



Code of Practice 2026

Be Ready, Be Safe, Be Confident. Be the Difference

Our Purpose

At City First Aid, we believe first aid is about more than gaining a certificate. It is about having the knowledge, practical skills and confidence to step forward and help when someone needs you most.

Our purpose is to empower people to respond safely and effectively in an emergency, helping create safer whānau, workplaces and communities throughout Aotearoa New Zealand.

Our organisational model is represented through the metaphor of a waka.

The foundations of our waka are our five Strategic Pillars | Ngā Pou Rautaki:

- Excellence in Education | Te Hiranga i te Mātauranga
- Inclusivity and Cultural Responsiveness | Te Whakauru me te Urupare Ahurea
- Growth and Innovation | Te Tipu me te Auahatanga
- Compliance and Quality Assurance | Te Tautukunga me te Kouna
- Financial Sustainability | Te Pūmau Pūtea

From these foundations flows the learning journey | Te Haerenga Ako. This is a learner-centred approach that builds capability and confidence to respond effectively to emergencies.

Guiding this journey are The Eight Paddles of Teaching Practice | Ngā Hoe e Waru. These shape how learning is delivered in ways that are relational, culturally grounded, trauma-aware and Tiriti o Waitangi aligned.

Together, our foundations, learning journey and teaching practice provide the framework for how City First Aid delivers quality, meaningful and compliant first aid education.

Our Vision | Tō Tātou Whāinga

To develop confident first aiders who help create safer whānau, workplaces and communities.

We want every learner to leave City First Aid feeling that they can make a difference.

Our Mission | Tō Tātou Mahi

To deliver practical, engaging and evidence-informed first aid education that builds knowledge, skills and confidence, so every learner is prepared to respond when it matters most.

We believe learning is stronger when we move forward together | Mā te mahi tahi.

Our Values | Ō Tātou Uara

Our values guide the way we teach, work with others and make decisions.

Care and Respect | Manaakitanga

We treat everyone with kindness, dignity, fairness and respect. We want every learner, client and team member to feel welcome, valued and supported.

Connection and Relationships | Whanaungatanga

We value strong relationships and take the time to understand our learners, clients and colleagues. We build relationships based on trust, respect and genuine care.

Working Together | Kotahitanga

Like a waka, we move forward together. We encourage teamwork, participation and shared responsibility, recognising that everyone has something valuable to contribute.

Integrity | Pono

We are honest, professional and accountable in everything we do. We do what we say we will do and take responsibility for our actions.

Excellence | Hiranga

We strive to provide high-quality training and service, maintain professional standards and continually look for ways to improve.

Compassion | Aroha

We recognise that people learn differently. We teach with patience, understanding and encouragement and support learners to develop confidence in their own abilities.

Safety | Haumarū

The safety and wellbeing of our learners, staff, clients and communities are central to everything we do.

Continuous Improvement | Ako

We believe learning goes both ways. We listen, reflect, share knowledge and use feedback to improve our people, programmes and systems.

Our Commitment

City First Aid is committed to:

- Providing safe, inclusive and supportive learning environments.
- Delivering practical, engaging and evidence-informed education.
- Meeting relevant New Zealand education, quality and assessment requirements.
- Supporting learners from different backgrounds, cultures, languages and abilities.
- Building confidence through practical, hands-on learning.
- Treating people with dignity, fairness and respect.
- Maintaining professional, educational and clinical standards.
- Protecting learner information and maintaining confidentiality.
- Listening to feedback, concerns and suggestions.
- Regularly reviewing and improving our programmes, systems and services.

Our Quality Management System | Te Pūnaha Whakahaere Kounga

Our Quality Management System provides the framework that supports consistent, safe and high-quality education across City First Aid.

Our QMS includes:

- Leadership and governance
- Educational quality
- Assessment and moderation
- Clinical governance
- Learner wellbeing
- Health and safety
- Risk management
- Staff induction and professional development
- Internal review and self-assessment
- Continuous improvement
- Policy and procedure management
- Document and record control
- Learner and client feedback
- Complaints and appeals

Quality is everyone's responsibility.

Every member of the City First Aid team has a role to play in maintaining our standards, identifying opportunities for improvement and contributing to the continued success of our organisation.

Our Learners | Ā Tātou Ākonga

When someone trains with City First Aid, they can expect:

- A friendly, welcoming and respectful learning environment.
- Respect for their culture, identity, beliefs and individual experiences.
- Knowledgeable, approachable and supportive tutors.
- Practical training that relates to real-life situations.

- Fair, consistent and appropriate assessment.
- Opportunities to ask questions and practise skills.
- Encouragement to build knowledge, confidence and capability.
- Training that is relevant to both the workplace and everyday life.
- Honest, constructive and respectful feedback.
- Support to participate as fully as possible in their learning.

We understand that some first aid topics and scenarios may be confronting or emotional. Our tutors are expected to create a learning environment where learners are treated with sensitivity and respect and feel safe to ask questions, participate and learn.

