

Invoke Jump to Assessment (JTA) feature in ADEPT and processing JTA applications

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Context

Jump to Assessment (JTA) is a feature that allows for Visitor Visa (VV) or Accredited Employer Work Visa (AEWV) applications in ADEPT, submitted after 30 July 2023, to bypass the automated system workflow and go directly to the 'Under Assessment' stage. Once invoked, the application is allocated to an Immigration Officer (IO) who must then manually assess the application.

The decision to invoke the JTA feature can only be made by Visa Operations Managers (VOMs) and Head of Operations (HOOs). It must be used only in exceptional circumstances. Once the JTA feature is invoked, it cannot be undone.

Only users with the system role of VOM will be able to invoke the JTA feature in ADEPT, noting that HOOs are also assigned VOM system roles as no HOO system role exists in ADEPT.

In most cases, the requirement to invoke the JTA will stem from a decision made by the Escalations team (i.e., if the Escalations team have considered a request for urgent allocation of an ADEPT application against escalation criteria and have decided it meets the threshold). The Escalations team will then notify the relevant branch of the escalation and recommend that a JTA is required. The branch VOM/HOO will then decide, depending on the status of the application, to invoke the JTA feature and assign the application to an IO.

Alternatively, a branch may receive a request for urgent escalation of an application directly from the applicant or a representative. The branch VOM/HOO must decide if the request should be sent to the Escalations team to respond to, or whether it should be considered in-branch.

This SOP is split into two sections; the first details the process of considering an urgent request and invoking the JTA feature, and the second details the process for the IO to follow once a JTA application has been assigned to them.

Role

- Visa Operations Manager – VOM & Head of Operations - HOO (first section of SOP)
- Immigration Officer - IO (second section of SOP)

Related resources

[ADEPT system user guide](#) (this is referred to in the SOP as "the User Guide")

VOM/HOO section: Process to invoke JTA feature

Note: Further information to support this section of the process can be found in the Jump to Assessment (JTA) section of the User Guide.

Steps

1. Determine if the JTA process is appropriate

If the	Then
VOM/HOO receives a recommendation from the Escalations team that a JTA is required	Go to Step 1a
VOM/HOO receives a request for urgent escalation of an application directly from the applicant or a representative	Follow SOP - INZ staff: Handle a request for priority allocation of a Visa application If the escalation criteria are assessed as met, go to Step 1a

1a. Determine further action

- Confirm the request is for a Visitor Visa, Student Visa, or Accredited Employer Work Visa held in ADEPT.
- Assess the details of the case to determine if the circumstances justify JTA processing
- Confirm that the application was submitted after 30 July 2023.
- Check the internal status of the application

If	Then
The internal status is blank	You will need to wait until the application has an internal status to follow the steps below. Note: For VV only: VOM/HOO to consider raising in AMS if they are travelling imminently (E.g., Same day) END
The internal status is: • Preparing information • Gathering information AND The escalation request was received from the escalations team	Email the Escalations team to let them know that the branch is handling the escalation request. Make sure to include the original escalation request so the Escalations team can add it to their centralised reporting data Add a 'General note': 'JTA invoked'- along with a copy of the email (including the time and date the email was received) To add a note, see 'Creating Notes' in the user

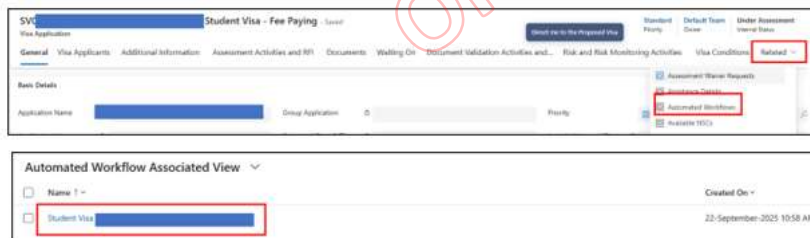
	guide
	Go to Step 2
The internal status is: - Preparing information - Gathering information AND The escalation request was received directly from the applicant or a representative	Add a 'General note': 'JTA invoked' - along with a copy of the email (including the time and date the email was received) To add a note, see 'Creating Notes' in the user guide Go to Step 2
The internal status is: Under assessment	This indicates that the application can be allocated to an officer to assess. JTA not required. END

2. Consider automated workflow and confirm that JTA is required

- Before invoking JTA, check what stage the application is at in the Automated Workflow. It might be that the application is only one step away from moving to 'Under Assessment', in which case there is little point in invoking JTA (once it is 'Under Assessment' there is no barrier to completing the application).
- Select the appropriate application type from the list below to check that invoking JTA is appropriate
- ▼ **Automated workflow checks for Student visa applications** ▶ *(Click to expand)*

Automated workflow checks for Student visa applications

- Open the Automated workflow screen by clicking on the **Related** tab from the righthand side of the main toolbar and selecting **Automated workflows**. Click on the 'Student visa' link to view the modules.



Modules are *groupings* of Master Execution Flow steps that the system follows when moving an application through to **Under assessment**. The *Module number* is found in the **Sort order** column and the status of that module is found in the **Execution status** column.

Start Order	Name	Next Execution Module	Execution Status	Created On
100	SV: Initiate Visa Application and Upload Properties	SV: Generate Invoice, notify client and check supporting doc...	Completed	23 September 2025 10:58 AM
200	SV: Generate invoice, notify client and check supporting doc...	SV: Generate identity number and resolve identity	Completed	23 September 2025 10:58 AM
300	SV: Generate identity number and resolve identity	SV: Create sponsorship request being entry visit	Completed	23 September 2025 10:58 AM
400	SV: Create sponsorship request being entry visit	SV: Create CP Assessment Activity	Completed	23 September 2025 10:58 AM

- Scroll through the **Execution status** column to locate the module number that is currently **In-progress** to determine what stage the application is at.

Student Visa - [redacted] : Saved				
Automated Workflow				
General Related				
900	SV: Gather Information about Health	SV: Generate and Trigger NSC - Non Sponsor	Completed	
1000	SV: Generate and Trigger NSC - Non Sponsor	SV: Await For Completion of Gather Intelligence	Completed	
1100	SV: Await For Completion of Gather Intelligence	SV: Sponsor identity resolution	In-Progress	
1200	SV: Sponsor identity resolution	SV: Generate and Trigger NSC - Sponsor	Not Started	

- Check if the application is close to moving through to 'Under assessment' status

If	Then
The status reason for module number 1100 is Completed	• If urgency of the escalation allows, check the application status in a couple of hours' time • If the application has moved to 'Under Assessment', it can be assigned to an IO, and JTA is not required END
	• If urgency of application does not allow for waiting, or if the application does not move to 'Under Assessment' within a couple of hours, JTA can be invoked Go to the step below to check if the application includes a sponsor before invoking JTA
The status reason for module number 1100 is In-progress or Not started	Go to the step below to check if the application includes a sponsor before invoking JTA

- Check if the application includes a sponsor

If	And	
The application includes a sponsor	The status reason for module number 1300 is Completed	Do not proceed to invoke JTA END
	The status reason for module number 1300 is Not started or In-progress	Check if identity resolution has been completed before JTA can be invoked Go to Step 3
The application does not include a sponsor	Check if identity resolution has been completed before JTA can be invoked Go to Step 3	

▼ Automated workflow checks for Visitor visa and Accredited employer work visa applications ▶▶ (Click to expand)

- To check, from the main application screen, click 'Related' on the righthand side of the screen and bring up 'Automated Workflows'.

