

SLSNSW Member Training and Education

2022 Standard Operating Procedures



SURF LIFE SAVING
NEW SOUTH WALES

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Welcome

Today, Surf Life Saving NSW (SLSNSW) has members across 129 Surf Life Saving Clubs (SLSCs) and 11 Branches who perform thousands of rescues, preventative actions and first aid treatments each year. Now boasting over 75,000 members in NSW alone it can rightfully claim to be one of the largest volunteer organisations of its type in Australia.

Operating as an Enterprise Registered Training Organisation, training and education services are delivered to the volunteer workforce of surf lifesavers through over 1200 Trainers, Assessors and Facilitators (TAFs) at more than 129 locations across NSW. Our role is critical in ensuring all our surf lifesavers are always rescue ready.

In becoming an accredited TAF with SLSNSW, you will be entrusted by your fellow members to deliver high quality accredited and non-accredited training programs to the Surf Life Saving movement and the community.

The SLSNSW Member Training and Education Standard Operating Procedures (referred to as the SOPs from this point forward) is designed to

outline the key policies and procedures relevant to member training and education in NSW, helping you to fulfil the requirements of your role as a member with training and education responsibilities. It outlines how we work together to ensure a positive learning experience for course participants and fellow members.

This is one of many tools we have developed to outline standards of practice and expectations. It cannot and does not cover every situation you might encounter but rather seeks to embed our guiding principles into our operational behaviours and decision making.

SLSNSW wishes you all the best in your role and trusts that with your experience and expertise, we will continue to offer an invaluable training and education service to our members and communities.

If there is anything further you would like to know, or require clarification, please do not hesitate to visit the [SLSNSW Education webpages](#) or to contact us at education@surflifesavingnsw.com.au



Anthony Waller OAM

Chair of Education
Surf Life Saving NSW



Hayley Jay

Training and Education Manager
Surf Life Saving NSW

Our commitment to creating safe learning environments



SLSNSW wants Surf Life Saving to be fun, enjoyable, and safe for all.

Surf Life Saving NSW acknowledges that our staff and volunteers provide a valuable contribution to the positive experiences of our members within the movement.

Every education team member as a person in a position of authority is committed to the health, safety and wellbeing of all members and is dedicated to providing a safe environment for those participating in SLS training and assessment.

As part of the SLS community, each education team member makes a commitment to actively encourage behaviours that promote a safe, supportive, fair, inclusive, and nurturing environment. This helps ensure that everyone is treated with respect and dignity and protected from bullying, discrimination, harassment, and abuse.

They pay close attention to the needs of Aboriginal and Torres Strait Islanders, members with a disability, members who identify as LGBTIQ and members from culturally and linguistically diverse backgrounds.

It is important that all education team members are aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour that are expected of them while carrying out their role and delivering SLS training and assessment.

These responsibilities are outlined in SLSA Policies and resources related to member safety, notably the following which education team members ensure are followed and implemented:

- SLSA Members Protection Policy
- SLSA Child Safe Policy, Commitment Statement and supporting resources (sls.com.au/childsafes)

Education team members are required to complete the online SLSA Child Safe Awareness training and participate in refresher training to remain endorsed as a trainer or assessor. This training supports education team members to better understand their role in creating a child safe culture within their club and branch.

Safer surf clubs training

Education team members are also encouraged to complete the Safer Surf Clubs course which is relevant to their respective roles.

Useful SLSNSW webpages:

[Work Health and Safety](#)

[Members Safeguarding](#)

[Diversity and Inclusion](#)

The Snapshot - SLSNSW Training & Education

The heart of the Surf Life Saving movement has always been about saving lives within the flags and beyond the flags through education, prevention, and rescue. The Training and Education function is established to ensure our members are capable and ready and that we have the capability and capacity within our lifesaving arrangements. We retain a 24/7 readiness, always ready to respond and meet the needs of our community, within or beyond the flags.

SLSNSW is a Registered Training Organisation (RTO) (RTO code: 90394), which means that we are recognised as a provider of quality-assured and nationally recognised training and qualifications.

To ensure that we maintain our status as an RTO, we are required to adhere to a set of national standards which guide nationally consistent, high-quality training and assessment services in the vocational education and training (VET) system. These standards are

known as the *Standards for Registered Training Organisations (RTOs) 2015* (RTO Standards) and form part of the VET Quality Framework (VQF).

Training and assessing services are delivered by a network of members who meet the qualification/endorsement requirements. Please see the following brief descriptions of the key roles in Training and Education, their responsibilities and key meeting requirements.

900+

**Trainers, Assessors
and Facilitators
(TAFs)**

129

**Chief Training
Officers (CTOs)**

11

**Branch Directors
of Education
(DoEs)**



SLSNSW Training & Education

Chief Training Officers (CTOs)

CTOs are the main source of support for TAFs at their club as well as the key point of contact between the club and the branch on education-related matters. They:

- ensure members have access to training opportunities that meet the needs of the club;
- ensure that training is conducted in line with Surf Life Saving policies and procedures, RTO Standards and;
- lead and support their Training and Education Team at their club to achieve the above.

Minimum meeting requirements:

CTOs are required to hold at least (2) two club education meetings per year: one pre-season and one post-season. Attendance at these meetings should include TAFs and the Club Captain at a minimum but could also include other key volunteer roles.

For clubs, to enable relevant discussions and assistance to take place at Branch Education Meetings, meeting notes must be forwarded to their respective branch within fourteen (14) days from the day of the meeting.

Branch Directors of Education (Branch DoEs)

Branch DoEs provide support for CTOs to maintain a high and consistent standard in education and ensure their Branches and Surf Life Saving Clubs are compliant with Surf Life Saving / RTO policies and procedures.

Branch DoEs are actively involved in:

- providing advice on all education policies and procedures
- reviewing the compliance requirements for training course reports, participant evaluations and assessments
- developing branch education development plans to develop efficiencies such as an effective skills maintenance plan
- managing the induction of new TAFs as well as the endorsement and re-endorsement process

Minimum meeting requirements:

Branch DoEs are required to hold at least (2) two club education meetings per year: one pre-season and one post-season. Attendance should include CTOs at a minimum but could also include mentors as well as the club and the branch on education-related matters as appropriate.

For branches, meeting notes should be forwarded to SLSNSW within fourteen (14) days from the day of the meeting.

Education Standing Committee

Together, the 11 Branch Directors of Education form the SLSNSW Education Standing Committee. The purpose of the standing committee is to provide strategic leadership for education and training activities to support effective decision making at all levels of SLSNSW.

The committee is responsible for supporting and informing the overall strategic development, growth and management of SLSNSW's education and training activities as they relate to SLSNSW's strategic priorities.

The committee's Chair is appointed by the Board and must be a SLSNSW Director.

With respect to education, they:

- provide management with feedback on operational issues affecting members or service delivery to the membership
- develop strategic thinking around the application of the organisation's strategic plan
- provide advice on the appointment of Working Groups and Panels to provide high quality and informed technical input into the various operational areas
- liaise with the Lifesaving portfolio to ensure the training needs of members is reflected in training programs and materials developed
- review policies and operating procedures such that they ensure compliance and best practice while being balanced with respect to volunteer time and commitment.

Minimum meeting requirements:

The SLSNSW Education Standing Committee is to meet at least quarterly (4) four times each year.

SLSNSW Training & Education cont.

SLSNSW Training and Education Team

The SLSNSW Training and Education Team supports Branches and Clubs to understand and implement RTO training and assessment requirements by providing guidance, tools and resources.

Minimum meeting requirements:

SLSNSW will hold a minimum of (1) one state education meeting per year, plus video conferences/teleconferences as required. Attendance should include Branch DoEs or their proxy.

*All meetings conducted by clubs and branches should incorporate the agenda items included on the *Training and Education Meeting Notes Template* found in the [training resources](#) section of the SLSNSW website. The template acts as an agenda for all meetings and should be used to guide discussions and record notes, decisions, and actions from the meeting.

Trainers, Assessors and Facilitators are re-endorsed or re-appointed every year.

SLSNSW have four (4) roles involved in the direct delivery and assessment of training:

1 Trainer

Teaches the skills and knowledge of our courses

2 Endorsed Assessor

Acts as the industry expert and collects assessment evidence under the supervisory framework

3 Assessor

Conducts assessments and collects assessment evidence independently

4 Facilitator

Endorsed by SLSNSW and can train and assess the same course participant for courses they are endorsed to facilitate.



