

PARTICIPANT HANDBOOK



AUSTRALIAN LIFESAVING
ACADEMY
NEW SOUTH WALES

SURF LIFE SAVING
NEW SOUTH WALES





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WELCOME

Surf Life Saving NSW 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 NSW (SLSNSW) depends largely on your participation, motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefits delivered to you exceed your expectations.

This handbook is for the sole purpose of members and clients who are participating in training with the Academy (course participants). We hope it answers most of your queries about your training, however if there is anything more you would like to know, or require clarification on, please speak with your trainer, assessor or facilitator, contact us on (02) 9471 8000 or e-mail us at education@surflifesaving.com.au.

For full copies of the policies and procedures referred to in this handbook, please visit the Members Education and Training area of our website - www.surflifesaving.com.au.



OUR COMMITMENT TO SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Every person and organisation bound by this statement of commitment must always place the safety and welfare of children above all other considerations. Surf Life Saving NSW acknowledges that our staff and volunteers provide a valuable contribution to the positive experiences of our junior and youth participants within the movement. Surf Life Saving NSW aims to ensure this continues, and to protect the safety and welfare of its junior and youth participants.

Surf Life Saving NSW further endeavours to provide a safe and supportive environment for children and young people through the implementation of its Safeguarding Children and Young People program which includes several measures such as:

- Prohibiting any form of abuse against children and young people;
- Providing opportunities for junior/youth members to contribute to and provide feedback on program development;
- Carefully selecting and screening people whose role requires them to have regular contact with children and young people;
- Ensuring the Code of Conduct, particularly for roles associated with junior activities and junior sport, are promoted, enforced and reviewed;
- Providing procedures for raising concerns or complaints; and
- Providing education and/or information to its members on child abuse and child protection.

Surf Life Saving NSW requires any child who is abused or anyone who reasonably suspects that a child has been or is being abused by someone within our organisation, to report it immediately to the police or relevant government agency and, in the first instance online via <https://sls.com.au/safeguarding/>.

All allegations of child abuse will be dealt with promptly, seriously, sensitively and confidentially. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected.

Safeguarding Children and Young People is everyone's responsibility.

SEE SOMETHING SAY SOMETHING

IF YOU ARE WORRIED ABOUT A CHILD OR YOUNG PERSON, REPORT YOUR CONCERNS.

- 1 If the child or young person is in immediate threat of harm or danger call **000**.
- 2 If your report relates to the allegation and/or suspicion of abuse or harm, call the **Police Assistance Line on 13 14 44**. They will assist and advise whether they will investigate or not.
- 3 Regardless of whether the Police will investigate or not, report your concerns to Surf Life Saving either:
 - ✓ Online (via sls.com.au/safeguarding/) and click **Make a Child Protection Report** or
 - ✓ Face-to-face via the **Club Member Protection Information Officer**.

NEW SOUTH WALES

Home What We Do Get Involved Media What We Do Support Us Contact Us Members **LOGOUT NOW** **SLSP**

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Our commitment to the protection of children and young people under the age of 18 from abuse, harm and exploitation.

MAKE A CHILD PROTECTION REPORT

GUIDE TO MAKING A REPORT

LEAVE A REVIEW

SURF LIFE SAVING'S COMMITMENT STATEMENT

Surf Life Saving is committed to the Safeguarding of Children and Young People, under the age of 18, and acknowledges that as a safe organisation doesn't...

We are committed - Safeguarding Childr...

CODE OF CONDUCT

If you are found to be in breach of any aspects of this code, you may be liable to Academy/ Surf Life Saving disciplinary action(s). Any person found to be involved in serious misconduct or illegal activities will be referred to the NSW Police.

Behaviour

It is expected that all Academy Staff & Volunteers and course participants will:

- Behave in a professional and respectful manner at all times towards all Academy Volunteers, course participants and other SLSNSW members and staff (including respecting the learning styles and varying abilities of other participants);
- Attend all training and assessment sessions punctually;
- Refrain from using inappropriate language;
- Refrain from disrupting training and assessment sessions in any way, to ensure a supportive training environment conducive to learning;
- Turn mobile phones and other electronic devices off or on silent during training and assessment activities;
- Not take part in any act of academic dishonesty, including cheating or plagiarism;
- Refrain from any behaviour that may discriminate or harass other course participants, Academy Volunteers or other SLSNSW members or staff, including via e-mail or social media;
- Not take part in any activity, illegal or otherwise, that brings SLSNSW into disrepute;
- Adhere to the required dress code as outlined in the Academy Volunteer Handbook or Commercial Handbook (as appropriate), presenting yourself in clean, neat and professional attire at all times.

