



New Zealand Police Vetting Service Guide for Offshore Agencies



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About this document

Introduction

This guide has been created to outline the process for becoming an Offshore Approved Agency for New Zealand Police Vetting, completing the Offshore Agency Request & Consent Form (updated July 2023) and the process for submitting vetting requests.

Overview

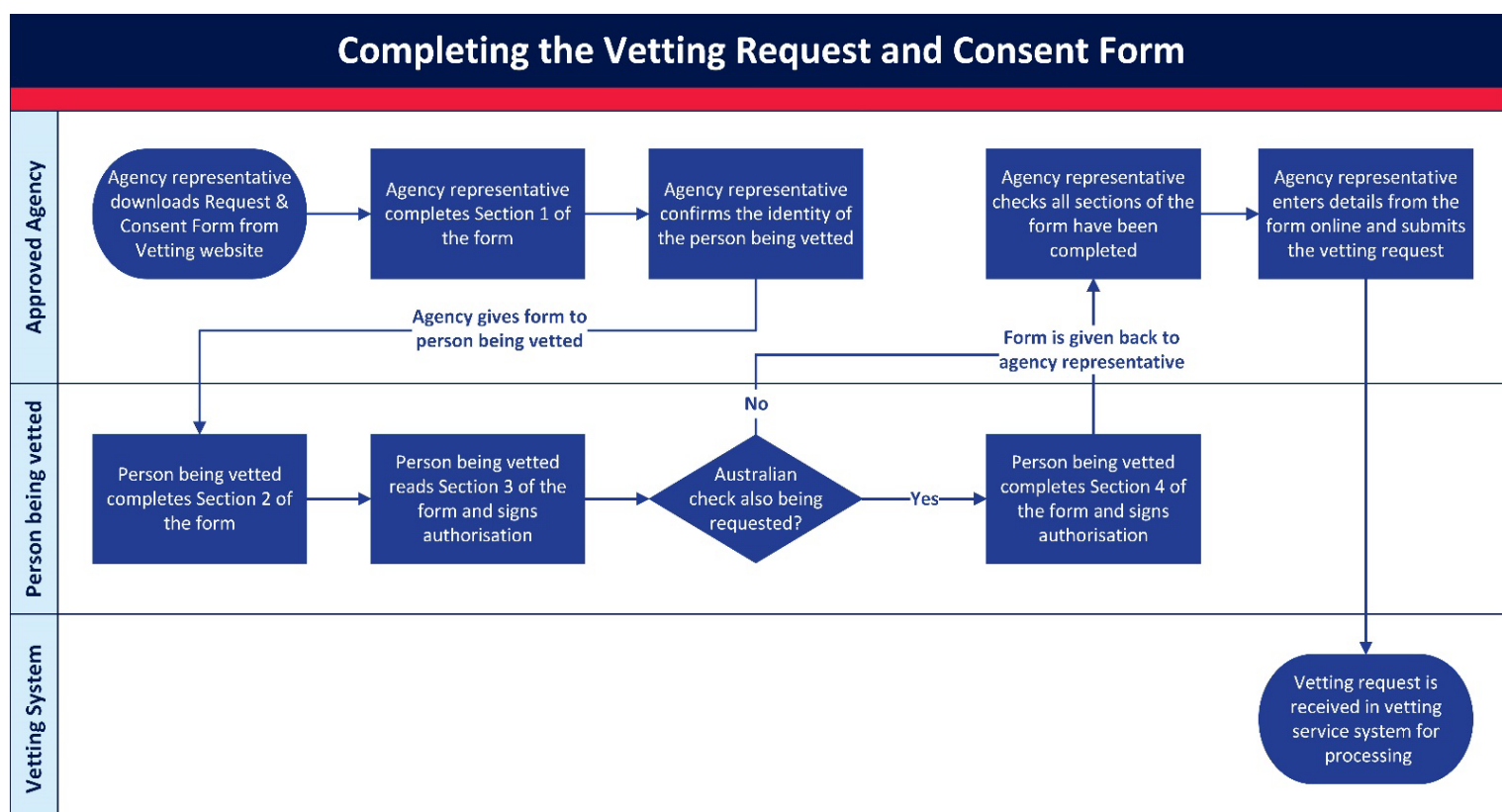
The New Zealand Police Vetting Service provides Conviction History reports and, where relevant, active charges and warrants to arrest to offshore (overseas) agencies on potential and current employees, volunteers, and vocational trainees. Vetting is provided for offshore agencies who are responsible for the care, protection, or education of children, elderly or disabled, agencies involved in Law Enforcement or National Security, and agencies that have a legislative obligation to obtain a New Zealand Police vet. Offshore agencies may **ONLY** submit vetting requests for individuals whose role meets the Police vetting criteria.