If you are interested in joining your club's Training and Education Team, speak to your CTO or Branch DoE about the current opportunities and local training needs.

You will be allocated a mentor who will be supporting you to complete the induction process during your probationary period on your journey to become a TAF.



Compliance Responsibilities

TAFs, CTOs and Branch DoEs are responsible for:

- Understanding and complying with the SLSNSW Code of Conduct and Ethics;
- Completing mandatory training on their obligations under the SLSNSW Code of Conduct and Ethics;
- Immediately reporting any circumstances which may involve deviation from the Standards;
- Operating within the requirements of the RTO Standards and the Australian Qualifications Framework (AQF);
- Operating in accordance with SLISA policies and guidelines, and with State and Commonwealth legislation

Our training and education programs serve as a platform for us to positively influence others.

We understand the role we play as a key influencer and the impact we have on our prospective and fellow lifesavers.



Standards of Conduct and Ethics

At Surf Life Saving NSW, we strive to build a diverse and inclusive culture that embraces and supports the ability for all members to achieve the best possible learning experience.

This is achieved by being accountable for our actions, learning from our mistakes and being transparent with our decision making. The provision of service excellence is central to the role of TAFs and forms part of our commitment to our Standards of Conduct and Ethics.

When we apply these ethics in our daily work, we can be confident in our ability to make good decisions that build trust and empower our course participants and fellow members to achieve more.

Our Standards of Conduct and Ethics provides a strong cultural foundation that helps our members with training and education responsibilities to adhere to all education related policies, *Standards for RTOs 2015* and procedures and establishes the values of SLSNSW.

Expectations and learning needs of course participants are changing, and it is important that our TAFs not only meet the accreditation requirements but also commit to our Standards of Conduct and Ethics.

Our Standards of Conduct and Ethics

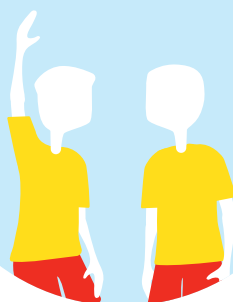
Our Standards of Conduct and Ethics sets out the minimum expectations and behaviours required of TAFs below:

- Maintaining a high standard of skills, knowledge, and legal and ethical standards of practice which reflect favorably both on themselves and SLSNSW;
 - Ensuring the safety of course participants and their welfare as far as reasonably practicable;
 - Respecting confidential information relating to course participants obtained through training and assessment activities;
 - Acting with honesty and integrity and avoiding potential conflicts of interest with private and professional work;
 - Respecting the diverse relationships between trainers and learners and conducting these relationships in a professional, respectful and appropriate manner;
 - Delivering accurate information within the scope of their role and in line with their qualifications, experience and expertise;
 - Ensuring professional development opportunities are identified and actioned;
 - Fostering a culture of open discussion of complaints, disagreements and problems as a basis for improvement and development both personally and for the organisation;
 - Adhering to the TAF uniform guidelines, presenting in clean, neat and professional attire.
- To provide further clarity, the following acts are deemed unacceptable and will negatively impact our ability to deliver the best possible learning experience as well as the reputation of the organisation. These behaviours will not be encouraged or supported by SLSNSW:
- Conducting any training or assessments while under the influence and/or the possession of drugs and/or alcohol;
 - Conducting any actions that would place SLSNSW and all associated organisations into disrepute and impair the reputation of each institution;
 - Misrepresenting their relationship with SLSNSW as a TAF to promote or influence private transactions or relationships;
 - Using language and examples that may be offensive to course participants with respect to race, ethnicity, national origin, colour, sex, sexual orientation, age, marital status, political belief, religion and mental or physical ability.

If I drop the ball, I'll learn



If I stuff things up, I'll admit



If I lose it, I'll apologise



Standards of Conduct and Ethics cont.

Continuous Commitment to Safety, Environment and Community

SLSNSW is committed to providing healthy, safe and secure training environments. This is achieved with TAFs and participants acting responsibly and in a manner that reduces the levels of risk where possible. For example, by:

- Wearing prescribed Personal Protective Equipment (PPE) correctly;
- Only using authorised equipment;
- Reporting all hazards and incidences through appropriate reporting channels;
- Complying with the safety directives provided by the Training and Education Team and not interfering with any item or process provided in the interest of health and safety at SLSNSW; and
- Respecting the training and assessment environment and comply with good housekeeping principles.

Copyright

It is expected that all course participants and members with training and education responsibilities will obtain written permission and work within the limits of that permission from the SLSNSW Training and Education Manager. This requirement must be completed prior to photocopying materials for reasons other than individual educational purposes within Surf Life Saving.



Even when I disagree, I'll respect



If I don't have the "how to", I'll ask



If things don't go as planned, I'll pause and reflect



We do what we do because
what we do makes a difference.

Be a difference maker, join us
to make a difference through
training and education.



Your Commitment Matters

If you are willing to...



**Deliver at least one (1)
course per year**



**Participate in professional
development activities related
to training and assessment
every year**



**Maintain currency of
your SLS awards, units
of competency and
qualifications**

We invite you to consider the opportunity to educate our prospective and fellow lifesavers

TAF Endorsement Process

Step 1 – Hold the SLS award you wish to train or assess

You will need to show that you are proficient in the SLS award(s) that you wish to train or assess. This can be checked in the [Awards](#) menu within the SLS Members Area, or in SurfGuard by a Club or Branch Administrator.

It is strongly recommended that members hold an award for a minimum of one (1) year and patrol with that award within the previous 12 months before being endorsed as a TAF for it.

Refer to Table 1.0 which outlines what TAF roles are available for each SLS award.

SLS Award	Trainer	Assessor	Facilitator
Bronze Medallion	✓	✓	✓
Surf Rescue Certificate (SRC)	✓	✓	✓
Radio	✓	✓	✓
Inflatable Rescue Boat (IRB) Crew & Drivers	✓	✓	✓
Advanced Resuscitation Techniques	✓	✓	✓
Resuscitation	✓	✓	✓
First Aid	✗	✗	✓*
Silver Medallion Aquatic Rescue	✗	✗	✓
Silver Medallion Patrol Captain	✗	✗	✓
Gold Medallion	✗	✗	✓*
Training Officer Certificate	✗	✗	✓*
Rescue Water Craft (RWC)	✗**	✗**	✓*

* Annual appointment process.

**The Trainer and Assessor RWC awards are used in exceptional circumstances to support local RWC training. Trainers can only assist with training after the Facilitator RWC has delivered the induction and first session. Assessors can only assist with skills maintenance proficiencies, or with course assessment under the guidance of the Facilitator RWC. The Facilitator RWC must always conduct the final assessment.

Step 2 – Gain Training and Education (TAE) knowledge and skills

Gain the minimum units of competency and/or qualifications required to perform in the relevant SLSNSW Training and Education role as outlined in Table 2.0.

Recognition of Prior Learning (RPL) options:

If you already have some of the required knowledge and/or skills for part or all of a course, you can apply to complete the outstanding requirements of a course via Recognition of Prior Learning (RPL).

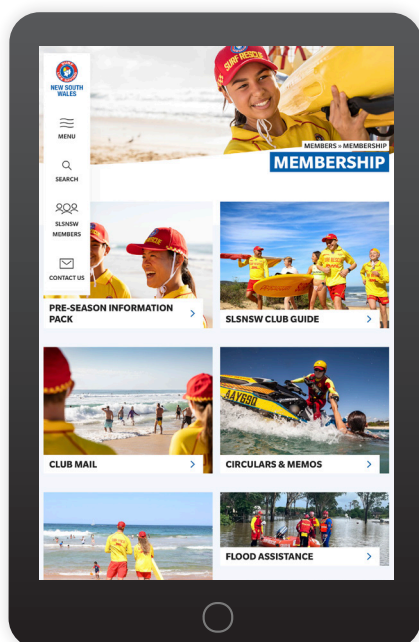
You should discuss the RPL process with your CTO or Branch DoE to understand the process and possible outcomes. The relevant RPL Kit will then be provided containing the self-assessment tools for participants to complete.

