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Case Officer Biodata Locking & Syncing Functions CCMS

TIMATA | START

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What is in this module?

CCMS continues to support our customers and our people to process Citizenship by Grant applications online. The 'Karearea Release' will see the implementation of functions that keep our customer's identity information safe, as well as functions that allow the updating of some information to sync between the Person Record and Application.

This module has been separated into the two topics:

Biodata Locking

Syncing Information

By the end of this module you will be able to:

- Describe how the process of locking biodata occurs, and how you can update applicant's biodata after this process if required.
- Identify the correct place to update biodata and contact information for an applicant.

Select the '**Tua | Next**' button to start the module.

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Biodata Locking

As a government agency trusted with administering key life events, it is our responsibility to be confident we are dealing with the correct person (identity), before we move to other activities we deliver on (services).

To help transition into the 'identity first, service second' approach, the security feature of locking applicants' biodata information is being implemented into CCMS.

Select the '**Tua | Next**' button to learn more about this process.



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L168KK
CBG application

General **Applicant** Relationships Address and contact details Identity referee Travel Character

Details

Title	---
Given name(s)	Yadira
Family name	Setzer
Name type	<input checked="" type="checkbox"/> Birth name
Gender	<input checked="" type="checkbox"/> Female
Date of birth	9/09/1985
Place of birth	Mexico City
Country of birth	<input checked="" type="checkbox"/> Mexico

First NZ citizenship application Yes No

Active

What is being locked?

The locking of applicants' biodata information will occur after you have completed the **Eligibility 1** unit of work, at which point the applicant's identity has been assessed and there is an in-depth understanding of their status and presence via AMS.

The biodata information being locked includes:

- Given name(s) and Family name
- Date of Birth
- Place and Country of Birth
- Gender

Locking the applicant's biodata gives our people and our customers greater information security, ensuring these personal detail fields cannot be changed after we have used our processes and systems to confirm their identity.

L168KK
CBG application

Yadira Setzer Subject person | HG68KK Service request | In-progress Status | Shana Sirotta Owner

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony **Statements** Supporting documents Related

Supporting documents + Upload Refresh Run Report

Name	Document type	Revised as	Status	Uploaded on
Submitted Application SnapShot.txt	Other	Internal document	Locked	21/08/2020 7:08 PM
Passport Style Image 1.jpg	Photo of applicant	Identity	Locked	25/08/2020 3:57 PM
Myoverseaspasport.jpg	Passport	Travel document	Locked	25/08/2020 3:58 PM
AMS photo.jpg	Other	Other	Locked	25/08/2020 3:58 PM
Birth certificate.jpg	Birth certificate (long form)	Birth record	Locked	18/09/2020 10:10 AM

The metadata for supporting documents are also locked down after Eligibility 1 to ensure the documents and related data are securely held in an application.

You can still open and view supporting documents, and add further supporting documents as usual. The locking is only applied to the metadata.

Select the link to the **Passport Style Image 1.jpg** to view an example of metadata, or select **'Tua | Next'** to continue.

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How do I unlock biodata?

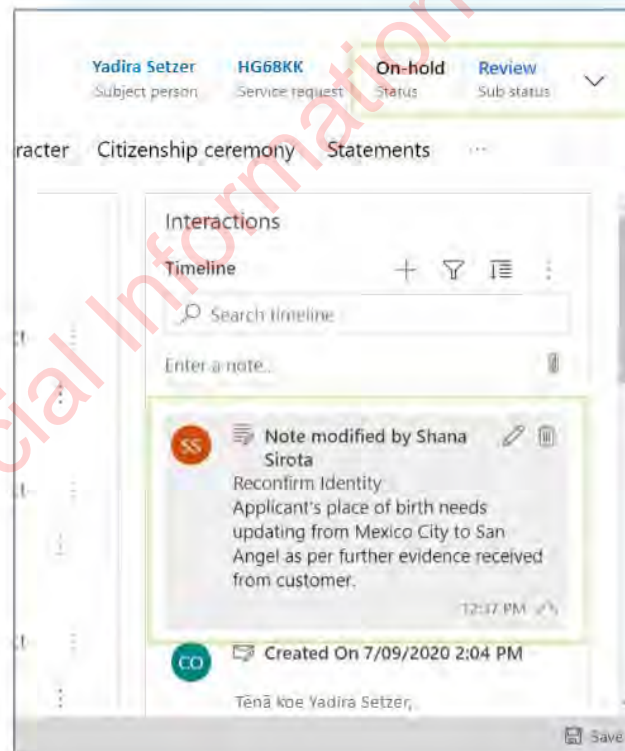
When new information is received after the lock and you conclude the biodata needs updating, the relevant fields can only be unlocked by following:

Procedure – Manage biodata and identity photo changes after Eligibility 1 and up to Validation (Reconfirm Identity)

This procedure advises that the application will need to be placed on hold with the sub-status as 'Review', as well as an interaction note added to explain what is changing and why.

The next step to send the request to activate 'reconfirm identity' will depend whether the application is at Assessment or Validation.

Select the tiles below to see further information:



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Where do I access this procedure?

You can access "Procedure – Manage biodata changes after Eligibility 1 and up to Validation" in Tuwhiria te Tikanga. You can also access this link in the 'Resources' section at the top right of this slide.

ity 1 and up to validation (reconfirm identity)



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How do I u

When new informat
ie biodata needs u
nlocked by followi

Procedure – Manag
Vi

his procedure advi
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ote added to expla

he next step to sen
ill depend whethe
elect the tiles belo

New Message



To:
9(2)(g)(ii)

Subject:
Activate reconfirm identity to update biodata

Message:

Team Name:	
Service Request:	
Service ID:	
Your Name	
Assessor's Name	
Validator's Name	
Reconfirm Identity (YES/NO)	
Action to be completed	
Additional Comments	



Assessor

If I need to update biodata and the application is still with me because I have not yet completed the assessment, then I need to email the Workforce Team to activate 'Reconfirm Identity' for me.



New Message

To:

9(2)(g)(ii)

Subject:

Activate reconfirm identity and reassign app to update biodata

Message:

Team Name:	
Service Request:	
Service ID:	
Your Name	
Assessor's Name	
Validator's Name	
Reconfirm Identity (YES/NO)	
Action to be completed	
Additional Comments	



Validator

If I am validating an application and the biodata needs updating, then I need to email the Workforce Team to activate 'Reconfirm Identity' **and** reassign this back to the original assessor to complete the work.

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← Save Save & Close + New Delete Refresh Assign Share Email


L168KK
CBG application

General **Applicant** Relationships Address and contact details Identity referee Travel Cl

Details

Title	
Given name(s)	Yadira
Family name	Setzer
Name type	<input checked="" type="checkbox"/> Birth name
Gender	<input checked="" type="checkbox"/> Female
Date of birth	9/09/1985
Place of birth	San Angel
Country of birth	<input checked="" type="checkbox"/> Mexico
First NZ citizenship application	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

How will I know it has been activated?

When the Workforce Management team have activated your request, and reassigned the application if necessary, the Assessor will receive an email to advise this has been actioned. The application will also show in the Assessor's dashboard at the stage **Reconfirm Identity**. 

← The biodata fields in the application will now be unlocked, and a new active unit of work will display under Confirm Identity.

Select **'Tua | Next'** to see what tasks you may need to complete in the new Confirm Identity unit of work as a result of the change being made...

Where to find the application

Tip: Applications keep the same status when they are assigned from one officer to another.

Because the application was placed 'on hold' for this process, check your 'on hold' section of the dashboard to locate the application.

ge **Reconfirm Identity.**




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Biodata field	Identity is Unique		Identity Exists	Identity is Bound	
	Yes	No		Yes	No
First name	Yes	No	Yes	No (provided required images match)	
Second/middle name(s)	No		No	No (provided required images match)	
Family name	Yes	No	Yes	No (provided required images match)	
Date of Birth	Yes		Yes	Yes	No
Place of Birth	Yes	No	No	No	
Country of Birth	No		No	Yes	No
Gender	No		Yes	No	No

What tasks do I re-do?

Because a change is being made to biodata, and a new Confirm Identity unit of work is populated, you may need to re-complete certain identity tasks again.

In Tuwhiria te Tikanga you can refer to the **Guidelines – Biodata changes for citizenship by grant** page to access this table. 

To use the table, locate the field that has been updated in the 'Biodata field' column. Then refer to the 'Identity task' columns to confirm if you need to do the task or not. For example:

If only the second/middle name(s) were amended, I do not need to re-do any of these tasks provided all images match.

← In this table attempt to work out which tasks are required to be completed again or not by selecting either a green **Yes** box, or a purple **No** box.

Disclaimer: This table may be updated after the release has occurred. Please always refer to Tuwhiria te Tikanga to check what tasks you need to re-complete.

