

SLSNSW Member Training and Education

2024 Standard Operating Procedures



At the time of updating (July 2024), SLSNSW is:

- awaiting the release of updated SLSA Policies and Procedures (including Water Safety and Limiting and Permanent Disability);
- awaiting the release of the Standards for RTOs (due for release on 1 August 2024); and
- preparing to launch new functionality to support award processing via the SLS Assessing App.

These changes will be integrated into the SOPs ready for the 2025/26 season. For the 2024/25 season, information related to the above two points will be available to members outside of the SOPs, as and when it becomes available.

SURF LIFE SAVING
NEW SOUTH WALES



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Version 1.2 2024



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 almost 80,000 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 800 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) are

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



Dr. Dean Dudley CF

Chair of SLSNSW Education
Standing Committee



Louise Cooke

SLSNSW General Manager,
Culture & Capability

Our commitment to creating safe learning environments



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

We acknowledge 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 Member 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 section X of the Safer Surf Clubs course which is relevant to their respective roles.

Useful SLSNSW webpages:

[Work Health and Safety](#)

[Child Safe](#)

[Diversity and Inclusion](#)

A 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.

800+

**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.

To enable relevant discussions or assistance to take place, meeting notes should be forwarded to the 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.

To enable relevant discussions or assistance to take place, 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 required to meet at least quarterly (4) four times each year.

Running meetings

To support clubs and branches with the running of Education meetings, the [Education Meeting Notes Template](#) can be found on the SLSNSW website. The template acts as a starting point for a meeting agenda and can be used to guide discussions and record notes, decisions, and actions from the meeting.

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.

Trainers, Assessors and Facilitators

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.

More information about the process of becoming a TAF can be found on pages 13-15 below.

Compliance Responsibilities

TAFs, CTOs and Branch DoEs are responsible for:

- Understanding and complying with the SLSNSW Standards of Conduct and Ethics;
- Operating within the requirements of the SOPs, and consequently the RTO Standards and the Australian Qualifications Framework (AQF);
- Immediately reporting any circumstances which may involve deviation from the SOPs;
- Operating in accordance with SLSA 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 and procedures and aligns with the beliefs 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.

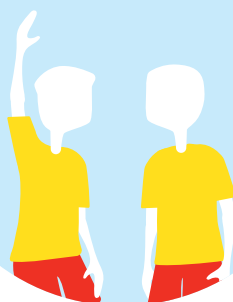
To provide further clarity, the following acts are deemed unacceptable and will negatively impact our ability to deliver the best possible learning experience as well as the reputation of the organisation. These behaviours will not be encouraged or supported by SLSNSW:

- 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 or other associated organisations into disrepute and impair their reputations;
- Misrepresenting their relationship with SLSNSW as a TAF to promote or influence private transactions or relationships;
- Using language or 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

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.

Table 1.0 TAF roles 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)	✗**	✗**	✓*

* Appointed centrally by SLSNSW

**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.

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.

Depending on the role you are seeking to undertake, you will be able to access training delivered by either SLSNSW or one of our partner RTOs. For further information about upcoming opportunities, contact programs@surflifesaving.com.au.

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).

Table 2.0 Minimum qualification requirements for SLSNSW Training and Education roles

Role	Minimum qualification requirements
Training Officer	TAESS00007/TAESS00014 Enterprise Trainer - Presenting Skill Set
Endorsed Assessor	TAESS00003/TAESS00015 Enterprise Trainer and Assessor Skill Set
Assessor	TAESS00011 Assessor Skill Set OR TAESS00001 Assessor Skill Set plus TAEASS502/TAEASS502A/TAEASS502B Design and develop assessment tools
Facilitator	TAE40116/TAE40122 Certificate IV in Training and Assessment OR TAE40110 Certificate IV in Training and Assessment plus TAELN411/TAELN401A Address language, literacy and numeracy skills and TAEASS502/TAEASS502A/TAEASS502B Design and develop assessment tools

TAF endorsement process cont.

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). TAFs require a WWCC if they are likely to work with groups comprising solely of under-18-year-olds for more than five days in a calendar year. For further information, take a look at [SLSNSW's Working with Children Check Requirements](#).

4 Co-delivery

When you complete your training qualifications, 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.

You will then co-deliver your first course for each course that you are seeking TAF endorsement for.

- For Trainers and Endorsed Assessors, co-training/assessing is required for the first full course.
- For Assessors and Facilitators, co-assessing/facilitating is required in some format for the first course (see Considerations for Assessors & Facilitators section below).

