



AUSTRALIAN LIFESAVING  
**ACADEMY**  
NEW SOUTH WALES

# Academy Handbook



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## WELCOME

The Australian Skills Quality Authority (ASQA) has certified Surf Life Saving NSW as a Registered Training Organisation (RTO). Under our scope of registration, we can deliver and issue a number of nationally recognised qualifications under the banner of the Australian Lifesaving Academy.

The primary focus of the Academy team in NSW is to provide high quality, cost effective vocational education and training to our members, employees and commercial clients. We operate under the VET Quality Framework and the Standards for NVR Registered Training Organisations (SNR). The RTO is regularly audited to ensure ongoing compliance with these standards.

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 depends largely on your 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.

We hope we have anticipated most of your queries about your training in this handbook, however if there is anything more you would like to know, or require clarification on, please speak with your course deliverer or contact us using the details on page 2. For full copies of the policies and procedures referred to in this guide, please refer to our website at [www.surflifesaving.com.au](http://www.surflifesaving.com.au) .

Good luck in your studies!



Pamela Simon  
Academy Education Manager  
Surf Life Saving NSW



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## **Surf Life Saving NSW Academy and you**

This handbook is for the sole purpose of members and clients who are undertaking studies with Surf Life Saving New South Wales (SLSNSW), or the Australian Lifesaving Academy NSW. SLSNSW is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA).

SLSNSW is this state'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 NSW beaches'.

SLSNSW is committed to providing quality training services. Our quality system is based on the requirements of the VET Quality Framework.

Our quality objectives are to:

- Provide quality education, training and assessment services;
- Provide continuous support to clients, members, staff and other stakeholders;
- Use the Quality Management System as a tool in achieving best practice outcomes across the organisation;
- Ensure continuous improvement;
- To comply with the relevant Federal and State legislative and regulatory requirements for the operation of a Registered Training Organisation.

## **SLSNSW Training Standards**

SLSNSW is a Registered Training Organisation and all courses are delivered to meet government training regulations of the National Training System, such as the Standards for NVR Registered Training Organisations.

All SLSNSW courses adhere to the guidelines of the Australian Resuscitation Council (ARC). The ARC develops its guidelines with recommendations released by the International Liaison Committee on Resuscitation (ILCOR).

All courses that are conducted by SLSNSW are backed by authoritative medical opinion in accordance with all national and international standards. All courses are authenticated and supported by the latest evidence from research.

Where possible, courses conducted by SLSNSW have been mapped to relevant units of competency from national Training Packages. Members and clients who successfully complete course requirements will be issued with the relevant Certificate or Statements of Attainment.

## **SLSNSW Learning Principles**

SLSNSW delivers training which applies the principles of adult learning. This means that the courses have been structured to ensure that the learning allows interaction between the trainer and the learners. This interaction will facilitate the learner's need to know; utilise their experiences, establish their readiness to learn, their orientation to learning and the motivation for doing the course.

# BEFORE THE COURSE

## Enrolment Information

### *Pre-enrolment advice*

If you would like further information on the courses offered by SLSNSW, speak with your club education contact, Academy Business Officer or visit our website to view the various Branch and commercial training calendars.

Members and clients need to consider that some of our courses have pre-requisite entry requirements. Please refer to the Awards and Qualifications Charts on our website. If you need further clarification on pre-requisite requirements, speak with your club education contact, Branch Education Officer or Academy Business Officer.

If you have any questions about our courses, please call the Academy on (02) 9471 8000 or e-mail us at [education@surflifesaving.com.au](mailto:education@surflifesaving.com.au)

### *Course Delivery*

Our experienced and qualified trainers, assessors and facilitators are very flexible in the delivery of training and assessment of our courses. All courses are designed with the requirements of your particular industry in mind. SLSNSW always considers the individual learning needs of participants, including access and equity issues, literacy, language and barriers, personal disabilities and other needs as required.

SLSNSW has sound management practices to ensure effective participant service. We are committed to providing a quality service and continuous improvement through feedback from participants, trainers, assessors, facilitators and external organisations.

### *Payment Information*

Fees will vary from course to course, therefore are supplied independently of this handbook. Participants will be supplied with the fee structure relevant to their course prior to registration.

