HSR Transition Training – Key Metrics

WorkSafe and MBIE have identified a number of metrics that they would like Safety 'n Action to collect information on during the pre-registration/registration and training delivery phases of the HSR Transition training programme. These metrics will assist in determining the effectiveness of the marketing and training delivery as it progresses and will enable proactive measures to be taken, where required, to ensure the overall success of the programme.

Weekly Pre-Registration / Registration Statistics:

- No. of HSR's registered this week

    o Total No of HSR's registered by week and to date
    o Split by Geographic Location (Region)

Location Name
Northland
Auckland Region
Waikato Region
Bay of Plenty Region
Taranaki Region
Gisborne Region
Hawke's Bay Region
Manawatu-Wanganui Region
Wellington Region
Wairarapa Region
Tasman
Nelson
Marlborough
West Coast
Canterbury Region
Otago Region
Southland Region

    o Split by Industry Sector

Industry Name
Agriculture
–   Dairy Cattle Farming
–   Grain, Sheep and Beef Cattle Farming
–   Other Livestock Farming
–   Fruit and/or Vegetable Growing
–   Nursery and Floriculture Production
–   Other Agriculture
Arts and Recreation Services
Construction and Building
–   Residential Building Construction

Industry Name
−   Non-Residential Building Construction
−   Building Completion or Installation Services
−   Heavy and Civil Engineering Construction
−   Other Construction Services
Education and Healthcare
Electricity, Gas, Water and Waste Services
Fishing
Forestry
Manufacturing
−   Meat and Meat Product Manufacturing
−   Seafood Processing
−   Other Food Product Manufacturing
−   Sawmilling, Timber Dressing or Other Wood Product Manufacturing
−   Metal Product Manufacturing
−   Machinery or Equipment Manufacturing
−   Motor Vehicle or Transport Equipment Manufacturing
−   Other Manufacturing
Mining
Professional
Public Administration and Safety
Transport, Postal and Warehousing
Wholesale and Retail Trade
Other Services

The table below shows an example illustration of the information required.

Week End Date Industry	Location Northland	Auckland	Waikato, etc	TOTAL
Agriculture				
Construction				
Forestry				
Manufacturing				
Arts & Recreation				
Education & Health				
Electricity, Water, Waste, Gas				
Fishing				
Mining				
Professional				
Public Administration and Safety				
Transport, Postal and Warehousing				
Wholesale and Retail Trade				
Other Services				
TOTAL				

Monthly Pre-Registration / Registration Statistics:

- Breakdown of how registered HSR's found out about training to demonstrate effectiveness of marketing campaign

  o Split by Geographic Location
  o Split by Industry Sector

Campaign Tracking (Example - TBC)
Safety'n Action Newsletter
Safety'n Action Website
WorkSafe Website
My Industry Association (please name)
Through my Organisation
From a Friend / Colleague
Google Search
Facebook
Linked In
Etc.
Other (please name)

- Statistics for Marketing Campaign by phase and media.

  o Include list of companies contacted directly
  o If via contacted via email, tracking on opens / Not opened

- Number of people who have registered but are not eligible, split by reason

- Weekly availability of online training system (%), usage stats, including peak time and number of users

Weekly Training Delivery Data:

- **Face to Face**

  o No and schedule of planned face to face training courses
  o No of HSRs booked on each course, by industry and location
  o No of HSRs who cancelled their training spot
  o No of HSRs who attended training
  o No of HSR's passed/failed training
    ▪ Split by geographic location and industry sector
    ▪ Weekly totals and cumulative totals

- **Online**

  o No of HSR's booked
  o No of HSR's started
  o No of HSR's completed
  o No of HSR's passed/failed training

- Split by industry sector
- Weekly totals and cumulative totals

Monthly Training Delivery Data:

- Face to Face training – Rating for trainer and course feedback score
- Online training – Course feedback score
- No of support calls received, in business hours, out of business hours
  - Split by nature of query