



DIETITIANS BOARD

Te Mana Mātanga Mātai Kai



Guidelines for Practice Supervision

The *Guidelines for Practice Supervision* is for both supervisees and supervisors and provides some guidance around the requirements related to practice supervision.

This document should be read in collaboration with the [Practice Supervision Policy](#).

As well as online information under each tab within your [Practitioner Portal](#), the following resources can be referred to for guidance:

- [Practice Supervision Policy](#)
- [Guidelines for Practice Supervision](#) (this document)
- [Practice Supervision Online User Guide](#)

Both supervisee and supervisor must be familiar with each other's roles and expectations. Please click through to all the links.

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Practice Supervision

As outlined in the Practice Supervision Policy, practice supervision is compulsory for the following practitioners:

- All New Zealand trained dietitians when they start practising for the first time
- All overseas trained dietitians when they start practising in New Zealand

It may also apply to:

- Dietitians [returning to work](#) in New Zealand after a break of more than 2 years
- Dietitians changing a dietetic practice context in which they have not previously practised, or have not practised for more than 2 years
- Dietitians with identified [competence](#) deficits

Practice supervision is workplace related and based on formal peer/practice review. It is a supportive process that enables practitioners to consolidate and enhance their professional and dietetic skills, and lifelong learning habits. Supervision provides a confidential space for supervisees to share, reflect on, and explore challenges in all aspects of work with an experienced practitioner, trained to facilitate supervision. A supervisor will be able to provide feedback and guidance, as well as identify areas for further development. The focus of supervision is to support the supervisee to become competent and fit to practice, and allow them to continue to develop as a professional to provide a safe, ethical, sustainable, and highly competent service where the welfare of the patient or client and the quality of service they receive is paramount. Practice supervision can also be the establishment phase of continuing competency and lifelong learning.

Practice supervision is a confidential process with the following exceptions:

- When both parties agree that an issue can be shared outside of practice supervision
- When there is a serious concern regarding the supervisee's practice (for example breaching code of ethics, harm to self or patients).

Mutual benefits of practice supervision

Practice supervision benefits both the supervisee and the supervisor. Benefits for both supervisory partners include:

- providing new perspectives
- improving communication skills
- building confidence
- expanding professional networks

Practice supervision should be used within the practice supervisor's own Continued Professional Development (CPD).

Other types of supervision

Prescribing supervision: All prescribing dietitians must have a prescribing supervisor. Refer to the Board's [Prescribing Policy](#).

Professional supervision: Professional supervision is optional, but strongly recommended for all dietitians. [Dietitians NZ](#), the professional association for dietitians, can provide information on professional supervision.

The Practise Supervision Agreement and Process

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Practice supervision is a formal relationship between the supervisory partners (the practice supervisor and supervisee), which begins when the supervisee starts work.

It is essential the Sign On process is completed as soon as the supervisory partners have agreed to enter into a supervisory relationship. This flags to the Board's Secretariat that practice supervision has commenced. If there is any delay and the practice supervisor does not Sign On at the beginning of the practice supervision period, the practice supervision requirements will not be tracked accurately. The supervisee may be required to complete additional practice supervision until the minimum requirement is logged via the [Practitioner Portal](#). Please note that practice supervision cannot be backdated. It begins once the nominated practice supervisor has completed the Sign On. The practice supervisor may designate a future start date.

Duration of practice supervision

All **dietitians in their first year of practice in New Zealand** are required to have practice supervision for a **minimum of 12 months**. If they work less than 16 hours per week, then 12 to 24 months of practice supervision is required.

All other dietitians, to whom the Practice Supervision Policy applies, **may** be required to undergo practice supervision:

- Returning to work or changing area of practice: minimum of 6 months
- Identified competence deficits: may require 12-18 months

Frequency of practice supervision

The Board requires a supervisee who works:

- 16 or more hours per week: **at least fortnightly practice supervision for the first 6 months**
- Less than 16 hours per week: **at least monthly practice supervision for the first 12 months**

Dietitian employed ≥ 16 hours per week 12 months supervision required		Dietitian employed ≤ 16 hours per week 24 months supervision required	
1 st 6 months	Minimum 12 sessions (at least fortnightly meetings)	1 st 12 months	Minimum 12 sessions (at least monthly meetings)
2 nd 6 months	Minimum 6 sessions (at least monthly meetings)	2 nd 12 months	Minimum 6 sessions (at least bi-monthly meetings)

Regular review of the supervisee's development through formal observations and practice/peer review will assist in setting a realistic and useful meeting schedule.