The vetting service does not make a recommendation or decision regarding someone's suitability for a position. A Police Vetting result is a point-in-time check that should form one part of any process for determining an applicant's suitability for any professional registration, appointment, employment, or visa. The decision regarding the applicant's suitability for a position is the responsibility of the offshore agency.

Offshore agencies who are registered with the Police Vetting Service should use this guide to assist them with using our website, and with completing the Request & Consent Form prior to submitting the request online via their secure online vetting portal.

For more information about the vetting process please see our website: <https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/vetting-process>

Completing the Vetting Request and Consent Form



Becoming an Offshore Approved Agency

What are the criteria to become an Offshore Approved Agency?

Offshore agencies who wish to access the New Zealand Police Vetting Service must have similar legislation to New Zealand which protects individuals' rights to privacy and must meet one or more of the New Zealand Police vetting criteria described below in respect of New Zealand agencies.

To access the Police Vetting Service (with an individual's consent), an agency must employ, engage, or assess individuals for one or more of the following purposes:

- Providing care, protection, education, or training to vulnerable members of society such as children, young people, elderly and/or disabled.
- National security.
- Law enforcement.
- Legislative obligation – for example, 'fit and proper' checks required for NZ Immigration, NZ Citizenship, and the registration or licencing of Teachers, Taxi Drivers, and Security Guards.

NOTE: If your agency is based overseas but operates and employs people to work **within** New Zealand, you may need to apply for a New Zealand Approved Agency as well as or instead of an Offshore Approved Agency. If you are unsure or have any questions, please email us at queryme@police.govt.nz and we can assist.

Applying to Become Approved

Offshore agencies wishing to access New Zealand Police vetting should follow the steps outlined below:

Step 1: Register with RealMe

If you do not have a RealMe account, you will need to create one [here](#). Police use the New Zealand Government RealMe to authenticate agency users wishing to access the vetting system.

You must create your **own** individual RealMe account. A RealMe account must not be shared with other people, even those within your organisation.

If you need more information, or experience problems accessing the RealMe system please visit the Help page on the [RealMe website](#).

Step 2: Register your agency

Once you have a personal RealMe account you can Register your agency here: [Register for New Zealand Police Vetting](#). During this registration you must electronically sign the [Offshore Approved Agency Arrangement](#), this is required for all offshore agencies.

You will receive a response from our team within 5-10 days regarding the outcome of your request. If approved, each registered user will be sent a Police ID and Activation Key within 5 days of approval. During this step you may request access for additional users.

Step 3: Access the Vetting website

Once your agency is approved and your Police ID and activation codes have been received, each user will be able to login to submit vetting requests via the vetting website home page. Entering your RealMe details will direct you to the vetting portal.

Upon first login, you will be required to enter your unique Police ID and activation code – this step is only required the first time you login. Your Police ID and activation code will expire after about 5 days. Please email us at queryme@police.govt.nz if your code has expired and we will generate a new code for you.

