

EMPLOYERS & INTERNATIONAL STUDENTS – RESOURCE BOOK

Kia ora,

This resource book is a joint initiative of the [Central Economic Development Agency \(CEDA\)](#) and [Massey Career Centre \(MCC\)](#). **It is primarily aimed at N.Z. employers who have yet to employ, or to work in any way with, international students.** We hope that it will demonstrate that engaging with international students is much easier than you might think.

[Massey University's](#) international students could be based on any of [our three physical N.Z. campuses](#) or studying offshore. They are drawn from a wide range of countries, will have chosen their [programme of study](#) from our diverse array of qualifications and will usually be pursuing a Massey qualification for specific career reasons.

Choose to engage with our international students and you're likely to find that they can offer you, amongst many other things:

- A global perspective, and diverse viewpoints and experiences
- Cross-cultural sensitivity, communication and interpersonal skills
- High levels of self-motivation, resilience, perseverance and organisation
- Competence in oral and written English
- Leadership and teamwork skills
- A highly developed drive to succeed
- Wide personal networks which may enable you to explore new markets
- The ability to cope effectively with challenges and change
- Innovative new ideas
- Strong technical skills and an understanding of new markets, different cultures and language.

We're sure that you'll agree that all the above are vital for organisations seeking to thrive and to operate in an increasingly global economy. International students can, therefore, be a real asset to your organisation.

They may, for example, help you to tap into new market opportunities abroad, internationalise your website, social media and marketing and help you to understand and deal more effectively with overseas customers and suppliers. Additionally, they may broaden the outlook of your workforce and enhance your organisation's receptiveness to new ideas.

There are many ways in which MCC staff can connect you with our international students, including promote your student and graduate opportunities to them. For the latter, the [NZUniCareerHub portal](#), enables you to promote graduate programmes and one-off graduate roles, internships, vacation work and voluntary roles. All our students and recent graduates can access the jobs that you post there that are open to applications from Massey. See: <https://nzunicareerhub.ac.nz/>



Additionally, we are keen to explore other engagement mechanisms with you. These could include, but are not limited to:

- Recruitment and employability events such as career talks, skills workshops and seminars, drop-in sessions and recruitment presentations – on campus, regional and/or online
- Opportunities for our international students to access site visits, work shadowing and/or mentoring possibilities.

To discuss this, or any of the topics in this resource book, further please email: careersupport@massey.ac.nz

Finally, we're keen to stress that immigration regulations can change. Although this resource book was checked for accuracy at the time of publication, it is important that you check for information on any significant changes to the rules in this area.

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MYTHBUSTERS

Hiring international students & graduates

Research shows that employers want immigration and visa support. They wish to know where to find information about visa statuses, processes, requirements and the legal implications for hiring graduates from overseas (Venture Taranaki - International Student Employability Scoping Study, April 2019). This resource is designed to answer some employer questions about hiring international students.

WHO HAS TO MAKE SURE THE PERSON IS LEGALLY ENTITLED TO WORK IN NEW ZEALAND?

I've heard that it's my responsibility to make sure that anyone I hire can live and work in New Zealand. What's the story – isn't it up to them to make sure they are legally able to work? Can't I just take their word for it?

Employers do have to check that any worker is legally allowed to work for them. If you want to employ an international student, you'll need to check if the conditions of their visa allow them to work for you.

When I hired our international student graduate, she showed me her visa approval letter from Immigration New Zealand and I used the information in that letter to double check her visa status and conditions using Immigration New Zealand's VisaView tool.

Isn't that a bit of a pain?

Once you get yourself set up for VisaView, it's easy. Your VisaView account keeps a record of all the enquiries you and anyone else at your business has made so you can easily keep track of the visas you have checked.

WHEN AN INTERNATIONAL STUDENT IS STILL STUDYING

I've had an international student approach me asking for a part-time job. Am I allowed to employ them?

