

To:	Coaching Course Participants
From:	Tim Piper, Sports Development Officer
Date:	14 November 2016
Pages:	2
Subject:	New Surf Life Saving Coaching Course

Background

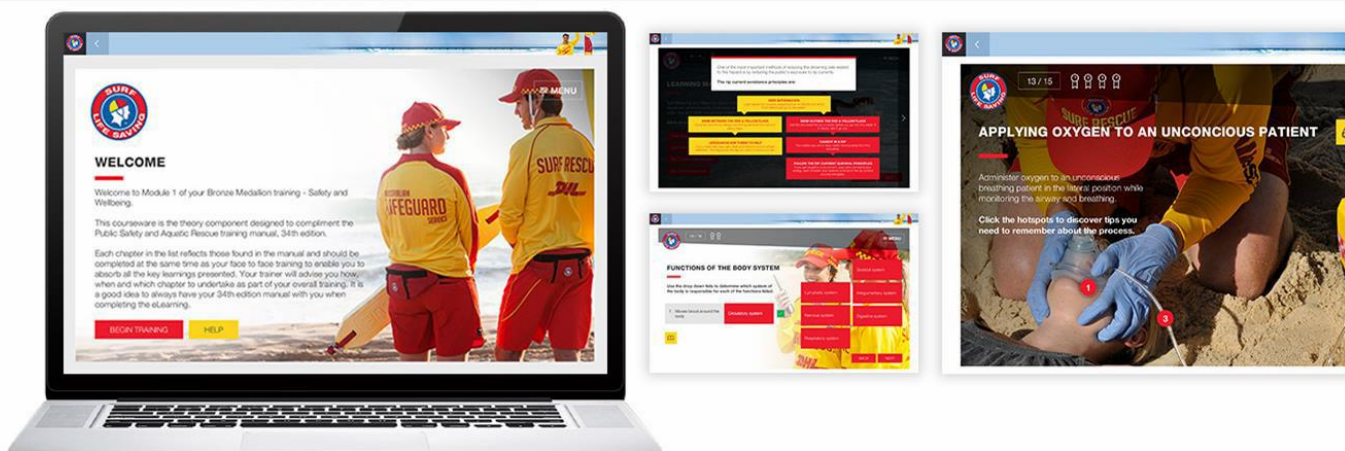
Surf Life Saving NSW (SLSNSW) has used the online system – Pulse since 2010. SLSNSW has gradually added courses over the years.

In an effort to make training more engaging, current and relevant, we have sourced an alternative eLearning platform provider – etrainu, and changed over to this platform on Thursday 20 October 2016.

What are the changes?

The difference to the member will only be positive, with the new system offering a much more user friendly experience; allowing technology to give an experience today’s users have come to expect. For example being able to utilise on all devices, seamless integration with SurfGuard and reduction of administration time.

You will find that all of the courses look the same. All that has changed is the eLearning platform which they are being hosted on. The exception is that the Surf Rescue Certificate and Bronze Medallion course have both been changed. They have been re-developed to be visual and engaging which will improve member knowledge and retention of that knowledge.



When did the changeover happen?

The changeover occurred on Thursday 20 October 2016. PULSE was still available to those who have active courses running until 31st October 2016.

SLSNSW acknowledge that this timing is not perfect, but aim to work with you to ensure that this changeover is as seamless as possible for everyone.

How will this affect me?

Unless you are currently enrolled in a course in the PULSE system, you will not be affected at all. Etrainu will be accessed in exactly the same way by login through the Members Portal – Lifesaving Online/Renewals – Courses.

Surf Life Saving New South Wales

PO Box 307 t. +61 2 9471 8000
 Belrose NSW 2085 f. +61 2 9471 8001
 3 Narabang Way w. surflifesaving.com.au
 Belrose NSW 2085 ABN 93 827 748 379



What if members have commenced a course in the old system?

All current active users of PULSE have been emailed directly with information on what to do. The PULSE system will still be available for these active users to complete their course until 31 October 2016. After this date the PULSE system will then be unavailable. Users have been advised to endeavor to complete their course prior to this date. If they are unable to complete, we will endeavor to transfer across all records of those modules that they have completed to the new system. When they login to the new system after the 31st October, they will then be able to see their progress.

How do I access the old (PULSE) system?

You can access the old eLearning system directly through this website Slsa.interactiontraining.net. Login with your PULSE login details. These are not the same as your Member Portal login details. If you have forgotten what your login details are, you can contact the Helpdesk on 1300 724 006 or email ithelp@slsa.asn.au.

Once you login, you will then be able to see all of your progress to date. If you feel that you will be unable to finish the course prior to the 31 October, please take a screenshot of your progress and email it to psimon@slsa.asn.au so that we can have your partial completion records transferred to the new system.

Will records from the old system be moved across to the new system?

Your old records from PULSE will not be copied across to the new system. It can be a bit scary when you log into the new system and can't see any of your old records! Please be assured that all of your old records have been secured by us in a spreadsheet should any member ever need to retrieve them. We will easily be able to verify what they have done on their behalf.

No one needs to redo anything again. When members completed their courses in the old eLearning system, only a small number of these courses sent a record back to SurfGuard. For the rest, it was up to the member to print out the certificate from the system to keep a record. If any of your members need this proof, please notify SLSNSW and they can easily be provided. All online components of the Sport courses, the Age Manager course (Junior Activities Age Manager - Online Theory) and Safer Surf Clubs (Safer Surf Clubs 2013 Online Theory) will show in SurfGuard as having been completed. All the others will not be recorded in SurfGuard automatically.