Where do I access the guidelines?

You can access "Guidelines – Biodata changes for citizenship by grant" in Tuwhiria te Tikanga. You can also access this link in the 'Resources' section at the top right of this slide.

; for citizenship by grant page to access this table.



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9(2)(k)

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Completing the unit of work

When you have finished your assessment of the biodata change, including following up all related tasks and external checks, then the field can be updated and saved.

To complete the process, the new **Confirm Identity** unit of work will need to be populated and changed from 'In progress' to 'complete'.

Select the new active **Confirm Identity** hyperlink to see an example of completing the unit of work when the place of birth was amended...

act details Identity referee Travel Character Citizenship ceremony Statements Supporting docu

Application processing

Stage **Reconfirm Identity**

Complete and correct + New Complete and co...

Complete and correct ID	Status	Created on
L166KK -1	Complete	21/08/2020 7:11 PM

Confirm identity + New Confirm identity

Confirm identity ID	Status	Created on
L166KK -2	Complete	21/08/2020 7:12 PM
L166KK -2A	In progress	18/09/2020 1:48 PM

Check eligibility + New Check eligibility

Check eligibility ID	Status	Created on
L166KK -3	Eligibility 2 In progress	18/09/2020 11:25 AM

L168KK -2A
Confirm identity

General Related

Subject person **Yadira Setzer**

Tasks

Task	Outcome	Criteria	Supporting evidence	Comments	Displ.
Identity is unique	---	---	---	Changed POB from Mexico City to San Angel to all...	1
Identity exists	---	---	---	Changed POB from Mexico City to San Angel to all...	2
Identity is bound	---	---	---	---	3

Supporting documents

Name	Document type	Provided as	Uploaded
No data available			

Other names

Name type	Given name(s)	Family name	Created On
No data available			

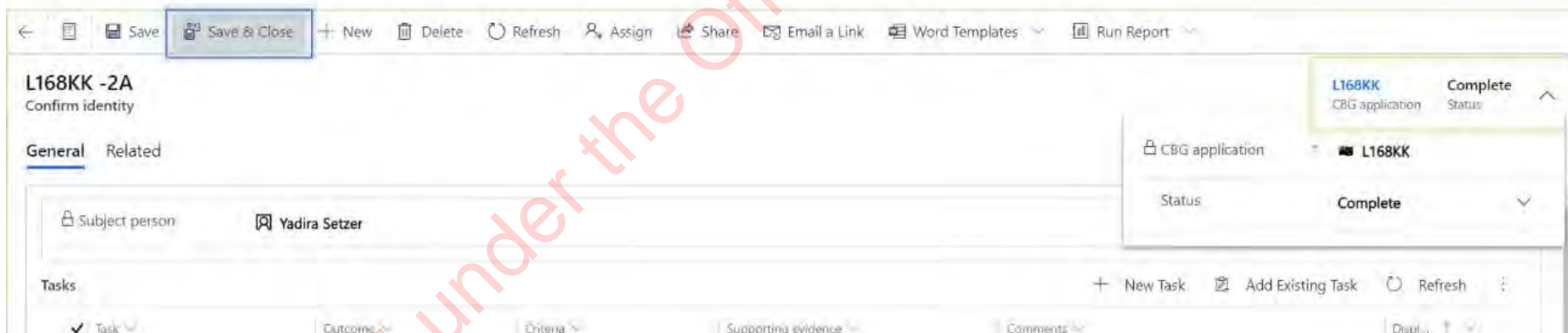
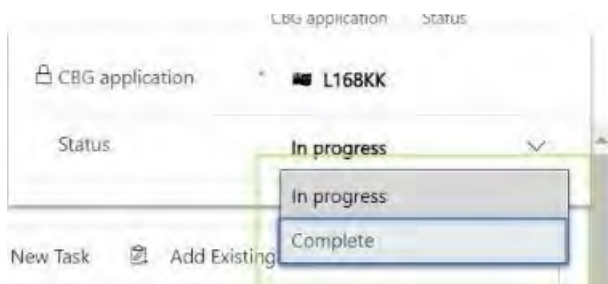
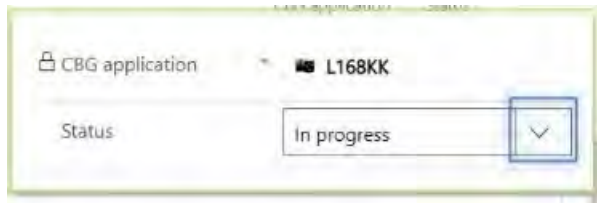
L168KK In progress
CBC application Status

Refer to the 'Guidelines' in Tuwhiria te Tikanga to confirm how to fill these tasks out, such as what comments you need to leave.

In this example place of birth was updated. Tasks did not need to be re-done, however a comment was needed regarding why 'reconfirm identity' was activated.

Click on the status drop-down menu to complete this unit of work.

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Save Save & Close + New Delete Refresh Assign Reconfirm Identity Share Email a Link Word Templates Run Report

L168KK
CBG application

Yadira Setzer Subject person HG68KK Service request In-progress Status Shana Sirota Owner

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony Statements Supporting documents Related

Application details

Application type*

CBG Adult

Subject person

Yadira Setzer

Relationship to requester

No relationship to you

Date submitted

21/08/2020

Application processing

Stage **Check eligibility 2**

Complete and correct

Complete and correct ID	Status	Created on
L168KK-1	Complete	21/08/2020 7:11 PM

Confirm identity

Confirm identity ID	Status	Created on
L168KK-2	Complete	21/08/2020 7:12 PM
L168KK-2A	Complete	18/09/2020 1:48 PM

Application outcome

CBG outcome

Acquisition date

Created On 21/08/2020 7:08 PM
Your application for New Zealand citize...
Tēnā koe Yadira API Setzer API, Thank y...
Closed

The new 'Confirm Identity' unit of work has been completed. If the recommendation needed changing, that can be done now.

If the application was originally at validation when the biodata request was made, you can request Workforce Manager to assign this application back to the Validator.

Select 'Tua | Next' to continue.



Updating supporting documents metadata

In the supporting documents tab of an application, documents are uploaded and tagged to reflect what type of document it is. This metadata is locked after Eligibility 1, just like the biodata details. i

If you discover a locked supporting document needs updating after the lock has occurred, access the following step:

Procedure – Update metadata of supporting documents after Eligibility 1 i

This procedure outlines what steps to take depending on what the document has been used for, for example if the document was tagged to a unit of work task or not. In some cases you may need to request 'Reconfirm Identity' to be activated, and in others you may only need to download and re-upload the document.

Select the '**Tua | Next**' button to move on and check your understanding...

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Where do I access this procedure?

You can access "Procedure - Update metadata of supporting documents after Eligibility 1" in Tuwhiria te Tikanga. You can also access this link in the 'Resources' section at the top right of this slide.

Eligibility 1

Image of locked supporting documents

If you would like to view what the supporting documents tab looks like after it is locked, and the metadata, refer to the menu on the left hand side of this module. You can re-visit the slide "What is being locked for supporting docs?".

ced after Eligibility 1, just like the biodata details.

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Check your understanding

So far in this module you have seen what to do when biodata needs changing after it has been locked. We have covered:

- Putting the application on hold and leaving an interaction
- Emailing Workforce Manager to activate 'Reconfirm Identity'
- Identifying what external checks and tasks are required
- Updating the change and completing the unit of work
- If required, updating the recommendation

If you need to re-visit any of these topics, you can select them from the menu on the left of this module.

Check your understanding of the process in our short quiz. Before you start, open up the two pages below to help answer the questions: 

- [Procedure – Manage biodata changes after Eligibility 1 and up to Validation stage \(Reconfirm Identity\)](#)
- [Guidelines – Biodata changes for citizenship by grant](#)

Select **'Tua | Next'** to start the quiz...

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Open the Tuwhiria Pages

To open the Tuwhiria te Tikanga pages, click on the hyperlinks, or locate these pages in the 'Resources' button at the top right of this window:

pages below to help answer the questions:



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Question Rua

What comment do I leave in the new Confirm Identity tasks if the place of birth changed?

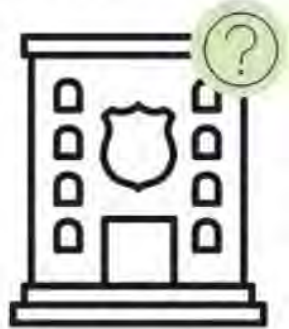


Tip: Refer to the page Procedure – Manage biodata changes after Eligibility 1 and up to Validation Stage

- Change to POB in order to align it with POB policy
- N/A
- Made a change to biodata

Question Toru

If the name changed from James Peter Ranui to Peter James Ranui, do I need to re-run external checks?