Yes, many tertiary students who are here on a student visa can work part-time for up to 20 hours a week while they are studying. Many can also work full-time during all their scheduled holiday breaks and over the Christmas and New Year holiday period. You'll need to check VisaView to see if their visa conditions allow them to work.

But don't they all come from wealthy backgrounds? I mean, they've come all the way over here so their families must be well off.

International students have to show they have funds to support themselves while they're studying as part of their visa application, but many choose to get a job so they can get some valuable New Zealand work experience while they're here. It also means they can earn some extra spending money – not all international students are from rich families!

LABOUR MARKET TESTS AND ROLES FOR INTERNATIONAL STUDENT GRADUATES

I've heard there is a complicated thing called a labour market test that I have to do before I can hire an international student graduate to work for me. Please tell me I don't have to do that...

This one depends on the situation.

Many international student graduates will hold a post-study work visa. With this visa they can work for almost any employer in any job, and a labour market test isn't required.

You might have to do the labour market test if you would like to employ a migrant who holds a different type of work visa. This test proves that there are no suitable New Zealanders to do the work.

OK then – but don't we have to employ international student graduates in their specialty area?

No, you don't – although I guess you'd usually want to employ them to do what they do well!

An international student graduate who has a post-study work visa can work for almost any employer for 1, 2 or 3 years (the duration of their post-study work visa will depend on what qualification they have studied in New Zealand). So if they've studied here as an international student, and got a post-study work visa (most of them do) you can hire them.

The only exception to this is if your business sells commercial sexual services.

What about this Employer supplementary form I've heard other employers talk about. Do I have to fill out that paperwork when I offer an international student a job?

If you're employing an international student graduate who has a post-study work visa, you don't have to fill in that form.

If you are looking to employ someone who needs an employer-specific work visa, you will need to complete the Employer supplementary form so they can provide it to Immigration New Zealand with their visa application.

Here's the list of work visa applications for which the Employer supplementary is required: Essential Skills work visa, Work to Residence, Long Term Skill Shortage

List (LTSSL) work visa, Silver Fern Practical Experience work visa, Specific Purpose work visa (where a job offer is required), and a Variation of Conditions if they hold one of these work visas already and are changing employers.

So...it's pretty straightforward if they've got a post-study work visa. Easier than I'd thought.

WORKING WITH INTERNATIONAL STUDENTS

I'm wondering how an international student graduate would fit in to my workplace and get on with everyone else.

What about their English language skills?

It does depend a bit on the individual person.

International students need to provide evidence to their education provider to show they meet the English language requirements for enrolment in the course they've studied in New Zealand. Also, some will have studied at a New Zealand secondary school before their tertiary studies so will have many years of English experience.

They may need some help in the first few weeks of working with you to get up to speed with workplace jargon. And we've found that thinking about how we communicate has helped a lot. Slowing down a bit, taking the time to communicate clearly, and check that people understand what they are being asked to do – these things have improved communication for all our staff.

Won't they want time off to celebrate cultural holidays and festivals?

Just like all our staff, international student graduate employees might want time off to celebrate important occasions.

This can sometimes help with managing leave, though – I've found that some international graduates prefer to work when their Kiwi colleagues want time off – like Christmas and New Year – because their festivals happen at different times

What about New Zealand workplace culture. Will they know how we do things around here?

Many international student graduates will have worked while they were studying. They have lived in New Zealand while they have been studying – so they are already building a life in New Zealand and will understand how we do things.

Some patience will be needed on both sides as there are bound to be some misunderstandings. Immigration New Zealand has some good resources on their website that you might find useful – <https://www.immigration.govt.nz/employ-migrants>.

When you think about it though, misunderstandings can happen when any new team member is starting work...

I'm worried that if I employ an international student graduate they won't stay for long.

That's a risk with anyone you take on! We've had a couple of staff recently leave after only being with us for six months, and they were Kiwis.

When their post-study work visa is coming to an end, graduates can apply for another type of work visa with your support. This can help you retain skilled staff.

