



**QUEENSLAND**  
**EDUCATION**  
*Courses & Training*

# PARTICIPANT HANDBOOK



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## Welcome

Thank you for enrolling into this course, we are proud to welcome you on board.

We will endeavour to be with you every step of the way through your learning journey. We trust you will find your experience with us to be enjoyable and rewarding.

This handbook is for the sole purpose of members and clients who are undertaking training and assessment with SLSQ and is designed to give you the required information to confidently complete your training and assessment course with us. We hope you find this a useful resource; should you require any further information or clarification, please contact our offices on **07 3846 8047**.

# Surf Life Saving Queensland (SLSQ)

SLSQ is Queensland's peak beach safety and rescue authority, and is one of the largest volunteer-based community service organisations in Australia. Surf Life Saving exists to save lives and develop practices in education, prevention, emergency care and rescue to ultimately meet our vision of 'zero preventable' deaths and injuries on Queensland's beaches'.

Surf Life Saving Queensland (SLSQ) is also a Registered Training Organisation (RTO) (RTO ID: 2804), which means that we are recognised as a provider of nationally accredited training of qualifications, skill sets and units of competencies. To ensure that we maintain our status of an RTO, we are required to adhere to a set of national standards which guide all RTOs to a 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 and form part of the VET Quality Framework.

Our quality objectives are to:

- Provide quality training and assessment services
- Operate within the requirements of the RTO Standards and the Australian Qualification Framework.
- Operate in accordance with SLSQ policies and guidelines and with state and commonwealth legislation
- Ensure our work is carried out efficiently and effectively
- Maintain a high standard of skills, knowledge and legal and ethical standards of practice
- Encourage and maintain a culture of honesty, integrity and open communication
- Ensure a commitment to continuous improvement
- Act in a responsible and safe manner that does not endanger the health and safety of themselves or others
- Be professional and respectful at all times

# ENSURING QUALITY IN TRAINING & ASSESSMENT

## Enrolment

You will need to complete an online registration document to enrol into your elected course. Should disclose any information regarding disabilities or learning difficulties, this information will be provided to SLSQ staff and used to determine if any reasonable adjustments or learning support is required. Your Trainer may contact you to discuss a learning support plan.

### Unique Student Identifier

You will be asked for your USI as part of your online enrolment registration form, your enrolment will not be accepted until your USI is verified, this may take up to 24 working hours.

SLSQ is unable to issue participants with a Nationally Recognised VET qualification or a statement of attainment if they do not have a Unique Student Identifier (USI) number.

If participants do not have a USI, they can apply for one directly from this webpage

<https://www.usi.gov.au/your-usi/create-usi>

Forgotten USI's can also be retrieved from the following webpage

<https://www.usi.gov.au/faqs/forgot-your-password>

All participants have the opportunity to have all courses aligned to Nationally Recognised Training (Certificate level qualification or units of competency) banked against their USI Transcript. The USI Transcript allows a student to see all the competencies or qualifications they have achieved through any RTO/RTOs they have been assessed through all in one place. This will ultimately make it easier for participants to apply for recognition for units they have previously achieved either through another RTO's and for taking what they have achieved with SLSQ elsewhere. For this to occur, all participants who undertake courses which are aligned to Nationally Recognised Training (qualifications or units of competency) with SLSQ will need to provide their Unique Student Identifier (USI) before we can issue their certificates.

Please note that this does not happen instantaneously, the data takes a couple of months to show. Please make sure that you keep your certificates safe in the meantime in case you need to prove to your work you are qualified (particularly first aid and resuscitation certificates) or if you are applying for credit transfer/RPL with another RTO

# Refund Policy

- 10% of your fees are an administration, non-refundable fee.
- Should you cancel or withdraw within seven (7) days any fee over the 10% will be refundable, as long as all materials are returned in as new condition, and no units completed.
- SLSQ will not hold more than \$1500 of Participant's fees in advance.
- Partial or full refunds will be not considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.
- Should SLSQ cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- No refund is available to Participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.
- Prior to commencement—should SLSQ cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.
- For training that has commenced—In the unlikely event that SLSQ is unable to deliver the training, you will be offered the option to enrol with another RTO and SLSQ will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

# TRAINING DELIVERY:

## Our commitment

All courses conducted by SLSQ are in line with the current industry standards.