Guide to the Vetting Website

For a full guide to logging in to your Agency Portal, and how to use the different tabs in your Agency Portal, please see pages 8-18 of the [Guide to PVS Secure Vetting Website](#). Please be aware that the Secure Vetting Website guide has been created for New Zealand agencies, which means although most instructions will be the same, there will be some information that is not relevant to offshore agencies. Users of approved agencies are responsible for ensuring their agency contact and billing details are kept current.

Some key differences between NZ and offshore approved agencies are described in the table below:

Topic	Difference						
Fee	<p>For offshore approved agencies, each New Zealand vetting request is charged as follows:</p> <table> <tr> <th>Type of vet</th><th>Fee</th></tr> <tr> <td>Standard</td><td>NZ \$23.00</td></tr> <tr> <td>Volunteer</td><td>NZ \$8.50</td></tr> </table>	Type of vet	Fee	Standard	NZ \$23.00	Volunteer	NZ \$8.50
Type of vet	Fee						
Standard	NZ \$23.00						
Volunteer	NZ \$8.50						
Billing	<p>If a New Zealand agency submits 20 vets or less in a financial year (1st July – 30 June) then they are not charged for the vets.</p> <p>Offshore agencies, however, are charged for each vet regardless of how many have been submitted.</p> <p>Please be aware that information on our website about not being charged if your agency submits less than 21 vets a year is only for agencies based in New Zealand.</p>						
Children's Act 2014	<p>New Zealand agencies are obligated to obtain a Police vet for anyone categorised as a 'core' or 'non-core' Children's Worker as defined by the Children's Act 2014. This legislation only applies to New Zealand agencies which means ALL vetting requests from offshore agencies should be categorised as 'standard'.</p> <p>When submitting a vetting request online, if your agency is asked '<i>Is the person being vetted a Children's Worker according to the Children's Act 2014, section 23(1)?</i>', please answer 'No'.</p>						
Disclosed information	<p>Information released to offshore agencies about a vetting applicant may contain convictions, active charges, and warrants to arrest. The New Zealand Police Vetting Service do not release any other non-convicted information to offshore agencies.</p>						

Adding and Removing Users

For a full guide on adding and removing users from your agency's online vetting portal please see pages 19-20 of the [Guide to PVS Secure Vetting Website](#).

