

9 May 2019

## Terms of Reference

### Joint Immigration New Zealand/Education New Zealand Work Programme

#### Background

Recent student visa processing pressures within the immigration system has resulted in Education New Zealand (ENZ) and Immigration New Zealand (INZ) reviewing how the agencies work together to support the education sector in recruiting quality students, communicating key messages, and navigating visa processing issues as they arise.

To this end, INZ and ENZ have identified areas of collaboration that will be progressed through a Joint Work Programme.

#### Purpose

The purpose of the Joint INZ/ENZ Work Programme is to:

1. Support delivery of the New Zealand International Education Strategy (NZIES)
2. Achieve higher quality of international students coming to New Zealand
3. Inform the international education sector
4. Increase alignment between INZ and ENZ

#### Resourcing

The Joint Work Programme will be coordinated by Lead Officials from each agency. The Lead Officials are the Sector Relationship Manager (Education) for INZ and the Engagement Manager for ENZ.

The Programme work streams will be resourced by staff from each agency and this resourcing will be managed by the Lead Officials.

For INZ, the officials participating in the individual work streams may include representatives from:

- Settlement, Protection and Attraction (Sector Relationship Manager – Education)
- System Action Programme (Communications)
- Visa Services
- Compliance, Risk and Intelligence
- Service Design and Performance

For ENZ, the officials participating in the work streams may include representatives from:

- Engagement Team (Engagement Manager)
- Communications Team
- International
- Industry Development
- Students and Marketing

Each official contributing to a work stream will have a broad understanding of the international education work carried out by their agency and within their own area.

From time to time, depending on requirements identified in individual work streams, it may be necessary to invite representatives from other international education agencies to contribute to the Joint Work Programme. Other agencies could include (but are not limited to):

- the Ministry of Education,
- the New Zealand Qualifications Authority,
- the Ministry of Foreign Affairs and Trade, and/or
- the Tertiary Education Commission.

Decisions to involve representatives of other agencies will be taken by Lead Officials.

#### **Governance**

The Joint Work Programme is accountable to and will regularly report to the General Manager, Settlement, Protection and Attraction for INZ and the Group Manager, Stakeholders and Communications for ENZ, through Lead Officials.

Officials contributing to the work streams are accountable to their own managers within each organisation.

#### **Links to existing NZIES Coordination Group and Governance Group**

Lead Officials will take responsibility for, as appropriate, updating the NZIES Coordination Group:

- when it meets regularly, and/or
- by email in-between meetings if the Joint Taskforce agrees it is necessary, because of an emerging issue.

The General Manager, Settlement, Protection and Attraction for INZ and the Group Manager, Stakeholders and Communications for ENZ, will take responsibility for, as appropriate, updating the NZIES Governance Group, on the same basis.

#### **Ways of working**

##### **Meetings**

Joint Work Programme meetings will be held every two weeks at ENZ for one hour. INZ and ENZ Lead Officials will share organisation of the agenda and will circulate it to meeting attendees at least 48 hours before meetings.

INZ and ENZ Lead Officials will meet every month with the General Manager, Settlement, Protection and Attraction for INZ and the Group Manager, Stakeholders and Communications for ENZ, to update them on progress against the identified workstreams.

### ***Sharing of information***

Officials are expected to:

- (a) bring their specialist knowledge of operational information, decisions, trends, areas of concern, and other factors that could:
  - assist the group and proactively manage work streams more effectively
  - alert the group to bigger issues brewing that proactively, could be managed across the agencies in a coordinated way
- (b) contribute to problem solving and planning when issues are brought to meetings.
- (c) take actions that are agreed at the meeting back to their agencies for further discussion and action
- (d) report back to the group on progress of agreed actions.

Information shared will be confidential to the group unless Lead Officials agree that the information can be shared/discussed more widely.

### **Deliverables**

The Joint Work Programme will initially focus on delivering the following:

1. A joint and comprehensive Communications Plan, focussing on:
  - a. INZ's approach to visa processing.
  - b. How ENZ, INZ and the sector can work together to smooth future processing peaks.
2. Developing clear processes for working together, including:
  - a. Information-sharing in relation to ENZ marketing strategies.
  - b. How INZ can contribute to the identification of priority markets.
  - c. Developing market-specific strategies (within market/regional strategies).
  - d. Support INZ can provide to ENZ in-market (e.g. events).
  - e. Early communication of concerns/issues identified that could affect the sector (e.g. emerging immigration risks identified in markets, where appropriate).
  - f. How ENZ can assist INZ with market knowledge/intelligence.
3. Communicating information on good student profiles to the sector, and establishing a process for communicating changes/updates to these.
4. Establishing clear contact points within each agency and sharing with relevant stakeholders (e.g. for providers, students and agents, as well as in-market INZ and ENZ staff).
5. Exploring opportunities for work between INZ and ENZ to identify potential high value students via datasets.

The attached Appendix sets out the work streams in more detail.

INZ and ENZ may expand the Joint Work Programme by mutual agreement of the General Manager, Settlement, Protection and Attraction for INZ and the Group Manager, Stakeholders and Communications for ENZ, through recommendations made by Lead Officials.

**Agreement**

The General Manager, Settlement, Protection and Attraction for INZ and the Group Manager, Stakeholders and Communications for ENZ, agree to these Terms of Reference through their signatures below.



Steve McGill  
General Manager  
Settlement, Protection and Attraction  
Immigration New Zealand

9/5/19



John Goulter  
Group Manager  
Stakeholders and Communications  
Education New Zealand

**PROACTIVELY RELEASED**



**Appendix – Joint INZ/ENZ Work Programme**

The following work streams will be the initial focus of the Work Programme. New work streams will be added and prioritised as required and agreed by agencies.

Work stream	Focus areas	Expected outcomes or deliverables	Indicative resource requirements
1. Communications plan	<ul style="list-style-type: none"> <li>• INZ's approach to visa processing.</li> <li>• How ENZ, INZ and the sector can work together to smooth future processing peaks.</li> </ul>	•	•
2. Processes for working together	<ul style="list-style-type: none"> <li>• Information-sharing in relation to ENZ marketing strategies.</li> <li>• How INZ can contribute to the identification of priority markets.</li> <li>• Developing market-specific strategies (within market/regional strategies).</li> <li>• Support INZ can provide to ENZ in-market (e.g. events).</li> <li>• Early communication of concerns/issues identified that could affect the sector (e.g. emerging immigration risks identified in markets, where appropriate).</li> <li>• How ENZ can assist INZ with market knowledge/intelligence</li> </ul>	•	•
3. Good student profiles	<ul style="list-style-type: none"> <li>• Communicating good student profiles to the sector.</li> <li>• Establishing a process for communicating changes/updates to these.</li> </ul>	•	•
4. Contact points	<ul style="list-style-type: none"> <li>• Establishing clear contact points within each agency and sharing with relevant stakeholders (e.g. for providers, students and agents, as well as in-market INZ and ENZ staff).</li> </ul>	•	•

**PROACTIVELY RELEASED**