Role	Minimum qualification requirements
Training Officer	TAESS00007 - Enterprise Trainer - Presenting Skill Set TAEDEL301 Provide work skill instruction BSBCMM411 Make presentations
Endorsed Assessor	TAESS00015 Enterprise Trainer and Assessor Skill Set TAEASS401 Plan assessment activities and processes TAEASS402 Assess competence TAEASS403 Participate in assessment validation
Assessor	TAESS00011 - Assessor Skill Set TAEASS401 Plan assessment activities and processes TAEASS402 Assess competence TAEASS403 Participate in assessment validation TAEASS502 Design and develop assessment tools
Facilitator	TAE40116 - Certificate IV in Training and Assessment or equivalent

TAF Endorsement Process cont.

Step 3 – Obtain a Working with Children Check (if required)

Depending on the courses you need to train or assess, you may need a Working with Children Check (WWCC). As a general rule, those who work with under 18-s only groups for more than 5 days a year will be required to complete one. Visit the [SLSNSW WWCC](#) requirements webpage for further information.



Step 4 – Become a Probationary TAF

You will be appointed as a Probationary TAF in SurfGuard to allow you access to the restricted training and education course resources in the SLSNSW Document Library within the SLS Members Area.



TAF Endorsement Process cont.

Step 5 – Complete the Probationary TAF induction process before training/assessing independently

Your allocated TAF Mentor(s) will support you in the delivery and/or assessment of at least two (2) courses for each course that you seek TAF endorsement.

Your TAF Mentor will support you by:

- inducting you into how to train and/or assess the course in line with the latest Surf Life Saving policies and procedures and using the latest SLS resources;
- assisting you navigate the SLS education systems and processes;
- guiding you to locate, access and use key information and resources; and
- linking you in with the broader training and education team.

The aim of this induction process is to ensure that you are comfortable with the SLS training and course resources, assessment criteria, and with the administrative processes required.

Once you and your club/branch agree that you are ready to train/assess the award independently (or under the Supervisory Framework for Endorsed Assessors), you will be endorsed by your Branch using the SLSNSW TAF Endorsement Kit. For Facilitators, your endorsement request will need to be firstly approved by your Branch then processed by SLSNSW.

Appointment and allocation of TAF mentors

TAF Mentors guide Probationary TAFs through each step of the SLSNSW TAF Endorsement Process and support them in becoming knowledgeable and confident members of their training and education team.

SLSNSW invites suitable education team members to be appointed or re-appointed as TAF Mentors on an annual basis. The appointment process includes an induction into the role of a TAF Mentor.

Branch DoEs are required to put a process in place for the allocation of SLSNSW appointed TAF Mentors paired with Probationary TAFs.

Ideally, TAF mentors should be allocated to new TAFs before they attend the required Training Officer or Assessor course. Dependent on circumstances, a Probationary TAF may have different TAF Mentors throughout the TAF endorsement process.

A minimum of one (1) Mentor Observation Checklist is required by a TAF Mentor for each award. Both the TAF Endorsement Kit and Mentor Observation Checklists are available in the member training resources section of the SLSNSW website.

Other options/considerations

Members who are both Trainers and Assessors of an award and applying to become a Facilitator of that same award may have the induction process waived following approval by the Branch DoE or their delegate, e.g., a member who is both a Trainer and Assessor of IRB applying to become a Facilitator IRB.

In making this decision, consideration should be given to:

- The length of time the TAF has held the Training Officer and Assessor awards;
- The length of time the TAF has held the SLS award they are wishing to facilitate; and
- The extent to which the TAF is currently following policies and procedures correctly.

Induction requirements can be reduced if members have demonstrated significant training and/or assessment experience obtained externally/outside Surf Life Saving, e.g. through work as a vocational trainer for an RTO or as a higher education professional. These instances are to be reviewed by the SLSNSW Training and Education Team and formally approved at their discretion.

TAF Endorsement Kits

A completed *TAF Endorsement Kit* will need to be forwarded by a TAF Mentor to the Branch DoE to ensure that the above steps have been followed. Once approved, the Branch DoE will sign the kit and minute the endorsement at the next branch education meeting.

The paperwork must be retained for as long as the TAF is endorsed either as a hard copy or saved electronically.

Any applications for Facilitator roles must be forwarded on to SLSNSW education@surflifesaving.com.au for endorsement once they have been approved and endorsed by the DoE.

TAF re-endorsement requirements

To ensure all TAFs who deliver training and education programs meet the legislative and organisational requirements, they are required to seek re-endorsement on an annual basis.

TAF	Award type	Frequency
T	Trainer	Annually
A	Endorsed Assessor	Annually
	Assessor	
	Delegated Assessor	
F	Facilitator	Annually
	Delegated Facilitator	

When do you need to be re-endorsed?

- Trainers are required to seek re-endorsement every year
- Assessors are required to seek re-endorsement every year
- Facilitators are required to seek re-endorsement every year through SLSNSW
- Re-endorsements are to take place by 31 December

What happens if you do not re-endorse by 31 December?

If you are unable to successfully complete the re-endorsement process by 31 December, your TAF status will be expired and you will not be permitted to deliver training and education programs on behalf of SLSNSW. To be reinstated you will need to complete the full endorsement process again (a grace period of 12 months may be considered by SLSNSW for extenuating circumstances, this will be assessed on a case by case basis).

TAF re-endorsement requirements

1 Deliver at least one (1) course per year

TAFs are required to be active. This means you are required to train (for Trainers), assess (for Assessors) or train and assess (for Facilitators) at least (1) one nationally recognised course every year. This information is captured in SurfGuard using the information provided on Training Course Reports.

2 Participate in professional development activities related to training and assessment every year

Undertaking professional development activities is a major part of our continuous improvement requirements under the RTO Standards 2015 and forms part of the TAF re-endorsement process.

Examples of professional development activities include:

Annual TAF pre-season online module

Developed at the start of each season by SLSNSW, it contains important updates such as skills maintenance requirements as well as the annual professional development activity for the upcoming season.

The annual TAF pre-season online module must be completed by TAFs to unlock the online TAF re-endorsement form.

Face-to-face education meetings

The SLSNSW Training and Education Team work closely with branches and with Surf Life Saving Australia to develop meeting agendas based on local, state, and national needs. Where possible, time is also given during the meetings to any upgrades required by industry, assessment validations and resource reviews that inform continuous improvements.

This is the main channel to outline and communicate any changes or updates that occur to courses, resources, policies, processes, or systems within SLS or the wider VET sector.

They are generally half or full day meetings including professional development sessions and are hosted by branches every year.

3 Maintain your SLS Awards through Skills Maintenance

TAFs are required to complete Skills Maintenance requirements (if applicable) for their SLS awards they train/assess to ensure confidence and competency (as per the SLSA/SLSNSW Skills Maintenance Circulars).

For each SLSA award in SurfGuard, please allow up to four weeks to have its proficiency date extended from when you have completed all its skills maintenance requirements.

Remember, skills maintenance only renews an SLSA award's currency. It does not renew any units of competency.

TAF Re-endorsement cont.

4

Renew your Units of Competency (UoCs)

Some units of competency (UoCs) require holders to be re-assessed to maintain currency. For many SLS awards, you need to remain current in their aligned UoCs to continue training and assessing them. For example:

- Many TAFs need to renew their HLTAID009 Provide Resuscitation each year
- BM TAFs need to renew their HLTAID010 Provide basic emergency life support every three years.
- ART TAFs need to renew their HLTAID015 each year Provide advanced resuscitation
- ART TAFs and First Aid Facilitators need to renew their HLTAID011 Provide First Aid every three years.

Refer to training.gov.au for more information on the latest HLTAID units.

5

Applying for re-endorsement

TAFs need to complete a TAF Re-endorsement Form specifying which awards they are seeking re-endorsement for.

The [TAF Re-endorsement webpage](#) provides TAFs with a direct link to the online form as well as FAQs relating to how to access and submit the form.

The online TAF Re-endorsement Form captures the following information in SurfGuard as it relates to the TAF re-endorsement requirements outlined in this document:

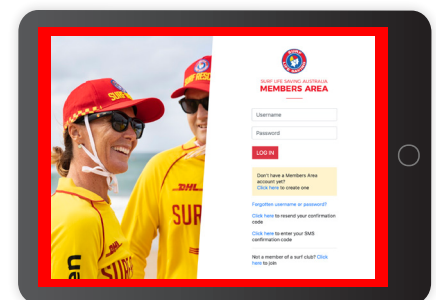
- Completion of the annual TAF pre-season online module
- Course delivery and assessment history
- SLSA Award proficiency
- SLSA Award currency
- HLTAID unit of competency currency
- New course inductions

Additional requirements as communicated:

If all requirements have been met, SLSNSW will approve TAF re-endorsement applications unless advised otherwise by the Branch DoE.

