



Dear [REDACTED]

On 3 April you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *A complete and unabridged set of guidelines provided to Work and Income staff tasked with issuing Skills Match Reports;*
- *A copy of legislation or internal rules defining when issue of a Skills Match Report may be declined.*

A Skills Match Report pulls together information from the Ministry's databases and relevant local labour market intelligence provided by regions. It is part of the Labour Market Test, which contains two parts in which Immigration New Zealand must be satisfied that:

- a visa applicant's employer has made genuine attempts to attract and recruit suitable New Zealand workers, and
- New Zealanders are not available to take up the work on offer.

Immigration New Zealand has advised employers if they want to hire someone from overseas for a low skilled job, they will need to first gain a Skills Match Report from the Ministry. Each of these reports will have the key information required by Immigration New Zealand to make decisions about applications for a low-skilled or unskilled (skill 4 or 5 on the Australia and New Zealand Standard Classification of Occupations (ANZSCO) list) work visa.

The Ministry's procedures and policies are available to staff through the intranet. Please find enclosed the following intranet pages:

- Labour market test overview
- Labour market test – vacancy management
- Labour market test – vacancy management escalation process
- ANZSCO Levels 1-3 vacancies
- Skills match reports
- How to action and send a skills match report
- Immigration process flowchart

As illustrated in the Immigration process flowchart, if the ANSCO job title level is deemed to meet the ANZCO levels 1 to 3, a skills match report is not required.

Further information about hiring people from overseas is available on the Work and Income site at: www.workandincome.govt.nz/employers/help-with-recruitment/hiring-someone-from-overseas.html.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

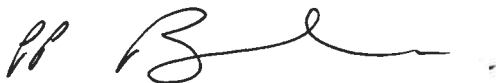
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Cassandra Wise
Manager, Issue Resolution, Service Delivery

Labour Market Test overview

This page provides an overview of the Labour Market Test process.

Labour Market Test

Work and Income, along with Immigration New Zealand, has developed a new process for ensuring that New Zealand job seekers get an opportunity to apply for low skilled jobs ahead of people from overseas. It's called Frontloading the Labour Market Test (FLMT). A labour market test is completed to advise whether Work and Income clients are available to take up jobs before an employer is granted a visa to recruit someone from overseas.

The process ensures:

employers lodge vacancies with Work and Income

employers seek advice from Work and Income before a visa application for a low-skilled occupation is made to Immigration New Zealand

advice provided by Immigration New Zealand and Work and Income to employers is consistent

there is a streamlined visa application process when Work and Income advises that there are no suitable New Zealanders available to take on the position

The results of a labour market check are determined by listing and managing a vacancy; and where necessary providing employers with a [Skills Match Report](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report.html) [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report.html>].

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 23 October 2015

Labour market test - vacancy management

This page describes the vacancy management process for the Labour Market Test.

On this Page:

Vacancy Management - Employer Line

The new Labour Market Test process has been designed to ensure that New Zealanders have first access to available job opportunities, prior to a visa application being made.

From 1 November 2015 we are treating all vacancies in the same way, so we no longer ask employers if they are "immigration vacancies".

Request received from Employer by email or STP

ESR checks the job title against the ANZSCO code to work out its level.

Level 4 and 5 vacancies are sent to the appropriate Job Connect Region.

Level 1-3 vacancies are sent to the Region.

Request received from Employer by phone

Requests received by phone have an extra step because they provide an opportunity to have a conversation with the employer about why they are listing the vacancy.

ESR asks if the employer has been asked to list the vacancy with Work and Income.

If they **have**, it's likely that they will say they have been directed to do so by Immigration New Zealand. The job title will be checked against the ANZSCO code to work out its level.

Level 4 and 5 vacancies are sent to the appropriate Job Connect Region.

For level 1-3 vacancies, the employer will be advised that they don't have to list the vacancy but that Work and Income may still be able to assist them with their recruitment if they wish. If they still wish to, the vacancy will be sent to the Region.

If the employer has **not** been asked to list the vacancy (i.e. it is not an immigration-related vacancy), the vacancy will be forwarded to Job Connect for business-as-usual processes to be applied.

