

# Supervision— Mandatory Webinar 4

# Webinar overview

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# Background

- **Supervision from 2007**
  - **New practitioners need guidance**
  - **Many other regimes have supervision**
  - **Feedback suggest there are some challenges**

# Why supervision?

- **Consumer protection**
- **Practical experience**
- **Professional development**
- **Cannot provide immigration advice without direct supervision**

# Supervision agreement

- **Content requirements**
- **Distance supervision**
- **Supervisor and provisional licence holder responsibilities**
- **Fair and reasonable fees**
- **Back up supervisor**

# Supervision records

- **What does ‘supervision records’ mean?**
  - Supervision agreement (as approved by Registrar)
  - List of client files
  - Professional development plan and record (including supervisor sign off when learning needs are achieved)
  - Minutes (template available)
- **Common issues**

# When things go wrong

- **Dispute resolution clause**
- **Code of Conduct 2014**
- **Obligation to inform change in circumstances**
- **Complaints process**

# Upgrade Time

- **Inspection or fast track stream?**
- **Supervision records**
- **CPD plan and record**
- **Supervisor's feedback and sign off**



# Supervision surveys

**TOI-OHOMAI**  
Institute of Technology

# Study overview

Out of a participant pool of 715 people, 241 voices were captured in this research project

- Supervisors: 86 (35%)
- Provisional licence holders: 140 (35%)
- People eligible to apply for a provisional licence but not licensed: 15 (20%)



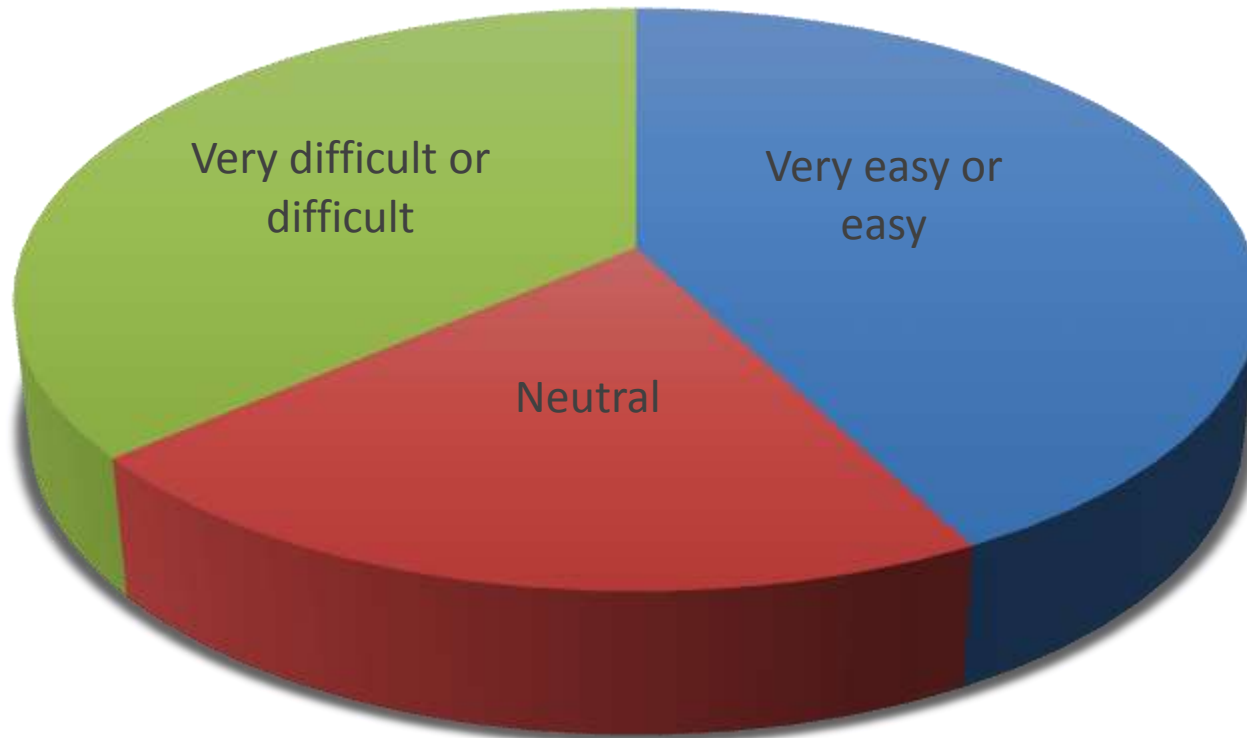
# Eligible to apply but not licensed

Why didn't they apply for a licence?

