

CASE STUDY (1)



Course Details

Cudgen Headland SLSC (Far North Coast)
SRC Intensive

Course Delivery Dates

25 September 2023 - 28 September 2023

Timeframe - Approval process



SurfGuard award allocated to participants within two weeks of course completion.

4

Number of Assessors

2

Number of Trainers

16

Number of Participants

From the club's perspective

Susan Eke, Facilitator - Cudgen Headland SLSC

- The Assessing App is a useful and accessible platform for setting up a training event, communicating with and keeping track of each candidates' progress and assessing them.
- A QR code offered for the participant evaluation.
- Much simpler process than the traditional Form 14.
- Would like to see more courses on the app.

KEY LEARNINGS

What did we learn from this pilot testing?

- Improvements made to the Online Enrolment Form emails to support participants in accessing and completing the form.
- SurfGuard profiles checked to ensure the successful completion of review stages and award allocation.
- Email notifications to be sent to both primary and secondary email addresses in SurfGuard to strengthen and confirm all communications are received by TAFs and participants.