Co-delivery supports your induction by:

- building your confidence and competence to train and/or assess the course in line with the latest Surf Life Saving policies and procedures;
- ensuring that you feel confident to locate, access and use key resources and SLS systems;
- ensuring that you feel confident to complete the course administration requirements; and
- linking you in with the broader training and education team.

If after one course you and the TAF co-delivering with you agree that you are ready to train/assess the award independently (or under the Supervisory Framework for Endorsed Assessors), you will complete the [SLSNSW TAF Endorsement Kit](#) (available in the training resources section of the SLSNSW website) to be endorsed.

If either of you feel that a longer period of co-delivery is required prior to endorsement, discuss and document the reasons why using the Co-delivery Record in the TAF Endorsement Kit and update your Branch Director of Education so that they can support if required.

[Additional Co-Delivery Records](#) are available for completion and should be attached to the completed TAF Endorsement Kit when the Probationary TAF is ready for endorsement.

Who can co-deliver?

Any endorsed TAF can co-deliver the awards for which they are endorsed.

CTOs or Branch DoEs assist with connecting Probationary TAFs to endorsed TAFs, and ideally this pairing occurs before Step 2 above to enable an efficient pathway through to endorsement.

When completing the SLSNSW TAF Endorsement Kit, you will be invited to provide feedback on the co-delivery period. This feedback may be used to support the ongoing development of TAFs engaged in co-delivery, either individually or collectively.

Co-delivery options for Assessors and Facilitators

Co-delivery of a full course is not required for Assessors and Facilitators. Instead, co-delivery can look like one or more of the below options depending on needs:

- providing face-to-face or remote support prior to and/or following the first course;
- providing guidance for one or more areas specifically (e.g. administration, resources, benchmarking criteria).

In making the decision about what co-delivery should look like for Assessors and Facilitators, consideration should be given to:

- whether the Probationary Assessor/Facilitator feels confident to deliver independently;
- the other TAF awards that the Probationary Assessor/Facilitator holds and the length of time they have held them for;
- the subject matter expertise of the Probationary TAF.

TAF endorsement process cont.

4

Co-delivery (continued)

Accelerated pathways

Members who are both Trainers and Assessors of an award and are applying to become a Facilitator of that same award (e.g., a member who is both a Trainer and Assessor of IRB applying to become a Facilitator IRB) may have the co-delivery requirement waived following approval by SLSNSW Training & Education Manager in consultation with the Branch DoE.

In making this decision, consideration should be given to:

- whether the TAF would still value a co-delivery period;
- 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.

The co-delivery requirement can also be waived if members are already training/assessing within the Australian Lifesaving Academy (ALA) or Australian Lifeguard Service (ALS) following approval by the SLSNSW Training & Education Manager in consultation with the Branch DoE.

In making this decision, consideration should be given to:

- whether the TAF would still value a co-delivery period;
- any differences in course resources, policies, procedures or processes related to the award;
- the extent to which the TAF is currently engaged in club/branch training delivery; and
- the extent to which the TAF is currently following policies and procedures correctly.

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.

TOC, RWC and First Aid TAF appointment

The following awards have been identified by SLSNSW and/or by the national regulator as “risk priorities”:

- Training Officer Certificate
- Rescue Water Craft (RWC)
- First Aid

To manage this risk, SLSNSW applies a higher level of quality control by appointing TAFs to deliver these awards.

To ensure a seamless process for members wishing to hold these awards, an application to become a TAF is required prior to co-delivery taking place.

Applications are reviewed by an internal panel supported by the SLSNSW Training & Education Team who consider:

- Capability requirements
- Reference provided by Branch DoE
- Existing/established working relationship with the SLSNSW Training and Education Team
- Any other relevant considerations

Scan the QR code to access the TOC, RWC and First Aid Facilitator Application Form.



TAF Endorsement Kits

A completed [TAF Endorsement Kit](#) will need to be completed by the Probationary TAF and forwarded to the Branch DoE to ensure that the above steps have been followed. The Branch DoE will review the kit, note their endorsement and forward to education@surflifesaving.com.au for processing.

Scan the QR code to access the TAF Endorsement Kit.



TAF re-endorsement requirements

TAF re-endorsement requirements

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

All TAF awards expire on 31 December in line with other SLSA awards.

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 reactivate your TAF awards, you will need to complete the re-endorsement process within 12 months of your TAF award lapsing.

