

Learner Guide

A guide to learning
with Site Safe



SITE SAFE
Te Kaitiaki o Haumarū

0800 SITE SAFE (748 372)
sitesafe.org.nz

Contents

2

Learning with us

6

Tertiary and international learners

7

Assessment information

10

Health and safety in construction programme

13

Additional information

17

Other site safe products and services

19

Health support - Te whare tapa whā

This guide will help you to get the most from your experience with Site Safe. We value your feedback. If you have any suggestions on how we can improve our courses, please let us know.

Email: comments@sitesafe.org.nz
Phone: 0800 SITE SAFE (0800 748 372)

Learning with us

Our focus is to help improve health, safety, and well-being in the construction industry.

We work with our members and industry leaders to make construction a safe industry to work in for current and future generations.

Site Safe offers a range of courses to support the building, construction, and other related industries. To make sure that our training meets the needs of the industry, we work with industry experts to develop each course. We offer a range of online training for passport courses and webinar training for some of our one-day courses. These options may suit learners who wish to complete their learning in our online learning environments.

Since its beginning, Site Safe has contributed to positive change. Our team is dedicated, experienced, and passionate about what we do.

Learning Tips

Site Safe expects all learners to actively engage with the trainer, other learners, and course material.

We have included some tips below to help you get the most out of your course:

1. Please

- Respect others and value their opinions.
- Actively join in where you can.
- Use respectful language.
- Be open to listening to other people's ideas.
- Take responsibility for your learning.
- Ask questions.

2. Think

- How can I learn from others' experience?
- How can I apply what I learn?
- How can I turn negatives into positives?

3. Learn

- From the experiences of others.
- From your trainer and the course content.

Expected Behavior:

- To help keep everyone safe, we ask that you listen to your trainer and follow any guidance that they give you.
- Site Safe expects our learners to be actively engaged in the course and contribute to course discussions. These discussions are a great way to share ideas and relate the course material back to the workplace.
- Learning from others and sharing experiences will help you to get the most out of our courses.
- Our learning environments are free from sexism, racism, discrimination, bullying and harassment.
- Be considerate of other learners.
If you are disruptive, you may be asked to leave.
- You must arrive on time. If you are delayed for any reason, please call to let us know before the course starts.
- Please dress appropriately for your course. Please refer to your course confirmation for any specific clothing requirements. For further information please refer our **terms and conditions**.
- All of our courses include assessment, whether it be a on course questionnaire, or a take home assignment. This is how we confirm your knowledge, skills and understanding at the end of a course.
- All assessment work must be your own and presented in your own words.
Further information on Academic Integrity is included in this guide.

For more information on our Rights of Admittance – please read the Training Terms and Conditions on our website.

Learning Support:

To support you in your learning journey with Site Safe, we will:

- Provide a safe and supportive learning environment
- Provide a variety of course, topic and learning options to support your health and safety training needs.
- Provide accurate information so that you can make informed choices about training options
- Have fair procedures for reporting concerns or complaints.

Additional support

We want you to feel comfortable and confident during your course. If there is anything that would help you learn more easily, please let us know before your course begins, or tell your trainer when you arrive. Some examples of support we can provide include:

- Help with reading, writing, or speaking in English
- Accessibility needs (such as wheelchair access or seating arrangements)
- Support with hearing or vision
- Learning support (for example, if you find reading or remembering information difficult)
- Medical conditions where we may need to help in an emergency
- Space or arrangements for religious or cultural practices

We are here to support your learning. Please talk to us so we can make sure your course works well for you.

Physical and wellbeing requirements

Many of our courses are classroom-based. Some courses, however, include physical activities that are required for assessment. These courses are:

- Safety Harness Systems
- Advanced Safety Harness Systems
- First Aid Construction Safety
- Registered Electrical Workers

If you have limited movement in your knees, hips, or hands, or you have any other physical concerns, please contact us before you attend.

Additionally, we provide courses that discuss mental health. These discussions include images and videos that support the course material, and we acknowledge that this may be challenging for some learners.

If you have any concerns with this content either before or during the course, please talk to your trainer.

If you have any feedback on the course material we provide, please contact us.

Training venues

Site Safe delivers training across New Zealand. Our main training centres are in Auckland, Hamilton, Palmerston North, Wellington, Christchurch, and Dunedin. We also have staff located around the country who are available to provide training in most locations around New Zealand.

Please check out our website for a list of courses and their locations.

Virtual classrooms

Passport courses for Building Construction, Civil and Consultants can be completed online. Some of our one-day courses are delivered via webinar.

As with classroom delivery, during the webinar you are expected to be engaged with the trainer and discussions during the course.