*Tip: Refer to the page **Guidelines – Biodata changes for citizenship by grant** to check the external party checks paragraph*

- Maybe – if I decide to
- No
- Yes

Question Whā

If the first name changed from Doba Fett to Boba Fett, do I need to re-run external checks?



*Tip: Refer to the page **Guidelines – Biodata changes for citizenship by grant** to check the external party checks paragraph*

- Maybe – if I decide to
- No
- Yes

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Question Rima

If I had to update the gender of the applicant, what tasks do I need to re-do?



Given name(s)	Judy
Family	Zabel
Name type	Pas
Gender	Ma

*Tip: Refer to the page **Guidelines – Biodata changes for citizenship by grant** to check the Reconfirm Identity table*

- All tasks: Identity is Unique, Identity Exists, and Identity is Bound
- Identity is Unique and Identity Exists
- None

Can you change biodata after Validation?

After Validation is completed, the identity has been proofed and checked, and has moved to the Minister Approval dashboard.

If a request to change biodata comes through after Validation, there is a procedure to follow in Tuhwiria te Tikanga:

Procedure – Manage changes to biodata after validation and before minister approval



After an application has been closed, the applicant's information is not amended unless there was an error. The citizenship record is a "point in time" record which reflects what was current at the time.



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Where do I access this procedure?

You can access "Procedure – Manage biodata changes after Eligibility 1 and up to Validation" in Tuwhiria te Tikanga. You can also access this link in the 'Resources' section at the top right of this slide.

and before minister approval



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Syncing Information

The ability to sync information from the Application to the Person Record (or vice versa) is being released into CCMS. This allows a user to update certain details in one place, making it both efficient and less risky when amending customer's information.

In order for the sync to happen correctly, the details that are changing will need to be done in the correct place.

Select the **'Tua | Next'** button to learn more about this process.

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Syncing biodata details

Applicants' biodata may require updating over the course of the application. Biodata information includes:

- Given name(s) and Family name
- Date of Birth
- Place and Country of Birth
- Gender

This information is only able to be amended by Citizenship Case Officers, who carry out identity proofing tasks. Any updates are made at the application level, and synced to the Person Record. This reduces the double handling of updating these separately.

Select the **'Tua | Next'** button to see how this works in CCMS...



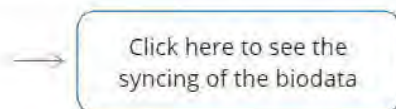
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When does it sync?

The applicant's biodata information is locked down after **Eligibility 1** is completed. This is also when the sync of biodata occurs to the Person Record, immediately updating the record if it has changed.

In this example we can see what details the applicant provided when they applied (see Person Record), and after Confirm Identity the officer has discovered and confirmed with the applicant the legal details (see Application).

Select the **button below** to see what happens after Eligibility 1 has been completed:



Select the **'Tua I Next'** button to continue...



Person Record	
Name	
Title	---
Given name(s)	Jasperr
Family name	Gemstone
Preferred name	---
Job title	---
Organisation	---
Date of birth	12/03/1988
Date of death	---

Application	
Details	
Title	---
Given name(s)	Jasper George
Family name	Gemstone
Name type	Birth name
Gender	Male
Date of birth	12/03/1978
Place of birth	Vienna
Country of birth	Austria



Syncing contact details

Applicants' contact information may change over the course of the application. Their contact details include:

- Phone numbers
- Email addresses
- Residential and delivery addresses

This information can now be updated from the Person Record, and will be synced to the Application. This reduces the task of updating these separately, and allows Contact Centre staff to complete this change too.

Select the '**Tua | Next**' button to see how this works in CCMS...

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← Save Save & Close + New Delete Refresh Assign Share Email a Link Word Templates Run Report

JZGPYK Jasper Subject Gemstone WMW8KK Allocated Shana Sirota
 CBG application subject person Service request Status Owner

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony Statements Supporting documents Related

Contact details

Email

Mobile phone

Landline

Agent assisting

Agent assisting

Person assisting

Form translation/interpretation

Residential address

Unit/house number and street

Suburb

Town/city

Country

Postcode

Local authority

Delivery address

Business/Agent name

Unit/house number and street

Suburb

Town/city

Country

Postcode

In the application, the contact details are locked.

To update this information open the Person Record associated with this application.

Select the hyperlink to the Person Record.

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Save Save & Close + New Deactivate Connect Add to Marketing List Assign Email a Link Delete Change Password Refresh

Jasper Subject Gemstone
Person
5/10/2020 10:10 AM
Created On

General Alerts **Address details** Services Service requests History Names known as Related

Name

Title	---
Given name(s)	Jasper Subject
Family name	Gemstone
Preferred name	---
Job title	---
Organisation	---
Date of birth	12/03/1988
Date of death	---

Contact

Email	TR0283@test.com
Mobile phone	021 11 11 1
Landline	04 999 999
Work phone	---

Contact preferences

Preferred contact method	Any
Preferred contact time	Morning
Email	<input checked="" type="checkbox"/> Allow

Interactions

Timeline

Search timeline

Enter a note...

Created On 5/10/2020 10:26 AM
Undeliverable: Receipt for your New Zealand Citize...
Your message to TR0283@test.com couldn't be deli...
Receipt for your New Zealand Citizenship ap...

On the General tab of the Person Record you can edit the contact information. In this example, the mobile number has been edited, and a landline added.

The address is stored in the new 'Address details' tab of the person record.

Select the **Address details** tab.

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← Save Save & Close + New Deactivate Connect Add to Marketing List Assign Email a Link Delete Change Password Refresh

JS Jasper Subject Gemstone
Person 5/10/2020 10:10 AM
Created On

General Alerts Address details Services Service requests History Names known as Related

Residential address

Search address	Look for Address 1; Search address
Unit/house number and street	10 Mulgrave Street
Suburb	Pipitea
Town/city	Wellington
Country	New Zealand
Postcode	6011

Delivery address

Search address	---
Unit/house number and street	---
Suburb	---
Town/city	---
Country	---
Postcode	---

This tab is where the applicant's residential and delivery address are held.

Search for the new address the customer has moved to.

Select the search address bar.

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← Save Save & Close + New Deactivate Connect Add to Marketing List Assign Email a Link Delete Change Password Refresh

JS Jasper Subject Gemstone Person 5/10/2020 10:10 AM Created On

General Alerts **Address details** Services Service requests History Names known as Related

Residential address

Search address

Unit/house number and street NZ Post addresses

- 45 Pipitea Street, Thorndon, Wellington 6011
- Floor 1, 45 Pipitea Street, Thorndon, Wellington 6011
- Floor 10, 45 Pipitea Street, Thorndon, Wellington 6011
- Floor 11, 45 Pipitea Street, Thorndon, Wellington 6011
- Floor 2, 45 Pipitea Street, Thorndon, Wellington 6011

Suburb

Town/city

Country

Postcode

Change View

Delivery address

Search address ---

Unit/house number and street ---

Suburb ---

Town/city ---

Country ---

Postcode ---

Select the option for **45 Pipitea Street, Thorndon, Wellington 6011.**

← Save Save & Close + New Deactivate Connect Add to Marketing List Assign Email a Link Delete Change Password Refresh

JS Jasper Subject
Person 5/10/2020 10:10 AM
Created On

General Alerts Address details Services Service requests History Names known as Related

Residential address Delivery address

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JZGPYK
CBG application

Jasper Subject Gemstone
Subject person

WMW8KK
Service request

Allocated
Status

Shana Sirota
Owner

General Applicant Relationships **Address and contact details** Identity referee Travel Character Citizenship ceremony Statements Supporting documents Related

Contact details

Email TR0283@test.com

Mobile phone 021 11 11 1

Landline 04 999 999

Agent assisting

Agent assisting

Person assisting

Form translation/interpretation

Residential address

Unit/house number and street 45 Pipitea Street

Suburb Thorndon

Town/city Wellington

Country New Zealand

Postcode 6011

Local authority Wellington City Council

Delivery address

Business/Agent name ---

Unit/house number and street ---

Suburb ---

Town/city ---

Country ---

Postcode ---

The updated contact information has immediately synced to the application.

Select 'Tua | Next' to continue.

Consenting party contact details Email: TR0283@test.com Mobile phone: 021 555 555 Landline: 04 111 111	Consenting party delivery address Business/Agent name: --- Unit/house number and street: --- Suburb: --- Town/city: --- Country: --- Postcode: ---	Other consenting party contact details (if required) Email: --- Mobile phone: --- Landline: ---
Consenting party residential address Unit/house number and street: 70 Featherston Street Suburb: Pipitea Town/city: Wellington Country: New Zealand Postcode: 6011 Applicant lives at same address: Yes Local authority: Wellington City Council	Agent assisting (if required) Agent assisting: Yes No	Other consenting party residential address (if required) Unit/house number and street: --- Suburb: --- Town/city: --- Country: --- Postcode: ---

The 'Address and contact details' tab for an applicant under 16 is populated with the 'Consenting party' information. These details are locked, and are updated via Person Records which then sync here.