Our Tutors | Ō Tātou Kaiako

How we teach is just as important as what we teach.

Our tutors are an important part of the City First Aid waka.

Tutors are expected to:

- Be professional and lead by example.
- Demonstrate the values of City First Aid.
- Treat every learner with dignity, fairness and respect.
- Maintain appropriate professional boundaries.
- Keep their teaching, first aid and clinical knowledge current.
- Deliver accurate, engaging and practical learning experiences.
- Encourage participation and build learner confidence.
- Adapt teaching where appropriate to support learner needs.
- Maintain confidentiality and protect learner information.
- Follow City First Aid policies, procedures and assessment requirements.
- Participate in professional development and ongoing learning.
- Raise concerns when they identify risks or opportunities for improvement.
- Share ideas, knowledge and feedback that contribute to the improvement of City First Aid.

Clinical Excellence | Te Tikanga Hauora

City First Aid is committed to providing current, evidence-informed first aid education appropriate to the New Zealand context.

Our clinical and educational content is informed by recognised New Zealand and international guidance, including relevant information and guidance from:

- New Zealand Resuscitation Council (NZRC)
- ANZCOR
- Health New Zealand | Te Whatu Ora
- Approved by ISB & NZQA
- NZQA, where applicable to the relevant programme or assessment standard

Clinical and first aid teaching material is reviewed regularly and updated when relevant guidelines, standards or evidence change.

City First Aid recognises the limits of first aid education. Our role is to prepare learners to recognise emergencies, provide appropriate first aid within their level of training, seek further assistance and support the person until professional help arrives.

Health, Safety and Wellbeing | Hauora

Creating a safe learning environment is everyone's responsibility.

Safety is not simply a policy — it is part of the way we work.

We are committed to:

- Identifying and managing hazards.
- Providing safe practical activities.
- Maintaining suitable training environments.
- Following infection prevention and hygiene procedures.
- Cleaning and maintaining training equipment appropriately.
- Ensuring equipment is safe and fit for purpose.
- Being prepared for emergencies during training.
- Supporting the physical and emotional wellbeing of learners and staff.
- Encouraging people to speak up about hazards, concerns or unsafe practices.
- Recording and responding appropriately to incidents and concerns.

Inclusion and Accessibility | Mana Taurite

Everyone deserves the opportunity to learn, participate and succeed.

City First Aid is committed to providing an inclusive learning environment where people are treated fairly and respectfully.

We recognise that learners may have different:

- Learning needs
- Cultural backgrounds
- Languages
- Life experiences
- Physical abilities
- Levels of confidence
- Previous knowledge and experience

Where reasonably possible, we work with learners and clients to identify appropriate support and remove unnecessary barriers to learning.

Professional Conduct | Te Tikanga Ngaio

Everyone representing City First Aid is expected to act professionally and protect the reputation, integrity and trust placed in our organisation.

This includes:

- Acting honestly and ethically.
- Treating others respectfully.
- Maintaining appropriate professional boundaries.
- Protecting confidential information.
- Following relevant legislation, standards and City First Aid policies.
- Declaring and appropriately managing conflicts of interest.
- Maintaining accurate records.
- Raising concerns about unsafe, unethical or inappropriate behaviour.
- Representing City First Aid accurately and professionally.

Complaints, Concerns and Feedback | Ngā Kōamuamu, Ngā Āwangawanga me ngā Urupare

We welcome feedback because it helps us improve.

Learners, clients and staff are encouraged to raise concerns when something has not met expectations or when they believe something could be improved.

City First Aid will:

- Listen respectfully.
- Take concerns seriously.
- Investigate matters fairly and appropriately.
- Protect confidentiality where possible.
- Take corrective action when required.
- Use feedback and complaints as opportunities for improvement.

No person should be disadvantaged for raising a genuine concern in good faith.

Continuous Improvement | Te Whakapai Tonu

We believe there is always an opportunity to learn and improve.

We regularly review our organisation through:

- Learner and client feedback
- Tutor reflection
- Internal and external reviews
- Self-assessment
- Assessment moderation
- Incident and complaint review
- Professional development
- Clinical guideline updates
- Policy and procedure reviews
- Quality improvement activities

Where an issue is identified, we seek to understand why it happened, what needs to change and how we can prevent it happening again.

This supports our commitment to ako — learning, sharing knowledge and continually improving together.

Our Promise | Tō Tātou Kī

At City First Aid, we do more than teach first aid.

We help people gain the confidence to act.

We:

- Encourage compassion.
- Build practical skills.
- Create safe spaces to learn.
- Prepare people to respond when every second counts.
- Deliver quality education and professional service.

We believe ordinary people can make an extraordinary difference when they have the right knowledge, practical skills and confidence.

Our waka moves forward when we move forward together.

We are all in this waka together | He waka eke noa.

Together, we are helping create safer whānau, safer workplaces and stronger communities — one learner at a time.

Real people training real people.

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