



Less risk, safe people, better business

APPENDIX A

Evidence of respondent's NZQA registration

Organisations >> NZQA - Impac Services Limited

Contact Details

Contact	Gabrielle Aves
Address	PO Box 308 Napier 4140
Phone	0064 800 246 722
Freephone	0800 246722
Email	contactus@impac.co.nz
Website	www.impac.co.nz
Education Organisation number	7324
Education Organisation location	1

Delivery Sites

Name	Location & Number	Street Address	Contact Number
Impac Services Limited	Napier (7324/1)	40a Niven Street, Onekawa, Napier 4110	800 246 722
Impac Services Limited	(7324/5)	Level 1, Millennium Centre Phase II, Building C, 600 Great South Road, Greenlane, Auckland	800 246722
Impac Services Limited	Lambton Quay (7324/6)	Level 11, Legal House, Lambton Quay, Wellington 6011	800 246 722
Impac Services Limited	Middleton (7324/7)	ITANZ Christchurch Office, Unit 1, 5 Maryland's Place, Middleton, Christchurch 8024	800 333 212
Impac Services Limited	East Tamaki (7324/10)	Draeger Safety Pacific LTD, Unit 4, 24 Bishop Dunn Place, East Tamaki, Auckland 2013	9 3760121
Impac Services Ltd	Penrose (7324/8)	ITANZ Auckland Office, Level 1, 42 Olive Road, Penrose, Auckland 1061	0800 333 212
Impac Services Ltd	Petone (7324/9)	ITANZ Head Office Level 1, 16 Armidale Street, Petone, Lower Hutt 5012	0800 333 212

Qualifications

This organisation can assist in gaining [these qualifications](#).

Micro-credentials

This organisation can assist in gaining [these Micro-credentials](#).

Consent to Assess

The organisation has consent to assess against [these standards and groups of standards](#) (i.e. Standards, Fields, Subfields & Domains)

Degrees, Programmes and/or Training Schemes

The organisation is approved to deliver [these Degrees, Programmes and/or Training Schemes](#)


Registration

Date first registered with NZQA

See [explanation](#)


01-03-00

External Quality Assurance

 [2019 \(253 Kb\)](#)

External quality assurance report history

See [explanation](#)

 [2016 \(154 Kb\)](#)

 [2011 \(91 Kb\)](#)

Current status

4 November 2019: NZQA is Highly Confident in the educational performance of Impac Services Limited

4 November 2019: NZQA is Confident in the capability in self-assessment of Impac Services Limited

Provider Category

1
See [explanation](#)

Statutory Actions

For more information on statutory actions on any education organisation [click here](#).

Disclaimer: [conditions of use](#).



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APPENDIX B

Evidence core courses meet NZQA requirements

Education Organisation's details

Impac Services Limited (Napier)

[Return to Education Organisation Details »](#)

This organisation may not be currently assessing standards in all areas of the DAS that are listed below. To confirm what is currently delivered and assessed, contact the organisation or visit its web site.

Sub-field consents to assess

[Dairy Manufacturing](#) (to level 6)

[Dairy Processing](#) (to level 6)

[Occupational Health and Safety](#) (to level 6)

Domain consents to assess

[First Aid](#) (to level 2)

[Monitoring of Energy and Chemical Plant](#) (to level 4)

[Safety and Legislation for Energy and Chemical Plant](#) (to level 6)

Standard consents to assess

First Aid

6400 Manage first aid in an emergency situation (level 3) [View details »](#)

6402 Provide basic life support (level 2) [View details »](#)

6401 Provide first aid (level 2) [View details »](#)

Occupational Health and Safety Practice

15189 Implement a health and safety plan for a workplace (level 4) [View details »](#)

Powered Industrial Lift Trucks

18409 Use a forklift mounted safety platform in the workplace (level 3) [View details »](#)

Primary Products Food Processing - Core Skills

18405 Comply with a product safety programme for product processing in the dairy industry (level 3) [View details »](#)

29093 Describe and analyse data to optimise clean-in-place performance in a primary products food processing operation (level 5) [View details »](#)

29145 Work in a freezer storage area in a primary industry operation (level 3) [View details »](#)

Primary Products Food Processing - Operational Skills

29096 Explain automated process control and fault diagnosis in an automated primary products food processing operation (level 5) [View details »](#)

29148 Handle incoming products and check, weigh and pack products in a primary products food processing operation (level 3) [View details »](#)

29144 Prepare to transport, and load and unload goods in a primary products food processing operation (level 4) [View details »](#)