Select the **Relationships** tab.

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Locate the Person records of the consenting parties in the 'Relationships' tab in order to make any contact information updates. You can also easily access the child's person record from this page.

Change to contact info (Child or Youth):

A change to the child's contact information can be changed in the child's person record. Locate their person record at the top of their application.

Change to contact info (Consenting Party):

A change to the consent giver's information can be done in their own person record. **This must be updated through their person record linked in the Relationships section**, under 'Consenting party' or 'Other consenting party'.

Repeat this process for each child/youth application in a group. Their consenting giver's person record can be different.

Select **'Tua | Next'** to continue.

Country

Country

Consenting party

Consenting party **Nina Maddie Harrison**

Passport/travel document number: CA000000

Passport country of issue: **Canada**

Relationship to applicant: Parent Legal guardian Sole parent or legal g...

Other consenting party

Other consenting party notified: They consent They don't consent Unable to

Other consenting party **Jovan Harrison**

Passport/travel document number: CA000000

Passport country of issue: **Canada**

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Module Summary

The functions being implemented in the 'Karearea Release' will support the security of our customer's information, and allow the updating of some information to occur in one place by the right people.

Tuwhiria te Tikanga outlines the steps required for these functions, including the different scenarios in which they may fall under. Accessing Tuwhiria te Tikanga ensures you will always see the most up-to-date process while CCMS continues to grow and enhance.

If you would like to re-visit any of these topics again, access the slides on the left hand menu to return to the relevant topics.



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Kua mutu Finished

Congratulations, you have completed this activity. If you would like to view this module again from the start, select the replay button:



To return to the iLearn course page, close this window.

If you liked this module, you may also like to visit:

- Case Officer View – Liveness Assessments
- Generating a Liveness Link

ARA KI WAHO | EXIT

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Te Tari Taiwhenua
Internal Affairs

Citizenship by grant -

ELIGIBILITY

Child & Youth Applications

Start | Tīmata

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Kia ora, and welcome to Eligibility – Child & Youth Applications.

This module is broken down into four categories:

1. Child & Youth eligibility
2. Change of application type
3. Parental consent
4. Processing Child and Youth applications in CCMS

Overview



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The purpose of this module is to help you understand:

- the eligibility requirements for child and youth applications
- what happens when processing an application and a child becomes a youth / a youth becomes an adult
- parental consent
- what information is collected via the portal
- when both parents consent is required and how to get it
- the steps involved when processing in CCMS

This module as a standalone piece will take around 35 minutes to complete.

* Items in this module marked with an asterisk are available to read/download from the resources tab in the top left corner.

Learning objectives



Grant of citizenship in special cases

Before starting this module it is recommended you familiarise yourself with section 9 of the [Citizenship Act 1977](#).

The Act explains how the Minister can have regard to any of the standard 8(2) requirements when making a decision about someone under this section.

The policy determines which requirements a person under the age of 16 must meet. The policy has different requirements depending on age. This is why the system splits them into the two categories of 'Child' and 'Youth'.

The Citizenship Act



1. Child & Youth eligibility

First, let's look at the definition of Child and Youth:



A child is an applicant who's aged between 0-13



A youth is an applicant who's aged between 14-15

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What are the eligibility requirements?

Here we have a high level overview of the eligibility criteria for Child and Youth.
We'll look into each requirement later in the module.

Select the icon below to bring up the overview:



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Requirements to be met at date of presentation to the Minister

If an applicant turns 14 or 16 before being presented to the Minister, they must then meet the requirements for that age.

Applicants over 16, including applicants who lodge before they are 16 and turn 16 before their application is presented to the Minister, must meet the presence requirement themselves even if a parent or guardian is, or is about to become, a New Zealand citizen.

If application is presented to the Minister	then...
before the applicant turns 14 years of age	the following requirements must be met: <ul style="list-style-type: none">- entitlement to reside- presence- intention to continue to reside
when the applicant is 14 or 15	the applicant must meet all requirements
after the applicant turns 16	the applicant must meet all requirements



Let's now have a more in depth look at the eligibility requirements.

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Entitlement to reside in NZ indefinitely

Section 8(2)(a) of the Citizenship Act

Applicants must be entitled to live in New Zealand indefinitely.

Applicants must be entitled to reside in NZ, or in the Cook Islands, Niue or Tokelau. When people from other countries enter NZ they are issued with a visa from Immigration. We are looking out for people who hold a residence permit.

You will need to check that the Child/Youth has the required status as they need to meet this requirement.



Please see *Policy - Entitlement to reside in NZ indefinitely in the Resources tab.



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Checking someone's status

You will need to check the INZ/API result on the application in CCMS. You can find information on this on Tuwhiria.

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Presence in NZ

Section 8(2)(b) of the Citizenship Act

Applicants must be present in New Zealand for a minimum of 1350 days during the 5 years immediately preceding the date of their application and for at least 240 days in each of those 5 years. The days in NZ must be days when they were entitled to reside indefinitely.

A Child/Youth applicant has to meet the presence requirement unless one of their parents/legal guardians is a NZ citizen or about to become one.

Please see *Policy - Presence in NZ in the Resources tab.



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Good character

Section 8(2)(c) of the Citizenship Act

Applicants for the grant of citizenship are required to be of good character.

This is not required for Child applicants.

For Youth applicants aged 14-15 we ask several questions related to how the character requirement is assessed. Checks are undertaken with external agencies to identify whether they hold any information detrimental to an applicant's character. We have certain criteria in our policy that gives us clear guidelines as to whether someone meets good character or not, however there may be some cases that are not so clear cut.



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English language

Section 8(2)(e) of the Citizenship Act

Applicants must have sufficient knowledge of the English language.

This is not required for Child applicants.

For Youth applicants aged 14-15 this determines if they can manage independently in everyday situations using English.

English language ability might be demonstrated by providing evidence such as school reports or an NCEA certificate.

1. Child & Youth eligibility



Intention to continue to reside

Section 8(2)(f) of the Citizenship Act

Applicants must intend, if granted New Zealand citizenship, to continue to reside in New Zealand.

They need to intend to continue to live in NZ if granted citizenship. If there are doubts about an applicant's intention to reside, they will be asked to provide further information and this will be assessed.

Please see *Guidelines - Determining intention to continue to reside guidelines in the Resources tab.



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Responsibilities & privileges

Section 8(2)(d) of the Citizenship Act

Applicants must have sufficient knowledge of the responsibilities and privileges attached to citizenship.

This is not required for Child applicants.

For Youth applicants aged 14-15 they must understand the responsibilities and privileges that come with being an NZ citizen.

Responsibilities:

- Obey and promote the laws of NZ
- To act in NZ's best interests
- Behave as a responsible citizen

Privileges:

- Live in NZ indefinitely
- Travel on an NZ passport
- Full access to education and economic rights
- Represent NZ in international sports



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Confirm Identity

As part of the citizenship application process, Life and Identity Services Officers (LISOs) must be able to verify an applicant's identity with a high level of confidence, and ensure evidence supplied by an applicant, or agency which supports the applicant's identity, can be bound to a genuine person.



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If the applicant is under the age of 14 then binding will be done through the consent giver. The child must also meet a lower level bind (photo triangulation) by matching their:

- passport
- overseas passport image
- INZ image

If they turn 14 (or a Youth turns 16) during the Confirm Identity process, then their identity is confirmed at the age when the application was submitted.

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If there are no travel documents or records via the INZ API for the child, then:

- use the *ID Proofing Grid for alternative bind options
- check the *ID Proofing Experts Group spreadsheet for similar exceptions, or
- escalate to the ID Proofing Experts Group for discussion if it is a new exception

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Applicants aged 14-15, the consent giver, or the secondary consent giver (if applicable), will go through binding.



A secondary consent giver is bound when a child has citizenship of a country that does not allow for dual citizenship. More information about single citizenship countries will come up later in the module.

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Identity is Bound

The objective is to confirm that the biodata attributes of the applicant can be connected to a physical person.



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Knowledge check

That almost completes section 1.

Let's check your knowledge before moving on.



Submit

Which of the following criteria must a Child (0-13) applicant meet in order to meet eligibility requirements.

Select all the options that apply:

- Entitlement to reside
- Presence
- Good character
- English language
- Intent to continue to reside
- Responsibilities & privileges
- Full capacity
- Confirm identity
- Ceremony attendance

Knowledge check

That almost completes section 1.

Let's check your knowledge before moving on.



Submit

Which of the following criteria must a Youth (14-15) applicant meet in order to meet eligibility requirements.

Select all the options that apply:

- Entitlement to reside
- Presence
- Good character
- English language
- Intent to continue to reside
- Responsibilities & privileges
- Full capacity
- Confirm identity
- Ceremony attendance



That now completes section 1.