[Diagram outlining process for vacancy management \(3 pages\) \[http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test---immigration/frontloading-the-labour-market-test-process-diagrams.docx\]](http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test---immigration/frontloading-the-labour-market-test-process-diagrams.docx)

[Process for ANZSCO code levels 1-3 vacancies \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/anzsco-levels-1-3-vacancies.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/anzsco-levels-1-3-vacancies.html)

Vacancy Management - Job Connect

Vacancies come to Job Connect via:

a Work Broker or Employment Coordinator who enters the details into the vacancy template and sends it to the Job Connect team assigned to their region

a service centre staff member: if an employer goes to a service centre with a vacancy and a Work Broker or Employment Coordinator is not on site, another staff member enters the details into the vacancy template and sends it to the Job Connect team assigned to their region

an employer ringing Job Connect or emailing an employment support representative directly

an employer ringing the 0800 Employer Line number and being re-directed to Job Connect.

When Job Connect receives a vacancy they:

negotiate the criteria and escalate if required, or

follow the standard vacancy management process.

[Vacancy management escalation process \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management-escalation-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management-escalation-process.html)

If no successful candidates have been identified they:

discuss alternative ways of finding staff with the employer

discuss timeframes if they would like to re-list the job and return to the beginning of the vacancy management process

notify the work broker to assist with finding clients

if the subsequent shortlist is also rejected, close the vacancy and notify the work broker

complete the skills match report if required.

[How to complete a skills match report \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html)

Requests for Approval in Principle (AIP)

The process for requests for Approval in Principle has not changed. See the link below for information about the process.

[Approval in Principle \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/approval-in-principle.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/approval-in-principle.html)

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 01 March 2016

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Labour market test - vacancy management escalation process

This page outlines the vacancy management escalation process for the labour market test.

These escalation processes need to be followed when it is clear an employer only wants to list a vacancy for the labour market test in order to support a current employee to make a visa application, and has no intention of employing a New Zealander.

For all other situations, for example, for a vacancy with no suitable applicants found within 48 hours, follow the business as usual [escalation processes \[http://doogle/business-groups/helping-clients/work-and-income/what-we-do/job-connect.html#VacancyManagementProcess4\]](http://doogle/business-groups/helping-clients/work-and-income/what-we-do/job-connect.html#VacancyManagementProcess4).

Where appropriate, continue to include the appropriate stakeholders in escalations, for example: case managers, work brokers, employment coordinators, programme coordinators, work services managers, service centre managers, employment support representatives, Job Connect managers, labour market advisors, labour market managers, and Immigration New Zealand staff.

Staff	Issue	Steps
Job Connect - ESRs	Job description / requirements appear unreasonable for the job title	<ol style="list-style-type: none"> 1. Negotiate suitable details and preferences for the position with the employer. 2. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html]. 3. If detail is still not appropriate, escalate to the work broker/employment coordinator to negotiate.
	Employer becomes negative or non-committal at any stage of the vacancy management process	<ol style="list-style-type: none"> 1. Escalate to the work broker/employment coordinator
	No suitable applicants have been found; however, readily trainable applicants are available	<ol style="list-style-type: none"> 1. Advise the employer that suitably trainable people are available and you would like to engage the work broker/employment coordinator to discuss training packages 2. Escalate to the work broker/employment coordinator
	Employer indicates / hints they are listing the vacancy for Immigration purposes	<ol style="list-style-type: none"> 1. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html], and notify the labour market advisor
	Employer only wants to test the labour market for a current employee (no intention of listing the vacancy or hiring New Zealanders)	<ol style="list-style-type: none"> 1. Advise the employer that they will need to discuss the specific situation with the labour market advisor 2. Escalate to the labour market advisor
Employment coordinator / work broker	Job description / requirements appear unreasonable for the job title	<ol style="list-style-type: none"> 1. Negotiate appropriate details and preferences for the position with the employer. 2. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html] 3. If still not appropriate consider escalation to the work services manager or labour market advisor
	Employer becomes negative or non-committal at any stage of the vacancy management process and refuses to engage with the work broker or employment coordinator	<ol style="list-style-type: none"> 1. Escalate to labour market advisor
	No suitable applicants have been found; however, readily trainable applicants are available	<ol style="list-style-type: none"> 1. Negotiate training packages 2. Advise the ESR 3. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html]

