



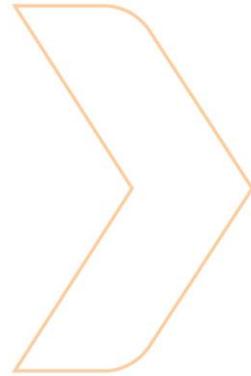
**SITE SAFE**



# LEARNER GUIDE

*A guide to learning with Site Safe*

V1.0 2018



## Learning Overview

This guide will help you to get the most from your experience with Site Safe.

Site Safe has a range of courses to support the building, construction, and other related industries.

To ensure our courses meet the needs of the industry, we work in collaboration with industry experts in the development of each training course.

We would like to hear any feedback that you have, so if you have any feedback or would like to suggest any improvements, please let us know by sending us an email to [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)

## Learning Tips

*Please do:*

- › Respect others around you and value their opinions
- › Actively participate and contribute where you can
- › Use respectful language
- › Be open to listening to other people's ideas
- › Take responsibility for your learning

*Please think:*

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

*Please learn:*

- › From one another – there will be a lot of experience in your group
- › From your trainer and the content of the course
- › That there are no problems, only solutions

*Please remember:*

- › Ask questions for clarity
- › Enjoy yourself and have fun

## Expected Behaviour

- › Your safety is important to us. To help keep everyone on course safe, we ask that you

listen to your trainer and follow the guidance that they give you, especially any safety instructions to do with the training venues and activities on the course.

- › Site Safe expects you to be considerate of other learners. If you are disruptive during the course, you may be asked to leave.
- › We expect our learners to arrive at the training venue on time. If you are delayed for any reason, please contact Site Safe administration staff prior to training commencement.
- › Please dress appropriately for your course.
- › All assessment work should be your own.

For more information on our Rights of Admittance – please follow the link to the [Training Terms and Conditions](#) on our website.

## Breaks and Facilities

*Catering*

Site Safe venues have kitchen facilities for tea and coffee for you to use. Courses that run for a full day will be catered. Please let Site Safe administration staff know in advance if you have any special dietary requirements.

*Parking*

Each Site Safe venue has its own guidance on parking. This information is often included in the booking confirmation email that is sent to you and your employer when you book onto the course.

If you did not receive this information in the booking confirmation email or you would like to confirm the parking situation specific to the venue you are attending training at, please contact Site Safe administration staff in your region:

**General Queries**

[comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)

0800 SITESAFE (748 372)

**Auckland Centre Address:**

92-94 Beachcroft Avenue,  
Onehunga, 1061

*Postal Address:*

PO Box 12313,  
Penrose, 1642 Auckland

*Phone:* (09) 634 0365

*Email:* [auckland@sitesafe.org.nz](mailto:auckland@sitesafe.org.nz)

**Hamilton Centre Address:**

67 Seddon Road, Frankton,  
Hamilton

*Postal Address:*

PO Box 12313,  
Penrose, 1642 Auckland

**Palmerston North Centre Address:**

7 El Prado Dr,  
Milson, Palmerston North

*Postal Address:*

PO Box 12313,  
Penrose, 1642 Auckland

**Wellington Centre Address:**

23-25 Jarden Mile,  
Ngauranga, 6035

*Postal Address:*

PO Box 9445,  
Marion Square, 6141, Wellington

*Phone:* 04 815 9180

*Email:* [wqtnbookings@sitesafe.org.nz](mailto:wqtnbookings@sitesafe.org.nz)

**Christchurch Centre Address:**

90 Carmen Road,  
Hornby, 8042

*Postal Address:*

PO Box 160071,  
Hornby, 8411, Christchurch

*Phone:* 03 348 5788

*Email:* [chchbookings@sitesafe.org.nz](mailto:chchbookings@sitesafe.org.nz)

**Dunedin Centre Address:**

Room 5, Dunedin Trades Training Centre,  
14 Bridgman Street, Dunedin

*Postal Address:*

PO Box 160071,  
Hornby, 8411, Christchurch

## Learning Support

*Readers, Writers, or Supporters on Site Safe Courses*

Site Safe can help with your specific training needs, such as:

- > English language difficulties
- > Wheelchair (or other access requirements)
- > Hearing impairment
- > Learning difficulties or behavioural concerns
- > Sight impairment
- > Medical conditions
- > Special requirements due to religious beliefs
- > Special dietary requirements

If you need any assistance, please call us on 0800 748 372 or email us at [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz), and we will be happy to help.

