certificate to the Health Assessment Team (HAT) by re-opening the health case in IHS. See SOP ▸Re-open a health case in IHS.

Update the 'Visa Details and Application Details' tab in IHS with the AMS information (AMS Client ID, Referral Note and Referral Type) and Visa Details (Visa Category, Visa Type, and Intended Length of Stay). Add in a 'Referral Note' with what you need for the new assessment. Refer to SOP Update the visa details in a health case in IHS.

If the health case was previously assessed as 'ASH with conditions' and the client has provided further medical tests, then attach any relevant medical tests to the health case. Refer to [FAQs - Add attachments to a health case](#).

Create a note in AMS e.g. 'Medical for [name] referred to MA [today's date].'

9. **Request third party check – NZPC**

Determine whether the client (as well as all included secondary applicants) requires a New Zealand Police Certificate (NZPC)

Check type	Note…
New Zealand Police Certificate (NZPC)	For a Straight to Residence Visa, a New Zealand police certificate is required for clients who are aged 17 and have spent a total of 12 months or more in New Zealand at the time their application is lodged. Existing, current NZPCs that are less than six months old at the time the Straight to Residence application is accepted can be used again. **Note**: Clients who have never been to New Zealand do not require an NZPC. If the client requires a NZPC, then request one using the [Police Intelligence Check (PIC) portal](#).

10.   **Check against Specialist Assessment Team (SAT) rules**

See [IAC 21 Restricted 01](#) for instructions on when to make SAT referrals. **In general**, a SAT referral at lodgement stage is needed in the following cases (but see the IAC for more details):

- o   Mandatory first tier assessment (nationals of several countries)
- o   CP concerns

If a referral is not required, skip to step 13.

Note: Support officers do not need to consult the risk indicator guides (RIGs) to see if a referral to RAT is required. This will be the task of the immigration officer at a later stage.

11.   **If SAT referral needed, check for complete information.**

If a case requires a SAT referral, confirm that the INZ1200 questions have been answered for each of the adult applicants. If they have not, request the applicant(s) to upload INZ1200 or any missing information into their IGMS application.

See SOP Requestion additional information

Note: The IGMS form should, in most cases, ask the INZ1200 questions of the principal applicant automatically. For non-principal adult applicants, the IGMS form will ask them to upload the PDF version of INZ1200 into IGMS.

12.   **SAT referral needed (cont'd) – Email SAT and change location in AMS**

If the case needs SAT referral, email xxxxxx@xxxx.xxxx.xx   with the subject line *GREEN LIST Mandatory 1st Tier SAT assessment: AN xxx*

Use the SAT email referral template below when making the referral:

Email referral template:

On/Offshore	
App number	
Visa Type	Residence
Name	
Citizenship	
University Offshore attended	
Employer	

Area of Employment	
Job Title	

Continue lodging the application.

Record AMS notes as appropriate and change the AMS location of the file to 'SAT Response'. Go to step 13.

13. **Request third party check if required – National Security Check (NSC)**

    1. Determine whether the applicant (as well as all included non-principal applicants) requires an NSC. Section 6(c)
If it is required, follow the instructions in this table. (Otherwise go to step 14.)

If	then
The IGMS form asked the INZ1209 or INZ1200 questions **AND** The applicant(s) answered at least the 1209 questions completely (that is: Education, Employment, and Military history is complete with no significant timeline gaps)	Section 6(c)
The IGMS form did not ask the INZ1209 or INZ1200 questions	Request the applicant(s) to upload INZ1209 into IGMS. There is no need for a support officer to wait for a response, as the processing office will monitor

The IGMS form asked the INZ1209 or INZ1200 questions **BUT** The applicant(s) did not answer the 1209 questions completely (that is: Education, Employment, and Military history is NOT complete, i.e. has significant timeline gaps)	Request the applicant(s) to fill in the missing gap(s) in the timeline and to upload that information into IGMS. There is no need for a support officer to wait for a response, as the processing office will monitor

2. Record a note in AMS of the action(s) you took in step a) above. Copy any email you sent to the applicant into AMS.

> **Note**: The SAT and NSC steps above need to be undertaken regardless of whether the principal applicant has a pending or recently decided/withdrawn **residence** application in which these steps were completed, or even where an NSC or SAT result is recorded.