Visitor Visa - General - Saved

Urgent Priority Owner Completed Internal Status

General Visa Applicants Additional Information Assessment Activities and RFI Documents Waiting On Risk and Risk Monitoring Activities

Basic Details

Application Name: Visitor Visa... Group Application: ---

Application id: Submitted Date (NZ): 09-August-2023

Primary Applicant: Approved Date: 10-August-2023

Number of Applicants: 2 Decision Date: 10-August-2023

Visa Application Report: https://app.powerbi.com/groups/c45c5d0e-cfa3-4bd8...

Reconsideration Eligibility Date: ---

Current Execution Step: Finalise application

QC/RSQC Await Execution Step: ---

Job Token: ---

Other Details

Related - Common

- Activities
- Audit History
- Activities
- Activity Header Records
- Additional Visa Conditions
- Alerts/Warnings
- Application External Statuses
- Application Fees
- Application Fee Line Items
- Application Intelligence
- Assessment Activities
- Assessment Concerns
- Assessment Criteria
- Assessment Waiver Requests
- Assistance Details
- Automated Workflows
- INS Cases
- Requests for Reconsideration

- Click the application 'Backend Processing' link to view which step in the standard workflow the application is at.

Visitor Visa - General - Saved

Priority Default Team Owner Preparing Application Internal Status

General Visa Applicants Additional Information Assessment Activities and RFI Documents Waiting On Risk and Risk Monitoring Activities Visa Conditions Automated Workflows Related

Show Chart Refresh Flow Run Report Excel Templates

Automated Workflow Associated View

Name: Visitor Visa Backend Processing (100-1700) - v2.0 - ae12339b-6b8c-4799-bd44-35479a496e29 Created On: 14-August-2023 5:34 PM

- Once the 'Backend Processing' Automated Workflow is open, look at 'Status Reason' of each system step to see which one says 'Processing started' - this is the step the application is at.
- Check the Master Execution flow (MEF) step as displayed in the 'Sort Order' column

V3 Work Visa Backend Processing (100-1700) - v2.0 - ae12339b-6b8c-4799-bd44-35479a496e29

Automated Workflow

General Audit

Name: V3 Work Visa Backend Processing (100-1700) - v2.0 - ae12339b-6b8c-4799-bd44-35479a496e29 Automated Process: V3 Work Visa Backend Processing (100-1700)

Business Object GUID: 78445c99-0a4e-40e6-964e-b030f0b04d29 Created by: ANZ

Business Object Type: ANZ_Assessment Automation Status: Stopped

Visa Application: Business Object Type: ANZ_Assessment Definition Method: ---

Master Execution Flow

Sort Order	Name	Next Master Execution Flow	Name (Automated)	Number of Execution Flows Created	Number of Successful Executions	Status Reason	Created On
1	V3: Create Documents	V3: Create Documents	V3: Create Documents	1	1	Completed	09 July 2023 9:41
2	V3: Generate PDF	V3: Generate PDF	V3: Generate PDF	1	1	Completed	09 July 2023 9:41
3	V3: Fetch Data	V3: Fetch Data	V3: Fetch Data	1	1	Completed	09 July 2023 9:41
4	V3: Delete Initial	V3: Delete Initial	V3: Delete Initial	1	1	Completed	09 July 2023 9:41
5	V3: Store Initial	V3: Store Initial	V3: Store Initial	1	1	Processing Started	09 July 2023 9:41
6	V3: Assess Risk	V3: Assess Risk	V3: Assess Risk	1	1	Not started	09 July 2023 9:41

If	Then
The status reason for MEF 1,375 - 'Store initial risk assessment request and trigger AzBRE) is 'Processing started' or 'Completed' and/or the application has progressed beyond MEF 1,375	• If urgency of the escalation allows, check the application status in a couple of hours' time • If the application has moved to 'Under Assessment', it can be assigned to an IO, and JTA is not required
	END • If urgency of application does not allow for waiting, or if the application does not move to 'Under Assessment' within a couple of hours, JTA can be invoked Go to Step 3
The status reason for MEF 1,375 – Store initial Risk assessment request and trigger AzBRE is 'Not started'	• JTA can be invoked Go to Step 3

3. Check that applicant's identity has been resolved

- ▼ **Identity resolution checks for Student visa applications** ▶ [\(Click to expand\)](#)

Identity resolution checks for Student visa applications

Check if the system has completed or progressed beyond the Identity resolution stage

If the module number that is currently "In-progress" is...	Then
Greater than 300	• Identity resolution is completed Go to Step 4
300 or less	• Identity resolution has not yet been completed. The application cannot be decided until the identity of the applicant/s has been resolved • The Identity team must be contacted for urgent resolution • Refer to Steps 5 and 6 of SOP Request an urgent identity resolution from the Identity Management Team (note that the criteria for urgent allocation has already been met by virtue of JTA being approved). Additionally: • The subject line of the email to the Identity

team must read "Urgent – JTA application.

[Applicant name] [Application/client number]".

- Ensure the email is flagged as "High Importance"
- Also ensure that the IO who will be assigned to the application is copied into the email (if this is known)
- Provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
- The Identity team will provide an update as soon as possible.
- Wait until identity resolution has been completed, and then go to **Step 4**

▼ **Identity resolution checks for Visitor visa and Accredited employer work visa applications** ▶ [\(Click to expand\)](#)

Check the automated workflow to see if MEF 450 (identity resolution) has been reached.

Sort Order ↑	Name	Next Master Execution Flow	Name (Automated Process Flow)	Number of Execution Flows Completed	Number of Successful Flows	Status Reason
188	MEF-1500005	MEF-1500007	v23Create Document Metadata for Visa Ap...	1	1	Completed
288	MEF-1500007	MEF-1500008	v23Generate PDF Document of Visa Appli...	1	1	Completed
292	MEF-1500008	MEF-1500011	v23Generate Invoice	1	1	Completed
276	MEF-1500012	MEF-1500014	v23Publish Invoice/Tax Receipt on the Portal	1	1	Completed
300	MEF-1500018	MEF-1500019	v23Send Notification to Primary Contact	1	1	Completed
352	MEF-1500016	MEF-1500021	v23Create SO Validation Activity - New Ap...	1	1	Completed
378	MEF-1500021	MEF-1500026	v23Create Contact Information for Family	0	0	Completed
400	MEF-1500028	MEF-1500032	v23Create Relationship Details between Pri...	1	1	Completed
452	MEF-1500032	MEF-1500039	v23Send completion of identity resolution...	1	1	Processing

If workflow MEF is	Then
Greater than 450	• Identity resolution is completed Go to Step 4
450 or less	• Identity resolution has not yet been completed. The application cannot be decided until the identity of the applicant/s has been resolved • The Identity team must be contacted for urgent resolution • Refer to Steps 5 and 6 of SOP Request an urgent identity resolution from the Identity Management Team (note that the criteria for urgent allocation has already been met by virtue of JTA being approved). Additionally: • The subject line of the email to the Identity team must

read "Urgent – JTA application. [Applicant name]

[Application/client number]".

