



**NEW ZEALAND  
IMMIGRATION**

# VisaView Guide for Education Providers



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
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[immigration.govt.nz](https://immigration.govt.nz)

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## What is VisaView?

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VisaView is an online enquiry service that education providers can use to check whether a non-New Zealand citizen can study in New Zealand with that provider.

VisaView allows registered education providers to verify that prospective and current students hold a valid visa, the conditions of the visa, and the date of expiry. Enquiries are saved in the education provider's VisaView account and this record can be used as evidence of compliance with the Immigration Act 2009.

VisaView is provided by Immigration New Zealand (INZ), a service of the Ministry of Business, Innovation and Employment.

### Who can use VisaView?

Any New Zealand education provider can register to use VisaView, including schools, wānanga, private training establishments, institutes of technology and polytechnics, universities, industry training organisations, etc. All VisaView users must agree to the terms and conditions of use, included as Appendix One of this guide.

In addition to VisaView for education providers, INZ also offers a VisaView service for employers and a visa verification service for other third parties.

### Education provider obligations

Education providers must only offer courses of study to people who are lawfully able to study with them in New Zealand. It is an offence under section 352 of the Immigration Act 2009 for an education provider to allow a student to start or continue a course when they know the student is not entitled to do so.

Education providers are also required to understand the conditions under which a student may study so they comply with their obligations under the Code of Practice for the Pastoral Care of International Students, only allow students who are entitled to access free education to do so, and pay appropriate levies with respect to international students.

More information is available on the INZ website:  
[www.immigration.govt.nz/community/stream/educate](http://www.immigration.govt.nz/community/stream/educate).

### Is it mandatory to use VisaView?

INZ encourages education providers to adopt best practice with respect to verifying and keeping evidence of the study entitlements of the students enrolled with them. INZ provides the VisaView service to ensure that education providers can comply with their obligations. However, use of VisaView is not mandatory and there are a number of alternative ways to check study entitlements:

- › visa holders may have a visa label or border stamp endorsed in their passport or travel document
- › visa holders with an electronic visa (eVisa) may have an Immigration ONLINE account and could log-on to show you their visa record
- › visa holders may have a visa approval notification (email or letter) from INZ.

## VisaView does not confirm identity

VisaView does not confirm an individual's identity. It is important to be confident that the person applying to study at your institution is the person named in the visa.

INZ recommends that education providers confirm the identity of the visa holder face-to-face using original photo identification. All non-New Zealand citizens who are eligible to study in New Zealand should have a valid passport or other travel document that can be used as photo identification.

For advice about what other documents may be used as evidence if a person cannot provide photo identification, email the Department of Internal Affairs at [eoistandard@dia.govt.nz](mailto:eoistandard@dia.govt.nz).

## Privacy obligations

Education providers must comply with the Privacy Act 1993 in all respects, including:

- › only using personal information for lawful purposes
- › only retaining personal information as long as required
- › not sharing personal information unless authorised by the visa holder or in accordance with a lawful purpose
- › securely destroying any electronic or hardcopy versions of personal information when no longer required
- › storing or sharing the information in a secure manner.

In addition:

- › Education providers that provide publicly-funded education to non-New Zealanders must disclose in their annual report (as per section 301(10) of the Immigration Act 2009):
  - if they register for VisaView; and
  - the number of times they challenge the information provided by VisaView.
- › Education providers should obtain the visa holder's consent prior to verifying their immigration status with INZ (eg through their enrolment forms and on their website).

More privacy information is available by clicking on the 'Legal' link at the bottom of the INZ website, [www.immigration.govt.nz](http://www.immigration.govt.nz).

### ■ PRIVACY – FAQs

#### What information does VisaView display in a successful enquiry result?

VisaView only displays information about the visa holder's current visa, including the expiry date and any conditions attached to the visa. The personal details that display in the enquiry result are limited to those that were entered to run the enquiry.

This information only displays to the education provider(s) with whom the visa holder is entitled to study and where the visa holder is already in New Zealand.

#### Does VisaView show the status of visa applications that INZ has not yet decided?

No.

#### Does VisaView show the visa holder's travel movements?

No.

#### How do I get the visa holder's consent?

Education providers should get the visa holder's consent before verifying their immigration status with INZ. The visa holder can give their consent verbally or in writing (for example, include consent in your enrolment forms).

New Zealand student visa applications include consent from the visa holder for INZ to release information to education providers about prospective and current students. In some cases, INZ may also provide the information to education providers that provide publicly-funded services under section 301 of the Immigration Act 2009.

VisaView is authorised by legislation.

## Helping students with applications

Education providers may decide to help a non-New Zealand citizen complete and submit an online visa application. Education providers may give clerical help to applicants, but cannot, by law, offer immigration advice to applicants. Under the Immigration Advisers Licensing Act, only licensed immigration advisers or a specified list of exempt advisers, such as lawyers, are allowed to provide immigration advice. Breaches can incur substantial penalties.

In practice, this means that education providers can complete an applicant's application form under their direction, but cannot use their knowledge or experience to give applicants advice about any immigration matter, such as:

- › what type of visa they should apply for
- › what supporting documents they might need
- › how they should answer a question in the form
- › how they should answer any follow-up questions from INZ
- › what type of visa they may be eligible for at a later date.

If completing an applicant's form under their direction and you are asked for immigration advice, refer the applicant to a licensed immigration adviser or an adviser specified as exempt under the Act, such as a lawyer or an education agent assisting an applicant who is outside New Zealand. More information about this, including a list of licensed advisers and exempt categories, is available on the Immigration Advisers Authority website: [www.iaa.govt.nz](http://www.iaa.govt.nz).

## Complaints

If you wish to make a complaint about the VisaView service or information provided by the VisaView service, contact INZ through the complaints process published on the INZ website, [www.immigration.govt.nz](http://www.immigration.govt.nz).

## Support

Contact the Immigration Contact Centre (ICC) if you need help when using VisaView.

- › From Auckland: **(09) 969 1458**.
- › From Wellington: **(04) 910 9916**.
- › Rest of New Zealand: **0508 967 569**.

For general visa enquiries please phone **0508 558 855**.

# Using VisaView

## Overview



## Step One: Register for RealMe

Before you can use VisaView you need your own RealMe user account.

If you do not already have your own RealMe user account, create one by clicking on **Create your RealMe login now** and following the instructions. When setting up your RealMe user account, you can use the same email address as the one you will use for the VisaView service.

When you have set up your RealMe user account, use the username and password to login to VisaView.

See [www.realme.govt.nz](http://www.realme.govt.nz) for more information on RealMe including help using RealMe and FAQs.

The screenshot shows the RealMe login page. At the top, there is a header with the Ministry of Business, Innovation & Employment logo and the Immigration New Zealand logo. Below the header, there are two notification banners: one stating "You have been transferred so you can login with RealMe®. Return to the Ministry of Business, Innovation and Employment" and another stating "On 9 May the Igovt terms of use and privacy statement are changing. You can find more information about these changes here." The main content area is split into two columns. The left column contains the RealMe logo, a "Username" field with a "I forgot my username" link, a "Password" field with a "I forgot my password" link, and a "Login" button. The right column contains the heading "Create a RealMe login", a paragraph explaining that a RealMe login is needed to access the service, and a "Create your RealMe login now" button.

### ■ TIPS FOR REGISTERING FOR REALME

- › The email address you use for your RealMe account should be the same as the one you will use for the VisaView service.
- › It is important you enter at least one contact phone number.
- › When you set up your RealMe user account, you must choose three security questions. You will be asked these questions if you forget your password, so make sure you choose questions with answers you will easily remember.

