

Guidance for developing a Supervision Agreement

The purposes of this guidance document is to assist provisional licence holders and their proposed supervisors in developing a compliant supervision agreement. The guidance in this document is relevant regardless of whether the parties choose to tailor the model supervision agreement to their own needs, or establish their own.

Please note that the reference numbers relate to the endnotes contained within the Model Supervision Agreement.

[1] The Registrar will not normally approve an initial supervision agreement where the parties agree to meet on a monthly basis unless the Registrar is satisfied that there are adequate measures in place to ensure direct supervision is undertaken (*e.g.* training opportunities, mentoring programmes, competency progression plan) and/or special circumstances arise. Supervision meetings are expected to take place on a regular basis, regardless of how many clients the provisional licence holder has. The Authority expects formal supervision meetings to occur in accordance with the agreed frequency stated in this clause. They must be held on a one-on-one basis, and evidenced by minutes. The Authority provides a template for recording supervision minutes.

[2] The Authority requires that both a provisional licence holder and their supervisor(s) agree on the provisional licence holder's individual learning needs for the duration of their proposed arrangement.

Once the provisional licence holder's learning needs are identified, the parties will need to record the 'Agreed Actions' to be taken by the parties. Agreed actions to be taken should involve 'interaction and feedback'. The Provisional Licence Holder may incorporate their PDP into their CPD plan and record for the relevant licensing period.

Once a learning need is achieved, the supervisor should record the date and confirm the achievement by signing the activity off in the PDP.

The provisional licence holder's progress towards meeting their learning needs may be checked (as well as cross-checked against supervision minutes) by the Registrar upon renewal, upgrade, or at any time for the purposes of an inspection under s 57 of the Immigration Advisers Licensing Act.

[3] Obtaining a back-up supervisor is not compulsory. However, it is strongly recommended. A provisional licence holder must be directly supervised at all times in order to provide immigration advice. To avoid needing to seek approval for a new supervision agreement in the event your supervisor becomes unavailable, it is strongly recommended that your supervision agreement includes an alternative fully licensed immigration adviser to act as your back-up supervisor. In the event your primary supervisor is no longer able to supervise

you and you wish for your register details to be updated to reflect the name of your approved back-up supervisor, please contact the Authority via email info@iaa.govt.nz.

[4] It is **both** the provisional licence holder's and their supervisor(s)' responsibility to keep 'supervision records' relating to their supervision arrangement. The Supervision Toolkit requires that supervision records include:

- The supervision agreement, as approved by the Registrar
- A list of client files for which the supervisor and/or back-up supervisor is providing direct supervision. This includes any client who has received immigration advice, irrespective of whether action/ advice has progressed beyond an initial consultation.
- The provisional licence holder's professional development plan
- Minutes of all supervision meetings held in accordance with the provisions of the approved supervision agreement, which must be retained by the provisional licence holder and their supervisor(s). Guidance on what the Authority requires to be included in supervision minutes is set out in the Supervision Toolkit. The Authority has also published a template document for provisional licence holders and their supervisor(s) to use to record supervision minutes.

[5] A provisional licence holder must submit **an updated or new supervision agreement** for the Registrar's approval online, by logging into their RealMe® account at iaa.govt.nz under 'my profile' and submitting a 'change of supervisor request'. The new/amended supervision agreement and completed Form 101A- Supervision Arrangement application must also be uploaded. Please contact the Service Centre for assistance with this request, via email info@iaa.govt.nz or call them on Freephone (New Zealand): 0508 422422 From overseas: +64 9 925 3838.