		income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html]
	Employer indicates / hints they are listing vacancy for Immigration purposes	<ol style="list-style-type: none"> 1. Advise the ESR via the vacancy template 2. Notify the labour market advisor 3. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html]
	Employer is only wanting to test the labour market for a current employee (No intention of listing vacancy or hiring New Zealanders)	<ol style="list-style-type: none"> 1. Advise the employer that they will need to discuss the specific situation with the labour market advisor 2. Escalate to the labour market advisor
Labour market advisor/ labour market manager	Job description / requirements appear unreasonable for the job title in reference to a skill match to a current employee	<ol style="list-style-type: none"> 1. Advise employer of the appropriate vacancy listing requirements 2. Follow the labour market test vacancy management process [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html] 3. If still not appropriate, consider escalation to the labour market manager or work services manager
	Employer becomes negative or non-committal at any stage of the vacancy management process and refuses to engage with LMA	<ol style="list-style-type: none"> 1. Escalate to the labour market manager
Media	Any queries from media	<ol style="list-style-type: none"> 1. Follow the media policy [http://doogle/helping-you/communications-advice/media/media-policy.html].

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 08 April 2016

ANZSCO Levels 1-3 vacancies

This page outlines the process to follow when employers ask to list higher-skilled vacancies.

On this Page:

What to do with Level 1-3 vacancies

Employers who wish to support a migrant visa application are being encouraged to list their ANZSCO Level 4-5 vacancies with Work and Income first.

They do not need to list their Level 1-3 vacancies but sometimes they want to. This may apply especially to employers we have helped before with higher-skill vacancies.

The employer must still advertise Level 1-3 vacancies, assess candidates and make genuine attempts to recruit a New Zealander into the role. Also some employers prefer to hire New Zealand workers for Level 1-3 roles. In both situations, the employer may ask us to list the vacancies, and we can choose to list and manage them.

Employer Line - Vacancy received via phone

Employer Line:

checks and either updates or creates the provider record

asks if the employer has been asked to list the vacancy with Work and Income (to determine if the vacancy is labour-market-check related) and:

if not labour-market-check related, follows standard Employer Line business processes (see the HIYA link below)

if labour-market-check related, determines the ANZSCO rating

where the vacancy is ANZSCO rating is level:

4/5 - follows standard Employer Line business processes

1-3 - advises the employer that they don't have to list the vacancy but that Work and Income may still be able to assist them with their recruitment if they wish.

If the employer does not wish to list the vacancy, refer them to the Immigration New Zealand website for further information.

If the employer does wish to list the vacancy, email the full vacancy details to the appropriate region for regional vacancy management using the Employer Line Global cluster groups (or the normal vacancy email addresses for Auckland, Canterbury and Queenstown).

Full vacancy details must include the:

job title

pay rate

job description

details of the job.

[HIYA process \(scroll to view email/letter template\)](http://hiya/Content/OtherServices/RecruitMe%20Project/eb_tool_box.htm) [http://hiya/Content/OtherServices/RecruitMe%20Project/eb_tool_box.htm]

Employer Line - Vacancy received via email, fax or online web-form (STP)

Employer Line:

checks and updates, or creates the provider record

determines (from viewing the available information) if the vacancy is labour-market-check related and:

if unable to identify if the vacancy is labour-market-check related, follows standard Employer Line business processes (Note: Employer Line will not contact the employer for clarification)

if able to identify the vacancy is labour-market-check related, will determine the ANZSCO rating.

where the vacancy is ANZSCO rating is level:

4/5, standard Employer Line business processes are followed

1-3, Employer Line emails the full vacancy details to the appropriate region for regional vacancy management using the Employer Line Global cluster groups (or the normal vacancy email addresses for Auckland, Canterbury or Queenstown)

Full vacancy details must include the

job title

pay rate

job description
details of the job.