14. **Complete the Lodgement screen**

In AMS, on the application Summary tab:

- o Click **Process Lodgement** [icon].

The **Lodgement** screen appears.

- o Complete all of the **Lodgement** Questions and the **Data Entry** Questions sections, and then
- o Click **OK**.

> **Note**: If any requirements have been waived, follow the screen prompts to add the required explanation.

If the application landed as 'Accepted' a CRisM risk assessment must be manually initiated once data entry is complete.

> **Notes**:
> - It is important to complete the Data Entry Questions section because the information entered may have an

impact on the triage result.

- Ensure that the applicant's occupation is accurately recorded in the 'Occupation' field
- For applications that have loaded as 'Tendered' please make sure all the **Lodgement** Questions are ticked either **Yes** or **Waive**.

15. **Manually triage the application**

After completing the data entry for the application, manually triage the application (i.e. Initiate a risk assessment).
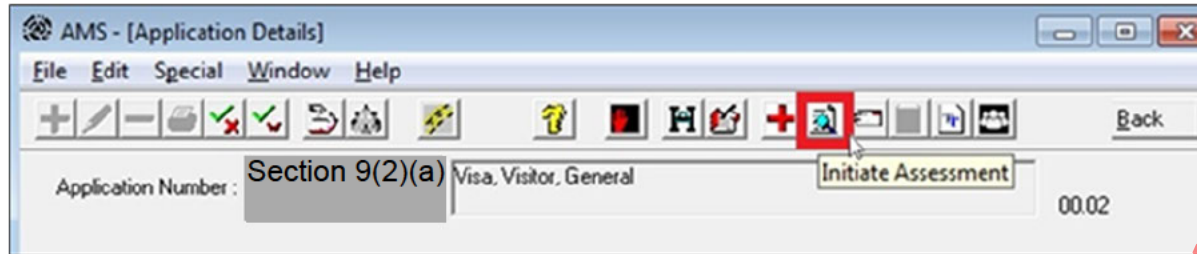
This is because the application should be re-assessed because of the updates that have been made.

Note: Triage should be manually initiated whenever updates are made to the application and / or client throughout the application process.

To manually initiate triage, on the **Application Summary** tab:

- o Click **Initiate Assessment.**

See SOP [Working with an application's risk assessment](#).

Also, to make sure the most up-to-date triage results are viewed, refresh the screen by:

- o   Pressing the **F5** key on the keyboard.

16.   **Check if application meets allocation priority criteria**

(Straight to Residence and Work to Residence applications are prioritised above other skilled residence applications)

If	Then...
The application meets criteria for high priority	In AMS Workflow, set the priority of the client's application to 'Y'

	Then go to Step 17
The application does not meet criteria for high priority	Go to Step 17

17. **File transfer**

Once everything is completed, transfer the application to the appropriate queue in AMS.

Note: Do not transfer the application directly to SAT if a SAT email referral has been made during lodgement. Responses to the SAT email referral will be handles by the branch processing the application.

End

Lodge Victims of Family Violence work visa

DATE PUBLISHED: 5 APRIL 2023

Classification: Unclassified

When to use

When lodging a Victims of Family Violence (VFV) work visa application (Immigration Instructions [W17](#)).

Role

- Support Officer (SO), or

- Technical Advisor (TA), or

- Immigration Manager (IM)

Steps

1. **Receive VFV work visa application**

Receive paper application.

2. **Complete data entry and lodge application**

   o   Check mandatory lodgement requirements, including for health and character.

   o   Complete all lodgement activities, answer lodgement questions, and lodge the application. See SOP Lodge application (temporary, paper).

   o   Ensure client passport details, family tab and client contacts are completed. See SOP [Update a client profile in AMS for an application](#).

Note: If applicant has not provided mandatory lodgement documents, discuss with TA/IM. Refer to table below.

If…	Then…

The application does not meet mandatory lodgement	SO must speak to TA/IM to discuss whether it is appropriate to waive any documents Go to **Step 3**
The application meets mandatory lodgement requirements	Go to **Step 3**

3. **Manually triage the application and assess risk**

Manually initiate a risk assessment by clicking 'Initiate Assessment'. See SOP Working with an application's risk assessment.

