

Internal policies on **recording interviews** at border:

GENERAL:

Purpose

Out of scope

The Genesys Cloud Project Team is still in the process of migrating all the recordings from Verint and Genesys Cloud. For now, please continue to use:

Out of scope

- Verint – for recordings from November 2023 to 14th of March 2024
- Genesys Cloud – for recordings from 14th of March to present.

Out of scope

Decision Rationale

All decisions must be recorded in AMS.

Notes must align with the decision-making process.

Notes should include:

- Situation
- Issue = What were the key topics?
- Assessment= What actions did you take? Including weighing and balancing.
- Conclusion = What is your decision?
- Rationale = Why did you make this decision?

The record of your decision should be:

- Well-written (correct in grammar and punctuation)
- Accurate (describing the situation presented)
- Logical (clear link between facts and instructions)
- Complete (all information considered / against relevant instructions)

To assist consider writing rationale in this format:

Situation	• I note ...
Issue	• However ...
Assessment	• I have considered ...
Conclusion	• Therefore ...

PRE-ARRIVAL / INTERDICTION:

Undertaking an Interdiction

The airline is required to call IBO via the APP line. This will either be when the passenger presents at check-in or at the boarding gate.

10. The interaction details must be recorded

See: [Post Decision Tasks for Decisions made under s97](#)

CMS:

Section 6(c)

- Full name of Peer Reviewer and their position must be recorded.
- Remaining sections of the RTP POI template must be pasted into the *Notes* section in the CMS POI record on CMS.
- CMS record must be finalised with the appropriate decision:
 - *Allow to Travel*
 - *Offload*

ON-ARRIVAL:

Purpose

The purpose of this document is to outline the triage and interview process at Border and explain the different parts of the On Arrival referral template.

Triage

The triage process is designed to obtain the information required to assess whether an individual meets all the general entry requirements to be granted entry into New Zealand or if further investigation and assessment is required.

Process

All on-arrival triages should have the audio recorded using the voice recorder app on your laptop or with a Dictaphone. Directions for how to use the voice recorder and where to save recordings are in the [Voice Recorder manual](#). If you are not able to record your interaction, please note this in AMS.

Is a full triage always required?

In cases where there are multiple or serious concerns, or where overwhelming evidence is available at the point of the referral, proceeding directly to conducting a full interview or PPI type interview may be more suitable. See: [On Arrival referral template](#)

Decision Recording

- Record and finalise decisions in AMS **before** the person leaves the ICA.

IMMIGRATION BORDER OPERATIONS On-Arrival Referral Template

(Save in Bo14 in TLS)

Out of scope

Date of Interview

Start Time

Finish Time

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Interpreter used?

☐ Yes - language:

☐ No

Interpreter Name/s:

Location of interpreter

Choose an item .

Recording

Choose an item .