



**SITE SAFE**  
Te Kaitiaki o Haumarū



# 2023

## CODE OF PRACTICE **SUMMARY**

**SITE SAFE NEW ZEALAND**

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# 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](mailto: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/ākonga are at the centre of what we do
2. places learners/ākonga 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.

In doing this, we aim to create an inviting, safe, inclusive, and discrimination-free learning environment, that promotes diversity, equity, and inclusion.

In 2022, 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.



## 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 will be established in early 2024 and will have representation from our priority learner groups: Māori, Pasifika, Women in Construction, Young People and Accessibility. This group will work in collaboration with Site Safe to ensure learners have a say in issues that affect them. This approach also enables us to identify and act on emerging trends and issues.





## 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:

- provide a comprehensive Learner Guide
- ensure buildings are accessibility friendly
- provide unisex bathrooms
- offer translated courses
- provide individual and group learner support services
- provide flexible learning options
- provide food on our one and two day courses.

In 2023, we were a finalist at the Diversity Awards, in recognition of our scholarship programme for Māori, Pasifika, Women in Construction, Young People and Accessibility.



## 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. We partner with organisations like Mates in Construction to provide additional mental health support, 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.



## 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.



## 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
- 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.



## 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.



## 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.



## 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.





# 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 1: A Learner Wellbeing and Safety System**

1. Develop and publish on our website our learner health, safety and wellbeing commitment statement.

## **Outcome 2: Learner Voice**

1. Establish a Learner Advisory Group to directly influence decision making at Site safe.

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

1. Ensure relevant policies and practices are regularly reviewed and learner feedback is considered.

# 2024 ACTION PLAN

## CONTINUED

### **Outcome 9: Prospective International Tertiary Learners Are Well Informed**

1. Review and formalise the updated marketing and communications policy.

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

1. Review and update the Programme enrolment conditions and disclaimers.

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](mailto:education@sitesafe.org.nz)

For a copy of the full Code of Practice Self-Review, please email:  
[education@sitesafe.org.nz](mailto:education@sitesafe.org.nz)



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