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers and Assessors, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that is fair and flexible.

## Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

## Delivery

SLSQ courses are designed to be flexible allowing for reasonable adjustments and have multiple entry and exit points.

Please refer to your Course Overview over view document or specific information regarding modes of delivery and delivery structure.

## Access and Equity

All course participants will receive fair and equitable treatment in all aspects of training and assessment activities. We endeavour to understand the requirements and needs of individuals and our integration of access and equity guidelines in every step of your interaction with us. SLSQ prohibits discrimination towards any group or individual in any form. It is the responsibility of all our staff to ensure the requirements of our access and equity policy are adhered to at all times

## Our Responsibilities to You

SLSQ will:

- Not limit access to training or act in any way as to discriminate on the basis of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status or any other criterion which is not intrinsic to good business management and professional training practice.
- Make sure that you have a safe and healthy learning environment.
- Treat you with respect.
- Provide opportunities to practice the skills and apply the knowledge acquired throughout the program.
- Track your engagement progress and contact you if required
- Deliver training and record the outcomes of your assessment.
- Provide you with access to your learning and assessment record on request.
- Provide training materials and recommend other resources for further learning opportunities.
- Provide you with support in preparing you for assessment and advise you where, when and how assessment will occur.
- Give feedback to you on your progress.
- Provide results and regularly review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

SLSQ reserves the right to suspend from their training courses participants who are:

- unable to actively participate in the course activities as a result of injury
- disruptive
- affected by drugs or alcohol
- Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

## Your responsibilities:

As a participant in our program and a candidate for assessment you are required to:

- Read all relevant course and training information.
- Have a workable computer with internet to access your learning and assessment if required
- Have access to a workplace (where required) where you will carry out your practical assessments
- Participate in program activities.
- If required, meet with your Trainer/Assessor to review your progress.
- Prepare yourself for assessment at the scheduled times.
- Submit all assessment tasks within the stipulated time frames.
- Ensure all assessments are your own work and efforts.
- Raise any concerns you may have regarding the delivery of the training program, session activities and your ability to learn with your Trainer/Assessor.

- Notify the Trainer/Assessor of any Workplace Health and Safety issues you may identify throughout the program.
- Advise us during your enrolment if you have any specific needs or require any special adaptive equipment or support for the training course.
- Participate in the course evaluation process.
- Treat all other participants and the Trainer/Assessor with respect and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.

## Participant Support

SLSQ is dedicated to providing a high standard of service to participants. You can contact our office by phone, email during office hours. We endeavour to respond to Participants as quickly as possible but you are reminded that our Trainers do have other Participants and classes to attend to. We will respond to all queries, telephone calls and emails within two (2) working days and provide feedback on Assessments within ten (10) working days.

Should you require further support, SLSQ can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Should you or your trainer/assessor identify that you require any additional support, to be provided by SLSQ we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

# ASSESSMENTS

## Competency Based Training and Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written assessments
- Practical demonstrations
- Videos
- Completion of case studies
- Portfolio of completed documents
- Work samples
- Third party reports
- Oral Assessments?

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” (C) or “not yet competent” (NYC), if you are deemed NYC your assessor will provide detailed feedback and you will get another opportunity to submit further evidence.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by SLSQ and must be signed by you. Please always include the question/task you are addressing.

## Credit Transfer

You may be eligible for a Credit Transfer if you have been awarded an AQF qualification or statement of attainment for the same or related program by another RTO. We will recognise this achievement and give credit in the relevant course.

Credit Transfer may be granted for one or more units.

