



Surf Life Saving SA Participant Handbook

2018



Contents

Welcome	3
What is a Registered Training Organisation (RTO)?	4
Acronyms	4
Access and Equity	4
Rights and Responsibilities	5
Behaviour and Code of Conduct.....	5
RTO Rights and Responsibilities	5
Code of Conduct for Surf Life Saving South Australia Staff and Volunteers	6
Enrolment	6
Unique Student Identifier (USI)	7
Change of personal details	7
Dress Standards and Course Information	7
Mobile Phones.....	7
Photographs.....	7
Recognition of Prior Learning (RPL)	7
Credit Transfer and Recognition of Qualifications	8
Participant Support	8
Surf Life Saving South Australia Courses	8
Fees and Refunds	8
Refund policy.....	8
Delivery Mode	9
Assessment	9
Complaints and Appeals	9
Cheating and Plagiarism	10
Feedback	10
Certificates for Completed Training	10
Privacy	10
Record Keeping	10
Access to Your Records	11
Safety	11
Policies to read with your Handbook	11

Welcome

Surf Life Saving SA is this state's peak beach safety and rescue authority, and is one of the largest volunteer-based community service organisations in Australia.

We are proud to welcome you on board, and trust that you will find the time we share challenging, rewarding and fun. The quality of your experience at Surf Life Saving SA (SLSSA) depends largely on your motivation and commitment.

This handbook has been developed to give you information regarding your training and to ensure that it is successful and enjoyable. If you have any questions throughout your training please speak with your trainer, assessor, facilitator or contact us by:

- Phone: (08) 8354 6900
- Email: academy@surflifesavingsa.com.au
- Address: 2 Barcoo Road, West Beach, SA 5024

For full copies of the policies and procedures referred to in this handbook, please request from the RTO via email academy@surflifesavingsa.com.au

We wish the best of luck with your learning journey!

Version 1	Review date: January 2019	Page 3
Last updated: 01/2018	Updated by: M. Scherer	Authorised by: B.Schiphorst
Location: S:\Community\RTO\Policies and Procedures\Participant Handbook 2018		

What is a Registered Training Organisation (RTO)?

Surf Life Saving SA is a Registered Training Organisation (RTO #40110) and is the training arm of SLSSA. The RTO provides both accredited and non-accredited training and assessment to employees, members and volunteers and the general public.

Our Education and Training Department exists to educate Surf Life Saving members and the Australian community in beach and aquatic safety, first aid, emergency care and surf rescue. This supports SLSSA in meeting our purpose of saving lives and reducing drownings in the SA community.

RTOs are training providers of quality-assured and nationally recognised training and qualifications that are registered and regulated by the Australian Skills Quality Authority (ASQA) to deliver Vocational Education and Training (VET) services. Being registered by ASQA means an RTO must act in your best interest and meet the *Standards for Registered Training Organisations 2015*.

Only RTOs can issue nationally recognised qualifications and statements of attainment as defined by their scope of registration.

Many community organisations, including SLSSA, operate as enterprise RTOs. Enterprise RTOs are defined by the following characteristics:

- The core business of the registered enterprise is not the provision of training;
- The enterprise RTO provides accredited training for the employees, members and volunteers of the enterprise;
- The enterprise RTO is embedded or integrated within the business processes of the enterprise.

The scope of registration is the defined scope of training delivery and assessment products and services that the training organisation is registered to provide under the national Australian Qualifications Framework (AQF). Our scope of registration can be found at: <https://training.gov.au/Organisation/Details/40110>

Your training program has been developed to include a combination of theoretical, interactive and practical learning which will provide you with the skills and knowledge required by the industry and SLSSA.

Your trainer will discuss the training program with you before commencement of training and advise you of any adjustments that will be made, if required.

Acronyms

The table below lists commonly used acronyms which you will come across in this Handbook.

ACRONYM	FULL NAME
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SLSSA	Surf Life Saving South Australia
USI	Unique Student Identifier
VET	Vocational Education and Training

Access and Equity

The SLSSA RTO recognises the principles of access and equity and the rights of all people to be treated in a fair and equitable manner. We believe that all participants have the right to study and work in a positive environment which values diversity, encourages acceptance, is free of discrimination and free of harassment.

