

WORKFORCE (IMMIGRATION NEW ZEALAND)
INTERNAL ADMINISTRATION CIRCULAR NO: 10/04

To:	All Workforce (Immigration) Managers	Date: 5 May 2010
	All Workforce (Immigration) Staff MFAT Posts	

Guidelines for Standard AMS Input.

Please read this information and ensure all staff members who may be affected are aware of what is required of them.

Purpose

1. The purpose of this Internal Administration Circular (IAC) is to provide standards and guidelines for the entry of notes into AMS. This IAC:
 - Outlines when and why staff should enter a record in AMS notes
 - Outlines what information should be included in AMS notes
 - Recommends ways to make notes in AMS quick and easy to read.

Background

2. This IAC responds to the 2009 Office of the Auditor General (OAG) report, 'Inquiry into Immigration Matters (Volume 1): Visa and permit decision making and other issues'.
3. The report recommended that the Department of Labour should consider ways to improve sharing of good practice guidance about documentation standards throughout Immigration New Zealand.
4. This IAC is one of a series of changes being implemented by Phase 2 of the Business Process Diagnostics and Design project in response to this recommendation.

When and Why You Should Enter AMS Notes

5. Consistent and timely use of AMS Notes will result in a more complete record of the assessment and is an important part of documenting the decision making process.
6. The AMS notes also ensure compliance with the requirement in Government Immigration policy (E7.16) and Government Residence policy (R5.20 10) that we "make all file records (particularly file notes and instructions) accurate, clear, complete and factual".

7. Staff must ensure that anyone reading AMS notes can understand the application's status and are able to do their job properly based on the information provided in the notes, without having to contact the officers involved. In addition to the case officer, other users of AMS notes include the following:
8. Immigration Contact Centre (ICC) in answering customer enquiries
- Branch staff:
 - completing 2 person checks
 - reassessing temporary applications; and
 - responding to complaints
 - QAP and Q3 assessors
 - Internal auditors
 - Resolutions Branch in preparing Ministerial reports and responding to complaints to the Office of the Ombudsman and Office of the Privacy Commissioner
 - Customers and Immigration Advisers when requesting information under the Privacy or Official Information Act.
9. Brief but concise notes should be entered during the assessment and decision making process to ensure there is a complete record of the actions being taken on an application. Please note that it is not sufficient to enter the decision summary into AMS notes once an application has been decided.

Guidelines for Entering AMS Notes

9. What should I enter into AMS Notes?

- All *administrative* events such as file allocation or transfer
- Whenever required by IACs (see examples attached)
- All *interactions* with a customer/client such as phone calls, face to face discussions, emails, written correspondence (including receiving a response to PPI or request for more information), etc *and*
- All *assessment steps* undertaken by a case officer (including verification and PPI process) *and*
- A *completed file summary* recording the final assessment, showing how the applicant has satisfied the officer that they have met all policy requirements (with evidence), any weighing and balancing and the final decision (these templates will be released by the end of May 2010).

What should my notes include?

10. The table attached as Appendix A outlines some examples of where you should enter a note into AMS notes, what information should be included in the note, and examples of what the note could look like.

Making it clear what your note is about

11. In order for people to understand your notes and quickly locate the information you should:

- *Ensure your notes are written in plain English* - avoid using 'text-speak' or localised abbreviations and acronyms that are not well-known within INZ. A list of acceptable abbreviations and acronyms is attached (see Appendix B)
- *Write a 'key message' at the top of the note in capital letters to indicate the content and summarise the rest of the information.* The key message will always appear in the viewing panel as an overview of the note which follows, and readers will not have to open each individual note to determine what it is about and whether it is relevant to them.
- *Break up long notes on different topics into shorter, individual notes, each with a key message summary at the top.* This makes it easier for people using AMS notes to locate the information they require and determine which notes are relevant to them.
- *Ensure your notes are **clear and concise**.*

Compliance

12. A number of the questions asked as part of the QAP focus on whether notes are recorded appropriately in AMS. You will receive feedback from your manager on the quality of your AMS notes following the QAP assessments.