29153 Prepare, monitor, and operate a packing system in a primary products food processing operation (level 4) [View details »](#)

Primary Sector Core Skills

29141 Apply product and stores knowledge to own work area in a primary industry operation (level 3) [View details »](#)

29095 Conduct routine maintenance to plant and equipment in a primary industry operation (level 3) [View details »](#)

29143 Load transport containers in a primary industry operation (level 3) [View details »](#)

29154 Operate palletising equipment in a primary industry operation (level 3) [View details »](#)

20017 Relocate production materials in a primary industry operation (level 3) [View details »](#)

29146 Work in and control a cool storage area in a primary industry operation (level 3) [View details »](#)



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APPENDIX C

IMPAC Insurance Certificates of Cover

- Public Liability
- Professional Indemnity



QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured : Impac Services Limited, Impac Solutions Limited, CPNZ Limited, Virtual Machine Training Limited

Policy Number : P000024686PUR

QBE Line : 100.00%

Period of Insurance : From 20 May 2023 at 4pm to 20 May 2024 at 4pm

Risk Type : PURPL

Wording : PURPL Combined Liability PUR0116

Cover : **Section** **Limit**

General Liability	NZD 10,000,000	T&J Worldwide excluding North America.
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Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

Dated: 24 May 2023



QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

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QBE Line : 100.00%

Period of Insurance : From 20 May 2023 at 4pm to 20 May 2024 at 4pm

Risk Type : PURPL

Wording : PURPL Combined Liability PUR0116

Cover :

Section	Limit	
Professional Indemnity	NZD 5,000,000	T&J New Zealand and Australia

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

Dated: 24 May 2023



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APPENDIX D

IMPAC Training Outlines for each Tendered Course

- C2 Confined Space
- C3 Fire Warden
- C5 WHS Rep Stage 1
- C7 Contractor WHS Management
- C8 Risk Identification
- S1 Manager Safety Rep

IMPAC Training Outlines for additional courses

- Mental Health First Aid
- Workplace Wellbeing
- De-escalation Techniques
- Job Safety Analysis
- Managing Critical Risks: Bowtie Fundamentals
- Energy Isolation
- Permit to Work Issuer/Receiver

C2: SAFETY IN CONFINED SPACE & GAS DETECTION OVERVIEW

Who is this for?	Individuals who work in confined spaces or oversee safety protocols and compliance including: <ul style="list-style-type: none">+ Industrial Workers+ Facility Maintenance Staff+ Supervisors and Managers+ Safety Officers and Managers+ Emergency Response Teams+ Health and safety professionals+ Compliance officers
What do they do?	<p>Industrial Workers: Those employed in industries such as manufacturing, construction, chemical processing, and utilities where confined spaces are common.</p> <p>Facility Maintenance Staff: Individuals responsible for maintaining and servicing equipment or infrastructure located in confined spaces.</p> <p>Supervisors and Managers: Personnel in supervisory or managerial roles overseeing teams working in confined spaces.</p> <p>Safety Officers and Managers: Professionals responsible for overseeing safety protocols and ensuring compliance within their organizations.</p> <p>Emergency Response Teams: Individuals involved in emergency response and rescue operations, as they need specialized training for confined space incidents.</p> <p>Health and Safety Personnel: Those working in health and safety roles, responsible for implementing safety procedures and conducting risk assessments.</p> <p>Compliance Officers: Those tasked with ensuring that their organizations adhere to health and safety regulations and standards.</p>
How long does the course run for?	2 days (16 hours)
Unit standard(s)	US 17599, US 18426, US 25510
What are the benefits for the organisation?	People who have completed this course will have practical knowledge and skills for: <ul style="list-style-type: none">+ Confined Space Entry+ Gas Detection
What are the benefits for the learner?	We are developing people who will be: <ul style="list-style-type: none">+ Able to identify hazards and controls within a confined space.+ Develop an emergency procedure plan and complete the necessary documentation required for a confined space entry.
What are the learning outcomes?	On completion of this course students will be able to: <ul style="list-style-type: none">+ Identify hazards and controls within a confined space+ Develop an emergency plan for a confined space+ Understand and complete documents required for confined space entry+ Conduct confined space entries and rescue, conduct atmospheric tests+ Operate an atmospheric testing device to determine a suitable atmosphere

- + Identify control measures to eliminate or minimize the confined space risks
- + Provide examples of confined spaces and categories
- + Demonstrate knowledge of confined spaces, and their permit notification and implementation requirements
- + Demonstrate knowledge of monitoring and confined space testing requirements
- + Describe the responsibilities and duties of people entering confined spaces or conducting observation duties for confined space
- + Interpret and respond to atmospheric testing results

Assessment

There is an assessment for this course.