If it has been more than 12 months since your TAF award(s) expired, you may be required to complete the endorsement process again. This will be determined by SLSNSW in consultation with the Branch DoE and CTO.

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 each year

To help ensure that TAFs have current knowledge and skills in vocational training, learning and assessment, SLSNSW requires TAFs to undertake professional development each year.

The minimum professional development requirement is completion of the annual TAF pre-season online module developed by SLSNSW.

Completion of the annual TAF pre-season online module enables access to the online TAF Re-endorsement Form.

TAFs are also encouraged to undertake further professional development activities, which could include:

- belonging to industry associations
- attending industry networking events
- reading industry journals and subscriptions
- staying informed about changes to technology
- keeping up to date with changes to legislation.

3 Maintain your SLS Awards through skills maintenance

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

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

TAF re-endorsement requirements cont.

4

Renew your units of competency (UoCs)

Emergency care units of competency (UoCs) require periodic renewal to maintain currency. TAFs delivering emergency care awards (or delivering other awards for which emergency care UoCs are a pre-requisite) will need to be re-assessed in line with the below timeframes:

Units of competency	Renewal period
HLTAID009 Provide cardiopulmonary resuscitation	Annual
HLTAID010/011 Provide basic emergency life support/Provide first aid	Every three years
HLTAID015 Provide advanced resuscitation	Every three years (with HLTAID009 renewed annually)

5

Applying for re-endorsement

Following completion of the annual TAF pre-season online module, 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:

- Course delivery and assessment history
- SLSA Award currency
- HLTAID unit of competency currency

Where possible, the online TAF Re-endorsement Form will also capture additional TAF-related organisational requirements such as Child Safe Awareness training requirements and course induction requirements.

Approving re-endorsement applications

If all requirements have been met, SLSNSW will approve TAF re-endorsement applications.

If there are any extenuating circumstances that would prevent TAFs from being automatically re-endorsed after meeting the requirements outlined in these SOPs, Branch DoEs are required to consult with SLSNSW regarding action to be taken. In such circumstances, the TAF and CTO should also be aware of the issue and the agreed course of action.

TOC, RWC and First Aid TAF Re-appointment

The following awards have been identified by SLSNSW and/or by the national regulator as “risk priorities”:

- Training Officer Certificate
- Rescue Water Craft (RWC)
- First Aid

To manage this risk, SLSNSW applies a higher level of quality control by annually re-appointing TAFs to deliver these awards.

Applications for re-appointment are reviewed by an internal panel supported by the SLSNSW Training & Education Team who consider:

- Capability requirements
- Reference provided by Branch DoE
- Number of courses facilitated
- Feedback provided by course participants
- Commitment to professional development
- Adherence to the Standards of Conduct and Ethics
- Existing/established working relationship with the SLSNSW Training and Education Team
- Any other relevant considerations

The TAF Re-appointment Form is circulated to all endorsed TAFs for these awards annually in early August.

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 one of the Certificate IV in Training and Assessment qualification options outlined in Table 2.0 on page 13 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

Where indirect supervision is required, the Branch DoE, in consultation with the TAF and CTO, determines the appropriate level of supervision taking into consideration the skills, knowledge and experience of the Endorsed Assessor.

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 DoE or SLSNSW.

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.

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

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 are not sure how to implement them, you should consult with an appropriately qualified colleague to get your questions answered or contact SLNSW.



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. 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 (i.e. by the host club/branch or by the members' own club)
- how the training will be processed (i.e. by the host club/branch or by the members' own club)

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 and on the SLSNSW website.

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 been documented by completing a Record of Supervision Form where required.

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.

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
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.	
Sanctioned/Special Events	Refer to 'Guidelines for Safer Surf Clubs'	

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.

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 Patrol Captain or Silver Medallion Beach Management award.

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.



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.



High-visibility vests

It is recommended that course participants wear a high-visibility vest or shirt for member training and assessment activities.

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 three (3) 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 SLS courses as well as achieve RTO compliance.

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 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 can be made by sending the qualifications or statements of attainment to education@surflifesaving.com.au or by completing the [Credit Transfer Request Form](#). The SLSNSW Training & Education Team will verify the authenticity of the qualification or statement of attainment, which may include contacting the issuing RTO.

From time to time, SLSNSW will be contacted by other RTOs to verify the authenticity of qualifications or statements of attainment issued by SLSNSW. In these instances, the member will be asked to complete a Consent to Release Information Form to enable SLSNSW to respond to the request.