Vacancy received at Job Connect from Employer Line or via direct repeat business from employer

Job Connect:

checks or updates the provider record if required

determines (through viewing information, or from confirming information by asking if the employer has been asked to list the vacancy with Work and Income) if the vacancy is labour-market-check related and:

if not labour market-check-related, manages end to end as a standard vacancy

if labour-market-check related, determines the ANZSCO rating.

where the vacancy is ANZSCO rating level:

4/5, Job Connect manages end to end as a standard vacancy

1-3, Job Connect advises the employer that they do not have to list this vacancy but that Work and Income may still be able to assist them with their recruitment if they wish

if the employer wishes to list the level 1-3 vacancy, Job Connect will email the full vacancy details to the appropriate region for regional vacancy management. Full vacancy details must include the:

job title

pay rate

job description

details of the job.

Vacancy received at Job Connect from regions, incorrectly assessed as ANZCO level 4/5

Job Connect:

confirms the correct ANZSCO rating level

emails the vacancy detail back to the appropriate region via the Service Manager to ensure a smooth transition

ensures the email:

indicates that the vacancy has been incorrectly assessed

advises the correct ANZSCO rating.

Content owner: [Service Delivery Industry Partnerships](#) Last updated: 24 March 2016

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » Employment and Work Readiness Assistance - Additional Information » Employment and Training Assistance Groups » Labour market test » **Skills Match Report**

Skills Match Report

This page describes and links to instructions for generating a Skills Match Report.

What is a Skills Match Report?

A Skills Match Report (see image below) pulls together information from Work and Income's databases and relevant local labour market intelligence provided by regions. It is part of the [Labour Market Test \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/index.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/index.html).

Each of these reports will have the key information required by Immigration New Zealand to inform decisions about applications for low-skilled or unskilled (skill level 4 or 5 on the [ANZSCO \[http://www.immigration.govt.nz/migrant/general/generalinformation/anzsco\]](http://www.immigration.govt.nz/migrant/general/generalinformation/anzsco) list) work visa. The required information includes:

Business name

Current employer email address

NZ Business Number (NZBN)*

A vacancy number

Job Title

Job description

Number of clients identified as being available, suitable and/or trainable

Local labour market intelligence (if applicable) and/or

Experience/Qualifications/Training and/or

Employment requirements.

Each Skills Match Report stays valid for 90 days - this gives employers time to complete the Labour Market Test requirements with Immigration New Zealand.

The Skills Match Report is actioned and sent by Job Connect to Immigration New Zealand, the employer and any third parties requested by the employer as part of the labour market test [vacancy management process \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/labour-market-test-vacancy-management.html).

[Generate a Skills Match Report \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/how-to-action-and-send-a-skills-match-report.html)

Skills Match Report screenshot

Skills Match Report	
Did employer want to list vacancy with W&I?	
Opportunity ID	
Report expiry	22/06/2016
New Zealand Business Number (NZBN)	

Contact and Job Details

Contact Details

Business Name	
---------------	--

Trading Name	
--------------	--

Contact person	
----------------	--

Phone Number	Alternate Number	Email

Physical Address

Postal Address (if different from above)	
--	--

Rate of Pay	Hours of Work	Permanent/Fixed

Job Position	
--------------	--

Positions advertised	Positions filled

Skills / Qualifications Required	
----------------------------------	--

Job Description	
-----------------	--

Skills Match Report

Referred To Employer	Hired	Unsuccessful

Suitable clients locally for this type of Work	
Yes/ No	Number

Trainable clients for this type of work	
Yes/ No	Number

Market Intelligence	
---------------------	--

Confidentiality	
This information has been provided to you on a confidential basis at the request of this employer	

* The NZ Business Number (NZBN) is a unique 13-digit number assigned to all registered companies in NZ. It replaces other numbers like the company registration number.

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How to action and send a Skills Match Report

This page describes how to action and send a Skills Match Report.

On this Page:

How to action and send a Skills Match Report

Once a vacancy has been filled, closed or withdrawn, an Employment Support Representative (ESR) will generate a Skills Match Report if requested by the employer.

A Skills Match Report is the collation of core vacancy information generated from Recruit Me and Recruit Me Work Experience. All information will need to be added manually to the report.