C3: FIRE WARDEN OVERVIEW

Who is this for?	<ul style="list-style-type: none">+ Fire Wardens for workplaces+ HR professionals responsible for workplace safety training and awareness.
What do they do?	They are the designated Fire Warden for their workplace or are responsible for workplace safety training and awareness.
How long does the course run for?	4 hours
Unit standard(s)	US 18408
What are the benefits for the organisation?	People who have completed this course will have practical knowledge of: <ul style="list-style-type: none">+ Evacuation requirements for a particular workplace or site.+ Fire Warden duties in the workplace
What are the benefits for the learner?	We are developing people who will be: <ul style="list-style-type: none">+ Able to explain the duties of a Fire and Emergency Warden+ Demonstrate knowledge of evacuation requirements for a particular workplace or site.+ Demonstrate knowledge of Fire Warden duties in the workplace.
What are the learning outcomes?	On completion of this course students will be able to: <ul style="list-style-type: none">+ Understand the role and responsibilities of a Fire Warden in the event of a fire.+ Identify potential fire hazards and prevent fires from occurring at your workplace.+ Effectively don Fire Warden PPE and maintain fire safety equipment, such as fire alarms, fire doors, fire extinguishers+ Understand the way to implement and communicate an effective emergency evacuation plan+ Execute a successful fire drill, understanding key elements like timing, routes, assembly points, and headcounts+ Provide clear and concise communication during fire emergency and drills+ Understand how to effectively liaise with emergency services in the event of a fire
Assessment	There is an assessment for this course.



C5: HSR STAGE 1 Introduction to the HSR Role

Who is this for?	Newly elected health and safety representatives, worker and union representatives, anyone wanting to know more about New Zealand health and safety law and worker engagement, participation and representation
What do they do?	Advocate, speak up for and support workers in their work group
How long does the course run for?	2 days (14 hours learning, 2 hours of breaks)
Unit standard(s)	US 30264, US 29315
What are the benefits for the organisation?	People who have completed this course will have practical knowledge and skills to help them to be effective in their role as a health and safety representative. They will be able to confidently apply their knowledge and legal powers to advocate for workers and engage and participate constructively with management.
What are the benefits for the learner?	We are developing people who will be: <ul style="list-style-type: none"> • equipped with tools and processes that will help them perform the required tasks • confident that they can put their knowledge to practical use.
What are the learning outcomes?	Learners will be able to: <ul style="list-style-type: none"> + Understand why health and safety matters + Identify the rights and responsibilities of key health and safety stakeholders + Describe key health and safety legislation, documentation that supports health and safety at work, and the role of the health and safety Regulator + Describe key duties and the application of those duties in the workplace in accordance with health and safety legislation + Describe key roles in terms of worker participation and engagement in relation to the HSWA + A basic understanding of the risk management process + Identify and assess hazards and risks through strategies and tools + Understand the importance of monitoring and reviewing implemented controls + Know the importance of communicating and effective methods to communicate with workers and management about the risk management process, recommendations, and other health and safety issues + Know the role of the HSR as an advocate for workers in the workplace



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- + Understand about the Provisional Improvement Notice including the purpose, implementation process, and the PCBU's obligations to comply or seek regulatory review
 - + Support workers with post-injury rehabilitation and graduated return to work planning.

Assessment

There is one on-course assessment for this course.



C7: WORKING WITH MULTIPLE PCBUs / Contractor Management

Who is this for?	Contract/Contractor Managers; Project Managers; Procurement Managers, Facilities Managers; Engineering Managers; Health and Safety Managers; Health and Safety Co-ordinators, Quantity Surveyors
What do they do?	Work in situations where they are engaged in the selection and/or management of contracting organisations through operational activity, facilities and maintenance, or projects. Have input into the liaison with other PCBUs
How long does the course run for?	1 day
Unit standard(s)	US 17595
What are the benefits for the organisation?	Most organisations work regularly with other organisations in order to achieve their objectives. Working with multiple PCBUs creates risk which needs to be managed, for business and legal reasons. Developing leaders in the process of working with other PCBUs, from scoping the work, initial engagement through to implementation, review and improvement.
What are the benefits for the learner?	Understanding the complexity of PCBU relationships and contractor management; career progression, leadership opportunities, personal satisfaction from making a positive impact on the workplace
What are the key learning outcomes?	Learners will be able to: <ol style="list-style-type: none"> 1. Understand the law governing Contractor Management and interaction between PCBUs 2. Understand what a PCBU is and identify the different types of PCBU relationships that may exist within their organisation 3. Apply a contractor management process and tools, to support safe, healthy and successful operational work involving multiple PCBUs
Assessment	There is an on-course assessment and off-course project.