Note: Triage should be manually initiated whenever updates are made to the application and/or client details throughout the application process.

4. **Transfer lodged application to Hamilton Office**

Electronically transfer application to the Hamilton Office. See SOP How to Electronically Transfer Applications in AMS between Offices.

END

Date Published: 5 APRIL 2023
Classification: In-Confidence

When to use

When an applicant has been issued with an Invitation to Apply (ITA) under the Special Ukraine Visa Category 2022 and has sent their application form (INZ 1372) to the Special Ukraine Applications inbox within four months of the ITA issuance.

Note: Applicants are not required to provide medical or police certificates under this category.

Role

- Support Officer (SO)

Steps

1. **Application received by the National Documentation Office (NaDO) in Special Ukraine Applications inbox**

2. **Check that the correct form has been provided and has been completed fully in English**

If	Then
Yes	o Go to next step
No	o SO to request via email that the correct form be fully completed o Continue to next step once received

3. **Raise application(s) in AMS**

   o   Look up nominated family member in AMS.

   o   Locate client IDs for family members included in ITA/application and raise individual applications in AMS for each applicant.

If	Then
Applicant is aged 16 years or older	o Raise the application under: 'Visa, Work, Ukraine 2022'
Applicant is aged 15 years or below	o Raise the application under: 'Visa, Student, Ukraine 2022' **Note:** For guidance on how to raise an application, refer to SOP Tender an application in AMS (Tender an application in AMS, http://inzkit/publish/globalprocessmanual/index.htm#65918.htm).

4. **Complete 'Contacts' tab**

   o   Add both the New Zealand supporting family member and the sponsor to the 'Contacts' tab:

   ▪   The New Zealand supporting family member must be added as 'Contact (Other)'.

   ▪   The sponsor must be added as 'Acceptable Sponsor'.

Section 6(c)

   o   Ensure that any other contacts, including Licensed Immigration Advisers or lawyers, are added to the tab.

   Note: The New Zealand supporting family member and the sponsor may be the same person. In this case, they must be recorded in the 'Contacts' tab twice, as 'Contact (Other)' and 'Acceptable Sponsor'.

5. **Check if INZ 1200 form needs to be completed**

To determine whether or not applicant (and any non-principal applicant) needs to complete INZ 1200 - Additional Information Form:

   o   Consult the RIG; and

- Section 6(c)

If	Yes
A person included in the application requires a RIG-check and/or NSC	o Applicant must complete INZ 1200 - Additional Information Form o SO to send form to applicant via email and request it be completed in English and returned. See SOP Request additional information o When completed form is received, file in MAKO folder for application, as outlined in **Step 7** o Continue to next step
No one in application appears to require a RIG-check or NSC	o Go to next step

6. Manually triage the application and assess risk

Manually initiate a risk assessment by clicking Initiate Assessment. See SOP Working with an application's risk assessment.

Note: Triage should be manually initiated whenever updates are made to the application/s and/or client details throughout the application process.

7. Transfer EOI application to Hamilton Office

- o Save a copy of the email containing the application in the designated Mako folder: Special Ukraine Visas Applications. Name the MAKO folder either the application group or application number (if only one application).

- o Transfer the application to 'Queue, Ukraine Applications' in the Hamilton Office. Refer to SOP How to electronically transfer applications in AMS between offices.

- o Rename the application email in the inbox to the AMS application number using this guide.

- o Move the application email to the 'Complete' folder in the inbox.

END

Lodge Recovery Visa for the Extreme Weather Events Recovery, and associated partners and dependents

Date Published: 5 APRIL 2023

Classification: In-Confidence

When to use

When lodging a Specific Purpose Work Visa (known as Recovery Visas), and associated dependents, for the Extreme Weather Events Recovery (Immigration Instructions WS2.1.1(n)).

Role

- Support Officer (SO), or

- Immigration Manager (IM)

Related Resources

Visa Pak 540 – Response Visa supporting the Recovery from the 2023 Extreme Weather Events

INZ 1377 Recovery Visa - Employer Supplementary Form (ESF)

Steps

1. **Receive Recovery Visa application (and any associated dependents) allocation**

   o Open application in IGMS and view INZ 1377 Recovery Visa - Employer Supplementary Form (ESF), and other supporting documents.

