

**1. What is SLS Assessing App?**

The Surf Life Saving Australia (SLSA) Assessing app has been created for Surf Life Saving Endorsed Delegates, Assessors, Facilitators and Administrators to perform assessment activities on their mobile or tablet device.

Events can be scheduled and advertised to members within the Members Area - eLearning where they can then enrol. On the day, Assessors can assess members using the Assessing app and data is updated in real time into the member's SurfGuard award list.

**2. What features are available in this app that can replace some of our existing processes?**

Skills Maintenance is currently available for all assessments associated with this, and when members complete the online course (within Members Area) this will automatically show on the Assessing app.

There is no need to complete any paperwork for Skills Maintenance or further data entry.

Some functions within the app do not require an internet connection, you only need to connect to the internet on your device to install the app and update the data collected into SurfGuard.

You still have the option of continuing with the current paperwork process, in case you need more time to familiarise yourself with this brand new app.

**3. How do I download it?**

iOS - On your iOS device, head to the App Store and search for 'SLS Assessing App' and select 'download.'

Android - On your Android device, head to the Google Play Store and search for 'SLS Assessing App' and select 'download.'

**4. How much does it cost?**

It's free of charge and fully funded by SLSA

**5. How do I start using the app?**

Assessors, Facilitators, Endorsed Delegates and those who are listed in SurfGuard as holding an Education role will have automatic access to the app when they login using their Member Area login details.

For example, Chief Training Officer and Director of Education will automatically be granted access to the app. Simply download the app and login using your Member Area login credentials.

6. **I am a Club Administrator and I support the Training Team with scheduling sessions for Skills Maintenance. Though I don't have a formal role in Education, how do I gain access to the app?**

Please contact the SLSA Team via email at [education@slsa.asn.au](mailto:education@slsa.asn.au) or the SLSA [IT Helpdesk](#)

7. **What is the process of adding Endorsed Delegate Awards to SurfGuard?**

The following Endorsed Delegate Awards are currently available in SurfGuard for allocation and are valid for a period of 12 months:

- Endorsed delegate – Surf Rescue Certificate
- Endorsed delegate – Bronze Medallion
- Endorsed delegate – Silver Medallion Aquatic Rescue
- Endorsed delegate – Advanced Resuscitation Techniques Certificate
- Endorsed delegate – Advanced Resuscitation Techniques (AID)
- Endorsed delegate – Spinal Management
- Endorsed delegate – IRB Crew

**Step 1:** Club to create and submit new assessment request (Form 14)

**Step 2:** Club to forward meeting minutes showing the list of Endorsed Delegates

**Step 3:** Branch to approve the request and complete processing (Allocate Award status) within 7 days of the request and meeting minutes being submitted

**Step 4:** SLSNSW will then allocate the request

Once the Endorsed Delegate Award(s) is allocated, access to the app will automatically be granted.

**Note:** There is no requirement for the delegate to enter any information into SurfGuard. This will need to be done by club administration authorised to enter data into SurfGuard.

8. **The app is not working for me, where can I get support?**

We encourage you to attempt trouble shooting by reviewing the [User Guide](#). If you are still experiencing issues, please contact the SLSA Team via email at [education@slsa.asn.au](mailto:education@slsa.asn.au) or contact the SLSA [IT Helpdesk](#)

9. **Can I provide feedback on the App?**

We'd like to hear your experience in interacting with the app and your feedback will help us better understand your needs and operational requirements.

A feedback register has been established for you to share your user's experience. We'll review the register on regular basis with the SLSA Team. Click [here](#) to access the feedback register.