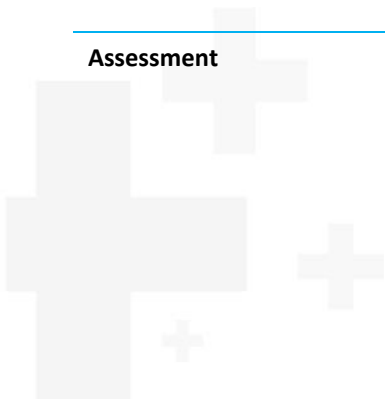
C8: WORKPLACE H&S RISK ASSESSMENT

Who is this for?	Health and Safety Representatives and Champions, Supervisors, Team Leaders, Frontline Managers, Engineers, Project Managers
What do they do?	Any work where being risk aware and able to plan, implement, monitor and communicate about effective risk controls is an advantage
How long does the course run for?	1 day
Unit standard(s)	US 30265
What are the benefits for the organisation?	People who have completed this course will have practical knowledge and skills to help them better identify hazards, assess, control consult and communicate about risk, as well as monitor and review risk. They will be able to confidently use a set of practical tools to improve health and safety risk assessment in the workplace.
Overall purpose	We are developing people who will be: <ul style="list-style-type: none">• Able to apply the risk assessment process to a range of practical scenarios• clear on the need to “focus on the critical” and what that means• equipped with tools and processes that will help them perform the required tasks• confident that they can put their knowledge to practical use.
What are the key learning outcomes?	Learners will: <ol style="list-style-type: none">1. Be able to identify the legal requirements for risk assessment2. Demonstrate how to use tools for identifying hazards3. Demonstrate how to use tools to assess risk4. Demonstrate how to use tools to select risk controls5. Demonstrate how to use tools for monitoring and review of risk assessments
Assessment	There is one on-course assessment for this course.



S1 MANAGERS SUPPORTING HSRs

Who is this for?	Managers of health and safety representatives
What do they do?	Provide support and coaching to health and safety representatives
How long does the course run for?	4 hours
What learning methods are used?	Facilitated group discussion, practical application group activities, application of learning to practical scenarios, short video clips, reference to diagrams and models, presentation slides.
What are the benefits for the organisation?	People who have completed this course will have practical knowledge and skills to: <ul style="list-style-type: none">+ Understand the role and functions of the H&S representative+ Support and coach health and safety representatives to be effective in their role+ Support and coach health and safety representatives to participate constructively with management.
What are the benefits for the learner?	We are developing people who will be: <ul style="list-style-type: none">+ Confident that they understand the role and functions of the health and safety representative+ Equipped with tools and processes that will help them support and coach their organisation's health and safety representatives.
What are the learning outcomes?	Learners will be able to: <ul style="list-style-type: none">+ Identify the rights and responsibilities of key health and safety stakeholders+ Describe key roles in terms of worker participation and engagement in relation to the HSWA+ Know the role, functions, and powers of the HSR as an advocate for workers in the workplace+ Apply effective communication and coaching techniques to be able to support the health and safety representatives+ Describe common pitfalls to avoid while coaching and supporting health and safety representatives
Assessment	There will be no assessment for this course.



ADDITIONAL COURSES

- **Mental Health First Aid**
- **Workplace Wellbeing**
- **De-escalation Techniques**
- **ICAM Investigation Techniques**
- **Job Safety Analysis**
- **Managing Critical Risks: Bowtie Fundamentals**
- **Energy Isolation**
- **Permit to Work**





Mental Health First Aid Aotearoa

Outline

This course is designed for students to learn how to assist someone who is developing a mental health challenge or is in a mental health crisis.

*The course covers the most common mental health challenges in New Zealand; depression, anxiety, psychosis, eating disorders, gambling harm and problematic substance use. The mental health crises covered include suicidal thoughts and behaviours, non-suicidal self-injury, panic attacks, traumatic events, psychosis, acute effects from substance use and aggressive behaviour.**

The interactive course content has been adapted to be specifically relevant within the cultural context of New Zealand including workplace scenarios and guidelines for providing MHFA when someone identifies as Maori or Pasifika.

***Trigger warning: The content of this course may be emotionally challenging for some students.**

This course has been designed for:

- Anyone over 18 years of age who wants to gain increased confidence in their ability to offer Mental Health First Aid which enables early access to help.

