

Handbook

# How to use the Credentials Verification Service for the Nursing Council of New Zealand



TruMerit.org

  
**TruMerit**<sup>™</sup>  
Global careers. Care anywhere.

CGFS International is now TruMerit.

# Table Of Contents

<b>Introduction</b>	<b>3</b>
Eligibility	3
Summary of CVS–NCNZ steps for credentials verification	4
Order expiration	4
Reinstating an expired order	4
<b>Step 1: Create an account on the TruMerit applicant portal</b>	<b>5</b>
<b>Step 2: Select the Credentials Verification Service from the service selector</b>	<b>5</b>
<b>Step 3: Complete your applicant profile</b>	<b>5</b>
<b>Step 4: Purchase an order for the CVS–NCNZ</b>	<b>6</b>
<b>Step 5: Upload all required authenticated identity documents</b>	<b>6</b>
Acceptable forms of photo identification	6
Acceptable forms of non-photo identification	6
Submitting notarized copies	7
<b>Step 6: Nursing employment self-declaration</b>	<b>7</b>
<b>Step 7: Send all required forms to relevant authorities</b>	<b>8</b>
License/registration to practice nursing	8
Higher/tertiary education	8
English language evidence pathway	10
<b>After your application is complete</b>	<b>11</b>
<b>Order types and fee schedule</b>	<b>12</b>
<b>Appeals to TruMerit</b>	<b>12</b>
<b>Contact information</b>	<b>13</b>
<b>Document submission</b>	<b>13</b>



## Introduction

---

TruMerit™ (formerly CGFNS International) has partnered with the Nursing Council of New Zealand (NCNZ) to offer a simple and secure way to collect, authenticate and review the documents required by the NCNZ for you to be licensed/registered to practice nursing in New Zealand.

To apply for registration with the NCNZ, you must first have your documents authenticated and verified by the TruMerit Credentials Verification Service for the Nursing Council of New Zealand (CVS-NCNZ). This handbook will guide you through the process of applying to the CVS-NCNZ. Please be sure to read all instructions in this handbook carefully before submitting your application and before any documents are sent to TruMerit.

The only nurses exempt from this process are those who are currently registered in Australia. If you have current registration with the Nursing and Midwifery Board Australia, AHPRA, learn more about applying for registration in New Zealand at the [Nursing Council of New Zealand](#).

### Eligibility for CVS-NCNZ

To be eligible to apply to the CVS-NCNZ you must have an active license at the time of application to TruMerit.

**NOTE: New Zealand requires you to have worked as a registered or enrolled nurse for at least 1800 hours. If you are working toward fulfilling this requirement, you may still apply to CVS-NCNZ and have your credentials assessed, but your report will not be issued until you have worked at least 1800 hours.**

## Summary of CVS-NCNZ steps for credentials verification

<b>Step 1:</b>	<b>Create an account</b> on the TruMerit applicant portal.
<b>Step 2:</b>	<b>Select an order</b> for CVS-NCNZ.
<b>Step 3:</b>	Complete the <b>applicant profile</b> .
<b>Step 4:</b>	<b>Submit payment</b> for the order.
<b>Step 5:</b>	Upload all required <b>authenticated identity documents</b> .
<b>Step 6:</b>	<b>Self-declare your employment experience</b> in nursing.
<b>Step 7:</b>	<p><b>Send all required forms to authorities</b> from which you:</p> <ul style="list-style-type: none"> <li>■ Successfully completed your qualification leading to nursing registration if required.</li> <li>■ Held a license/registration to practice nursing in the last ten years.</li> <li>■ Self-declare to all licenses held in the last ten years.</li> </ul>
<b>Step 8:</b>	Submit proof of your <b>English language test</b> if required.

After you have completed these steps, TruMerit will prepare a **Credentials Verification Report** for the NCNZ. The report will first be sent to you for review. You then have 30 days to authorize the report to be sent to the NCNZ. Once they receive it, you will then be able to apply for registration with the NCNZ.

### Expiration of your order

Please note that your order will expire if TruMerit does not receive all documents required by the CVS-NCNZ within 12 months of the date of your paid application, or if you do not authorize your completed report within 30 days of receiving it.

### Reinstating an expired order

If your order expires, you can apply for a re-activation of your expired order at a discounted fee. See page 12 for more information.



## Step 1: Create an account on the TruMerit applicant portal

---

The first step to applying to any TruMerit service is creating a TruMerit account. This way, you can access the applicant portal and receive support from us. You will also receive a TruMerit ID number. There is no cost to create an account.

