



Immigration  
Advisers Authority

[New Zealand Government](#)

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Licensed professionals = Protected migrants



## Why use a licensed adviser?

Coming to New Zealand? The chances are, you're going to need to apply to Immigration New Zealand for a visa. There are a few things you need to know before you get started.

First of all, you have some choices. You can get information on the types of visas you are eligible for by looking on Immigration New Zealand's website. You just need to decide what visa you want to apply for, get together the information and do the work yourself. Easy.

But it can be a time-consuming business, and you may not have the time to take care of everything yourself. Your personal circumstances may be complicated, and so you may need some help working your way through the immigration process. This presentation will tell you who you can turn to.



# Why should you consult a licensed adviser?

If you want advice, you want to know that you're dealing with a professional. Someone who knows what you need to do and when to do it. That person is a licensed immigration adviser – or an exempt person.

There is a law that states who can give immigration advice about New Zealand. No matter where you are in the world, your immigration adviser must be licensed or exempt. You can find an immigration adviser by checking the register on the Immigration Advisers Authority website. And if you're looking for a licensed adviser in your region, you can find one on the register.

A licensed adviser will tell you what they are going to do for you and how much it will cost – upfront, in writing. You can have confidence that they will give you correct immigration advice. A licensed immigration adviser will give you back your passport and other important documents promptly.

Don't take someone's word for it if they say they don't need a licence to help you, because they are exempt. Check out on our website the types of people who are exempt – does your adviser fit this list? And remember, it doesn't matter where in the world you are, your adviser has to be licensed or exempt.

## Is your adviser licensed?

There are three things you need to see when you walk into an immigration adviser's office. Somewhere on the wall, they should display their licence. It has the Immigration Advisers Authority's Trademark and a photo of the adviser.

Ask to see your adviser's wallet ID card – it's the same size as a credit card and again, has a photo of the adviser on it.

The third thing you need to see is the licensed immigration adviser's code of conduct. This sets out the standard of behaviour expected of an immigration adviser. Your adviser should give you a copy of the code of conduct to take away with you. If your adviser can't show you these things, time to find a new adviser.





## What if something goes wrong?

Sometimes the immigration process doesn't go smoothly. That may not be your adviser's fault, but if you think your adviser hasn't done things according to the code of conduct, or has failed to do things they said they would do, you can make a complaint to the Immigration Advisers Authority – providing your adviser is licensed. Some exempt groups, such as lawyers, also have protection for their clients. If you're not sure, contact the Authority at [info@iaa.govt.nz](mailto:info@iaa.govt.nz).

If you consult an unlicensed immigration adviser, you won't be in trouble with the law, but you do run the risk that if things go wrong, there's nothing anyone can do to help you.



## Next steps

Licensed immigration advisers are professionals. It's their job to make the immigration process go as smoothly as possible for you. Look for the immigration advisers Trademark, and you're one step closer to New Zealand.

If you want more information, contact the Immigration Advisers Authority at [info@iaa.govt.nz](mailto:info@iaa.govt.nz).

Good luck!

[www.iaa.govt.nz](http://www.iaa.govt.nz)