All participants are enrolled in training programs consistent with the requirements of the training program guidelines, where appropriate reasonable adjustments may be applied to the assessment processes to take into account the individual needs of the participant.

Rights and Responsibilities

Every participant has the right to be treated fairly and equitably, and participants also have the responsibility to respect the rights of one another and of all SLSSA personnel and training staff. Participants will not be placed in a position that compromises their personal dignity or personal safety. Clear educational rationale and established procedures and protocols form the basis of all activities which participants are required to undertake.

Participants must always remain aware that discrimination of any nature including sexual, religious and cultural harassment, and bullying of any nature and on any level or by any medium are all unacceptable and will not be permitted or tolerated. Every participant is encouraged to be sensitive of and towards their training environment, their fellow participants, their trainers, assessors and facilitators and towards the people working within SLSSA and with whom they may have contact.

Behaviour and Code of Conduct

Participants have the right to:

- Receive quality training;
- Have complaints/appeals dealt with in confidence, fairly and promptly;
- Be assessed under a framework that is fair, reliable, flexible and valid;
- Be treated with consideration and courtesy by all staff and fellow students;
- Access their assessment results and materials;
- Be free from any form of harassment or unfair treatment;
- Be free from discrimination on grounds of ethnicity, marital status, age, gender or disability;
- Be provided with a learning environment that protects your safety, health and wellbeing.

Participants' responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other participants;
- Comply with all policies as advised;
- Attend all sessions regularly and punctually or notify your trainer/SLSSA of your absence;
- Comply with Work, Health and Safety, and Equal Opportunity policies;
- Behave in a manner that ensures reasonable freedom of others to pursue their studies.

RTO Rights and Responsibilities

- Provide quality instruction;
- Provide fair assessment;
- Provide support services;
- Provide a safe and non-discriminatory study environment that complies with Work Health and Safety and Equal Opportunity legislation;
- Access participant information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.

Version 1	Review date: January 2019	Page 5
Last updated: 01/2018	Updated by: M. Scherer	Authorised by: B.Schiphorst
Location: S:\Community\RTO\Policies and Procedures\Participant Handbook 2018		

Code of Conduct for Surf Life Saving South Australia Staff and Volunteers

SLSSA staff and volunteer is defined as anyone who works (is employed) or volunteers for SLSSA and is involved with the training, assessment and/or administration of SLSSA training and education, including our trainers, managers and administrators.

SLSSA staff and volunteers are required to make a commitment to:

- operate within the requirements of the RTO Standards and the Australian Qualifications Framework (AQF)
- operate in accordance with SLSSA policies and guidelines, and with State and Commonwealth legislation
- ensure their work is carried out efficiently and effectively
- maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and SLSSA
- be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and/or resolve these
- encourage and maintain a culture of honesty, integrity and open communication
- encourage and maintain a culture of open discussion of complaints, grievances and problems as a basis for improvement and development both personally and for the organisation
- refrain from inappropriate relationships with course participants/students
- ensure that accurate information is provided to course participants/students, including their rights in relation to the following:
 - access and equity
 - complaints and appeals
 - fees and refunds, and
 - participant support

Enrolment

To enrol in a SLSSA training course, visit our website www.surflifesavingsa.com.au and click the 'Courses and Training' tab. For club courses (SLSSA membership only) contact your Club Chief Instructor to enrol.

Prior to enrolment in a training course, you will be provided with access to an electronic copy of this Participant Handbook. This Handbook outlines what is expected of you as a course participant, and what you can expect from our RTO. At the commencement of a training course, you must complete an enrolment form.

Members and course participants need to consider that some of our courses have components that require a suitable level of strength and fitness. Examples of this are timed swims, underwater retrievals, run-swim-run tests, and resuscitation. Please contact us if you are uneasy with any of these requirements.

Should you disclose any information regarding disabilities or learning difficulties, this information will be provided to SLSSA staff and volunteers (as required) and used to determine whether any reasonable adjustments or learning support is required.