13. If this IAC is inconsistent with any previous IAC, information or instruction, the instructions contained here prevail.

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Manager (Acting), Operations, Service Delivery

Immigration New Zealand

Appendix A

Entries for AMS Notes; this list provides examples only and is not exhaustive.

Situation	Note should include these details	Example
Administration		
File placed in Queue		FILE ADDED TO CAPPED FAMILY QUEUE
File is allocated to an officer	Who the file was allocated to	FILE ALLOCATED TO JACK GREEN
IAC		
File is transferred to senior officer (IAC 9/12)	Refer to IAC	APPLICATION TRANSFERRED TO (NAME), (ROLE), and (DELEGATION LEVEL). Have taken this application to investigate further whether the relationship is genuine and stable.
Application has an Alert or warning (IAC 10/01)	Refer to IAC Note: You must either record what action was taken as a result of the warning or explain why no action was taken. It is not sufficient to record that the alert or warning has been noted.	ALERT NOTED. Contacted Apia branch re sponsorship.
Interaction		
Contact is made with the client or the client contacts us (successful)	Method of contact (e.g. phone, email, letter) Reason for contact (e.g. request for information) Outcome / follow-up actions	PHONED SPONSOR RE ACCOMMODATION for Methodist Church Group visit in July. Sponsor will send me copy of approval from council to use church hall by 10 March.
Customer advises change of sponsor	Method of contact Who contacted INZ (e.g. customer/sponsor) Reason for change Name of new sponsor	CHANGE OF SPONSOR. Client phoned to say moving to stay with Chan Xieu dob. 7/3/53 who will be sponsor from 1/4/10.
Verification		
Requests for verification	Name and role of contact person Method of contact Nature of request	REQUESTED FINANCIAL DOCS Emailed Joe Bloggs (employer) requesting financial statement to demonstrate that business is viable and on going. (Add a concise summary of email).
Interview	Who was present, whether satisfied or not with the verification activity.	CONDUCTED PARTNERSHIP INTERVIEW WITH PA AND PARTNER. IA and interpreter present but IA left half an hour before interview ended. Not satisfied with stability of relationship. Will send ppi letter by 9 March
Completed File Summary	A series of new file summary templates will be released in a separate IAC.	

Appendix B

Acceptable abbreviations and acronyms

A

ACB	Auckland Central Branch
ADS	Approved Destination Status
AIP	Approval in Principle
ALMI	Aligning Labour Market Information
AMOI	Associate Minister of Immigration
AMS	Application Management System
APP/APS	Advanced Passenger Process/Screen
APPSO	Advanced Passenger Process Support Office
ASH	Acceptable Standard of Health

B

BA	Business Analyst
BAU	Business as Usual
BC	Birth Certificate
BCP	Business Continuity Plan
B&I	Border and Investigations (pre-2005)
BIB	Business Information Branch (WN)
BM	Branch Manager
BMB	Business Migration Branch
BSG	Border Security Group
BT	Breakthrough
BTM	Business Transformation Model
B2B	Business to Business

C

CEO	Chief Executive Officer
CFF	Chartered Foreign Fishing
CMT	Crisis Management Team
CoC	Code of Conduct
COI	Certificate of Identity
COP	Confirmation of Permit
CORS	Cancellation of refugee status
CRisM	Client Risk and Value Methodology
CPA	Client Profile Assessment
CPA	Certified Public Accountant

CPE	Client Profiling Engine
CPU	Client Profiling Unit
CSA	Central Southern Australia (Region)
CSO	Customer Service Officer
CSPU	Centralised Student Processing Unit (PN)
CTU	Council of Trade Unions
CVU	Central Verification Unit
CYFS	Child, Youth and Family Service

D

DAT	Document Authentication Tool
DCE	Deputy Chief Executive
Dep Sec	Deputy Secretary
DEPOC	Deprivation of citizenship
DIA	Department of Internal Affairs
DNA	Development Needs Assessment
DOA	Date of Arrival
Doc Sec	Documentation Section
DoL	Department of Labour

