

## Qualifications Recognition Services

# General guidelines for licensed immigration advisers and lawyers

As a licensed immigration adviser or a lawyer acting on behalf of your client, you are responsible for ensuring that you provide NZQA with correct information and select the right options for the application you are submitting. These guidelines are designed to help you get it right.

### Creating an account

From 10 February 2020, new agent accounts can no longer be created. To apply, you will need to create an account using your client's email address. This is because an email address can only be associated with **one account**. You will be able to enter your contact details (as an agent) during the application process.

Note: you can access accounts created before 10 February 2020 [by clicking here](#). You will be able to view closed and open applications; however, you will not be able to apply for new applications using a previous agent account.

### Adding your client's personal details

When creating an account, you will be asked to enter the personal details of your client. This is an important step as this information will be used by NZQA when processing applications. Make sure that the information is correct and that you upload a colour copy of your client's passport bio page and evidence of name change (if applicable).

You can update your client's personal details at any stage, even after you apply. To do so, click on your client's name on the top right of the webpage in the application portal, and select 'Personal Details'.

### Entering your details

Enter your contact details in 'Authorised Contact' in the client's 'Personal Details' section. If you, as an agent, would like to receive all emails regarding the application, under 'Preferred Contact Email Address' be sure to select 'Authorised contact email address'. **Please note that your client will be copied into all automated emails (confirmation email, document/information request email and assessment complete email) even if the option 'Applicant (your) email address' remains unticked.**

### Selecting the right options

Our website content changed significantly on 10 February 2020. Please make sure that you refer to the [new information](#) before you submit an application on behalf of your client. Flowcharts have been designed to help you choose the right options for your clients. In particular, you should refer to [Applying for an IQA for immigration purposes](#). Please [contact us](#) if you are unsure what to select.

**We'd love to hear your feedback. Please [get in touch!](#)**