Your course confirmation will give you instructions on how to access your online

Digital enrolments

Site Safe has digital enrolment forms. You will receive an email once you are booked on your course, with a link to update your information, and upload a new ID photo if we don't have one for you already.

If you have done training with us before, parts of this form will be pre-populated with the information you provided, which you can update if your details have changed.

Using digital enrolment means less paperwork and a quicker process in the classroom.

Once you have passed your course, and your record is updated, you will have access to your Site Safety card through the website learner portal.

Course reminders

When you book a course, a confirmation email will be sent to you. You will also receive a course reminder 24 hours before the course by text and email.

The course confirmation and reminder will include all the course details, including the start time, end time, and venue details.

If you have any questions about the venue, or you do not receive your confirmation email, please contact us.

Health and Safety

Your trainer will advise you of the emergency procedures and assembly points before the course starts.

If you have any health or safety concerns during the course, please notify your trainer.

Workbooks

Our one- and two-day courses provide you with a workbook. These can be used to support you with your assignment or if you would like to refresh yourself on the course material at a later date.

Digital copies can be requested from assignments@sitesafe.org.nz at any time.

For webinar training digital copies of the workbook will be available to download.

Digital Certificates

When you pass your course, you will be sent a digital certificate.

This is your official record of completion. Make sure you save the certificate somewhere safe.

You can also print a copy if you would like to keep a paper version.

Catering

Our venues have kitchen facilities for tea, coffee, and water. 1- and 2-day courses include lunch, and we provide biscuits during morning and afternoon tea breaks.

Site Safe requires three working days' notice if you have dietary requirements. After that, we will do our best to cater to your specific requirements.

Tertiary and international learners

Site Safe is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

All learners

We have a commitment to ensuring all learners are supported and safe while they are training with us.

We commit to:

- Having a transparent and supportive system for learner wellbeing and safety
- Responding to diverse learner needs and wellbeing in a way that upholds their mana and autonomy
- Having safe, inclusive, and supportive learning environments
- Supporting our learners to succeed in their learning.

International learners

Anyone who lives in Aotearoa, New Zealand on a Work or Student Visa is considered an international learner. If this is you, you will receive the same support that we provide for New Zealand citizens and residents. We will also make sure that you have access to information and advice about studying, working, and living in Aotearoa, New Zealand (see the Additional Information section of this guide).

In addition to this, we will keep an accurate record of your identification and visa details. Please be aware that we may ask you to bring your passport and evidence of your visa to the course. Some training options may also require you to provide evidence of your English language skills.

Interpreters on course

If English is not your first language and you would feel more comfortable participating

in training in another language, we can support you by delivering some of our courses with an interpreter or allowing you to bring along a language support person. Please get in contact with us if you require this support.

Attending an interpreted course

You can choose to attend an interpreted course.

We deliver our Foundation Passport courses with professional interpreters so that you can participate in training in a language you are comfortable with. This option is available in a variety of different languages including Mandarin and Filipino. Language options and course availability can be found on our website, or you can contact us if you would like more information. Please note that we do not offer interpreted options for our one- or two-day course options.

The New Zealand Qualifications Authority (NZQA) requires these courses to be delivered and assessed in English. If you would like to attend a 1- or 2-day course and feel you need language support to do this, please let us know before booking your course.

If you choose to bring a language support person to a course, you must:

- Let us know at least 48 hours before your course
- Make sure your support person can give language support their full attention – they cannot be another learner attending the course
- Not accept any assistance with the review of understanding – the support person can only provide language support
- Agree to complete the assessment in English.

Using Reader/Writer Assistance

Sometimes learners may need help to complete an assessment. This could be through a reader/writer, or a Site Safe staff member may help if there are technology problems. If this happens, a note will be made on the learner's record.

The use of a reader/writer must be recorded at the time of the assessment. This makes sure the learner's work is still recognised as their own. The answers must show the learner's own knowledge and effort.

The learner is responsible for making sure the answers are their own. The reader/writer is responsible for writing down exactly what the learner says.

Learner Commitment Statement

Wellbeing

- › We create learning environments where people feel supported, both mentally and physically.
- › We empower learners to not only focus on their own wellbeing but to also contribute positively to the wellness of others in their learning environment.

Holistic Integration

- › Te Whare Tapa Whā underpins our approach for supporting learners. We understand that learners have their own communities and that their wellbeing involves more than just being physically healthy.
- › We recognise that all aspects of wellbeing are interconnected, including cultural beliefs and practices.

Cultural Values

- › We provide learning environments that are welcoming, safe, inclusive and free from discrimination.
- › We maintain and develop relationships with our communities to better understand the needs of learners and reduce educational barriers.

