



Work Placement Handbook for Graduate Diploma in New Zealand Immigration Advice

For Students and Work Placement Mentors

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Introduction

This handbook is designed to assist all parties to understand their roles and responsibilities when students on the Graduate Diploma in New Zealand Immigration Advice (Level 7) undertake a work placement. The purpose is to ensure a safe and successful learning experience for students and those who support them.

The **learning outcomes** of the Applied Practice (Work Placement) course are:

- To provide a context in which students can critically reflect on the professional practice of licensed immigration advisers.
- To provide a context in which students can view communicating to a professional standard with stakeholders.

Work placements are a key part of student learning and professional growth. To maximize the learning opportunities, it is essential that all placements are supported through collaborative interaction between the Toi Ohomai Institute of Technology (“Toi Ohomai”), industry and students.

The following are the parties involved in the work placement:

- The **Work Placement Course Co-ordinator (the Co-ordinator)** who is the Toi Ohomai staff member assigned to co-ordinate the pre-placement requirements and support and advise the student while on placement.
- The **Work Placement Mentor (the Mentor)** who is the workplace staff member assigned to work with and support the student while on placement.
- The **Student** who is undertaking the work placement as one course of the GDNZIA.

All placements will be arranged or confirmed, and recorded in conjunction with the Co-ordinator.

We hope you find the information in this booklet useful and that your time spent with the student is rewarding for all concerned.

Thank you for considering a student from the programme for a work placement.

Appley Boyd
Programme Manager Immigration

Faculty of Business Management and Legal Studies
Toi Ohomai Institute of Technology

Placement lengths and liaison with the Work Placement Co-ordinator

Students who choose the work placement course will undertake their work placement in the second half of the programme. The duration of the work placement will be 13 weeks for both full-time and part-time students. Students will be expected to be at the placement site for a minimum of 80 hours for the duration of the placement. Students will need to spend a further 8 hours per week writing up reflections and evaluations, maintaining a log-book and participating in online meetings to contribute toward their assessment portfolio.

As the work placements will be located throughout Aotearoa/New Zealand, and potentially the world, there will be no placement visits. Toi Ohomai's objective is to ensure that both the workplace organisation and student positively benefit from the work placement. Dependent on the nature of the placement (existing workplace or new placement) students will liaise with the Co-ordinator at approximately the following times:

- Prior to commencing the work placement to ensure all documentation is completed (MoA & Confidentiality Agreement)
- During weeks 1 - 3 of the placement to discuss and confirm how students are settling in, completing course, and any possible issues or problems
- During week 5 of the placement to discuss progress on the assessment portfolio and any other issues or problems
- During week 9 to confirm that the students will be able to complete all assessment requirements of the placement.
- During week 11 to discuss progress.

The methods to be used for liaison, and proposed dates, will be confirmed by the Co-ordinator prior to commencement of the placement.

At any time during a placement a student or mentor can contact the Co-ordinator for advice and assistance. If there are any queries or difficulties which cannot be resolved between the student and the mentor, the Co-ordinator will actively assist to resolve any issues.

Please also refer to **Appendix 4** that suggests a process for solving any placement problems.

Roles and Responsibilities

Programme Manager Immigration

Appley Boyd
Faculty of Business Management and Legal Studies

Programme Manager's role within placements

As Programme Manager Immigration Appley Boyd is responsible for the overall monitoring of the full programme, including students who choose the work placement course. This role will ensure that all work placements are a safe and successful learning experience for students and the Mentor. Appley, as Programme Manager, is available to discuss ideas and opportunities with the students and the Mentors over the duration of the work placement.

Appley can be contacted in the following ways.

E-mail: appley.boyd@toiohomai.ac.nz

Phone: 07 557 8500 Extn 8229

Work Placement Course Co-ordinator

The work place coordinator for semester 1 2018 is Appley Boyd.

Co-ordinator's role within work placement

The Co-ordinator is responsible for ensuring appropriate work placements are established and all administrative documents are completed. The Co-ordinator is available to support all parties involved in work placements and should be contacted with regard to any matters involving work placements.

Appley Boyd can be contacted via email.

