

Important Course Information

Last updated 3rd October 2008

Contact Details

Surf Life Saving SA
PO Box 108, Torrensville SA 5031
219 Henley Beach Road, Torrensville SA 5031
Phone 8354 6900
Web: www.surfrescue.com.au

General Course Information

Comfortable, casual clothing is recommended as you will need to undertake activities such as bending, kneeling and lying on the floor.

- Please bring a note pad and pen.
- A First Aid Manual will be provided for all First Aid Courses.
- Meals are not included in the course fee.
- You must be 15 years old or over to attend first aid courses.
- CPR assessments will be conducted on a manikin on the ground unless options for reasonable adjustment are arranged prior to course commencing.
- If you arrive at a course more than 30 minutes after it starts, you will need to transfer to another course at a later date.

Enrolment Conditions/ Access

- course fees being paid before start of course
- availability of courses
- sufficient enrolments in courses
- course entry requirements being met
- SLSSA reserves the right to cancel courses if insufficient numbers, participants will be eligible to another course date

Code of Conduct

Surf Life Saving SA has policies and management practices which maintain high professional standards in the delivery of education, training and assessment services and which safeguard the interests and welfare of participants.

Surf Life Saving SA trainers are responsible for presenting material that meet the appropriate standard for the training course being undertaken and will provide encouragement and support to participants. We ensure that our trainers are qualified, experienced and sensitive to your cultural and learning needs.

You also have a responsibility to make every effort to maintain satisfactory progress in your training.

If you exhibit behaviour which is disruptive, inappropriate or disturbing to other course participants and/or the trainer, the following action may be taken, either individually or in conjunction with each other.

You may be:

- Asked to leave the course.
- Counselling by Training staff to seek a solution.
- Offered another course which is being conducted by a different trainer.

Privacy

Your privacy is respected by Surf Life Saving SA. Personal Information that you have provided us is used to process your first aid training requirements. We will remind you when your current certificate expires and, with your consent, use your personal details to provide you with information about other Surf Life Saving products and services.

Your consent to the above will be implied unless you notify us otherwise. You can elect to alter your consent at anytime. If you have a privacy concern or you would like to verify information held about you please contact the Academy Manager on (08) 8354 6900

Surf Life Saving SA recognises that people acquire valuable skills and knowledge from a variety of experiences. In some cases the skills and knowledge you have may meet some or all of the outcomes of a course. It also means that Surf Life Saving SA will recognise equivalent certificates/statements from other RTOs as course prerequisites (where applicable).

Surf Life Saving SA is able to recognise this prior learning by reducing contact hours required in a course, or through an assessment only option. Both options will still involve assessments of current competency. If you feel you may be eligible for Recognition, please speak to our Academy staff for further details. If you have already booked into a course and believe you are eligible for Recognition, you must make a written application at least 48 hours prior to the course starting.

Assessments of current competency are conducted separately from courses except in special circumstances. Trainers are not able to organise these assessments for participants on the day of a course.

Surf Life Saving SA has a responsibility to provide a safe and healthy environment for participants.

This includes appropriate support services for the personal guidance and welfare of participants. Under the Occupational Health, Safety and Welfare Act, participants also have a responsibility to:

- undertake activities in a safe manner
- follow safety instructions
- not put themselves or anyone else at risk
- report injuries, illnesses or near misses to the trainer or a Surf Life Saving SA representative.

Flexible Learning and Assessment

Surf Life Saving SA has the capacity to use learning and assessment methods and materials appropriate to your learning and assessment needs. Assessment is the process of collecting evidence and making judgements on the extent and nature of progress towards the performance requirements set out in a competency standard or learning outcome.

Surf Life Saving SA supports competency based learning and assessment and you will be assessed fairly, objectively and consistently to determine your competency and understanding of the material presented. Statements of competency will be issued within two weeks of course completion.

If you experience difficulty associated with the learning and assessment procedures, you should raise your problem with the trainer so that alternative arrangements can be made.

Access and Equity

Surf Life Saving SA encourages an environment free of discrimination for access to, and the delivery of, education, training and assessment services. This is achieved through the establishment of non-discriminatory participant selection procedures, encouraging access for all members of the community.

Support services may be utilised if you and/or a support person believe you will require outside assistance such as trauma or disability support to complete a course. Your requirements will be determined on an individual, case-by-case basis. All arrangements entered into constitute an agreement between you and the support service provider. Any and all associated costs are your responsibility.

If you have a language or literacy difficulty, you should inform Surf Life Saving SA staff when you book so that appropriate assistance can be provided. All participants will be treated with respect and consideration, and confidentiality will be respected at all times however trainers cannot be held responsible for not making or giving special allowances if you elect not to disclose a disability or difficulty.

Refund Policy

A full refund of fees will be given if:

- Surf Life Saving SA cancels a course (should you not wish to transfer into another course). SLSSA will notify you if a course is cancelled and you will have the choice of choosing an alternative course at a time convenient to you; or receiving a refund.
- You give at least 10 working days notice that you will not be attending a course, or no longer require a course to be run.

A 50% refund of fees will be given if:

- You give at least 5 working days notice that you will not be attending a course, or no longer require a course to be run.

No refund will be given if notice is given less than 5 days before the course commences.**

Transfer of Bookings

You may transfer between courses once without further charge. Further transfers will attract a 20% administration fee.**

*** In exceptional circumstances a refund may be given or the fee reduced at the discretion of the Academy Manager. You may be required to provide proof to support your request in these circumstances.*

Complaints, Grievances and Appeals

If, for any reason, you are unhappy with any training service from Surf Life Saving SA, you should follow the steps below. At each step, all efforts will be made to resolve the issue to your satisfaction.

1. Speak with your trainer about the issue.
2. If no agreement is made, the issue can be raised with the **Academy Manager, PO Box 108 TORRENSVILLE SA 5031** (Assessment appeals must be in writing and lodged within 5 days of the assessment).
3. If still unresolved, the grievance should be put in writing to:

Surf Life Saving SA, State Manager, PO Box 108, TORRENSVILLE SA 5031

The appeal outcomes will be recorded and a written copy sent to you. If you are still unsatisfied, you can contact the **Training Advocate**, an independent arbitrator of training issues for the State Government, on **1800 006 488**