Wide Applicability

- › Every learner is an individual. We are committed to providing adaptable and tailored support to meet the needs of all learners.
- › While our learning is contextualised to the construction sector, we promote the principles of life-long learning. This supports learners to be curious and to continue along their own learning journey.

Diverse Realities

- › Diversity is welcomed, valued, respected and promoted.
- › Our learning environments are inclusive for all learners and we will continue to engage with learners to ensure we are meeting their needs.

Assessment information

Our courses involve assessment activities to help us make sure that you have achieved the learning outcomes.

The type of assessment depends on the course and ranges from a review of understanding, to take-home assignments and/or practical assessments. All assessment tasks will be explained by your trainer. If you are unsure of any parts of the assessment, please ask the trainer for clarification.

We have three different types of assessment that we use:

Review of Understanding	The Review of Understanding is a set of multiple-choice questions that checks your understanding of the key concepts we have talked about during the course. This type of assessment is used within our 4-hour foundational-level courses.
On-course assessment	These assessments are completed during the course and are a mixture of practical and written tasks. Your trainer will provide you with guidance during the course for completing each task.
Take home assignment	Our take-home assignments include questions and/or tasks that require written answers relating to what you have learnt during the course. If you need help or support to complete your take-home assignment, please contact us. If your handwriting is illegible, then our assignment coordinator will return it to you to either rewrite or complete digitally.

Academic Integrity and Assessment Guidance

It's important that all assessments are completed by you and reflect your own work and understanding. This is called academic integrity. If you don't pass (i.e. you receive a NYC result), don't worry. It's not a failure – it just means you need another go.

You'll get feedback and the chance to resubmit. Asking for help is okay, but copying or getting someone else to do the work isn't. We want to see what you know.

If you're ever unsure, just ask – we're here to help.

Using AI Tools Responsibly

AI tools like ChatGPT can be useful for learning, but it's important not to submit AI generated answers as your own work. Why? Because we need to see your thinking, in your own words.

What you can use AI for:

- Getting ideas to help you understand a topic
- Asking questions to clarify concepts before you start your assignment
- Planning your approach
- Checking your grammar or spelling

What you must not do:

- Copy and paste AI generated answers into your assignment
- Get AI to complete any part of the assignment for you

We want to see what you know, not what AI can guess. If you're ever unsure, contact us. We're here to support you.

Online Learning and Access

We expect every learner to complete their own online training and assessments. To help make sure of this, we use checks like personal logins, learner declarations, randomised questions, built-in course activities, and monitoring of course times and logins. These steps protect the value of your learning and make sure your results reflect your own knowledge and skills.

If we notice unusual activity, such as skipping all learning content, completing a course too quickly, or signs that someone else may be logging in for you, our Education team may get in touch. This doesn't always mean there is a problem, but it allows us to check that the training is being completed properly.

In some cases, online access may be paused while we investigate, or your company may choose not to book online training for you. You will also need to use Multi-Factor Authentication (MFA) when logging in, which adds extra security by sending a code to your phone or email. If you do not receive this code, check your details are correct or contact Customer Service for help.

Take-home assignments

Site safe expects all assignments to be completed and submitted for marking within three months from the date of your course. If you would like more time to complete your assignment, please apply for an extension: Assignments@sitesafe.org.nz. If you would like some assistance with your assignment, we offer free assignment workshop sessions that you can attend. Information about this can be found [here](#).

Course re-sits and resubmissions

If you receive a not yet competent (nyc) result on your assessment or take-home assignment, you will be offered one further attempt to complete the course requirements. We will return your assignment to you, as well as a marking sheet that contains feedback and coaching comments. You will be given the opportunity to make changes to your answers and resubmit your assignment for reassessment. This must be resubmitted within three months of receiving your first attempt back.

If you would like some assistance with your resubmission, please contact us and ask for help. Make sure you do so before resubmitting your assignment, as there are no further attempts allowed. Receiving a second nyc result will mean you need to attend the course again and re-sit the assignment. If the course has an on-course assessment, you will be eligible to one free re-sit. You will need to book your re-sit with our customer services and re-sit the assessment within six weeks from the date of your course.

Achievement of unit standards

Some courses include assessment against Unit Standards. Upon completion, we will register Unit Standards on your NZQA Record of Achievement. To access your Record of Achievement, please contact **NZQA**.

Appeals

If you are not satisfied with your result and/or marker comments, you have the right to appeal.