E-mail: appley.boyd@toiohomai.ac.nz

The Co-ordinator will ensure that Mentors are suitably prepared to support students as required by the GDNZIA programme. This will begin with a Pre-Placement Checklist completed between Toi Ohomai and the organisation/mentor (Appendix 3) and conclude with a signed Memorandum of Agreement (MOA) (Appendix 1) and Confidentiality Agreement (Appendix 2).

The Co-ordinator is also responsible for ensuring the academic requirements of the programmes are met within a work placement. They will have regular contact with the students during the time a student is on work placement. The Co-ordinator should be contacted with regards to any academic matters involving work placements.

The Co-ordinator will ensure students are suitably prepared for work placements. This will include discussion of:

- Expected student learning outcomes for the placement
- Appropriate professional behaviour (including maintaining confidentiality and respecting the Mentor's intellectual and business property, and open and respectful approach to different cultural beliefs and values)
- Professional dress standard for the workplace
- Expectations for attendance and reporting of illness/absence
- Recording of hours where required
- Completion of written work
- The requirement not to provide immigration advice unless licensed or exempt.

The Co-ordinator will also ensure Mentors are suitably prepared for work placements. This will include discussion of:

- The fact that the student is a student of Toi Ohomai, not an employee, and as such will not be paid by the Mentor or organisation (unless an existing employee of the organisation) nor will any payment for the placement be expected by the Mentor or their organisation
- The placement period should not be construed as a trial period for employment purposes
- The Pre-Work Placement Checklist
- The Memorandum of Agreement (MOA)
- Expected student learning outcomes for the placement
- Expectations for attendance and reporting of illness/absence
- Expectations of professional behaviour and dress standard
- Reporting requirements for Mentors
- The requirement for students not to provide immigration advice unless licensed or exempt.

Mentor's Role and Responsibilities during Work Placement

The Work Placement Mentor is responsible for providing a safe and constructive learning environment for the student to achieve their learning outcomes while on placement at their organisation. The Mentor's role is to –

- Work with Toi Ohomai Work Placement Co-ordinator to complete the Pre-Work Placement Checklist (see **Appendix 3**)
- Be familiar with and sign the MOA (see **Appendix 1**)
- Accept that for the purpose of the Work Placement the student is a student of Toi Ohomai, not an employee, and as such will not receive payment or be expected to pay for the placement
- Ensure students who are not licensed or exempt do not provide any immigration advice
- Prepare the workplace for the student i.e.
 - Provide a desk and chair
 - Inform other staff of the nature and purpose of the placement
 - Consider what can be shared with or observed by the student (interviews, documents, policies etc.)
 - Ensure they have client consent for the student to be privy to their personal information
- Introduce the student to the workplace and discuss what the student will do while on the work placement including what work they can observe and what tasks they can assist with
- Introduce the student to any other relevant members of staff and give them information related to tea breaks, whether they can use/answer the phone, who to contact if they are unwell and are unable to attend, security issues etc.
- Discuss issues of confidentiality and Health and Safety. Sign **Appendix 2**
- Be familiar with the Learning Outcomes and provide opportunities for them to be achieved i.e.
- To provide a context in which students can critically reflect on the professional practice of licensed immigration advisers.
 - To provide a context in which students can critically reflect on the professional practice of licensed immigration advisers. (*Professional practices such as interviewing clients, file note protocols, telephone protocols, email and letter protocols or templates, invoicing processes and templates, filing, work distribution, managing follow up and all professional practices included in the Competency Standards and Code of Conduct, as well as daily life in LIA's office*)
 - To provide a context in which students can view communicating to a professional standard with stakeholders.
- Schedule regular meetings with the student. This is essential to provide constructive feedback and guidance to the student on how they are progressing and gives the student the chance to ask questions and clarify any issues.
- Keep notes of points discussed and any issues raised.
- Provide a written summary at the end of the placement.
- Should a problem arise please Refer to **Appendix 4 "Problem solving during work placements"** that outlines the appropriate problem solving process to use.

Student Responsibilities before and during the Work Placement

Arranging the Work Placement

Stage 1 – Preparation completed prior to organising a work placement

Before students organise their work placement they will be aware of the learning outcomes, assessment expectations and the professional behaviour expected during placements.

