

VISA PAK ISSUE 333 — 3 NOVEMBER 2017

VISA APPLICATION CENTRE REFRESHER TRAINING

In response to a recent complaint about the service provided at one of our Visa Application Centres (VACs), a refresher training document was developed and sent out to our VAC providers on Monday 30th October for distribution to all VAC staff.

The refresher covers:

- Police certificates: covering the different requirements for temporary vs residence applications in relation to certified copies/original documents.
- Supporting application evidence: reminding VAC staff that the decision about the suitability of application evidence lies solely with INZ.

Advice was sought from Operations Support to ensure that the refresher training material was consistent with current and best practice processes.