



Webinar & Online Course Guide

A guide to online and webinar
learning with Site Safe

Contents

1	Introduction
1	Requirements
3	Webinar courses
5	Webinar functions
6	What to expect during the webinar
7	Troubleshooting
8	Online courses
11	What to expect in an online course
14	Passport Plus Flexi - Webinar + online courses

Introduction

Thanks for choosing to train with Site Safe! This document will help you understand the requirements to attend a Site Safe webinar, how to join, what to expect during your session, and how to troubleshoot common issues.

Requirements

The following requirements/recommendations are to enable you to have the best learning experience on your webinar and ensure you can fully participate in the session.

If you need help understanding whether you meet these requirements, talk to your manager, the person who booked your course, your IT team, or our Customer Services Team.

Device/system requirements

Necessary

- A device such as a laptop or computer desktop with a webcam and microphone.
- Fast and reliable internet connection
- Access to a power source to charge your device
- A quiet room where you can speak freely and without distractions.



Each person attending the webinar must use a separate device.
You cannot share your device with someone attending the same webinar.



Joining on a small device such as a mobile phone is not recommended.

Recommended/optional

- Headphones
- An additional monitor/screen (especially for full-day webinars)

Browser requirements

We recommend the following browsers:

- Chrome
- Firefox
- Safari
- Microsoft Edge

To join the webinar on MS Teams on a web browser, you must use one of the latest three versions. Moodle recommends that the browser be on the latest version for online courses.

Operating systems requirements

We recommend the following operating systems:

- Windows 8.1, 10 or 11
- Macs need to be at least on Ventura (13.77).

Technological literacy requirements

You need a basic understanding of how to use your device to participate in an online or webinar course. You will be required to do some of the following:

- Type in the chat
- Visit other websites
- Toggle between tabs
- Type in documents such as Word documents or editable PDFs

Participation requirements

Site Safe expects you to be actively engaged, contribute to group discussions in the webinars, and complete every component of the online course.

You must be able to read, speak and understand conversational English.

If you struggle with English, you may be better suited to attend one of Site Safe's classroom-based courses. Due to differences in audio quality and a lack of visual cues, it can be harder to follow and understand people in a webinar setting than in a classroom setting.

For more information on participation requirements, see the [Site Safe Learner Guide](#).

Webinar courses

Site Safe webinars are hosted on Microsoft Teams, a widely used and reliable platform. This section explains how to join your webinar session, the different functions you'll use on your webinar, and

How to join your webinar session on the day



We recommend you join your session 5 minutes early to get set up and check your camera and microphone are working.

Step one

You will receive an email from theteam@sitesafe.org.nz. Click the link in your course booking confirmation email that says **Join the webinar**.



The information in your course booking confirmation email, may vary from the below screenshot, depending on the type of webinar you are attending, but all will have the **Join the webinar** link.

Kia ora Learner

Thanks for choosing to train with Site Safe. We're looking forward to seeing you on 23/06/2025 7:45 a.m. until 23/06/2025 10:00 a.m. for your Passport Plus - Flexi (Online + Webinar).

Reference: COU-00000000

Before you start

- You must complete your [registration](#), to get access to join the webinar and start your online modules.
- Please note, to complete this course successfully, NZQA require that you must be able to speak and understand conversational English. You can find a copy of their requirements [here](#). Before your course starts, please contact us if you have any questions or concerns.
- Before you start your course, please read the Learner Webinar Guide attached to this email and check that your microphone and camera are working.

Join the webinar on the day

- Join the webinar https://teams.microsoft.com/join/19%3ameeting_ODq5YzZIZDAIZDRhNS00NWQwLThjZGMtZWEMjFhZGZkZjA3%40thread.v2/0?context=%7b%22Tid%22%3a%22559ebbc4-f890-4333-b2b5-309c77650b92%22%2c%22Oid%22%3a%223f39fc1-cbb6-4087-ada5-ebdda503469%22%7d
- We recommend you join 5 minutes before the session begins so you can type in your name and get ready. Ensure you are on time. If you're late, you will be unenrolled.

Note: This course is not designed for multiple learners to participate in one room or on one device.

Post Course

- After you have attended your webinar, you are required to complete two modules. You have 60 days to complete these from the date of the course booking.
- These modules are not to be completed at the webinar.

To access your online learning please log in at www.sitesafe.org.nz for your personal portal and upcoming courses. If you don't know your login details, please follow the steps to "Reset your password".

Questions about your course? Check out our [Learner Guide](#) for answers to commonly-asked questions, or get in touch with us using the contact details below.

Ngā mihi

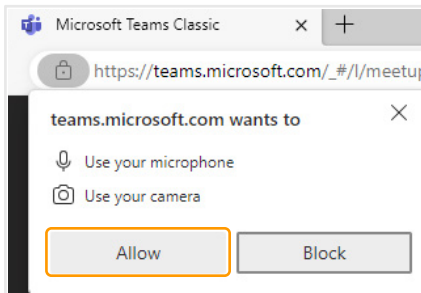
The Team at Site Safe
0800 SITE SAFE (748 372)
theteam@sitesafe.org.nz | www.sitesafe.org.nz

Step two

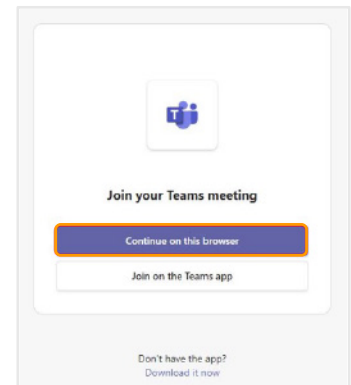
Select the option to **Continue on this browser**.