Health & Safety

It is expected that all Academy Staff & Volunteers and course participants will:

- Act in a responsible and safe manner that does not endanger the health and safety of themselves or others;
- Wear, use and maintain all prescribed safety equipment properly;
- Only use equipment they are qualified and authorised to use;
- Take notice and adhere to signs and speed limits;
- Report all hazards and incidents through appropriate reporting channels;
- Comply with the safety directives provided by Academy Volunteers and other SLSNSW members and staff, and not interfere with any item or process provided in the interest of health and safety at SLSNSW;
- Respect the training and assessment environment and comply with good housekeeping principles.

Property

It is expected that all Academy Staff & Volunteers and course participants will:

- Respect the property of SLSNSW and of course participants, and treat all property with due care.
- Not remove any SLSNSW property from designated areas without prior permission.

Copyright

It is expected that all Academy Staff & Volunteers and course participants will:

- Obtain written permission from the Member Training and Education Manager prior to photocopying materials for reasons other than individual educational purposes within the Academy.

Alcohol, Smoking & Drugs

It is expected that all Academy Staff & Volunteers and course participants will:

- Not consume alcohol or illegal drugs whilst on SLSNSW premises whilst participating in training or assessment activities.
- Not attend or engage in training and assessment activities whilst under the influence of alcohol or illegal drugs.
- Not be in possession of any illegal drugs or any other forbidden or dangerous items whilst on SLSNSW premises or whilst participating in training or assessment activities.
- Smoke only in designated smoking areas.

Disciplinary Action

Disciplinary action for a course participant could include them being asked to leave the session or the program. Disciplinary action for Academy Volunteers could include them making a verbal or written apology, paying a fine, being suspended or de-registered or having one or more of their SLS roles terminated.

Any person who feels they have been treated unfairly has the right to complain (or appeal) through our complaint process.



AUSTRALIAN LIFESAVING ACADEMY NSW

The Australian Lifesaving Academy NSW (the Academy) exists to educate Surf Life Saving members and the Australian community in beach safety, emergency care and surf rescue. This supports SLNSW in meeting our purpose of saving lives and reducing drowning in the NSW community.

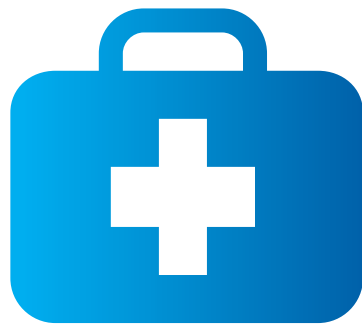
The Academy is a Registered Training Organisation (RTO ID: 90394), which means that we are recognised as a provider of quality-assured and nationally recognised training and qualifications. To ensure that we maintain our status as an RTO, we are required to adhere to a set of national standards which 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 2015 (RTO Standards) and form part of the VET Quality Framework (VQF).

ACADEMY STAFF & VOLUNTEER COMMITMENT

Academy Staff & Volunteers are defined as anyone who works or volunteers within the Academy who is involved with the training, assessment, administration and/or sale of Academy training and education, including our trainers, managers and administrators.

Academy Staff & 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 SLSA 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 the Academy.
- 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, disagreements and problems as a basis for improvement and development both personally and for the organisation.
- Refrain from inappropriate relationships with course participants.
- Ensure that accurate information is provided to course participants, including their rights in relation to the following:
 - access and equity
 - complaints and appeals
 - fees and refunds
 - participant support



TRAINING DELIVERY PROCEDURES

Enrolment

SLSNSW is committed to ensuring its marketing and advertising practices comply with relevant legislative requirements.

The Nationally Recognised Training (NRT) logo will only be used for qualifications that comply with the National Register of Vocational Education and Training (VET).

When using references or endorsements about its products and services, it ensures it has appropriate permissions.

All marketing materials are approved by an authorised officer of the relevant issuing RTO.

SLSNSW identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide. It determines and identifies if said services are being delivered/assessed under the auspice of/or on behalf of a partner RTO.