## Step Two: Register your education provider for VisaView

An education provider can only have one VisaView for Education Providers account. If your education provider already has an account, contact the account administrator to request user access.

An education provider can, however, have both a VisaView for Education Providers account and a VisaView for Employers account.

If your education provider has not already registered for VisaView for Education Providers, an authorised organisational representative will need to complete the registration process on behalf of the education provider.

To register a new education provider:

1. Click **Register Organisation** (in the left hand menu).
2. Click **Register an Education Provider**.
3. Enter your education provider's legal name, ACC number (as per your ACC records), and Ministry of Education institute number, then click **Next**.  
Note: While you can complete the registration process without your education provider's ACC number, it may cause delays while INZ verifies your organisation.
4. Enter your education provider's details, then click **Next**.
5. Enter your personal details and contact details at this organisation, then click **Next**.
6. Review and accept the VisaView Terms and Conditions of Use, then click **Next**. A copy of the Terms and Conditions of Use is included in Appendix One.
7. Result: The **Registration Completed** page displays, confirming you have successfully registered your education provider for VisaView.

IMMIGRATION NEW ZEALAND

Ask a question Contact us

Home > VisaView > Education Provider Registration

Acting for: Not Selected

Logged in as: H J [Logout](#)

**Education Provider Registration**

**Legal Name**  
Please enter your Education Provider's Legal Name and ACC number as per their ACC record and MOE number.

Legal Name \*

ACC Number

MOE Number \*

[Next](#)

Step 1. Legal name  
Step 2. Education Provider details  
Step 3. Administrator details  
Step 4. Accept terms & conditions  
Step 5. Registration completed

## ■ REGISTRATION AND ACCOUNT MANAGEMENT – YOUR OBLIGATIONS

Only an authorised organisational representative can set up a user account for their education provider. This person will act as the primary administrator for that account, and accept the terms and conditions on behalf of the education provider. The administrator can invite other users to act on behalf of the education provider; however, only persons within the organisation who need access to immigration status information for a lawful purpose should be invited to use VisaView.

Administrators must deactivate users who no longer work for the education provider, or who have changed roles within the organisation and no longer need to access immigration status information. See **Registration and Account management – FAQs** below for how to do this.

You must immediately notify INZ in writing of any unauthorised use of user accounts or any other actual, suspected or potential breach of security. Please email [VisaView@mbie.govt.nz](mailto:VisaView@mbie.govt.nz) to advise.

All users must keep their user account access credentials confidential and not disclose these details to any third party. Users must not share user accounts.

For further information about your obligations, click on the **Terms and Conditions** link at the bottom of the registration screen or refer to **Appendix One**.

## ■ REGISTER YOUR EDUCATION PROVIDER FOR VISAVIEW

### **Do we need separate VisaView accounts to run study and work entitlement enquiries?**

Yes. Education providers that also need to make enquiries about prospective employees need two VisaView accounts – an education account and an employer account. These accounts can be administered by the same user or different users.

### **What if we have multiple campuses and each runs their own enrolment process?**

A provider can only have one VisaView for Education Providers account. The account should be set up using the contact details of the main campus/head office. The account administrator can then invite users from the other campus(es) to join this account. See **Step Three: Invite other users and administrators to join your education provider account** for how to do this.

### **What if the education provider's contact details change?**

Click Education Provider Details & Users (in the left hand menu) to open the Provider Details screen. Here you can edit your education provider's contact details (address, phone number, etc.).

### **What if the education provider's legal name changes?**

You will need to contact the ICC to amend your education provider's legal name.

### **I have registered my education provider – can I make a student enquiry immediately?**

If your education provider has been automatically verified, you will be able to make an enquiry immediately.

If your account requires further verification (eg if you did not enter your organisation's ACC number during registration), you will receive an email once your account has been verified to advise that you are able to start making enquiries.

### **I have registered my education provider and have not been verified automatically – how long will it take for the further verification to be completed?**

If your education provider cannot be automatically verified, INZ may contact you to request further information. Note that the manual verification process can take up to 10 working days to complete.

### **A user has left our organisation/no longer needs access to VisaView due to a change in role. How do I stop their access?**

Only administrators can amend user access to VisaView. To do this:

1. Click on **Education Provider Details & Users** (in the left hand menu) to see a list of current users.
2. Identify the user who no longer requires access and click on their surname.
3. Click **Edit**.
4. Click on the dropdown box and change the user's status to **Inactive**.
5. Click **Update** to save your changes.
6. Result: This user will no longer be able to make enquiries on behalf of your education provider. If required, their access can be reinstated by following the above steps to change their status back to **Active**.

#### **■ TIPS FOR REGISTERING YOUR EDUCATION PROVIDER**

- › You can complete registration without entering your education provider's ACC number; however, this may cause delays while INZ verifies your account. If possible, you should find your education provider's ACC number before completing the registration process.
- › Keep your education provider's account details accurate and up to date. If the contact details change, update these by clicking on **Education Provider Details & Users** (in the left hand menu) then clicking **Edit**.
- › Administrators can see a list of all users linked to their education provider account by clicking on **Education Provider Details & Users** (in the left hand menu). This list should be reviewed regularly; where there is a user who no longer works for the education provider or who no longer needs access to VisaView, their account should be suspended.
- › If your education provider is dis-established, notify us by emailing **VisaView@mbie.govt.nz** so we can disable the account.

## Step Three: Invite other users and administrators to join your education provider account

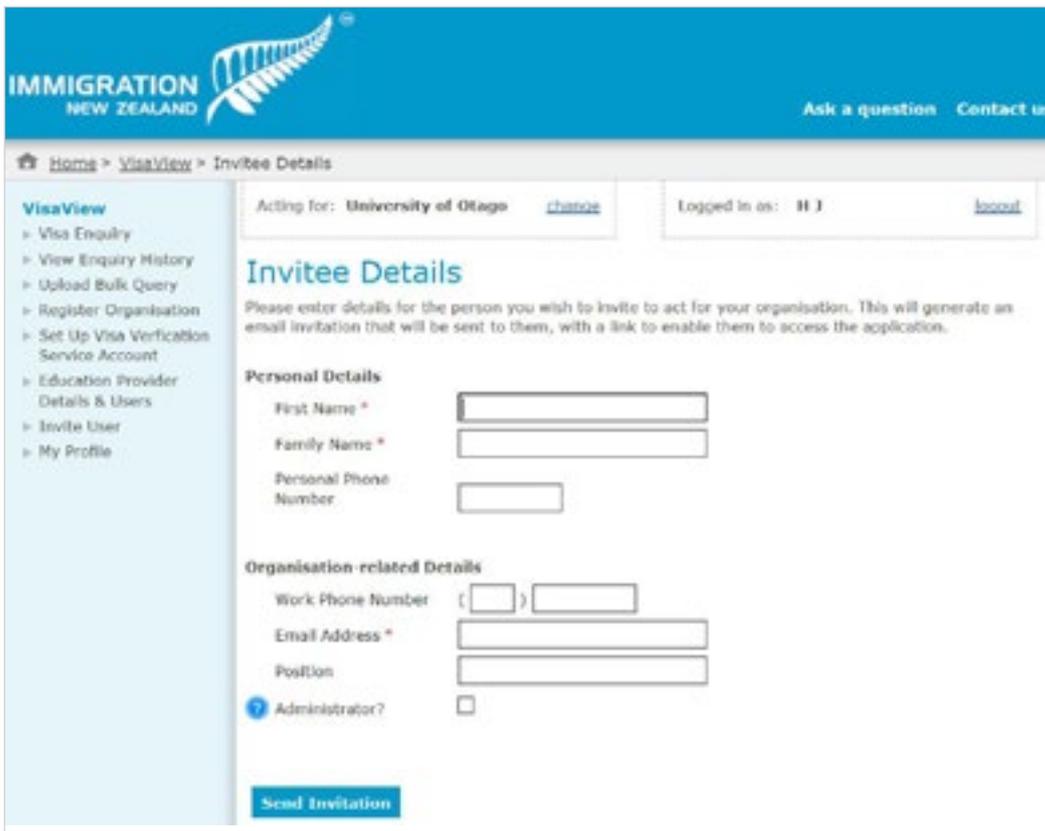
The account administrator should identify who else in the organisation needs access to the visa information in VisaView and the level of access they require (ie user or administrator), then invite them to join the education provider account.

