



SITESAFE
Te Kaitiaki o Haumarū

2024

CODE OF PRACTICE SUMMARY

SITE SAFE NEW ZEALAND

www.sitesafe.org.nz

0800 SITE SAFE

education@sitesafe.org.nz

INTRODUCTION

Site Safe is committed to creating a safe, inclusive and supportive learning environment.

As part of this commitment, we have provided a summary report against the eight key outcomes of the Education Code of Practice 2021.

To access the full report, please email:
education@sitesafe.org.nz



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OUTCOME 1: LEARNER WELL-BEING AND SAFETY SYSTEM

At Site Safe, we prioritise learner health, safety and well-being. This approach is underpinned by our five core principles that:

1. places learners are at the centre of what we do
2. places learners can access barrier-free education
3. ensures we provide quality education and leadership
4. ensures we plan for the future of learning and work
5. ensures we contribute to a world-class inclusive education system.

Our Learner Health, Safety, and Wellbeing Commitment statement was written in alignment with the principles in Haumarū Tangata. This document was endorsed by the the Learner Advisory Group and focuses on:

- Wellbeing
- Holistic Integration
- Cultural Values
- Wide Applicability
- Diverse Realities

In 2022 and 2024, we achieved ISO45001 accreditation as a health and safety organisation, ensuring high standards for both staff and learners. We focus on maintaining continuous employee training and development programmes, including de-escalation training and Mental Health First Aid training for staff.



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Self Assessment Rating:

Well Implemented



OUTCOME 2: LEARNER VOICE

Learners are actively engaged through feedback registers, course trials, and involvement in course development. This feedback is monitored and actioned by the Education, Development and Delivery teams at Site Safe.

A Learner Advisory Group was established in early 2024 and has representation from our priority learner groups: Māori, Pasifika, Women in Construction, Young People and Accessibility. The Learner Advisory group collaborates with Site Safe to develop strategies for giving our services barrier-free access, reviewing and implementing policies and processes that affect learners, and providing feedback on where we can improve and reduce barriers.

In 2024, Learner Advisory Group has worked with us on:

- Our updated complaints process
- How our online learning environment supports them
- Endorsement of our Learner commitment statement
- Furthering our understanding on why assignments are not completed

This approach also enables us to identify and act on emerging trends and issues, and implement their learner and industry voice to ensure barrier-free access.



OUTCOME 3: SAFE, INCLUSIVE, SUPPORTIVE, AND ACCESSIBLE LEARNING ENVIRONMENTS

At Site Safe, we're committed to creating a safe and inclusive learning environment. To help achieve this we ensure each learner has the opportunity to provide feedback and provide ongoing professional development for our staff. Our commitment also extends to providing diverse and inclusive content in our training materials.

To ensure our learning environments are safe, inclusive, supportive and accessible, amongst other things, we also:

- ensure buildings are accessibility friendly
- have physical, digital, and virtual learning environments
- provide wheelchair access and gender-neutral bathrooms
- offer translated courses
- provide individual and group learner support services
- provide flexible learning options
- provide food on our one and two day courses
- provide a comprehensive Learner Guide to support learners when training at Site Safe.

We are also working towards building a better understanding of Te Ao Māori and its place within the organisation, and vice versa. We're actively working with organisations like Diversity Works, Ako Aotearoa, and ia Education.



OUTCOME 4: LEARNERS ARE SAFE AND WELL

At Site Safe, we pride ourselves on providing a professional and caring support system for our learners' health, safety and well-being.

Our training staff are equipped with Mental Health First Aid training, enabling them to handle any unexpected situations or emergencies effectively. We've also established procedures for rapid response in emergency situations, always keeping our learners' safety as the top priority.

For personalised support, our Learner Success Coordinator is available to provide guidance and assistance. Site Safe maintains a strong partnership with Mates in Construction, and our members also have free mental health and wellness support through Inspire - an organisation offering mental health support to workers, further emphasising our commitment to the well-being of our learners.

Our comprehensive Learner Guide covers various aspects of the learning journey, including health and well-being, the Code of Practice, language support, appeals and complaints processes, and key support contacts. This guide serves as a valuable resource, empowering our learners to navigate their educational path effectively.

Our commitment to learner well-being, engagement, and inclusivity is well-implemented, with a strong focus on continuous improvement to ensure that our programmes and services are always learner-centric and highly effective. We actively gather and act on learner feedback, which keeps us responsive to their evolving needs, ensuring our education and support services remain consistently effective.