Objectives

On successful completion students will be able to:

- + Confidently provide initial support to adults experiencing a mental health problem or crisis, using the evidence-based ALGEE 5 step action plan:
 - Approach, assess and assist any crisis
 - Listen and communicate non judgementally
 - Give support and information
 - Encourage professional help
 - Encourage other supports
- + Understand the mental health challenges people experience, when to intervene, their options for treatments and helpful first aid strategies
- + Respond to mental health and addiction needs at a level that is appropriate to their day-to-day roles
- + Better promote and destigmatise mental health in the workplace
- + Complete an online assessment to be accredited for three years as a Mental Health First Aider.



**Mental
Health
First Aid
Aotearoa**

ASSESSMENT:

This course has an optional off-course assessment.

DURATION: 2 day

AUDIENCE LEVEL: Foundational

UNIT STANDARD: N/A



Wellbeing at Work

Outline

IMPAC has developed, in collaboration with Frank O'Connor, Chartered Organisation Psychologist, a balanced and informative Wellbeing at Work training programme.

Attendees will gain insight and understanding on the importance of wellbeing, as well as legal and ethical drivers of wellbeing in the workplace. Within this 8-hour course, attendees will also learn techniques and tools to take practical action to improve wellbeing at work.

Objectives

On successful completion students will be able to:

- + Define Wellbeing
- + Understand why Wellbeing matters
- + Know the relationship of Wellbeing and Stress
- + Understand legal and ethical drivers
- + Implement practical action to improve Wellbeing at Work

This course has been designed for:

- 👤 Health & Safety leaders, advisors
- 👤 Team leaders, supervisors
- 👤 Anyone with a remit or interest in Wellbeing in the workplace






De-escalation Workshop

Outline







Through role playing scenarios, attendees learn and practice applying techniques to recognise potentially aggressive behaviours, and to successfully de-escalate aggressive or abusive phone calls or verbal interactions

This course has been designed for:

-  Frontline and public facing staff
-  Call centre workers
-  Anyone who may deal with verbally abusive members of the public.

Objectives

On successful completion, students will be able to:

-  Understand how the HSW Act 2015 applies to de-escalation
-  Describe key de-escalation definitions including Stress, Assertive and Aggressive behaviours
-  Identify the bodies response to Stress
-  Use the S.T.A.M.P. model to recognise warning signs of potential aggressive behaviour and violence
-  Apply the H.E.A.T model when de-escalating aggressive or abusive phone calls or verbal confrontations
-  Recognise when situations have escalated beyond their control and identify steps to take next.







ICAM Investigation Techniques

Outline

ICAM investigators are an asset for any organisation wanting to maximise learning from adverse events, to avoid reoccurrence, and to improve future resilience to hazards.

This ICAM (Incident Cause Analysis Method) course introduces best practice in incident investigation, understanding and applying root cause investigation methodology, and teaches practical skills to apply in the workplace.

This course has been designed for employees in any industry who work in the following roles:

-  Safety
-  Operational
-  Maintenance
-  Supervisory

They may currently participate in health and safety investigations and are aiming to become ICAM investigators involved in more complex events.

Pre-requisites

We prefer candidates to have some general knowledge and experience of incident investigation or to have completed Unit Standard 17601 or Unit Standard 30265.

Objectives

On successful completion, students will be able to:

- + Build an effective investigation team
- + Know and understand the investigation process
- + Understand barriers to effective incident reporting and investigation, and how to overcome them
- + Apply effective tools for information-gathering and classification
- + Reconstruct timelines
- + Know concepts of multiple causation and root cause analysis
- + Understand structure and content of effective investigation reports
- + Understand effective recommendations/corrective actions
- + Apply interpersonal communication and active listening
- + Apply interviewing skills
- + Apply analytical skills based on models of multiple causation and root cause analysis
- + Understand data gathering and classification.



Job Safety Analysis

Outline

Job Safety Analysis involves looking at a task and considering what is the safest way to complete it. Before starting a task, it is essential to think of what the safest and best way is to complete it. It is a way of becoming aware of the hazards involved in doing the job and acting to prevent injury.

This course is for anyone involved in operations and maintenance that needs to know how to perform a job safety analysis of new or existing tasks.

We prefer candidates to have completed Hazard Identification (US 17602) before starting this course.

Objectives

After completing this course, you'll have the knowledge and practical skills to:

- + Identify key processes and the environmental context of a task
- + Prepare a work method statement for a specified job
- + Define a task in terms of work to be performed and the steps to be taken
- + Identify hazards and controls
- + Undertake a job safety analysis for a specified job
- + Develop a safe operating procedure

ASSESSMENT:

This course has an on-course assessment.

