




M
ce Supervisors



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working relationship with a tertiary organisation;

of current academic preparation;

and innovative ideas in the

expertise in related projects;

programmes or projects;

employees;

of future industry professionals by helping them to develop personal and professional competencies:

- 1. Communication Skills*
- 2. Self-confidence*
- 3. Customer Relationship Management*
- 4. Enthusiastic Participation*
- 5. Industry and Business Knowledge*
- 6. Self-efficacy*
- 7.*



Self-confidence

mentor;

about and how they want to develop their capabilities;

organisation and its clients;

friendly instructions about what the job entails;

performance review;

improve over their ability to produce

basis;

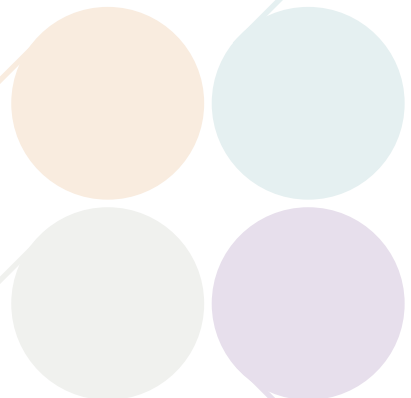
instructions if you are unsure they have understood;

learn from others, e.g. work shadowing various roles.

in the workplace is important because, having become used to the academic environment where

grades, their performance in the workplace is subjective, i.e. based on the perception of others.

Newcomers to the workplace must therefore be patient and realistic in the knowledge that it is impossible for them to know everything about the organisation from the outset.





Customer Relationship Management

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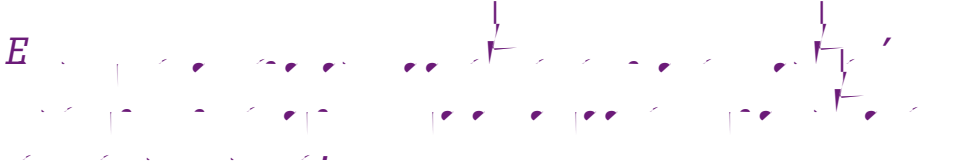
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Success for all organisations is about pleasing the customer – either by the provision of an

product.

To please the customer, it is

their needs and desires. To elicit this information, organisations invest time, money and energy into nurturing their customer relationships. Students in the workplace must therefore understand the importance of interacting with each stakeholder group appropriately.

customer satisfaction surveys about what customers want;

with the student and explain how to achieve the standards expected;

as possible;

interactions with customers; then debrief about what they have learnt.



priority for many employers today – and this is linked to enthusiasm.

Research has indicated that

things about their organisation;
want to stay with the organisation;
and strive to add value above and
beyond expectations.

Employers therefore value
students in the workplace who
use their enthusiasm to add value
to the organisation.





Professional Networks

As a young professional, you may not have the experience or connections to build a strong network. However, it is important to start building your network early in your career. This can help you gain valuable insights and opportunities that may not be available otherwise.

experience is probably the beginning of

opportunity to build networks;

ambitions and then expose them to networks that may help them in the long-term.

Relationship building is important in most industries and therefore there are clear advantages to being well known for the right reasons.

the best way to maximise your job opportunities in any career.





Reflecting on the Work Integrated Learning (WIL) Experience

'Reflection' should be an explicit learning objective of Work Integrated Learning (WIL) experiences. The objective of reflection is to learn from experience by reflecting in action (reflection which occurs in the midst of experience) and through reflection after an event (reflection on action). Workplace Supervisors should encourage students to undertake the following sequential stages:



AKO

TEA
EXCELLENCE

AKO AOTEAROA

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