



4 May 2026

Brooke H

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DOIA-REQ-0028607

Tēnā koe Brooke

Thank you for your email of 2 March 2026 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following:

I am writing to kindly request copies of the most recent policy guides, assessment templates, SOPs, Global Processing Manual, and training materials for Immigration Officers to follow when assessing the current Visitor Visa applications.

On 4 March 2026, we wrote to you seeking clarification about any specific visa categories that you were interested in. On the same day, you confirmed the scope as follows:

I am looking at information for V2 General requirements for visitors, and V3.45 Applicants wanting to obtain occupational registration in New Zealand

On 5 March 2026, we further wrote:

Given the volume of guidance materials, we would like to clarify the period of time to be covered (including the start date) will assist us to accurately identify documents in scope. For example, for the past three-six months.

On 8 April 2026, we advised that MBIE had decided to extend the period of time available to make a decision on your request under section 15A of the Act, as the request required a search through a large quantity of information and further consultation was required to make a decision on your request. We advised that MBIE would notify you of a decision on your request no later than 8 May 2026.

Our Response

Please refer to the table below for the information in scope of your request that is included in the appendices.

| Appendix | Document |
|-----------------|---|
| A | Visitor visa facilitator guide |
| B | SOPs - visitor visa and assessment template |
| C | Bona fide induction training |
| D | Visitor visa policy training |
| E | Visa Paks |

Please note that we have withheld some of the information from the above appendices under the following sections of the Act:

- 6(c) as making this information available would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial
- 9(2)(a) to protect the privacy of natural persons. I do not consider that the withholding of this information is outweighed by public interest considerations in making the information available.
- 9(2)(g)(ii) to maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment; or

In addition to this, some information has been marked out of scope.

As well as the information provided in the appendices, please refer to the following links for the Visa Paks in scope of your request, that are publicly available: -

[Changes to translation requirements for visitor visa applications-VisaPak-626](#)
[Issuing visas for childcare](#)
[19-December-2025-Police-certificate-changes-for-temporary-visa-applications-through-ADEPT-VisaPak-657.pdf](#)

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

If you wish to discuss any aspect of your request or this response, please contact inzoias@mbie.govt.nz.

Nāku noa, nā



Steven Sue
Acting General Manager, Immigration Design and Assurance
Immigration New Zealand
Ministry of Business, Innovation & Employment