DURATION: 1 day

AUDIENCE LEVEL: Foundational

UNIT STANDARD: 19522










MANAGING CRITICAL RISKS: Bow Tie Fundamentals

Outline

This Bow Tie Fundamentals course provides experienced and inexperienced professionals with insights into risk control, focuses on how risks are managed and provides a targeted and easy-to-use auditing tool.

One of the most well-regarded approaches to risk management, Bow Tie increases capability and confidence in managing an organisation's critical risks.

This course has been designed for:

-  Supervisors
-  Engineers
-  Project Managers
-  Contract Managers
-  Managers
-  Safety professionals
-  Anyone interested in increasing their skills or involved with managing the critical risks of the business.

Objectives

On successful completion, students will be able to:

- + Understand and apply the principles and concepts of the Bow Tie risk management approach
- + Have capability and confidence on when to apply the Bow Tie risk management approach
- + Understand the link between Bow Tie, the risk management process, and the organisation's health and safety management system
- + Understand the links between Bow Tie risk management and the ICAM investigation process
- + Know how to understand the concept and build the evidence associated with 'defences in depth' thinking.



Energy Isolation

Outline

Energy sources in the workplace need to be controlled and often isolated to safely access machinery or any mechanised system. Incidents occur when there's a lack of isolation systems and a lack of employee knowledge of the hazards associated with plant and equipment.

This course is for anyone who is required to perform operational or maintenance duties and may need to protect themselves from hazardous energies.

Objectives

After completing this course, you'll be able to:

- + Identify types of hazardous energy
- + Identify and explain the purpose of lockout and reinstatement procedures
- + Describe the purpose of a tag out device and how to use one
- + Explain the responsibilities of staff in relation to isolation systems
- + Identify and explain the purpose and range of isolation equipment
- + Describe the safe procedure of performing isolations
- + Practically demonstrate your knowledge by safely carrying out isolation and reinstatement procedures on a piece of machinery in your workplace

ASSESSMENT:

This course has one on-course assessment.

DURATION: 1 day

AUDIENCE LEVEL: Specialist

UNIT STANDARD: 25043



Permit Issuer & Receiver

Outline

You'll learn the key requirements of the role of permit issuer and permit receiver. It's an essential course for anyone who issues safe work permits in the workplace and it will also ensure that all workers and contractors who receive permits know how to correctly use the permit system and its associated procedures.

It's standard practice to control non-routine and hazardous work activities through a permit-to-work system. However, permit systems only function effectively when people are trained to use them.

We'll refer to your specific company permit systems and documentation as requested during the course

Please note that Permit Issuer (US17590) is available as a 1-day course and Permit Receiver (US 17588) is available as a 1-day course.

Objectives

After completing this course you'll have the knowledge and practical skills to:

- + Explain work permit procedures and requirements, the types of work permits, the roles of those involved in the work permit system, and the requirements for receiving a work permit
- + Ensure the need for a work permit is properly identified and the worksite is prepared accordingly
- + Issue a work permit for a range of work types
- + Monitor and close the work permit
- + Audit work permits
- + Explain the preparatory requirements when applying for a work permit
- + Accept a work permit and undertake work under the permit
- + Describe and carry out the controls and actions to be taken at the end of a work period
- + Complete practical activities around permit issuing and receiving

ASSESSMENT:

This course has one on-course assessment and one off-course assessment.

DURATION: 2 day

AUDIENCE LEVEL: Specialist

UNIT STANDARD: 17588 & 17590



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APPENDIX E

Sample Reporting



Client Organisation - Monthly Training Report - October 2023

First Name	Last Name	Course Name	Date	Attendance Stat	Results	Unit Standard	Comments
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	3/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	16/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	16/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	16/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	19/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Online Training)	24/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	25/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	25/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	26/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Face to Face Training)	25/10/2023	Attended	Passed	29315,30264	
		HSR Stage 1: Introduction to the HSR role (Online Training)	12/10/2023	Attended		29315,30264	Awaiting marking
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	17/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	17/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	17/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	17/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	30/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	30/10/2023	Attended	Passed	30265,17601	
		HSR Stage 2: Risk Assessment and Incident Investigation (Face to Face Training)	30/10/2023	Attended	Passed	30265,17601	



Less risk, safe people, better business

APPENDIX F

IMPAC Trainer Profiles

NICHOLAS MATZOPOULOS

Head of Training

Nicholas Matzopoulos is a seasoned strategist in the field of Health and Safety training, known for his exceptional ability to drive businesses towards unparalleled growth in this critical sector. With a strong foundation in Health and Safety, Nicholas has seamlessly transitioned into a leadership role within the Health and Safety training industry, bringing a unique blend of skills and insights to the forefront.