Three (3) major factors need to be considered:

1. Is the Qualification/Statement of Attainment current
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP), Solicitor/Lawyer/Barrister, Police officer ranked Sergeant or above
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity.

## Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please contact your Trainer. They will provide you with a RPL Information for prospective candidate booklet, this will provide you with relevant information about the RPL process, to help set clear and realistic expectations. There is a checklist that will need to be completed and if you believe that the RPL is the best suited pathway for you, your Trainer will then send you the RPL Application Kit. It is your responsibility to provide sufficient evidence to satisfy the Assessor that you currently hold the relevant competencies. Once submitted your Assessor will communicate the outcome of the RPL application within 20 business days, if the recognition is granted, you will receive a statement of attainment, if the recognition is not granted you will be provided with the reasons and opportunity to provide further evidence. If you are not able to provide further evidence, you will discuss a training pathway with your Assessor, you could join a training platform or opt for an assessment only pathway.

## Plagiarism

Plagiarism is the presentation by a participant of an assignment or assessment task that has been copied in whole or in part from another participant's work, or from any other source without proper acknowledgment. If a participant is unsure about including work of other authors in their assessment, they must consult with the trainer to discuss the matter.

All assignments or assessment tasks must be representative of your own work and efforts. Plagiarism is not acceptable and all suspected cases will be investigated. If plagiarism has been proven, Carson will request a resubmission of the participant's own work, or it may result in the participant's exclusion from a unit or the course

## Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

## Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request SLSQ is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

## Privacy Policy

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

#### Surveys

You may receive a Candidate survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

#### Contact information

At any time, you may contact Surf Life Saving Queensland on [bookings@lifesaving.com.au](mailto:bookings@lifesaving.com.au) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

### **Change of Personal Details**

Should you change any of your personal details please contact the office and advise the changes. Such details include, address, surname, contact telephone number etc.

### **Results**

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, SLSQ will issue an electronic Statements of Attainment/ Certificates within thirty (30) calendar days. You will receive an email notification with a link to your Statement of Attainment.

## What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

## Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. SLSQ encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

An electronic feedback survey will be emailed to each participant after their course completion. This survey is part of our mandatory reporting requirements under the Data Provision Requirements 2012. This survey is kept confidential and to ensure we get honest constructive feedback. We gather and analyse feedback and implement changes where required as part of our Continuous Improvement policy

## Complaints and Appeals

SLSQ is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

### Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Lead Trainer

Second instance: If the issue is not resolved you are encouraged to either speak to or contact in writing the Commercial Training Manager.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Commercial Training Manager. immediately, even if the situation has been resolved to the satisfaction of all parties.

## Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant does not agree with a decision made by the RTO.

has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- not agreeing with the assessment outcome
- Participant's needs not taken into consideration
- Refund request

### Step 1

You must discuss appealing with your Trainer/Assessor.

### Step 2

If still not satisfied, you must complete the Appeals Form- Part A and forward to the Lead Trainer.

(This should occur within five (5) working days of Step 1)

### Step 3

The appeal is to be reviewed and the results of the review summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

### Step 4

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the General Manager Commercial who will send an acknowledgement letter to you. The General Manager Commercial, if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

## Relevant legislation to be complied with

### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant- this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

### Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant- this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit: [http://www.austlii.edu.au/au/legis/vic/consol\\_act/ohasa2004273/](http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/)

## **Occupational Safety and Health Act 1984 (WA)**

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant- this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit: [http://www.slp.wa.gov.au/legislation/agency.nsf/docep\\_main\\_mrtile\\_650\\_homepage.html](http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtile_650_homepage.html)

## **Industrial Relations Act 1988**

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice.

For more information visit: [http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

## **Privacy Act 1988**

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).

For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

## **Copyright Act 1968**

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

For more information regarding the Copyright Act 1968, go to [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

## **National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

## **Equal Opportunity**

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

## **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

For more information visit: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

## **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

## **Children, Youth and Families Legislation**

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>



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