Dietitians in their first year of practice in New Zealand should have 1 hour of formal practice supervision each week to begin with. This should be reviewed regularly by the practice supervisor in discussion with the supervisee and may be changed to 1 hour of formal practice supervision fortnightly where appropriate.

For all other dietitians to whom the Practice Supervision Policy may apply, the frequency of practice supervision is as set out in the policy.

For the avoidance of any doubt, the Board may specify the frequency of practice supervision, and any other conditions of practice, on a case-by-case basis.

An experienced practice supervisor should provide clear guidance regarding the frequency of practice supervision sessions, as set out by the [Practice Supervision Policy](#).

Formal practice supervision meetings

Practice supervision sessions are those sessions that have been formally organised and pre-planned, where time has been allocated to specifically review activities.

Formal activity sessions may include, but are not limited to, the following activities:

- practice review
- case study
- observation during a consult with a patient/ client

Practice supervision meetings may be:

- in person, i.e. at place of work
- remote, i.e. via Zoom or Skype

Informal practice supervision meetings

Practice supervision may also include informal practice supervision meetings which include both oral and/or written communication. Informal sessions can occur as and when needed.

Informal activity sessions may include, but are not limited to, the following activities:

- Email
- Phone calls
- Brief case review sessions, i.e. a "corridor consult" with the practice supervisor

Record keeping

It is a requirement that supervisees keep records during all practice supervision sessions. For more information, see [Practice Supervision Logs](#).

Supervisees **must** upload their logs under the *Supervision* tab through their Practitioner Portal.

Practice supervisors are also able to provide notes regarding the supervisee's progress. It is optional for supervisors to add a note for their supervisee/s.

NB: All practice supervision notes will be visible to both the practice supervisor/s, supervisee, and the Board's Secretariat.

Sign On, Approve APC, and Sign Off

Refer to the [Supervision Online User Guide](#) on how to complete the Sign On, Approve APC, and Sign Off process.

NB: The Board's Secretariat will be alerted during the Sign On and Sign Off process.

APC Renewal Period

During the APC renewal period, March of each year, practice supervisors must complete the *Approve APC* online for their supervisees. The practice supervisor must confirm that their supervisee has:

- met the practice supervision requirements to date,
- that they have reviewed the supervisee's MyCCP learning goals and activities (checking appropriateness for level of experience and learning goals achievement), and
- that there are no outstanding concerns regarding the supervisee's APC renewal.

Removal of the condition: to practise under supervision

Before the Sign Off process takes place, it is imperative that the supervisory partners discuss the competence of the supervisee. Once the Practice Supervisor deems a supervisee as being competent and no longer requiring on-going practice supervision, then the Sign Off process can begin.

The Board's stated practice supervision time period is only a **minimum**, therefore practice supervision can continue longer than the Board's minimum requirement. Practice supervision should continue if either the practice supervisor or the supervisee feels it is required to ensure competence.

Once the practice supervisor is confident that the supervisee is competent and fit to practice, then they can Sign Off. The Sign Off must be accompanied by an evaluation of the supervisees competence. This should be completed with sufficient detail and guidance, as it is a useful for the practitioner to reflect on their development going forward.

Only at the completion of the Board's stated practice supervision time period, in combination with the successful Sign Off from the practice supervisor indicating a supervisees competence, can the condition to *practice under supervision* be removed from their APC.

NB: It may take up to five (5) working days for the condition to be removed.

Professional Supervision

Following formal practice supervision, all dietitians are encouraged to have ongoing professional supervision and peer reviews. [Dietitians NZ](#), the professional association for dietitians, can provide information on professional supervision.

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At the outset of your period of practice supervision, you and your practice supervisor must Sign On through the Practitioner Portal. At the end of the practice supervision period (or when a supervisor is changed for any reason) you must arrange for your practice supervision to be signed off via the portal. In each case, an electronic form will be available to your practice supervisor and visible to you once completed. The Board's Secretariat is notified automatically of Sign On and Sign Off activity when the online forms are completed.

Professional Development Plan and Continuing Professional Development (CPD)

Your professional development plan should focus on your learning needs and gaps. It should be developed and discussed in consultation with your practice supervisor to meet your specific needs.

The Continuing Professional Development (CPD) that you undertake each year, should relate to your professional development plan.

Meeting the minimum annual CPD requirements is mandatory for all practitioners and uploaded through the Practitioner Portal. Practice supervisors are able to view your CPD activities.

You can use the [Professional Standards and Competencies for Dietitians \(2017\)](#) as a basis for identifying areas for learning and development, as well as your job description and Key Performance Indicators (KPIs).