Areas of Expertise:

Recently joining IMPAC as the Head of Training (from a leadership role at Safety N Action), Nicholas applies his leadership skills across the health and safety training landscape. His expertise lies in crafting innovative strategies for expanding businesses, nurturing leadership potential, and empowering Health and Safety trainers to excel. Nicholas is not only a strategic thinker but also a mentor and visionary, making him a highly sought-after leader in the field.

Nicholas's career journey is marked by a series of achievements, each a testament to his remarkable ability to foster innovation. At OHS TRAINING ACADEMY, he transformed a fledgling startup into a thriving entity while nurturing the potential of delegates to become exceptional facilitators. His unwavering commitment to growth is underscored by his two-time award-winning recognition, showcasing his dedication to optimizing processes and driving innovation.

One of Nicholas's core passions lies in training and development. He is deeply committed to elevating trainers to their highest potential, arming them with the tools and knowledge needed to excel in their roles. His unwavering focus on training excellence has a far-reaching impact, enhancing the capabilities of trainers and, in turn, raising the overall quality of Health and Safety programs.

Nicholas Matzopoulos is an accomplished Health and Safety expert with an unwavering commitment to fostering growth, leadership, and excellence in the realm of Health and Safety training. With over two decades of experience, he seamlessly combines his background as a Fire Fighter and Paramedic from one of South Africa's busiest Emergency departments with a deep understanding of Health and Safety, making him a stalwart in safeguarding the well-being of individuals and organizations alike.

Nicholas's dedication to Health and Safety extends beyond professional roles, encompassing a mission to prevent emergencies through comprehensive training and education programs. His hands-on experience in life-threatening situations uniquely positions him to impart vital safety knowledge and instill a culture of vigilance and preparedness in all training initiatives.

As an advocate for Health and Safety, Nicholas has successfully guided numerous organizations in implementing robust safety protocols, ensuring secure workplaces, and equipping employees to navigate potential risks effectively. His commitment to Health and Safety is not just a professional responsibility; it's a personal mission to protect lives and contribute to the overall well-being of individuals and communities.

H&S Qualifications:

- NFPA 1041 Instructor
- Adult Education Level 4 and 5
- First Aid Instructor
- Security Officer License
- Health and Safety Courses A – Z
- Advanced Paramedic
- International Level 2 Fire Fighter Qualifications

NICO PRINSLOO | H&S Trainer



Skills & Experience

- + Strong knowledge and experience in health, safety and wellbeing matters
- + A thorough understanding of the Health and Safety at Work Act 2015, legislation and supporting documentation
- + Proven experience in the delivery of learning and capability development programmes
- + An experienced communicator as a trainer and in writing reports
- + A confident speaker with the ability to adapt presentations and language to appeal to all levels of learners
- + Ability to engage, motivate and inspire people in their learning to change both their thinking and behaviour
- + Actively build and maintain ongoing relationships in a diverse workplace and with students and clients

Career Summary

Health & Safety and F,W,T,R trainer | Safety 'n Action, Hamilton – August 2021 - now
Health & Safety and F,W,T,R tutor | Northtec Polytech, Whangarei – June 2019 - July 2021
H&S Compliance Manager | PGF Transport Ltd, Te Kuiti – November 2016 - March 2019
H&S Co-ordinator | South Pacific Meats, Awarua – October 2014 - December 2015
Engineering Supervisor and H&S Adviser | Prime Range Meats, Waikiwi – April 2013 - October 2014
Production Controller | high risk industry - Pike River Coal Mine, Greymouth – 2010 - January 2013
Production Technician | high risk industry - African Explosives Ltd – 2006 - 2009
Construction Business Owner | negotiated and managed multiple contracts, South Africa – 1991 - 2005
Mechanical Engineer | high risk industry - African Explosives Ltd – 1981 - 1991
Law Enforcement Officer | policing, anti-terrorist and riot control - South African Police – 1977 - 1981

Professional Experience

- + NZISM – NZ Institute of Health and Safety Managers – Committee member June 2023 – Present
- + Chamber of Commerce – Health & Safety training host - this brought on two large clients for Safety 'n Action
- + Trained Health and Safety Manager trainees at Northtec
- + Managed the Whangarei Safety 'n Action Training centre
- + Set up own business, managed for 17 years, trained F,W,T,R operators and contracted out 90 civil construction workers

Qualifications

- + Diploma in Occupational Health and Safety Management – Level 6
- + Adult education and Training - Level 5
- + Mechanical Engineer - NZQA assessed

AARON CASSIE | H&S Trainer

My vision is to be an honest, empathetic and impactful H&S trainer and be part of improving New Zealand's health & safety outcomes.