Submitting a Vetting Request

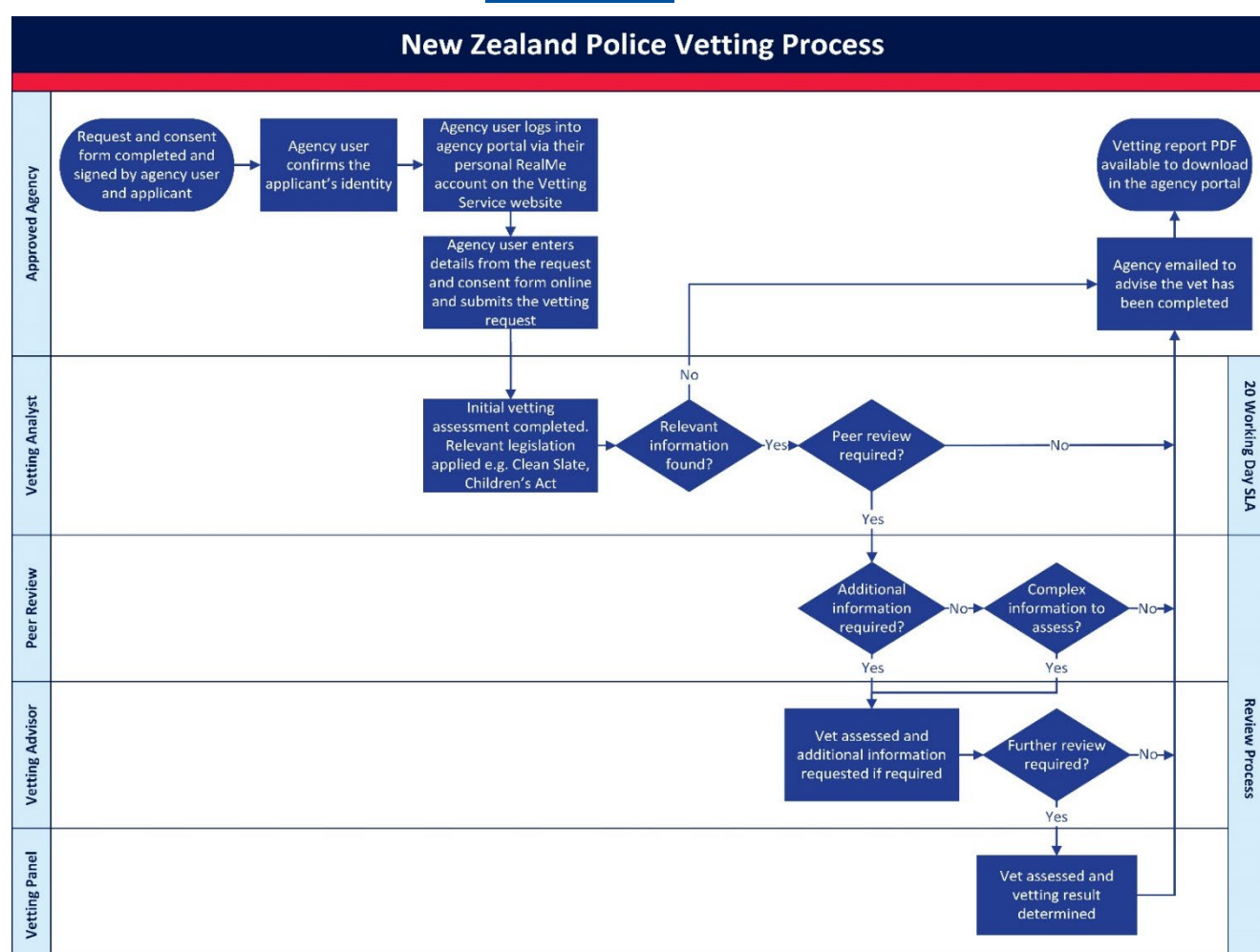
Before you submit a request, check all the following has been completed:

- ✓ Section 1 of the consent form has been completed.
- ✓ A representative of your agency (or an identity referee) has confirmed the applicant's ID.
- ✓ All mandatory fields in Section 2 of the consent form have been completed by the applicant.
- ✓ The applicant has read and signed (physically or electronically) Section 3 of the consent form within the last 3 months. **Note:** Applicant's consent must be re-obtained if older than 3 months.

Use the answers on the consent form to submit the request online. For help with how to answer the questions, please see the [Offshore Agency Request & Consent Form Guide](#) on page 7 below.

Once you are ready to submit the vetting request, please refer to pages 21-27 of the [Guide to PVS Secure Vetting Website](#) for a full guide on how to enter the request through your agency's online vetting portal.

Note: Please be aware that your agency will not be presented with all the questions listed in this guide as some are only relevant to NZ agencies, in these instances, please move on to the next step. If your agency is asked if the person being vetted is a Children's Worker according to the Children's Act 2014, section 23(1), please select 'No'. A flowchart of the full [vetting process](#) is shown below.



Offshore Agency Request & Consent Form Guide

Section One (Agency to complete)

This section is to be filled out by the agency submitting the vetting request, not the person being vetted. This should be filled out prior to the person being vetted completing their sections so that they can see which type of vet is being requested before they consent to it.

The purpose of section one is to provide the Vetting Service with the information required to process the vetting request correctly in accordance with the appropriate legislation. If the role provided is not consistent (e.g., a teacher entered with 'healthcare' as the primary role), your vetting request will not be processed.

The Vetting Service must comply with the Criminal Records (Clean Slate) Act 2004 and the Privacy Act 2020 among other relevant legislation. Your answers to the following questions will assist us in determining which sections of these Acts apply to the vetting request. See our [website](#) for more information about these Acts.