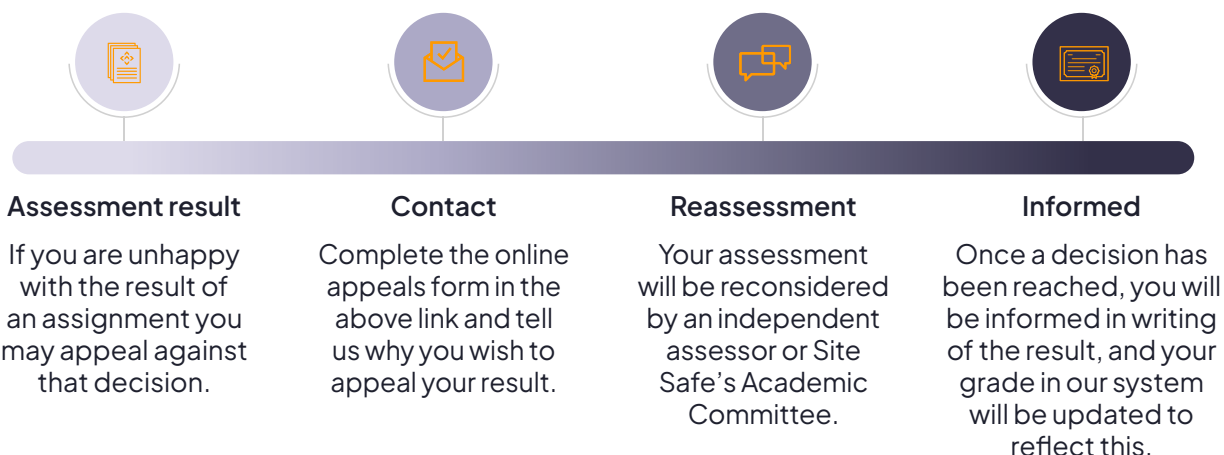
Please submit your appeal via email to **education@sitesafe.org.nz** within five working days of receipt of your assessment result.

If you are submitting your appeal via email, please include the following information:

- A copy of your assignment
- A copy of the marking sheet
- Reason for your appeal
- Any other information that would assist us to better understanding your appeal.

Our Education Team will be in touch once your appeal has been reviewed.

Appeals process



Assignment support tips

We have provided some tips you may find useful when completing your assignment:

Find your best time

Some people work better in the morning. Others work better at night. Work out which time suits you and plan to complete your assignment during that time. Don't stay up much later than your usual bedtime, as pushing yourself late at night can make you too tired to study properly.

Make to-do lists

Creating a list helps you to break tasks down into manageable chunks. Make a to-do list when you start your assignment so that you're clear about what tasks or questions you aim to complete as you work through the tasks.

Set time limits

Before you start your assignment, have a look at your to-do list and give yourself a set time to spend on each task. If you don't get something done in the set time, consider whether it's the best use of your time to keep going with it, or to start working on something else to give yourself a mental break.

Understand how you learn

Auditory – some learners prefer to learn by listening. Try reading your notes aloud and discussing them with other people. You might like to record key points on a device and play them back.

Visual – some learners prefer to learn by seeing. Try using coloured pens or highlighters in your notes and draw diagrams to help represent key points. This can help you remember some ideas as images.

Tactile/kinesthetic – some learners prefer to learn by doing. Try using techniques like role-playing or building models to revise key points. Many people also have a mix of learning styles, so it's important to do what's best for you.

Take breaks

It's important to take breaks while you're working through your assignment, especially if you're feeling tired or frustrated. Working too long on a task can actually decrease your performance. When you take a break, make sure you get away from your desk or workspace. Doing something physical, even just a walk around the block, can help you look at a problem in a different way.

Ask for help

If you're stuck on something, or something doesn't seem to make sense, you can ask for help. Talking to colleagues or friends can help you make sense of the problem/task. Alternatively, you can contact us, and we can provide you with support.

Review and revise

You should go back over the things you've learned on your course using your workbook to guide you. Thinking things over can help you to better understand the course concepts as well as making it more likely you will remember it in future.

Look after yourself

When completing your assignment, take care of yourself, both mentally and physically. Make sure you:

- Eat good nourishing food
- Get enough sleep and physical exercise
- Drink lots of water
- Don't push yourself to study late into the night
- Reward yourself

Free health and safety information

We offer a range of helpful guides and resources to assist with your learning. These are available through the Site Safe website:

- Ask an Advisor
- Practical Safety Advice
- Case Studies
- Toolbox Talks
- Health and Safety Guides

Health and safety in construction programme



Want to get qualified in health and safety?

This programme gives you the health and safety knowledge required by employers and supervisors in a range of construction industries and disciplines.

You will learn how to assess your workplace for risks and hazards and develop the skills to become a health and safety leader in your workplace.

You'll be able to play an active role in analysing and improving your organisation's health and safety systems, as well as demonstrate your commitment to health and safety, and proudly stand for health and safety within the wider New Zealand construction industry.