### *Goods and Services Tax*

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

### *Refund Policy – Member training*

The Refund Policy does not apply to SLSNSW members undertaking training where their club bears all costs.

### *Refund Policy – Commercial clients*

Please refer to the SLSNSW Academy (Training and Assessment Division) SOP *Refunds and Credits (AD 3.3)*

## **Assessment**

The SLSNSW assessment policy details the principles of competency-based assessment to be applied within assessment systems used by SLSNSW. Refer to SLSNSW Academy (Training and Assessment Division) SOP Assessment (TA2.1)

## **Recognition of Prior Learning and Mutual Recognition**

### *Recognition of Prior Learning (RPL)*

SLSNSW is very active in acknowledging the skills and knowledge members and clients 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 or RPL. RPL is available to all members and participants enrolling with SLSNSW.

To assist you in your application for RPL, SLSNSW has prepared an RPL Application Kit (TA204). This kit leads you through the process of your application for RPL and the procedures used to assess your application at SLSNSW.

Please refer to our website for access to this RPL Application if you would like to be assessed via the RPL process. All RPL assessments are carried out by assessors who are qualified in accordance with the Standards for NVR Registered Training Organisations, and comply with the assessment guidelines contained within national training packages.

### *Mutual Recognition*

SLSNSW fully supports the principals of mutual recognition. This means that if a qualification or statement of attainment from the Australian Qualification Framework is presented to SLSNSW, where appropriate, we will recognise this achievement by the member or client with another RTO and give credit in the relevant SLSNSW course or program.

Applications for Mutual Recognition should be made using the RPL Guidelines, and a verified copy of the documents should accompany the application.

# DURING THE COURSE

## **Rights and Responsibilities**

SLNSW aims to provide its members and clients with the opportunity to learn and develop skills in a safe and supportive educational and social environment. As a member or client undertaking training and assessment with us, you will have rights and responsibilities. When you sign your Training Course Enrolment Form you agree to abide by our member/client responsibilities. Please refer to the Standard Operating Procedures (Training Division) Participant Code of Conduct (TA3.2) available on our website for further information.

### *Protection of your privacy and personal information*

When you enrol in one of our programs you may be assured that the personal information you provide to us is protected under the Privacy and Personal Information Protection Act of 1998. This act imposes obligations on SLNSW in the collection, storage, use and disclosure of your personal information.

### *Access to your records*

Members and client may access their own training and assessment records through Lifesaving Online.

Only authorised SLNSW staff have access to student records held both in hard and soft copy. All authorised SLNSW staff are required to ensure information is kept confidential and is only accessed in the execution of their duties. Information may also be submitted to the Government for research, statistical & internal management purposes only. No information is released to any other person without the express written permission of the member or client.

### *Mobile Phones and Pagers*

Whilst training and assessment activities are underway all members and clients are required to have their mobile phones and pagers either turned off or on silent.

### *Copyright*

All textual material printed and issued by SLSNSW is covered by copyright. Written permission from SLSNSW is required prior to photocopying materials for reasons other than individual educational purposes.

### *Drugs, Alcohol and articles considered dangerous*

SLSNSW prohibits the use of illegal drugs, the consumption of alcohol and the possession of prohibited or dangerous articles at any course run under the auspices of SLSNSW.

### *Course Assessments and Results*

You are entitled to undertake assessments in conditions that are free of disruption from assessors and other members/clients, except where an assessor is conveying information relevant to conducting the assessment. If you engage in disorderly, offensive or aggressive conduct during an assessment you will be required to leave. This may affect the result you receive in your assessment.

Malpractice occurs when any action taken by a person gives that person or another person an unfair advantage or disadvantage in any assessment situation, including an examination.

If you engage in malpractice, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from being assessed as NOT YET COMPETENT in the course to exclusion from further SLSNSW training courses for a period of time.