Name of agency submitting vetting request

Enter the name of the organisation (agency) which is submitting this vetting request. Organisations must apply online and be approved to use the Police Vetting Service prior to submitting vetting requests.

If you are a recruitment agency submitting this vet on behalf of another agency, please enter both your agency name and the name of the agency this vet is being requested on behalf of.

Name of the person being vetted

This is the name of person who is to be vetted. This is the same person named in section 2. Please enter their full name including middle names.

Description of the role of the person being vetted

This is used by Police Vetting to help decide what type of vet is conducted if it is unclear from the following questions. This is a brief description of the role (not the job title) e.g., Overnight care of 4-6 children. Descriptions such as 'volunteer' and 'helper' are not specific enough.

When submitting the request online please select the role that best describes the applicant's main role. If more than one role is applicable, please choose the one that they will do the most (e.g., for home educators select 'Teaching').

Only roles that meet the Police vetting criteria should be submitted. To get the Conviction History for any person who does not meet Police vetting criteria (i.e., Accounts Administrator, Receptionist, Manager, Board Member etc) your agency can make a request to the [Ministry of Justice](#) for their Criminal Record instead.

Has your agency previously requested a New Zealand Police vet for this person?

If your agency has ever requested a New Zealand Police vet for this person before, answer Yes.

In all other cases, answer No (skip the following question).

Is the person being vetted still working in the role for which your agency last obtained a Police vet?

Only answer this question if you answered 'Yes' to the above question. Please skip if you answered 'No'.

If this vetting request is a renewal of the person's previous vet for this role, please answer Yes.

Otherwise, please answer No - the person being vetted is applying for a new role or position.

What is the job title of the person being vetted?

Please provide the job title of the person being vetted. If the person being vetted is a volunteer without a formal job title, please state what their role is. For example, Senior Social Worker or Volunteer After School Programme Assistant.

Evidence of identity (to be completed by agency representative or identity referee)

The purpose of this section is to confirm the identity of the person being vetted to ensure the right person is being vetted. To confirm the identity of the person being vetted, two forms of ID must be sighted, one primary and one secondary, one of which must be photographic.

Examples of Primary IDs:

- Passport (NZ or Overseas)
- Firearms Licence
- Full Birth Certificate
- Citizen Certificate
- Refugee Travel Document
- Emergency Travel Document
- Certificate of Identity

Examples of Secondary IDs:

- Drivers Licence
- 18+ Card
- Community Services Card
- SuperGold Card
- Employee Photo Identification Card
- Student Photo Identification Card
- Inland Revenue number
- Utility Bill (issued within 6 months)
- Teachers Registration Certificate
- Electoral Roll Record
- International Driving Permit
- Steps to Freedom Form

Current identity documents are preferred, but documents that have expired within the past 5 years may be accepted. If the applicant (person being vetted) cannot provide all the forms of ID you require, we recommend the applicant supplies multiple forms of secondary ID or other documentation to assist you in making an accurate judgement of their identity.

Ultimately, the onus is placed on the requesting agency to confirm the ID of the individual being vetted. As such, if you feel comfortable with the applicant's identity, given the documents provided, you may submit the vetting request.

Evidence of a Name Change

If the two identity documents provided have different names (e.g., a birth certificate contains the applicant's maiden name and a Driver Licence contains their married name), evidence of a name change must be sighted such as a marriage certificate or statutory declaration.

Assertion of a RealMe Verified Identity

Approved Agencies who have integrated with RealMe to accept an online assertion of an individual's RealMe verified identity may use this instead of sighting two forms of identity documents.

For information on how your organisation can integrate with RealMe, please see:

<https://www.realme.govt.nz/realme-business/how-realme-works-businesses/implementing-realme/>

Use of a 'Delegate' to Verify an Applicant's Identity

The agency representative submitting the vetting request may delegate the sighting of identity documents to another person within their organisation.