If you want to achieve a New Zealand qualification in Health and Safety, then the Health and Safety in Construction programme is a flexible option that is relevant to our industry and can be completed at your own pace.

Once you have successfully completed the programme, you will be awarded the New Zealand Certificate in Workplace Health and Safety Practice, Level 3.

Our Graduates of the programme can:

- Communicate health and safety requirements clearly and effectively
- Conduct risk assessments
- Apply risk management processes
- Understand and apply legislative and workplace health and safety requirements in the construction industry

- Identify constructive and effective communication techniques to inform others about good health and safety practices
- Act responsibly and sensibly to achieve a healthy and safe environment for themselves, their families, and the communities they live in.

How do i enrol in the programme?

Complete a Health and Safety in Construction programme enrolment form and send it to programme@sitesafe.org.nz. We will be in touch if we need any further information from you. We will also provide you with a summary of any relevant training you have already completed that can be recognised

What do i need to do to complete the programme?

To complete the programme, you will need to:

- Complete the programme **enrolment form** and send it through to programme@sitesafe.org.nz
- Achieve a minimum of 40 programme credits – this must include completing two of the following Site Safe courses:
 - Site-Specific Safety Planning
 - Risk Management
 - Leadership in Safety

Please note: If you repeat the same course, the credits will only count once toward your programme. You will need to complete a different course to earn more credits and work toward your total of 40 credits.

Site Safe recognises a range of learning and assessment options toward completion of the programme. This includes training we provide, as well as some training you may have completed with other providers.

Once enrolled, if you need more information on your progress toward completing the programme, such as which course to do next, please contact us at programme@sitesafe.org.nz.

Graduation – Evening of Celebration events

Each year Site Safe holds annual Evening of Celebration events to celebrate health and safety in the construction industry. Auckland hosts Site Safe's main Graduation event for the Health and Safety in Construction Programme.

This event also hosts the Construction Health and Safety Awards to recognise and award people and organisations for their hard work in making our workplaces safer.

We also hold Evening of Celebration events in Wellington and Christchurch to celebrate our graduates in those regions.

Programme enrolment

- This programme is open to anyone aged 18 and over.
- You will need to complete a programme enrolment form.
- Verify ID.

If you are on a work or student visa you may be required to:

- Provide a copy of your passport and/or visa.
- Provide evidence of your English language skills level. We will let you know if this applies to you and provide you with information on what to provide.

Core requirements

- **Leadership in Safety – 7 Credits**
Lead an improved safety culture and implement effective health and safety systems.
- **Risk Management – 8 Credits**
Designed to assist you in implementing and improving your company's risk management framework and processes.
- **Site Specific Safety Planning – 7 Credits**
Learn how to complete Site-Specific Safety Plans (SSSPs)

Programme completion

If you have completed all of the programme requirements, you are ready to graduate! We celebrate graduation each year with events in Auckland, Wellington and Christchurch.

You can also opt to receive your certificate in the mail.

If you complete the programme earlier in the year and would like evidence of completion. We can provide a letter of confirmation for you.

Site Safe will be in touch with more details once you are ready to graduate.

Optional requirements – Complete any 40 to reach programme credits

Foundation courses			Externally Assessed Learning* Site Safe will recognise up to 10 credits of externally assessed learning. We will recognise externally assessed learning if it includes unit standards that have been assessed and approved as meeting our programme outcomes. Please contact us for further information
Start your training with any of our Passport or Passport Plus courses.			
Accident Investigation and Prevention	Safety Harness Systems		Learning that you have completed with Site Safe before enrolling to the programme may also be considered toward programme completion. *Please note that these options may not result in Site Safe card renewal. Please talk to us first.
6 Programme Credits Unit Standard 17601 Understand how to conduct an accident investigation and how to look for the root causes to prevent future accidents.	4 Programme Credits Unit Standard 23229 The knowledge, resources to work safely at height, and use personal safety harness equipment under supervision.		
Advanced Safety Harness Systems	Health and Safety Representative		
8 Programme Credits Unit Standard 23229 & 15757 A mix of theory and practical learning providing the skills to work safely at height.	9 Programme Credits Unit Standard 29315 Understand your legal responsibilities and gain skills in working with management as a Health and Safety Representative.		
First Aid Construction Safety	Supervisor	Mental Health First Aid in Construction	
2 Programme Credits In conjunction with St John, learn essential first aid skills for the construction industry	10 Programme Credits Unit Standard 21970 On-site leadership skills in construction health and safety.	2 Certificate Credits This one-day course is suitable for anyone, including managers responsible for their staff, those interacting with the public, or improve their knowledge around mental health.	
Health and Safety in Contracting	Training and Supervising Workers	Registered Electrical Workers	
7 Programme Credits Understand your role and responsibility in influencing the contracting process from a Health and Safety perspective.	7 Programme Credits Learn Examine the link between your workers' training needs, experience and competency.	4 Certificate Credits This is a one-day electrical safety competence course. To attend this course, you must already be a Registered Electrical Worker.	