If you already have Microsoft Teams installed on your device, you can choose to join with your existing account.



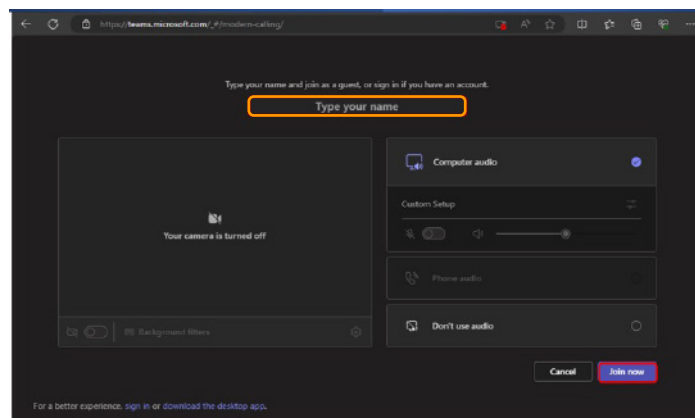
If you see this prompt appear at the top of your browser, ensure to **Allow access** to your camera and microphone.



Step three

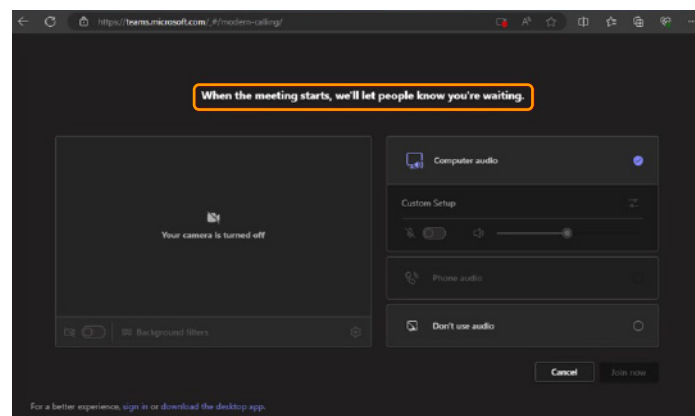
Type your first and last name into the **Type your name** text field.

Select **Join now**.



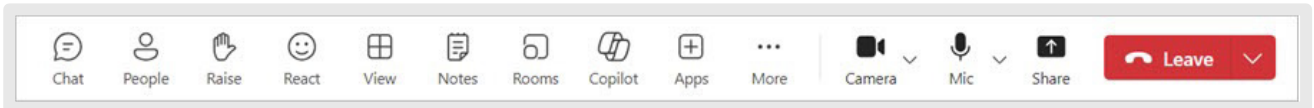
Step four

You will now see this waiting screen until the trainer starts the session.



Webinar functions

Familiarise yourself with the key webinar functions at the top of the screen. Your trainer will explain how you can use them throughout the session.



Chat



To access the meeting chat, select **Chat**. From here, you can view and participate in the meeting group chat. Type your comments into the chat. Everyone in the session can see what you type.



Raise



Use the raise hand function to let your trainer know you have something to say. Select **Raise** again to lower your hand



React



Send an emoji reaction, such as a thumbs up, clap, or laugh. When you choose a reaction, the emoji will appear for a few seconds in the meeting window for participants to see.



Camera



Turn your camera on or off. Most of the time, your trainer will ask you to keep your camera on.



Microphone



Turn your microphone on or off.



The trainer may turn your microphone off. Unmute yourself if the trainer requests you to speak.

What to expect during the webinar

Presentation

Your trainer will present the main course content by sharing their screen.

Course materials

If you attend a full-day webinar, such as **Leadership in Safety, Risk Management** or **Training & Supervising Workers**, you will have some course materials to help you follow along.

Your course booking confirmation email will contain links to the documents. Download them beforehand. Your trainer will also share the documents with you during the webinar.

Breakout rooms



Your trainer may use Breakout rooms during your webinar. Breakout rooms are virtual rooms that allow you to split into smaller groups for discussions and activities.

The trainer will assign the breakout rooms automatically, meaning you will automatically move between the main meeting room and the breakout room when the trainer decides. You will see a notification 10 seconds before you move between rooms.

When you join the breakout room, your camera and mic will be turned off until you turn them on.

Troubleshooting

Audio or video issues

If you're experiencing issues with your audio or video, try the below.