Prior to enrolment in an Academy training course, you will be provided with access to an electronic copy of both:

- The course outline.
- This handbook (Academy Participant Handbook).

This ensures that you understand what is expected of you as a course participant and what you can expect from the Academy.

Prior to the commencement of an Academy training course, you must complete a Training Enrolment Form to confirm that you have read, understood and will comply with the conditions of enrolment as described in the Academy Participant Handbook. It also records any additional needs that you may have.

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

Unique Student Identifier (USI)

Surf Life Saving NSW is unable to issue participants with a Nationally Recognised VET qualification or Statement of Attainment when they successfully complete the training if they do not have a Unique Student Identifier (USI).

It is important that all participants must bring their USI to the course as they will need to include it in their Training Enrolment Form.

If participants do not yet have a USI, they can apply for one directly at www.usi.gov.au/students/create-usi from a computer or mobile device. Forgotten USI's can also be retrieved from this webpage.

Further information about the USI scheme can be found at www.usi.gov.au/about/.

However you may be exempted from requiring a USI if you are a volunteer and doing your training through your club.

SLSNSW Members Enrolling in Courses in Other Branches

If you are a SLSNSW member, you may enrol in any other courses conducted by another Club or Branch providing you discuss this with your own Club and/or Branch prior to registering your interest or enrolling. This enables:

- Discussion and agreement about how you will be assessed (if not being assessed by the host Club or Branch).
- Discussion and agreement about which Club will pay the award issuance fee.

Your Club will create a new Assessment Request and once approved by the Branch, you will be provided with a copy of Form 14 to take to the course. This provides the host Club with evidence that you meet the required pre-requisites for the course.

Following the course, you will either need to present your completed Assessment Portfolio to your Club, or complete your assessments locally.

If this discussion does not take place prior to enrolment, you may be liable to pay the award issuance fee and/or may have difficulties in organising assessment in your own Club or Branch.

The host CTO or DOE 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).

Health & Safety

To ensure the health and safety of course participants, SLSNSW has documented health and safety, water safety and sun safety policies. Your responsibilities in relation to health and safety are outlined in the Code of Conduct.

Participant Evaluation Form

At the end of all Academy courses, you will be provided with an opportunity to give feedback on all aspects of the course. All feedback will remain confidential only being accessed by personnel required to do so to perform their role. We ask that you complete the Participant Evaluation Form truthfully, as this information is used to help us to continuously improve our training programs and processes.

Maintaining Competency

In line with the recommendations of the Australian Resuscitation Council (CARC), all course participants are also required to revise their CPR knowledge and skills annually, and their first aid knowledge and skills every three years.

If you are a Surf Life Saving member, you are also required to keep your lifesaving knowledge and skills up to date by taking part in Surf Life Saving's annual skills maintenance (proficiency) program. This ensures that you continue to be confident and competent in Surf Life Saving role following completion of your training.

Skills maintenance requirements are released at the start of every season in the SLSNSW Pre-Season Information Pack which can be found in the Administration section of the SLSNSW website <https://www.surflifesaving.com.au/resources/administration>. Your trainer will be able to provide you with further information about these requirements.

TRAINING DELIVERY PROCEDURES CONT.

Course Participant Privacy

When you enrol in an Academy training course, you can be assured that the personal information you provide to us is protected under the *Privacy and Personal Information Protection Act 1998*. This Act imposes obligations on the Academy in the collection, storage, use and disclosure of your personal information.

Only authorised Academy Staff & Volunteers have access to course participant records held both in print and electronic copy. All Academy Staff & Volunteers 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 the Academy during your training course will be submitted to the Government for research, statistical and internal management purposes.

Apart from as specified above, the Academy will not release your information to any other person without your express written permission.

Further information about privacy can be found in SLSA's Privacy Policy at <http://sls.com.au/content/privacy-policy>.

Retention of Records

The Academy will maintain evidence of competence and issuance of awards for a minimum period of 30 years, or in accordance with the terms of the RTO Standards and AQF.

Evidence gathered during the assessment process will be kept by the Academy for a minimum period of six months after completion of the Academy course and issuance of the award.

Issuing Awards & Certificates

Once you have successfully completed an Academy course and have been found competent in all required components, the Academy will issue you with a statement of attainment, qualification, Surf Life Saving award and/or Powercraft operator card, as applicable.