For example:

- The agency representative may delegate authority to front counter staff to verify an applicant's ID.
- The agency representative may delegate authority to staff in their offices to verify an applicant's ID.

Use of an Identity Referee to Verify an Applicant's Identity

Evidence of identity checks may be completed by an Identity Referee, outside of your organisation, where it cannot be carried out by you in person e.g., when completed consent forms are received by your agency via email, not in person.

An Identity Referee must:

- Be either a person of standing in the community (e.g., registered professional, religious or community leader, Police employee) or registered with the approved agency.
- Be over 16 years of age.
- Not be related to or a partner/spouse of the applicant.
- Not be a co-resident of the applicant.

To verify an applicant's identity, the Identity Referee must:

1. Sight the original versions of each identity document.
2. Compare the photographic image with the applicant to confirm they are the same person.
3. Sign and date a copy of each document to verify that the documents produced by the applicant relate to that person.
4. Provide their name and contact details.
5. Send the signed copies of the identity documents to the approved agency representative.

Section Two (Person being vetted to complete)

This section is to be filled out by the person being vetted. The purpose of this section is to provide the Vetting Service with enough information to locate the correct identity in Police systems and carry out the vetting request. Please ensure your agency submits ALL information provided by the applicant when submitting a request online i.e., Drivers Licence number and ALL alias/maiden names, if provided.

The following information is mandatory when submitting a vetting request:

- **Applicant's name** (in full)
- **Gender**
- **Date of birth**
- **Country of birth**
- **Permanent residential address**

The following information is not mandatory but greatly assists the Vetting Service in locating the correct identity in Police systems.

- **NZ Driver Licence number:** If the applicant does not hold a NZ licence, please leave this field blank.
- **Previous names:** It is extremely important that any aliases the applicant has previously gone by (e.g., maiden names) are entered online as part of the vetting request.

Information for the same person can sometimes be held under different names in the Police system and these names may not be linked as being the same person.

Please include all parts of the applicant's name for each alias, for example, if the applicant has supplied a previous last name, please also fill in the applicant's first and middle name along with the additional last name.

Section Three (Person being vetted to complete)

This section is for the person being vetted to read and sign (after section one has been completed) to confirm they have understood and provide authorisation for the agency to submit the vetting request on their behalf. This section details the information that will be considered and possibly released in a vetting report.

If the applicant's primary role is specified in [Section 19](#) of the Criminal Records (Clean Slate) Act 2004 (i.e., applying to provide 'care and protection of children'), then the vet will be an 'Exception' check. This means any convictions will be released regardless of the applicant's eligibility for 'Clean Slate'.