*Foreign language delivery of Site Safe training courses*

Our construction industry is made up of diverse groups. We recognise that health and safety training must be delivered in many different languages to meet the industry's diverse needs to promote and advance a culture of safety.

Site Safe regularly delivers four-hour Passport level courses in various foreign languages with an interpreter, however, some of our other courses are available in languages other than English.

Further information can be found on the [Foreign Language Delivery factsheet](#) on our website. Please contact Site Safe for further information on 0800 748 372 or visit us at [sitesafe.org.nz](http://sitesafe.org.nz) to find out more about how we can cater to your needs.

*Interpreters on Site Safe Courses*

You may bring along your own interpreter, at your own cost:

- > Courses where an interpreter is attending with you must be arranged in advance. For further guidance on this, please talk to Site Safe administration team.
- > An interpreter attending the course with you cannot be a learner participating on the same course.

- > The interpreter may interpret for all learners on a course, or for one or two learners.

Please let us know in advance if you are bringing an interpreter with you to a course.

*Assessment in languages other than English*  
If you would like to be assessed in a language other than English, please contact us directly to discuss your options on 0800 748 372 or at [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)

## Photos of Learner Identification

If you are attending a one or two-day course, please bring one of the following types of identification as we are required to take a copy of one of the following:

- > Birth certificate
- > New Zealand Passport (an expired passport is fine)
- > RealMe assertion (a verified RealMe account)
- > Citizenship Certificate
- > International Passport (photo page and work/resident visa page\*)  
*\*Exceptions where a photo of a visa page is not required is when the International Passport is from Australia, Tokelau, Cook Islands, or Niue*

**Note:** A Driver's Licence is not accepted, as it does not show residency status.

These documents are used to transfer academic records and register Unit Standards with NZQA.

If you are an international learner (on a work visa), Site Safe is required under the Code of Practice to accurately record your identification. This allows Site Safe to report to NZQA and the Ministry of Education to ensure we meet Code of Practice regulations.

## Assessment Information

Each of our courses is about developing new skills so you can be more effective within your organisation.

There will be assessment exercises for the course that we use as a measurement tool.

All assessment tasks will be explained by the trainer. If you are unsure of any parts of the assessment, please ask the trainer for clarification. If you have any further questions about the assessment after your course, please ring us on 0800 748 372 or email [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz).

Some of our courses will require the completion of a take-home assignment.

Site Safe expects all assignments to be submitted for marking within three months of completing the training component of the course. All assignments must be your own work. Site Safe offers [free assignment workshops](#) in each region to help with your assignments.

### Assignment Extension

If you would like more time to complete your assignment, you will need to apply for an [extension using the form provided on our website](#).

### Assignment Resubmissions

If you are assessed as Not Yet Competent, you are able to have one further attempt at passing the assignment. The assignment is returned with coaching comments from the marker to provide further guidance. If you are assessed as Not Yet Competent on your second attempt, you will be required to resit the course at either yours or your company's cost.

If your course is assessed on course, your trainer will provide details on how and when your reassessment will be conducted if necessary.

## Achievement of Unit Standards

Where Unit Standards are included in Site Safe courses, you need to successfully meet all course requirements to pass the course. If you are assessed as Not Yet Competent overall but have still met all requirements of a Unit Standard embedded in the course then you will not receive a Site Safety Card, but will be awarded the Unit Standard/s that you have achieved.