- Ensure the email is flagged as "High Importance"
- Also ensure that the IO who will be assigned to the application is copied into the email (if this is known)
- Provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
- The Identity team will provide an update as soon as possible.
- Wait until identity resolution has been completed, and then go to **Step 4**

4. Invoke the JTA feature

Note: If the JTA function needs to be invoked for multiple applications (i.e., a family group), refer to Trigger a jump to assessment (JTA) for multiple applications in the User Guide. For a single application, continue with this step.

- Open the application in ADEPT.
- Scroll to the 'Administrative Details' section within the 'General' tab and complete the three mandatory JTA fields:
 - Click on 'Enable Jump to Assessment' and select 'Yes'
 - Click on 'Jump to Assessment Reason' and select one of three available options that mirror the escalation/JTA criteria considered at Step 1: 'Humanitarian factors', 'Matter of national interest', or 'Personal circumstances'
 - Click on 'Jump to Assessment Requestor' and input own name or Escalations team JTA requestor.
- In the section above, click on 'Case Owner' and select an IO to assess the application. The application will now appear in the dashboard of the IO.

Note: When considering an appropriate IO to assess the application, it may be preferable to choose an experienced IO with a strong knowledge of immigration instructions.

- The application priority in the top right-hand corner of the application will automatically update to 'Escalations' within the next few minutes.

VV [REDACTED] Visitor Visa - General - Saved

Visa Application

General Visa Applicants Additional Information Assessment Activities and RFI Documents Waiting On Risk and Risk Monitoring Activities Visa Conditions Related

Name of Application: [REDACTED] Risk Rating: Medium

Application Contact: [REDACTED] Client Owner: [REDACTED] Warning Count: 0

Person Name: [REDACTED] NDI: [REDACTED] Last updated: 09 November 2023 12:03 PM

Primary Contact: [REDACTED] Deciding Office: [REDACTED]

Initial Contact: [REDACTED] Request for Special Decision: No

Contact Person Telephone: [REDACTED] Visa Type: Visitor Visa - General

Contact Person Email: [REDACTED] Allowed Visit Application in Group: No

Learned Immigration Advisor: [REDACTED] Intended Stay Length: [REDACTED] Require RFI Assessment: No

Category Type: [REDACTED]

Administrative Details

RVIS Sync Status: Synchronised Use Status: [REDACTED] Linked Application: [REDACTED] Visa Production Fee: [REDACTED]

Version Number: [REDACTED] Number of questions required: [REDACTED] Ready for payment: No

Enable jump to assessment: No [REDACTED] Record assessment: [REDACTED] [REDACTED]

- As confirmation that JTA feature has been successfully invoked, it will now appear as an additional workflow in the 'Automated Workflows' tab:

VV [REDACTED] Visitor Visa - General - Saved

Visa Application

General Visa Applicants Additional Information Assessment Activities and RFI Documents Waiting On Risk and Risk Monitoring Activities Visa Conditions Automated Workflows Related

Show Chart Refresh Flow Run Report Excel Templates

Automated Workflow Associated View

Filter by keyword

Name	Created On
jump to assessment - 653d446f-bdf4-4a95-98d2-8684c86c9fd5	07-August-2023 8:52 AM
VisaApps: Unpause exd RV21 (IHS wait) - 653d446f-bdf4-4a95-98d2-8684c86c9fd5	19-July-2023 12:20 PM
Visitor Visa Backend Processing (100-1700) - v2.0 - 653d446f-bdf4-4a95-98d2-8684c86c9fd5	19-July-2023 9:50 AM

5. Advise the IO that the application has been assigned to them

- Ensure that the IO has access to the second section of this SOP.
- Ensure they are given clear a timeframe to begin assessment of the application. The expectation is that the application should be completed within 24 to 48 hours (although it should be acknowledged that this may not be the case for all applications).
- The IO should be advised to prioritise the application over their normal workload and begin assessment as soon as the system allows them to do so.

END

IO section: Prerequisites and when to use

When a VOM/HOO has invoked the JTA feature and assigned an application to an IO. This section details how to navigate the process in ADEPT and complete the assessment manually.

Note: An application that has been assigned after having the JTA feature invoked should be assessed as a priority and should take precedence over all other tasks.

Related Resources

- IAC 13/09 - Assessing Bona Fide Application Criteria

- Worker Eligibility (AEVV), Student eligibility assessment (SV) activity and risk rating has been created. Note that there are no documents associated with this activity.
- Click on the 'Documents' tab on the main toolbar of the application, as pictured.
- The 'Documents' tab is highlighted in the screenshot below.
- Documents uploaded with their application is accessible.
- Click on the dropdown box next to the name field and click 'Open document(s)'. Each document will open in an individual tab within the application.
- To access these through the 'Related' tab followed by 'Sponsorship requests'. There will be a Documents tab here within the 'Sponsorship requests' section.

Steps

1. Open and view application via ADEPT dashboard.

- As an indication that the application has been JTA-ed, the application priority in the top right-hand corner of the application will read 'Escalations' and the JTA fields in the 'Administrative details' section will be completed (pictured below). This can also be confirmed by checking the 'General notes' for a note titled 'JTA invoked'.

Administrative Details									
AAFI System Status	Synchronized	CI New Status		Latest Application Fee	View Application Fee				
Version Number		Number of questions finished		Ready for payment	Yes				
Online using the Assessment	Yes	Print My Assessment Download My Results	0	Print My Assessment Download My Results	0				

- Ensure that a risk and purpose (VV) activity Worker Eligibility (AEWV), Student eligibility assessment (SV) activity and risk rating has been created. Note that there might be a delay of up to two or three hours before this happens.
- To open the application, click on the 'Documents' tab on the main toolbar of the application, as pictured.

Visitor Visa - General - Saved

Visa Application

General Visa Applicants Additional Information Assessment Activities and RFI Documents Waiting On

- From this tab, all information the applicant has uploaded with their application is accessible.
- To open all the documents at once, select the tick box next to the name field and click 'Open document(s)'. Each document will open in an individual tab within the browser.
- To view sponsorship documents – you will need to access these through the 'Related' tab followed by 'Sponsorship requests'. There will be a Documents tab here which will hold all sponsorship information uploaded by the sponsor.

[illegible]

2. Review client information

Note: Sponsor and employer information (including alerts and warnings) should be checked (where applicable)

- Check the 'Additional Information' tab and the relevant PowerBI Reports, as they contain information pertaining to alerts and warnings for the client, sponsor, and employer (if applicable). All active alerts or warnings must be considered. The client PowerBI report also contains application and movement history and client status (IN/OUT/UNLI/NEWC). The 'Identity' tab includes passport information for the client.

Save

Visa Applicant

General Additional Information Identity Education & Employment Travel Affiliations Character

Client details:

Client [Redacted] Client Number [Redacted]

Client Status: New

Client History URL: <https://app.powerbi.com/groups/40...>

Client Number Provided: [Redacted]

Compare Client Numbers: No

Client Comparison Result: --

3. Review passport/travel document

- Review the passport/travel document information held for the applicant/s on ADEPT and ensure it matches the information provided in their application.
- Refer to Update the applicant information in the Support Officer (SO) section of the User Guide if any inconsistencies are identified.