*If you take both safety harness systems (heights) courses, the maximum number of Site Safe credits you can gain is 8.

Important Change to Programme Credits

From 1 January 2026, Foundation and Passport Plus courses will no longer count toward the Health and Safety in Construction Programme (HSCP).

This includes:

➤ **Foundation (Passport):**

- Building Construction
- Civil
- Consultants

➤ **Passport Plus:**

- Heights
- Tools and Plant
- Worker Health
- Flexi

If you finish your HSCP by 31 December 2025, these courses will still be counted. If you finish after this date, they will not, and you will need to choose other courses to reach the required credits for the programme.

You can see the full course list on our website or contact us at programme@sitesafe.org.nz for help and advice.

Additional information

Privacy

On your course enrolment form, we ask you sign an authorisation to allow us to collect and securely store your information.

We collect the enrolment and assessment information you give us so that we can keep accurate records of your training history, and to provide you with your Site Safety card. We cannot create a Site Safety card or store your information without authorisation from you.

All information that we collect is kept safe and secure. To change your record, or request a copy, please contact us.

For further information about our privacy policy please refer to our website or email Privacy@sitesafe.org.nz.

Emergency contact information

We collect your emergency contact information during our enrolment process. The person you identify will be contacted in the event of an emergency, or if something happens to you during the course, e.g., medical event.

Our staff are trained to respond in an emergency situation. These situations could involve the whole training venue, or they could involve learners. If you have any questions about this, please contact us.

Complaints procedure

If you feel that you have been unfairly treated or wronged during the course, you have the right to make a formal complaint.

To lodge a complaint, you must submit a written statement outlining the circumstances and reasons for the complaint.

Your complaint is to be sent within 10 working days from the end of the course by either:

Completing our Online Complaint Form, which will be sent directly to our Education Team.

Sending an email to:
education@sitesafe.org.nz

Via post to Site Safe New Zealand, PO Box 9445, Wellington, 6011 Attention: Education Manager.

Please ensure you include the following specifics:

- Date
- Time
- Site Safe personnel involved
- Description of the complaint.

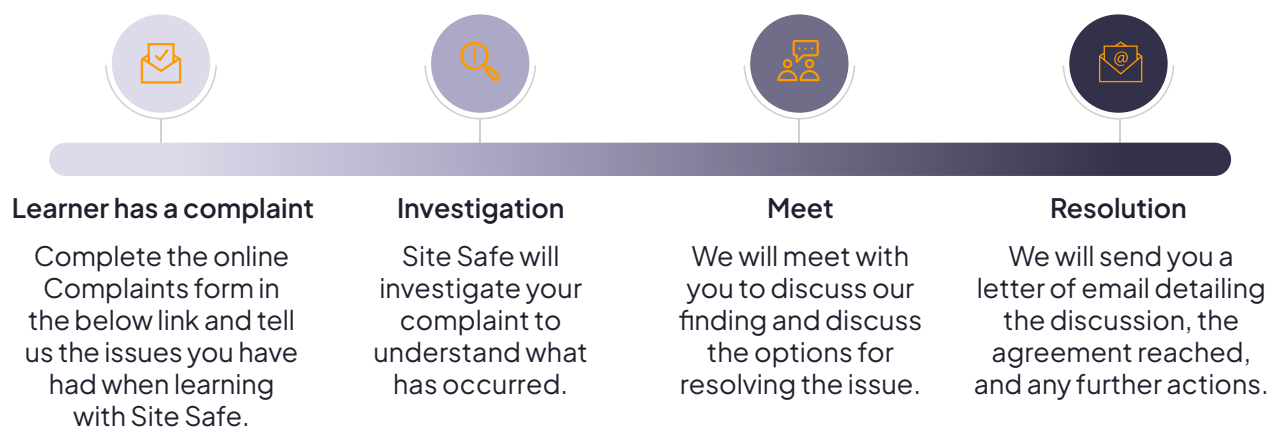
There are three main types of complaints:

Academic – A complaint about your learning experience with us. Examples may include significant delay in returning assignments, a delay in resolving your appeal, or the material provided is inadequate.

Behaviour – A complaint about the behaviour of either a staff member or another learner. Examples may include inappropriate comments, sexist behaviour, rudeness or bullying, comments about your appearance, gender identity, sexual orientation, race, religion, background, or beliefs.