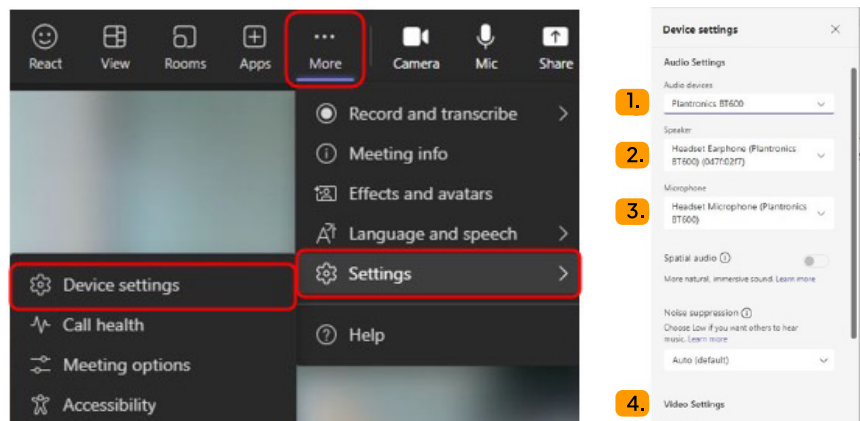
➤ **Leave and rejoin the webinar**

Try leaving the webinar and rejoining the same way you originally joined. This can resolve temporary connection or device glitches. If you do this, message your trainer in the meeting chat to let them know.

➤ **Check your device settings**

If the issue persists, check your device settings. To do this, select **More** in the meeting controls, go to **Settings**, then **Device settings**, and make sure the correct options are selected.

1. Audio
2. Speaker
3. Microphone
4. Camera



Additional useful links

[I can't join a meeting in Microsoft Teams](#)

[My connection keeps dropping](#)

[My speaker isn't working](#)

[My camera isn't working](#)

[My microphone isn't working](#)

Online courses

Site Safe hosts all the online courses on Moodle, our Learning Management System. You can access this through the Learner portal on the Site Safe website.

How to log into the learner portal

Step one

You will receive an email from theteam@sitesafe.org.nz. Browse to www.sitesafe.org.nz and click **Login**.



The information in your course booking confirmation email may vary from the screenshot below, depending on the type of online course you are attending.

Kia ora Learner,

Thanks for choosing to train with Site Safe. As this course is fully online, you may start it as soon as you have completed your registration. Please note you have 60 days from the date of this email to complete your learning.

Reference: COU-00830817

Before you start

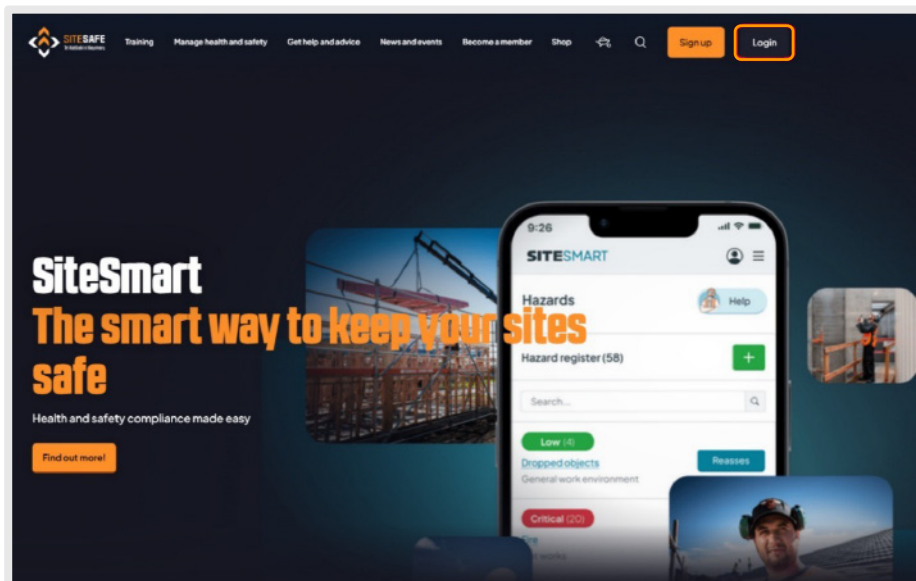
- You must complete your [registration](#) to get access to start your online learning.
- Please note, to complete this course successfully, NZQA require that you must be able to speak and understand conversational English. You can find a copy of their requirements [here](#). Before your course starts, please contact us if you have any questions or concerns.

To access your online learning please log in at www.sitesafe.org.nz for your personal portal and upcoming courses. If you don't know your login details, please follow the steps to "Reset your password".

Questions about your course? Check out our [Learner Guide](#) for answers to commonly-asked questions, or get in touch with us using the contact details below.

Ngā mihi

The Team at Site Safe
0800 SITE SAFE (748 372)
theteam@sitesafe.org.nz | www.sitesafe.org.nz



Step two

Enter your Email Address and Password and click **Sign in**.