If	Then
Any of the applicant's biographic information is updated	- Identity resolution for the applicant must be retriggered manually. Refer to Manually retriggering identity resolution in the User Guide - Once this process has been followed and identity has been retriggered, go to the next step
No biographic information is updated	Go to Step 4

4. Check that applicant's identity has been resolved

Note: Identity must be resolved for all applicants before a decision is made.

- The system typically automatically resolves the identity within a day.
- Check if the applicant's identity has been resolved and refer to the below table:

If	Then
Identity has been resolved within the timeframe noted above	Go to Step 5
Identity has not been resolved within the timeframe noted above	- IO should contact the Identity team for manual resolution - Refer to Steps 5 and 6 of SOP Request an urgent identity resolution from the Identity Management Team (note that the criteria for urgent allocation has already been

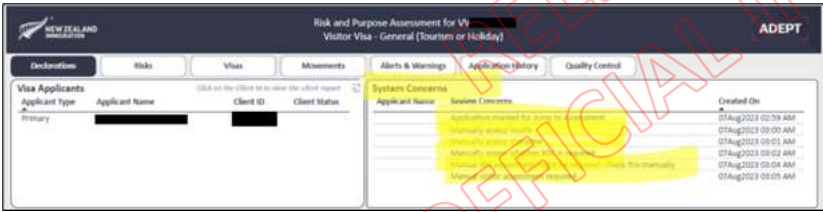
	met by virtue of being JTA-ed). Additionally: • The subject line of the email to the Identity team must read "Urgent – JTA application. [Applicant name] [Application/client number]". • Ensure the email is flagged as "High Importance" • Also ensure that the VOM that invoked JTA is copied into the email • Go to the next step once this has been completed
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5. Review the JTA system concerns

- Open the Risk and purpose/worker/student eligibility assessment activity and click on the PowerBI report link



- System concerns created by the JTA workflow show in the top right-hand corner of the Power BI Report
- The IO must review the system concerns in conjunction with the related high-level assessment criteria to understand what they need to do to assess each criterion manually to complete the JTA assessment.
- Refer to View the Power BI Report in the User Guide for further information.



Important Note: All applications will have system concerns. Depending on where in the standard system process JTA was triggered and which standard system steps were bypassed, the system will provide more information or context on what it has done and what is required next. For example, the system concern, 'Manually assess health', provides an example of what to look for next. It may be that the system has not asked the applicant to provide medicals, or that the system is waiting for the applicant to complete medicals - the IO must look at the application information and information available and determine the next step manually.

▼ To view the list of system concerns that may be generated by the JTA workflow - Click to expand.

System concerns	Scenario where this system concern is created
Status: Meds are required but no	Meds are required by there's no outcome (so

Status: Meds are required but no health outcome	Meds are required by there's no outcome (so could be waiting for system to request meds from client, waiting for client to do the meds, waiting for the MA to look at the meds, waiting for further tests, waiting for HAT to enter the outcome, etc.)
Manually assess health	All applications
Status: NZPC requested but response not received	NZPC has been requested but response not received
Manually assess character	All applications
Status: NSC requested but response not received	NSC has been requested but response not received
Manually assess whether NSC is required	All applications
Status: Waiting for sponsor to complete their form	Request has been sent to sponsor asking them to complete their form but response not received
Status: Sponsor form required but not yet requested	Application has a sponsor but sponsorship form request not sent to sponsor
Manually assess sponsorship	All applications where there is a sponsor
Status: Waiting for supporting partner to complete their form	Request has been sent to partner asking them to complete their form but response not received
Status: Supporting partner form required but not yet requested	Application has a supporting partner but partnership form request not sent to partner
Manually assess supporting partner	All applications where there is a supporting partner
SAT assessment might be required. Check this manually	s 6(c)
Manual SAT assessment is required	s 6(c)
s 6(c)	s 6(c)
s 6(c)	

Manually assess secondary applicant	All applications where there is a secondary applicant
Manual visitor assessment required	All visitor applications
Manual worker eligibility assessment required	All AEWV applications
Manual job check validation assessment required	All AEWV applications

6. View Risk and Purpose Assessment/Worker Eligibility Assessment Activity

Once the application is under assessment, a Risk and Purpose Assessment activity will be created for VV applications, a Student Eligibility assessment activity for SV applications and a Worker Eligibility Assessment Activity for AEWV applications.



These assessment activities will include several high-level assessment criteria that will be generated for applications where the JTA has been invoked as pictured below tailored for each application:



These high-level assessment criteria should be the starting point for your JTA assessment.

7. View and assess assessment criteria

JTA High-level assessment criteria do not have any instructions linked to them and as a result, the IO is required to undertake a manual assessment which includes taking further action as listed below and consideration of the relevant instructions.

The IO is required to add rationale into the 'Reason' field for each corresponding criteria taking into consideration the information provided, the relevant instructions and the system concerns that have generated.

Note: Where an application has multiple applicants, an IO must add separate rationale for each applicant against relevant assessment criteria.

Note: During the officer's assessment of the high-level criteria, if a concern is identified the officer can manually create an assessment concern or an assessment activity if required (See **Step 9**)

Assessment of high-level assessment criteria

Every application will generate default assessment criteria. The system will also generate additional criteria as required. For example, if a sponsor is included or a secondary applicant.

Every application will generate default assessment criteria. The system will also generate additional criteria as required. E.g. if a sponsor is involved in a secondary application.

Open and follow the guidance below to complete the mandatory JTA assessment criteria for the relevant visa type as listed above. Additional assessments may also be required (see list below)

Note: For visitor visas – follow the order of processing as per [IAC 13/09](#).

Mandatory JTA assessments - Default criteria to be assessed for every JTA'd application

Visitor visa
Assess all other Visitor visa requirements
Assess NSC requirements
Assess health requirements
Assess character requirements
Consider if SAT assessment is required
s 6(c)
Create proposed visa
Assess bona fides
Assess risk

Accredited employer work visa
Assess worker eligibility
Assess NSC requirements
Assess health requirements
Assess character requirements
Consider if SAT assessment is required
s 6(c)
Create proposed visa
Assess bona fides
Assess risk
Assess job check validation
Assess all other work visa requirements

Student visa
**Where a manual assessment of risk is required, the system will generate a risk assessment activity. If a risk assessment activity is present – follow SOP Assess risk assessment activity
**If the system identified manual assessments that needed to be addressed before JTA was invoked, these may still present as assessment criteria in addition to those listed below. In these cases, refer to the appropriate process in the SV Assess application SOP
Proceed to assess the high-level SV criteria as listed below (if present):
Assess Student eligibility and review EP/Course tab
Assess NSC requirements
Assess health requirements
Assess character requirements
Complete SAT assessment (SAT IO)
s 6(c)
Create proposed visa
s 6(c)
Assess alerts and warnings
Assess sponsor requirements
6(c) of the OIA
If exchange student, link exchange scheme/EPO
Review SO RFI sent