Branch DoEs should raise any concerns with TAFs applying for re-endorsement with the SLSNSW Training and Education team.

Branch DoEs should raise any concerns with TAFs applying for re-endorsement with the SLSNSW Training and Education team.



Supporting you every
step of the way



Supervisory Framework

Why do we need a supervisory framework?

To ensure compliance with the RTO Standards, SLSNSW Endorsed Assessors are required to operate under the supervision of a Delegated Assessor or Delegated Facilitator who holds TAE40116 Certificate IV in Training and Assessment or equivalent to maintain the quality of training and assessment.

Definition of Supervision

In general, 'supervision is the measure and arrangements taken to ensure Assessors are supported'.

SLSNSW Approach to supervision

Working under supervision does not mean that direct supervision is always required. The needs of the individual under supervision should be considered to determine the correct level and approach to supervision. The supervisor (or 'Delegated Assessor' or 'Delegated Facilitator') will determine the supervision requirements and is ultimately accountable for all training and collection of assessment evidence by the Endorsed Assessor under their supervision.

Supervision may include the following direct and indirect supervision approaches where appropriate.

Direct Supervision means/involves:

- Face to face monitoring and observations (competency-based training)

Indirect Supervision means/involves

- Discussion of planned assessment approach through emails (written)
- Discussion of planned assessment approach through phone conversation (verbal)
- Discussion of planned assessment approach through video conferencing (video communication tool)

Both approaches to supervision need to be documented by completing a [Record of Supervision form](#).

Provision of supervisory support

Min. requirements for supervision

<2 years

- Members who have been endorsed as an Endorsed Assessor with SLSNSW for less than 2 years
- Direct supervision is required for each assessment session

>2 years

- Members who have been endorsed as an Endorsed Assessor with SLSNSW for 2 years or over
- Only indirect supervision is required

The branch will determine the level of training and assessment skills and knowledge that the assessor possesses.

The branch can make decisions with arrangements for appropriate levels of supervision and guidance for the assessor, including any conditions or restrictions that may be considered necessary.

Each branch will identify, and in conjunction with SLSNSW, endorse 'Delegated Assessors' and 'Delegated Facilitators' to support and oversee the supervision process.

Delegated Assessors and Facilitators are those who have been engaged and delegated the responsibility by the branch to provide supervisory support. They are accountable for all evidence collection and assessment of evidence by individuals under their supervision.

The list of Delegated Assessors and Facilitators is maintained by branches and SLSNSW.

If you require further details, please contact your Branch Director of Education or SLSNSW.

Putting it into Action

These procedures help guide our operating rhythm but it is not possible to cover every situation you might encounter. We always abide by laws and regulations as well as our organisational policies, guidance and procedures.

If you do not understand the procedures within this document or not sure how to implement them, you should consult with an appropriately qualified colleague to get your questions answered or contact SLSNSW.

TRAINING DELIVERY PROCEDURES CONT.

Our Courses

All courses conducted by the Academy are in line with current industry standards and are supported by the latest evidence from relevant research. All emergency care courses adhere to the guidelines of the Australian Resuscitation Council (ARC) and are backed by authoritative medical opinion in accordance with all national and international standards.

Some training courses have prerequisites that must be satisfied before enrolling in a course. If you are unsure whether the course you are enrolling in has prerequisites, take a look at the course information on our website, www.surflifesaving.com.au.

Information about Member Awards can be found under Members > Member Education and Training > Lifesaving Awards. Information about public training can be found under First Aid Courses. Further information about member and public training offered by the Academy can be found at www.surflifesaving.com.au. If you are a member of a Surf Life Saving Club (SLS), speak with your Chief Training Officer (CTO) to find out what's on offer within your area.

Physical Requirements

Some courses are delivered in partnership with other RTOs, students enrolling in a course offered in partnership with a different RTO will be informed of this prior to course enrolment.

Some courses require practical application of resuscitation and other practical scenarios that will require kneeling on the floor. In order to achieve a Statement of Attainment, candidates must successfully complete the practical components under the assessment criteria.

If you have any special needs (including those related to language, literacy or numeracy) or other concerns, you should inform SLSNSW staff prior to course booking so that appropriate assistance can be negotiated.

Course Delivery

All Trainers and Assessors have the appropriate qualifications and experience to deliver training and assessment programs specified in Clauses 1.13 - 1.16 of Standards for RTOs 2015. All assessments meet the National Assessment Principles (including Recognition of Prior Learning).

Please do not hesitate to approach them should you have any concerns about any aspect of course delivery or assessment, or require any additional support in your learning.

Changes to Agreed Services with Partner RTOs

Where there are any changes to the agreed training and assessment services that will affect the student, SLSNSW will advise the student as soon as practicable.

If the agreement is ceased or the partner RTO closes/unable to deliver any part of the qualification or course that the student is enrolled in, SLSNSW will ensure that:

- Students are transferred to another RTO with the least disruption to individuals concerned
- Students are provided with an appropriate refund for the service not provided (if applicable)
- Students are issued with Certificates or transcripts based on completed units of competence

Training Delivery Procedures

What courses can be delivered?

The **Awards and Qualifications Chart** on the [SLSNSW Education webpage](#) provides an up to date list of all courses that can be delivered.

Enrolment Procedure

Flexibility and reasonable adjustment

Our course designs are flexible and allow for reasonable adjustments, multiple entry and exit points and pathways.

If a course participant has a learning difficulty or disability of any nature, reasonable adjustments can be made to prevent unnecessary barriers.

Adjustments can include individual assessment conditions such as enlarged print material, scribes or additional time for assessment. SLSNSW can also refer the course participant to external learning support services.

Course participants should inform their club and SLSNSW if assistance is required at the time of enrolment. This can be done through the [Training Enrolment Form](#). Note, this information may be shared with the SLSNSW Training and Education Team to help determine whether any reasonable adjustments can be made.

Some examples of course specific-reasonable adjustments are included in the delivery and assessment guides for each SLS Award. Refer to the [ASQA factsheet](#) on 'Providing quality training and assessment services to students with disabilities' for more examples of reasonable adjustments.

Joining Instructions

SLSNSW's Participant Joining Instructions must be provided to course participants prior to enrolling in any SLSNSW training courses.

The Participant Joining Instructions are there to remind participants to access and become familiar with the relevant course overview and Participant Handbook and to recognise that training will not appear on any authenticated VET transcript available from the [Student Identifiers Registrar](#). It also refers to the Training Enrolment Form.

Prior to the commencement of a SLSNSW training course, course participants must:

1. Complete a Training Enrolment Form to confirm that they have read, understood and will comply with all the conditions of enrolment as described in the [Participant Handbook](#). It also records any additional needs (eg. language literacy and numeracy (LLN), reasonable adjustments etc) required.
2. If enrolling in a Rescue Water Craft (RWC) course, complete a Support Operations Member Application and send to lifesaving@surflifesaving.com.au. This enables the Lifesaving team to check that you hold the required pre-requisites for the course. Facilitators for this course will need to wait for approval for all course participants before commencing training. Approval will be provided within (5) five working days of receiving the application.

SLSNSW members enrolling in courses in other Branches (interbranch)

Members may enrol in courses (including skills maintenance) conducted by another club or branch providing the arrangement is discussed with their own club and/or branch prior to registering their interest or enrolling. This enables discussion and agreement about how the member will be assessed (if not being assessed by the host club or branch).

The member's club (home club) will create a new Assessment Request and once approved by the branch, the Form 14 will need to be provided to the participant to take to the course. This provides the host club with evidence that their members meet the required pre-requisites for the course.