- Go to <https://ncnz.trumerit.org/> and click the begin your application button.
- Read and agree to the **Terms and Conditions**.
- Fill in your account information:
  1. Provide your email address and other required information.
  2. Agree to the online consent request.
  3. Follow the link we send to the email address you provided.
  4. Create a password.

**NOTE:** Simply creating an account does not mean you have completed an application for CVS-NCNZ. To apply, continue with the steps below.

## Step 2: Select the Credentials Verification Service from the service selector

---

Use the service selector to select the **Credentials Verification Service** as the service you wish to purchase and select your professional title.

## Step 3: Complete your applicant profile

---

Once you have selected CVS-NCNZ from the service selector, you will be asked to complete your applicant profile. This profile will help us confirm your eligibility and enable us to provide you with information to create a better experience for you.

- Go to <https://trumerit.my.site.com/login> and log in to your TruMerit account.
- Select the “Create Profile” link.
- Provide personal, academic, and professional information as prompted.

**NOTE:** As you complete your profile, you will have the option to pause and log out of your account at any time. Your information will be saved, and upon your return, you will be able to go back to previous sections or continue where you left off.

## Step 4: Purchase an order for the CVS-NCNZ

---

To begin your CVS-NCNZ application, you will need to place an order in your shopping cart and purchase it.

- Upon checkout, add your credit card payment information and complete the order.
- You will receive information via email regarding the next steps and how to access the forms required to complete the application.

## Step 5: Upload all required authenticated identity documents


---

Once you have completed the purchase of your order, you will be able to use the TruMerit applicant portal to upload notarized copies of your identity documents directly to your CVS-NCNZ application. Alternatively, you can send the notarized copies to TruMerit by mail or courier — the address is provided on page 13. These documents will be used to verify your identity.

- Submit notarized copies of your passport and another form of official identification (ID). Both documents must show your full current legal name with no abbreviations.
- If you have ever used another name, submit additional notarized copy/ies of identity document/s. We will need this to verify any names that do not match your current name but may appear on documents that will be sent to TruMerit by your schools, license/registration authorities, employers, and/or language testing vendors. This also includes documents that may eventually be required by the NCNZ (such as an international criminal history report).
- TruMerit will confirm that all names on your notarized identification documents match your current name and the names on documents submitted by other entities. If we cannot verify your identity through the documentation submitted, you will be asked to submit additional proof of your identity.

### Acceptable forms of photo identification

- Passport (required)
- Driver's license
- Official, government-issued photo identification



**NOTE:** TruMerit only accepts copies of valid (not expired) IDs with a clear photo of yourself. We recommend that you submit color copies. Do not send the actual ID card.

### Acceptable forms of non-photo identification

- Birth certificates
- Marriage certificates
- Divorce certificates
- Legal name change affidavits





## About submitting notarized copies

TruMerit accepts only notarized photocopies of original documents. Please do not send original identity documents to us, such as your actual passport or driver's license. Instead, have all photocopies of identity documents notarized (signed, dated, and stamped by a notary official) before you submit them. Depending on the country, notary officials are referred to as "notaries," "public notaries," or "notarial officers."

You must be present with the notary official at the time your original documents are copied and notarized. The notary official is required to make a statement on all notarized identity document copies attesting that they have seen the original documents and that they certify the copies are "true copies" of the originals.

If no notary is available to you, TruMerit works with a service, **NotaryCam**, that you may use instead. Visit the NotaryCam website at <https://secure.notarycam.com/session/get-started>.

You are responsible for any fees related to preparing your notarized documents. If any of these documents are written in a language other than English, they must be translated by a certified translator (See: "document translations" in the order types and fee schedule section on page 12 of this handbook). TruMerit does not accept translations that are performed by the applicant or anyone else who is not certified to do this work.

## Step 6: Nursing employment self-declaration

---

More information about the NCNZ's post-registration nursing experience can be found on the **NCNZ website**.

TruMerit requires a self-declaration to provide evidence that you have post-registration nursing experience.

If you are working toward fulfilling the NCNZ requirement of a minimum of 1800 hours of post-registration nursing experience, you may still apply to the TruMerit Credential Verification Service for the Nursing Council of New Zealand as an Enrolled Nurse or as a Registered Nurse.

However, you will need to obtain and declare at least 1800 hours of post-registration nursing experience before your TruMerit report can be issued. The requirement must be met within 12 months of your application to TruMerit or your order will expire.

Please note that post-registration nursing experience cannot be added when you make application to the Nursing Council of New Zealand after your TruMerit report is issued: the NCNZ will only consider the 1800 hours that is provided and attested to in the TruMerit report.

If you have post-registration nursing experience as an Enrolled or as a Registered Nurse for at least 1800 hours in one of the following: USA, UK, Ireland, Singapore, British Columbia or Ontario provinces (Canada) in the last 10 years, please use this experience to meet the NCNZ requirement.