SLSSA members enrolling in courses at other Clubs

If you are a SLSSA member, you may enrol in any course conducted by another Club providing you discuss this with your own Club (Chief Instructor) prior to registering your interest or enrolling. You should seek permission from both Clubs prior to enrolling. This enables:

- discussion and agreement about how you will be assessed (if not being assessed by the host Club); and
- discussion and agreement about which Club will pay the award issuance fee

A Chief Instructor may deny a member registration onto a course should they have reasonable concerns that the quality of the course may be affected (i.e. limited resources).

All members participating in Club training are to be registered members for that current season that training is being delivered in.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) was introduced by the Federal Government on the 1st January 2015.

A USI number allows you to obtain information about the qualifications and units of competency you have achieved. Every learner enrolled in accredited training (qualification or skill set) must have a USI.

If you do not have a USI please create one by visiting www.usi.gov.au

Remember - if we do not receive your USI we will be unable to issue you with a certificate or statement of attainment showing you have successfully completed your training.

Change of personal details

If any of your contact details (such as your address or name) change, it is important that you notify the SLSSA RTO via the email address academy@surflifesavingsa.com.au to ensure we maintain accurate records.

Requests to change personal details must be made by you personally. Evidence may be requested before some changes can be made (for example, a birth certificate for date of birth or a marriage certificate for change of name).

Dress Standards and Course Information

For your own comfort, and in consideration of others, we ask that you dress appropriately and maintain personal hygiene. Please keep in mind there are activities in some courses that include close contact with others (CPR, first aid).

Some other items to consider:

- comfortable, casual clothing is recommended as you may need to undertake activities such as bending, kneeling and lying on the floor
- please bring a note pad and pen
- all necessary resources will be provided for all courses
- meals are not included in courses, but light refreshments may be available
- you must meet age prerequisites for all courses, and any other prerequisite requirements
- CPR assessments will be conducted on a manikin on the ground unless options for reasonable adjustment are arranged prior to the course commencing
- if you arrive at a course 30 minutes after it starts, you may be asked to transfer to another course at a later date.

Mobile Phones

Please ensure mobile phones are switched off or on silent (with vibrate off) when you participate in a SLSSA course.

If there is a need to receive a phone call during a course, please exit the room before answering the call.

Photographs

From time to time, SLSSA may take photographs of courses in progress for publicity and training purposes. Participants not wishing to be photographed should notify SLSSA at the time of enrolling in the course. These photos and images remain the property of SLSSA. At no point will participant's names be used in promotional material, nor linked to a photograph.

Recognition of Prior Learning (RPL)

Skills Recognition or RPL is the process of gaining formal recognition for skills and knowledge that have been obtained through work history, previous study and life experience. Skills Recognition is an assessment only process - there is no formal training involved, although you may choose to complete further training as a result of the assessment process and/or you may be asked to complete some gap training.

If you would like to discuss the process involved or apply for RPL please contact academy@surflifesavingsa.com.au or discuss with your trainer.

Credit Transfer and Recognition of Qualifications

Credit transfer may be available for study previously completed. Participants who have already successfully completed any of the units of competency in the course in which they are enrolling may be eligible. The SLSSA RTO will recognise qualifications and statements of attainment issued by any Australian RTO.

Applications for credit transfers should be made via academy@surflifesavingsa.com.au. Please note, the original certificate or statement of attainment will need to be sighted prior to the credit transfer being recorded.

Participant Support

Participants will have direct access to trainers to assist and coordinate training requirements and to offer assistance where individual support needs have been identified.

If the participant has commenced the program and either requests additional support or the requirement for additional support is identified by the trainer/assessor, support will be provided through direct access to trainers. Strategies that may be used to support participants include:

- Reasonable adjustment techniques;
- Additional one-on-one training time;
- Assigning a mentor.

Each case will be considered on an individual basis, depending on the type of support required.

The SLSSA RTO will make every effort to ensure participants have every reasonable opportunity to complete the training through recording of attendance and following up with all participants who have missed a session and arranging an opportunity to make up for missed training.

Surf Life Saving South Australia Courses

All courses conducted by SLSSA comply 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.

Dates and times for our courses and further information about public training offered by SLSSA can be found at www.surflifesaving.com.au, via the 'Courses and Training tab'. If you are a member of a Surf Life Saving Club (SLSC), speak with your Chief Instructor to find out what training is on offer within your Club.

