

Standard timeframes

Standard timeframes for customers to respond to requests from Immigration New Zealand are set out below.

These timeframes should be used unless there are valid reasons why a client requires more time to respond to the correspondence. Such reasons should be judged on a case-by-case basis. Extensions may be granted if they are reasonable and are justified by circumstances.

Note some application categories have their own timeframes:

- Skilled Migrant Category - see "[setting due dates guidelines](#)"
- Refugee Family Support Category - see the end of this document.
- Entrepreneur, Residence from Work (Talent), and Investor categories (as outlined in the tables below)

Basic information (including health and character)

Information being requested	Timeframe
Any mandatory lodgements* (if not RFLing application)	3 working days
Details missing from application form	5 working days
Additional details form	5 working days
Original or certified copies of any document	5 working days
Statutory declaration	5 working days
Passport for onshore Immigration ONLINE applications (if a passport is required)	5 working days
Response to PPI letter (temporary entry)	5 working days
Approval in principle for student visa	5 working days
Response to PPI letter (residence or entrepreneur categories)	10 working days
Full birth cert (including additional/secondary ID)	10 working days
Evidence of booking a Medical or Chest X-ray examination	10 working days
Medical tests or evidence of appointment with specialist	10 working days
Overseas police certificate†	10 working days
Approval in principle for temporary visa (excluding student visa)	10 working days
Response to PPI letter/information request (investor categories)	15 working days
Passport for offshore Immigration ONLINE applications (if a passport is required)	20 working days

* Excludes passport submission for Immigration ONLINE applications.

† In some instances, where an overseas police certificate takes a long to time obtain, more time may be given. The time given should be decided on a case-by-case basis.

Relationship information

Information being requested	Timeframe
Evidence of close family support	5 working days
Evidence of dependence	5 working days
Marriage certificate or evidence of relationship	5 working days

Employment, business and funds information

Information being requested	Timeframe
Full employment agreement and/or job description	5 working days
IRD Summary of Earnings, payslips, bank statements	5 working days
Evidence of registration	5 working days
Evidence of maintenance, accommodation and outward travel	5 working days
Evidence of insurance	5 working days
Evidence of NZ work experience	5 working days
Basic employment questionnaire to employer (questions only)	5 working days
Evidence of overseas work experience	5 working days
Employer supplementary form	5 working days
Full employment questionnaire to employer (incl. supporting docs)	5 working days
Evidence of self-employment/business operation	5 working days
Work reference letter or email direct from previous employer	5 working days
Skills Match Report, if occupation skill level reassessed by INZ to ANZSCO 4-5	10 working days
Evidence for Talent residence and Entrepreneur categories	10 working days
Evidence for Investor categories	15 working days

Education and English language ability

Information being requested	Timeframe
Evidence of English ability	5 working days
NZ qualification certificate	5 working days
Evidence of offer of place, confirmation of enrolment, or tuition fees	10 working days
Offshore qualification certificate	10 working days
Evidence of IELTS test date booking	10 working days
Evidence of commencing NZQA assessment process	10 working days

Refugee Family Support Category

Information being requested	Timeframe
Response to PPI letter	20 working days
Full birth cert (including additional/secondary ID)	20 working days
Overseas police certificate†	20 working days
All other interactions not covered above	10 working days

† In some instances, where an overseas police certificate takes a long time to obtain, more time may be given. The time given should be decided on a case-by-case basis.

Note: These are the recommended set timeframes for information requests, reasonable discretion may be used by offices when setting timeframes for information requests pending on individual circumstances.

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Assess Eligibility (SMC)

When to use

When assessing a Skilled Migrant Category (SMC) application.

Role

- Immigration Officer, or
- Senior Immigration Officer

Guidelines

- Use this SOP, the linked SOPs, and the SMC case summary to complete an assessment of the applicant's overall eligibility under this visa category
- If you have concerns about whether the applicant can be awarded points for a specific employability or capacity building factor (SM1.10), consider whether the applicant meets SMC points requirements through a combination of other factors before sending a PPI letter
- Follow the Setting due dates guidelines (on a case-by-case basis) to determine how long to allow a client to provide required information:

Information being requested	Timeframe
Details missing from application form	3 working days
Additional details form	3 working days
Full employment agreement and/or job description	3 working days
IRD Summary of Earnings, payslips, bank statements	3 working days
Evidence of registration	3 working days
Evidence of English ability	3 working days
Marriage certificate or evidence of relationship	3 working days
Evidence of dependence	3 working days
Verification of NZ work experience	3 working days
Original or certified copies of any document (for paper applications only)	3 working days
Evidence or Verification of overseas work experience	5 working days
NZ qualification certificate	5 working days
Offshore qualification certificate	10 working days
Full birth certificate (For online applications, birth certificates are only required as evidence of dependency, or potentially if there are concerns with identity)	10 working days
Medical tests or evidence of appointment with specialist	10 working days
Evidence of English language test date booking	10 working days
Evidence of commencing NZQA assessment process	10 working days
Response to PPI letter	10 working days

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Request Additional Information

When to use

When the visa application is at one of the following stages:

- Pre-assessment before lodgement
- Assessment of the application

Role

- Support Officer
- Immigration Officer.

Guidelines

- Follow the SMC timeframes for setting due dates to determine how long to allow a client to provide required information. The information listed below may be required for every application and you should only request further information when a specific need is identified:

Information being requested	Timeframe
Details missing from application form	3 working days
Additional details form	3 working days
Full employment agreement and/or job description	3 working days
IRD Summary of Earnings, payslips, bank statements	3 working days
Evidence of registration	3 working days
Evidence of English ability	3 working days
Marriage certificate or evidence of relationship	3 working days
Evidence of dependence	3 working days
Verification of NZ work experience	3 working days
Original or certified copies of any document (for paper applications)	3 working days
Evidence or Verification of overseas work experience	5 working days
NZ qualification certificate	5 working days
Offshore qualification certificate	10 working days
Full birth certificate (For online applications, birth certificates are only required as evidence of dependency, or potentially if there are concerns with identity)	10 working days
Medical tests or evidence of appointment with specialist	10 working days
Evidence of English language test date booking	10 working days
Evidence of commencing NZQA assessment process	10 working days
Response to PPI letter	10 working days