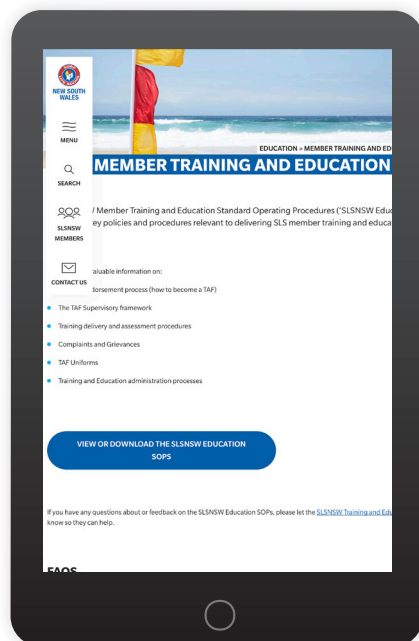
Following the course, members will either need to present their completed Assessment Portfolio to their club or complete their assessment locally. The assessment request is then processed as per normal.

Training Delivery Procedures cont.

Training Resources

When delivering courses, TAFs are required to use the current approved resources (Learner Guides, Delivery and Assessment Guides, Forms etc.). These are available within the SLSNSW section of the Document Library within the SLS Members Area.

Only those who hold a current TAF Award or Probationary TAFs will be able to access Restricted Resources in the Document Library within the SLS Members Area such as Delivery and Assessment Guides. If you are unable to view these resources contact your CTO, Branch DoE or the SLSNSW Training and Education Team.



Training Course Reports

The Training Course Report must be completed by all TAFs. This report is used to:

- record all TAFs and content experts involved in the course;
- record participant attendance;
- confirm that the venue is appropriate for the training and that a risk assessment has been completed;
- confirm the pre-course information that has been provided;
- provide a summary of the course using feedback from participants and course staff;
- document any reasonable adjustments that were made; and
- confirm that supervision has taken place and documented by completing a record of supervision form where required.

Record Keeping Requirements

Documented evidence must be provided to show that suitable supervision arrangements have been developed and implemented as planned and that final assessment decisions have been made by the Delegated Assessor or Delegated Facilitator.

When supervisory support is required and provided, TAFs need to ensure

1. The final sign off for assessment outcomes is provided by the Delegated Assessor or Delegated Facilitator
2. A Record of Supervision Form is completed documenting the interactions between the Endorsed Assessor and Delegated Assessor/Facilitator
3. Confirm the receipt of a completed Record of Supervision by branch

Once the course is completed, the report must be forwarded to the Branch DoE along with the accompanying course paperwork for review.

Risk Assessments

Risk Assessments for venue based training can be completed through the Training Course Report form available on the [training resources](#) section of the SLSNSW website.

TAFs should also refer to the relevant Delivery and Assessment Guides for course specific safety requirements.

It is also recommended that course participants wear a high-visibility vest or shirt for member training and assessment activities. Where safe and applicable, an IRB or RWC be used for water safety (note that the operator must be qualified and proficient in the required powercraft award).

Training Delivery Procedures cont.

Water Safety Policy and Surf Education Activities Water Safety Guideline

The *SLSA Water Safety Policy 1.01* and *Surf Education Activities Water Safety Guideline 1.1* outline the water safety requirements for SLS education activities.

The following table provides a summary of these requirements.

Supervision Ratios		
SLS Activity	Activity participants who DO NOT HOLD SRC or above	Activity participants who DO HOLD SRC or above
Junior Activities (Nippers)	1:5 (WSP: Participants)	Buddy procedure
	1:10 (WSP: Participants) <ul style="list-style-type: none">• Low-risk conditions• Determined after pre-activity risk assessment	
Member Training (Lifesaving and Sport)	1:5 (WSP: Participants)	Buddy procedure
	1:10 (WSP: Participants) <ul style="list-style-type: none">• Low-risk conditions• Determined after pre-activity risk assessment	
Pool Activities	Where applicable, refer to local pool management requirements. If no requirements 1:10 (WSP: Participants) determined after a pre-activity risk assessment.	
Surf Sport Competition	Refer to SLSA Surf Sport Manual	
Sanctioned/Special Events	Refer to 'Guidelines for Safer Surf Clubs'	
Lifesaving Patrols	Refer to relevant State/Territory 'Standard Operating Procedures'	

Buddy procedure

This is where qualified (SRC or above) course participants of similar experience and ability participate together in the same activity, continually monitoring each other throughout. They should be able to offer immediate assistance to their buddy if required. Further information on the Buddy procedure is available in the SLSA Policy 1.01 Water Safety Procedure.

Water Safety Supervisor

A Water Safety Supervisor (WSS) must be proficient in the Bronze Medallion/Certificate II in Public Safety (Aquatic Rescue) and it is strongly recommended that they also hold the Silver Medallion Beach Management.

Their role is to:

- provide supervision at all times, ensuring it meets the minimum supervision ratios or that the buddy procedure is implemented, acting immediately if they have safety concerns and briefing/supervising the WSP;
- conduct a risk assessment (in consultation with the Patrol Captain or Lifeguard); and
- remain on the beach, except if required in an emergency.

Note: Members of "on-duty" lifesaving patrols can only be reallocated as WSP for training activities when the minimum patrol requirements are met, and at the discretion of the Patrol Captain. The "on-duty" Patrol Captain must not act in the position of WSS as their primary duty is public beach safety.

They are required to wear a clearly identified uniform consisting of a cap and a rash shirt. This can either be Surf Rescue uniform or a high-visibility water safety uniform.

Supervision Ratios

Low-risk conditions can only be determined following a pre-activity risk assessment by the Water Safety Supervisor (WSS). A nominal wave height of 1m is considered the maximum wave height threshold for "low-risk conditions", however it should be remembered that wave height is only one consideration in assessing surf zone hazards.

Where water safety supervision ratios are implemented, 75% of Water Safety Personnel must be in the water during the activity and using SLSA approved rescue equipment.

Water Safety Personnel

Water Safety Personnel (WSP), must be proficient in the SRC (as a minimum).

Their role is to:

- be responsible for water safety as defined by the WSS;
- immediately inform the WSS of any safety concerns;
- advise the WSS of their competency levels or of any pre-existing ailments which may impact on them fulfilling their duties.



Training Delivery Procedures cont.

Approved Rescue Equipment

The following table provides a summary of the SLSA approved equipment for the provision of water safety. Water Safety Personnel are using rescue equipment that requires a specific competency and award.

The operator must be qualified and proficient in the appropriate awards, e.g., IRB Drivers must have their Silver Medallion IRB Drivers award.

Refer to the latest *SLSA Water Safety Policy 1.01* and *SLSA Water Safety Procedure 1.1* for more information.



Equipment	Operator	Count towards Water Safety ratio
Rescue board	1 paddler	1
Rescue tube	1 swimmer	1
IRB	1 Driver and 1 Crew	2
RWC	1 Driver	1
	1 Driver and 1 Crew	2

Training and assessment on unpatrolled beaches or outside of patrol hours

If in-water training or assessment activities are to be conducted on a beach outside of patrol hours or in unpatrolled locations, the above water safety procedures continue to apply.

The TAF conducting the training or assessment is encouraged to advise SurfCom that the activity is taking place and when the activity is complete.

Training and assessment on closed beaches

The table below outlines in what circumstances training and assessment activities can take place on a closed beach.

Risk Assessment process:

- Patrol Captain to conduct a risk assessment to ascertain if conditions are suitable to train/assess in.
- If suitable, a minimum of one fully operational IRB must be on standby in addition to normal water safety ratios. This can be the "on-duty" IRB with the approval of both the Patrol Captain and the IRB Driver. The crew must be briefed on the activity to be

undertaken and must be ready to respond.

- The relevant training signage (i.e. Training/Assessment in Progress) should be positioned near the training area.
- Patrol Captain to advise SurfCom that the service is conducting training/assessment on a closed beach and advise again when the activity is complete.
- Should conditions or circumstances change, the Patrol Captain has the authority to suspend the activity.

Further detail on this process can be found in SLSNSW's Lifesaving Standard Operating Procedures (SOPs), available in the Document Library within the SLS Members Area and on the [SLSNSW Lifesaving webpages](#).

Training Type	Closed beaches (Dangerous conditions*)	Closed beaches
Bronze Medallion/SRC training and assessment	X	X
Training and assessment for awards where the Bronze Medallion is a pre-requisite	X	Follow risk assessment process above
Skills maintenance	X	Follow risk assessment process above

* Dangerous conditions include dangerous marine animals, water pollution, water debris or electrical storms.