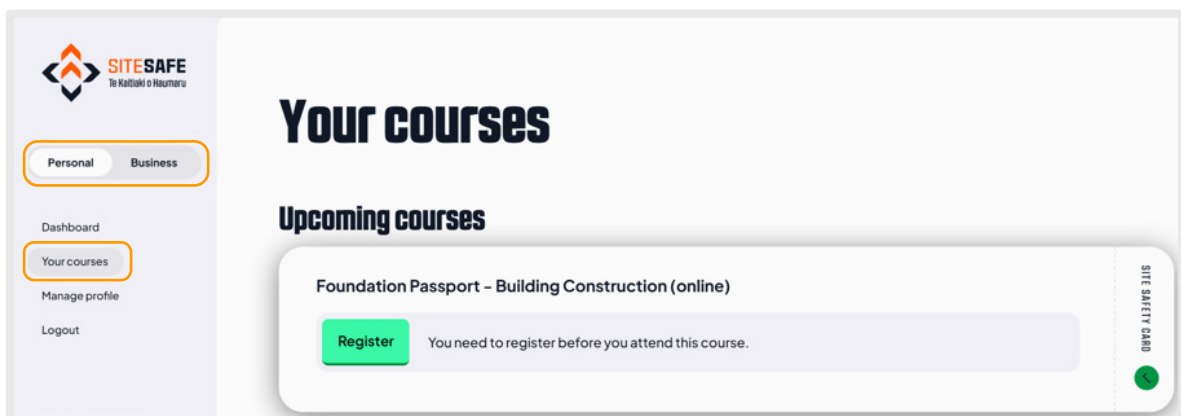


If you don't know your password, click **Reset your password** and follow the steps to reset it.

Step three

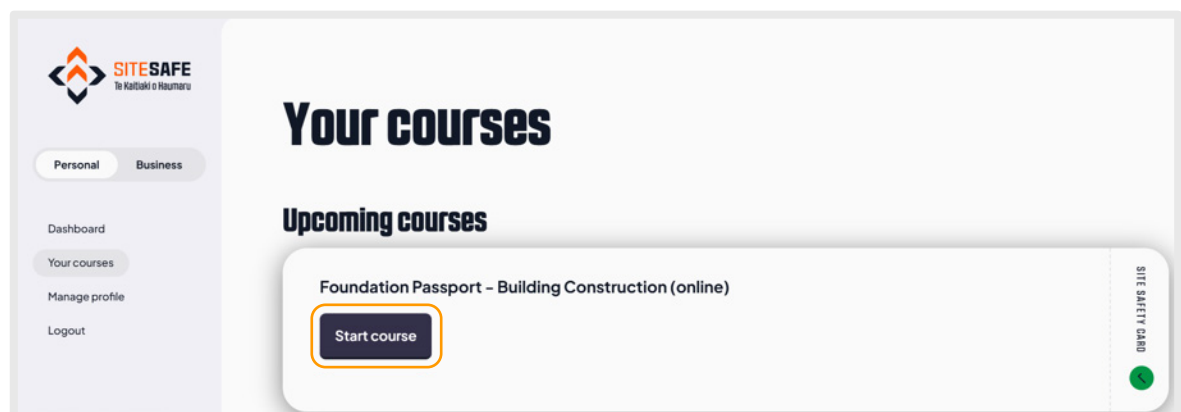
If you are in the Business Portal, please select **Personal** on the left side of the page to get to your Personal learning portal. Then select **Your courses**.

If you have not completed your course registration, select **Register** to complete the digital form.



Step four

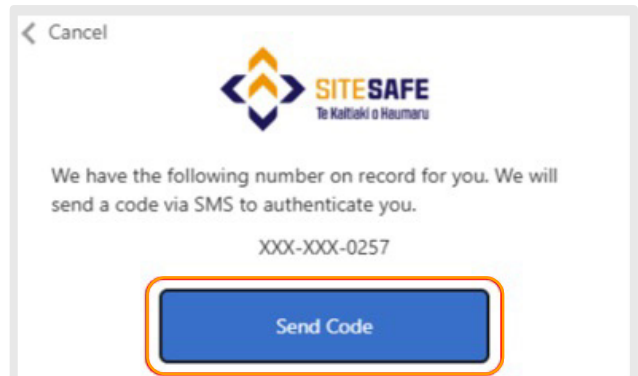
Click **Start Course**. This will directly take you to the course page on Moodle.



Step five

Complete the Multi-Factor Authentication (MFA) verification process.

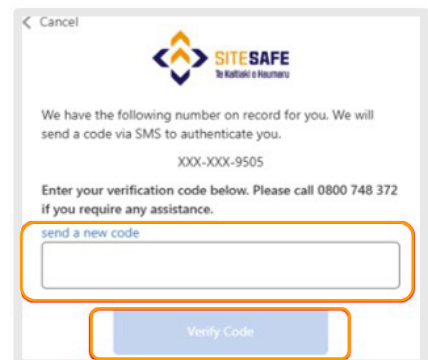
Check the last four digits of the number displayed to ensure they match your mobile number, then click **Send Code**.