INTERNSHIPS

WHAT ARE THEY

Internships are a way of providing students with a structured work experience which includes training. They can be short term (a week or so) or longer (up to 12 months). During term time, internships would generally be part-time positions. Over holiday breaks, interns might work full time for a month or two. They are usually a fixed term employment arrangement.

WHY OFFER THEM?

Students value the opportunity to work in a real workplace and learn how things actually happen.

For international students, internships are particularly valuable as they provide a way to gain that all important New Zealand work experience.

Employers who decide to offer internships may find there is stiff competition from students who want the chance to work with them.

For employers, offering internships provides a good opportunity to see what individuals will be like to work with. This can be especially beneficial to a business considering taking on international students, but wanting to test out how this would work in practice.

You can also use internships as a way of sourcing additional resource to complete specific projects or help free up some of your more senior staff.

Follow these links to see some views on the benefits of offering internships:

<https://www.yourerc.com/blog/post/the-top-5-reasons-employers-hire-interns>

<https://www.thebalancecareers.com/why-hire-interns-1986579>



Mark Easton

Managing Director, Nodero.

THINKING OF OFFERING AN INTERNSHIP?

Mark advises employers to make sure you are offering internships for the right reasons. He explained that you have to be prepared to support your intern and give them the right sort of work to help them develop. You can't give them the same level of responsibility that you would give a permanent employee.

Education providers in your area may be able to help you with advertising internship positions.

For employer information about all aspects of internships, go to the Intern Quest website.

<https://internquest.nz/>



MIKE'S EMPLOYER STORY



Mike Doyle
General Manger

CARAC GROUP, ETHAM, TARANAKI

Carac Group manufacture engineering products for automotive, agricultural, marine, other engineering and utility industry clients, here and overseas. They are always keen on securing and retaining skilled and reliable workers.

Tired of hearing that industrial jobs and apprenticeships are dying in New Zealand, Carac have forged links with Hawera High School and Western Institute of Technology at Taranaki (WITT) to show young people that engineering in Taranaki is alive and well. Getting local students started in engineering is a key driver for Carac General Manager Mike Doyle. One of his successful recent hires is WITT graduate Pratik Bhavsar.

Pratik was hired because he followed Mike's first piece of advice for anyone seeking work – show a real interest in the business where you are seeking work. Pratik first appeared on Mike's radar when he was showing a group of Project Management students investigating supply chain issues around the Carac site. Even before the end of the visit Pratik had asked Mike if he could carry out an investigation at Carac as part of the work experience he needed to graduate. Mike was impressed by Pratik's "get up and go". He thought carefully, and identified a business problem that Pratik could investigate and report on.

Mike set Pratik the task of increasing the capacity of Carac's zinc plating facility. Pratik completed his investigation, analysis and report well inside the hours he had to log for his course, so Mike challenged him to go ahead and implement the changes he recommended. Pratik accepted the challenge. The changes increased

the amount of zinc plating Carac produced by 40%. Having seen what Pratik could do, Mike offered him a full-time job on graduation.

Mike faces competition from the big local energy companies to keep the workers he trains. These local heavyweights can offer higher wages to workers who are able to manage the isolation and long hours of work on a rig or drilling platform. Carac can't always match the higher wages so Mike makes every hiring decision carefully. Turning to international students like Pratik has helped secure good quality replacements for the locals he loses.

Mike hasn't had too many problems securing permission for international graduates to work here, especially as he knows that graduates like Pratik are eligible for post-study work visas once they finish their course. Being able to retain motivated worker like Pratik for several years is great for Carac, and Taranaki as a whole.

MIKE'S TIPS

For employers:

- Mike says hiring is always a risk. "You should do your due diligence, checks and references, but no matter how hard you work on recruitment some of your hires will be rock stars and some of them will be rocks."
- Mike recommends employers get a good look at prospective employees by supporting work experience and internship programmes at your local education providers. "We will always take an endorsement from a WITT tutor seriously. They have had a chance to get to know both our company and their students and can usually identify a good match."