Feedback on SLS Training Resources

If you would like to contribute to the improvement of SLS training resources, please submit your feedback and suggestions via the

- [SLS Course Resource Feedback Form](#)
- [SLS IT Enhancement Suggestions Form](#)
- or send an email to education@surflifesaving.com.au

Feedback is regularly collated and sent to Surf Life Saving Australia for review by the relevant working groups and/or committees as required.

To meet RTO compliance requirements and the SLS organisation's commitment to continuous improvement, SLSNSW also encourages members to provide feedback on all areas of the organisation.

Feedback and suggestions can also be provided verbally or in writing to a member of the SLSNSW Training and Education Team.



Assessment

The assessment of competency must be carried out fairly and consistently as per the assessment criteria, taking into account SLSNSW's approach to assessment.

Prior to assessment taking place, Trainers should ensure that course participants have the required underpinning knowledge and that they have had adequate time to practice the assessable skills.

Depending on the course, assessment activities may include:

- Fitness tests;
- Knowledge tests (written or verbal);
- Skills tests;
- One-on-one critique - observation and feedback;
- Recognition of prior learning processes and tools; and/or
- Peer assessed small-group work and participation.

There are four (4) key documents available in the Document Library within the SLS Members Area that Assessors and Facilitators must use to conduct assessments for various SLSNSW training and education courses:

1 Delivery and Assessment Guide (DAG)

This document contains information on how to deliver and assess the courses as well as achieve RTO compliance. For some courses, the DAG can be found at the end of the Learner Guide.

2 Assessment Portfolio

This is the key resource that collects all the assessment evidence required for an Assessor to complete and submit a competency completion record.

3 RPL Kit

This document is required to be completed by members seeking recognition of prior learning and an assessment only pathway for accredited training.

4 Assessment Feedback Form

If a course participant does not satisfactorily complete all assessments for a course and has their assessment result recorded as Not Yet Competent (NYC), the Assessor/Facilitator must complete the Assessment Feedback Form. Once signed by the course participant, it must be submitted to the CTO or Branch DoE along with the accompanying course paperwork for review action.

Note: when a course participant is deemed Not Yet Satisfactory (NYS) for an assessment task as part of the assessment, they should be given an opportunity to re-attempt that particular assessment task.



As with all assessments, the Assessor needs to ensure that any evidence provided is:

Authentic - is the course participants' own work;

Valid - directly relates to the current version of the endorsed unit;

Current - reflects the course participants' current capacity to perform the competencies covered by the unit to "today's standards"; and

Sufficient - the style and amount of evidence demonstrates competence across the full range of elements covered in the unit.

Assessment cont.

Credit Transfer

If a course participant has a current AQF Qualification or Statement of Attainment for the same or a related program by another RTO, SLSNSW will recognise this achievement and give credit in the relevant SLSNSW course. Course participants may only apply for credit transfers for units of competency or qualifications which are included under SLSNSW's scope of registration.

Applications for credit transfers should be made via the [Credit Transfer Request Form](#) which can be found on the Education webpage of the SLSNSW website. The Branch DoE will then forward this to education@surflifesaving.com.au. Once received, the SLSNSW Training and Education Team will check the Qualification or Statement of Attainment for authenticity.

The course participant will be required to complete a [Consent to Release Information Form](#). This will enable SLSNSW to verify the authenticity of the current Qualification/Statement of Attainment provided before entering the unit(s) of competency (UoCs) or qualification into SurfGuard.

Recognition of Prior Learning (RPL)

SLSNSW acknowledges the skills and knowledge course participants bring to our training programs as a result of their previous training, work experience and/or life experience. We do this through a process called recognition of prior learning (RPL). RPL is available to all course participants enrolling with SLSNSW.

If a course participant wishes to apply for RPL, please contact the Branch DoE or SLSNSW Training and Education Team education@surflifesaving.com.au to discuss their application.

A suitably qualified Assessor or Facilitator will then be assigned to manage the application.

Assessors or Facilitators will provide participants with a copy of the RPL Kit which provides further information about the RPL process to help set clear and realistic expectations.

It is the course participant's responsibility to provide sufficient evidence to satisfy the Assessor that they currently hold the relevant competencies.

Acceptable Evidence

Evidence for RPL that meets the rules of assessment evidence may include but is not limited to:

- Copies of resumes, performance appraisals, or other employment related documentation.
- Samples of completed work.
- References from current and prior employers, supervisors and colleagues.
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.
- Copies of either current qualifications or statements of attainment issued by another RTO.
- Completion of a skills-based assessment.

As with all assessments, the Assessor needs to ensure that any evidence provided complies with the rules of evidence (explained above).

If the Assessor has any reservations or concerns regarding the evidence provided or the ability of the participant, they may request further information, further evidence, or completion of a skills/knowledge-based assessment so that the RPL can be granted. RPL can only be awarded for a complete unit of competency. No partial RPL can be awarded.

The Assessor will communicate the final outcome of the RPL application to course participants in writing, usually via e-mail within 21 business days of receiving the completed RPL Kit with evidence attached (or submitted electronically).

Upon successful completion of all assessment requirements, the award will be issued. If recognition is not granted, the participant will be provided with the reason/s for refusal (see 'Where RPL or CT cannot be granted' and 'Providing Assessment feedback' sections on the following page).



Assessment cont.

Where RPL or CT cannot be granted

There are instances where it is not possible to grant credit transfer or RPL.

Examples are:

- The UoC or qualification completed is no longer current in line with organisational requirements (e.g. First Aid).
- The UoC or qualification completed falls outside of SLSNSW's scope of registration
- The UoC or qualification previously completed has been superseded and no equivalent UoC exists.
- Where industry and/or employer requirements to complete the qualification or UoC exceeds the requirements of the training package.

Assessment Feedback

Providing assessment feedback that is timely, specific and draws on the learning and assessment objectives of a course will enable course participants to reflect on their progress, improve their knowledge, and strengthen their skill development.

Providing Assessment Feedback

When giving assessment feedback, we suggest you:

- compare the course participant's performance with the assessment criteria outlined in the current Delivery and Assessment Guides, rather than with other course participants;
- provide clear, constructive comments and advice about the course participant's strengths and weaknesses;
- motivate course participants, helping them understand that making mistakes is a part of the learning process.

Providing feedback to a course participant with a Not Yet Competent (NYC) result in an assessment can be difficult.

Here are some useful strategies:

- be positive, without raising any false expectations;
- be precise about weaknesses in the course participant's performance;
- identify if only part(s) of the assessment need to be repeated and, if so, which part(s);
- suggest strategies to help the participant overcome weaknesses;
- arrange another opportunity for the participant to be assessed.

Assessment Feedback Form

This Assessment Feedback Form is used to record the NYC decision and the plan for reassessment as decided by the assessor and participant at the assessment. It can be obtained in the document library within the SLS Members Area or on the [SLSNSW Education webpages](#). Completed Assessment Feedback Forms must be submitted to the CTO or DoE along with the accompanying course paperwork for review actions.

Participant Evaluation Form

Course participants must be provided with the Participant Evaluation Form at the end of every SLSNSW course. We ask that they complete the feedback evaluation truthfully, as this information is confidential and used only to help us continuously improve our training programs and processes.

Completed evaluation forms must be submitted to the CTO or Branch DoE along with the accompanying course paperwork for review action.

Feedback on SLS Resources

If you would like to provide feedback on course resources please submit feedback and suggestions for resource updates to education@surflifesaving.com.au

These will then be collated further and sent to Surf Life Saving Australia for feedback by the relevant working groups and/or committees.

Please include the document name, version (e.g., v1.1 May 2020 vs. v1.2 August 2020 vs. v1.3 May 2021), page number and screenshots where possible with your feedback.

To meet RTO compliance requirements and the SLS organisation's commitment to continuous improvement, SLSNSW also encourages members to provide feedback on all areas of the organisation.

Feedback can be provided verbally or in writing to a member of the SLSNSW Training and Education Team.



Complaints and grievances

Everyone involved in SLS is encouraged to voice concerns that they may have at any point regarding the safety, health, welfare, behaviour or conduct of members and associated persons or organisations.

All members are supported by the following SLISA Policies:

- Member Protection
- Child Safe
- Limiting and Permanent Disability
- Complaints Resolution

As per the SLSNSW Complaints and Appeals processes outlined in the SLSNSW Participant Handbook, SLSNSW manages complaints made about assessment outcomes or the conduct of:

- The SLSNSW Academy,
- SLSNSW Academy Staff
- SLS volunteers and course participants
- Third-parties providing services on SLSNSW's behalf.

