ACCREDITED EMPLOYER WORK VISA LEARNING APPROACH

Introduction

This document outlines the proposed design approach for each of the key learning deliverables within the ADEPT Accredited Employer Work Visa project.

The ADEPT learning programme provides a blend of learning events delivered over a time period – rather than one-off pieces of learning where people briefly engage, move on and forget. This approach keeps ADEPT learning front of mind and has been proven to increase learner retention and engagement.

The delivery methods include:

Workshops → Online learning → Social learning → walk me → Infographics → Support network → Assessment

ADEPT learning needs analysis summary

Who

The need-to-knowers	The leaders of the change	The users of the new system	The viewers (light touch) of the new system
Everyone who needs to be aware of/understand the policy change and have a high level understanding of how the system works.	People who either lead the change and/or use the leadership dashboard.	People who would use the system to process applications.	People who would only need to use the system to view or update client details/ Authorised MBIE user.
• All of the roles from the following three columns. • Additional learner groups to be confirmed, including: • Senior Administration Coordinator • Administration Coordinator • Office Manager • Assurance Advisor* • SEE, Enablement, OTI	• Immigration Managers • Technical Advisors • Practice Leads • Verification Managers • Heads of Operations • Visa Operations Managers • ADEPT Facilitation Team • National Mangers	• Immigration Officers • Immigration Managers • Verification Officers • Verification Managers • Refugee Migrant Services • Technical Advisors • Practice Leads • Relationship Managers	• Border Officers, Managers, ITOC • Compliance Officers, Mangers • Immigration Contact Centre • Op. Support/Policy • Privacy, Resolutions (Complaints team) • Assurance branch, wider V&C branch, IDI (Identity and Data teams) • Possible external audiences: Labour Inspectorate, MFAT and DIA

How

Blend and campaign of learning
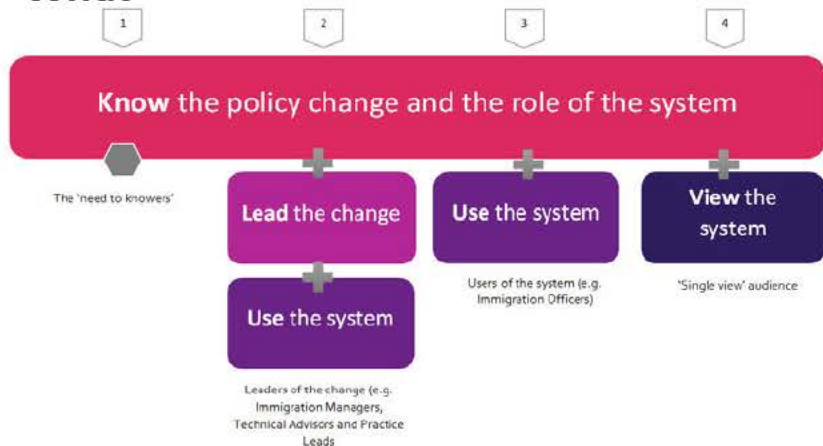
Scenario based learn by doing

Connect to community and reference materials

Supported by network of champions

What

Know the policy change and the role of the system

The 'need to knowers'

Lead the change

Use the system

Leaders of the change (e.g. Immigration Managers, Technical Advisors and Practice Leads

Use the system

Users of the system (e.g. Immigration Officers)

View the system

'Single view' audience

Striking the balance — and — A better experience for our clients — and, if it applies to your role... — The fundamental changes

Preparing your staff for the change — and — What's changed for me as a leader? — and — Using the ADEPT leaders' dashboard

Become familiar with the ADEPT system — and, if it applies to your role...

Employer Gateway workflows, Work Visa Gateway workflows, Visitor Visa workflows, Job Gateway workflows, Verification workflows, Finance workflows

View the system — and, if it applies to your role... — Our clients' view

Lessons learned

We've made changes to the curriculum and delivery method based on learnings from the Visitor Visa and 2021 Resident Visa releases.

We discovered….	We'll change….
The training environment was a challenge to build, with not enough relevant data for learners	We'll use WalkMe more to reduce the dependency on a training environment. This will reduce the workshop delivery window required, and therefore the need for the training environment to be ready weeks in advance. We'll set WalkMe tasks and challenges.
Practice time	We've built more practice time into our workshops, where we are using the training environment. We'll also allow for practice time using WalkMe.
Reference based learning	We've removed the system steps in the workshop guides, and use the user guides instead. In the workshops we show learners where to find this – teach them to fish.
Refresher learning	There is a lot to take in during the workshops, so WalkMe will provide just-in-time learning as staff are completing tasks in branches.