- ▶ [Assess all other visitor visa requirements V2 – Visitor visa only \(expand to read\)](#)
- ▶ [Assess all other work visa requirements – Work visa only \(expand to read\)](#)
- ▶ [Assess worker eligibility – Work visa only \(expand to read\)](#)
- ▶ [Assess job check validation – Work visa only \(expand to read\)](#)
- ▼ [Assess Student eligibility and review EP/Course tab - Student visa only \(expand to read\)](#)

- Refer to Immigration instructions U3 and U6

- Follow **Steps 6 – 11 (inclusive)** of SOP [Assess and decide an application for a Student Visa](#)
- Review the information held in the **EP/Course** tab and update the information (if required)
- If concerns are identified, a manual assessment concern should be raised to address this.
- Possible assessment concerns

Instruction	Assessment concern name
U3.1(a)(v) & U3.20.20	SV Incomplete financial undertaking form
U3.1(b)(ii) & E5	SV Multi-year study funds concern
U3.10(a)	SV Tuition fees not paid
U3.20	SV Non-genuine funds - custom text
U3.20(b)(i)	SV NZ scholarship - insufficient evidence
U3.20.10	SV Multiple financial undertakings provided
U3.20.10 & U3.20.15	SV Third party funds held for insufficient period
U3.20.10(b)	SV Third party relationship not clear
U3.20.10(d)(ii)	SV Insufficient evidence financial undertaking can be met
U3.20.20	SV Non-genuine funds - large deposit
U3.20.5(a)(i)	SV Sponsor and student relationship evidence
U3.20.5(b)	SV Sponsor did not support initial student visa
U3.20.5(c)(i)	SV Third party organisation in receivership or liquidation
U3.25	SV Insufficient outward travel evidence
U3.30(a)	SV Under 10 - school hostel
U3.30(b)	SV Under 10 - not living with guardian
U3.30.1	SV Under 10 - guardian
U3.40	SV VOC requirements to change study conditions not met
U3.5	SV Offer of place is incomplete or not provided

- Refer to Immigration Instructions E5 Requirement to be a 'bona fide applicant' intending a temporary stay in New Zealand
- Refer to content of Internal Administration Circular (IAC) 13/09 – Assessing 'bona fide applicant' criteria
- Possible Assessment Concerns:

Instruction	Assessment concern name	Blurb heading
E5.1	AEVV – not bona fide	Genuine lawful purpose
E5.10(a) (iii)	VV General - bona fides - travel history	Travel history
E5.10(a) (iii)	VV General - bona fides - unlawful dependants	Unlawful dependants
E5.10(a) (iv)	VV General - bona fides - family ties	Family ties
E5.10(a) (iv)	VV General - bona fides - return to home country	Return to home country
E5.10(a) (iv)	VV General - bona fides - ties in home country	Ties in home country
V2.1.1.1	VV General - bona fides - lawful purpose	Genuine lawful purpose
E5.1	VV Antarctic Traveller not bona fide	Genuine lawful purpose
E5.1	VV Child Adopted Overseas - not bona fide	Genuine lawful purpose
E5.1	VV Child entering for adoption - not bona fide	Genuine lawful purpose
E5.1(a)	VV Arriving by yacht or private aircraft - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Art Music Festival - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Conference delegate - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Crew - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Culturally arranged marriage - no genuine intention	Genuine lawful purpose

E5.1(a)	VV Departing during COVID-19 - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Dismissed during trial period - no genuine intention	Genuine lawful purpose
E5.1(a)	VV General - short term study - no genuine intention	Genuine lawful purpose
E5.1(a)	VV German law student - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Medical Treatment Escort - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Medical Treatment Patient - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Occupational registration - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Parent and Grandparent - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Pitcairn Islander - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Short term live entertainment act - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Sports events - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Super Yacht - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Visiting Academics - no genuine intention	Genuine lawful purpose
E5.1(a)	VV Visiting Media Programme - no genuine intention	Genuine lawful purpose
E5.1(a)	VVB - no genuine intention	Genuine lawful purpose
E5.1(b)	VV Arriving by yacht or private aircraft - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Art Music Festival - likely to breach	Whether likely to remain unlawfully, breach conditions, or

		be unable to leave
E5.1(b)	VV Conference delegate - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Crew - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Culturally arranged marriage - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Departing during COVID-19 - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Dismissed during trial period - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV General - short term study - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV German law student - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Medical Treatment Escort - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Medical Treatment Patient - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Occupational registration - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Parent and Grandparent - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Short term live entertainment act - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave

E5.1(b)	VV Sports events - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Super Yacht - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Visiting Academics - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VV Visiting Media Programme - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave
E5.1(b)	VVB - likely to breach	Whether likely to remain unlawfully, breach conditions, or be unable to leave

▶ [Assess risk \(expand to read\)](#)

▶ [Assess alerts and warnings \(expand to read\)](#)

▼ [Consideration of false and/or misleading and/or withholding information under s58 \(expand to read\)](#)

No assessment criteria will generate to address this however, if concerns are identified, the officer can manually add an assessment concern.

- Consider if the client has provided false and/or misleading and/or withheld information under Section 58 – refer to [A24](#) , SOP - [Consider false, misleading, or withheld information](#) and [Visa Pak 557](#) (Responding to false and misleading information – introduction to the 25 September 2023 changes)
- Possible Assessment Concerns:

Instruction	Assessment concern name	Blurb heading
A24.1(f)	Section 58(6) False misleading information or withheld material information (post 25 Sept 2023)	False/misleading or withheld information for applications submitted on or after 25 September 2023

▼ [Assess health requirements A4 \(expand to read\)](#)

- Check that the applicant (and any secondary applicants) meets health requirements for temporary entry: A4
- See SOP - Assess health (temporary entry).

Note: Please ignore reference to AMS administrative and data entry.

- To find out how to check the status of the applicant's medical certificate, refer to SOP [Check Medical Certificates in IHS](#)
- If an applicant's medicals are with the Medical Assessor (MA), the IO must contact the Health Assessment Team (HAT) for escalation, as outlined in the process below:
 - Send an email to the [HAT inbox](#) and make sure to also copy in the HAT IM. *Please note that these email addresses are not to be released to the public.*
 - The subject line of the email must read "Urgent – JTA application. [Applicant name] [Application/client number]".
 - Ensure the email is flagged as "High Importance".
 - The IO must also copy in the VOM who invoked the JTA function.
 - HAT will liaise with the MA if required and provide an update to the IO/VOM.
- Possible assessment concerns:

Instruction	Assessment concern name	Blurb heading
A4.25	Meds not provided (temp	Medical certificates
A4.15(a)	Meds with this application not ASH and not eligible for a waiver	Health requirements not met
A4.60(a)	Meds with this application not ASH and not eligible for a waiver	Health requirements
A4.15(a)	Meds with this application not ASH eligible for a waiver	Health requirements not met
V3.40.10(a)(ii)	No medical certificate	Medical certificate

▼ [Assess character requirements A5 \(expand to read\)](#)