For International students:

- Mike says: "We want to know what you would be like to work with. Your priority should be to get some work experience in New Zealand. We are not concerned about the type of work you did in your part time job - it doesn't have to relate to your studies. We want to know that you will show up, follow instructions, work hard and ask for help when you need it."
- Mike also advises students to remember New Zealand has a different work culture to many other countries. "Don't be scared to ask for help. We know that some of you come from places where showing that you are struggling is not ok. In New Zealand we don't want you to say 'yes' to everything. We can arrange help or support if you have a lot on. In New Zealand we will all be happy, managers included, to help you out if it is good for the team."

DOMINIC'S EMPLOYER STORY



Dominic Goldsbrough
Operations Manager,
H&S Manager, Chemical
Engineer

ARMATEC ENVIRONMENTAL, NEW PLYMOUTH

Armatec Environmental have spent 40 years working in industrial and municipal projects. They're New Zealand leaders in the supply of industrial fibreglass products. Their goal is to provide cost effective and innovative solutions that reduce emissions to the environment. Their products have proved themselves in some of the toughest and most corrosive environments in New Zealand industry and engineering. The specialist nature of Armatec's business means they are open to hiring expertise from anywhere in the world.

When Armatec needed some additional help in the draughting department they advertised on SEEK. They had numerous responses, not all of them suitable. As they screened the candidates, Sharmik Bavishi caught their attention. At the time Sharmik was an international student at WITT. He was studying for a graduate diploma in both Operations and Production Management and Project Management, and he wanted to gain experience in the New Zealand workplace.

Dominic Goldsbrough, Sharmik's manager, sees his appointment as a win for both parties. Armatec needed quality staff but didn't need a full timer at that stage. The conditions of Sharmik's study visa meant he could only work 20 hours a week during term time. Offering Sharmik a permanent 20 hour a week contract worked well for Armatec. Sharmik won too, as he was getting the kiwi work experience he desired.

Following his graduation from WITT, Armatec employed Sharmik full time. Dominic knows that Sharmik is keen to move into project management at some stage and is

looking at ways he can support Sharmik towards this goal. Their arrangement is still a win for both parties!

DOMINIC'S TIPS:

For employers:

- “Don’t be afraid of hiring an international student. They are often highly motivated and come with a range of skills that may be beyond what a local person would bring to what you may consider junior or part time roles.”
- “International students may have stepped out of a more senior role in their country of origin but are prepared to work their way up from the bottom to restart their career in their new home.”

For international students:

- “Research the company where you are looking to work. Sharmik’s application stood out because he had gone on the Armatec website and found the correct person to address his cover letter to. His CV and cover letter were carefully spell checked too. He was applying for a job that needed accuracy and attention to detail so it was important that he showed this by making sure his cover letter and CV were perfect.”

MARK'S EMPLOYER STORY



Mark Easton
Managing Director

NODERO

Nodero develop software for larger companies. They are based in Palmerston North, and Mark describes a point of difference as being able to work face to face with their clients in the Manawatu region. At the time we interviewed Mark for this profile, the company had four staff who were either international graduates, or had migrated to New Zealand.

Mark has developed a close association with tertiary providers in the Manawatu, including UCOL and Massey. Nodero has offered internships to a number of students – both NZ born and international. The company has decided to offer internships partly as a way of giving back something to their industry and community, and because it's a good way to meet potential staff.

Mark gave an example of one international student who applied for an internship with Nodero when she was studying at UCOL. Nodero offered her an internship, and she spent six months working with the company doing a variety of maintenance projects and support for various client projects. Mark explained that they selected tasks carefully for their intern, and allowed her time to complete tutorials and other upskilling to ensure she was able to contribute fully to the projects. They also made sure that they had good processes in place to review her work, to ensure that what went out to clients met company standards.