If you are a SLSNSW member, your award will be presented to you by your Club. If you require your certificate to be issued in a short time-frame, this can be requested by emailing education@surflifesaving.com.au.

Certificates

Surf Life Saving NSW is committed to supporting environmental sustainability and we have elected to issue electronic certificates instead of paper copy certificates. If you require a paper copy certificate please request this via reply email. academy@surflifesaving.com.au.

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

All VET awards issued by the Academy:

- Meet the requirements of the RTO Standards and the current AQF.
- Identify all units of competency completed.
- Identify the RTOs national provider number.

Where a Qualification or Statement of Attainment is issued by a partner RTO, students will be informed of this prior to enrolment. For qualification awarded through a partner RTO:

- If the qualification attained relates to a course delivered and assessed on behalf of a partner RTO, the relevant RTO will issue the SoA/Certificate to SLSNSW for distribution.
- The issuing RTO, will conduct validation of all completed student assessments post course completion or at the time of withdrawal/course end when requested by SLSNSW.
- Certification is issued within 30 days of the date that the student is deemed competent in any completed Unit (s) of Competency and /or the qualification they have enrolled.

Change of Personal Details

You are required to notify the Academy of any changes of personal details. Requests to amend personal details should be made to the Club or Branch Registrar (for SLSNSW members) or to the Member Training and Education Manager (education@surflifesaving.com).

Requests to change personal details must be made by you personally. Evidence may be requested prior to changes can be made (e.g. birth certificate for date of birth, marriage certificate for change of name).

Lost Awards and Licences

If you misplace your award or Powercraft operator card after completing a course, it is possible for a replacement award to be issued. You can request this by emailing education@surflifesaving.com.au.

A reprint fee as per the Academy price list will apply for this service. A current price list can be obtained from the Member Training and Education Manager.

Missing Awards

If you are a SLSNSW member and believe that you have gained an award which is not recorded on SurfGuard, please contact education@surflifesaving.com.au with the award date, location and number. These details will be verified against existing Academy records and if successful, the award will be issued and recorded in SurfGuard with the certificate issued (if applicable).

Access to Your Records

You are entitled to access your own training and assessment records by submitting a written request to education@surflifesaving.com.au. Your record will be made available to you within 14 days of receipt of the request by the Academy. If you are a SLSNSW club member, your records can be viewed on https://members.sls.com.au/SLSA_Online/modules/login/index.php



TRAINING DELIVERY PROCEDURES CONT.

Our Courses

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

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

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

Physical Requirements

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

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

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

Course Delivery

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

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

Changes to Agreed Services with Partner RTOs

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

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

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

TRAINING DELIVERY PROCEDURES CONT.

Recognition of Prior Learning (RPL)

The Academy 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 the Academy.

If you wish to apply for RPL, please contact Member Training and Education Manager or Academy Support Officer (education@surflifesaving.com.au) to discuss your application.

A suitably qualified Assessor (one who holds the award or unit of competency being assessed, and a Certificate IV in Training & Assessment or the Assessor Skill Set) will be assigned to manage your application. They will provide you with a copy of the RPL Application Kit, along with information about any applicable fees. The RPL Application Kit provides you with further information about the RPL process, to help set clear and realistic expectations.

It is your responsibility to pay any applicable fees and to provide sufficient evidence to satisfy the Assessor that you currently hold the relevant competencies.

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

- Authentic - is your own work.
- Valid - directly relates to the current version of the endorsed unit.
- Current - reflects your current capacity to perform the competencies covered by the unit to "today's standards"
- Sufficient – the style and amount of evidence demonstrates competence across the full range of elements covered in the unit.

If the Assessor has any reservations or concerns regarding the evidence provided or your ability, they may request further information, further evidence or completion of a performance test 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 outcome of the RPL application to you in writing, usually via email within 20 business days of receiving the portfolio of evidence.

If recognition is granted, the results will be recorded in SurfGuard by the Assessor or Academy Administrator. Upon completion of all course requirements, the award will be issued.

If recognition is not granted, you will be provided with the reason/s for refusal.

If you disagree with the outcome, you may make a complaint against the result under the complaints process outlined in this handbook.

If you are unsure and would like to discuss RPL, contact education@surflifesaving.com.au or speak to your Chief Training Officer.