- Check that the applicant (and any secondary/dependent applicants) meets character requirements for temporary entry: A5
- See SOP – Assess character (temporary entry)
- If foreign PC is required, discuss considering PC waiver with IM if there are exceptional circumstances to do so.
- Check if NZPC process complete (if required as per [A5.5](#)) - refer to [portal](#) . Refer to *Manually request NZPC* in the User Guide, if required
- If an NZPC is required and has not yet been received, refer to the below table:

If	Then
NZPC has already been requested by the system	• Contact Operations Support for escalation of NZPC request, as outlined in the process below: • The email must be sent to the Operations Support inbox • The subject line of the email must read "Urgent – ITA application. [Applicant

	the subject line of the email must read "Urgent – JTA application. [Applicant name and DOB] [Application/client number]" • Ensure the email is flagged as "High Importance" • In the body of the email, note that the NZPC has already been requested by the system and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand) • Operations Support will email New Zealand Police requesting urgency and provide an update as soon as possible (ideally the same day, unless requested late afternoon) • Continue assessing application while waiting for response.
NZPC needs to be requested	• NZPC must be manually requested. Refer to Manually request NZPC in the User Guide. Discuss with TA if unsure • Once this is completed, contact Operations Support for escalation of NZPC request, as outlined in the process below: • The email must be sent to the Operations Support inbox • The subject line of the email must read "Urgent – JTA application. [Applicant name and DOB] [Application/client number]" • Ensure the email is flagged as "High Importance" • In the body of the email, note that the NZPC has just been requested manually and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand) • Operations Support will email New Zealand Police requesting urgency and provide an update as soon as possible (ideally the same day, unless requested late afternoon) • Continue assessing application while waiting for response

Note: IOs should continue processing the application as normal while NSC and/or NZPC is pending as there may be other concerns that need to be resolved, or application may be declined on other grounds. Application cannot be approved, however, until response is received.

- Possible assessment concerns:

Instruction	Assessment concern name	Blurb heading
Applications submitted before 25 September 2023: A5.45.1 Applications submitted on or after 25 September 2023: A5.45	Character waiver required FMI Temp Entry	Good character requirement
Applications submitted before 25 September 2023:	Charged with a s15 offence (temp)	Charged with offence

A5.45(c)(i) Applications submitted on or after 25 September 2023: A5.45.5(b)		
Applications submitted before 25 September 2023: A5.45(d)(i) Applications submitted on or after 25 September 2023: A5.45.5(a)(ii)	Convicted of an offence for which you have been imprisoned (temp)	Convicted and imprisoned
Applications submitted before 25 September 2023: A5.45(a) Applications submitted on or after 25 September 2023: A5.45.5(a)(i)	Convicted of offence against immigration, citizenship or passport laws (temp)	Convicted against immigration, citizenship or passport laws
Applications submitted before 25 September 2023: A5.45(d)(ii) Applications submitted on or after 25 September 2023: A5.45.5(a)(iii)	Convicted of offence in New Zealand for which the court has the power to impose 3 months imprisonment (temp)	Convicted in New Zealand
Applications submitted before 25 September 2023: A5.45(b) Applications submitted on or after 25 September 2023: See false and misleading section above A24	Declaration: provided false or misleading information	False or misleading information
Applications submitted before 25 September 2023: A5.45(e) Applications submitted on or after 25 September 2023: A5.45.5(c)	Declaration: provided false or misleading information in support of another person's application	False or misleading information
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(b)(i) & (ii)	Declaration: Section 15 - 12 months imprisonment	Sentenced to 12 months imprisonment
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(b)(i)(ii)	Declaration: Section 15 - 5 years imprisonment	Sentenced to 5 years imprisonment
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(b)(iii)(iv)(v)	Declaration: Section 15 - excluded from New Zealand	Excluded from New Zealand
Applications submitted before 25 September 2023: A5.40	Declaration: Section 15 - removed or deported from New Zealand	Removed or deported from New Zealand

Applications submitted on or after 25 September 2023: A5.20(b)(iii)(iv)(v)		
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(b)(vi)	Declaration: Section 15 - removed, excluded, or deported from another country	Removed, excluded, or deported from another country
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(b)(iii)	Declaration: Section 15 - subject to prohibition period following deportation	Subject to prohibition period following deportation
Applications submitted before 25 September 2023: A5.40 Applications submitted on or after 25 September 2023: A5.20(c)	Declaration: Section 16	Section 16
Applications submitted before 25 September 2023: A5.45(c)(ii) Applications submitted on or after 25 September 2023: A5.45.5(b)	Declaration: under investigation for a s15 offence	Under investigation
Applications submitted before 25 September 2023: A5.45(c)(ii) Applications submitted on or after 25 September 2023: A5.45.5(b)	Declaration: wanted for questioning about a s15 offence	Wanted for questioning
A5.20(b)(v)	Excluded from NZ	Excluded from New Zealand
A5.5	Has not submitted all required PCs	Police certificates
A5.20(c)	Issue identified	Section 16
A5.10(f)	PC not issued by correct authority	Acceptable police certificate
A5.10(a)	PC not less than 6 months old	Police certificate issue date
A5.10(h)	PC not translated	Translation of police certificate
Applications submitted before 25 September 2023: A5.45(e) Applications submitted on or after 25 September 2023: A5.45.5(c)	Provided false or misleading information on another application (temp)	False or misleading information

A5.30	Risk to NZ's international reputation	Risk to New Zealand's international reputation
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s 6(c)

- s 6(c)
- See SOP [Submit third party request - NSC](#) and Manually request a National Security Check (NSC) in the User Guide, if required
- See SOP [Make and monitor third-party checks](#) for reference
- If an NSC is required and a response has not been received, refer to the below table:

If	Then
NSC has already been requested by the system	Check the status of the request and go to the steps below
NSC needs to be requested	• NSC must be manually requested. Refer to Manually request a National Security Check (NSC) in the ADEPT User Guide. Discuss with TA if unsure Check the status of the request and go to the steps below

- Determine if the request needs to be escalated to Operations Support

If	Then
The Applicant is applying for a visitor visa; AND s 6(c) "Parse Success" response has been received	Escalation to Operations Support is not required No further NSC assessment is required Continue assessing the application
Any other scenario	Escalation to Operations Support is required • Contact Operations Support for escalation of NSC request, as outlined in the process below: • The email must be sent to the Operations Support inbox • The subject line of the email must read "Urgent – JTA application. <i>[Applicant name]</i> <i>[Application/client number]</i>" • Ensure the email is flagged as "High Importance" • In the body of the email, note that the NSC has just been requested manually and provide a

- In the body of the email, note that the NRC has just been requested manually and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
- Operations Support will email the NZSIS requesting urgency and will provide an update as soon as possible (ideally the same day, unless requested late afternoon)

Continue assessing application while waiting for response

- Possible Assessment Concerns:

s 6(c)

► [Create proposed visa \(expand to read\)](#)

Additional criteria (to be assessed if identified in system concerns, assessment criteria or manually by the IO)

► [Assess sponsor requirements E6 or V2.20 \(expand to read\)](#)

▼ [Assess sponsorship requirements - SV only \(expand to read\)](#)

Assess sponsorship requirements - SV only

Refer to immigration instruction [E6 Sponsorship for temporary entry](#) and [U3.20.5 Sufficient funds for maintenance while in New Zealand \(Sponsorship\)](#)

Sponsorship documents are accessed through the Documents tab from within the **SV Eligibility assessment activity**. If no sponsorship documents have been provided, these will need to be requested from the sponsor.

