



## **Provisional to Full: Climbing the Competency Ladder Immigration Advisers Authority**

If you are a provisional licence holder and you want to upgrade to a full licence, you need to know how to develop your skills and knowledge.

This “upgrade tool” is designed to help you work out what the differences are between the competency standards for a provisional licence and a full licence and work out what exactly you need to develop. You should read this together with the Registrar’s upgrade policy.

It is also designed to help a full licence holder who is supervising a provisional licence holder. As a supervisor you need to help the provisional licence holder develop the skills and knowledge necessary to apply for a full licence.

In summary, the differences and similarities between the Competency Standards for full and provisional licence holders are:

- Competency Standards 1, 2 and 7 and their performance indicators are identical.
- Competency Standards 5 and 6 are identical, but their performance indicators are different.
- Competency Standards 3 and 4 and their performance indicators are different.

You should read this together with the Registrar’s upgrade policy.

## Climbing the Competency Ladder

Competency Standard	Where I am now....  (the Competency Standards for a provisional licence holder)	How I am going to get there.....	Where I want to be.....  (the Competency Standards for a full licence holder)
1	<b>Relevant qualifications</b>	Competency Standard 1 is identical for PLH and FLH but the experience required for each is different as explained in the rest of the competency standards.	<b>Relevant qualifications</b>
1.1	Sufficient experience ..demonstrating that the person meets the competencies of the type of licence to be granted.	A PLH needs experience to apply for a full licence because the competency standards for a PLH mostly require "understanding" rather than actual "doing".	Sufficient experience ..demonstrating that the person meets the competencies of the type of licence to be granted.
2	Demonstrate knowledge of the immigration advisers licensing scheme	Competency Standard 2 is identical for PLH and FLH.  A PLH is not required to develop but must maintain existing knowledge of the immigration advisers licensing scheme.	Demonstrate knowledge of the immigration advisers licensing scheme
3	Understand immigration law and policy relating to NZ.	A PLH needs to develop to the point that she or he can apply immigration law and policy rather than simply understand.	Apply knowledge of immigration law and policy relating to NZ.
3.1	Describe the key features of the Immigration Act 1987, regulations made under the Act and applicable	A PLH needs to develop to a point that she or he understands how the Act, regulations and international obligation apply in practice to	Describe the key features of the Immigration Act 1987, regulations made under the Act and applicable

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	international obligations	the immigration process. This requires experience so that a PLH can apply knowledge to every day practice.	international obligations <u>and their application to the immigration process.</u>
3.2	<u>Explain where to access information on immigration policies and procedures.</u>	A PLH needs to put their knowledge into practice and actually access, interpret and apply knowledge of immigration policies and procedures.	<u>Access, interpret and apply knowledge of immigration policies and procedures.</u>
3.4	No provisional standards for this indicator	A PLH needs to develop knowledge of immigration matters and then apply that knowledge to actual immigration matters and provide comprehensive advice on those matters.	Apply knowledge of immigration matters to provide comprehensive advice.
3.5	<u>Assist clients to access information about New Zealand culture and traditions including information about the Treaty of Waitangi and tikanga, on request.</u>	A PLH needs to develop skill and experience directing clients where information on NZ culture and traditions can be accessed, rather than assisting clients on request (probably with the support of a supervisor)	<u>Outline where information about New Zealand culture and traditions, including information about the Treaty of Waitangi and tikanga can be accessed.</u>
4	<b>Demonstrate knowledge of the immigration application process.</b>	A PLH will develop skills and experience in preparing, lodging and administering applications, appeals, requests and claims. This must be applied in practice so that it is	<b>Prepare, lodge and administer immigration applications, appeals, requests and claims.</b>

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		more than theoretical knowledge of the immigration application process.	
4.1	<u>Describe the importance of maintaining professional relationships with Immigration New Zealand and other organisations involved in the immigration process.</u>	A PLH needs to actually develop and maintain professional relationships in working practice. This means a supervisor needs to allow a PLH the opportunity to interact with Immigration New Zealand and other relevant organisations under supervision.	<u>Develop and maintain professional relationships with Immigration New Zealand and other relevant organisations.</u>
4.2	<u>Describe the importance of maintaining professional relationships with clients.</u>	A PLH needs to actually develop and maintain professional relationships with clients in working practice. This means that a supervisor needs to allow a PLH the opportunity to interact with clients under supervision.	<u>Develop and maintain professional relationships with clients.</u>
4.3	<u>Outline the immigration application process.</u>	A PLH needs to develop to the point that he or she can apply their knowledge of the application process to real clients and assess the situations in which those clients are in so that he or she can provide advice.	<u>Assess clients' immigration situations.</u>
4.4	No provisional standards for this indicator	A PLH needs to learn how to agree terms of appointment and to practice drafting and	Agreeing on terms of appointment