## *Misconduct*

Misconduct of a member or client in a training context is any behaviour which:

- disrupts the learning of others
- prevents trainers and assessors from performing their duties
- endangers the health and safety of our trainers, assessors, members or clients
- interferes with the conduct of SLSNSW Training and Assessment operations

Examples of misconduct are:

- defacing training equipment or venues
- stealing whilst on a course
- refusing to meet a safety instruction from a course trainer
- cheating on an assessment
- plagiarising another person's work
- verbally or physically abusing another trainer, assessor, member or client
- carrying a weapon
- drinking alcohol in a break from the course

Misconduct of members will be managed in line with SLSNSW Disciplinary Procedures. Misconduct by a client will lead to them being asked to leave the course. Serious misconduct carried out by a member or a client will be handed over to the Police.

## Legislation Awareness

As part of its Registered Training Organisation status, SLSNSW is bound to conduct its training operations in line with relevant federal and state legislation. SLSNSW have a number of standard operating procedures covering these legislative requirements.

These include:

- Access, Equity & Diversity Policy
- Advertising Policy
- Anti-Discrimination & Anti-Harassment Policy
- Appeal Policy
- Assessment Policy
- Certification Policy
- Complaints, Grievances & Appeals Procedure
- Course Admission Policy
- Credit Policy
- Grievance Policy
- Health & Safety
- Human Resource Policy
- Participant Support Services Policy
- Recognition of Prior Learning Policy
- Records Management Policy
- Refund Policy

References to these Policies and Procedures can be found at the back of this Handbook.

## **Client Support Services**

### **Access and Equity**

Access and equity means the policies and approaches that ensure vocational education and training are responsive to the diverse needs of all clients. Through the implementation of these policies and approaches, the benefits of participating in vocational education and training are available to everyone on an equitable basis.

SLSNSW is committed to ensuring that these principals and requirements of legislation are embedded into its policies, procedures and practices.

### *Language, Literacy and Numeracy*

People with language, literacy and numeracy difficulties or disabilities and people from non-English speaking backgrounds are encouraged to pursue their vocational education and training goals.

SLSNSW will access appropriate participant support services, and ensure the necessary support services are provided for participants as required. Details of participant support services available for our courses can be obtained by contacting our office on (02) 9471 8000.

A candidate should discuss the matter with SLSNSW Academy if they have any special needs or questions. If a participant does have a disability or special needs, it is important that SLSNSW is informed early to allow for time in preparing the learning support services that are available.

## **Safety in Training**

For SLSNSW your safety whilst in training is paramount.

When undertaking our courses as a member or client we would ask you to:

- follow any safety practices required, for example wearing protective equipment
- follow the directions of our training staff, both written and spoken
- alert our staff to any hazard or damaged equipment you notice
- not undertake training activities if you are under the influence of drugs or alcohol
- please observe our no smoking requirements
- please ensure you follow any sign-in and sign-out requirements of the training venue

As part of the introduction to your training course the trainer will give a safety and amenities brief. If you undertake any practical activities in the water, we will have water safety personnel as part of the activity.

# **AFTER THE COURSE**

## **Certification Procedures**

Members and clients will be issued with awards as per the following:

- On successful completion of a nationally recognised training qualification, participants will be awarded with the approved Training Package award.
- On successful completion of all enrolled units of competency participants will be awarded a Statement of Attainment for the units.
- On successful completion of all internal SLSNSW courses, participants will be awarded with a Certificate of Attendance.

## **Appeals**

Sometimes a participant may not agree with the result of an assessment that they have been given. At these times they have the option to appeal the Assessment Result.

If a participant wishes to appeal a result, SLSNSW should be contacted directly.

We strive to deal with all appeals in a timely manner. Please remember if you have a concern it must be raised 14 days after the date the result of assessment was signed off.

## **Complaints**

We take the concerns of our members and clients very seriously. If a situation arises that a participant has observed or is involved in an incorrect action or decision or a form of misconduct, it should be reported to the trainer, assessor or facilitator of the course. Alternatively, contact the Academy at SLSNSW.

## **Course Feedback Procedures**

At the end of each course we will offer participants a Participant Evaluation of Course (QM303). We ask that it be completed and handed to the trainer. These forms allow us to continuously improve our training programs and processes.

## **Maintaining Competency**

For members, we have an annual proficiency program that ensures our members are ready to deal with situations that could arise in the process of undertaking their duties in Surf Life Saving whilst on patrol. Further information on how to maintain your competency as a patrolling lifesaver is available from SLSNSW.

In line with the recommendations of the Australian Resuscitation Council we recommend that resuscitation/CPR skills and knowledge are revised annually.