If you do not have post-registration nursing experience as an Enrolled or as a Registered Nurse for at least 1800 hours in one of the following: USA, UK, Ireland, Singapore, British Columbia or Ontario provinces (Canada) in the last 10 years, please provide your most recent 1800 hours of post-registration nursing experience to meet the NCNZ requirement.

The required 1800 hours of post-registration nursing experience can be satisfied by more than one self-declaration.


## Step 7: Send all required forms to relevant authorities

When you complete your order for the CVS-NCNZ, you will receive access to forms that must be sent to and filled out by relevant authorities.

Follow these steps from the TruMerit applicant portal:

1. Download and print the forms.
2. Send each form to the relevant authority.
3. The official(s) at each academic or professional authority who are authorized to provide the requested information should complete the form(s) and send directly to TruMerit electronically or by mail/courier at the address provided on page 13.

TruMerit will not accept any of these forms from anyone other than the designated officials from the relevant authority.



**NOTE: All documents must be provided in English** or accompanied by an English translation. If the relevant authorities are unable to do so, TruMerit can provide you with translation services for a fee (see order types and fee schedule on page 13 of this handbook). TruMerit will not accept translations directly from you.

### License/registration to practice nursing

TruMerit requires a self-declaration of all registered nursing licenses held within the last 10 years of application to TruMerit, even if you have not worked in that country/jurisdiction. Only one self-declaration is required and will list all licenses held.

In addition to the self-declaration, verifications of all nursing licenses held within the last 10 years will be required to be submitted directly to TruMerit by the authorities that issued the registration/license. At least one license/registration must be active at the time of application to TruMerit.

### Higher/tertiary education

You will be required to provide evidence of your education qualification leading to licensing/registration to practice nursing. You will be advised if this information is to be submitted by you directly to TruMerit or if it is to be submitted by the education provider to TruMerit. How this evidence will be collected will be communicated to you in an email from TruMerit after your initial application.





## If you are directed to have your education institution submit directly to TruMerit...

TruMerit must receive documentation of your relevant nursing qualification that led to registration as a nurse. This will include nursing education at the following levels:

- Entry-level nursing education (e.g. Associates Degree in Nursing, Diploma in Nursing, Bachelor of Science Degree in Nursing, post graduate qualification leading to registration).
- Post-entry level nursing education if initial qualification is not at degree level (e.g. RN to BSN programs).

Your educational institution should send to TruMerit:

- The completed **nursing education form** (which you will download from the applicant portal and send to them).
- A **full academic transcript**, which TruMerit defines as a record of an applicant's courses taken, along with credit/clock hours that the applicant received for each course.
  - Transcripts from certain countries/jurisdictions also require supplemental documentation such as:
    - » Related Learning Experience (Philippines).
    - » School and university mark sheets (India).
    - » Diploma supplement (European Union countries).
    - » Evidence of your clinical experience hours (United States).

## If you are directed to submit your education information yourself to TruMerit...

If you have been advised by TruMerit to provide evidence of your nursing qualification to TruMerit directly, then you will need to do the following:

- Complete a legal self-declaration to TruMerit about your nursing education.
- Upload to TruMerit a copy of your academic transcript.
- Upload to TruMerit a copy of your qualification certificate.

**NOTE:** If you do not already have copies of your transcript and qualification certificate, please request these from the academic institution as soon as you are advised by TruMerit.

## Step 8: Submit proof of your English language evidence pathway if required

**NOTE:** More information about the NCNZ's English language standards can be found on the [NCNZ website](#).

TruMerit requires documentation regarding your ability to read, write, speak in and understand the English language. You will need to submit your English language proficiency test results from an approved testing vendor unless you are eligible for the education or registration English language evidence pathway (see details below).

If you are not eligible for an English language evidence pathway, you must successfully complete an approved test. Your passing scores must be achieved from a test taken no more than two years and 11 months prior to the submission of your CVS-NCNZ Credentials Verification Report to NCNZ. However, in order to assure there is ample time for preparation of the report and its submission to NCNZ prior to this deadline, TruMerit recommends that you submit test results that are less than two years old

The approved English language testing vendors and the required scores are:

### ■ Occupational English Test (OET).

- ☐ You must achieve a minimum score of 350 for reading, listening, and speaking – a C+ (300 – 340) is not considered a passing grade. For writing, you must achieve a minimum score of 300.

### ■ International English Language Testing System (IELTS)

- ☐ Only the academic module is accepted.
- ☐ You must achieve a minimum score of 7 for reading, listening, and speaking. For writing, you must achieve a minimum score of 6.5.