If you are working through this module as part of a training workshop, please stop at this point and follow the instructions from your tutor.

If you are completing this module on your own, as a refresher, click Next to continue.

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2. Change of application type

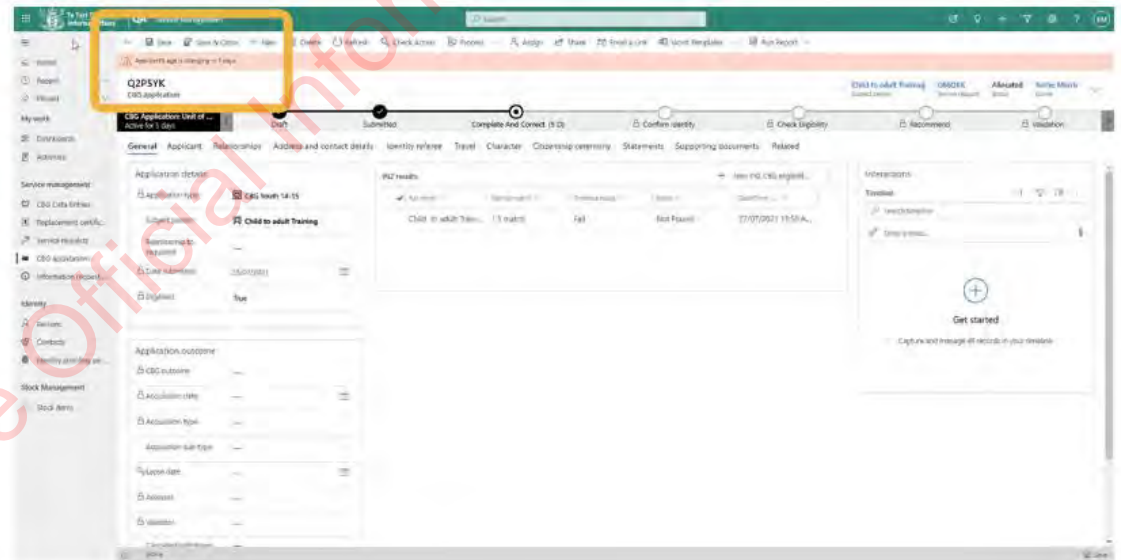
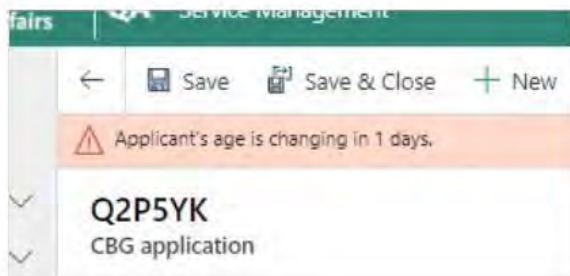
When a child turns 14 years of age their application type changes to a Youth and when a Youth turns 16 their application type changes to an Adult. This is because when the Minister makes a decision on an application, they can only approve them under the criteria they fall under on that day.

CCMS has functionality that allows a change of application type to ensure we are assigning/validating against the correct criteria.

The change of application type can be done up until waiting for the Minister's approval. If its at the validation stage the application will automatically be reassigned to the assessor to reassess under the new criteria.



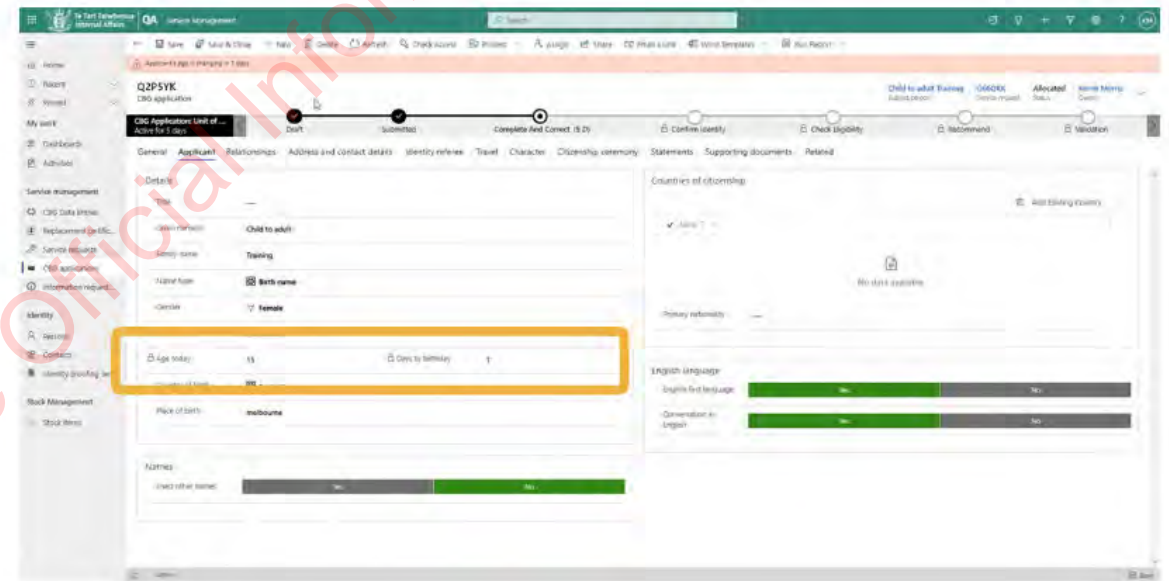
This is where you can check to see if an applicant is nearing a birthday, and therefore may need an application type change. This banner appears 21 days before their birthday.



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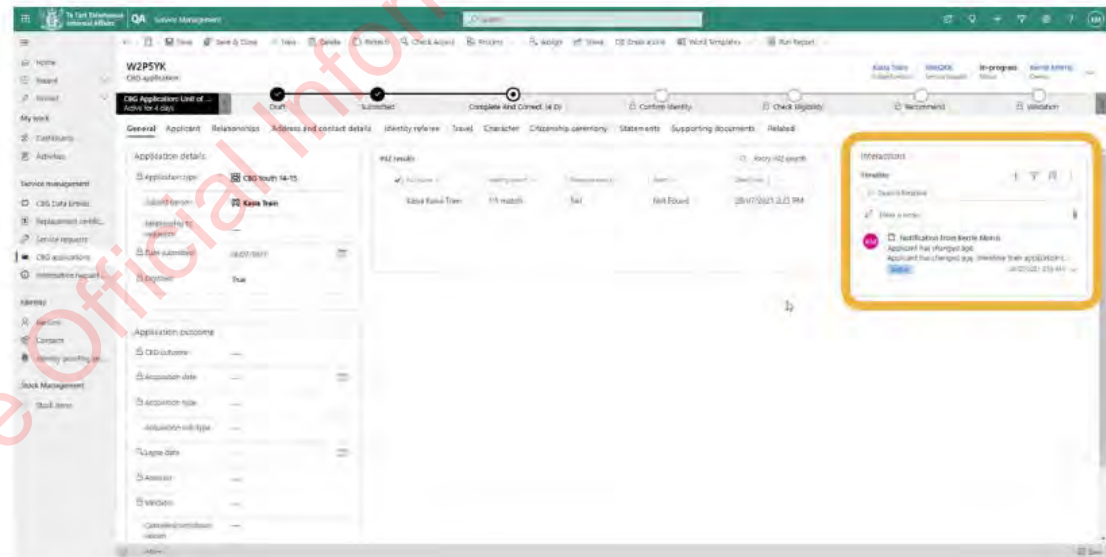
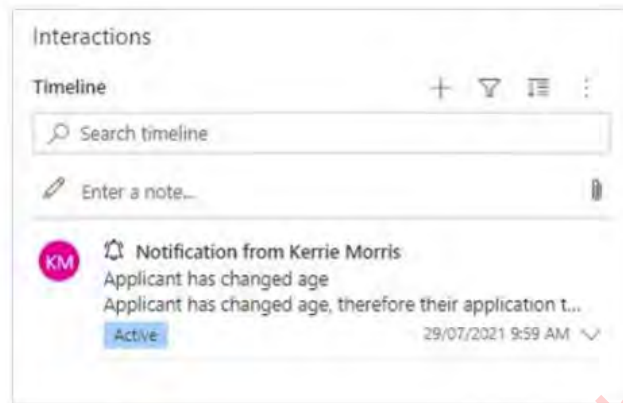
There is also a 'Days to birthday' countdown displayed in the applicant's Details panel.