If…	Then…
The client has submitted the Specific Purpose or Event Work Visa and chosen the "Other" field for sub-category.	o Identify if the client has provided a INZ 1377 Recovery Visa - Employer Supplementary Form (ESF)

	or provided any information stating the application is related to the recovery. o Continue to **Step 2.**
The client has not chosen the "Other" field for sub-category and there is no other indication the application is related to the recovery.	Do not proceed. See SOP Lodge application (online) **END**.

2. **Lodge application**

    o   Complete all lodgement activities, answer the lodgement questions, and lodge the application. See SOP Lodge application (online)

    o   Review application information for lodgement requirements. See IGMS user guide - Locate and view Immigration ONLINE Application documents

Ensure the Specific Purpose application is submitted with:

    o   Copy of passport

    o   Photo

    o   INZ 1377 Employer Supplementary Form (ESF)

    o   Full medicals - GMC and CXR (if required)

    o   Character certificates if stay exceeds 24 months in New Zealand (if required)

3. **Complete data entry**

    o   Ensure client passport details, family tab and client contacts are completed. See SOP Update a client profile in AMS for an application

    o   Link any dependent applications to the primary Recovery Visa application

Section 6(c)

Section 9(2)(a)
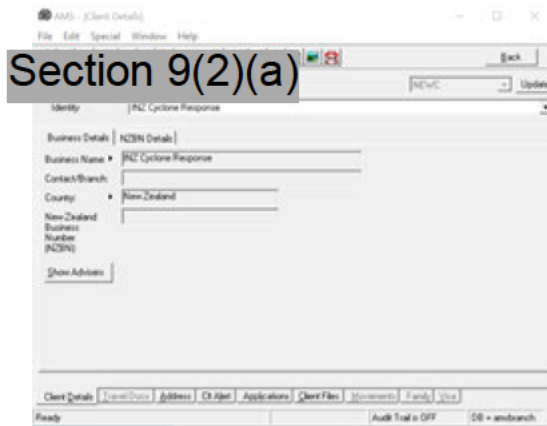
4. Complete lodgement AMS data entry for Employer and client occupation

Information required for the steps below are found in the INZ 1377 Recovery Visa - Employer Supplementary Form (ESF) submitted by the applicant.

- Ensure employer is added to the contacts tab – search the employer on AMS using the correct business name and/or NZBN number provided on the INZ 1377 Employer Supplementary Form (ESF)

- Ensure AMS employer ID has the correct NZBN number recorded.

- Add ANZSCO code to Main Occupation on the Determination tab

    o   Add appropriate location of client's occupation to **Region of employment** on the Determination tab

    o   Select **Other** for **Specific purpose** or event on the Determination tab

5. **Request NZPC (if required)**

   o   **Determine if NZPC is required.**

   o   **Submit request through the** portal. **See SOP** Submit third party request - NZPC.

6. **Request a National Security Check (NSC) (if required)**

Section 6(c)

If an NSC is required…	Then…
But the IGMS form does not contain all of the necessary information; or forms have not been provided **Note:** Check a full chronological timeline (no gaps)	Then request the information from the client. See SOP Request additional information

education, employment and military (if applicable) history from the date/year that they left secondary/high school, e.g. tertiary education onwards (approx. age 18).	
And the IGMS form does contain all necessary information; or forms have been provided	o Ensure Application Form or NSC form is completed in full. o A full chronological timeline (no gaps) education, employment and military (if applicable) history from the date/year that they left secondary/high school, e.g. tertiary education onwards (approx. age 18). o Section 6(c)

7. **Manually triage the application and assess risk**

  o Manually initiate a risk assessment by clicking Initiate Assessment. See SOP Working with an application's risk assessment.

Note: Triage should be manually initiated whenever updates are made to the application and/or client details throughout the application process.

8. **Transfer lodged application to Christchurch Office**

Electronically transfer applications to the Christchurch Office to **'Queue, RecoverySPWV'**. See SOP How to Electronically Transfer Applications in AMS between Offices.