To invite other users:

1. Click on **Invite User** (in the left hand menu).
2. Enter the person's details.
3. If the invited user needs administrator rights, tick the **Is Administrator?** box.
4. Click **Send Invitation**.
5. Result: The invited user is sent an automated email with a link they must follow to confirm their details and accept the VisaView Terms and Conditions of Use.

Note:

- › People you invite have 30 days to accept the invitation, after which time the invitation will expire.
- › Each new user or administrator has to agree to the Terms and Conditions of Use for VisaView, included in Appendix One of this guide.



The screenshot shows the 'Invitee Details' page in the VisaView system. The page header includes the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. The breadcrumb trail is 'Home > VisaView > Invitee Details'. The user is logged in as 'University of Otago' with a 'change' link and a 'logout' link. The main content area is titled 'Invitee Details' and contains a sub-header: 'Please enter details for the person you wish to invite to act for your organisation. This will generate an email invitation that will be sent to them, with a link to enable them to access the application.'

The form is divided into two sections:

- Personal Details:** Includes fields for 'First Name \*', 'Family Name \*', and 'Personal Phone Number'.
- Organisation-related Details:** Includes fields for 'Work Phone Number' (with a dropdown for country code), 'Email Address \*', and 'Position'. There is also a checkbox labeled 'Administrator?' with a question mark icon.

A blue 'Send Invitation' button is located at the bottom of the form.

## ■ INVITE OTHER USERS AND ADMINISTRATORS – FAQs

### What is the difference between user and administrator roles?

Users can:

- › maintain their own personal contact details
- › make study entitlement enquiries
- › view the history of any enquiries they have made using this account.

In addition to the above, administrators can:

- › maintain the education provider's account details (contact information, etc.)
- › invite new users and administrators to act for the education provider
- › view the history of all enquiries made using the education provider's account, by all users and administrators.

### Can I see if the invitations I have sent have been accepted?

Account administrators can click on **Education Provider Details & Users** (in the left hand menu) to see the details of who has been sent an invite and whether it has been accepted, is current (ie still awaiting acceptance), or has expired (ie was not accepted within 30 days of being sent).

### How do I re-send an invitation if it has expired?

Invitations expire if they have not been accepted within 30 days of being sent. Only administrators can send/re-send invitations.

To re-send an invitation:

1. Click on **Education Provider Details & Users** (in the left hand menu) to see a list of who has been sent an invitation.
2. Identify the person you want to re-send the invitation to and click on their surname.
3. Click **Edit Invitation**.
4. Review the person's details (especially their email address) to ensure they are correct.
5. Click **Send Invitation**.
6. Result: The invited user will be sent an automated email with a link they must follow to confirm their details and accept the Terms and Conditions of Use for VisaView, included in **Appendix One** of this guide.

### What if the administrator for my education provider has left the organisation?

If there are no other administrators for your account, you will need to contact the ICC.

## ■ TIPS FOR INVITING OTHER USERS AND ADMINISTRATORS

- › Only invite people with a legitimate use for the information.
- › We recommend you invite at least one other administrator to act for your organisation. If there is only one administrator and that person leaves the organisation, a representative from the education provider will need to contact the ICC to re-establish your education provider's access to the account.

## Step Four: Use VisaView to make enquiries

In VisaView you can run an enquiry for a single visa holder, or run a bulk enquiry for up to 100 visa holders at one time.

### ■ SINGLE VISA ENQUIRY

To make a single visa enquiry:

1. Click on **Visa Enquiry** (in the left hand menu)
2. Enter the student's:
  - › family name
  - › passport nationality
  - › passport number
  - › course start date (see below note).

Note:

  - › The course start date field defaults to the current date.
  - › You can choose to keep it as the default or change it to the correct course start date. If you want the correct course start date to appear in your enquiry result (for your records), you will need change it.
  - › If you do change the date to the correct course start date, the date you enter must not be more than two weeks in the future and not more than 12 months in the past.
3. Click on **Advanced Search** if you want to enter more details, including the student's date of birth, first name, middle name or gender. This information will not display in the search result unless it is entered in the enquiry.
4. Click **Check Entitlement**.

See **Appendix Two** for examples of visa enquiry results.

The screenshot shows the VisaView web application interface. At the top, there is a blue header with the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. Below the header, a breadcrumb trail reads 'Home > VisaView > Visa Enquiry'. The main content area is titled 'Visa Enquiry' and includes a sidebar menu on the left with options like 'View Enquiry History', 'Upload Bulk Query', and 'Register Organisation'. The central form is titled 'Enter student details.' and contains fields for 'Family Name', 'Passport Nationality', 'Passport Number', and 'Course Start Date'. The 'Course Start Date' field is pre-filled with '27/11/15'. There is a '+ Advanced Search' link and a 'Check Entitlement' button at the bottom of the form. A 'Logout' link is visible in the top right corner of the main content area.

## ■ BULK VISA QUERY

You can submit a bulk query for up to 100 students at a time. A template for bulk queries can be downloaded from the VisaView webpage.

It is important that each field of the template is completed correctly. If the template is not completed correctly, you will receive an error message identifying which rows are incomplete.

If VisaView does not find a client, their information will be omitted from the bulk query result.

A list of people who were not found will display onscreen; this list **is not retained** in the system and should be downloaded so separate queries can be run for these people.

To make a bulk query:

1. Click on **Upload Bulk Query** (in the left hand menu).
2. Download and save the template by clicking the **Template** link on the right of the screen.
3. Open the saved template file and complete as follows:

If opening the template via Excel:	If opening the template via Notepad:
a. Replace the sample rows in the file with the student details	a. Replace the sample rows in the file with the student details, using a comma to separate fields
b. Save the file as a .csv file	b. Where there are blank fields, enter a comma
	c. Save the file as a .csv file

Note:

The mandatory fields are:

- Family name
  - Passport number
  - Passport nationality (see below).
  - To complete the passport nationality, you can enter the full country name or the three-character nationality code. Refer to **Appendix Three** for the codes and ensure you enter the codes using capital letters.
4. Save the completed template file.
  5. In VisaView, click **Browse** and select the file for upload.
  6. Click **Upload**.
  7. Result:
    - › Upload successful: Bulk query upload success screen displays, continue to next step.
    - › Upload unsuccessful: Bulk query validation errors display; download error report and fix the file errors, then upload the file again.
  8. Click **Submit Bulk Query**.
  9. Result:
    - › The bulk query results page displays, including the results table.
    - › If there are students in the file whose details cannot be matched, their details will display in a separate 'Students Not Found' table that can be downloaded (so they can be queried again separately).



## ■ USE VISAVIEW TO MAKE VISA ENQUIRIES – FAQs

### **What if my VisaView enquiry does not provide a result and advises me to contact the ICC?**

In some cases, VisaView may not be able to determine a visa holder's study entitlements and you will be advised to contact the ICC.

