

Immigration New Zealand Queenstown Branch Update #4

10 August 2009

Greetings,

This edition includes the following information:

1. The Queenstown Team
2. Processing Timeframes
3. Reception Service Changes
4. Updated Labour Market Information
5. Genuine Attempts to Recruit New Zealand Workers
6. Apprenticeships
7. Immigration Policy Training Session

We trust that this update will provide you with useful information to support you in the context of the work we do. Previous editions of this update can be found on our branch webpage:

<http://www.immigration.govt.nz/branch/QueenstownBranchHome>

If there is any particular information you would like included in the next edition, please email:

louise.stewart@dol.govt.nz

Regards,

The Queenstown Team

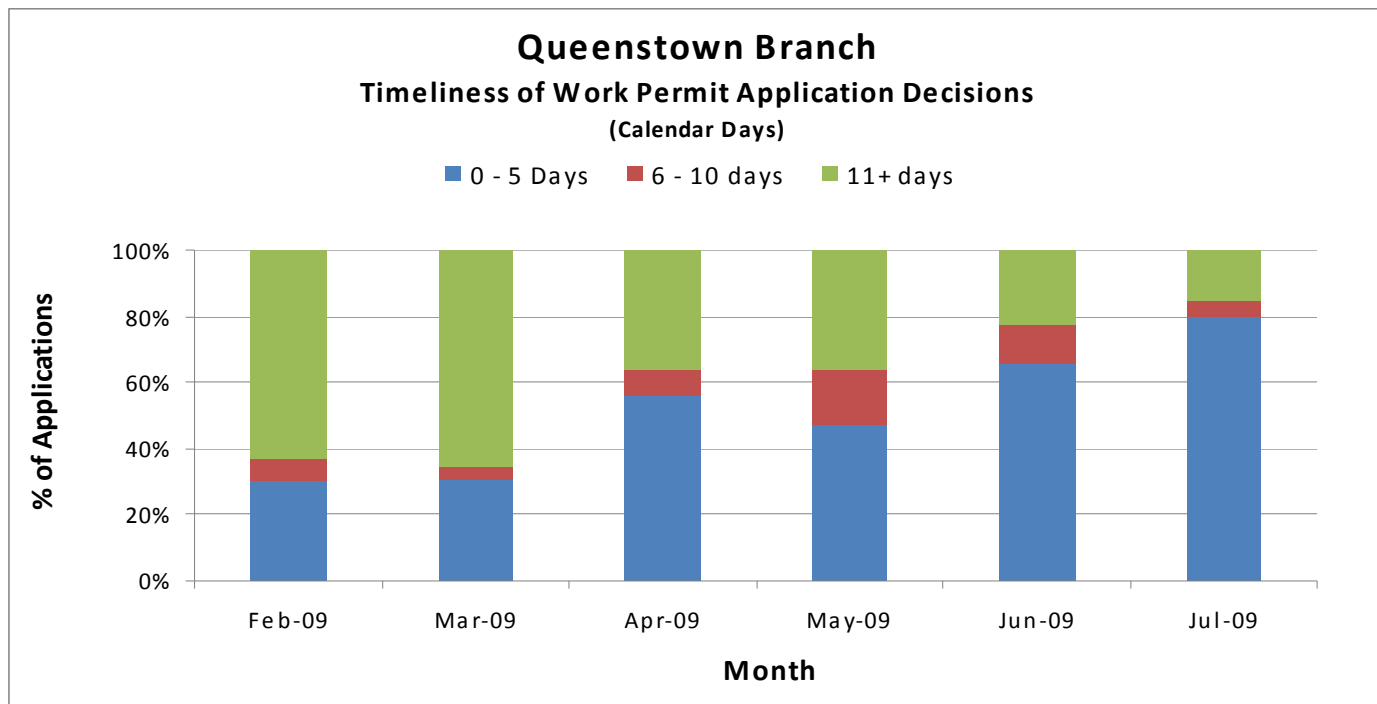
1. The Queenstown Team

- We farewell **Damian Milne**, who is relocating to our Hamilton Branch. Damian's last day with us will be 14 August 2009.
- We also farewell **Belinda Ballantine**, who is departing for the United Kingdom in September. Belinda's last day with us will be 20 August 2009.