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Well Implemented



OUTCOME 8: RESPONDING TO THE DISTINCT WELL-BEING AND SAFETY NEEDS OF INTERNATIONAL TERTIARY LEARNERS

At Site Safe, we extend the same level of support and care to our international learners as we do to our domestic learners.

Our trainers and facilitators are highly skilled in teaching and supporting individuals from different cultural backgrounds, ensuring that inclusivity is at the forefront of our approach. We understand the value of diversity and strive to create an environment where everyone feels welcome and supported.

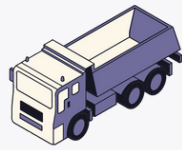
Our dedicated Learner Support Coordinator plays a pivotal role in ensuring that the unique needs of our international learners are met.



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Well Implemented



OUTCOME 9: PROSPECTIVE INTERNATIONAL TERTIARY LEARNERS ARE WELL INFORMED

At Site Safe, we provide comprehensive information to prospective international learners who want to enrol in our Health and Safety in Construction programme. This is done through:

- our website
- on course facilitators
- individual support from our Education Coordinator
- Programme Handbook
- Education, Engagement and Customer Services Teams
- Learner Guide.

Once enrolled, international learners receive the same level of support to complete the programme, as domestic learners.



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Well Implemented



OUTCOME 10: OFFER, ENROLMENT, CONTRACTS, INSURANCE, AND VISA

At Site Safe, we support all learners through the enrolment process, which includes providing clear guidance for learners, staff, and trainers as they navigate the enrolment process. This guidance includes:

- Learner Guide
- International Learner Policy
- Enrolment Age of International Students Policy
- Trainer Guidelines

Once enrolled, the enrolment form serves as a contract between Site Safe and the learner.

Our commitment to our learners goes beyond enrolment. We also ensure that all visa requirements are met and learners have a full understanding of the terms and conditions of their enrolment.



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Well Implemented



OUTCOME 11: INTERNATIONAL LEARNERS RECEIVE APPROPRIATE ORIENTATIONS, INFORMATION, AND ADVICE

To ensure learners feel welcome, we provide an effective orientation process at the beginning of each course.

Our trainers lead this process, sharing essential information, important contact details, and offering guidance that is specific to the training they're about to undertake.

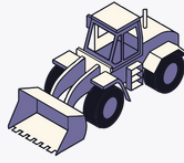
We have dedicated roles like the Education Coordinator and Learner Success Coordinator, whose primary goal is to ensure that our learners receive the support they need. We also offer additional support and guidance, including our comprehensive Learner Guide and readily accessible resources on our website.



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Well Implemented



OUTCOME 12: SAFETY AND APPROPRIATE SUPERVISION OF INTERNATIONAL TERTIARY LEARNERS

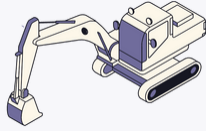
This outcome is not applicable to Site Safe, as we have no international learners under the age of 18 enrolled in the Health and Safety in Construction programme.



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Self Assessment Rating:

Not Applicable



2024 ACTION PLAN

There were no gaps identified in the self-review process. However, we are committed to continuous improvement. Through on-going self-review processes we have identified the following key actions to further enhance our learning environments:

Outcome 3: Safe, Inclusive, Supportive, and Accessible Physical and Digital Learning Environments

- Continue working with the Learner Advisory Group to ensure that learner voice is represented in our environments.

Outcome 9: Prospective International Tertiary Learners Are Well Informed

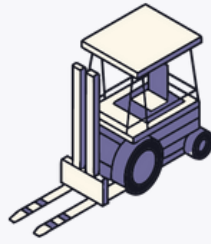
- Review and update the marketing and communications policy, to ensure plain English is used for all communication materials.

Outcome 10: Offer, Enrolment, Contracts, Insurance, and Visa

- Review and update the Programme enrolment conditions and disclaimers and ensure the programme handbook is clear.

These actions are designed to enhance the overall learning experience, safety, inclusivity, and support for all Site Safe learners, both domestic and international, and align with the organisation's commitment to learner well-being and success.

If you have any feedback, please email education@sitesafe.org.nz



COMPLAINTS

We received one complaint from a learner:

Complaint Type: Service

Complaint Detail: A complaint was lodged by a learner regarding the requirement to provide identification documents for each course enrolment, despite having previously submitted them.

System Changes: The issue has been resolved by updating the enrolment system to only request identification documents when they have not been previously provided.

Complaint Outcome: Resolved

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