*Information, Records of Learning, and Assessment Storage*

You have the right to access and amend your personal information which Site Safe holds in its database at any time.

All assessment information from Site Safe courses is scanned and stored electronically for a minimum of twelve months.

To access your personal information, request a copy of your record of learning, or to request a copy of your assessments, please contact us on [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)

Further information on how we manage records and assessment is in the Privacy Section of this document.

*Appeals Procedure*

If you are unhappy with either the assessment result or process, then you should either speak with the trainer at the course, or you can email us at [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz), and we'll work with you to resolve the issue.

You can expect a formal response to your appeal within one working week (seven days) of the appeal being received. If there is no resolution after seven days, we'll provide you with regular updates on the resolution progress.

## 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. We encourage complaints to be made by email to [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)

To assist in the processing of your complaint please include full and accurate details of what happened. Where further information is required, Site Safe will contact you for further detail.

You can expect a formal response to your complaint within one week (seven days) of the complaint being received. If there is no resolution after seven days, Site Safe will provide you with regular updates.

If you are not happy with the outcome of your complaint, then you have the right to redirect your complaint to the New Zealand Qualifications Authority or appropriate authority.

**If concerns relate to:**

Non-compliance relating to Site Safe's duties as a Private Training Education provider in New Zealand or as a signatory to the Code of Practice for Pastoral Care for International Students

Contact: [NZQA](#)

**If concerns relate to:**

An international student's financial or contractual dispute with their provider

Contact: [iStudent Complaints](#)

**If concerns relate to:**

Discrimination

Contact: [Human Rights Commission](#)

**If concerns relate to:**

Someone's safety being at risk

Contact: Local authorities: In New Zealand this could be [NZ Police](#) or [WorkSafe](#)

**If concerns relate to:**

How information about you has been stored or used

Contact: [Privacy Commissioner](#)

**If concerns relate to:**

Free legal advice – New Zealand

Contact: [Citizens Advice Bureau](#)

## Other Useful Information

### *Health and Safety*

Your trainer will advise you of the emergency procedures and assembly points of the training venue you are attending. If you identify any hazards in the training facility or have any health or safety issues that need to be addressed during the course, please notify your trainer in the first instance.

### *Privacy*

#### *What Kind of Personal Information We Collect*

We collect the personal information you give us (which includes all information provided on your enrolment form and records of Site Safe training history/course achievement). We may also keep a record of any information that you acquire from us.

#### *How We Store Personal Information*

We store personal information electronically and in paper-based form. The personal information is kept safe and secure using generally accepted standards of security.

#### *How You Can Access/Amend Your Personal Data*

If you wish to access your personal information, we will verify your identity by asking a series of security questions.

To amend your record, or request a copy, please contact us. A copy of the amended record of your personal information will be provided to you.

#### *How We Disclose Your Information*

We may disclose information about you (including your identity):

- Your level of training to your employer or main contractors
- By written request to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, Inland Revenue, Immigration NZ, NZQA, and the Accident Compensation Corporation
- To our service providers to the extent required to provide our information or services to you
- To any person you authorise us to disclose information to

- If we determine that the disclosure is necessary in connection with a complaint regarding your use of our information or services

## Working in Construction in New Zealand

If you are new to the New Zealand construction sector, we recommend that you read [this guide](#) which contains useful information about working on a New Zealand construction site, New Zealand safety standards and where you can go for further information.

### *Other useful information*

#### **Communication and culture:**

[Communication & Social Culture in New Zealand](#)

[Guide to Kiwi Workplaces](#)

#### **New Zealand law and your rights:**

[Citizens Advice Bureau](#)

[WorkSafe NZ](#)



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**sitesafe.org.nz**

Site Safe New Zealand  
PO Box 9445  
WELLINGTON

**P:** 04 815 9180  
**F:** 04 473 8541  
**E:** [comments@sitesafe.org.nz](mailto:comments@sitesafe.org.nz)