The sponsor's client record should be opened in AMS to check their eligibility and the presence of any relevant alerts and/or warnings as part of the overall sponsorship assessment.

- Possible assessment concerns

Instruction	Assessment concern name
U3.20.5 & E6.5	SV Sponsor funds - custom text
U3.20.5(c)(ii)	SV Sponsor funds not genuinely held
U3.20.5(c)(i)	SV Sponsor not bona fide
U3.20 , U3.25	SV Sponsorship undertakings - custom text

& E6.10	
E6.5.5(a)(ii)	Sponsor (organisation) is receiving financial reward or fee
E6.5.1(a)(v)	Sponsor has breached previous sponsorship obligations
E6.5.1(a)(viii)	Sponsor has deportation liability suspended
E6.5.1(a)(vii)	Sponsor has entered insolvency procedures or has been adjudicated bankrupt
E6.5(f)(i)	Sponsor has not provided a written undertaking for the maintenance accommodation and costs for the applicant.
E6.5.1 (a)(iv)	Sponsor has outstanding debt to crown or third party as a result of sponsorship
E6.5.1 (a)(ix)	Sponsor is a person who is serving a custodial sentence or awaiting sentencing after being convicted of a crime which carries a custodial sentence
E6.5.1 (a)(iii)	Sponsor is convicted of offence under immigration law
V3.110(g)	Sponsor is currently sponsoring someone else
E6.5.1 (a)(vii)	Sponsor is liable for deportation
E6.5(c)	Sponsor is not an organisation, natural person, or government agency.
V3.110(d)	Sponsor is not child or grandchild, or the parent of a child or grandchild
E6.5.1 (a)(ii)	Sponsor is receiving financial reward or fee
E6.10(a)(ii)	Sponsor provided insufficient evidence undertakings can be met
E6.5.5(a)(iv)	Sponsoring organisation has a listed director, trustee or manager who has been convicted of an offence under immigration law

► [Assess supporting partner requirements F2 and E4 \(expand to read\)](#)

s 6(c)

- s 6(c) and [Verification Toolkit](#)

s 6(c)

s 6(c)

Refer to [IAC 21-RESTRICTED-01](#) and verification tool.

- s 6(c)
- After the activity has been allocated to SAT, the IO must contact the team directly to advise them of this, as below:
 - The email must be sent to the SAT inbox
 - The subject line of the email must read "Urgent – JTA application. *[Applicant name and DOB] [Application/client number]*"
 - Ensure the email is flagged as "High Importance"
 - In the body of the email, note that the activity has been allocated to SAT and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
 - SAT will provide an update as soon as possible
- Continue assessing application while waiting for response

s 6(c)

s 6(c)

- s 6(c) and send an email to their IM to allocate to 'VV SAT'. Refer to Creating an assessment activity manually in the User Guide
- After the activity has been allocated to SAT, the IO must contact the team directly to advise them of this, as below:
 - The email must be sent to the [SAT inbox](#)
 - The subject line of the email must read "Urgent – JTA application. *[Applicant name and DOB] [Application/client number]*"
 - Ensure the email is flagged as "High Importance"
 - In the body of the email, note that the activity has been allocated to SAT and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
 - SAT will provide an update as soon as possible
- Continue assessing application while waiting for response

▼ Consider if SAT assessment is required (AEVV and SV only) (expand to read)

- s 6(c)
- See SOP [Make and monitor third party-check](#) , if required. [Disregard any reference to adding an AMS 'bring up']

If you determine that a SAT assessment is required, follow the steps below:

- s 6(c)
- If SAT assessment is required, IO should manually create a s 6(c)
- Refer to Creating an assessment activity manually in the User Guide
- After the activity has been allocated to SAT, the IO must contact the team directly to advise them of this, as below:

- The email must be sent to the [SAT inbox](#)
 - The subject line of the email must read "Urgent – JTA application. *[Applicant name and DOB] [Application/client number]*"
 - Ensure the email is flagged as "High Importance"
 - In the body of the email, note that the activity has been allocated to SAT and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
 - SAT will provide an update as soon as possible
- Continue assessing application while waiting for response

▼ [Complete SAT assessment \(SAT IO\) \(expand to read\)](#)

This criterion has generated because the system has identified applicant is from SAT country

s 6(c)

- Refer to *Creating an assessment activity manually* in the User Guide
- After the activity has been allocated to SAT, the IO must contact the team directly to advise them of this, as below:
 - The email must be sent to the [SAT inbox](#)
 - The subject line of the email must read "Urgent – JTA application. *[Applicant name and DOB] [Application/client number]*"
 - Ensure the email is flagged as "High Importance"
 - In the body of the email, note that the activity has been allocated to SAT and provide a brief reason for the JTA (for example, if the applicant is waiting at the airport for a flight to New Zealand)
 - SAT will provide an update as soon as possible

Continue assessing application while waiting for response

▼ s 6(c)

s 6(c)

s 6(c)

This criterion has generated because SAT has checked s 6(c)

- Let an Immigration manager know that the whole application will be allocated to the SAT team to assess (regardless of NSC outcome)

▼ [Assess secondary applicants E4.1 \(expand to read\)](#)

Note Refer to *Remove a secondary applicant from an application* in the User Guide to remove a secondary applicant if they are ineligible

Note: Note to remove a secondary applicant from an application in the EOL. Same to remove a secondary applicant if they are ineligible.

Possible Assessment Concerns:

Instruction	Assessment concern name	Blurb heading
E4.1(b)(i)	Applicants do not intend to travel to NZ together	Intention to travel to New Zealand together
E4.1(c)	Couple not married, in civil union or defacto relationship	Not married, in civil union or defacto relationship
E4.1.1(a)	Child aged 20 and over	Whether child is dependent
E4.1.10(a)	Child aged 18/19 not substantially reliant	Whether child is dependent
E4.1.10(a)	Child not dependent because has child(ren) of their own	Child not dependent
E4.1.10(a)	Child not dependent because not single	Child not dependent
E4.1.10(b)	Child not reliant on applicant or partner for financial support	Financial support of child
E4.1.15(a)	Evidence of the right to remove the child from their home country has not been supplied	Right to remove child from home country
E4.5.15(a)	Couple are aged 16 or 17, without parental support for application	Evidence of parental support for application
E4.5.15(a)	Couple are aged less than 16	Minimum age for partnership
E4.5.15(b)	Couple have not met prior to application being made	Have not met in person
E4.5.15(c)	Couple are close relatives	Requirements for partnership
E4.5.25(a)	Partnership not genuine	Genuine partnership
E4.5.25(b)	Partnership not stable	Stable partnership
E4.5.30	Couple not living together	Not living together

▼ If exchange student, link exchange scheme/EPO (expand to read)

This criterion has generated because Exchange students have not been linked to EPO, and as a result this will need to be completed manually