Stage 2 – Identifying an appropriate mentor for a work placement

The student is responsible for identifying an appropriate mentor. The Co-ordinator will assist by providing names of organisations who have offered to Mentor students. An appropriate mentor will be a fully licensed immigration adviser who is physically co-located with the student during the work placement period.

A three way virtual meeting between mentor/student/Toi Ohomai staff may take place to ensure all aspects of the work placement are understood and agreed upon.

Stage 3 – Memorandum of Agreement and Confidentiality Agreement

The Memorandum of Agreement (MoA) formally outlines the responsibilities of the student, Toi Ohomai and the mentor during the work placement. It is the student's responsibility to ensure the MoA is signed by all three parties, and that the details of their placement are completed and returned to the Co-ordinator at Toi Ohomai. A copy of the MoA is attached to this document. Should any aspects of the MoA need to change, such as the Mentor, it is the responsibility of the student to amend or create a new MOA for signing by all the parties. See the MoA form in **Appendix 1** and the Confidentiality Agreement **Appendix 2** in this Handbook.

Students also need to be aware of the Pre-Work Placement Checklist the Mentor and Co-ordinator will sign to confirm that the selected worksite is adequate, appropriate and safe for a student placement. The Pre-Work Placement Checklist is **Appendix 3** in this Handbook.

Stage 4 – Student's responsibilities during the placement:

- Discussion and clarification of the learning objectives and assessment requirements set for the work placement and be able to explain these to the mentor that they are proposing to be placed with.
- It is expected that the student will be proactive in maximising their learning in the practice placement. They will work with their mentor and establish a suitable meeting time for the duration of the placement
- The student will maintain a reflective journal and log-book that identifies issues for clarification and topics for exploration and discussion during meetings. The student will come prepared to meetings to discuss learning or related issues and get feedback on own progress.
- Professional and ethical behavior in all interactions with clients, families and staff including respecting the practices (especially confidentiality) of the mentor that they are working with.
- Active contact with the Co-ordinator during placement including tutorials and discussing any difficulties they may experience with any aspect of their placement (students are also advised to contact Toi Ohomai Co-ordinator to discuss any issues that may negatively impact on their ability to successfully complete the assessment expectations of the placement).

(Refer to Appendix 4 "Problem solving during work placements" that outlines the appropriate problem solving process to use).

Assessment Requirements for the Work Placement

Assessment for the work placement is made up of the following:

- 50%: A portfolio/reflective journal (on Moodle) which includes a series of entries by the student, a written summary of the student experience from the Mentor and a student summary statement of at least 1200 words.
- 50%: A final examination.

Confidentiality

The portfolio/reflective journal will be a private document and will be seen only by the marking tutors at the end of the assessment. The student may choose to share parts of their journal with their mentor. Privacy is important, both in terms of confidentiality for client information and in terms of the student being able to be critically reflective and frank about their experiences.

A student must be aware of the confidentiality of information gained during the work placement which, in many cases, includes access to personal information relating to clients. It is expected that students understand the importance of treating information in a discreet and confidential manner.

See **Appendix 2**

Appendix 1: Memorandum of Agreement

The purpose of this Agreement is to safeguard and maximise the benefits for all parties concerned by setting out clear rights and responsibilities for administering the work placement component of the Graduate Diploma in New Zealand Immigration Advice (level 7) for the period of 13 weeks from:

Monday 26 February 2018 to Friday 8 June 2018

This Memorandum of Agreement **Appendix 1** and the Confidentiality Agreement **Appendix 2** are between the student, the Mentor and the Co-ordinator.

The student and Mentor should meet to discuss and sign two copies of both agreements (one to be retained by the Mentor and one by the student).

The student will then scan and email a copy of their original document to the Co-ordinator at Toi Ohomai.