Credit Transfer (CT)

If you have been awarded an AQF qualification or statement of attainment for the same or a related program by another RTO, the Academy will recognise this achievement and give credit in the relevant Academy course.

You may only apply for credit transfers for units of competency or qualifications which are included in SLSNSW's scope of registration.

Applications for credit transfers should be made via your Chief Training Officer or Branch Director of Education for members, or via the Member Training and Education Manager (education@surflifesaving.com.au) for those attending public courses. To apply, submit a copy of the qualification or statement of attainment to the appropriate person above.

Once received, SLSNSW staff will check the qualification or statement of attainment for authenticity, (as a minimum, this will include a check of that RTOs scope of registration), before adding the unit of competency or qualification to SurfGuard.

Where RPL or CT Cannot be Granted

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

- The unit of competency or qualification completed is no longer current in line with organisational requirements (e.g. First Aid).
- The unit of competency or qualification previously completed has been superseded and no equivalent unit of competency exists.
- Where industry and/or employer requirements to complete the qualification or unit of competency exceeds the requirements of the training package.

Your assessor will assist in explaining any instance where credit transfer or RPL cannot be granted.





ENSURING QUALITY IN TRAINING & ASSESSMENT

The Academy has a number of tools, policies and procedures in place to ensure high professional standards, to promote continuous improvement and safeguard the interests and welfare of course participants. These include our commitment to access and equity and our approach to assessment.

Access & Equity

All course participants will receive fair and equitable treatment in all aspects of training and assessment activities.

The Academy ensures that:

The admission process is bias-free and non-discriminatory by:

- basing admission to courses solely on availability of places and the course participant satisfying any pre-requisite requirements
- providing course participants with adequate information and support to enable them to select the most suitable courses for their needs

The learning environment is supportive and conducive to learning by:

- making reasonable adjustments to support those with identified additional needs
- providing information to course participants, encouraging awareness of the support services available
- setting out standards of behaviour for course participants and Academy Staff & Volunteers in its 'Code of Conduct
- having policies and procedures in place for preventing harassment and discrimination of course participants

All training courses and associated resources are inclusive of a range of course participant needs by:

- considering issues relating to access and equity when specifying course pre-requisite requirements
- offering flexible course design where possible that provides multiple entry and exit points or pathways, including credit transfer and recognition of prior learning (RPL)
- providing inclusive and non-discriminatory learning materials
- providing course participants without online access with information through other forms of media according to needs

The assessment process is fair, valid, reliable and consistent by:

- providing course participants with adequate information on course assessment prior to enrolment
- making reasonable adjustments to assessment to meet course participant needs whilst still maintaining a high quality, valid and consistent process
- giving course participants the right to complain about an assessment decision or about Academy Staff & Volunteers and, if required, appeal the result of the complaint
- giving all participants an equal opportunity to demonstrate competence

ENSURING QUALITY IN TRAINING & ASSESSMENT CONT.

Assessment

The assessment of your competence will be carried out fairly and consistently. Prior to assessment taking place, Academy Staff & Volunteers 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:

- knowledge tests (written or verbal)
- skills tests
- one-on-one critique - observation and feedback
- peer assessed small-group work and participation

Course participants are entitled to undertake assessments in conditions that are free of disruption from Academy Staff & Volunteers and other course participants, except where Academy Staff & Volunteers are conveying information relevant to conducting the assessment.

If a course participant or Academy Volunteer engages in disorderly, offensive or aggressive conduct during an assessment, they will be required to leave. This may affect the result they receive in their assessment.

Where a person gives another person an unfair advantage or disadvantage in any assessment situation, including an examination, this is considered malpractice by the Academy.

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 by the Academy.

If a course participant engages in malpractice or plagiarism, they will be liable to disciplinary action. The penalties for malpractice or plagiarism range from being assessed as Not Yet Competent in the course, to exclusion from further Academy training courses for a specified period of time.