- Change in circumstances
- Cost of setting up a business
- Cost of supervision



## How easy or difficult was it to find a supervisor?



# Finding a supervisor

- Common difficulties:
  - full licence holder not willing to supervise or already supervising
  - fees too high
  - not co-located
- Time taken
- Number of advisers contacted



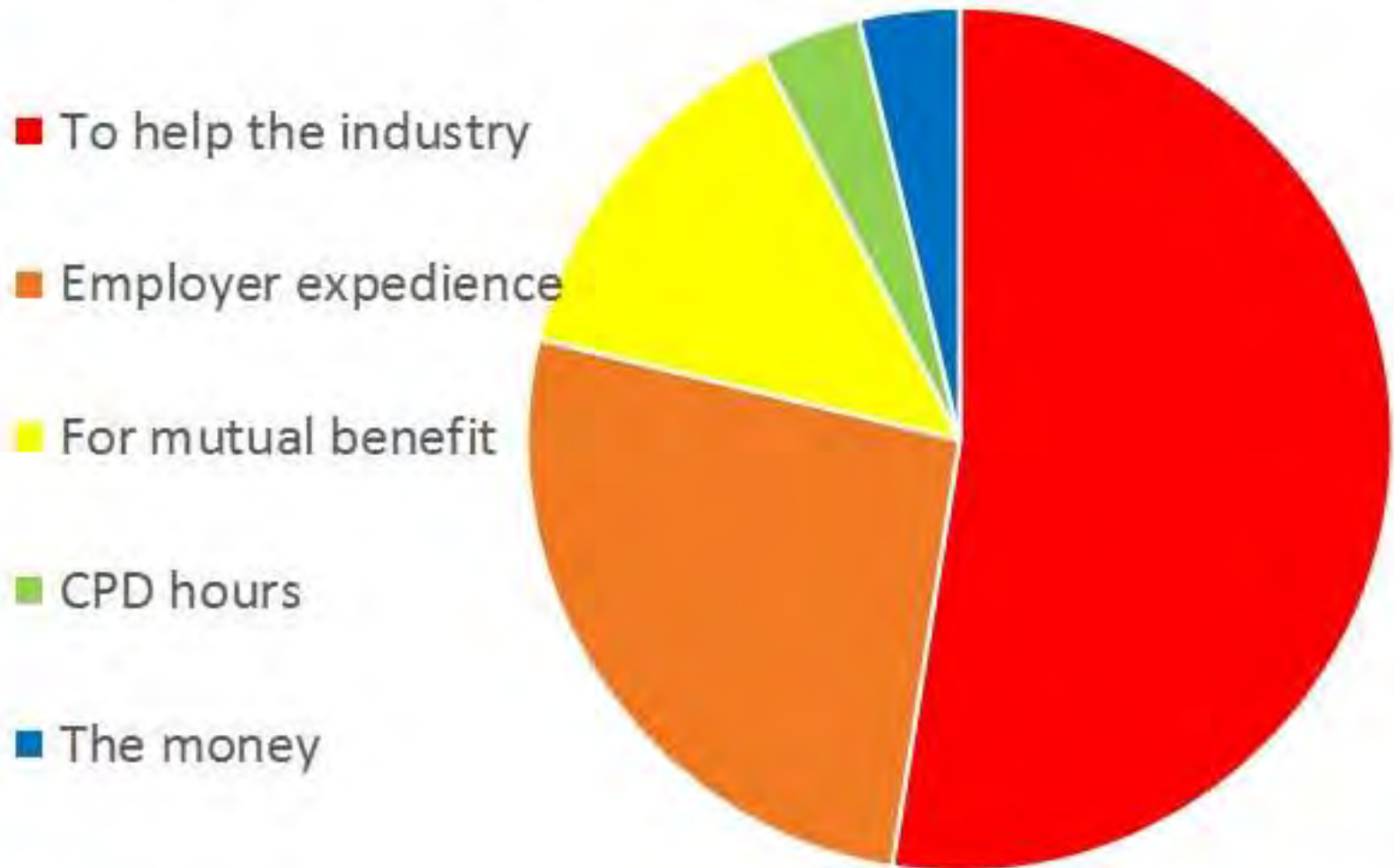
# Supervisors

How long had you held a full licence when you started supervising?

5+ years	49%
3-4 years	23%
1-2 years	25%
Less than one year	3%



# Why do you supervise?



# Supervision fees

Of those provisional licence holders paying a supervision fee, most are paying:

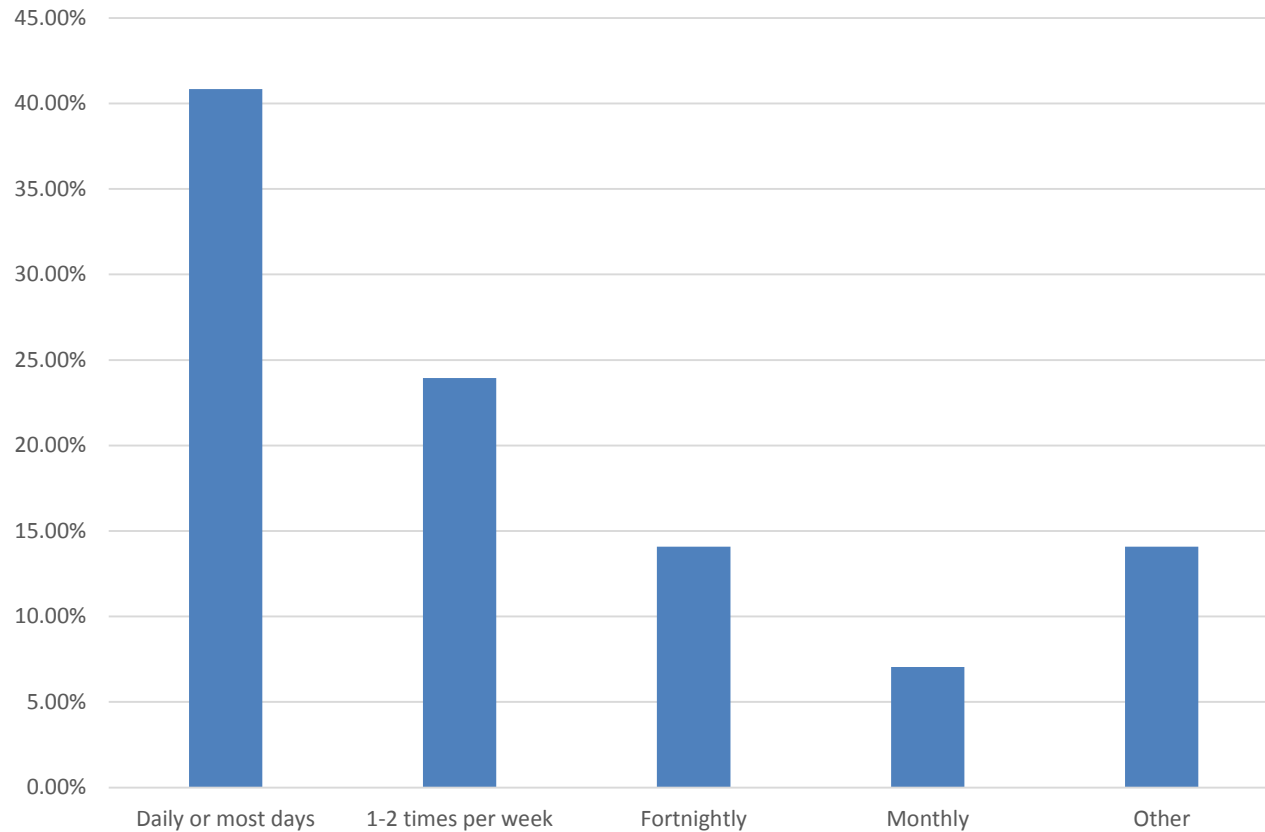
- 20-30% commission OR
- \$50-\$200/hour

50% of supervisors do not charge any fees





# Supervision meetings



# What does supervision look like?

- 87% of supervisors hold face to face meetings as part of their supervision arrangement
- 75% of supervisors supervise only 1 or 2 provisional licence holders



# Two years supervision = upgrade?

- 70% of supervisors and 52% of provisional licence holders consider two years of supervision is appropriate
- 75% of supervisors and 52% of provisional licence holders consider provisional licence holders should have to deal with a **minimum number of clients before being permitted to upgrade to a full licence**

# Feedback from supervisors

- 66% indicated the provisional licence holder met or exceeded their expectations
- 80% of supervisors would supervise again
- 58% think students should have to complete the GDNZIA before applying for a provisional licence
- There needs to be more support, direction and clarity from the IAA about what is expected from a supervisor
- There should be different requirements for provisional licence holders who are in employment or being supervised by their employer
- The regime needs to be more flexible to take into account the background and experience of different provisional licence holders
- There should be a restriction on who can supervise

# Feedback from provisional licence holders

- Many provisional licence holders are satisfied with their supervisor, but not the supervision regime
- 77% would recommend their supervisor
- 88% indicated their supervisor met or exceeded expectations
  
- Make supervision requirements more flexible
- Supervisors should be more closely monitored
- Restrict who can become a supervisor
- Supervisors need more training, support and guidance from the IAA
- There should be different requirements for those in employment with an immigration firm
- Greater guidance and regulation of supervision fees

# Competency Standards review

- **Likely to occur in early 2020**
  - **Take account of the Toi Ohomai survey**
  - **Note the experience of current participants**
  - **Propose options for change to be consulted.**

# Feedback? Further questions?

*How can we do better? Have we done a good job? Whatever the feedback, compliments or complaints, we want to hear from you.*

Email us at [info@iaa.govt.nz](mailto:info@iaa.govt.nz) with “**Feedback-Webinar**” in the subject line.