Student:

Name

ID number

Contact phone number

Signature

Mentor

Name

Position

Company

Company address

Contact phone number

Signature

Student responsibilities:

The student must ensure they commit to the work placement and agree to:

- Review and be able to explain the placement objectives to the work placement mentor.
- Dress and behave responsibly whilst on placement, adhering to guidance given by Toi Ohomai prior to commencing the placement.
- Respect and comply with the workplace's policies and procedures, legislation, confidentiality and health and safety.
- Not to take or use any of the Mentor's client details or intellectual property for future use.
- Contact Toi Ohomai if they experience any issues that may affect their ability to successfully complete their work placement.
- The requirement not to provide immigration advice unless licensed or exempt.
- Scan and email a copy of the original Memorandum of Agreement **Appendix 1** and the Confidentiality Agreement **Appendix 2** to the Co-ordinator at Toi Ohomai.

Mentor responsibilities:

The mentor is responsible for:

- Working with the Toi Ohomai Work Placement Co-ordinator to complete the Pre-Work Placement Checklist.
- Acknowledging that the mentor role is undertaken to support a student on the Graduate Diploma and that no monetary reimbursement is expected.
- Providing an orientation for the student including any relevant Health and Safety procedures.
- Familiarising themselves with the information provided by Toi Ohomai regarding work placement and completing any student evaluation forms required.
- Contacting the Toi Ohomai Work Placement Co-ordinator if they have any concerns or queries during the placement that cannot be resolved directly with the student.
- Responding to Toi Ohomai contacts within 24 hours.
- Providing a **written summary of the student experience** including feedback to the student.
- Not allowing the student to provide immigration advice unless licensed or exempt while on the work placement.

Toi Ohomai Institute of Technology responsibilities:

Toi Ohomai is responsible for:

- Liaison with placement organisations to confirm student placements and complete the Pre-Work Placement Checklist at least two weeks prior to the placement commencing.
- Informing the placement organisation of the student's off-site learning outcomes and expectations, including assessment requirements.
- Informing the placement organisation of the person who will oversee and/ or assess the student's work placement learning experience and how that person can be contacted.
- Responding promptly to any contact from the workplace. The Work Placement Co-ordinator must delegate this responsibility to another Toi Ohomai staff member if on leave.
- Responding immediately to any incident in the workplace involving a student by following Toi Ohomai procedures see **Appendix 4**
- Withdrawing a student from placement if the environment is not safe for any reason or under any special circumstance.

Toi Ohomai staff must ensure all students are suitably prepared for industry based learning. This will include discussion of:

- Learning objectives of the placement
- Expected outcomes of the placement
- Appropriate professional behaviour (including confidentiality requirements) and dress standard for the workplace
- Their agreement not to take or use any of the Mentor’s client details or intellectual property for future use
- Expectations for attendance and reporting of illness/absence
- Recording of hours where required (log-book)
- Completion of written work where required (reflective journal)
- Open and respectful approach to different cultural beliefs and values

Indemnity

Toi Ohomai agrees to hold liability insurance to protect it from claims for damages resulting from negligent or wilful acts or omissions of the Toi Ohomai, its staff or students.

Signed for Toi Ohomai Institute of Technology by:

Name _____

Signature

Date

Position

Contact Phone

Appendix 2: Confidentiality Agreement

Confidential Information

The Student shall not, whether during the currency of this agreement or after its termination for whatever reason, use, disclose or distribute to any person or entity, otherwise than as necessary for the completion of their course at the Toi Ohomai Institute of Technology, or as required by law, any confidential information, messages, data or trade secrets acquired by the Student in the course of their work placement. This includes, but is not limited to, information about the Mentor's business.

Copyright and other Intellectual Property

All work produced for the Mentor by the Student under this agreement or otherwise and the right to the copyright and all other intellectual property in all such work is to be the sole property of the Mentor.

Conflicts of Interest

The Student agrees that there are no contracts, restrictions or other matters which would interfere with their ability to discharge their obligations under this agreement. If, while performing their duties and responsibilities under this agreement, the Student becomes aware of any potential or actual conflict between their interests and those of the Mentor, then the Student shall immediately inform the Mentor. Where the Mentor forms the view that such a conflict does or could exist, it may direct the Student to take action(s) to resolve that conflict, and the Student shall comply with that instruction. When acting in their capacity as Student, the Student shall not, either directly or indirectly, receive or accept for their own benefit or the benefit of any person or entity other than the Mentor any gratuity, emolument, or payment of any kind from any person having or intending to have any business with the Mentor.

