

# Supervision

## Definition

Supervision is the monitoring of the student learning experience, progress and practice during a WIL activity. Industry/community partners and WIL practitioners from universities collaborate in administering, managing, observing, educating, supporting and supervising the student's progress throughout the WIL activity. Supervision is a complex interpersonal activity that involves numerous activities and functions.

## Purpose

Quality supervision and support is central to a positive WIL experience for students. The purpose of supervision is to guide and manage work, support students to develop their skills and formally recognize professional practice and learning. Ongoing supervision provides opportunities to give constructive and meaningful feedback to students about their performance and concerns and to receive feedback from students about their experiences and learning.

## Good practice

WIL workplace supervisors and institutional WIL practitioners both facilitate the supervisory process and encourage learners to be active participants in learning/workplace relationships. Providing collaborative, ongoing support and guidance to enable students to practice their skills and knowledge throughout the WIL activity, creates rich opportunities to learn from each other.

The supervisory relationship changes over time as students settle into the WIL activity. More frequent meetings between students and supervisors may be necessary early into the relationship to ensure learning and performance are progressing. As the student becomes more confident in their role, there will be less dependence on their supervisors. It is important to structure regular meetings where students are encouraged to ask questions, reflect on their experience, give and receive constructive feedback and express their feelings.

## Role of stakeholders

***Universities WIL practitioners should:***

- provide timely access
- provide feedback on learning and establish open communication channels
- provide a conduit for communication if difficulties are experienced
- conduct risk assessments and manage risks
- provide pastoral care
- where required, train or provide advice to industry/community partners to ensure they too are prepared to engage in quality supervision

***Industry and community partners should:***

- Induct the student to the workplace environment
- Inform the student where and when regular catch up sessions will be held
- Manage the day to day workflow, expectations and provide feedback
- Ensure the student knows that they are involved in the workplace, where to ask for assistance and encouraged to participate and ask questions
- Clarify expectations, have regular conversations with students and provide feedback
- Support and guide students learning
- Coach and mentor students, monitoring progress and performance

***Students should:***

- expect that WIL supervisors are available and responsive to their learning needs and personal concerns
- regularly ask questions of both the WIL practitioner and the industry/community supervisor
- make the most of the feedback and guidance they receive
- provide feedback to the WIL supervisor and the institutional WIL practitioner
- reflect on their learning and workplace practice