Refer to [Developing your Learning Plan](#) for more information.

Practice Supervision Logs

Written records of issues, cases discussed, prescriptions (if a Prescriber), CPD opportunities and activities, and action to be taken and by whom, should be uploaded by the supervisee under the *Supervision* tab. These logs will be visible to the practice supervisor, supervisee, the CPD Auditors, and the Board's Secretariat.

Your logs should include the following:

- The date the practice supervision session took place
- A brief description of the session, i.e. what was discussed
- A brief reflection of the session, i.e. how it has changed your practice or if not, why

You may choose to use the STAR (Situation, Task, Action, Result) method to assist you in writing your logs.

It is strongly recommended that practice supervision logs be regularly uploaded into your Practitioner Portal. You may also choose to upload any informal supervision sessions for you and your supervisor to reference.

Refer to the [Supervision Online User Guide](#) on how to upload the practice supervision logs within the *Supervision* tab of your Practitioner Portal.

Evaluation

Over the duration of the practice supervision period, the practice supervisor will submit the following to the Board's Secretariat:

1. Sign On: a brief note regarding the agreed practice supervision arrangement,
2. APC Approval: a brief interim evaluation at the time of APC renewal (March of each year), and
3. Sign Off: a final evaluation at the end of the practice supervision period outlining the practitioner's competence and suggestions for future learning.

These reports are made via the 'my supervisees' sections of the portal. Refer to the [Supervision Online User Guide](#) on how to complete these reports.

Discuss progress with practice supervisor

As mentioned in *The Practise Supervision Agreement and Process* section, as a supervisee it is imperative that you discuss with your practice supervisor your competence and fitness to practice before they Sign Off. Once the practice supervisor deems you as being competent and no longer requiring on-going practice supervision, then the Sign Off process can begin.

Please refer to the [Supervision Online User Guide](#) on how to complete the Sign Off process.

What makes a good practice supervision session?

Consider the following when planning for your supervision sessions:

- Ensure you are well prepared for each supervision session
- Identify practice issues where help is needed, bringing them to your meetings for reflection
- Being open to others' feedback
- Share responsibility for ensuring that regular practice supervision occurs
- Ensure that the objectives are met
- Contribute to a mutually respectful practice supervision relationship
- Complete practice supervision logs, uploading copies within your Practitioner Portal (see [Practice Supervision Logs](#))
- Where conflict arises, follow the process outlined in [Conflict Resolution](#)

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The practice supervisor must be a New Zealand Registered Dietitian with:

- a current APC (and no condition 'to practise under supervision'), and
- the equivalent of at least 3 years (full time) dietetic work experience, and
- practice supervision training.

The practice supervisor should have expertise in the supervisee's area of dietetic practice for formal observations and practice/peer review. Therefore, if a supervisee works across dietetic practice contexts, she/he may require more than one practice supervisor.

The role of a Practice Supervisor in this situation is particularly important and should therefore involve:

- formal observations,
- practice/peer review components, and
- informal supervision including case and work plan discussions.

This will allow for more formal evaluation of competencies and more valuable feedback to be provided.

Practice supervision should be used within the practice supervisor's own Continued Professional Development (CPD), as it provides an opportunity to reflect on practice issues and learn from the experience.

What makes a good practice supervisor?

A good practice supervisor:

- Is someone who assists to develop the supervisee's 'learning objectives/professional goals'.
- Is someone who inspires, challenges, and is a role model, and can support the growth and development of the supervisee.
- Can identify where assistance is required (e.g. entry level competencies, compliance with NZ legislation, cultural competence, and specific practice areas).
- Can provide support and constructive feedback that helps the individual move forward professionally and learn how to prioritise workloads.
- Empowers the supervisee and is positive and encouraging, but also realistic.
- Enhances professional development and competencies, as well as provides oversight of dietetic, management and communication issues, skill/technique, decision making, and problem solving.
- Is knowledgeable. This does not mean being an expert in a particular field (although you may be).
- Provides advice within the scope of their own abilities and when required. They will encourage the supervisee to seek further advice on issues if beyond their expertise and may be able to suggest other sources of support.
- Is a good listener.
- Is a good communicator, and able to communicate complex reasoning and problems in an understandable way.
- Is able to reflect back to the supervisee to explore the issues under discussion and challenge beliefs, understandings, and practice when appropriate.