The Customer Service Officers at the ICC will be able to find the enquiry you are dealing with, and review the person's immigration status and study entitlements against INZ's core systems. They can then update the VisaView enquiry result so that when you view your enquiry history, you will see a fuller description of the visa holder's entitlements. You should not re-run the enquiry, but should go to your enquiry history to view the updated result.

When you contact the ICC you will need to establish that you are a VisaView account holder and will also need to quote the enquiry reference number.

### **What if the VisaView enquiry result is different from the information I have been given?**

There may be valid reasons for this, so please contact the ICC for more information. The Customer Service Officers at the ICC will be able to find the enquiry you are dealing with and review the person's immigration status and study entitlements against INZ's core systems. If required, they can then update the enquiry result in the VisaView system with the most up-to-date information.

When you contact the ICC you will need to establish that you are a VisaView account holder and will also need to quote the enquiry reference number.

If you think VisaView has provided incorrect information about a visa holder and this has not been resolved through a call to the ICC, advise the visa holder so they can contact ICC themselves.

### **What if I don't know the course start date?**

The course start date is not information that VisaView validates. This field defaults to the current date and you can run your enquiry without changing this. However, if you want the correct course start date to appear in your enquiry history, you need to enter it here.

### **Can I run enquiries in the future?**

You can run enquiries up to two weeks in advance of the course start date. However, if the visa holder is not in New Zealand when you run the enquiry, you will get a negative result. Please resubmit the enquiry closer to the course start date or when you know they have arrived in New Zealand.

Note you are still responsible for confirming the identity of the visa holder is consistent with the student who presents for their in-person enrolment. See the VisaView does not confirm identity section of this guide for more information.

### **Can I run retrospective enquiries?**

Yes, so long as the person has a current valid visa with study entitlements and is in New Zealand. If their visa has expired or does not include study entitlements, you will get a negative result.

### **Why is there a difference in the 'Date of Enquiry' and the 'As at' date?**

The 'Date of enquiry' indicates when you ran the enquiry. 'As at' date indicates when the displayed visa information was retrieved from INZ's core systems.

The visa information in VisaView can be up to 24 hours old.

**Can I only enquire about student visa holders?**

VisaView can be used to enquire about any visa holder with study entitlements and who is in New Zealand. This includes residents as well as work and visitor visa holders who can study short courses without applying for a student visa.

**Are all visa holders in VisaView?**

VisaView only provides information about visa holders who have arrived in New Zealand. If you do not get the result you expect, one reason may be because the visa holder has not yet arrived in New Zealand. Contact the visa holder to find out when they plan to arrive before re-running the enquiry.

Some residence class visas issued before 1 January 1998 may not be held in our online records and you may get a "Student not found" result. Contact the ICC if you think this is the case.

**What about Australian citizens?**

VisaView does not include information on Australian citizens.

Australian citizens who are granted entry to New Zealand using a current Australian passport are normally entitled to study with any provider in New Zealand as a domestic student.

More information can be found at: <http://www.dol.govt.nz/immigration/knowledgebase/item/1068>.

**What about interim visa holders?**

VisaView cannot provide information on the conditions applying to interim visa holders. If you run a query about an interim visa holder, you will be referred to the ICC for confirmation of their study entitlements.

Alternatively, the visa holder should be able to provide you with a copy of their interim visa notification letter which will include details of their study entitlements.

**What about endorsements of New Zealand citizenship?**

Some New Zealand citizens also hold citizenship and carry a passport from another country and can choose to have their New Zealand citizenship endorsed in their foreign passport. Where their eligibility to study is queried, VisaView will advise that they are able to study with any provider, in any course, and in any location.

**What about primary or secondary school students who are in New Zealand unlawfully?**

Children in New Zealand unlawfully may undertake compulsory education in New Zealand, subject to the Education Act 1989 and education policy. If you make an enquiry about a child who is unlawfully in New Zealand, the ICC will refer you to the Ministry of Education who can advise if this child meets that policy.

**■ TIPS FOR USING VISAVIEW TO MAKE ENQUIRIES**

- › The enquiry result only displays the personal details that you provide. If you want more details to be included in the enquiry result, such as the student's first name and date of birth, then you must enter these (under Advanced Search). Including these additional details may make it easier for you to identify the student in your records.
- › Enter the enquiry information exactly as it appears in the visa holder's passport and/or visa approval notification.
- › Take care with passport numbers, including the letter 'O' vs the digit '0'.
- › Ensure you enter the correct nationality. For example, some British passport holders are actually Hong Kong nationals; their passport will state British National (Overseas).
- › For Russian passport numbers, refer to the bottom left hand barcode (Russian passports should not start with an 'N').
- › For German passport numbers, refer to the bottom left hand barcode and enter the first nine characters.

### Step Five: View your enquiry history

The **View Enquiry History** link (in the left hand menu) contains a record of all the enquiries you have made on behalf of your education provider (including bulk queries).

Administrators can see enquiries made by other account users by selecting the user’s name, or all the enquiries made by users linked to your education provider account by choosing **Any**.

Click **More Options** to see more search options.

Click **Download History** to generate an Excel copy of your enquiry results.

The screenshot shows the 'Enquiry History' page in the VisaView system. At the top, there is a blue header with the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. Below the header, a breadcrumb trail reads 'Home > VisaView > Enquiry History'. The page is divided into a left-hand navigation menu and a main content area. The navigation menu includes options like 'View Enquiry History', 'Upload Bulk Query', and 'Register Organisation'. The main content area features a search filter for 'Acting for: University of Otago' and a 'Logged in as: H J' indicator. The 'Enquiry History' section includes a 'How to use enquiry history' link and instructions on using filters. Search filters include 'Enquiry By' (set to 'Any') and 'Date of Enquiry' (From and To fields). A 'Go' button is present. Below the filters, there is a '+ More Options' link and a 'Search Results' table. The table has columns for Date of Enquiry, Enquiry By, Enquiry Number, Course Start Date, Student Name, Result, End Date, and Bulk Query Reference Number. The table contains four rows of data. A 'Download History' button is located at the bottom of the table area.

Date of Enquiry	Enquiry By	Enquiry Number	Course Start Date	Student Name	Result	End Date	Bulk Query Reference Number
27/11/15	H J	2612	27/11/15	Zhy	YES	31-Mar-18	
27/11/15	H J	2611	27/11/15	Mogyry	NO		
27/11/15	H J	2610	27/11/15	Lyly	NO		
27/11/15	H J	2609	27/11/15	Ryhmyy	YES	19-Mar-17	

#### ■ TIPS FOR VIEWING YOUR ENQUIRY HISTORY

- › In the list of search results, click on the date the enquiry was made to view more information on that specific enquiry.
- › You can filter your search results to find an individual enquiry or group of enquiries. You can filter by:
  - the date range within which the enquiry was made
  - name of student (click **More Options** to see this filter option)
  - the date on which the student's study entitlement is due to end (click **More Options** to see this filter option).
- › Click **Download History** to generate an Excel copy of your enquiry history.

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# Appendix One – Terms and Conditions of Use for VisaView (Education Providers)

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When you register for VisaView you will need to accept the following Terms and Conditions of Use.

## Terms and conditions of use for VisaView (Education Providers)

The purpose of VisaView (Education Providers) is to enable an Education Provider to verify that a person is entitled to study for them under the Act, and the conditions under which they may study.

VisaView is owned and operated by MBIE, which manages immigration information relating to non-New Zealanders.