Service – A complaint about the service that you have received from us. Examples may include the enrolment process, fees, or facilities.

Complaints process



A member of our Education Team will carry out a formal investigation into the circumstances of the complaint. We will advise you of the results/decision made regarding your complaint and any actions to be taken to resolve the matter.

If you feel that we have not resolved your complaint, you can seek further support through **Study Complaints**, and they will work with you, and us, to reach a resolution.

You also have the right to redirect your complaint to the New Zealand Qualifications Authority or appropriate Government authority such as:

Topic of complaint	Contact details
Education compliance	NZQA
Financial dispute	Study Complaints
Discrimination	Human Rights Commission
Someone's safety at risk	WorkSafe or NZ Police
Storage or use of information	Privacy Commissioner

Student fee protection

The New Zealand Government requires all registered Private Training Establishments (PTEs) to have protection for course fees paid directly by learners.

Any learner enrolled with Site Safe, who is paying their fees personally, will have their fees protected if the course cost is more than \$500 + GST for the duration of their course. To do this we will keep your fees in a Trust account. This arrangement has been accepted by the NZQA as it meets the requirements of the student fee protection rules made under section 452 of the Education and Training Act 2020.

Frequently asked questions

If you have any questions that this guide has not covered, please visit our Frequently Asked Questions page on our website, or **contact us**.

Please note:

- The mobile phone number that you use to view your Site Safety Card must match the number that we have under your profile in our system. If you are having trouble logging in or believe your details need to be updated, please call us on 0800 SITE SAFE
- We only accept Aotearoa, New Zealand cellphone numbers
- If you require a physical copy of your Site Safety Card, please refer to our **website**.

Working in construction in Aotearoa, New Zealand

If you are new to working in construction in Aotearoa, New Zealand, we recommend that you read **this guide**. It contains useful information about working in Aotearoa, New Zealand construction site, as well as safety standards and where you can go for more information.

Communication and culture	New Zealand law and your rights
Communication and Social Culture in NZ	Citizens Advice Bureau
Guide to Kiwi Workplaces	WorkSafe NZ

Key Site Safe contacts

There will be times when you need to contact us.

Reason	Information
Feedback	For any general feedback or assistance with booking courses or accessing your Site Safe information. theteam@sitesafe.org.nz 0800 748 372
Assignments	For any questions or guidance relating to your assignments. Our team will be able to assist you with accessing assignment files or setting you up with an internal marker that can give you some further assistance with completing your assignment. assignments@sitesafe.org.nz
Certificate Programme	For any questions or further assistance with the Health and Safety in Construction Programme. programme@sitesafe.org.nz
Complaints & Appeals	For anything relating to your learning at Site Safe or to lodge any appeals or complaints. education@sitesafe.org.nz
Ask an Advisor	For any questions you would like answered by our advisors, you can fill in the online form on our website and one of our team will be in contact to see how we can support you. https://www.sitesafe.org.nz/guides--resources/ask-an-advisor/
Privacy	For any questions or concerns relating to the information we hold on you in our system. privacy@sitesafe.org.nz

Passport ID checker

The Member portal of Site Safe's website includes access to the Passport- ID-Checker. This feature allows Site Safe Members to check that the Site Safety cards of their workers are valid and current. It also allows companies to do a check of new employees and contractors.

Please note: As a learner you can opt-out of having your name, photo, card expiry date, and course history shown on Passport ID-Checker.

There is an opt-out option on your course enrolment form, or you can contact us to have your information removed.

Health support- Te whare tapa whā

Health and wellbeing is important.

Healthy individuals and populations are happier, more productive and live longer. Research has found strong links between our physical health, mental health, social connectedness, family health, and our sense of fulfilment and ability to live life in a way that feels meaningful.