The validity period of a Skills Match Report is 90 days.

To action the Skills Match Report

1. Open the Skills Match Report template from the link below.
2. Complete the vacancy information and outcomes in the key areas outlined in the Skills Match Report.
3. Open the Recruit Me Work Experience spreadsheet on the Job Connect Shared Drive
4. Filter the document to be applicable to region, job title and other specific requirements or qualifications
5. Remove duplicate records
6. Click the Data tab at the top of the page
7. Click Remove Duplicates tab
8. Click Unselect radio button
9. Select SWN option (this removes all duplicate records pertaining to SWN numbers and gives you the number of clients)
10. Filter Work Test Indicator and select clients with full-time work test obligations
11. After reviewing and making an assessment of each of the records showing, add the number of clients showing on to the Skills Match Report along with those who could be suitable and trained into the role.

[Skills Match Report template \(Excel 71.79KB\)](http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report-template.xlsm), [http://doogle/documents/resources/helping-clients/procedures-manuals/work-and-income/employment-training/assistance-groups/labour-market-test-immigration/skills-match-report-template.xlsm]

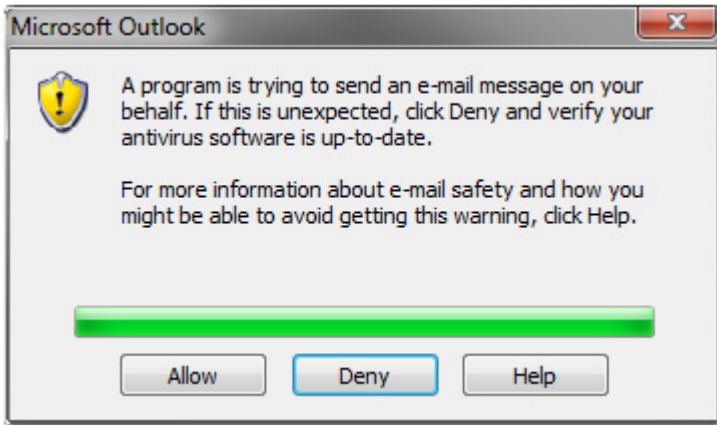
To send a Skills Match Report

Once the Skills Match Report has been completed:

1. Confirm the employer would like a Skills Match Report and remind them a copy will be sent confidentially to Immigration New Zealand.
2. Confirm the employer's email address is correct.
3. Select 'Send Skills Report' button



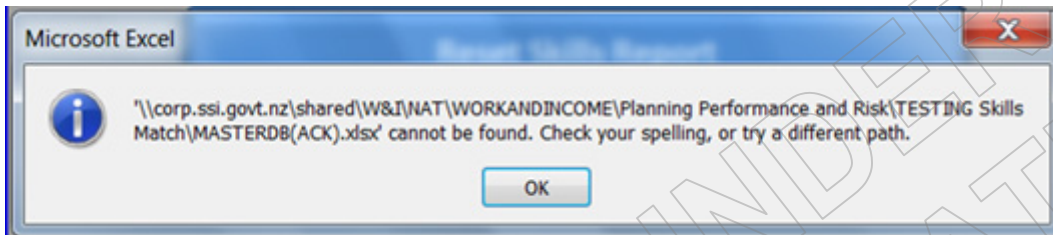
4. Select 'Allow' on the pop-up box



If an error message pops up like the one below:

Select 'OK'

Wait 30 seconds and click 'Send Skills Report' button again.



Please note: you might not get an automatic message confirming that the emails have been sent, but if you want to confirm that they have gone, you can check your sent emails. The reports should go to three email addresses:

an internal MSD address

an MBIE address, and

the employer address you entered on the Report.

If you have problems accessing the Skills Match Report at the link above, you can get it from this S drive folder:

\\corp.ssi.govt.nz\shared\W&I\Wellington\LHQ\Job Connect Skills match report (note: this is not a link - you need to manually locate the file on the S Drive, or copy and paste the URL into the address bar).

To send a copy of a Skills Match Report

If an employer calls to request a copy of a Skills Match Report they have already been sent, an Employment Support Representative (ESR) should follow the steps below.

