IMMIGRATION
ADVISERS AUTHORITY

NEW ZEALAND LICENSED IMMIGRATION ADVISERS

PROFESSIONAL STANDARDS

New Zealand licensed immigration advisers are skilled people who have met immigration adviser competency standards and who follow a professional code of conduct.

Your New Zealand immigration adviser must either be licensed with the Immigration Advisers Authority (the Authority) or exempt. To check if a person is licensed or to see exempt groups, visit the Authority's website www.iaa.govt.nz.

The Licensed Immigration Advisers Code of Conduct

The code of conduct ensures that your licensed immigration adviser will:

- show you evidence that they are licensed
- be honest, professional, diligent and respectful
- conduct themselves with due care and in a timely manner
- provide you with objective advice
- declare any conflicts of interest, including any commission they will receive, and seek your approval to continue to act for you
- provide you with a written agreement for you to sign before any work is started which sets out the services to be provided and the fees
- charge fees that are fair and reasonable
- provide you with invoices with full descriptions of what the fees relate to
- let you know when your application has been lodged and provide you with on-going timely updates
- keep your personal documents safe and return them to you in a secure manner.

If you experience a problem with your licensed immigration adviser you should try and resolve it with them.

Should you need help, contact the Authority.

Making a complaint to the Authority will not affect your visa application.

The Immigration Advisers Authority:

- ensures that only suitable people are licensed to provide immigration advice
- keeps a public register of licensed immigration advisers
- develops and maintains competency standards and a code of conduct for licensed advisers
- investigates and takes enforcement action against offences under the Immigration Advisers Licensing Act 2007, such as providing advice when neither licensed nor exempt
- receives complaints about licensed immigration advisers and, if appropriate, refers them to the Immigration Advisers Complaints and Disciplinary Tribunal who will hear the complaint and may impose sanctions.

The Authority cannot help you with your visa application.

Visit **www.iaa.govt.nz** for more information and:

- The Licensed Immigration Advisers Code of Conduct.

Authority Contact Details

info@iaa.govt.nz 0508 422 422
www.iaa.govt.nz +64 9 925 3838

CLICK ON at **www.iaa.govt.nz** to check if a person is licensed

LICENSED PROFESSIONAL PROTECTED MIGRANT

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government