Age today 15 Days to birthday 1



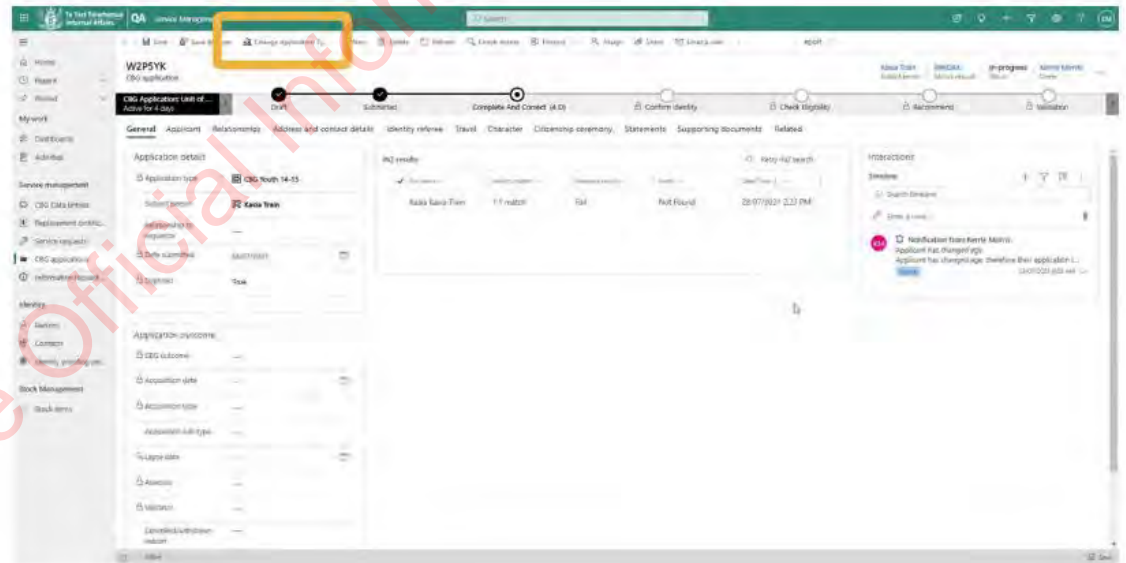
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You will receive a notification from your Interactions panel letting you know the applicant has changed age. This will be available in the next update.



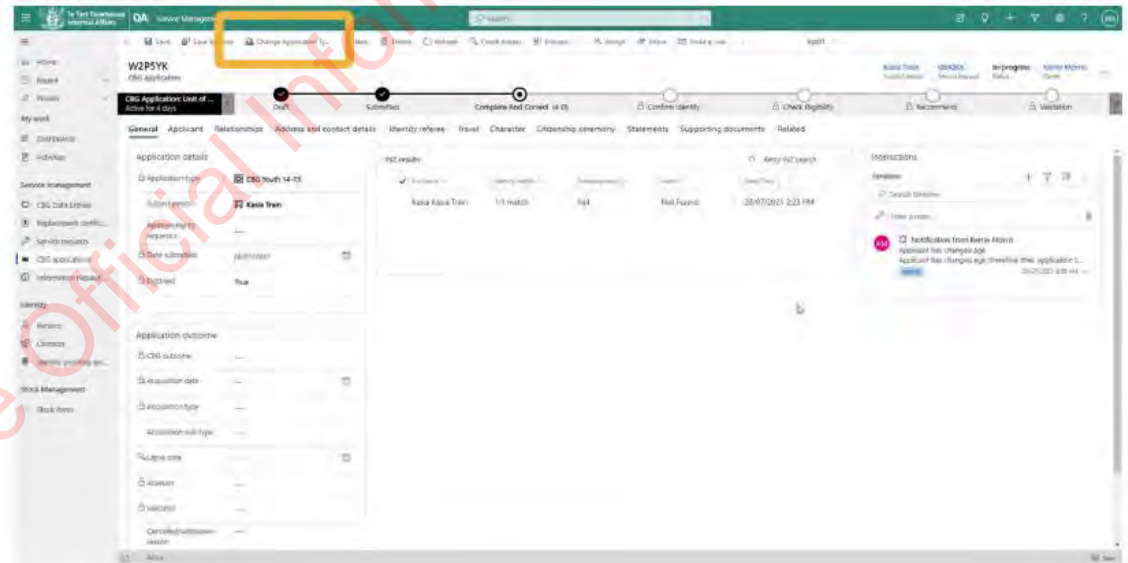
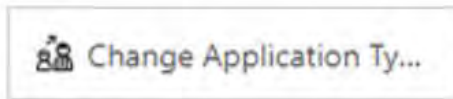
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A Change application type button will then appear in the Toolbar when a birthday occurs.



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When you click the Change application type button the application will roll back and the tasks will need to be redone, as the requirements have changed. The information doesn't get deleted but moves to the bottom of the screen.



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2. Change of application type

You will need to collect the information relevant for the applicant's new age.

For those turning 14 these are:

- the character questions
- responsibilities and privileges
- oath or affirmation for the ceremony
- and English (if needed)

For those turning 16 these are:

- the three extra character questions

There are declarations you need to send to be completed by the parents/applicant for this:

[FORM - Child turned 14 \(Youth\) extra questions](#)

[FORM - Youth turned 16 \(Adult\) extra questions](#)

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Te Tari Taiwhenua
Internal Affairs

Declaration

I, _____
(parent/guardian's full name)

am answering the following questions in relation to my child

_____ (child's name)

for their citizenship application (application reference number _____)

1. Has your child ever been convicted or found guilty of any offence against the law of New Zealand or any other country? Yes No
2. Has your child ever committed any offence against the law of New Zealand or any other country for which they have not yet been convicted? Yes No
3. Have you ever given any false information to Immigration New Zealand about your child? Yes No
4. Has your child ever been involved in any activity that may have contributed to terrorism? Yes No
5. Has your child ever been involved in the making or use of weapons such as biological, chemical, nuclear or radiological weapons? Yes No
6. Has your child ever committed a war crime or a crime against humanity? Yes No
7. Is your child being, or has your child been, investigated or reviewed or has any other legal action been taken against them by any of these agencies in New Zealand or any other country?

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Police |
| <input type="checkbox"/> | <input type="checkbox"/> | Customs |
| <input type="checkbox"/> | <input type="checkbox"/> | Immigration Services |
| <input type="checkbox"/> | <input type="checkbox"/> | NZ Transport Agency |
| <input type="checkbox"/> | <input type="checkbox"/> | Department of Internal Affairs |
| <input type="checkbox"/> | <input type="checkbox"/> | Passport Issuing Authority |
| <input type="checkbox"/> | <input type="checkbox"/> | Work and Income, Ministry of Social Development (WINZ) |
| <input type="checkbox"/> | <input type="checkbox"/> | Inland Revenue (IRD) |
| <input type="checkbox"/> | <input type="checkbox"/> | Ministry of Justice |
| <input type="checkbox"/> | <input type="checkbox"/> | Accident Compensation Corporation (ACC) |
| <input type="checkbox"/> | <input type="checkbox"/> | Other government or enforcement agencies |

8. Your child will need to attend a citizenship ceremony. During the ceremony your child will read aloud a statement that says they will be loyal to New Zealand. Your child will need to choose which statement they say:

- A religious statement WITH the words 'so help me God' – called an 'Oath'
- A statement NOT using the words 'so help me God' – called an 'Affirmation'

9. I confirm I have explained the responsibilities and privileges of citizenship listed below to my child and they understand them Yes No

Your privileges

You are entitled to:

- live in New Zealand indefinitely
- travel overseas on a New Zealand passport
- vote
- stand for parliament or local government
- have full access to education
- have full economic and social rights
- represent New Zealand in sports.

Your responsibilities

You must:

- obey and promote the laws of New Zealand
- not act in a way that is against the interests of New Zealand
- register on the electoral roll
- pay tax
- behave as a responsible New Zealander.

10. My child speaks English Yes No
I will attach evidence if requested in the email.

If you have answered yes to questions 1-7, please provide details here or attach a separate letter with a detailed explanation:

- I declare the above answers are true and correct.
- I am aware it is an offence to knowingly or recklessly give false information or conceal any facts for the purpose of obtaining citizenship for my child.

Signed: _____ Date: _____

If the applicant's birthday is approaching, you may be able to get it approved in time and therefore avoid having to do the extra work, or avoid a 15 year old no longer being eligible because they didn't meet Presence. You will need to request that the application is assigned to someone for validation, rather than waiting in the queue.



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That now completes section 2.

If you are working through this module as part of a training workshop, please stop at this point and follow the instructions from your tutor.

If you are completing this module on your own, as a refresher, click Next to continue.

3. Parental consent

Both Child and Youth applicants need the consent of their parent(s) to apply for citizenship. How many parents need to give consent depends on circumstances that we will go into over the next few slides.



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In some cases there will only be one parent or guardian to give consent.

Evidence of sole legal guardianship can be:

- Only one parent listed on the child's birth certificate,
- If one parent is deceased and a death certificate has been provided, or
- A person has been granted sole legal guardianship of the child through a guardianship order

If the sole guardian has provided consent, the requirement for both parents' consent is not applicable.