### 1. DEFINITIONS

**Act** means the Immigration Act 2009.

**Administrator** means a User with additional privileges for the administration of the Education Provider Account.

**Agreement** means the legally binding agreement that comes into effect when you accept these terms and conditions and comprises of these terms and conditions as amended from time to time. You are deemed to accept these terms and conditions by clicking on the 'I agree to the terms and conditions' button [below] before completion of the Registration Process.

**Contact Centre** means the Immigration Contact Centre.

**Course of Study** is defined as in section 4 of the Act.

**Education Provider** is defined as in section 4 of the Act.

**Education Provider Account** means the account that is established for the Education Provider when the Registration Process is completed.

INZ means Immigration New Zealand – a service of MBIE.

MBIE means the New Zealand Ministry of Business, Innovation and Employment.

**Permitted Purpose** means to enable a registered Education Provider to:

- › verify that a person is entitled under the Act to study at that Education Provider;
- › verify that a person is entitled to enter a training agreement for industry training;
- › determine a person's eligibility for access to a publicly funded course of study in accordance with section 301 of the Act;
- › comply with obligations under the Code of Practice of Pastoral Care for International Students; or
- › verify whether or not any tuition fees payable by a person should be included in the calculation of the Export Education Levy or the International Student Levy.

**RealMe®** means the all-of-government authentication and verification services offered by the New Zealand government and described in detail at the RealMe® website.

**Registered Education Provider** means an Education Provider who has completed the VisaView Registration Process successfully, and includes such Education Provider's Users and Administrators.

**Registration Process for Education Providers** means the process of registering for VisaView, which involves a primary Administrator providing information to MBIE about an Education Provider, MBIE verifying the information provided and the Administrator accepting these terms and conditions on behalf of the Education Provider.

**Registration Process for Users** means the process where a User provides personal details to MBIE to enable creation of a User Account associated to the Education Provider Account, and the User accepting these terms and conditions.

**Services** mean all materials, information, software, services and consequential changes included in or available through the Website.

**User** means a natural person employed or engaged by a Registered Education Provider who uses the Education Provider Account.

**User Account** means the personal account that is created by MBIE to associate a User with an Education Provider Account.

**Visa Holder** means a person in respect of whom a visa is granted.

**VisaView** or **Website** means the VisaView website.

**We** or **us** means the Ministry of Business, Innovation and Employment (MBIE).

**You** or **your** means a Registered Education Provider and includes any employee, subcontractor or agent of that Registered Education Provider, or any other person or entity to whom the Registered Education Provider grants access to the Education Provider Account.

## 2. YOUR RESPONSIBILITIES

### 2.1. Registration

You may only use VisaView to query study entitlement if you have a User Account associated with a Registered Education Provider.

### 2.2. Proper use

You may only use VisaView for the Permitted Purpose.

You must not use VisaView:

- › for what is or could reasonably be regarded as improper, injurious, offensive or unlawful purposes;
- › in a manner that is likely to interfere with our other systems or Services; or
- › in a manner likely to interfere with anyone else's use of VisaView.

### 2.3. Proper access

You must not access or attempt to access the Website through automated tools (including the use of scripts, web-crawlers, robots or screen-scrapers).

### 2.4. Security

You must keep your RealMe® user ID, password and forgotten password phrase secure, in accordance with **RealMe® terms of use**. You must not disclose your password or forgotten password phrase to any third party.

If you think someone knows your RealMe® user ID, password or forgotten password phrase, you must immediately change your password, or cancel your registration or call us.

If you think someone has used your RealMe® user ID and password unlawfully, call us.

### 2.5. Your account

#### *Registered Education Providers*

You must keep the registration details for your Education Provider Account accurate and up to date. If your organisation is dis-established you must notify us so that we may disable the Education Provider Account.

If we consider your account has become inactive we may cancel it without notice. To continue using the Website you must re-register with us.

Every time one of your Users or Administrators uses VisaView, you are deemed to have authorised that person to use VisaView on your behalf.

If we make one of your User's accounts inactive, the person to whom that User Account relates must obtain access again from an Administrator.

You must ensure that:

- › only persons entitled to act for your organisation who need to use the Website for the Permitted Purpose hold User Accounts
- › persons who hold User Accounts read, understand and comply with this Agreement
- › where a User leaves your organisation, or no longer requires access to fulfil their role for your organisation, their User Account is inactivated.

You must immediately notify us in writing of any unauthorised use of your user account or any other actual, suspected or potential breach of security.

If you are a publicly funded provider of services, and register to use VisaView, you are required to ensure that each of your annual reports includes information about your use of VisaView. This must include information about the number of cases in which you challenge the accuracy of information obtained via VisaView (see section 301(10) of the Act).

#### *Administrators and users*

As an Administrator or User:

- › you must keep your User Account access credentials confidential, and not disclose these details to any third party.
- › you must not share User Accounts.
- › you are fully responsible for all activities that occur under your User Account.

### **3. OUR RESPONSIBILITIES**

Before disclosing personal information to you, we must be satisfied that your request for information:

- a. has been made by an Education Provider; and
- b. is for the Permitted Purpose.

See s 301(5)(b) of the Immigration Act.

The personal information that we may disclose to you is limited to the following:

- a. the type of visa the person holds
- b. whether the person is entitled to undertake that course of study in New Zealand and
- c. if the person is entitled to undertake that course of study in New Zealand:
  - i. the duration of the entitlement; and
  - ii. any study, work or welfare related conditions.

### **4. REGISTRATION**

Before using VisaView, you must complete the Registration Process and ask us to create a primary Administrator for you. Approval of your registration is at our sole discretion.

If we approve your registration, we will then advise you that we have created a User Account for your primary Administrator. That primary Administrator will then be able to add more Users or Administrators.

### **5. ROLES**

A User may perform study check enquiries, review a history of his or her own enquiries, change his or her own contact details and access only those online Services allocated to him or her by an Administrator.

An Administrator (including the primary Administrator) may review enquiries made by all users and administrators, add/change/remove Users and other Administrators and do all the things a User may do.

You must have at least one Administrator to use VisaView.

## **6. ONLINE SERVICES SUPPORT**

Our Contact Centre supports users of VisaView, and can help to resolve any incidents or problems with the Website.

The Contact Centre is available during normal business hours. We take all reasonable measures to ensure that the information provided by the Contact Centre is accurate, but we assume no legal liability or responsibility for the services or information provided by the Contact Centre.

We may discontinue the Contact Centre support service at any time without notice to you.

## **7. REALME®**

Each User and each Administrator must:

- a. hold a valid RealMe® logon
- b. associate that logon with their Registered Education Provider; and
- c. enter their name into the identity services online registration page.

No one else may use a User's or Administrator's logon.

Go to the RealMe® website for further information.

We will rely on the authenticity of your RealMe® logon and RealMe® ID, and act on any instructions given by your Users or Administrators without further enquiry.

You must disassociate an individual from VisaView as soon as that person is no longer authorised to access VisaView for you.

## **8. DATA PRIVACY**

### **8.1. Our obligations**

Unless required otherwise by law, we will treat all User and Administrator details provided in obtaining Services from this Website in confidence. We will only use such details as are necessary for providing VisaView, complying with New Zealand law and for monitoring use of the Website for reasonable purposes relevant to this service, including anonymous statistical analysis or service improvement.

We will collect, use, disclose, retain and destroy information in accordance with the Privacy Act 1993.

### **8.2. Your obligations**

You are liable and responsible for any use of your Administrator and User logons and must take all necessary steps to maintain the security of these logons.

You must notify us of any actual or suspected misuse of the personal data you have obtained when using this service.