If you are a SLSNSW member, complaints should be made in the first instance to the Chief Training Officer or Branch Director of Education.

Other formal complaints against members which require deliberation and resolution are managed as per the SLISA Complaints Resolution Policy that can be accessed through the SLS Members Area.



Together we represent

FACILITATOR

TRAINER

ASSESSOR



TAF Uniforms

The appearance of our TAFs reflects the image of the organisation as well as our professionalism. Our presentation has a significant impact on the way we are viewed by our fellow members and our community.

When undertaking training and education related activities, TAFs are required to wear TAF uniforms.

The uniforms are a polo style shirt manufactured in sun safe, breathable fabric with a choice of either short or long sleeves which are uniquely designed for TAFs.

Purchasing Uniforms

They are available for purchase by authorised Club and Branch officers through the SLSA Online Store.

Standards of Dress and Presentation

- Only current TAFs are to wear the uniform
- Hair should be neat, tidy and if required, tied back according to health and safety guidelines
- Jewellery is not to be worn if it is likely to cause a safety risk
- A name badge should also be worn (if applicable)
- Maintain a tidy and professional appearance while in uniform

Brand Guidelines

A Brand Guideline has been developed for Clubs and Branches to follow should they wish to include their name and/or the name of a sponsor. A copy of the Brand Guideline can be obtained in the [training resources](#) section of the SLSNSW website.

Caring for Uniforms

- TAFs are responsible for looking after all issued uniforms
- TAFs are to ensure that they care for these items per the care instructions

Fair wear and tear is at the discretion of the relevant Club/Branch/State. This could include but is not limited to: fading of colouring and physical damage such as tearing or fraying of the fabric.

TAFs who meet the re-endorsement requirements can request for two yearly renewal of standard-issue uniform items. This should be at the discretion of the relevant Club/Branch/State.

Probationary TAFs

Probationary TAFs are those who are in the process of applying for or being inducted to a TAF role. They are not entitled to be issued a uniform until they have gained the Award.

Return

- A TAF who resigns or does not renew their membership must return all items of uniform that have been issued or assigned to them by their club/branch or SLSNSW
- Uniforms are not to be retained under any circumstances
- The uniform (and other items) are to be returned properly cleaned and laundered



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Administration

SurfGuard

SurfGuard is the national membership database for all SLSA affiliated organisations and it is the main form of record keeping used by SLSNSW.

It is vital that records are updated promptly to ensure the information in SurfGuard and the systems that link to it remains accurate and current. SLSNSW relies on the accuracy of SurfGuard to ensure that:

- reports are accurate;
- members are qualified to perform their duties;
- patrolling members are proficient in their skills;
- members hold required award pre-requisites;
- awards can be issued accurately; and
- members receive communications and notifications specific to their membership category and the awards or positions they hold.

Issuance of Awards and Qualifications

Once a course participant has satisfactorily completed all required assessment tasks to be deemed competent in a qualification and SLS Award, the relevant SLS Award will be allocated and the club or branch will be sent a Statement of Attainment, Qualification and/or Surf Life Saving Award, as applicable.

The SLS Award will immediately be added to the members Award List in SurfGuard, which will then have it appear in their SLS Members Area Award list.

SLSNSW is committed to supporting environmental sustainability and we offer clubs the option of issuing electronic certificates instead of paper copy certificates.

A hard copy of the certificate (along with any medallions, an Awards Summary and an invoice) can also be posted to the club or branch within two (2) to six (6) weeks of the award being allocated in SurfGuard.

SLSNSW can only issue VET qualifications or statements of attainment in respect of nationally endorsed training packages included in its scope of registration.

All VET related awards (statements of attainment/qualifications issued by SLSNSW):

- Meet the requirements of the RTO Standards (3.1-3.4) and the current AQF;
- Identify all UoCs and qualifications completed; and
- Identify the RTOs national provider number.

Issuance of Powercraft Licenses

Once a course participant has successfully completed a Silver Medallion IRB Driver or RWC Operator Award, they will be issued with a Powercraft Operator Card.

SLSNSW RWC and IRB Driver award holders are not required to obtain additional Service NSW boating or PWC licences due to the components of such being included with the SLS training and assessment structure.

A new Powercraft Operator Card will be reissued annually following successful completion of skills maintenance for the relevant award(s).

Further information in regard to Powercraft Operator Licencing can be found on the SLSNSW website in SLSNSW's Lifesaving Standard Operating Procedures (SOPs).

**Allow up to 6 weeks
for processing of
awards and licences**

Administration cont.

Processing Assessment Requests and Course Results

The following process must take place for all SLSNSW training courses and assessment completion.

Within Surfguard

1 Request	<ul style="list-style-type: none"> Create new assessment request - ID number Add course participants, trainers and assessors to ID number
2 Submit	<ul style="list-style-type: none"> Submit assessment request within required timeframe set by your Branch or SLSNSW (generally 14 days)
3 Assessment Request Approval	<ul style="list-style-type: none"> Branch or SLSNSW approves request within 7 days OR Request is denied

Outside Surfguard

4 Course Delivery & Assessment	<ul style="list-style-type: none"> Course delivery and assessment is completed Course paperwork and participant evidence is collated
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Within Surfguard

5 Process results	<ul style="list-style-type: none"> Record participant outcomes Process results for candidate approval
6 Paperwork	<ul style="list-style-type: none"> Paperwork sent to Branch DoE within 2 weeks of assessment
7 Candidate Approval	<ul style="list-style-type: none"> Branch or SLSNSW approves course participants if all paperwork has been received and is correct (allow min 2 weeks)
Award Allocation	

When using SurfGuard, you will also see the code RNG (Recognition Not Granted). This relates to recognition of prior learning (RPL) applications.

Paperwork

The table below indicates the required documentation for each SLSNSW course. This is collected by your branch to ensure all requirements are met before it is forwarded onto SLSNSW.

The original version of the following documents can be accessed via the SLSNSW Training Resources webpage. They must be securely retained for a minimum of (12) twelve months (note that this can be scanned and stored electronically). You may wish to hold onto paperwork for longer in certain circumstances.

Document Name	Original / copy sent to Branch	Check with Branch if required
Participant Joining Instructions	✓	
Assessment Request Form (Form 14)		✓
Training Enrolment Form (one per participant)	✓	
Assessment Portfolios (one per participant)	✓	
Training Course Report & Record of Supervision Form (if required)	✓	
Participant Evaluation Form	✓	

Refer to the latest copy of [Club Guide](#) for tips on how to safely store paperwork.

Allow up to 6 weeks for processing of awards and licences

Administration cont.

Document Maintenance

Members with training and education responsibilities are required to maintain accurate and confidential records in relation to all training and assessment activities conducted. Any paperwork required by the branch must be submitted within (14) fourteen days of course completion.

All records retained must be stored in a safe and secure location for at least twelve (12) months to protect the confidentiality of course participant's information. SLSNSW Training & Education will retain evidence of competence and issuance of Awards for a minimum period of (30) thirty years, or in accordance with the terms of the prevailing RTO Standards and AQF.

Refer to the latest copy of [Club Guide](#) for tips on how to safely store paperwork

Course Participant Privacy

Under the *Data Provision Requirements 2012*, SLSNSW is required to collect personal information about its course participants and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Their personal information (including the personal information contained on the enrolment form and their training activity data) may be used or disclosed by SLSNSW for statistical, regulatory and research purposes, as well as for the purposes of fulfilling SLSNSW's organisational objectives. SLSNSW may disclose their personal information for these purposes to third parties.

When a course participant enrolls in a SLSNSW training course, they can be assured that the personal information provided to us is protected under the *Privacy and Personal Information Protection Act of 1998*. This Act imposes obligations on organisations in relation to the collection, storage, use and disclosure of participants' personal information.

Only authorised members with training and education responsibilities and SLSNSW staff have access to course participant records held both in hard and soft copy. They are required to ensure that information is kept confidential and is only accessed in the execution of their duties. It is a requirement of being an RTO that information collected by SLSNSW during a training course will be submitted to the Government for research, statistical and internal management purposes.

Apart from what has been specified above, SLSNSW will not release a course participant's personal information to any other person without their written permission. Further information about privacy can be found in the Document Library within the SLS Members Area.