Use of Internet and Email

If the student has access to email and the Internet in the course of their work placement, the Student shall ensure that at all times their use of the email and Internet facilities at work meets the ethical and social standards of the workplace. Whilst a reasonable level of personal use is acceptable to the Mentor, this must not interfere with the Student's work placement duties or obligations, and must not be illegal or contrary to the interests of the Mentor. The Student shall also comply with all email and Internet policies issued by the Mentor from time to time.

Privacy Obligations

The Mentor and the Student shall comply with the obligations set out in the Privacy Act 1993. The Student must not breach the privacy of any customer or client in the course of their work placement.

Non-Solicitation of Clients

The Student agrees that, following the termination of their work placement for whatever reason, they shall not, either personally, or as a Student, consultant or agent for any other entity or Mentor, seek to solicit or carry out any work of the same nature for any client or customer of the Mentor.

| | | |
|----------------|-----------|------|
| Student:- | Name | Date |
| | Signature | |
| Mentor: - | Name | Date |
| | Signature | |
| Co-ordinator:- | Name | Date |
| | Signature | |

Appendix 3: Pre-Work Placement Checklist

Graduate Diploma in New Zealand Immigration Advice (Level 7)

Pre-Work Placement Checklist

Aim of the Work Placement

The Applied Practice (Work Placement) course in the Graduate Diploma in New Zealand Immigration Advice provides an opportunity for students to observe and evaluate professional practices relevant to a licensed immigration adviser in a real workplace environment. Students will be involved in:

- Observing agency policies and practices in relation to cases the agency is dealing with.
- Discussing these policies and practices with a workplace mentor.
- Reflecting on what they observe.
- Linking their observations to the Immigration Adviser Competency Standards and the Code of Conduct for Immigration Advisers.

This checklist ensures that a selected workplace is adequate and appropriate for the purposes of the work placement. The Checklist will be completed by the Toi Ohomai Institute of Technology Work Placement Co-ordinator in conjunction with the student and the Work Placement Mentor.

| Criterion | Response |
|--|----------|
| Preparation for the Work Placement | |
| Is the selected workplace suitable for the learning objectives of the work placement? | YES / NO |
| Have the student and the Work Placement Mentor received a copy of the Student Placement Handbook? | YES / NO |
| Have the student and the Work Placement Mentor been fully briefed on the information in the Student Placement Handbook and the learning and assessment requirements of the work placement? | YES / NO |
| Have the student and the Work Placement Mentor read and signed the Work Placement Agreement? | YES / NO |
| Has the student read and signed the confidentiality agreement? | YES / NO |
| Comments: | |

| Criterion | Response |
|--|-----------------|
| Health and Safety Considerations | |
| Does the selected work place have a health and safety policy? | YES / NO |
| Has the Work Placement Mentor confirmed that the student will receive a briefing on emergency procedures and any hazards in the environment on the first day of the placement? | YES / NO |
| Has the Work Placement Mentor been advised that all accidents / injuries involving a placement student must be reported to Toi Ohomai Institute of Technology? | YES / NO |
| Has the agency in which the student is undertaking the work placement carried out a hazard assessment to identify possible hazards? | YES / NO |
| Is there a professional and dedicated office area, including desk space, in which the student can work? | YES / NO |
| Comments: | |

| Criterion | Response |
|--|-----------------|
| Student Support During the Work Placement | |
| Have the student and the Work Placement mentor read and signed the Memorandum of Agreement? | YES / NO |
| Have the roles and responsibilities of all parties in the Work Placement been explained to the student? | YES / NO |
| Have the requirements for liaison and contact with the Toi Ohomai Work Placement Co-ordinator been discussed with and acknowledged by the student? | YES / NO |
| Have the student and the Work Placement Mentor been advised of the problem solving process to be used in the event of any difficulty? | YES / NO |
| Comments: | |

Toi Ohomai Institute of Technology Work Placement **Co-ordinator**

Name

Signed:

Date:

Discussed with

Student (name)

Date:

Discussed with

Mentor (name and organization)

Date:

Appendix 4: Problem Solving During Student Placements

Despite thorough preparation on everyone's part, sometimes problems occur during work placements. The following problem solving strategy can act as a guide to help solve any difficulties.