Other staff who receive a request for a copy of a Skills Match Report should forward the following details to Job Connect so that the report can be located and verified:

Opportunity ID

Business Name

Trading Name

Physical Address

Postal Address if different

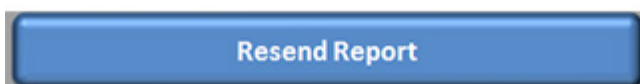
Phone

Email

Job Position

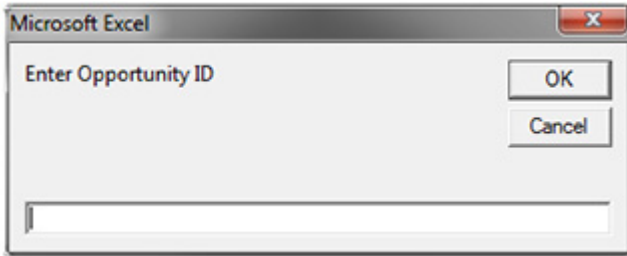
Job Connect Employment Support Representative (ESR):

1. Open the Skills Match Report Template
2. Select 'Resend Report'.



3. Enter the opportunity ID number of the Skills Match Report the employer would like in the pop-up box.

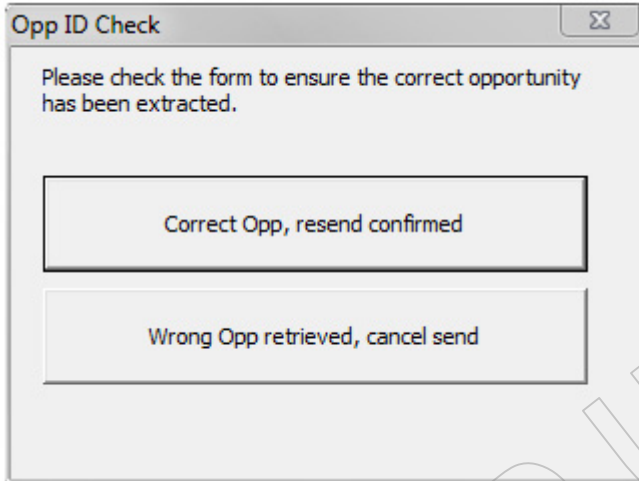
4. Select 'OK'



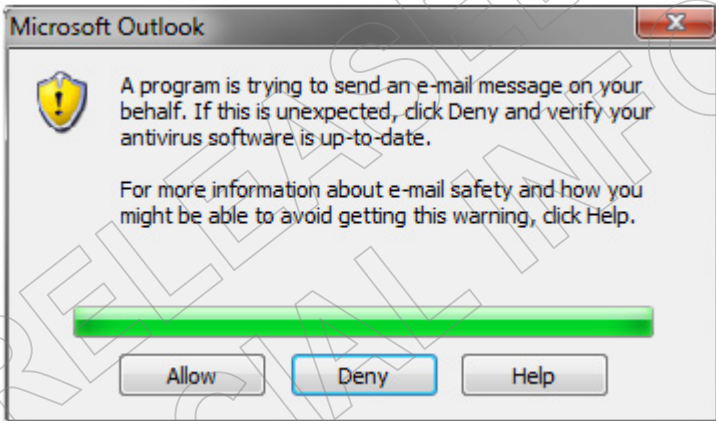
5. Check the right report has populated.

If the right report has populated, select 'Correct Opp, resend confirmed' or

If the wrong information has populated, select 'Wrong Opp retrieved, cancel send'.



6. Select 'Allow' (Note: the copy will be sent to the employer only.)



If a Skills Match Report cannot be located OR is no longer within its 90-day validity period:

Clarify the key identifiers used with the employer to search for the original Skills Match Report and search the database again **Skills Match Report not located/Not valid**. Advise and/or contact the employer and inform them that either the skills match report could not be located OR the Skills Match Report is outside its validity period. Inform the employer that if they require a new Skills Match Report they will need to re-lodge a new vacancy and follow the vacancy management process.

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Immigration Process