Assessments, regardless of whether through a learning and assessment pathway or an assessment-only / RPL pathway:

- comply with the Assessment Guidelines included in the applicable nationally endorsed Training Package
- lead to the issue of a Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package
- comply with the Principles of Assessment and Rules of Evidence
- provide for course participants to be informed of the context and purpose of the assessment and the assessment process

- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace, and cover all aspects of performance, including task skills, task management skills, contingency management skills and job role environment skills
- involve the evaluation of sufficient evidence to enable objective judgments to be made about whether competency has been attained
- provide feedback to course participants about the outcomes of the assessment process and guidance on future options
- are equitable and inclusive for all persons, taking into account all needs that may affect a persons' ability to effectively perform the assessment in a way that is a true representation of their ability
- will provide for reassessment following a complaint or appeal, where the result is in favour of the person raising the complaint or appeal

Our approach to assessment ensures that the consistency in assessment involves the achievement of comparable outcomes. The Academy will validate its assessment strategies by reviewing, comparing and evaluating the assessment process, tools and evidence contributing to judgements made by a range of Academy Volunteers against the same competency standards.



COURSE PARTICIPANT SUPPORT

Inclusive Course Design & Materials

The Academy's course design is flexible and allows for reasonable adjustments, multiple entry and exit points and pathways within the course.

If you require any assistance with language, literacy, numeracy or with learning more generally, the Academy may be able to support you either directly, or by referring you to learning support services. If you do require any assistance, you are asked to advise the Academy at the time of enrolment.

Reasonable Adjustments

If you have a learning difficulty or a disability of any other nature, it may be possible to make reasonable adjustments to ensure that you are not presented with any unnecessary barriers to achieving your learning goals.

Reasonable adjustments can be administrative, physical or procedural they may include the use of technology, educational support, alternative methods of assessment and individual assessment conditions, such as enlarged print material, scribes or additional time for assessment.

You are asked to inform the Academy of any disabilities that may require reasonable adjustments to be made at the time of enrolment.

Discrimination, Bullying & Harassment

Surf Life Saving NSW does not tolerate discrimination, bullying or harassment of any kind, under any circumstance. If you witness any form of discrimination and / or harassment, you are required to report it using the complaints process outlined below in this handbook.

Discrimination occurs when someone is treated poorly because of personal characteristics. Discrimination, bullying and harassment may involve:

- offensive jokes or comments
- the display of pictures or posters which are offensive or derogatory
- expressing negative stereotypes of particular groups
- using stereotypes or assumptions to guide decision making about a person's career or abilities
- judging someone on their political or religious beliefs rather than their performance
- undermining a person's authority or work performance due to dislikes of one or more of their personal characteristics

Harassment is any offensive, threatening or abusive behaviour that is directed to intimidate an individual or group. This may include verbal harassment, such as teasing, or physical harassment, such as pushing an individual or interfering with their belongings or equipment.

Sexual harassment is a particular form of harassment that can take any form of unwelcome sexual attention. This includes unwelcome physical contact, crude remarks, and remarks with sexual connotations, crude jokes, and requests for sexual favours, leering or the display of offensive material.

Any person who is proven to have discriminated or harassed another course participant or Academy Staff member may face disciplinary measures. Disciplinary action will also be taken against a person who victimises a person involved in making a complaint.

Academy Staff & Volunteers must ensure that all persons on site (including visitors) are treated equitably and are not subject to discrimination, bullying or harassment. They must also ensure that people who make complaints, or witnesses, are not victimised in any way.

Any person who believes they are being discriminated against should lodge a complaint in accordance with the complaints process outlined below.



FEES AND CHARGES

Fees will vary from course to course and are therefore 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 education@surflifesaving.com.au.

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

Refund Policy (Cancellation Policy)

In all cases, approvals for refund and credit requests are at the discretion of the SLSNSW Chief Operating Officer.

Should you wish to dispute a decision by the Academy to refuse to grant a refund or credit, you are entitled to lodge a complaint in accordance with the complaints procedure outlined below;

1. This policy is applicable to paying course participants only, and does not apply to course participants who have received complimentary training or club/branch funded training.
2. A full refund of course enrolment fees will be made if a course is cancelled by the Academy for any reason. This does not include club membership fees.
3. An application for refund of course fees under any other circumstance must be made in writing to the the Chief Operating Officer. All request for refund must be made no later than seven days after the course commencement date. This request should be sent to education@surflifesaving.com.au.
4. Where cancellation is notified more than five working days before the commencement of a course, 100% of the course fees will be refunded to the course participant.
5. Where cancellation is made in the four days prior to the commencement of a course, 50% of the course fees will be charged.
6. Course participants who do not commence the course and do not provide a written refund request in line with points 4 or 5 above, will be charged the full course fees.
7. Participants who commence the course, but leave the course early and/or do not complete the course will be charged the full course fees.
8. Refunds will be considered on a pro-rata basis for course participants who fall ill or are injured to the extent they can no longer undertake the course, providing a supporting Medical Certificate is supplied to the Academy.
9. In the event that a course participant has left a course in accordance with point 8 above, and that course participant wishes to finalise incomplete units of competency in a future course, the original fee can be applied as a credit towards that course within six months of initial payment.
10. In all other cases, refunds are at the discretion of the Chief Operating Officer and may be negotiated on an individual case-by-case basis.
11. All requests for refunds will be acted upon by the Chief Operating Officer within 30 days.