In line with the recommendations of the Australian Resuscitation Council we recommend that first aid skills and knowledge are revised every three years.

# **APPENDICES**

The SLSNSW Academy (Training and Assessment Division) Standard Operating Procedures described below have been condensed to include information relevant only to participants. The complete versions of the documents are available from the SLSNSW website.

## **Access, Equity & Diversity**

### **1.0 Purpose**

**1.1** To ensure all reasonable adjustments are made to provide all SLSNSW candidates with equitable access to facilities and services provided by SLSNSW Academy (Training and Assessment Division)

**1.2** Ensure all SLSNSW candidates have reasonable and appropriate academic and learning support where required;

**1.3** Meet the various compliance requirements imposed by all applicable State and Commonwealth legislation.

### **2.0 Scope**

**2.1** This policy relates to the provisions of all training and support services offered by SLSNSW to candidates. In addition, all staff, contractors employed or engaged by SLSNSW are obligated to comply with this policy.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of SLSA to ensure that all Training and Assessment material provided is compliant and addresses the national benchmarks laid out by the Registering Body.

**3.2** It is the responsibility of the Director of Education and Chief Training Officer to ensure that all Training and Assessment provides consistency and fairness to all candidates undertaking training and assessment.

**3.3** It is the responsibility of all Trainers/Assessors/Facilitator to understand and follow the policies and procedures relating to access, equity and diversity and inform all candidates of their rights prior to commencement of training and assessment.

#### **4.0 Procedure**

**4.1** The policy and accompanying procedures outlines the reasonable adjustments and facilities, services and academic learning support that will be provided to candidates in the following areas.

**4.2** To ensure that the learning environment of SLSNSW is free from harassment, discrimination and victimisation, SLSNSW Academy (Training and Assessment Division) will ensure:

- That staff and candidates are made aware of access and equity as part of orientation or induction;
- Adherence to privacy and confidentiality requirements;
- The development of products, policies, systems and procedures are informed by access and equity principles;
- The Institute has policies and procedures in place that support the principles of access and equity;
- Continuous improvement and review of policies and procedures to meet legislative changes and candidate feedback.

#### **4.3 Recruitment, Admission and Enrolment**

**4.3.1** To ensure that the candidate recruitment and admission process is bias-free and non-discriminatory, SLSNSW:

- Uses the same recruitment and enrolment processes for all applicants;

- Bases admission to courses and programs on availability of places and the applicant's satisfying course/qualification and funding entry requirements (where applicable);
- Provides applicants with adequate information and support for the individual to enable them to select the most suitable program for their training requirements.

#### **4.4 Pre-enrolment procedure**

**4.4.1** Where prospective candidates indicate any type of disability and/or learning difficulty on their initial enrolment application the following procedure will be applied:

- Any disabilities and/or learning difficulties indicated on the SLSNSW Academy enrolment form will be recorded in the Record Management System (SurfGuard) and notification will be provided to Trainer for review as part of the enrolment process.
- The Trainer will be responsible for assessing the candidate's disabilities and/or learning difficulties to determine whether reasonable adjustment can be implemented to provide appropriate training for the candidate. The Director of Education or Chief Training Officer will advise the applicant of the decision concerning enrolment and any reasonable adjustment that would be provided.
- The Trainer/Assessor/Facilitator will record the enrolment decision and details of reasonable adjustment in the Training Course Report Record Management System (SurfGuard). All details will be provided to the candidate through Confirmation of Admission and will also be recorded in the **Training Course Report (QM305)**
- If reasonable adjustments cannot be provided to accommodate the applicant this information will be recorded in the Training Course Report.
- The Trainer will coordinate the implementation of agreed reasonable adjustments prior to the candidate's commencement of the training program.