After the internship was completed, Nodero offered a junior developer position to the intern. She took it and worked successfully at the company for 18 months before moving on for her own personal reasons. Mark explained that the internship 'gave us a good opportunity to gauge how she was going to be, and so we knew we wanted to offer her the job'.

MARKS TIPS

For employers:

Mark advises employers to make sure you are offering internships for the right reasons. He explained that you have to be prepared to support your intern and give them the right sort of work to help them develop. You can't give them the same level of responsibility that you would give a permanent employee.

Mark also offered these suggestions to employers:

- “Make sure you understand what you’re looking for in an employee before interviewing interns. You need to find people who will potentially develop into what you need them to be.”
- “Make sure all the employment agreements are in their legal name – the same name that they have on their passport.” Mark described a time when there were issues with getting a visa for one of their international graduate staff, because the name used on the employment agreement didn't match the passport. “It was easy to fix, but it was a something we could have avoided.”
- “We work hard to make sure all of our staff feel part of our company. Do the stuff quiz together, have an international lunch where everyone brings something from a different country, celebrate events by going out for lunch together.” Mark talked about how some international students feel isolated, and doing activities like these and helping them outside of work (e.g. lending tools) can help them feel part of the team.
- Finally, Mark offers this advice for other employers: “We’ve noticed we’re not communicating our requirements clearly sometimes. Encourage people to ask questions, and be prepared to sit with them and talk through how to tackle a challenge.”

FIRST IMPRESSIONS COUNT!

This guide was written with a focus on induction for an international student graduate – but you can use most of the suggestions to help you introduce any new staff member to your organisation.

GETTING YOUR INTERNATIONAL STUDENT STARTED

Now that you have found a great person for the job, you'll want to retain them.

A good employee induction process helps new employees feel welcome and valued as part of your team. It's the first step to helping your international student graduate to settle in and do their best.

You may already have an induction process – which is great. But what can you do to ensure you provide a great start for an international student graduate?

Did you know the words “welcome on board” can be confusing – particularly if your workplace is on land and not at sea!

International student experience

“I got embarrassed when the HR Manager at my new workplace said ‘welcome on board’ – he spoke so fast and I did not know what he meant. If he had slowed down a bit and said ‘welcome to the team’, I would have understood

The process needs to set expectations, build relationships, and provide support for employees to perform at their best.

BEFORE THEY START

Make sure you have checked your new employee's visa status. Knowing the conditions of your employee's visa can help streamline your onboarding. For example, temporary visa holders are not eligible for Kiwisaver, so there is one set of documentation you do not need to give them.

If you have to get through a lot of information on day one, consider sending out print or electronic copies of important policies and operating instructions a few days before. This gives your new employee a chance to work through the documents and translate terms that are new to them if they need to. It reduces the information overload that many new employees experience on their first day, which can be even more challenging for people working in their second language.

You can help reduce your new worker's anxiety by letting them know what will happen on their first day.

- Give them clear instructions about when to arrive.
- Tell them what to wear. If you have a dress code, it may be wise to send pictures of the dress code rather than using terms like “business formal” or “smart casual”. You could send some pictures of your staff in the clothes you expect them to wear.
- Tell your new hire who will meet them at reception when they arrive.
- Make appointments for them to meet the key staff they will be working with and organize a tour of your premises.

ASSIGN A BUDDY

Perhaps the best thing you can do to help your new hire settle quickly is to assign them a buddy. A buddy helps by explaining informally how the business works. A buddy is someone who helps your new employer understand how things are done in your workplace. They can also help your new hire understand the slang and business terms you use. A buddy relationship can provide moral support or could help a new person to get involved in the social life of your workplace.



“Give us a buddy. Someone who is patient and is good at putting ideas into easy to understand words.”