Note: This includes all associated partner and dependent applications, including those where the main Recovery Visa application has been already decided.

END.
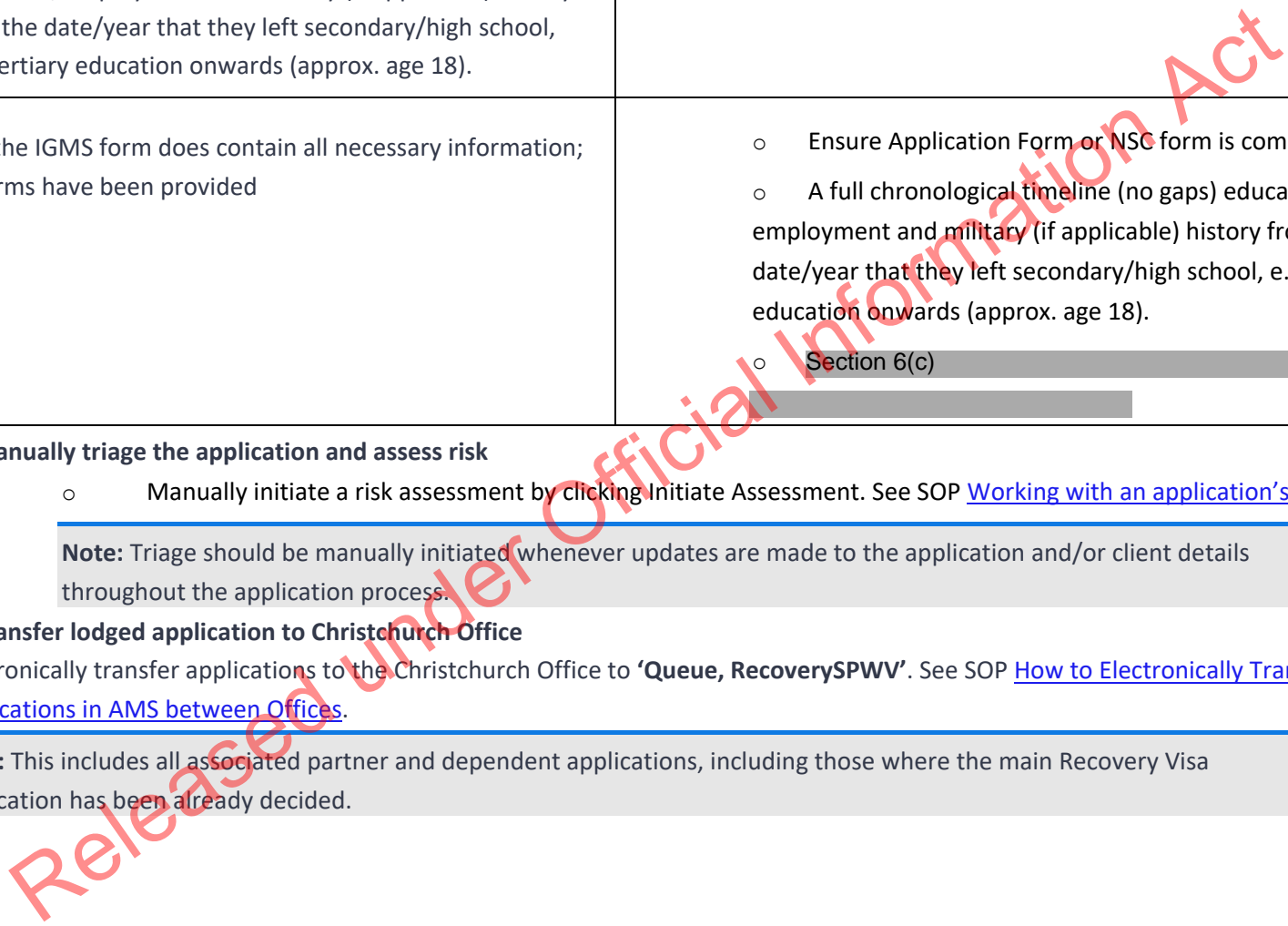
Lodge application for a Partner of a Worker Work Visa (ESWV or AEWV)

Date Published: 30 MAY 2023

Classification: In-Confidence

When to use

When lodging a work visa application for the partner of an ESWV or AEWV holder.