	OET Score	IELTS Score
Reading	350	7
Listening	350	7
Speaking	350	7
Writing	300	6.5

You can achieve the minimum scores in the English language tests over more than one sitting; however, the required scores must be met within 12 months of the first sitting of the test and within three years of your TruMerit Credentials Verification Report being transmitted to NCNZ.



## English language evidence pathway

You may be eligible to apply for one or more of the following alternate English language evidence pathways if:

- Your education that led to registration as a nurse was taught and examined in English in the United Kingdom, Singapore, Ireland, Canada, or the United States of America. **NCNZ may require you to provide evidence that you completed your nursing education in English — for example, a transcript from your education provider.**

and/or

- You have current nursing registration in the United Kingdom, Ireland, Canada, or the United States of America that required you to pass an English language test. NCNZ may require you to provide evidence of this.

If you meet one or more of the above criteria, you can apply through the applicant portal for an alternate English language evidence pathway. TruMerit will submit this request to NCNZ with the CVS-NCNZ Credentials Verification Report and NCNZ will approve or decline the request.

**NOTE:** If TruMerit does not receive evidence that you have passed English proficiency testing within a year of creating and paying for your order, and you are not eligible to apply for an alternate English evidence pathway, your order will expire.

## After your application is complete

Once TruMerit has received and reviewed all required documents from your academic and professional authorities, verified that your documents are authentic, and ensured that your application contains all documents required by the NCNZ, you will receive a completed **Credentials Verification Report**.

You have 30 days from the date you received the report to approve it and authorize TruMerit to send the report to the NCNZ. **Do not send the report to the NCNZ yourself.**

If you do not approve the report within 30 days, your order will expire. If your order expires, you will not be able to apply to the NCNZ for registration without reapplying to TruMerit and completing the process again.

## Order types and fee schedule

---

(All prices are in U.S. dollars)

### ■ Initial CVS-NCNZ order - \$380.00 USD

The initial CVS order is the first item you will need to purchase. It will be active for 12 months from the date the paid application is submitted. The order expires if all required documents are not received by TruMerit within that time.

### ■ CVS re-activation order - \$155.00 USD


If your order expires, you may re-activate it within 12 months of the expiry date by purchasing a re-activation order. This may be done only once after the initial CVS order. Additional information may be requested for your re-activation order if any documents, such as license/employment validation and English language test results, are no longer valid due to their age.

### ■ Document translations - \$85 USD per page

If TruMerit receives documents in a language other than English, they must be translated. You may request TruMerit to facilitate the translation of the documents for a fee of \$85 USD per page.

### ■ Reapplication orders - \$155 USD

If your previous CVS report was successfully transmitted to the Nursing Council of New Zealand (NCNZ) and you are reapplying, you may submit a reapplication order at the reduced fee of \$155 USD if it is within 12 months of that initial transmission. If more than 12 months have passed since your last report was transmitted, you must submit a reapplication order at the standard \$380 USD rate.

 **NOTE:** TruMerit has a no-refund policy. Once an order has been submitted and payment has been made, they are not refundable.

## Appeals to TruMerit

---

You may submit an appeal through a written request to TruMerit if you feel that elements of your credentials were misrepresented. The fee for an appeal is \$500. This fee is returned to you if your appeal is successful. During the appeal, your case will be reviewed by an impartial committee and TruMerit will send you a written response regarding the committee's decision.



## Contact information

---

TruMerit strives to provide a seamless experience and prompt service to its applicants. If you have questions about the application process, want to check on your order, or provide us with additional information, we're here to help.

**Online:** Log in to the applicant portal at <https://ncnz.trumerit.org/>. There, you can:

- Check the status of your CVS order.
- Verify that your documents and language test results have been received.
- Keep your contact information up to date.
- Access the Contact Wizard.

**Phone:** Questions about the status of your CVS order? Call TruMerit Applicant Navigation Services at the appropriate number below:

- From New Zealand: 0800-85-47-59 (toll-free)
- From United States: 844-948-0117 (toll-free)
- From outside New Zealand and US: +1 267-845-4521

Applicant-Support (Customer Care) phone hours are 8:00 AM – 4:30 PM (Eastern US time).

Have your TruMerit ID number or order number ready when you call.

## Document submission

---

All required forms and documents, identity documents and written correspondence from issuing authorities can be mailed by them directly to TruMerit at the following addresses. We do not accept documents sent from anyone other than the issuing authorities.

**Mail:**

CVS-NCNZ  
TruMerit  
PO Box 8658  
Philadelphia, PA 19101-8658  
USA

**Courier:**

CVS-NCNZ  
TruMerit  
3600 Market Street, Suite 400  
Philadelphia, PA 19104-2651  
USA