If we disclose personal information to you, you may use it only for a Permitted Purpose and you must comply in all respects with your obligations under the Privacy Act 1993 and any other applicable legislation in relation to that information.

You must:

- › only use the information for a Permitted Purpose;
- › only retain the information as long as required for that Permitted Purpose;
- › not share the information unless authorised by the Visa Holder, or in accordance with this section;
- › destroy any electronic or hardcopy versions of the information securely when no longer required; and,

- › if downloading visa records to store or share, do so in a secure manner.

For the avoidance of doubt, if we disclose personal information to you, you may disclose it to:

- › The agency responsible for administration of the Code of Practice of Pastoral Care for International Students to confirm the enrolment meets the requirements set out in the Code of Practice
- › The Ministry of Education – to complete student enrolment processes in order for funding to be correctly allocated, and for statistical or research purposes
- › The Tertiary Education Commission for the purposes of recording enrolment, receiving government funding, and enabling access to student support (loans and allowances) or
- › As otherwise permitted or required by the law of New Zealand.

See section 301(5)(c) of the Immigration Act.

### **8.3. Complaints and queries**

If you have any complaints or queries about privacy in relation to VisaView, please email us.

## **9. SECURITY AND DAMAGE**

You are responsible for any damage you cause to the Website or to any of our electronic facilities, Services or data.

We provide security to protect the Website (as described in clause 10 below). You are responsible for ensuring that your own computer is secure, including taking all reasonable steps to:

- › prevent someone misusing or getting unauthorised access to your computer system or to VisaView, and
- › ensure your computer system and data are free of computer viruses and all other forms of corruption.

If your use of the Website results in you accessing data or records about an individual that you were not seeking information about, you agree to immediately destroy any electronic or hard copies of such information that were made and, as soon as practical, notify us that such information had been accessed in error.

While we aim to provide a secure web-based environment, you acknowledge that you are aware of and accept that there are inherent risks associated with the transmission of information via the Internet.

We may prevent you from using the Website at any time if we consider it necessary to maintain the security of the Website or any information accessed using it, or if you breach this Agreement.

## **10. SITE VISIT DATA**

We will log your visits to the Website. The information logged may include, without limitation:

- a. your user account details
- b. enquiry details
- c. your IP or server's address
- d. the date and time of your visit to the site
- e. the pages accessed
- f. your operating system (for example, Windows 7, Windows Vista, Mac etc.)
- g. your web browser version and type (for example, Internet Explorer 8 (IE8), IE7, Firefox 3, Safari 5 etc.)
- h. the time taken to transmit information to you
- i. the previous Internet address from which you came directly to the Website.

This logged information is recorded for statistical purposes. It is used to monitor the use of the Website, discover what information is most and least used, and to make it more useful.

Your logged information may also be used:

- › to investigate apparent improper use of the Website; and/or
- › where a law enforcement agency exercises a warrant to inspect the Internet service provider's logs; and/or
- › otherwise in accordance with the Privacy Act 1993.

We use session cookies to help manage your Website session. You will need to have cookies enabled on your Internet browser to make any request for information online. The cookies are 'non-persistent' and will be destroyed when you log out of the Website, or when you close your Internet browser. Cookies are valid for one session only, and will never be saved or written to your hard drive.

The Website uses standard Hypertext Markup Language (HTML). No Dynamic HTML (DHTML) or client-side components (such as ActiveX or Java Applets) are used.

All reasonable precautions have been exercised in establishing the Website to prevent unauthorised use or tampering with customer information. Secure Sockets Layer (SSL) encryption technology provides a secure industry standard to protect your personal information while online. This means that all information transferred between your internet browser and the Website is strongly encrypted and is secured. Our Internet site is built to work with Microsoft Internet Explorer versions 7 and 8, Mozilla Firefox 3 and Safari 5. If you experience any difficulties in viewing, or interacting within the Website, please check the version of your browser, and upgrade if necessary. If you are using a recent version, and continue experiencing problems, please email us.

We may operate VisaView with outsourced technical assistance. In accordance with the Privacy Act 1993, only approved parties outside of MBIE will have access to system components for the purpose of technical administration, maintenance and support.

#### **11. ACCESS FROM OUTSIDE NEW ZEALAND**

MBIE makes no representation that the Website or VisaView complies with laws (including intellectual property laws) of any country other than New Zealand. If you access this Website from outside New Zealand, you do so at your own risk and are liable for ensuring compliance with all relevant laws in the place where you are located.

#### **12. MBIE'S RIGHTS**

MBIE reserves the right to:

- › modify, suspend or withdraw all or any part of this Website without notice
- › change any of these terms and conditions without notice (any continued use by you of the Website following any changes shall be deemed to be acceptance of the changes)
- › refuse a service at any time and for any reason.

In any of the above circumstances, MBIE will not be liable to you or to any third party for any loss or damage whatsoever.

#### **13. MBIE'S LIABILITY**

MBIE will not be liable in contract, tort (including negligence), or otherwise, for any economic losses, loss of goodwill or reputation, or other direct or indirect loss or damage incurred by you or any third party arising out of or in connection with this Agreement and the use of this Website.

MBIE shall not be liable for any delay or failure to comply with its obligations under this Agreement if the delay or failure arises from any cause which is beyond its reasonable control.

#### **14. GOVERNING LAW**

The operation of this Agreement will be interpreted in accordance with, and governed by, the law of New Zealand, and is under the exclusive jurisdiction of the New Zealand Courts.

MBIE reserves the right to take legal action against you in respect of your users and administrators who commit or attempt to commit fraud using the information available on or through this Website, or in any other way attempting to use the information in a manner which contravenes any enactment, law, or this Agreement.

## 15. COMPLAINTS AND DISPUTES

Should you have a complaint about the Website, please email us, or telephone or write to us (see Contact Information below).

## 16. NOTICES

Any notice, demand, consent or other communication given or made under this Agreement must:

- › if issued by MBIE, be given to your registered primary administrator, whose details are provided during the Registration Process; and
- › if issued by you, be given to the MBIE contact person listed on the Website at the time that the notice is issued.

Such notice must be in writing.

## 17. DISCLAIMERS

This disclaimer applies in addition to the standard **Ministry of Business, Innovation and Employment (MBIE)** disclaimer on the MBIE website.

The information provided on or accessed through this Website is for general guidance only. It should not be used as a substitute for legal, business, accounting, tax or other professional advice.

MBIE:

- › makes no warranty, express or implied, nor assumes any legal liability or responsibility for the accuracy, correctness, completeness or use of any information that is available on or through this Website, nor represents that its use would not infringe privately owned rights
- › does not assume any legal liability or responsibility for any damage or loss that may directly or indirectly result from any information contained on or accessed through this Website or any actions taken as a result of the content of this Website
- › may change, delete, add to, or otherwise amend information contained on this Website without notice
- › is not responsible for verifying the information you provide to MBIE through this Website
- › is not responsible for the content of other websites linked to or referenced from this Website. We do not endorse the information, content, presentation or accuracy of such other websites, and do not make any warranty, express or implied, regarding them
- › does not endorse any website, organisation or person who creates off-site links to this Website.

MBIE makes no warranty, express or implied, nor assumes any legal liability or responsibility:

- › that the Website or the server are free of computer viruses or any other harmful components, defects or errors
- › that any defects in the Website will be corrected
- › that your access to the Website will be reliable, uninterrupted or error-free (including access to any linked websites)
- › for any delays, inaccuracies, failures, errors, omissions, interruptions, deletions, defects, computer viruses or communication line failures, or
- › for any theft, destruction, damage or unauthorised access to your computer system or network.