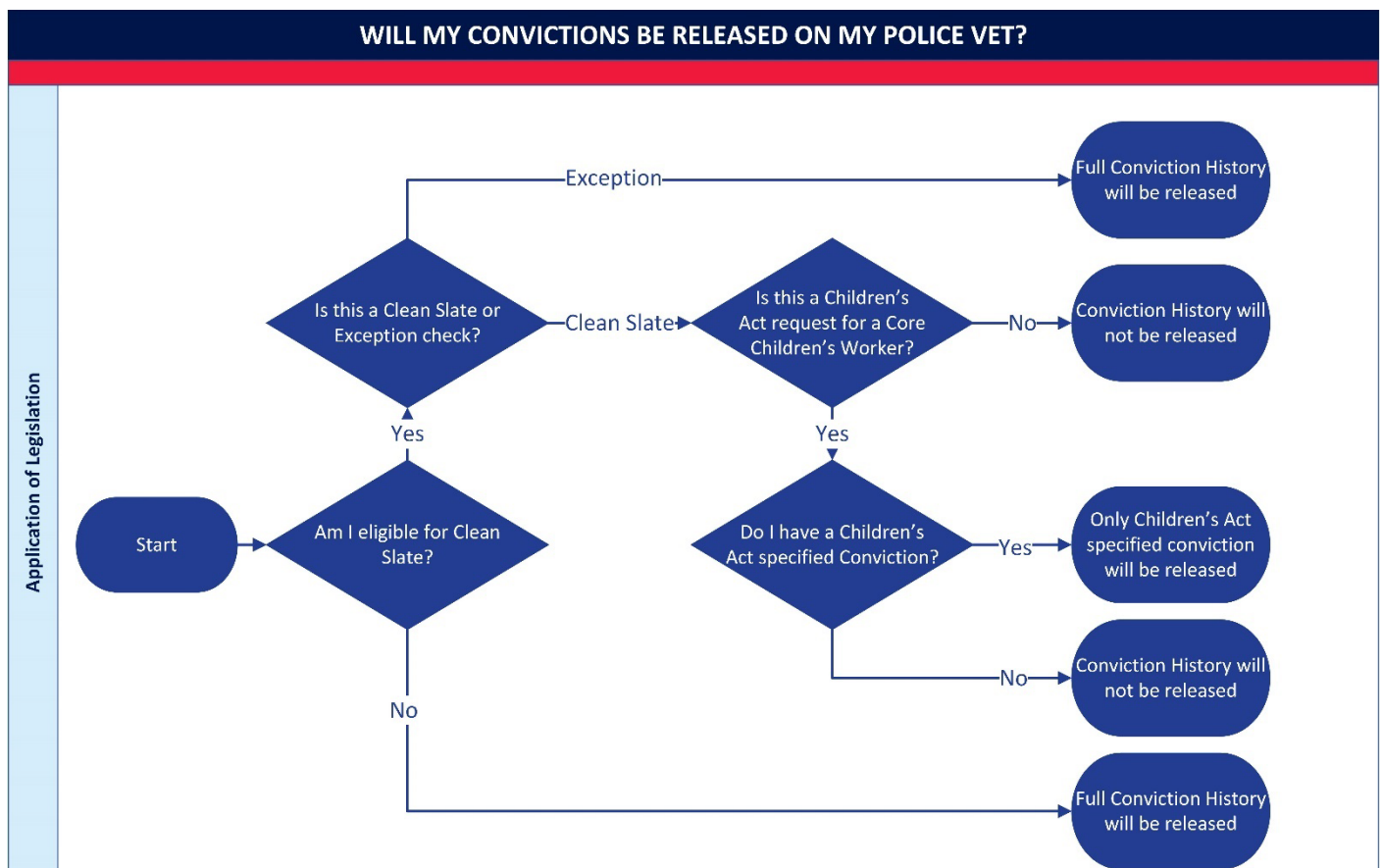
If the applicant's primary role is education, healthcare, caregiving of vulnerable adults or other, then the vet will be a 'Clean Slate' check and convictions will only be released if the applicant is 'ineligible' for '[Clean Slate](#)'.

The Criminal Records (Clean Slate) Act 2004 states that if you meet certain criteria your convictions will be automatically concealed. You are said to have no criminal conviction history if ALL the following are true.

If you have:

- had no convictions within the last 7 years.
- never been sentenced to a custodial sentence (such as prison, corrective training, or borstal).
- never been convicted of a 'specified offence' as listed in [Section 4](#) of the Criminal Records (Clean Slate) Act 2004.
- fully paid any fine, compensation, reparation or costs ordered by the court in a criminal case.
- never been banned from driving until further notice (indefinite disqualification).
- never been held in hospital by the court in a criminal case instead of being sentenced, due to your mental condition.

An individual can use the flowchart on the following page to see if their NZ convictions will be released.



Contact Us

If you have any questions about the vetting process and general administration, please email our customer team at queryme@police.govt.nz and if possible, please include your agency name and agency code.

If you have any questions about invoices, payments, or cost recovery, please email our accounts team at vettingaccounts@police.govt.nz including your agency code and we will get back to you as soon as possible.

You can also contact us by completing our [online form](#) which will send a message to our customer team.