COMPLAINTS AND APPEALS

We hope that everyone who comes into contact with the Academy will have a positive experience. However, it is inevitable that on occasion, incidents may occur that lead to a complaint.

Complaints may be made about assessment outcomes or the conduct of the Academy, Academy Staff or Volunteers, or course participants.

If you are not a SLSNSW member, complaints should be made to the Academy at education@surflifesaving.com.au.

If you are a SLSNSW member, complaints should be made in the first instance to the Chief Training Officer (CTO) or Branch Director of Education (DoE). SLSA Policy 6.06 (Grievance Procedure) outlines the steps that the CTO or DoE will take to resolve the complaint, including referral of the complaint to an SLSA grievance handler under the Procedure.

If you do not feel comfortable making a complaint to your CTO or DoE for whatever reason, you may make the complaint to your Club or Branch Member Protection Information Officer, Grievance Officer or President, copying in education@surflifesaving.com.au (so that support can be provided by Academy staff).

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

All complaints and appeals will be handled following the principles of natural justice and procedural fairness.

Complaints Process

If you wish to make a complaint, you should in the first instance try to resolve the issue informally by speaking directly with the person concerned. However, if you are not comfortable with doing so or if your issue remains unresolved after taking this action, you may make a formal complaint to the appropriate person as outlined above.

Complaints are to be made within 14 days of occurrence of the incident considered to have caused the grievance.

Any complaint lodged under this policy will be acknowledged in writing (preferably by email) within 14 days of receipt of the complaint.

The outcome of that review will be notified to the complainant in writing by the Academy within 60 days of acknowledgement of receipt of the complaint.

If the grievance handler considers that more than 60 calendar days are required to process and finalise the complaint, the complainant will be informed in writing (including reasons why more than 60 days are required) and will regularly update the complainant on the progress of the matter.

Appeal Process

Where a complaint has not been resolved to the satisfaction of all parties, an appeal may be lodged with the Member Training and Education Manager (education@surflifesaving.com.au).

Appeals must be lodged within 14 days of the date of advice of the outcome of the initial complaint.

Any appeal lodged under this policy must be acknowledged in writing (preferably by email) by the Member Training and Education Manager within 14 days of receipt of the appeal.

A review of the appeal will be conducted by the Member Training and Education Manager or their appointed delegate, in consultation with appropriate SLSNSW staff and/or Academy Staff & Volunteers.

The outcome of that review will be notified to the appellant in writing within 60 days of receipt of the appeal.

If the appeal handler considers that more than 60 calendar days are required to process and finalise the appeal, the appellant will be informed in writing (including reasons why more than 60 days are required) and will regularly update the appellant on the progress of the matter.

Further Action

If, having gone through the complaints and appeals process, there remains an issue with the result on the part of the complainant, a request in writing must be made to the Member Training and Education Manager (education@surflifesaving.com.au) requesting referral of the matter to an independent consultant.

The Academy uses an external independent consultant for this purpose and will refer any outstanding matters to the independent consultant for resolution.

There is a cost payable for the referral of a matter to the independent consultant. The cost is \$1,200 per day (plus GST) at current rates (as at March 2019), and this amount will be payable by the person requesting the referral to the independent consultant. There will be a minimum charge of one day for this service, and the fee may increase, dependent upon the time required for the independent consultant to review the complaint, appeal and possible investigation of the initial grievance.

The decision of the independent consultant will be final.

Recording Complaints & Appeals

The Member Training and Education Manager will keep a record of any complaints or appeals received.

If, after following this process, you still believe the RTO is breaching or has breached its legislative requirements, you can submit a complaint to ASQA by completing the online complaint form. [Click here](#) to access the webpage





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