Simon Zhang, IT at Whanganui District Council

When choosing a buddy, look for someone who has something in common with your international student graduate. Maybe they have children around the same age, or similar interests outside of work. For the buddy themselves, it is a great opportunity to gain practical leading and mentoring experience.

CULTURE AND COMMUNICATION

If you are not familiar with the way people from your new worker's home culture like to be managed, consider doing some research into how workplaces operate where they are from.

Find out about the values and work styles of your new worker's culture. Immigration New Zealand has developed an employer toolkit with information that may help with this. You can find the toolkit here: <https://www.immigration.govt.nz/employ-migrants/guides/inz2-guides-employer-toolkit.pdf>.

Examples

- In some cultures, employees are expected to defer to their managers and employers, and would usually get direct instructions (more like orders). People from these backgrounds may not be sure what they are expected to do if their employer says to them 'we will need a cost estimate'. A more direct instruction such as 'I want you to prepare a cost estimate' will be easier for them to follow.
- If your international student graduate has come from a place with a highly competitive system like India or China, they may have learned not to show weakness. So they might not say when they need help. Let them know that it is OK to ask for help.

Learning about how people from different cultures interact with authority figures in the workplace may help avoid situations where your new employee feels stressed or is worried that they can't deliver on promises.

ON THEIR FIRST DAY

Welcoming any new employee effectively can have a significant impact on their future at the company. The faster you can integrate your new worker into the team, the sooner they'll settle in and be able to work productively and the more likely they are to stay. Take the time to make sure they understand the basics. You might want to clarify job expectations once again, discuss the purpose of the position and introduce them to who they will be reporting to.

To get your new employee engaged, take them on an orientation tour (showing them where things are) and introduce them to people. It is good practice to leave any non-essential paperwork until later in their first week.



Haruni says everyone was really welcoming on her first day at Westpac, and she has started her career with an amazing team. She was feeling nervous because it was her first banking job, but it all went very well.

Haruni Fernando, Customer Service Representative, Westpac

Make sure you have all the tools, PPE and a workstation ready for the person to start. Show them where they will be working and where they can find and store the things they need.

Organise a welcome event (e.g. morning tea, shared lunch, welcome meeting), or provide a welcome pack. Personal touches as simple as a welcome sign, a sweet treat or a card for when they arrive make for a positive first day experience – something your new person will remember.



“My employer really helped me feel part of the team by introducing me to all staff, and invited me for lunch on my first day at work. They are a great employer.”

Ernest Sullivan, Senior Accountant, First Commercials Ltd

Introduce the person to their buddy and make sure the two of them have something to do together – for example, the buddy could act as site tour guide, or be responsible for introductions to the team.

Encourage the rest of the team to show an interest in their new colleague. For example, you could ask those who are training your new staff member to finish their briefing by asking your new hire how the job would be done in their home country. You never know – finding out how another culture completes a task may lead to an immediate productivity or economic gain.



“I was upset at the way we wasted food by overstocking the pie cabinet at the service station where I worked, despite the availability of data that these pies would have to be thrown out. I had studied operations and management and consumer behaviour. I knew that a hungry customer will still grab a sandwich or a cookie if no pies are available.”

Rahul Bhardwaj, IT Assistant at Scots College, Wellington

OVER THEIR FIRST WEEK

Your new worker will have fielded many questions about their new job from friends and relatives. If you are a well-established organisation, give your new employee an outline of your history. Knowing the organisation's story can help your new employee to emotionally commit to the business. If you are a new company, share your vision and how you believe the new employee can help you achieve it.



“I am proud that Carac's TrackGrip, patented in 2018, is used on tens of thousands of diggers, bulldozers and other tracked vehicles. I think it is great that this business worth millions grew out of Eltham, Taranaki.”

Pratik Bhavsar, Carac Group

You may like to arrange some fun activities for your new employee. When it comes to the company tour, don't be afraid to stray from the norm and have a more social focus. A scavenger hunt where teams race around the workplace solving clues is a great way to introduce your new hire to their colleagues and their workplace, and have fun doing it.