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The consenting parent who makes the application for their child must state in the application whether or not they have informed the other parent and if they give consent. If the child's country of citizenship allows for dual citizenship, and the other parent has consented, nothing further needs to be done.

Note: If the other parent has applied at the same time as the child, their consent is assumed.



Single citizenship countries

In cases where the applicant holds citizenship of a country that does not allow dual citizenship, the consent of both parents must be obtained if possible. This is to ensure that the applicant is not disadvantaged by being deprived of their current citizenship, and is in line with NZ's obligations under the United Nations Convention on the Rights of the Child.

For a list of countries that do not allow dual-citizenship see the *Guidelines – Single citizenship country list in the Resources tab.

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How do I get consent of the second parent?

Contact details provided on the application for the second parent can be used to email them the 'Parental consent for applicant under 16' form, after an initial phone call has been made to advise them of the process.

The second parent will need to complete and sign the form, provide a scan of their passport, and return these to the LISO via email, or courier them to the Department.

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In some circumstances a consenting parent may be unable to inform the second parent of their child's application, or the second parent may refuse to provide their consent.

The scenarios on the following slides contain guidance for situations where consent of only one parent can be obtained.



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What do we do when a parent states they cannot get the other parent's consent?

If one parent cannot be contacted (by the parent who is applying for the child) to provide consent for the following reasons:

- Location of the other parent is unknown
- The parent has not kept in contact with the consenting parent or child for a period of at least three continuous years immediately preceding the date of application
- The consenting parent knows of no other avenue to pursue to locate the other parent, or
- For reasons of safety, the consenting parent or child has no contact with the other parent

Then what's required you might ask?

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The consenting parent should have provided an explanation on the application form confirming the following:

- The second parent cannot be contacted to provide consent
- Reason(s) why the second parent cannot be contacted

They must also provide a written and signed statement confirming the following:

- The last known address of the absent parent
- When last contact was made with the absent parent
- They have not avoided contact with the absent parent and have no other avenue to pursue or establish contact

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You as the LISO should then write to the last known physical or email address of the absent parent and wait 4 weeks for a response.

Use a common sense approach. If the absent parent has moved countries since the last known address and there is no relevant contact information for you to use, then you should not pursue this step.

Refer to any notes in the applicant's AMS record and the 'Relationships' tab for additional information, if relevant.

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If one parent refuses to provide consent...

Then the consenting parent should have provided an explanation on the application form confirming the following:

- The second parent will not provide consent
- Reason(s) why the second parent will not provide consent

Follow up with the consenting parent for further details if required. The decision about whether or not to proceed with the application must take into account:

- The applicant's age, whether they are turning 16 soon and can wait to apply without parental consent
- The reasons why the consenting parent wants the applicant to become a NZ citizen

Where one parent refuses consent, the application should be referred to the Minister as a submission.

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If one parent has contacted DIA because they are concerned an application has/will be made for their child by the other parent - if an application exists:

- Add an alert or file note or interaction recorded against the application

If no application existed when the other parent contacted DIA:

- Follow up with the consenting parent and the other parent

For a step-by-step walk through on how to handle this type of situation please see the *Procedure – Enquiry about Child CBG applicant in the Resources tab.

3. Parental consent



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That now completes section 3.

If you are working through this module as part of a training workshop, please stop at this point and follow the instructions from your tutor.

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4. Processing Child and Youth applications in CCMS

So how do you process a Child/Youth application in CCMS?
Much of the process is similar to that of an adult application,
however there are some key differences.

Here we have a breakdown of the 4 units of work -

Select each one to learn more:

Complete & Correct

Confirm identity

Check Eligibility 1 & 2

Review, recommend, validate



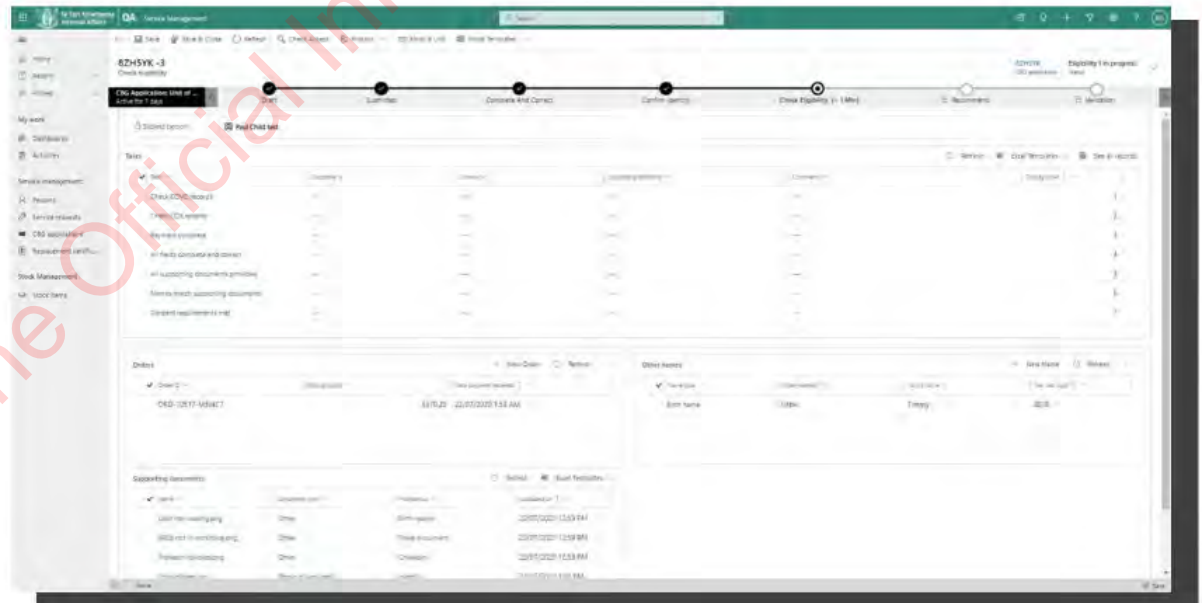
Complete
and Correct



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See what it looks like

If you would like to see what a Child U14 and Youth 14-15 Service looks like during the Complete and Correct Unit of Work, click the screenshot shown here.

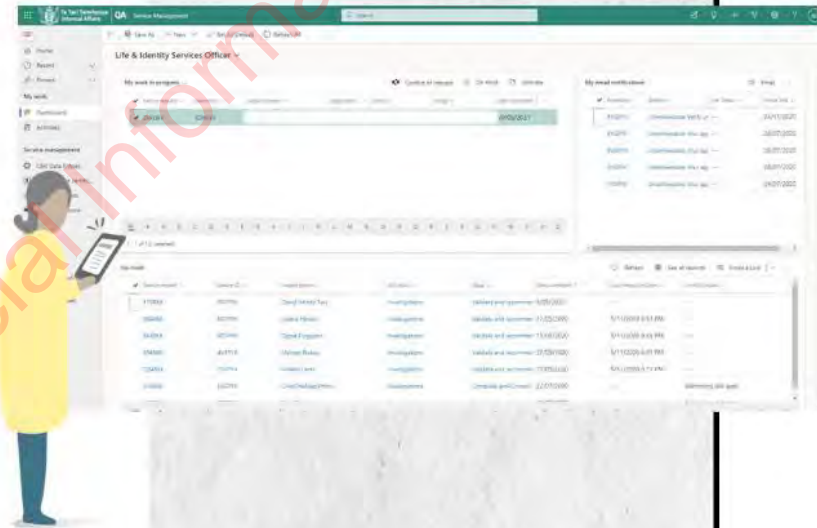


Conflict of Interest

When picking up any new application, always ask yourself if you know the applicant.

If you do know the applicant:

- Put the application “on-hold” and change status to “re-assignment” needed
- Email your team leader within CCMS with the title “Conflict of Interest”
- Once approved, forward their email to WfcWgtn@dia.govt.nz for re-assignment



Change of application type

You will be alerted with a message displaying the following:

- "Applicant's age is changing in [the number of days] days"

This message will display from when the applicant has 21 days until their 14th (Child U14) or 16th (Youth 14-15) birthdays.

When you click the Change application type button the application will roll back and the tasks will need to be redone, as the requirements have changed. The information doesn't get deleted but moves to the bottom of the screen. If applicable, copy and paste information into the new UoW.

If the youth applicant has had a birthday and turned 16 they will need to be processed as an adult.