Step six

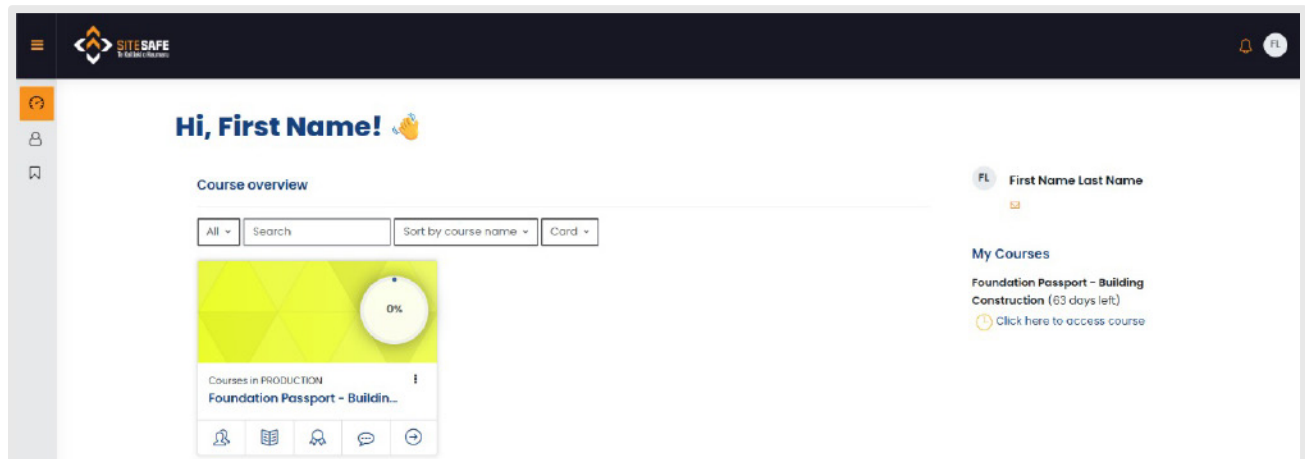
Enter the code you received on your registered mobile number and click **Verify code**.

If you don't receive the code, please call 0800 748 372 for assistance.



Step seven

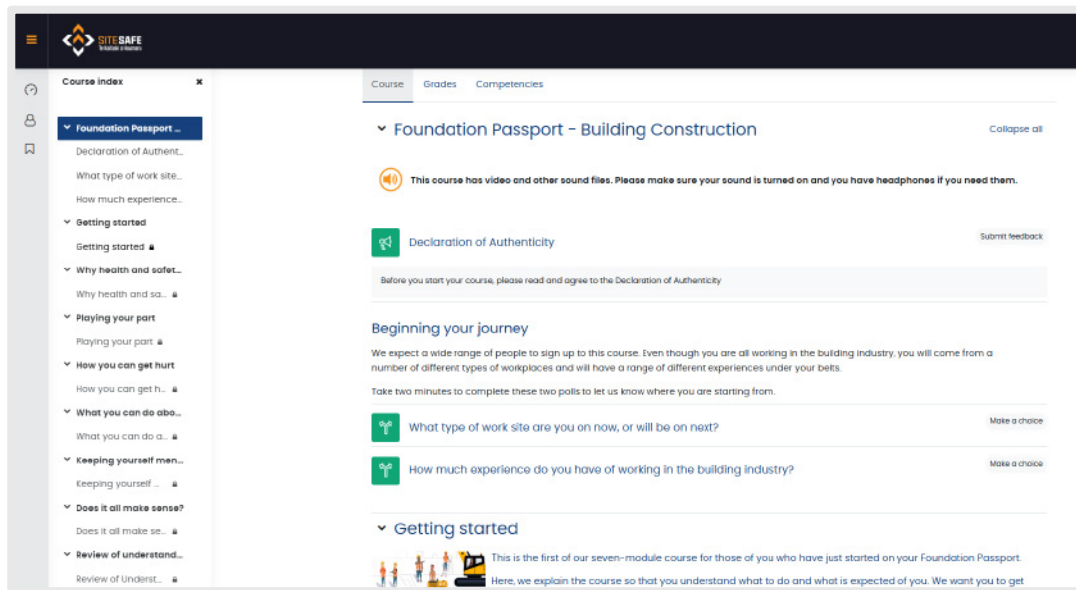
Select the course on the dashboard to start your learning.