- Check for any existing or updated information (regarding the Exchange scheme) either uploaded or provided by the applicant since the application was submitted. (E.g., Documents tab, General notes)
- Check the information available regarding the exchange scheme/EPO/school to school against the reference data list Student exchange on the left-hand side navigation menu named Contacts Management in ADEPT



If...	Then...	
Existing reference data matches to the information available	Link the EPO/school to school/exchange scheme to the application • From the Related tab, select Student Exchange • Select New Student Exchange and complete the Education Provider/EPO and Student Exchange Scheme fields. • Select Save & Close Instructions are assessed as met END OF ASSESSMENT	
Existing reference data does not match the declaration/information available	Contact the SV Contact Management team (via email) to validate the data. This will need to be done outside of ADEPT.	
	If...	Then...
	Validation was successful - SV Contact Management team has added the data to the list	Go back to the step above to check the reference data list in ADEPT to ensure that it has been updated END
	Validation not successful - SV Contact Management team was not able to update the list	• Instructions assessed as not met • A manual concern will need to be raised to address this END

▼ Review SO RFI sent (expand to read)

This assessment criterion will trigger if a **Support Officer Request for more information activity** (SO RFI activity) has been sent to the applicant with no response received before the JTA was invoked.

From the main application screen, click on the **Document validation activities and RFI** tab.

- Any **SO RFI** activities that are present will be in the **Document Request grid**

Any SO RFI activities that are present will be in the Document Request grid

- Click on **SO RFI activity** to review the relevant information (i.e., When the RFI was sent)
- Check the **outcome** status of the **SO RFI activity**

In some cases, a Support officer may have already actioned the SO RFI request since the RFI was sent

If...	Then...	
The outcome field has been marked as Resolved	• This means that an SO has completed the SO RFI activity • Review the RFI and the response (including any documents provided) from the applicant • Check the system concerns grid	
	If...	Then...
	No system concerns are present	No further action required END OF ASSESSMENT
	System concerns are present	• Confirm if the system concern is still valid based on the information available • If the concern is valid: Raise manual concern in line with the concern identified in the system concerns grid to be addressed in your assessment • If the concern is no longer valid: No further action required END OF ASSESSMENT
The Outcome field is blank	Proceed to the steps below	

- Determine what information the support officer requested by checking the **Document Concern for RFI letter grid**
- Check the **Applicant Response and Documents provided** grid to see if the applicant has provided a response.

Note: If the SO requested a new face image in response to a related system concern (i.e, listed in the **Document Concern for RFI letter grid**) see SOP Face image concerns present (after RFI) as additional checks of the face image are required

If...	Then...
the applicant has provided the requested information in response to the SO RFI in the Document Concern for RFI letter grid ; and The document/s provided resolve the concern	• Complete the Outcome dropdown in the Document concerns for RFI letter grid with Document received. • Change Outcome field of the SO RFI activity to Resolved and click on Save & Close. END OF PROCESS

the applicant has not provided the requested information in response to the SO RFI in the Document Concern for RFI letter grid; and/or The document/s provided do not resolve the concern	- Complete the Outcome dropdown in the Document concerns for RFI letter grid with Document not received or Document not acceptable. - Raise a manual system concern - In the System Concerns grid, Select New application intelligence tag and complete the Visa Application, Visa Applicant and Review Concern fields. Save and Close. - Change Outcome field of the SO RFI activity to Resolved with manual concern. Save and Close. END OF PROCESS
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8. Manually add an assessment concern

- If, after assessing an activity, it is determined that there is a concern with the applicant that has not been identified by the system, an assessment concern must be added to the activity.
- For example:

Instruction	Assessment concern name	Blurb heading
A23.1	Section 61 applies	Section 61 applies

Refer to *Manually Creating an Assessment Concern* in the User Guide for further information on how to do this.

If	Then
An assessment concern is present, and an RFI/PPI is required Note: Consider whether consultation with VOM/TA is required if there are exceptional circumstances (E.g. Imminent travel or sensitive issue) to determine if RFI/PPI is appropriate. ETI consideration can be discussed at this stage where appropriate	Proceed to send RFI/PPI You will need to wait for this information before proceeding to the steps below.
Third party information/checks are still outstanding (E.g. Police certificates, NSC, NZPC)	You will need to wait for this information before proceeding to the steps below. Note: For NZPC/NSC: If travel is imminent consider

	contacting Ops support to escalate the request
RFI/PPI is not required, and you are not awaiting any further information	Go to Step 9

Note: If required, an assessment activity can be manually created

9. Completing the Assessment Activity

- There is just one Risk and Purpose Activity/Student Eligibility assessment/Worker Eligibility Assessment Activity for the application by default, rather than individual assessment activities for health, character, etc.

Note: At this point, all Requests for further information and/or third-party requests should have been received, reviewed, and assessed. The application is ready to be decided.

Proceed to complete the activities as per the User guide section 'Closing an assessment activity'.

If	Then
Instructions are met...	Go to Step 11
Instructions are not met...	Go to Step 10

10. Consider if an Exception to Instructions (ETI) is justified

If it is determined that the application does not meet instructions, the officer must consider if an Exception to instructions (ETI) is justified.

If	Then
ETI is considered and granted...	Follow the process set out at Granting an ETI (within Other options available in an RFI/PPI activity) in the User Guide. Note: IO must ensure that they advise the applicant via email if their application has been approved as an ETI (This email must include the instruction that was ETI'd and should be saved into the 'General notes' of the application. Go to Step 11
ETI is considered but not granted...	Consult VOM/TA regarding your decision before you follow the process to 'Decline an application' in the User guide End of process

11. Manually create proposed visa

- When JTA is invoked, the system will not create a proposed visa as it typically does. The IO will need to manually create a proposed visa.
- Refer to Create a Proposed Visa in the User Guide for instruction on how to do this.
- Once conditions have been created, follow steps in the User guide to 'Approve an application'.

Note: If the applicant is sponsored, you will need to republish the visa to include the sponsorship conditions. Follow SOP - [Process to republish visas with sponsorship conditions](#)

VV [redacted] Visitor Visa - General Risk and Purpose Assessment - Saved

Assessment Activity

Details Risk Proposed Visa Documents Related

Visa Application [redacted] Visitor Visa - General

Response Received Reason ---

Subjected to QC ---

Assessment Criteria (Assessment Activity)

+ New Assessment Crite... Add Existing Assessm... Refresh

Group By: (no grouping)

✓ Applicant Full Name: ↑	Review Concern	Related Instruc...	Instructions Met	Action	Reason	Sort O... ↑
---	Assess all other visitor visa requirements	---	---	---	---	→
---	Assess risk	---	---	---	---	→
---	Assess bona fides	---	---	---	---	→
---	Assess character requirements	---	---	---	---	→
---	Create proposed visa	---	---	---	---	→
---	Consider if RIG assessment is required	---	---	---	---	→

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END OF PROCESS

See Also

[ADEPT General SOPs](#)

[Manual sponsorship assessments for visa applications in ADEPT](#)

[When a client is unlawful \(UNLI\)](#)

[Processing a withdrawal request in ADEPT](#)

[Face image review for ADEPT](#)

Case Image Review for ADEPT

applications

When a client requests to cancel their withdrawal request for ADEPT applications

Managing health cases that are pending further health information

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