Reference to any specific commercial product, process or service by trade name, trademark, manufacturer or otherwise does not constitute an endorsement, recommendation or favouring by MBIE.

Nothing contained on this Website is, nor should be relied on as, a promise or representation about past or future events.

Users of this Website assume all risks associated with any transfer of data or information to MBIE, and with any other use of this site.

While all reasonable efforts have been taken to ensure the security of the information while in transit to us, we do not guarantee this, and we are not liable for any damage arising from interception, loss, theft, other action or difficulty.

All data or information transmitted to us through your use of the Website becomes the property of MBIE and may be relied upon by us in our dealings with you.

MBIE will not be responsible in any manner for direct, indirect, special or consequential loss caused in any way as a result of the use of online Services, or this Website.

Each page on this Website must be read in conjunction with these disclaimers and any other disclaimer that forms part of this Website.

## **18. COPYRIGHT**

### **18.1. Crown copyright**

Unless otherwise indicated, Crown copyright exists in the material available on this Website. You can reproduce this Crown copyright material free of charge without further permission, as long as you:

- › reproduce the material accurately
- › do not use the material in a derogatory manner or a misleading context, and
- › acknowledge the source and copyright status of the material.

There is no copyright in any legislation on this Website.

### **18.2. Copyright of third parties**

This Website provides links to other websites, which may contain information that is the copyright of third parties and subject to restrictions on use or reproduction.

You must get permission from the applicable copyright owner to use:

- › copyright materials from other websites, or
- › material on this Website that is protected by the copyright of a third party.

MBIE cannot give you this permission.

## **19. CONTACT INFORMATION**

Any further information regarding these terms and conditions can be obtained by contacting the MBIE Customer Service Centre as follows:

Telephone: **09 9691458** from within the Auckland toll free calling area,  
**04 910 9916** from Wellington or **0508 967 569** from the rest of NZ.

Email any enquiries to: **VisaView@mbie.govt.nz**.

## Appendix Two – Education provider enquiry results

VisaView can be used to confirm if a non-New Zealand citizen can study in New Zealand with the enquiring education provider. The table below displays the different messages you may get as a result of your visa enquiry and how to interpret that result.

Result of visa enquiry	Explanation
<p>Yes, may study. May work up to 20 hours each week. May work during scheduled vacations.</p> <p>Education Provider: Weltec</p> <p>Course: National Certificate in Veterinary Nursing</p> <p>Location: Wellington</p> <p>Until: 30 December 2015</p> <p>Visa: Student</p> <p>Course Start Date: 1 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study a National Certificate in Veterinary Nursing at Weltec Wellington campus until the expiry of this visa on 30 December 2015.</p> <p>This person may work up to 20 hours during term time and may work full-time during scheduled vacations (eg mid-semester break).</p> <p>This person holds a student visa.</p> <p>This visa information was current on 24 January 2015.</p>
<p>Yes, may study as a domestic student.</p> <p>Education Provider: ANY</p> <p>Course: ANY</p> <p>Location: ANY</p> <p>Until: 30 September 2016</p> <p>Visa: Student</p> <p>Course Start Date: 2 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study at any primary or secondary school in New Zealand as a domestic student until the expiry of this visa on 30 September 2016.</p> <p>This person holds a student visa.</p> <p>This visa information was current on 24 January 2015.</p>
<p>Yes, may study as a domestic student.</p> <p>Education Provider: ANY</p> <p>Course: ANY</p> <p>Location: ANY</p> <p>Until: Indefinite</p> <p>Visa: Residence class</p> <p>Course Start Date: 2 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study at any primary or secondary school in New Zealand as a domestic student indefinitely.</p> <p>This person holds a residence class visa.</p> <p>This visa information was current on 24 January 2015.</p>

Result of visa enquiry	Explanation
<p>Yes, may study as a domestic student.</p> <p>Education Provider: Wellington High School</p> <p>Course: Secondary studies</p> <p>Location: Wellington</p> <p>Until: 30 September 2015</p> <p>Visa: Student – Exchange</p> <p>Course Start Date: 2 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study as a secondary student at Wellington High School as a domestic student until the expiry of this visa on 30 September 2015.</p> <p>This person holds a student – exchange visa and must be part of an approved exchange scheme.</p> <p>This visa information was current on 24 January 2015.</p>
<p>Yes, may study for up to 3 calendar months in any 12 month period.</p> <p>Education Provider: ANY</p> <p>Course: ANY</p> <p>Location: ANY</p> <p>Until: 30 May 2017</p> <p>Visa: Work</p> <p>Course Start Date: 2 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study in New Zealand, at any education provider, for up to three months in any twelve month period, until the expiry of this visa on 30 May 2017.</p> <p>This person holds a work visa.</p> <p>This visa information was current on 24 January 2015.</p> <p><b>NOTE:</b> INZ does not have information on whether a work visa holder has already been studying in New Zealand. Because they may only study for up to three months in total, you must check with them to determine if they can study with your provider, or if they have already used up their study entitlements.</p>
<p>Yes, may study for up to 3 calendar months in any 12 month period.</p> <p>Education Provider: ANY</p> <p>Course: ANY</p> <p>Location: ANY</p> <p>Until: 30 December 2015</p> <p>Visa: Visitor</p> <p>Course Start Date: 2 February 2015</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person may study in New Zealand, at any education provider, for up to three months in any twelve month period, until the expiry of this visa on 30 December 2015.</p> <p>This person holds a visitor visa.</p> <p>This visa information was current on 24 January 2015.</p> <p><b>NOTE:</b> INZ does not have information on whether a visitor visa holder has already been studying in New Zealand. Because they may only study for up to three months in total, you must check with them to determine if they can study with your provider, or if they have already used up their study entitlements.</p> <p><b>NOTE:</b> INZ immigration instructions provide additional conditions with respect to visitor visa holders attending short-term study in schools, see V2.35.</p>

Result of visa enquiry	Explanation
<p>No is not entitled to study for &lt;education provider&gt;.</p> <p>Enquiry Date: 26 January 2015</p> <p>As at: 24 January 2015</p>	<p>This person is not eligible to study for you at this time. Possible reasons for this result include:</p> <ul style="list-style-type: none"> <li>• They have not yet have arrived in New Zealand.</li> <li>• They have a visa application currently being processed by INZ.</li> <li>• They need to apply for a new visa or a change to their existing visa to study for you.</li> <li>• They do not hold a visa that has study entitlements.</li> <li>• They do not hold a current visa.</li> </ul> <p>We suggest you contact this person to discuss their immigration status.</p> <p>You may wish to advise them to contact INZ if they need to apply for a visa or a variation of conditions, or to find out when their visa will be decided.</p> <p>You can re-run the enquiry once you know the person has a valid visa with study entitlements and/or once they have arrived in New Zealand.</p>
<p>Please call the Immigration Contact Centre on 0508 967 569 for clarification of this student's study entitlement. Please quote the enquiry number below.</p> <p>Please note that the Immigration Contact Centre will verify your identity as a VisaView account holder before discussing this student's study entitlements with you.</p>	<p>VisaView cannot give a definite answer on this person's study entitlement. Possible reasons for this include:</p> <ul style="list-style-type: none"> <li>• The conditions of their visa have been varied since it was first issued.</li> <li>• They hold an interim visa.</li> <li>• The education provider specified on the visa does not match your VisaView account.</li> <li>• They have an offer of place at a named education provider but are undertaking a short course of study with your provider, before or after that course.</li> </ul> <p>A Customer Services Officer at the Immigration Contact Centre can clarify their study entitlement.</p>
<p>Student not found, please check the details you have entered are correct.</p>	<p>You may have entered slightly incorrect information into the enquiry screen. Try re-entering the information, as per the person's passport. If you still do not get a result, it may be because the visa is not held in our online records as it was issued before 1 January 1998. Contact the Immigration Contact Centre if you think this is the case.</p>
<p>We are unable to uniquely identify your student. Please provide further details.</p>	<p>You will be presented with additional fields to complete. These include first name, middle name, gender and date of birth.</p>
<p><b>Other conditions</b></p>	
<p>May work during scheduled vacations.</p>	<p>This person may work full-time during scheduled vacations (eg mid-semester breaks).</p>
<p>May work during the Christmas-New Year vacation period.</p>	<p>This person may work full time during the Christmas-New Year vacation period.</p> <p><b>NOTE:</b> The 'Christmas-New Year vacation period' starts the day after the student's final day of enrolment in the calendar year and ends the day before the student's enrolment begins in the next calendar year.</p>

## Appendix Three – Country codes

When completing the bulk enquiry template you can enter the country name or the three-character nationality code. If you use the nationality code ensure you use capital letters.