Access to training and assessment records

Course participants who are also SLSNSW club members can access their own training and assessment record by logging into the SLS Members Area. Alternatively, a written request can be submitted to education@surflifesaving.com.au. The record will be made available within 14 days of receipt of the request by SLSNSW.

Award Replacement

Lost

If a course participant misplaces their Award or Powercraft Licence after completing a course, it is possible for a replacement award or licence to be issued. They can request this by emailing education@surflifesaving.com.au

A reprint fee as per the Academy price list will apply for this service. A current price list can be obtained from the SLSNSW Training and Education team or downloaded from the SLSNSW website.

Missing

If a course participant believes they have gained an award which is not recorded in SurfGuard/SLS Members Area, they should be directed to contact education@surflifesaving.com.au with the course date, location and names of the Trainer and Assessor. These details will be verified against existing training records and if successful, the award will be added in SurfGuard and the award issued (if applicable).

We measure our success not only
on the outcomes but also on the
path we took to get there



Our Commitment to continuous improvement

We understand the power of continuous improvement and its impact on our ability to provide quality training and education programs to our prospective and fellow lifesavers.

Internal Quality Assurance Framework

The internal quality assurance framework is developed to support SLSNSW to continuously evaluate the associated risks related to the provision of training and assessment services. It is a planned sequence of systematic and documented activities aimed at improving and assuring the quality of the member learning experience.

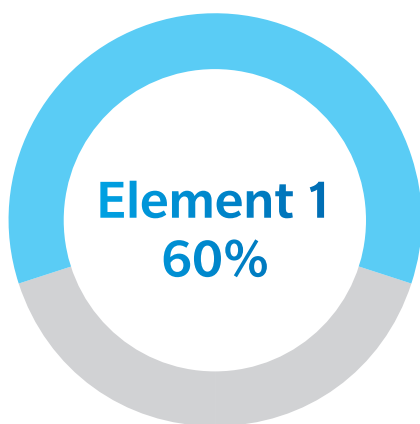
This is achieved through collecting and analysing data and intelligence to determine where members with training and education responsibilities may be failing to deliver quality training and education and inform consideration of risk.

This enables us to focus our energies on the key areas of concern and ensure our members are provided with tools or other support services to assist them to review and continuously improve their own practice and performance.



Element 1	Element 2	Element 3
EduCheck (60%)	Unannounced student survey conducted by SLSNSW (20%)	Targeted auditing approach (20%)





Element 1
60%

EduCheck (60%)

EduCheck is a survey which is specifically designed to assist Clubs/Branches understand their RTO compliance requirements and plan for greater sustainability of Education within their Club/Branches. This survey is completed by Clubs every two (2) years and Branches every year.

This survey:

1. Supports Clubs/Branches to self-assess their level of compliance related to training and education practices
2. Provides Clubs/Branches a systematic pathway to provide feedback related to training and education processes
3. Assists SLSNSW to identify key areas of improvement and informs planning for quality institutional improvement

The distribution process - how and when will the survey be administered?

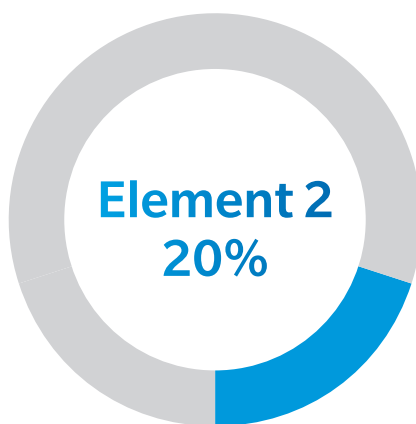
In April every year, SLSNSW will send out an email invite to all Branches and a sample of its affiliated clubs, requesting Branch DoEs and CTOs complete this survey. An electronic survey tool will be utilised to administer the survey.

The sampling process

Year 1 - SLSNSW to nominate 65 Clubs to complete the survey

Year 2 - the remaining 64 Clubs will be invited to complete the survey

*This survey can also be made available to clubs wishing to use it as a self-evaluating tool each year if desired.



Element 2
20%

Unannounced student survey administered by SLSNSW (20%)

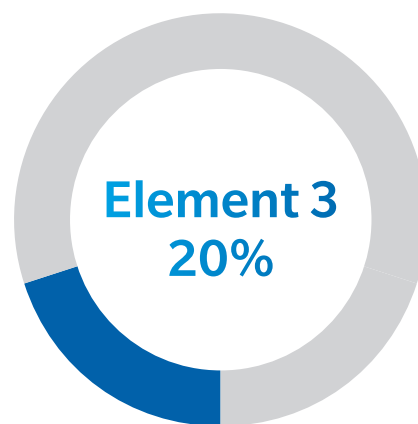
This is a cost-effective way to gain insights into a club's performance in some key areas. This survey collects information from course participants about their experiences from the time they first interacted with us, by asking them about the training and support they received, their assessment experiences, and the completion of their training.

This information will be used to identify any areas of concern as part of this internal quality assurance framework.

The distribution and sampling process - how and when will the survey be administered?

This survey is conducted throughout the year. Samples will be randomly selected and course participants will be contacted by phone or email to answer a set of no more than (20) twenty risk-based and outcome-focused questions.

*(5) five of the questions can be co-designed with Branches.



Element 3
20%

Targeted Auditing Approach (20%)

This is a more resource focused component of the framework, this will see us going beyond the surface to identify the key areas of improvement. Clubs/Branches will be notified when this approach is adopted. Some of the commonly used methods are listed below.

Request for documents

SLSNSW may randomly request a limited range of documents be provided to ensure our compliance and record keeping requirements are being adhered to.

Interviewing Clubs/members

We focus more attention on holding deeper conversations with members/clubs/branches to build an understanding of our policies and procedures for ensuring compliance, rather than relying heavily on outcomes of documentation/desktop review.

Observation

SLSNSW may nominate a representative (s) to observe delivery of training and/or assessments to evaluate performance.

Our TAFs come from all walks of life
with a range of skills, experiences
and backgrounds that help enrich
learning at SLSNSW.



Recognition and Development

Recognising our TAFs

It is important to recognise and acknowledge the times when we or others have demonstrated exemplary behaviour and conduct.

Give credit where credit is due and never underestimate the impact of a seemingly simple “thank you” or “well done”. Feedback should be specific and relevant, and identify the positive outcomes or results.

Each year, club, branch and the SLSNSW Awards of Excellence are held to celebrate the achievements of our members in NSW.

TAFs who continue to demonstrate commitment and excellence beyond the call of duty should be recognised through nomination for one of the following Training Awards:

- SLSNSW Trainer of the Year
- SLSNSW Assessor of the Year
- SLSNSW Facilitator of the Year

Long Service Awards are also available to Trainers, Assessors and Facilitators who have been serving over (5) five years.

Branches and clubs are encouraged to implement their own recognition strategies for TAFs in their area to value their contributions. Members can access the SLSNSW Brand Centre to customise their thanks, by personalising certificates, thank you cards along with other education collateral.

Becoming a TAF at SLSNSW offers the opportunity to learn great skills, take on new challenges and make a difference not only as a member, but in the workplace and everyday life. For many of our members, it is also being part of an inspiring organisation with a very proud history and tradition.



Our people

Think differently because they want to achieve the best possible outcomes

Are good at building engagement and trust with people

Are always honest about what's important

Challenge the status quo - constantly challenging themselves

Critical Skills

Customer service

Organisation and time management

Digital literacy

Written communication

Verbal communication

Resolving conflicts

Taking care of others

Gathering and processing information

Critical thinking

Active listening

Innovative thinking

Compliance and administration

Operational leadership



This document is considered out of date once printed or downloaded. Refer to the SLSNSW website or the Document Library within the SLS Members Area for current version.

Because the contributions you make to the Surf Life Saving movement are so important, we are committed to support you.

No Standard Operating Procedures can cover every eventuality – any of us may require the advice and support of others in addressing some the situations that arise during the normal course of our daily operations.

We are here to help...

There are resources at the club, branch and state level where you can go for advice and guidance.

Training and Education Surf Life Saving NSW

- ☎ (02) 9471 8000
- ✉ education@surflifesaving.com.au
- 🔗 www.surflifesaving.com.au/members/members-info/education



SURF LIFE SAVING
NEW SOUTH WALES