What to expect in an online course

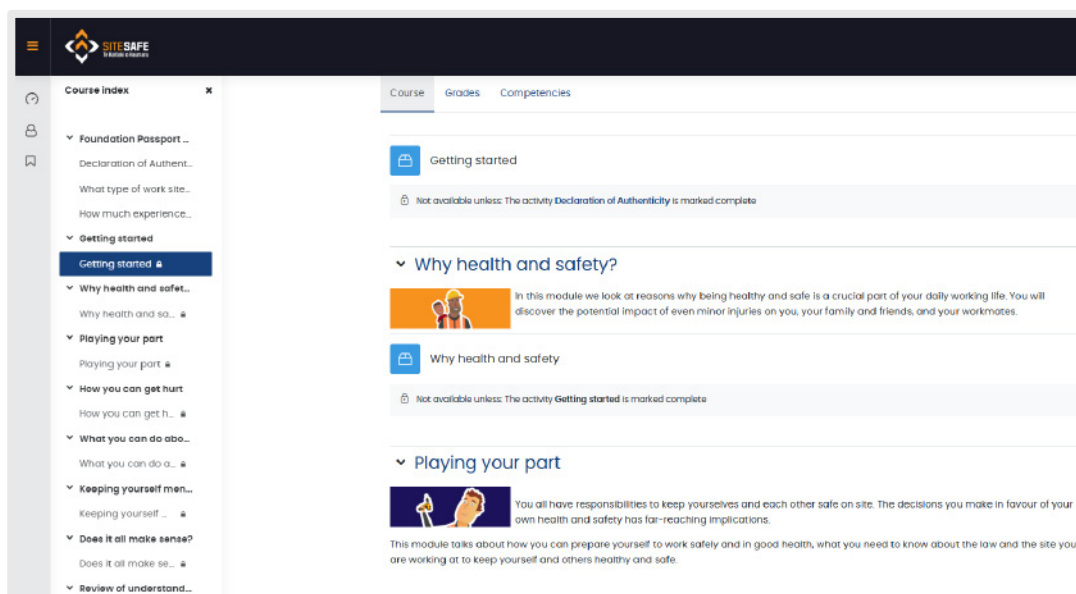
Course home page

The course home page displays the entire outline. On the left side of the window, it shows the Course Index - modules included in the course. You can close the Course Index at any time by clicking the **x**.



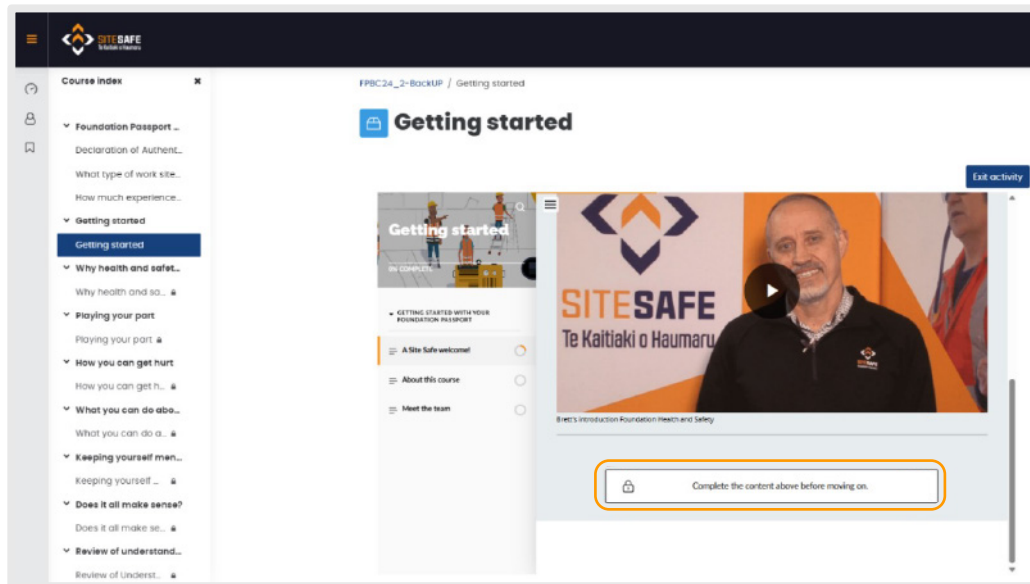
Modules

Each course is divided into several modules based on different topics. To complete the course, you must complete all the modules in order. You can select the modules from the **Course index** on the left side of the page or directly select the module on the page. Each module is broken down into smaller lessons.



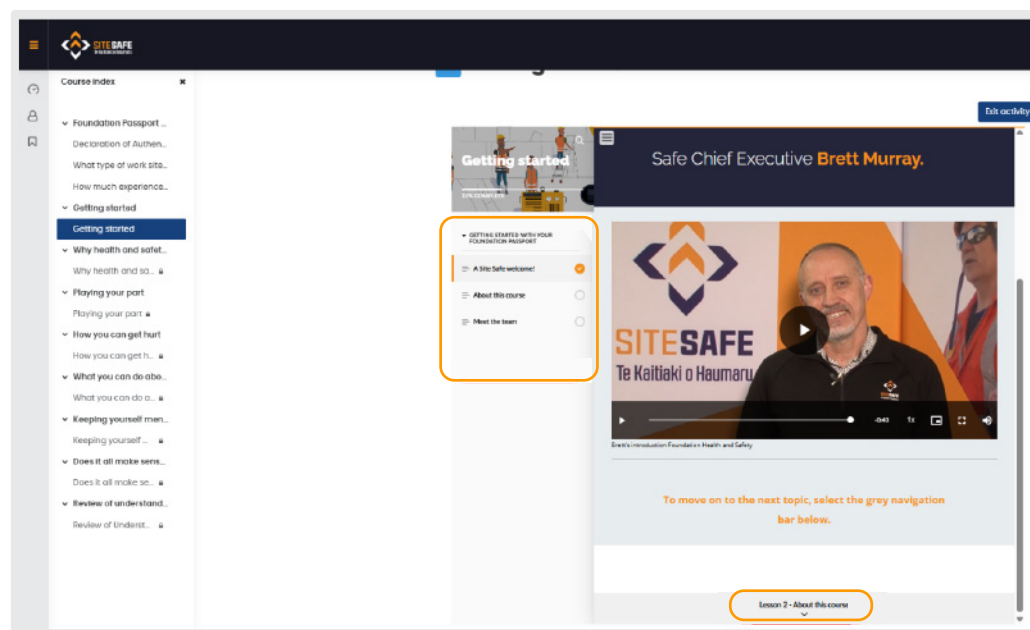
Navigating within the lessons

Each lesson is designed to build on the last, so completing all sections is essential before progressing. If you encounter a notification indicating that further review is needed, it means you have not properly completed a previous activity. Please make sure you complete all activities thoroughly to maintain a practical learning experience.