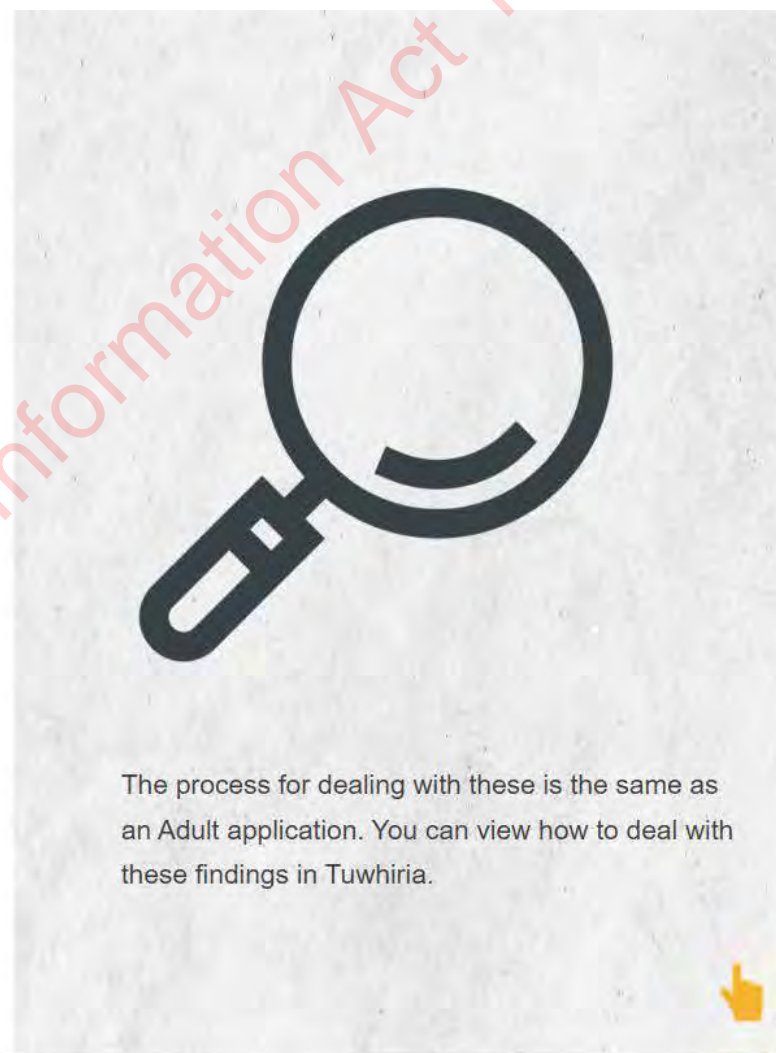
The image shows two screenshots of a software interface, likely a web application, illustrating a warning message and application details. Both screenshots feature a top navigation bar with a back arrow, 'Save', 'Save & Close', '+ New', and 'Refresh' buttons. A prominent orange warning banner at the top of each screen reads: "Applicant's age is changing in 7 days." Below the warning, the application is identified as "L5GPYK" and "CBG application". The first screenshot shows the "General" tab selected, with "Application details" displayed below. The "Application type" is set to "CBG Child under 14". The second screenshot shows the same application, but the "Application type" has been changed to "CBG Youth 14-15".

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Searching in COS and CCMS

Search for all names on the application in both CCMS and COS as you would with any adult application.

Click the icons below to reveal what you might find when searching for a customer on CCMS or COS:



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A person of interest (POI) alert.



Duplicate migrated record.



Duplicate CCMS record.



A renunciation or deprivation record.

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Searching in COS and CCMS: What if...

There is an alert on the child's CBG record indicating that an inquiry has been made from an unauthorised person (e.g. someone who is not the consenting parent/guardian)?

Contact a team leader, these enquiries should all be handled by the Wellington Citizenship Office.

You must only release information to an enquiring person if they can be identified as an authorised person. This includes:

- A member of the same group applying together
- A person who has provided consent to the child getting Citizenship on the child's form



Children and Groups

The vast majority of Child U14, and Youth 14-15 applications you process will likely be a part of a group Service Request because families often apply together. The first adult in the Service Request would be the consenting party.

The Consenting party application will be visible at the top of the [Complete and correct UOW General page](#) within the child application. If blank the child application has been submitted alone.

Open the [Relationships tab in the application](#), to check the consenting adult's details. You can confirm these details by looking at the supporting documents, including Liveness.



Te Tari Tatawhenua Internal Affairs QA Service Management

8ZH5YK -3
Check eligibility

8ZH5YK Eligibility 1 in progress
CBG application Status

CBG Application: Unit of ...
Active for 7 days

Draft Submitted Complete And Correct Confirm Identity Check Eligibility (< 1 Min) Recommend Validation

Complete and correct
CBG application Status

General Related

Subject person Paul Child test

Tasks

Task	Outcome	Criteria	Supporting evidence	Comments	Display order
Check CCMS records	----	---	---	---	1
Check COS records	----	---	---	---	2
Payment complete	----	---	---	---	3
All fields complete and correct	----	---	---	---	4
All supporting documents provided	----	---	---	---	5
Names match supporting documents	----	---	---	---	6
Consent requirements met	----	---	---	---	7

Orders

Order ID	Total amount	Date payment received
ORD-10517-MSJAC7	\$470.20	22/07/2020 1:53 AM

Other names

Name type	Given name(s)	Family name	Year last load
Birth name	Little	Timmy	2018

Supporting documents

Name	Document type	Provided as	Uploaded on
UoW not loading.png	Other	Birth record	22/07/2020 12:59 PM
SROs not in workforce.png	Other	Travel document	22/07/2020 12:59 PM
Praneeth no roles.png	Other	Character	22/07/2020 12:59 PM
Charlie Shanks.jpg	Photo of applicant	164485	22/07/2020 1:02 PM

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Dual Citizenship

You will need to check the citizenship of the child in the General tab. There is a list of countries that do not allow dual citizenship on Tuwhiria, but as this list is not updated, we recommend you use the Internet to establish whether that country allows dual citizenship



If the country does not allow dual citizenship, you will need to obtain full consent from the secondary consenting party.

This gives this person the opportunity to know whether granting New Zealand Citizenship will deprive their child the right of citizenship to a country.

If they are happy to consent, the secondary party should complete a consent form and submit a copy of their passport.



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What do I need from the Secondary Consenting Party?

If the primary consenting party has completed liveness and is successful. The secondary consenting party does not need to perform liveness.



You will need to create a person record for the secondary consenting party and obtain their full name, date of birth, country of birth and copy of their passport and signed consent form to be added to the supporting documents tab of the application.

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Dual Citizenship What if...

There are minimal or no contact details for the secondary consent giver?

Use the details provided in the child application or by the primary consenting party to contact the secondary consenting party.

Review the details on the situation relating to the secondary consent giver.

If they refuse consent or you are unsuccessful in contacting the secondary party, continue processing the application. Refer to the *Policy - Consent for grant applicants under the age of 16 for guidance.



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Dual Citizenship

Possible reasons a consenting party cannot be contacted

Click the icons below to reveal some reasons they cannot be contacted:



If one party actively refuses to provide consent, a submission to the Minister is required for approval to consider the application with single party consent.



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Location is unknown and the consenting party knows of no other way to locate them.



They haven't been contacted for a period of at least three continuous years immediately preceding the date of application.



For reasons of safety, the consenting party or child has no contact with the secondary consenting party.

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Dual Citizenship Sole consenting party

If the consenting party is the sole legal guardian, and evidence has been received by way of court order, or the consenting party is the only person listed on the child's birth certificate, the requirement for both party's consent is not applicable.

If the other party is deceased and evidence has been received in the form of a death certificate, consent is not applicable.



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Consent requirements met

If you are happy that both consenting parties (unless one cannot be contacted) consent to the child's citizenship, you can complete the Consent requirements met task in the Complete and Correct unit of work.

Tasks
<input checked="" type="checkbox"/> Task
Check CCMS records
Check COS records
Payment complete
All fields complete and correct
All supporting documents provided
Names match supporting documents
Consent requirements met

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4. Processing Child and Youth applications in CCMS

So how do you process a Child/Youth application in CCMS?
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Confirm identity

Check Eligibility 1 & 2

Review, recommend, validate





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If you are working through this module as part of a training workshop, please stop at this point and follow the instructions from your tutor.

If you are completing this module on your own, as a refresher, click Next to continue.

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That concludes this module.

By now you should have a good understanding of:

- the eligibility requirements for child and youth applications
- what happens when processing an application and a child becomes a youth / a youth becomes an adult
- parental consent
- what information is collected via the portal
- when both parents' consent is required and how to get it
- the steps involved when processing in CCMS

Your progress has been saved. You can now close this module. Ka kite anō.



Te Tari Taiwhenua
Internal Affairs

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- Eligibility
 - Introduction
 - Overview
 - Learning objectives
 - The Citizenship Act
 - 1. Child & Youth eligibility
 - 2. Change of application type
 - 3. Parental consent
 - 4. Processing Child and Youth applications in CCMS
 - Ka kite anō

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