Louise Stewart	Branch Manager	louise.stewart@dol.govt.nz
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Donna Cavanagh	Support Officer	donna.cavanagh@dol.govt.nz

2. Processing Times

It is very encouraging to us to note that we have significantly improved our application processing times since our previous branch update. The following graph depicts our timeliness achievements for the past six months:



We acknowledge the effort of our customers in ensuring the submission of full and complete applications with us and this has contributed significantly to the improvement achieved. To further assist us our customers are encouraged to:

- Contact us for clarification on when medical and police certificates are required
- Proactively engage with Work and Income

If your application includes full and accurate documentation and there are no processing impediments arising (e.g. health referrals or labour market testing), we aim to achieve the following timeliness standards:

- Work permits/visas – 5 - 10 working days
- Visitor visas/permits – 5 working days
(or for dependants of workers, in line with primary work application)
- Student visas/permits – 5 - 10 working days (in line with primary work application)
- Returning resident's visas – 5 working days.

3. Reception Service Changes

Since mid June 2009 the drop box facility in our branch reception area has been phased out and customers have been encouraged to submit applications directly to the duty Immigration Officer at our reception desk. This change in process seeks to enhance the service delivery experience of our customers and contribute to reducing application processing times by allowing for the:

- Immediate allocation of a case officer
- Immediate identification of incomplete applications
- Up front advice relating to any potential processing delays (e.g. medical certificate referral)

From 24 August 2009, the drop box facility will be completely removed.

4. Updated Labour Market Information

Work and Income have provided an updated list of occupations for which they are unable to refer suitably qualified New Zealand Citizen or Resident workers. The list is valid for the period 4 August 2009 to 22 October 2009:

Queenstown Work and Income are unable to provide suitable New Zealanders for the following positions:

- Cleaner
- Receptionist
- Car Groomer
- Service Station Attendant
- Office Clerk
- Housekeeper
- Waiter/Food and Beverage Attendant
- Sales/Shop Assistant
- Supermarket Worker
- Chef
- Bar Attendant
- Restaurant Supervisor
- Guest Service Attendant – Hotel
- Adventure Tour Guide
- Experienced Gaming Dealers

The positions of Café Assistant and Kitchen Hand have been removed from the previous list dated 11 May 2009 as Work and Income now have New Zealanders available who may be suitable for these positions.

This list and the ability to provide suitable New Zealanders will be reviewed in 12 weeks time.

Please note that this memo only applies to job vacancies in the Queenstown area. Work and Income will still continue to list vacancies for the Wanaka area.

5. Genuine Attempts to Recruit New Zealand Workers

When assessing applications submitted under the Essential Skills Policy, Immigration Officers must be satisfied that there are no suitable New Zealanders available to take up the position in question by way of a Labour Market Test. A Labour Market Test is mandatory for all applications in occupations that are not on either the Immediate Skill Shortage List, Long Term Skill Shortage List, or those confirmed above by Work and Income as positions for which they are unable to fill.

In order to satisfy the labour market test, employers must make a genuine attempt to attract New Zealanders to fill positions and, for lower skilled occupations, should be encouraged to engage with W&I before an application for a work permit is lodged. The table below gives examples of evidence of genuine and non-genuine attempts to attract New Zealanders

Evidence of Genuine Attempts	Non Genuine Attempts
Vacancy lodged with W&I	No engagement with W&I
Recruitment company contracted for appropriate industry	Vacancy not advertised

Evidence of Genuine Attempts	Non Genuine Attempts
Vacancy advertised in national newspaper and / or website well before the position needs to be filled	Vacancy advertised just prior to application being lodged
Level of advertising appropriate to vacancy e.g. local paper for a cleaner, national paper for an executive position	Vacancy advertised in such a way that would not be attractive to New Zealanders
Reference / vacancy number from W&I	Inappropriate level of qualification / experience required by an employer
	Hours / remuneration advertised do not match those submitted to INZ in support of work permit application

For further information, please refer to Immigration New Zealand Internal Administration Circular 09/05, which contains the above guidelines and further information relating to work permit processing:

<http://www.immigration.govt.nz/migrant/general/generalinformation/operationsmanual/iac.htm>

6. Apprenticeships

People from overseas who intend to undertake Industry Training, Modern Apprenticeships and Cadetships in New Zealand, involving both a work place based training component and/or classroom based learning component, are required to hold permits with conditions allowing for the training/study components.

Where work is the main activity, generally a work permit with a variation of conditions to allow for the study component is appropriate. In such cases, the substantive work permit application is subject to a Labour Market Test as noted above, including advice being sought from Work and Income, to see if suitable New Zealanders are available to fill the position in question.

Please contact us if you have any queries relating to overseas staff undertaking Industry Training, Modern Apprenticeships and Cadetships.

7. Immigration Policy Training Session

An Immigration Policy Training Session is being planned for delivery during September to assist employers with their work permit policy knowledge.

To register your interest and highlight any specific areas of interest you would like incorporated into the training session, please email: louise.stewart@dol.govt.nz