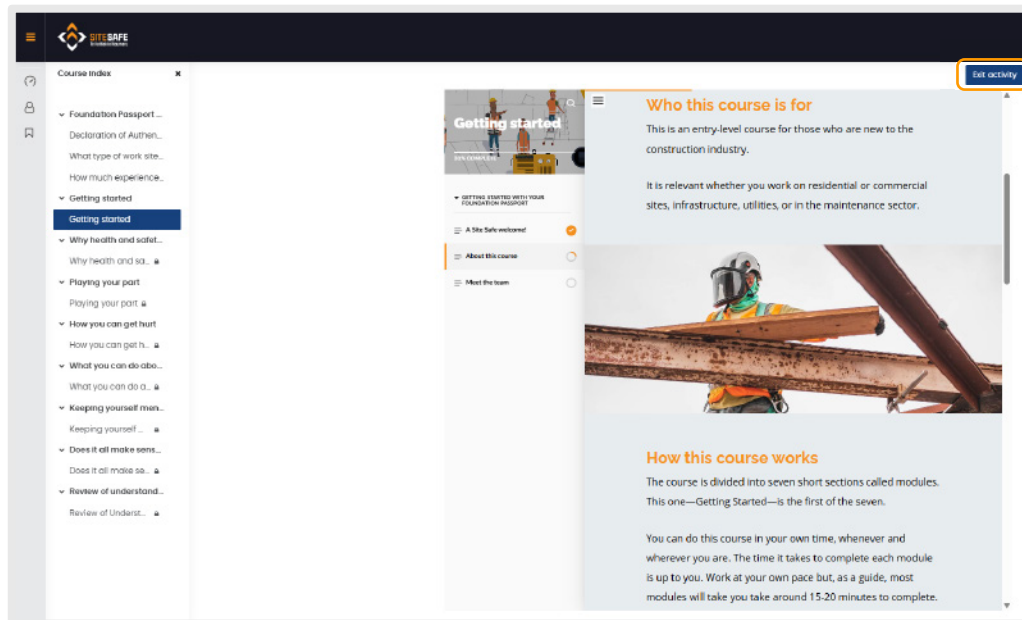
Navigating between the lessons

As you complete each lesson in a module, you can progress to the next Lesson by selecting it from the left pane or by clicking the button on the bottom right of the module window.



Exit Activity

To exit the lesson/module you are in at any point in the learning, click **Exit Activity** at the top right corner of the page.



Review of Understanding

After completing all the modules and lessons within them, you must answer a series of questions to confirm your understanding and complete the course. You will have two attempts to meet the assessment requirements and Pass the course.

Passport Plus Flexi - Webinar + Online courses

This course has two parts: a 2-hour webinar and two online courses of your choice.

Step one

You will receive an email from theteam@sitesafe.org.nz. Click the link in your course booking confirmation email that says Join the webinar. Refer to the How to join a Webinar section in this document for more details.

Kia ora Learner,

Thanks for choosing to train with Site Safe. We're looking forward to seeing you on 30/07/2025 7:45 a.m. until 30/07/2025 10:00 a.m. for your Passport Plus - Flexi (Online + Webinar).

Reference: COU-00860125

Before you start

- You must complete your [registration](#) to get access to join the webinar and start your online modules.
- Please note, to complete this course successfully, NZQA require that you must be able to speak and understand conversational English. You can find a copy of their requirements [here](#). Before your course starts, please contact us if you have any questions or concerns.
- Before you start your course, please read the Learner Webinar Guide attached to this email and check that your microphone and camera are working.

Join the webinar on the day

- Join the webinar https://teams.microsoft.com/j/meetup-join/19%3ameeting_Y2U4ZWU1MjU0MmFILTpxZGtNGMwMGExZTJkN2I1%40thread.v2/0?context=%7b%22Tid%22%3a%22559ebbc4-f890-4333-b2b5-309c77650b92%22%2c%22Oid%22%3a%223f39fc1-cbb6-4087-ada5-ebbdda503469%22%7d.
- We recommend you join 5 minutes before the session begins so you can type in your name and get ready. Ensure you are on time. If you're late, you will be unenrolled.

Note: This course is not designed for multiple learners to participate in one room or on one device.

Post Course

- After you have attended your webinar, you are required to complete two modules. You have 60 days to complete these from the date of the course booking.
- These modules are not to be completed at the webinar.

To access your online learning please log in at www.sitesafe.org.nz for your personal portal and upcoming courses. If you don't know your login details, please follow the steps to "Reset your password".

Questions about your course? Check out our [Learner Guide](#) for answers to commonly-asked questions, or get in touch with us using the contact details below.