Some training courses have prerequisites that must be completed before you enrol in a course. If you are unsure whether the course you are enrolling in has prerequisites, please refer to our website or contact SLSSA to discuss.

When registering in a course that has prerequisites a copy of the original certificate(s) must be emailed to academy@surflifesavingsa.com.au no later than 2 days prior to commencement of the course. The original certificate(s) will also be required to be sighted on the day of your course.

In line with the recommendations of the ARC, course participants are also required to revise their CPR and pool lifeguard knowledge and skills annually, and their first aid knowledge and skills every three years.

Fees and Refunds

Fees vary from course to course and will be supplied independently of this handbook. You should already have been supplied with the fee structure relevant to your course, but if you have any questions, contact us at academy@surflifesavingsa.com.au

Most courses are GST free however, if a program is subject to GST, an additional 10% will be charged. Some SLSSA training materials include items where GST is applicable, and this will be displayed in the course fee details.

Refund policy

In all cases, approvals for refund and credit requests are at the discretion of the SLSSA Education and Training Manager.

Participant Initiated

Participants have the option to withdraw from enrolment in a program at any time but are reminded that SLSSA have a cancellation fee, see below. Having decided to withdraw from a course, participants are asked to notify SLSSA immediately. Students should consider a deferral or transfer of course/program as the first option.

Cancellation Fee

- Where cancellation is made less than three (3) working days prior to the commencement of a course, 50% of the course fee will be charged. No cancellation fee is charged for cancellations made prior to three (3) working days to the commencement of a course
- Participants who do not commence the course and do not notify SLSSA will be charged the full (100%) course fee
- Participants who commence the course, but leave the course early and/or do not complete the course will be charged the full (100%) course fee

SLSSA will endeavour to process refunds promptly however, please note on occasion this can take up to 30 days.

Transfer Fee

Students can transfer to an alternate equivalent SLSSA course at no charge, if advice of transfer is notified prior to the original course date.

Exceptions

A medical certificate is required for cancellation based on illness or injury. In all other cases, refunds are at the discretion of SLSSA and may be negotiated on an individual case-by-case basis.

SLSSA Initiated

A full refund of course enrolment fees will be made to the student if a course is cancelled by SLSSA for any reason.

Delivery Mode

Modes of training delivery found in the SLSSA courses range from:

- face-to-face delivery
- facilitated workshops
- self-paced/self-directed courses
- scenario based sessions
- blended learning packages
- eLearning products

Your trainer will outline the learning you will undertake to successfully complete your program. Your trainer will also discuss your learning program, the mode of delivery, timetable and assessment requirements.

Assessment

Assessment is competency based with the method of assessment varying between courses depending on the outcomes required.

Assessment methods include written questions, verbal discussion, practical activities, scenario based activities, case studies, on and off-the-job observation and third party reports that may be completed on-the-job to confirm competency.

Assessments may be conducted in a classroom, simulated or real work environment.

Complaints and Appeals

Participant feedback is important to the continuous improvement of services provided by SLSSA. We hope everyone who comes into contact with SLSSA will have a positive experience however, on occasion, incidents may occur that lead to a complaint.

Complaints can be made directly to the Education and Training Manager via email academy@surflifesavingsa.com.au

Appeals are available to any complainant who feels the complaints process was not followed, or who is dissatisfied with the outcome of their complaint.

The SLSSA RTO will endeavour at all times to resolve any issues the participant may have. All complaints/appeals and their outcomes will be recorded in the Complaints and Appeals Register. Information from this register will be used by the RTO to improve the quality of its services and reduce participant complaints/appeals.

Cheating and Plagiarism

Where a course participant uses the words or ideas of others and presents them as their own, either by deliberately cheating or by accidentally copying from a source without acknowledgement, this is considered plagiarism. Plagiarism infringes the RTO rules, breaks criminal law and incurs liabilities at civil law.

Cheating includes but is not limited to obtaining or giving unauthorised help during an assessment, getting unauthorised information about an assessment before it is issued and/or using unauthorised sources of information during an assessment. A participant shall not cheat, attempt to cheat, or incite another participant to cheat in any assessment item.

Participants are expected to exhibit honesty and ethical behaviour in undertaking assessment requirements. Academic penalties will apply where cheating or plagiarism is/are identified and may include; being assessed as Not Yet Competent in the course, or exclusion from SLSSA training courses for a specified period of time.