If you have company branded merchandise, you can help your new employee feel part of the team by providing them with a welcome package that includes branded stationery, hats or apparel.

Be patient with your new worker, especially if they are from countries where simple greetings and farewells are not the norm. Encourage your new colleague to join in the small talk at tea breaks and lunch breaks.

If there is a lot of joking around in your workplace, include them in this. Again, this may not be something they are used to, but you can help them understand that it is an important part of many New Zealand workplaces.



“I was shocked at how open kiwis are. Back home in Colombia, if someone asks you for information about yourself, you immediately question their motives. I think they are trying to take advantage of me or my family. Now I have been here some years, I know I can share details of my life comfortably”

Hedy Carillo, Systems Administrator, Wellington

At the end of their first week it's a good idea to check with the person to see how things are going.

One way to check that your new hire has understood what is expected of them is to ask them what they will do first thing on Monday or whenever their next day at work is. This technique allows you to see whether some further training or support is needed to get your new hire ready to contribute.

Some employers will catch up to offer some feedback so the new employee can see how they are going. The feedback could be very simple, e.g. 3 things that have gone well and 3 areas for attention or improvement. This is a good chance to answer any questions that have occurred over the week.

OVER THE FIRST FEW WEEKS AND MONTHS

The first three months of any employee's time in the job is crucial. It will take a while before they are working at peak performance.

Create a plan of measurable milestones for them to work towards as part of a Personal Development Plan.

Hold short one-on-one meetings every few weeks to keep up contact and check progress. You should also hold a more comprehensive three-month meeting to evaluate performance and plan your employee's next steps.

You may need to support your new hire as they develop skills in upward communication. As mentioned before, some people will come from cultures where deference to managers is expected. They may view managers as remote figures, to be feared as well as respected. Raising any concerns with their manager can be daunting for these people.

One way to counter this is to set up regular meeting times to get your new hire comfortable in talking to you about their work and their performance.

OUTSIDE OF WORK

Your new employee may have a partner and a family. Partners, particularly if they have difficulty with English, can



What one employer says to international student graduates

“Don't be scared to ask for help. We know that some of you come from places where showing that you are struggling is not OK. In New Zealand we don't want you to say 'yes' to everything. We can arrange help or support if you have a lot on. In New Zealand we will all be happy, managers included, to help you out if it is for the good of the team”

Mike Doyle, General Manager,
Carac Group

struggle. You can help by organising some staff and family get-togethers, or setting up a partners' network.

Ideally the buddy you choose for your new hire will be a similar age or have children roughly the same age. If your new hire and their family can develop a relationship with their buddy's family, you are well on the way to settling them in.

If you do a good job of introducing your new person to their job and your company, you're likely to keep them for longer.

Retaining your best staff is simply good for business.

More information

<https://www.xero.com/nz/resources/small-business-guides/how-to/guide-to-hiring-staff/employee-onboarding/>

[https://www.exceldigitalonline.net.nz/immigration-products/assets/Employer_toolkit-\(NEW\).pdf](https://www.exceldigitalonline.net.nz/immigration-products/assets/Employer_toolkit-(NEW).pdf)

<https://www.business.govt.nz/hiring-and-managing/managing-people-day-to-day/how-to-set-up-a-new-employee/>

<https://nzentrepreneur.co.nz/a-complete-onboarding-checklist-for-new-employees/>

<https://sourced.nz/resource/an-onboarding-guide-for-it-employers>

INTERNATIONAL STUDENT GRADUATES Induction checklist

Here are some tips to help you get your new international graduate employee off to a great start.

This checklist was written with a focus on induction for an international student graduate – but most of the suggestions can be used to help you introduce any new staff member to your organisation.

