

<b>Immigration Advisers Authority</b>	
<b>Suggested "relevant" CPD activities - aligned with competency standards</b>	<b>Comments</b>
<b>Competency 2: Knowledge of IAA scheme</b>	
Licensed Immigration Advisers Code of Conduct	The Authority is working on options for design and delivery of a Code of Conduct introductory course. As soon as it is available the Registrar will inform licensed advisers and will strongly recommend attendance.
Developing from provisional to full competency: (for provisional licence holders or supervisors)	CPD activities that help a provisional licence holder develop skills and experience necessary to develop into a full licence holder would be relevant.  Supervisors may need guidance on the best methods to supervise and develop provisional licence holders. CPD activity designed to help supervisors oversee and develop staff may be useful to some licensed advisers and is relevant CPD.
<b>Competency 3: Knowledge of Immigration law and policy</b>	
INZ/Authority Ops Policy updates	INZ and the Authority are jointly hosting an ops policy update for all immigration advice professionals to align with INZ release dates.
Immigration law and policy	Other providers may offer seminars/conferences/workshops on immigration law and policy.
Immigration Law and Policy and Practice for Australian Registered Agents	Any activity that is designed to help Australian agents understand differences and similarities between Australian and New Zealand immigration matters would be particularly relevant for advisers that have obtained a licence under the provisions of the Trans Tasman Mutual Recognition Act.
<b>Competency 4: Prepare, lodge, administer applications</b>	
The Immigration New Zealand Operations Manual	The Immigration New Zealand Operations Manual is available online. Self study of the operations manual is relevant. Advisers who are considering an upgrade should review the Operations Manual and plan study to upskill on new areas of competence.
Information management and policy	This is a core knowledge area for immigration  CPD activities that deal with file handling, document security, Official Information Act, Privacy Act, and client confidentiality are relevant.

Machinery of government	Some courses and workshops are available on machinery of government and government decision making. The activity could cover interacting with government decision makers, discretionary decision-making, the roles of agencies involved in immigration delivery and the functions of the Office of the Ombudsmen.
<b>Competency 5: English Language</b>	
	All licensed advisers are required to have a high level of English before obtaining a licence. CPD could be used to maintain and further develop English skills.
Submission and Letter Writing:	An activity designed to develop an adviser's letter and submission writing skills would be relevant to this competency.
Advocacy skills written/oral	An activity designed to develop an adviser's advocacy skills- both written and oral - would align with this competency. INZ could contribute here based on experience with dealing with ministerial requests.
Communication Skills	Licensed advisers need a range of communication skills to communicate in a wide variety of contexts. A CPD activity could usefully deal with communication skills.
<b>Competency 6: Conduct business professionally, ethically, responsibly</b>	
Ethics and Professional Practice	This is a core competency for immigration advisers. Seminars on ethics and professional practice would be relevant
Handling complaints/developing internal complaints procedures	The Code of Conduct requires a licensed adviser to have an internal complaints procedure. Any CPD activity focused on handling complaints professionally and putting in place complaints systems would be relevant.
Working with migrants	Immigration advisers are providing a service to migrants. Delivery of customer service should take into account the context in which advisers are working. Migrant organisations or other providers may choose to offer CPD activities to advisers on topics of interest, such as how to use translators.
Financial management: Managing client funds and handling fees	This is a core competency for immigration advisers and also involves specific requirements in the Code of Conduct. There are many courses available, including some free courses offered by the IRD on business management. <a href="http://www.business.govt.nz">www.business.govt.nz</a> is a useful place to start when looking for CPD.

Financial management: Running a small business	Many licensed immigration advisers are sole traders.
Marketing your immigration adviser business and your online presence	There are many courses available on how to market a small business. An adviser should take into account the requirements of the requirements of the Code of Conduct on advertising and the Trade Mark when choosing a course. .
Tikanga Maori	Immigration advisers must be able to direct clients to sources of information about tikanga Māori and the Treaty of Waitangi. Courses which cover tikanga māori and the Treaty are relevant for immigration advisers.