- Does not tell the supervisee what to do or think. Rather you help the supervisee work through issues in order to come to their own decisions.
- Shows genuine interest in the supervisee. This may include being available, remembering and respecting appointments and being 'in the moment' and emotionally present when meeting with the supervisee, rather than clock watching.
- Is someone of integrity, able to be trusted and respected by the supervisee, and able to maintain confidentiality.
- Is able to assess and provide feedback to the Dietitians Board on professional competencies and the learning goals achieved/not achieved by the supervisee.

Sign On, Approve APC, and Sign Off

Practice supervision begins once you have completed the **Sign On** process. It cannot be backdated; however, you may designate a date in the future for practice supervision to start.

As a practice supervisor, you should complete the **Approve APC** process as soon as the renewal period opens to allow your supervisee to renew his or her own practising certificate. Until you approve their APC, they will not be able to renew their practice certificate.

Please complete the **Sign Off** process in a timely manner following discussions with your supervisee regarding their competence and fitness to practice. Until you *Sign Off* correctly, the condition to *practice under supervision* will remain on your supervisees Scope.

Refer to the [Supervision Online User Guide](#) on how to complete the Sign On, Approve APC, and Sign Off process.

Practice Supervision training

It is a requirement by the Board that any potential practice supervisor undertake training that develops their supervision skills. There are a number of courses available (both within organisations such as the DHBs and privately).

A number of courses or institutions providing supervision courses are provided below. Please note that this is not an exhaustive list, nor is it a list of Board "endorsed" courses:

- [Wintec: Introduction to Supervision \(Level 7\)](#)
- [Wintec: Postgraduate Certificate in Professional Supervision](#)
- [New Zealand Coaching and Mentoring Centre](#)
- [The University of Auckland: Postgraduate Certificate in Professional Supervision](#)
- [ABACUS: Counselling, Training, and Supervision Ltd](#)
- [Te Wānanga o Aotearoa: Kaitiakitanga Post Graduate Diploma in Bicultural Supervision](#)

What makes a good practice supervision session?

Consider the following when planning for your supervision sessions:

- Ensure you are well prepared for each supervision session
- Help the supervisee explore and clarify thinking and feelings that underlie practice
- Share information, experience, and skills appropriately
- Give clear feedback and constructive criticism
- Challenge practice
- Guide, rather than lead development
- Assist the supervisee to develop his/her role
- Model good professional behaviour and boundaries

- Share responsibility for ensuring that regular practice supervision occurs
- Ensure that the objectives of practise supervision are met
- Contribute to a mutually respectful practice supervision relationship
- Ensure practice supervision logs are being kept
- Complete interim evaluation at the time of APC renewal (completed via the Practitioner Portal during the renewal period; March each year)
- Complete final evaluation at the completion of the Board stated time requirements (completed via the Practitioner Portal)
- Ensure MyCCP (CPD) Learning Goals have been established and the criteria and requirements are being met
- Where conflict arises, follow the process outlined in [Conflict Resolution](#)

Conflict Resolution

Working relationships can sometimes breakdown. It is important to set good boundaries and ground rules at the start of each working relationship, including the supervisory partnership, to circumvent any potential issues that may arise.

The objective conflict resolution is to find a mutually acceptable resolution where conflict arises between a supervisor and supervisee. Every effort should be made to work through the contentious issues.

Either the supervisor or supervisee needs to alert the other if expectations are not being met, clearly and as early as possible.

If conflict has risen, mediation may be possible. Involving a neutral third party such as a professional leader or advisor, cultural supervisor, team leader or a workplace manager, may assist with the resolution process.

When expectations are not being met

If expectations are not being met, the following steps should be taken:

- Practice supervisor/ supervisee to set up a specific meeting to discuss the issue/s.
- Practice supervisor/ supervisee to provide written feedback to the supervisee/ practice supervisor for their appraisal within five (5) working days of the meeting and requesting a response within five (5) working days.
- Written comment returned to the practice supervisor/ supervisee must be received within the next five (5) working days.
- If resolution is possible, the practice supervisor and supervisee should continue working together. Workplace policy should be followed (if practice supervisor/ supervisee in same workplace) and workplace manager should be informed of the issue and its resolution.

Referring the matter to the Board

If resolution cannot be achieved, the following steps should be taken:

- If conflict has occurred and could not be resolved, inform the Board in a timely manner
- The practice supervisor/ supervisee should advise the Registrar of the Dietitians Board in writing within 1 month of the initial conflict resolution meeting. When advising the Board, outline the issue, the outcome of the meeting, and response of the practice supervisor/ supervisee. Copies of the correspondence between the supervisory parties should be included.
- Dietitians Board to work with the complainant as applicable to find a resolution.

NB: Any information will be treated as confidential material and will stay within the supervisory and Dietitians Board.