If you need proof of having completed any online course, we can provide this for you. A downloadable report from PULSE has been retrieved by SLSNSW and is available upon request. This will be retained indefinitely in the case that members need proof of having completed a course on the old system. Should you require this proof after the 31st October, please contact psimon@slsa.asn.au

Why am I having issues with the new system?

As with everything new, there is an adjustment period, SLSNSW appreciate your patience while minor technical issues are ironed out. The majority of these will be solved in the next few days. If you are having issues with the old or new system, please do not hesitate to contact the Helpdesk on 1300 724 006 or email ithelp@slsa.asn.au.

What are the plans for the next 12 months?

There will be a number of new courses added to the platform over the coming months which will be in the new look of the Bronze Medallion. A number of automatic reports will also be added as a feature to reduce the administrative burden for club, branch and state administrators.

In the longer term, additional features of the system will be determined by the Learning and Development Management Committee.

What if I need help?

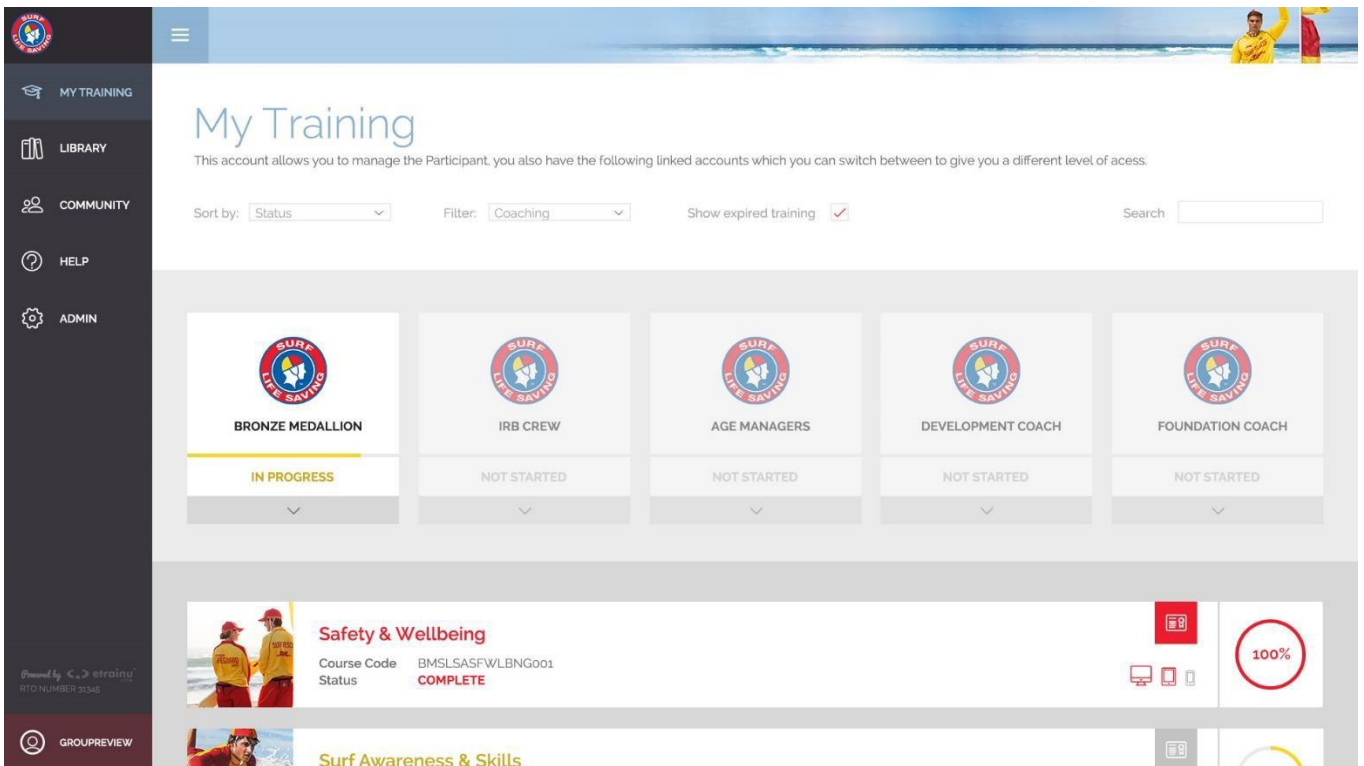
So long as you have a Member Portal account you will be able to login to the eLearning system. There is a Member User Guide and an Admin User Guide available which you will find when you get into the actual etrainu system. As always, you can contact the Helpdesk on 1300 724 006 or email ithelp@slsa.asn.au.

Can I give SLS feedback about the new eLearning platform?

Yes! We would love your feedback so long as it is constructive. Please send to Pamela Simon, National Learning and Development Manager on psimon@slsa.asn.au

Further information

Please contact Pamela Simon, National Learning and Development Manager on psimon@slsa.asn.au



My Training

This account allows you to manage the Participant, you also have the following linked accounts which you can switch between to give you a different level of access.

Sort by: Filter: Show expired training Search

Module Name	Status
BRONZE MEDALLION	IN PROGRESS
IRB CREW	NOT STARTED
AGE MANAGERS	NOT STARTED
DEVELOPMENT COACH	NOT STARTED
FOUNDATION COACH	NOT STARTED

Safety & Wellbeing
 Course Code: BMSLSASFVLBNG001
 Status: **COMPLETE** 100%

Surf Awareness & Skills

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PO Box 307
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