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		agreeing terms of appointment so that he or she can show evidence of this when applying for a full licence.	
4.5	No provisional standards for this indicator	A PLH needs to develop skills and experience in arranging agreed services in a timely, complete and accurate manner.	Arranging agreed services in a timely, complete and accurate manner
4.6	No provisional standards for this indicator	A PLH needs to develop skills and experience in administering the application process.	Administering the application process
4.7	No provisional standards for this indicator	A PLH needs to develop skill and experience in administering refugee and/or protection claims, or develop knowledge of where to refer clients for specialist advice.	Administering refugee or protection claims or know where to refer clients for specialist advice.
4.8	No provisional standards for this indicator	A PLH needs to develop skill and experience administering appeals or develop knowledge of where to refer clients for specialist advice.	Administering appeals or know where to refer clients for specialist advice.
4.9	No provisional standards for this indicator	A PLH needs to either develop skills and experience making requests for special directions or develop knowledge of where to refer clients for specialist advice.	Making requests for special directions or know where to refer clients for specialist advice.

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4.10	No provisional standards for this indicator	A PLH needs to develop skill and experience in applying quality assurance processes.	Applying quality assurance processes.
5	<b>Apply communication techniques in the English language</b>	A PLH needs to develop skills and experience applying English language communication techniques to the immigration process.	<b>Apply communication techniques to the immigration process in the English language</b>
5.1	Competently complete documentation in the English language to a high standard. Includes but not limited to – forms, letters, emails, memos, agreements, and reports.	The performance indicators for competency standard 5 are <u>indicative only</u> .  This means that a PLH <u>may</u> develop skill and experience understanding, interpreting, formulating and presenting detailed and structured written presentations, submissions and arguments in addition to completing forms, letters, emails, memos agreements and reports.	Competently complete documentation in the English language to a high standard. May include – completing forms; written letters, emails, memos, agreements, and reports; <u>understanding, interpreting, formulating and presenting detailed and structured written presentations, submissions and arguments.</u>
5.2	Competently conduct oral communications in the English language to a high standard.	A PLH may develop skills and experience in delivering detailed and structured oral submissions and arguments to immigration	Competently conduct oral communications in the English language to a high standard.

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	May include – conducting information-gathering interviews by telephone and face-to-face; applying active listening techniques; dealing with conflict situations; delivering presentations or seminars.	tribunals in addition to the other activities identified in the performance indicator.	May include – conduction information-gathering interviews by telephone and face-to-face; applying active listening techniques; dealing with conflict situations; delivering oral presentations or seminars; <u>delivering detailed and structured oral submissions and arguments to immigration tribunals.</u>
6	<b>Conduct business professionally, ethically and responsibly</b>		<b>Conduct business professionally, ethically and responsibly</b>
6.1	<u>Explain the importance of</u> professional, ethical, and socially responsible behaviour and practice.	A LH will need experience in handling actual ethical or professional issues on real files. This means that when applying for a full licence the PLH can “demonstrate” their practice is professional, ethical and socially responsible by providing evidence of their own experience of handing ethical or professional issues.	<u>Demonstrate</u> professional, ethical, and socially responsible behaviour and practice.

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6.3	No provisional standards for this indicator	<p>A PLH needs to develop knowledge and experience of New Zealand law and best practice business processes and apply those to every day working practice. This should include –</p> <ul style="list-style-type: none"> <li>• Providing client services;</li> <li>• Managing the financial aspects of immigration business;</li> <li>• Applying immigration knowledge as appropriate and in a manner that protects clients' immigration status and entitlement.</li> </ul>	Apply business management disciplines to immigration matters in accordance with New Zealand law and best practice.
7	<b>Develop</b> skills and knowledge through participation in relevant professional development activities	A PLH should use CPD as a way to develop the skills and knowledge necessary to become a full licence holder. A FLH has demonstrated skills and knowledge in order to obtain a full licence and therefore needs to maintain those skills and knowledge during the licensing year.	<b>Maintain</b> skills and knowledge through participation in relevant professional development activities