Role

- Support Officer (SO)

Steps

1. **Receive application**
   - o Open the application form and supporting documents.
   - o Ensure the application is submitted with the required documents:

   Note: The requirement to provide medical and police certificates has been removed for applicants who are in New Zealand and are applying for a work visa based on their relationship with an ESWV holder, and who have provided medical and police certificates to INZ with a previous visa application. Refer to A4.25 and A5.5.

If the request is submitted	The following should be provided

Online (through IGMS)	o Copy of passport for both the applicant and supporting partner (SP)
	o Photo of the applicant (head and shoulders)
	o [INZ 1146](#) - Form for Partners Supporting Partnership-Based Temporary Entry Applications
	o Evidence of the applicant and SP's relationship
	o General medical certificate and chest x-ray (if required)
	o Character certificates if stay exceeds 24 months in New Zealand
By paper	o Original or certified copy of passports for both the applicant and supporting partner (SP)
	o Two passport-sized photographs of the applicant's head and shoulders
	o [INZ 1198](#) - Partnership-Based Temporary Visa Application form
	o [INZ 1146](#) - Form for Partners Supporting Partnership-Based Temporary Entry Applications
	o Evidence of the applicant and SP's relationship
	o General medical certificate and chest x-ray (if required)
	o Character certificates if stay exceeds 24 months in New Zealand
	o Fee

2. **Complete data entry in AMS**

Ensure the applicant's passport details, family tab and client contacts are updated. See SOP [Update a client profile in AMS for an application](#)

3. **Create and lodge application in AMS**

The application will need to be created under one of three application types. To find out which application type should be raised:

- o   If IGMS application: check what the applicant has ticked under 'Visa details'
- o   If hardcopy application: check what has been ticked at B8 of the Supporting Partner form (INZ 1198)

If applicant is the	Then lodge application as
Partner of an ESWV holder	Visa, Work, Partner of a Worker
Partner of an AEWV holder earning twice the median wage or in a Green List role	Visa, Work, Partner of AEWV - Open
Partner of AEWV holder earning less than 2x the median wage and not in a Green List role	Visa, Work, Partner of AEWV - Conditional

Complete all lodgement activities, answer lodgement questions, and lodge the application. See SOP Lodge application (temporary, paper). If

the SP has a pending ESWV or AEWV application, ensure it is linked to this application using the link icon .

4. **Request New Zealand Police Check (NZPC) (if required)**

- o   An NZPC is required for applicants who have lived in New Zealand for at least five years (in one stay or intermittently) since attaining the age of 17.
- o   If applicant requires an NZPC, request using the Police Intelligence Check portal. See SOP Submit third party request - NZPC.

5. **Check against Specialist Assessment Team (SAT) rules**

- o   If an application has triggered SAT rules, a flag in AMS would have appeared when the application was created.
- o   If a dialogue box appears, consult with a Technical Advisor as to whether to refer application to the SAT
- o   See IAC 21-RESTRICTED-01 for instructions on when to transfer to SAT.

If SAT transfer is	Then
Required	Follow transfer instruction outlined in IAC

	END
Not required	Go to next step

6. **Check if National Security Check (NSC) is required**

Determine if NSC is required – Section 6(c) and [IAC 21-RESTRICTED-01](#).

If	**Then**
Applicant requires NSC	If application is hard-copy: applicant must complete INZ 1209 - National Security Check Form
	Send form to applicant. See SOP Request additional information
	If IGMS application, there is no need for applicant to complete INZ 1209 as IGMS application form contains the information required for NSC
	Continue to next step
Applicant does not appear to require an NSC	Go to next step

7. **Manually triage the application and assess risk**

Manually initiate a risk assessment by clicking 'Initiate Assessment'. See SOP [Working with an application's risk assessment](#).

Note: Triage should be manually initiated whenever updates are made to the application and/or applicant's details throughout the application process.

8. **Transfer lodged application**

Electronically transfer application to the Hamilton Office, unless advised to transfer to a different office by Technical Adviser or Immigration Manager. See SOP [How to Electronically Transfer Applications in AMS between Offices](#).

END