Qualifications:

- + Trade Certificate Amenity Horticulture & Turf Management
- + National Certificate – Arboriculture
- + National Certificate Workplace Health & Safety

Career Summary

- + Christchurch City Council - apprenticeship 1990 – 1993
- + City Care Ltd – Gardner and then Arborist 1993 – 2005
- + Fulton Hogan Ltd – Contract Engineer 2005 – 2011
- + Safety N Action Ltd 2011 – 2023
 - o Trainer
 - o Regional Trainer Manager
- + Volunteer Firefighter (Deputy Chief) 2005 - 2023



Darren Bibb – Health & Safety Specialist/Trainer

Darren has more than 16 years of health and safety experience and is drawn to people development.

Darren joined IMPAC as a Health & Safety Specialist after working within the Government Sector, aviation and defence, primary industries and distribution and processing.

His areas of expertise involves H&S training, Accident Investigation training, design, develop and implement H&S management systems, health and safety inspections (Audit preparedness).



He is a NZISM Technical member and IOSH Technical member (Since 2010).

H&S Qualifications / Credentials

- + NEBOSH International Certificate in Occupational Health and Safety
- + NEBOSH International Certificate in Occupational Health and Safety Registered Instructor
- + IOSH Technical Member
- + NZISM Technician
- + NEBOSH Registered Instructor

Ross Adams – Health & Safety Specialist/Trainer

Ross has extensive managerial experience in manufacturing operations. He is experienced in leading and implementing effective safety practices in manufacturing operations and in particular in the safety of machinery.



H&S Qualifications / Credentials

- + NZ Diploma in Workplace Health and Safety Management (L6)
- + Diploma in Occupational Health and Safety (Level 6)
- + Integrated Management System Lead Auditor (PwC) (Exemplar Global AU, TL, QM, EM, OH 45001)
- + Graduate Certificate in Occupational Health and Safety Management (L7)
- + NZISM Graduate Member
- + IOSH Technical Member
- + Master of Business Administration (University of Auckland)
- + National Certificate in Adult Education and Training (Level 4 & 5)
- + IOSH Registered Instructor

Ross holds a Master of Business Administration degree, Diploma of Management (NZIM), NZCE Mechanical, and is currently working towards completing a Diploma in Occupational Health and Safety. He's also trained in LEAN, Six Sigma, and continuous improvement method.

PAULA KELLY - Health and Safety Trainer

Paula has 20 years' experience as a global trainer, assessor, facilitator and instructor – mainly within the aviation industry as a safety & emergency procedures instructor, human factors, security, service and culture facilitator and operational crew.



Her professional development while being based in Asia/Middle East and Australia has formed her vast training delivery experience within the airlines that also includes IOSA auditor certification.

Training and delivery experience in banking, tourism and international hotel sectors have also provided opportunities to nurture soft and technical skills.

With a passionate, empathetic and energetic approach to training and a skilled communicator, Paula enjoys championing strong health and safety learning outcomes and seeing people learn and grow in their own roles.

Qualification / Credentials

- Certificate in Applied Workplace H&S Practices - Level 3
- Certificate - IOSA Auditor (IATA Operational Safety Audit) Wake Personnel UK
- Certificate – NZCAA Aviation Safety Officer 2018
- Certificate IV – TAE40110 Assessment and Workplace Training (Australia)
- Virtual Instructor Lead Classroom Facilitation
- Service IQ Assessor Qualification NZ 2016/4098

MAXINE BOWRING - Health & Safety trainer

Maxine's ability to quickly build rapport and trust with people comes from her strong career in project management and stakeholder engagement across many sectors including pharmaceutical, petroleum, manufacturing, professional services and adult learning & development.



Her health & safety experience began in 2012 when she was elected Chair of the H&S Committee at an iconic NZ manufacturing company. It then progressed to project managing and facilitating health & safety learning solutions for multiple organisations around New Zealand providing her with a wealth of understanding around the challenges faced by companies when health & safety management, implementation and culture are not aligned.

Qualification / Credentials

- National Certificate in Adult Literacy & Numeracy Education/US 4098
- Accredited Aotearoa Mental Health First Aid trainer

+ Referees for all trainers will be available at shortlist, aligned to Co-Lab's preferred course selection and requirements