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

CURRICULUM

Introduction

The AEWV learning has been split into three main topics;

- Policy learning

- ADEPT system learning

- Risk learning

Each topic is tailored to the three steps of the visa;

- Employer accreditation

- Job Check

- AEWV application

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

AEWV learning overview – policy

	Employer Accreditation	Job Check	AEWV application
Existing staff - processing (eg IOs, VOs)	EA Workshop – typically half day, scenario based	JC Workshop – typically half day, scenario based	AEWV Workshop – typically half day, scenario based
Existing staff - non-processing – everyone else	AEWV eLearning – short summary of policy, all three steps together		
ICC	EA Workshop for ICC – 1 hour Incl. front end form	JC Workshop for ICC – 1 hour Incl. front end form	AEWV Workshop for ICC – 1 hour Incl. front end form
Staff new to INZ - processing (IOs and VOs)	AEWV workshop for new staff		

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

AEWV learning overview – ADEPT system

	Employer Accreditation	Job Check	AEWV application
ADEPT foundation learning - new users	Foundation workshops for new users. Use training environment data from previous release, to reduce the dependency on having the environment ready Topics including: - Welcome to ADEPT - Overview to AEWV in ADEPT - Navigate ADEPT - Any other tasks generic to all visa types		
AEWV in ADEPT – existing users	eLearning – EA in ADEPT	eLearning – JC in ADEPT	eLearning – WV in ADEPT
Specific tasks in ADEPT	WalkMe in training environment – new release data Tasks and challenges for learners to complete	WalkMe in training environment – new release data	WalkMe in training environment – new release data

*If haven't completed for previous stage

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

AEWV learning overview – risk

	AEWV	Notes
Risk learning	Immigration risk management for AEWV	Workshop only initially eLearning to come later for those that don't attend Policy workshop
Risk Monitoring Review (RMR)	workshop plus WalkMe (site visits)	For June
Specific risk for triangulation and franchise	new companies and business structures, sustainability (Wage manipulation)	Audience?
Immigration risk classification	Immigration risk classification – eLearning / WalkMe (visa generic)	Not priority for May – will be in WalkMe, and can be built for July for migrant check stage
Accreditation amendments	Revoking, suspending, interim etc	When is this needed by? Audience?

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch - BVO

	Employer Accreditation	Job Check	Work Visa
BVO processing branches: IO, IM, TA, PL, VOM, HOO	- Policy learning workshop - ADEPT learning* - Risk learning workshop	- Policy learning workshop - ADEPT learning* - Risk learning	- Policy learning workshop - ADEPT learning* - Risk learning - HAT additional system training
BVO processing branches: SO, PO	- Policy eLearning - ADEPT learning* - Risk learning eLearning	- Policy eLearning - ADEPT learning* - Risk learning	- Policy eLearning - ADEPT learning* - Risk learning
BVO – non-processing branches	- Policy eLearning available - WalkMe available	- Policy eLearning available - WalkMe available	- Policy eLearning available - WalkMe available - TAs required to QC?
SAT additions	- Involved? TBC - Policy eLearning	Involved? TBC - Policy eLearning	- Policy learning workshop - SAT additional system training

*ADEPT learning method determined by previous ADEPT experience (previous slide)

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch - BVO

	Employer Accreditation	Job Check	Work Visa
Other BVO ADEPT users (eg Border)	- Policy eLearning - ADEPT – WalkMe training on new functions	- Policy eLearning - ADEPT – WalkMe training on new functions	- Policy eLearning - ADEPT – WalkMe training on new functions
NaDO	- Involved?	- Involved?	- Involved?