Country name	Three-character code
Afghanistan	AFG
Albania	ALB
Algeria	DZA
American Samoa	ASM
Andorra	AND
Angola	AGO
Anguilla	AIA
Antigua and Barbuda	ATG
Argentina	ARG
Armenia	ARM
Aruba	ABW
Australia	AUS
Austria	AUT
Azerbaijan	AZE
Bahamas	BHS
Bahrain	BHR
Bangladesh	BGD
Barbados	BRB
Belarus	BLR
Belgium	BEL
Belize	BLZ
Benin	BEN
Bermuda	BMU
Bhutan	BTN
Bolivia	BOL
Bosnia and Herzegovina	BIH
Botswana	BWA

Country name	Three-character code
Brazil	BRA
British Indian Ocean Territory	IOT
Brunei Darussalam	BRN
Bulgaria	BGR
Burkina Faso	BFA
Burma	
Burundi	BDI
Cambodia	KHM
Cameroon	CMR
Canada	CAN
Cape Verde	CPV
Cayman Islands	CYM
Central African Republic	CAF
Chad	TCD
Chile	CHL
China	CHN
Christmas Island	
Cocos (Keeling) Island	CCK
Colombia	COL
Comoros	COM
Congo	COG
Cook Islands	COK
Costa Rica	CRI
Croatia	HRV
Cuba	CUB
Cyprus	CYP
Czech Republic	CZE

Country name	Three-character code
Czechoslovakia	
Democratic Republic of Congo	COD
Denmark	DNK
Djibouti	DJI
Dominica	DMA
Dominican Republic	DOM
East Germany	
East Timor	TMP
Ecuador	ECU
Egypt	EGY
El Salvador	SLV
Equatorial Guinea	GNQ
Eritrea	ERI
Estonia	EST
Ethiopia	ETH
Faeroe Islands	FRO
Falkland Islands	FLK
Federated States of Micronesia	FSM
Fiji	FJI
Finland	FIN
France	FRA
French Guiana	
French Polynesia	PYF
Gabon	GAB
Gambia	GMB
Georgia	GEO
Germany	DEU
Ghana	GHA
Gibraltar	GIB
Great Britain	GRB
Greece	GRC
Greenland	GRL
Grenada	GRD

Country name	Three-character code
Guadeloupe	GLP
Guam	GUM
Guatemala	GTM
Guinea	GIN
Guinea - Bissau	GNB
Guyana	GUY
Haiti	HTI
Honduras	HND
Hong Kong	HKG
Hungary	HUN
Iceland	ISL
India	IND
Indonesia	IDN
Iran	IRN
Iraq	IRQ
Ireland	IRL
Israel	ISR
Italy	ITA
Ivory Coast	CIV
Jamaica	JAM
Japan	JPN
Jordan	JOR
Kazakhstan	KAZ
Kenya	KEN
Kiribati	KIR
Kosovo - Republic of	RKS
Kuwait	KWT
Kyrgyzstan	KGZ
Laos	LAO
Latvia	LVA
Lebanon	LBN
Lesotho	LSO
Liberia	LBR
Libya	LBY

Country name	Three-character code
Liechtenstein	LIE
Lithuania	LTU
Luxembourg	LUX
Macau	MAC
Macedonia	MKD
Madagascar	MDG
Malawi	MWI
Malaysia	MYS
Maldives	MDV
Mali	MLI
Malta	MLT
Marshall Islands	MHL
Martinique	MTQ
Mauritania	MRT
Mauritius	MUS
Mayotte	MYT
Mexico	MEX
Moldova	MDA
Monaco	MCO
Mongolia	MNG
Montenegro	MNE
Montserrat	MSR
Morocco	MAR
Mozambique	MOZ
Myanmar	MMR
Namibia	NAM
Nauru	NRU
Nepal	NPL
Netherlands	NLD
Netherlands Antilles	ANT
New Caledonia	NCL
New Zealand	NZL
Nicaragua	NIC
Niger	NER
Nigeria	NGA
Niue	NIU
Norfolk Island	NFK

Country name	Three-character code
North Korea	PRK
Northern Mariana Islands	MNP
Norway	NOR
Oman	OMN
Pacific Island Trust Territory	PCI
Pakistan	PAK
Palau	PLW
Palestine	PSE
Panama	PAN
Papua New Guinea	PNG
Paraguay	PRY
Peru	PER
Philippines	PHL
Pitcairn Islands	PCN
Poland	POL
Portugal	PRT
Puerto Rico	PRI
Qatar	QAT
Reunion	REU
Romania	ROU
Russia	RUS
Rwanda	RWA
Samoa	WSM
San Marino	SMR
Sao Tome and Principe	STP
Saudi Arabia	SAU
Senegal	SEN
Serbia	SRB
Serbia and Montenegro	SCG
Seychelles	SYC
Sierra Leone	SLE
Singapore	SGP
Slovakia	SVK
Slovenia	SVN
Solomon Islands	SLB

Country name	Three-character code
Slovenia	SVN
Solomon Islands	SLB
Somalia	SOM
South Africa	ZAF
South Korea	KOR
South Pacific commission	SPC
Soviet Union	SUN
Spain	ESP
Sri Lanka	LKA
St Helena	SHN
St Kitts - Nevis	KNA
St Lucia	LCA
St Pierre and Miquelon	SPM
St Vincent and the Grenadines	VCT
Sth Georgia and Sandwich Islands	SGS
Sudan	SDN
Suriname	SUR
Swaziland	SWZ
Sweden	SWE
Switzerland	CHE
Syria	SYR
Taiwan	TWN
Tajikistan	TJK
Tanzania	TZA
Thailand	THA
Timor Leste	TLS
Togo	TGO
Tokelau	TKL
Tonga	TON

Country name	Three-character code
Trinidad and Tobago	TTO
Tunisia	TUN
Turkemenistan	TKM
Turkey	TUR
Turks and Caicos Islands	TCA
Tuvalu	TUV
Uganda	UGA
Ukraine	UJR
United Arab Emirates	ARE
United Nations	UNO
United States of America	USA
Uruguay	URY
US Outlying Islands	UMI
US Pacific Islands	
Uzbekistan	UZB
Vanuatu	VUT
Vatican City	VAT
Venezuela	VEN
Vietnam	VNM
Virgin Islands, British	VGB
Virgin Islands, USA	VIR
Wallis and Futuna	WLF
Western Sahara	ESH
Yemen	YEM
Yemen Democratic	
Yugoslavia	YUG
Zambia	ZMB
Zimbabwe	ZWE