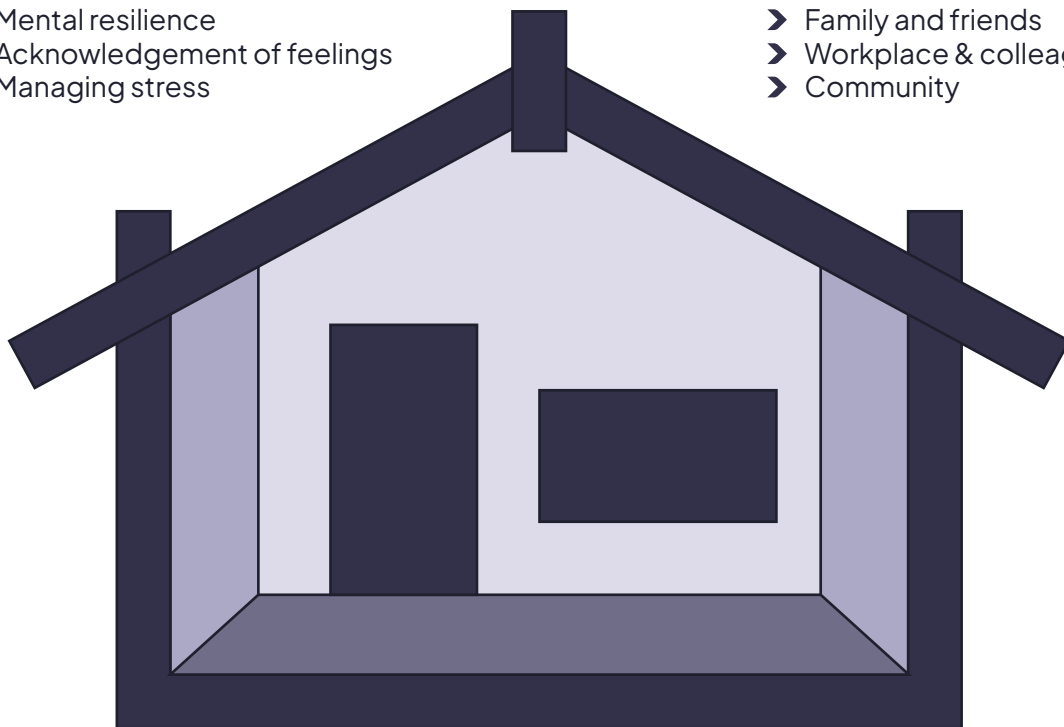
The **Te Whare Tapa Whā** model of health reinforces the importance of nurturing the cornerstones of our health: Tinana, Hinengaro, Wairua, Whānau, and Whenua.

Taha hinengaro – Mental health

- Mental resilience
- Acknowledgement of feelings
- Managing stress

Taha whanau – Family health

- Family and friends
- Workplace & colleagues
- Community



Whenua – Land, place to be, roots

Taha tinana – Physical health

- Healthy eating
- Physical activity
- Good rest and sleep

Taha wairua – Spiritual health

- Connectedness
- Values
- Faith and beliefs

If you need support, here are some useful links and contacts:

Contact info	Information
Need to talk?	Free call or text 1737 any time for support from a trained counsellor.
Lifeline	0800 543 354 (0800 LIFELINE).
Youthline	0800 376 633, free text 234 or email talk@youthline.co.nz or online chat .
Samaritans	0800 726 666.

Mental health support

Contact info	Information
Suicide prevention	The Mental Health Foundation develops information resources to support people who are worried about their own suicide risk or the suicide risk of someone close to them.
Connecting through Kōrero	Talking about suicide with Taiohi/young people
Mates in Construction 0800 111 315	MATES in Construction focuses on reducing the number of lives lost to suicide in the construction industry.
Open minds: for employers	Open Minds equips managers with the confidence and skills to talk about mental health in the workplace.
Five Ways to Wellbeing toolkit	The Five Ways to Wellbeing at Work Toolkit includes fact sheets, tips, tools and templates to make it easy for you to support your teams to build the Five Ways into their daily lives.
Site Safe's Mental Health First Aid in Construction course	We have teamed up with St John New Zealand to deliver a mental health first aid course designed to raise awareness of mental health issues that workers are faced with in the construction and wider industry.
Registered Master Builders member counselling service 0508 664 981	Registered Master Builders has introduced a member counselling service so you can get some help when you feel the pressure at work or at home is becoming too much.
Mental Health Foundation	For any information that may not be provided here.

Māori

Contact info	Information
Te Kāhui Māngai	Te Kāhui Māngai is a useful tool for anyone to find out basic information about iwi, hapū and marae.
Te Whare Marie – Wellington	This service is for anyone who identifies as Māori and is experiencing mental illness, who lives in Wellington, Porirua or Kāpiti and wants to engage in a cultural and clinical pathway of healing.
Mental Health Education & Resource Center	MHERC are leading providers of education on mental health, wellbeing, and addiction for individuals seeking support for themselves or others.

International learners

Contact info	Information
Pacific People	The Ministry for Pacific Peoples is the Crown's principal advisor on policies and interventions aimed at improving outcomes for Pacific peoples in Aotearoa.
United Kingdom	Building Mental Health is a group of volunteers from the construction industry who pull together thinking and information around mental health
Asian Services	Nationwide professional and confidential support for Asians living in New Zealand. These services are offered in English, Mandarin, Cantonese, Korean, Vietnamese, Japanese, Thai, Hindi, Gujarati and Marathi.