Ngā mihi

The Team at Site Safe
0800 SITE SAFE (748 372)
theteam@sitesafe.org.nz | www.sitesafe.org.nz

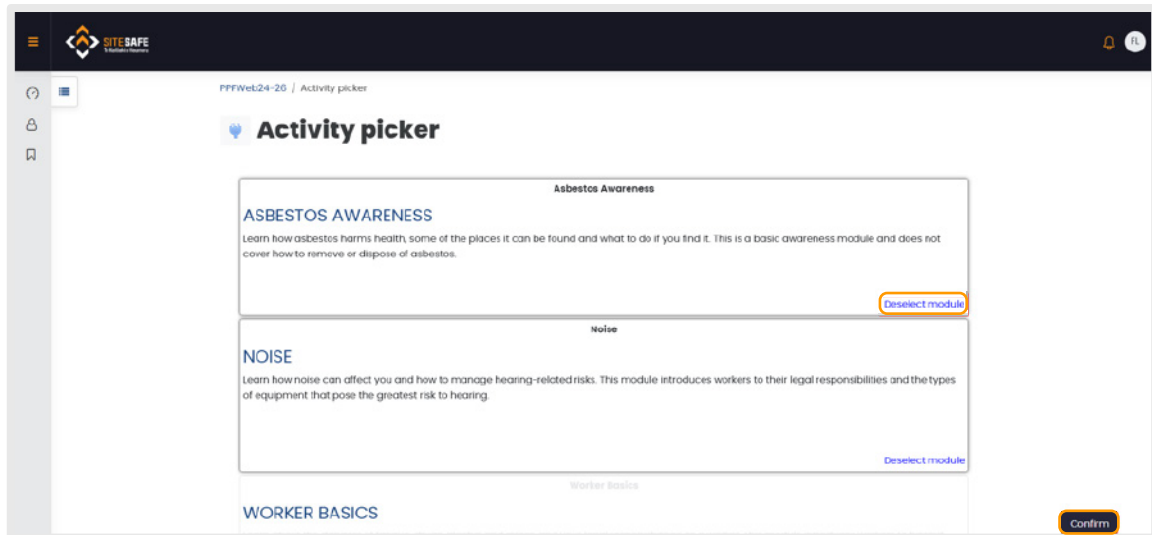
Important: This electronic message and attachments (if any) are confidential and may be legally privileged. If you are not the intended recipient, you may not legally copy, disclose, disseminate or use the contents in any way, and you should contact us immediately and destroy this message.

Step two

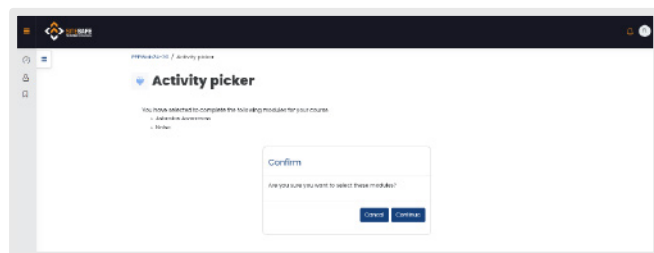
Once you complete the webinar, log into the Site Safe learner portal to select and complete the two online modules of your choice. Refer to the How to log into the Learner portal section in this document for more details.

Step three

Once you complete the webinar, log into the Site Safe learner portal to select and complete the two online modules of your choice. Refer to the How to log into the Learner portal section in this document for more details.

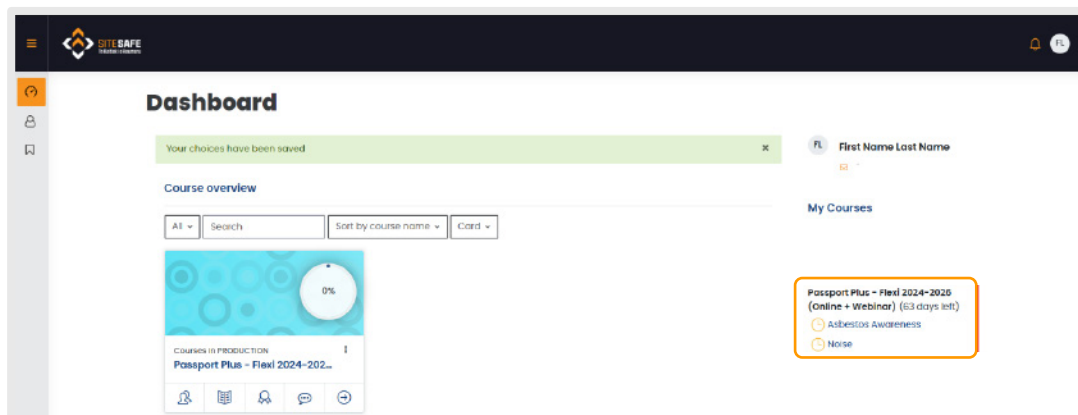


You won't be able to change your modules once you click **Continue**.



Step four

Once you have selected your modules, they will appear on the right side of your course page under **My courses**. Select one of the modules to start learning.



You won't be able to launch the course if you click the course icon under **Course overview**

Further support

For questions, feedback or additional support, contact our Customer Services team on 0800 SITE SAFE (748 372) or email theteam@sitesafe.org.nz

For more information on learning with Site Safe, see our **Learner Guide**