Feedback

The SLSSA RTO values feedback from participants and you are encouraged to provide feedback to your trainer or a member of the Education and Training team at any time.

At the conclusion of your program you will be asked to complete an anonymous evaluation of your training via email. Please take the time to complete feedback forms and surveys as this allows us to continually improve the training we deliver.

Certificates for Completed Training

A certificate or statement of attainment will be emailed directly to you within 30 days of successfully completing all required components of your program. A certificate will be issued where you are enrolled in a qualification and a statement of attainment will be issued where the training you complete does not lead to a qualification.

If you are unable to complete your training prior to completing the full program, you will receive a statement of attainment for the units you have completed and will be withdrawn from the remaining training.

A replacement certificate can be issued. You can request this by emailing academy@surflifesavingsa.com.au. A reprint fee for a lost certificate or statement of attainment is \$10.00.

Certificates or statements of attainment which contain an error are processed and re-issued at no charge to the participant.

Privacy

The SLSSA RTO supports the privacy principles contained in the *Privacy Act 1988 (Commonwealth)* as amended, and collects and stores your personal information for the purposes of complying with Commonwealth and State safety legislation and regulations.

Information collected may also be used for secondary purposes such as sending out evaluation surveys. Further, it may be necessary from time to time to provide statistical information for the annual national *AVETMISS (The Australian Vocational Education and Training Management Information Statistical Standard)* data collection. Please note your personal information, such as your name and contact details, are never shared to a third party unless your permission is given.

Record Keeping

Hardcopy files are maintained for individual training participants in a secured area and scanned electronic records are stored securely within SLSSA electronic document records management system.

Records of enrolment, completions and AQF certification documentation issued to participants are managed using an electronic student record management system. Records are kept in accordance with the requirements of the VET Regulator.

Access to Your Records

Participants have reasonable rights to access their records of participation in training and assessment and can request access via email at academy@surflifesavingsa.com.au

Your identity will be verified, generally by sighting a form of ID, and you will be asked to sign a register to confirm you requested and were provided with, access to your records.

An individual will only be able to access their own records of training and assessment. No SLSSA employee or volunteer is to release information about participants to any third party unless prior written authorisation is obtained from the participant or disclosure is required by law.

Access to participant records held by SLSSA is limited to relevant administrative and training staff.

Safety

SLSSA recognises its duty of care and places a high priority on the safety and welfare of all employees, volunteers, members and training participants. Work Health, Safety & Welfare is a core value of the organisation and is integral to its operations and overall management structure and system.

To ensure the health and safety of course participants, SLSSA has documented health and safety, water safety and sun safety policies. Your responsibilities in relation to health and safety will be outlined before and during your training program.

All managers/supervisors (including the Chief Executive), employees, contractors, volunteers, members, training participants and visitors, must comply with all legislative requirements, relevant Codes of Practice, relevant Australian Standards, organisational policies, procedures and other relevant requirements as advised.

All trainers are responsible for taking reasonable care to protect their own health and safety, as well as the health and safety of others in accordance with the requirements of the *Work Health and Safety Act 2012 S28*. This applies in a training and assessment context and good judgement must be used in every training scenario to ensure the safety of all involved. SLSSA encourages all persons in the organisation to regard accident prevention and working safely as a collective and individual responsibility.

Please note that if you elect to leave the training area during identified breaks or at other times during specified training times, our facilitators do not have a duty of care and are not liable for any injury sustained. It is expected that if there is an incident during your absence from the training area that you report this to your trainer or SLSSA as soon as possible.

Trainers and participants must comply with all safety requirements determined for the training environment and report any hazardous condition that might injure a person or damage property.

Policies to read with your Handbook

- Access and Equity Policy
- Access to Participant Records Policy
- Assessment Policy
- Complaints and Appeals Policy
- Language, Literacy and Numeracy Policy
- Privacy Policy
- Refund Policy

Version 1	Review date: January 2019	Page 11
Last updated: 01/2018	Updated by: M. Scherer	Authorised by: B.Schiphorst
Location: S:\Community\RTO\Policies and Procedures\Participant Handbook 2018		