BEFORE THEY START

- Check your new employee’s visa status (you can use VisaView). Make sure you keep a record of what visa they have and when it will expire.
 - Check they have any driver licenses (e.g. driver/forklift) required for the job. If they have an international license, check if your insurers will accept this. Keep a record of when any licenses will expire.
 - Organise a buddy to look after them for the first few weeks. This person can answer day-to-day questions and help them settle into the role.
-
- Send the person relevant information
 - what they should wear on their first day
 - documents you are expecting them to read and sign on the first day, so they can read through these before they arrive (e.g. policy, code of conduct, contact details etc.)
 - where to report to and who they should ask for when they arrive for their first day.
 - Call them to confirm their start date and time and that they have got the documents you sent.

- Inform the rest of your team who is starting, and the date they will start.
- Prepare a list of tasks and targets to give to the new person, including some productive tasks they can do in their first few days at work (if possible).
- Prepare copies of written information about your workplace (or provide access to electronic files) – e.g. staff structure and roles, lines of communication, hours of work, timings of breaks, use of internet, e-mail, telephone etc.
- Order any uniform, personal protective equipment (PPE), and other resources they will need to do their job.
- Check your business cards/email signatures take accents or macrons if they are part of your new employee's name.
- Set up office/workstation and/or equipment and check it is ready to use.
- Organise a welcome event (e.g. morning tea, shared lunch, welcome meeting) or other acknowledgement (e.g. a welcome card on their desk).
- Make a timetable of activities for the first week on the job.

ON THEIR FIRST DAY

- Show them to their workstation and where to put their belongings.
- Introduce them to their buddy and their team.
- Hold a welcome event if possible.
- Give them a timetable of activities for their first week.
- Explain how they should refer to you and the other managers in the business.
- Complete the tour of the workplace, including facilities and amenities like the kitchen, toilets, and lockers. Make sure whoever does the tour shares any unwritten rules or workplace etiquette (e.g. these cups are for anyone to use, these ones are people's personal ones that they have brought in).
- Discuss the specifics of the job, including a clear explanation of duties and responsibilities and any expectations.

- Issue paper copies of key workplace documents (or provide online access).
- Explain how paid and unpaid breaks work.
- Share information about your customers and the company's culture and values.
- Discuss the products or services you offer and get the person to paraphrase this back.

AT THE END OF THE FIRST WEEK

Hold an end of week catch up

- Check they have some key objectives to be achieved throughout the trial/ induction period.
- Check they have been given a snapshot of the history, structure and functions of departments of your business.
- Check they have completed training requirements for correct use of all equipment, tools and safety equipment.
- Check if they are still waiting on any resources or meetings with people that would help them do their job.
- Check they have completed any forms and documentation required.
- Provide them with feedback, e.g. three things that have gone well, and three areas for attention or improvement.
- Schedule regular 1 to 1 meetings with an appropriate person (e.g. you or a supervisor).

OVER THE FIRST MONTH

- Invite the new worker to social occasions outside work – e.g. staff drinks, sports, volunteering.
- Make sure they are meeting with their buddy regularly.
- Consider arranging opportunities for the partner and family of your new employee to meet and socialise with the team.

OTHER THINGS TO CONSIDER

Is your international student graduate new to your area?

- If so consider providing some local information about the region, accommodation and transport information. These links may be useful:
- <https://www.newzealandnow.govt.nz/regions-nz/taranaki/information-advice>
- <https://www.newzealandnow.govt.nz/regions-nz/whanganui-manawatu>
- <https://www.newcomers.co.nz/>

Do you know about the values and work styles of your new worker's culture?

Do you know how they prefer to be managed?

- Immigration New Zealand has developed an employer toolkit with information that may help with these questions.

<https://www.immigration.govt.nz/employ-migrants/guides/inz2-guides-employer-toolkit.pdf>

Have you provided a lot of guidance, especially early on?

- Some people you hire will come from cultures where being told exactly what to do is expected and reassuring.

Have they understood relevant workplace policies and procedures? How do you know?

Are you confident that your new hire will ask for help when their workload gets challenging? How do you know?