*ADEPT learning method determined by previous ADEPT experience (previous slide)

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch – V&C

	Employer Accreditation	Job Check	Work Visa
V&C – R&V – processing branches – VO, VM, RVM	- Workshop policy learning for processing officers - Policy eLearning available for other staff - ADEPT learning for processing officers only* - RMR - Risk learning	- Workshop policy learning for processing officers - Policy eLearning available for other staff - ADEPT learning for processing officers only*	- Workshop policy learning for processing officers - Policy eLearning available for other staff - ADEPT learning for processing officers only*
V&C – R&V – non-processing branches		To be confirmed	

*ADEPT learning method determined by previous ADEPT experience (previous slide)

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch – V&C

	Employer Accreditation	Job Check	Work Visa
RAT	To be confirmed		
Identity	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning
V&C – other ADEPT users	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management - (reporting, BRE, ODS)	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning - (reporting, BRE, ODS)	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning - (reporting, BRE, ODS)
JTA (under R&V)	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning - (reporting, BRE, ODS)	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning - (reporting, BRE, ODS)	- Policy eLearning available - ADEPT system eLearning available + WalkMe - Risk management eLearning - (reporting, BRE, ODS)

NEW ZEALAND IMMIGRATION

*ADEPT learning method determined by previous ADEPT experience (previous slide)

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch – ICC and SEE

	Employer Accreditation	Job Check	Work Visa
ICC	- Policy – ICC workshops - ADEPT – WalkMe training on new functions (if any)	- Policy ICC workshops - ADEPT – WalkMe training on new functions (if any)	- Policy ICC workshops - ADEPT – WalkMe training on new functions (if any)
SEE	- RMs offered either ICC policy workshop, or eLearning (based on RM portfolio) - ADEPT – WalkMe training on new functions (if any)	- RMs offered either ICC policy workshop, or eLearning (based on RM portfolio) - ADEPT – WalkMe training on new functions (if any)	- RMs offered either ICC policy workshop, or eLearning (based on RM portfolio) - ADEPT – WalkMe training on new functions (if any)

*ADEPT learning method determined by previous ADEPT experience (previous slide)

NEW ZEALAND IMMIGRATION

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Topics per branch - Assurance

	Employer Accreditation	Job Check	Work Visa
Q&A	- QA assessors - Policy workshop - BAs - Policy eLearning - System learning available – selected activities recommended - Risk learning and RMR	- QA assessors - Policy workshop - BAs - Policy eLearning - System learning available – selected activities recommended - Risk learning and RMR	- QA assessors - Policy workshop - BAs - Policy eLearning - System learning available – selected activities recommended - Risk learning and RMR
Complaints	- Policy workshop (some eLearning) - System learning available – selected activities recommended	- Policy workshop (some eLearning) - System learning available – selected activities recommended	- Policy workshop (some eLearning) - System learning available – selected activities recommended
R&A	- Policy eLearning - Risk learning and RMR	- Policy eLearning - Risk learning and RMR	- Policy eLearning - Risk learning and RMR

Topics per branch

	Employer Accreditation	Job Check	Work Visa
RMS	- Policy eLearning available - Other ADEPT user system learning available		

*ADEPT learning method determined by previous ADEPT experience (previous slide)

Topics per branch – Enablement and OTI

	Employer Accreditation	Job Check	Work Visa
Enablement	- Policy eLearning available - ADEPT – WalkMe training on new functions	- Policy eLearning available - ADEPT – WalkMe training on new functions	- Policy eLearning available - ADEPT – WalkMe training on new functions
OTI	- Policy eLearning available - ADEPT – WalkMe training on new functions	- Policy eLearning available - ADEPT – WalkMe training on new functions	- Policy eLearning available - ADEPT – WalkMe training on new functions

*ADEPT learning method determined by previous ADEPT experience (previous slide)

Audience per branch

	Location	EA - number of learners + new / existing to ADEPT	JC - number of learners + new / existing	AEWV - number of learners + new / existing
BVO – Visa Operations	Eg Christchurch, Manukau	Eg 30 IOs – new	Eg 30 IOs – from EA	Eg – 70 IOs – new
V&C – R&V				
ICC	All CSAs			

Audience per branch

	Location	EA - number of learners + new / existing	JC - number of learners + new / existing	AEWV - number of learners + new / existing
Assurance	Involved in all gateways			
SEE				
Enablement				
OTI				
Other ADEPT users – Border, Compliance, Identity, Refugee and Migrant Services, others				

DATES

Dates – TBC, based on learner numbers

Employer accreditation
- 9th May – policy learning
- 16th May – ADEPT system learning

Job check
- 6th June – policy learning
- 13th June – ADEPT system learning

Work visa
- 13th June – policy learning
- 20th June – ADEPT system learning

Critical Steps

Next...

Confirm topics per audience → Confirm learners per audience → Create curriculum → Create learning → Schedule delivery