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, they can complete the [RPL Enquiry Form](#).

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

Assessors or Facilitators will provide participants with 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

SLSNSW is committed to continuous improvement.

If you would like to provide feedback or suggestions on course resources, processes or systems please send them through to education@surflifesaving.com.au.

Feedback is regularly collated and reviewed by the SLSNSW Training & Education Team and forwarded to Surf Life Saving Australia for consideration if required.

Feedback can also be provided verbally or in writing to any 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 SLSA 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 SLSA 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 include:

- a polo style shirt manufactured in sun safe, breathable fabric with a choice of either short or long sleeves
- navy shorts
- a navy cap

TAFs are issued a uniform when they are first endorsed as a TAF. Uniform preferences are captured via the TAF Endorsement Kit.

Replacing Uniforms

Replacement shirts, shorts and hats can be purchased by completing the [TAF Uniform Order Form](#).

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



**Note: In 2024, SLSNSW made the decision to cease production of individual Trainer, Assessor and Facilitators shirts and to replace these with a singular Education shirt. The shirt that will be issued to newly endorsed TAFs will depend on stock levels of the required size.*

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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, unit of competency and/or SLS award, the relevant awards will be allocated and:

- the course participant will be emailed their statement of attainment and/or qualification; and
- the club will be sent the SLS award certificate and any medallions within two (2) to six (6) weeks of the award being allocated.

Awards will immediately be added to the member's Award List in SurfGuard and will be visible 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.

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.



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

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 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
---	--

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.

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 *National VET Data Policy (2020)*, 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 after completing a course, it is possible for a replacement award to be issued. They can request this by emailing education@surflifesaving.com.au

Depending on the circumstances, a replacement fee may apply.

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.

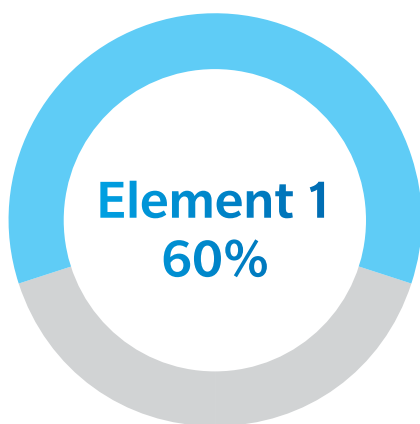


Element 1
EduCheck
(60%)

Element 2
Unannounced student
survey conducted by
SLSNSW (20%)

Element 3
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?

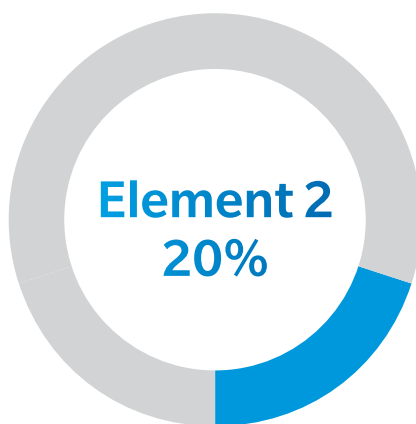
In April each year, SLSNSW will send out an email invite to all branches and a sample of its affiliated clubs, requesting Branch DoEs and CTOs complete this survey. An electronic survey tool will be utilised to administer the survey.

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%)

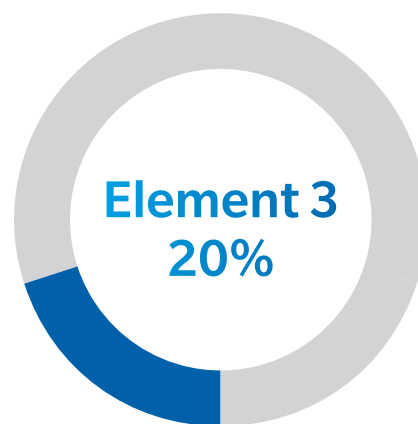
This is a cost-effective way to gain insights into a club's performance in some key areas. This survey collects information from course participants about their experiences from the time they first interacted with us, by asking them about the training and support they received, their assessment experiences, 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 for Trainers, Assessors and Facilitators who have been serving over (5) five years.

Branches and Clubs are encouraged to recognise and thank TAFs for their contributions. A range of ready-made and customisable templates are available and can be easily uploaded into Canva (a free graphic design tool). Templates, images and a handy how-to user guide for Canva are available on the Recruitment and Retention page of the [SLSNSW website](#).

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 of 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**