

ATTACHMENT 1

Wayfinding Document for Students in Work-based Learning or Employment

Introduction

These guidelines have been developed to help you prepare for the workplace, where you are likely to have a valuable learning experience and develop skills that will help you in your future career.

Working in professional settings can be rich with possibilities and intellectually stimulating. However, you may sometimes find yourself in uncomfortable situations. These guidelines have been prepared to support you if this should occur.

The guidelines are organized in two parts:

- Part 1: Walks you through your rights as an employee
- Part 2: Guides you on where to go for help and support.

Definition of work-based learning (WBL)

For the purpose of this guidance document, *Work-based learning (WBL)* is defined as learning arising from activity within a host organisation that provides students with opportunities to learn through exploring work challenges including undertaking assigned tasks, participating in teams and engaging in projects. A host organisation may be a workplace, a not-for-profit, or a project team.

At the University of Auckland, WBL generally consists of:

1. University-initiated WBL:

- Faculty-organised and/or required WBL, typically either practicums (formal placements for professionally-focused degrees), special projects or internships.
- WBL managed by teams such as Career Development and Employment Services (CDES), and the International Office.

2. Student-initiated WBL:

- Internships and projects arranged by students which contribute to their study and of which the University is made aware by the student.

Part 1: Preparing for the Work-based Learning (WBL)

Before you start your WBL, there are two things you can do to prepare:

Step 1: Learn about your rights

All students will have the opportunity to attend University provided advice sessions on preparing for the workplace, and health and safety risks. Please check the CDES or your Faculty website for session times.

1. Your rights

Your health and safety rights and responsibilities:

<https://worksafe.govt.nz/dmsdocument/866-your-health-and-safety-rights-and-responsibilities>

Your rights at work:

<https://www.hrc.co.nz/your-rights/business-and-work/guidance-workers/workers-rights/>

Your rights as a student:

<https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/student-charter.html>

2. How your rights are protected by Law

- Human Rights Act – see prohibited grounds
www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html

(See 21. Prohibited grounds of discrimination -
www.legislation.govt.nz/act/public/1993/0082/latest/DLM304475.html)
- NZ Bill of Rights Act 1990
www.legislation.govt.nz/act/public/1990/0109/latest/DLM224792.html
- Employment Relations Act 2000 (ERA)
www.legislation.govt.nz/act/public/2000/0024/latest/DLM58317.html
- Privacy Act 1993
www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html
- Health and Safety in Employment Act 1992
www.legislation.govt.nz/act/public/1992/0096/latest/DLM278829.html

3. The types of complaints and issues that may be encountered

- **Bullying**
<https://www.employment.govt.nz/resolving-problems/types-of-problems/bullying-harassment-and-discrimination/bullying/>
- **Harassment (sexual, racial & other forms)**
<https://www.employment.govt.nz/resolving-problems/types-of-problems/bullying-harassment-and-discrimination/harassment/>

https://www.hrc.co.nz/files/8315/6204/0793/Help_for_Sexual_Harrassment_FINAL.pdf
- **Discrimination**
<https://www.employment.govt.nz/resolving-problems/types-of-problems/bullying-harassment-and-discrimination/discrimination/>

- **Misconduct and serious misconduct**
<https://www.employment.govt.nz/resolving-problems/types-of-problems/misconduct-and-serious-misconduct/>
- **Breaches of privacy**
<https://www.employment.govt.nz/workplace-policies/productive-workplaces/employee-privacy/>
- **Threat to personal health and safety**
<https://worksafe.govt.nz/managing-health-and-safety/managing-risks/what-risk-looks-like-in-your-industry/>

4. What is a personal grievance?

<https://www.employment.govt.nz/resolving-problems/steps-to-resolve/personal-grievance/what-is-a-personal-grievance/>

Step 2: Inform your Faculty of any WBL arrangements that have been independently organized.

If you have organized your own WBL placement independently, it is important that you let the University know your plans so you can access advice and support quickly if and when you need it. Each Faculty has a primary contact for students in WBL. They will need to know: a) the start and completion dates of your WBL placement and b) your main contact person (i.e. your line manager or supervisor) within your host organization.

Faculty primary contacts for student-initiated WBL

Faculty of Arts	Ms Jane Bradley jane.bradley@auckland.ac.nz +64 9 923 4980
Faculty of Business & Economics	Ms Hayley Nicholson Employer Liaison Manager bizcareers@auckland.ac.nz
Faculty of Creative Arts & Industries	Dr Rose Martin rose.martin@auckland.ac.nz +64 9 923 8344
Faculty of Education & Social Work	Ms Cherie Appleton Director, Field Education c.appleton@auckland.ac.nz +64 9 373 7999
Faculty of Engineering	Mr Jonathan Culley Employer Liaison Manager j.culley@auckland.ac.nz +64 9 923 9521
Faculty of Medical & Health Sciences	TBC
Faculty of Law	Clodagh Higgins Career Dev & Employer Engagement Manager +64 9 9238086 c.higgins@auckland.ac.nz Surranjika Tittawella Student Dev & Engagement Manager s.tittawella@auckland.ac.nz +64 9 9236396
Faculty of Science	Philippa Friary phillipa.friary@auckland.ac.nz +64 9 923 2726

Part 2: Help and Support for Students in Work-Based Learning (WBL) & Employment

1. First step – Assess the risk to your personal safety

Q: Is there a real or imminent threat to your personal safety?

Yes

- Immediately call the host organisation's security service or the Police on 111

No

- Raise the matter as soon as possible with your host organization (go to Step 2 below)

2. Second step – Seek a resolution that addresses your concerns

- Follow the complaints procedures as outlined or referenced in your Letter of Agreement, Employment Agreement or other formal arrangement.
- Make an appointment to discuss the matter with the line manager/supervisor/named contact at your host organization.
- Have a frank, confidential discussion. Raise your concerns and seek a resolution that addresses your concerns and restores your rights within the workplace.

3. Third step – If unresolved, seek support from the University

If you are unable to find a resolution, there are a number of avenues of support from within the University. Here are your options:

- If you are a student in WBL (either University or student-initiated), make an appointment to discuss the matter with your Faculty WBL contact (see list in Part 1)
- Any student may seek advocacy support from the University. Make an appointment to discuss the matter with an AUSA Advocacy Advisor (see contacts at bottom of the page): <https://www.auckland.ac.nz/en/students/information-new-students/ausa-advocacy.html>
- Any student may call the University of Auckland Whistle-blower Hotline to report unethical misconduct including fraud, corruption, harassment, or bullying: www.auckland.ac.nz/en/on-campus/student-support/whistleblower-hotline.html

4. Fourth step - If you have exhausted all of your options above

- When a matter has not been resolved through the processes above, then you may take the matter on to the *Employment Relations Authority*: <https://www.employment.govt.nz/resolving-problems/escalation-unresolved-problems/employment-relations-authority/>
- If you are unhappy with the Employment Relations Authority's decision, you can challenge it in *The Employment Court* <https://www.employment.govt.nz/resolving-problems/escalation-unresolved-problems/employment-court/>
- The *Human Rights Tribunal* can deal with claims of breaches of human rights and privacy in the workplace: <https://www.employment.govt.nz/resolving-problems/escalation-unresolved-problems/human-rights-review-tribunal/>
<https://www.justice.govt.nz/tribunals/human-rights/make-a-claim/>