



Age Manager Process and Resources

The Age Manager Course has been designed to equip age managers with the skills and knowledge needed to successfully carry out their role. Below are the 7 steps to become an Age Manager, with the relevant resources needed for each step. Further information about the course and the role can be found on the SLSA Members Area.

STEP 1: Child Safe Awareness Training

A pre-requisite for the course is the Child Safe Awareness online course. This will take 20-45 minutes to complete and can be found on SLSA's eLearning platform, accessible via the SLSA Members Area and is named 'SLS – Child Safe Awareness'. Once completed, members can access the face to face or online theory course content.

STEP 2: Theory Course – Face to Face or Online

Face-to-face is recommended and can be delivered by an Age Manager Mentor* at a club or branch, however the online theory course can be found on SLSA's eLearning platform, accessible via the SLSA Members Area and is named 'SLS – Age Managers'. Once members have completed the Online Theory component, they will be awarded the 'Age Manager – Online Theory' award.

Resources:

[SLSA Age Manager Assessment Portfolio](#) – participant to complete pg 6–15, if conducted via face-to-face.
[SLSA Age Managers Delivery & Assessment Guide and SLSA Age Managers PPT](#) – used by AMM.

**Age Manager Mentor (AMM) – an age manager with at least 3 years experience who has been an active age manager within the past 5 years.*

Please note, those who complete the F2F procedure will not be awarded the 'Age Manager – Online Theory' award and will only hold the Age Manager Course award once signed off at step 5.

STEP 3: Technical Session on the Beach

An Age Manager Mentor will run through the technical and logistical set up and delivery of a regular weekend Nippers' program.

Resources:

[SLSA Age Manager Assessment Portfolio](#) – pgs 17 and 18 to be completed by participant.
[Age Manager Technical Session Checklist](#) – used by AMM.

STEP 4: Mentoring Session on the Beach

For new members, clubs are to organise two mentoring sessions at the beach with an Age Manager Mentor. For those who have been involved in junior activities for at least 2 years (e.g. gear steward, parent helper), and have demonstrated their ability to complete the required activities in the past, this step can be waived by an Age Manager Mentor, who must sign the Assessment Portfolio.

Resources:

[SLSA Age Manager Assessment Portfolio](#) – pgs 19 and 20 to be completed by participant.
[Age Manager Mentoring Session Checklist](#) – used by AMM.



STEP 5: Paperwork

The completed [Assessment Portfolio](#) must be signed off by an Age Manager Mentor* once all of the above steps have completed. The club will create and submit an Award Assessment Request in SurfGuard for the 'Age Manager Course' award and retain the Assessment Portfolio(s) for a minimum of one season. The club will submit the following paperwork to branch within 14 days of signing:

- Certification Page and Third-Party Form (*from the Age Manager Course Assessment Portfolio*)
- Copy of sign on sheet from the face-to-face presentation if delivered by State / Branch or Club

Resources:

[SLSA Age Manager Assessment Portfolio](#) – pg 21 to be completed by participant.

[Age Manager Sign Off and Support Checklist](#) – used by AMM.

STEP 6: Award Allocation

Once the branch has received the required paperwork, they will allocate the Age Manager Course award in SurfGuard.

** It is mandatory to hold the Age Manager Course award to access the Age Manager Proficiency Video and become a proficient Age Manager.*

STEP 7: Skills Maintenance

Age Managers are required to complete an annual proficiency. A member is proficient upon:

- [Having a current Child Safe Awareness Course AND](#)
- [Having a current the Age Manager Award AND](#)
- [On completion of watching the Age Manager Proficiency Video](#)



Age Manager Process and Resources FAQs

If a member has an expired Age Manager Course, do they need to re-sit the whole course again?

Yes. To ensure that all Age Managers have current knowledge, information and resources, expired awards need to be completed.

My 5-year Age Manager award is about to expire, do I have to sit the whole course again?

Yes. To ensure that all Age Managers have current knowledge, information and resources, expired awards need to be completed. If you are a current Age Manager – the course completion should be a quick refresher of your current knowledge.

Who needs to view the Age Manager Proficiency Video?

All members who wish to be an active and current Age Manager or Age Manager Assistant working on the beach will need to watch the video each season.

Can members watch the Age Manager Proficiency Video if they are not an Age Manager?

No, access the Age Manager Proficiency Video is only available to Age Managers (who have completed SLSA Child Safe Awareness Course and have their SLSA Age Manager course recorded in SurfGuard).

How are bulk proficiencies processed for the Age Manager proficiency video?

A bulk proficiency can be processed by clubs if Age Managers watch the video together eg at pre-season meeting. This process can be completed BY TBC (eg an admin person). Any Age Manager who does not hold the appropriate awards (eg Child Safe Awareness Training or Age Manager Course) will not be able to be part of the bulk proficiency process.

How long is the Age Manager Proficiency Video valid until?

It is valid until 31st December each year.

How do I run a report at club level to show my current Age Managers?

Clubs are able to run a report via SurfGuard, to capture members who have completed the Age Manager Proficiency Video. As the pre-requisites are SLS – Child Safe Awareness training and Age Manager Course award, this will determine those who have completed the correct process and is a proficient Age Manager.

Where do I go if my SurfGuard records are incorrect or not up to date?

Please contact SLSNSW Membership Team at memberservices@surflifesaving.com.au or SLSNSW Training & Education Team at education@surflifesaving.com.au

Can the Child Safe Awareness training be completed in a group setting and processed via bulk proficiency in SurfGuard?

No – the Child Safe Awareness training cannot be completed in a group setting. Due to the amount of content that is covered in this training alongside the requirements to reflect and answer questions throughout, this training must be completed individually.

How do I recognise long-serving Age Managers eg 5 years of service?

Age Managers can be recognised through SLSA Service Certificate. Club officials can submit an application through SurfGuard as an assessment request or complete the application form found in the SLS Members Area, Document Library. Recognition can be made for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 years of service. Please refer to the [Member Recognition Factsheet](#) for more information.