E

EA	Express Approve
EAP	Employee Assistance Programme
EAU	Employer Accreditation Unit
EDS	Electronic Data System
EEO	Equal Employment Opportunities
EMS	Engagement Management System
EOI	Expression of Interest
ER	Express Review

F

FIT	Free & Independent Travellers
F&IU	Fraud and Investigations Unit

G

GS	General Skills
GEMS	Government Executive Ministerial Support

H

H&S Health and Safety

HD Home Detention

I

IA Immigration Act

IAA Immigration Advisory Authority

IAC Internal Administration Circular

IBT Immigration Business Transformation

ICC Immigration Contact Centre

ICE Immigration, Compliance, Enforcement (offshore)

ICE Intelligence Capability Enhancement (IIU software)

ID Identification

IELTS International English Language Test System

IIU Immigration Intelligence Unit

ILO International Labour Organisation

IM Immigration Manager

INZ Immigration New Zealand

IO Immigration Officer

IPG Immigration Profiling Group

IRRV Indefinite Resident Returning Visa

ISG Internal Service Guarantee

ITA Invitation to Apply

IV Interim Visa

J

JV Joint Venture

K

KiT Keep in Touch

KM Knowledge Management

L

LMT/C Labour Market Test/Check

L&D Learning and Development

LPV/LPP	Limited Purpose Visa/Limited Purpose Permit
LTBV/LTBP	Long-term Business Visa/Permit
LTSSL	Long-term Skill Shortage List
<u>M</u>	
MB	Megabytes
MED	Ministry of Economic Development
MFAT	Ministry of Foreign Affairs & Trade
MIS	Management Information System
MSD	Ministry of Social Development
MO	Modus Operandi
MOI	Minister of Immigration
<u>N</u>	
N2C	Need to see team
NATO	National Office
NQF	National Qualifications Framework
NZIS	New Zealand Immigration Service
NZQA	New Zealand Qualifications Authority
<u>O</u>	
OAG	Office of the Auditor General
ODC	OSH Development Centre
OIA	Official Information Act
OPS	Operational Support
OWT	Outward Ticket
<u>P</u>	
P4O	Performing for Outcomes
PA	Principal Applicant
PA	Privacy Act
PCC	Police Character Clearance
PFQ	Partnership for Quality
PMA/D	Performance Management Agreement /Document
PNR	Passenger Name Record
POL	Priority Occupations List

PP/PPT	Passport
PPI	Potential Prejudicial Information
PSA	Public Service Association
<u>Q</u>	
QAP	Quality Assurance Programme
<u>R</u>	
R&R	Reward and Recognition
RFL	Returned Failed Lodgement
RM	Regional Manager
ROR	Revocation of residence
RQB	Refugee Quota Branch
RRR	Removal Review Authority
RRB	Resident Review Board
RRV	Returning Resident's Visa
RSAA	Refugee Status Appeals Authority
RSB	Refugee Status Branch
RSE	Recognised Seasonal Employer
RTP	Return to Pool
<u>S</u>	
SA	Secondary Applicant
SD	Service Design
SDG	Service Delivery Group
SE	Skilled Employment
SLT	Strategic Leadership Team
SM	Skilled Migrant
SMC	Skilled Migrant Category
SMG	Senior Management Group
SO	Support Officer
SP	Student Permit
SWP	Seasonal Work Permit
<u>T</u>	
TA	Technical Advisor
T&D	Training & Development

TD	Travel Document
TE	Temporary Entry
TRRV	Transferring Residents Returning Visa
TRSE	Transitional Recognised Seasonal Employer

U

UV	Ultraviolet
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V

V4V	Visa for Visa
VO	Verification Officer or Visa Officer
VOC	Variation of Conditions
V&P	Visa & Permit
VV/P	Visitor Visa/Permit

W

WD	Work Directions
WF	Workforce
WG	General Work Policy
WINZ	Work & Income NZ
WP	Workplace
WP	Work Permit
WPH	Work Permit Holder
WTR	Work to Residence
W2R	Work to Residence
WV/WP	Work Visa/Work Permit

2PC	Second Person Check
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