## 4.5 Post-enrolment procedure

4.5.1 For candidates who advise of any disabilities and/or learning difficulties during the enrolment or after the commencement of their training program the following procedures will apply:

- Details of the candidate disability and/or learning difficulties will be provided to the Trainer.
- The Trainer will undertake an interview with the candidate to determine whether reasonable adjustments can be provided to the candidate. The Director of Education will notify the candidate of the decision in regard to reasonable adjustment and ensure that the decision is recorded in the Training Course Report.
- The Branch will re-issue a revised Confirmation of Admission to include any areas of reasonable adjustment that have been agreed to for the candidate.
- The Director of Education and Chief Training Officer will coordinate the implementation of agreed reasonable adjustments as soon as possible but no later than 10 working days from the candidate returning their signed re-issued Confirmation of Admission to the Branch.
- Details of the candidate's disability and/or learning difficulties will be recorded in the Record Management System (SurfGuard) and **Training Course Report (QM305)**.
- If reasonable adjustment cannot be provided, this decision will be recorded in the Record Management System (SurfGuard) and the candidate may be provided with the course counselling and if an alternative course cannot be provided for the candidate, the Branch will issue the candidate with a Termination of Enrolment letter[ . The Termination letter will include details of the SLSNSW **Complaints and Appeals Policy (TA3.3)** and **Refunds and Credits Policy (AD3.3)**.

## **4.6 Course Design**

**4.6.1** Course design and assessment is designed to be flexible and to be able to make reasonable adjustments if required. All training documents will be non-discriminatory and will avoid exclusive language and examples.

**4.6.2** To ensure that all curriculum and training materials developed by SLSNSW are inclusive of a range of candidate needs, SLSNSW:

- Considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- Offers flexible course and training materials design to provide multiple entry and exit points or pathways through the course (if applicable), including recognition of prior learning;
- Takes into account the requirements of candidates with a range of disabilities when assessing courses for delivery;
- Provides inclusive and non-discriminatory learning and training materials;
- Will ensure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification being offered.

## **4.7 Support Services for those with Special Needs**

**4.7.1** All enrolled candidates with a recognised disability will be offered specialised services to assist them to participate in training and assessment activities for which they are enrolled. These services may be provided by SLSNSW or contracted to another person or agency.

**4.7.2** SLSNSW takes all reasonable steps to provide a candidate with a recognised disability all support services on the same basis as a candidate without a disability and without experiencing discrimination.

**4.7.3** If a specialised support service is required for a candidate with a recognised disability to participate in the training and assessment activities required for the program they are enrolled in is not provided by SLSNSW, the organisation will take reasonable steps to facilitate the

provision of the service to the candidate by another agency (refer **Participant Information SOP (AD2.2)**).

**4.7.4** In order to provide appropriate support services for a candidate with a recognised disability, SLSNSW will;

- Consult with the enrolled candidate about the need for the candidate's requirements of access to specialised support services;
- Decide if an adjustment is justified so that the candidate can participate in the training and assessment activities for the program for which they are enrolled;
- Identify what an appropriate adjustment might include and make the necessary adjustment for the enrolled candidate.

**4.7.5** SLSNSW will provide training to all staff to make them aware of the support services available for the candidates with recognised disabilities to enable them to assist candidates to access support services required. SLSNSW will also facilitate the provision of a specialised service for the candidate where necessary including collaborative arrangements with specialised service providers.

**4.7.6** SLSNSW may provide support services, or arrangements for services, for candidates with recognised disability including- refer to **SLSNSW Academy (Training and Assessment Division) SOP Participant Information SOP (AD2.2)**:

- The use of adaptive/assistive technology;
- Educational support;
- Alternative assessment methods;
- Extra time to complete a course or assessment;
- Learning support for basic literacy or numeracy difficulties.

## **4.8 Academic and Learning Support**

**4.8.1** Reasonable adjustments can be made to accommodate candidates with a recognised disability requiring academic, learning and assessment support. Candidates should disclose any support requirements as early as possible (preferably on enrolment) to allow reasonable adjustment to be provided. In relation to academic and learning support reasonable adjustment may include:

- Academic learning support for all candidates requiring assistance including the areas of literacy and numeracy support;
- Alternative methods of assessment where reasonable. This may include the use of oral assessments, changes to paper colour, font size or style where appropriate;
- An extension of time for completing assessment tasks.

**4.8.2** All assessment pieces and tasks that SLSNSW utilise have been designed to be fair, reliable and consistent. All candidates are provided with the requirements of assessment for all units of competency at the beginning of programs. Assessments for units of competency delivered by online format have been updated for flexible delivery and are provided to candidates in a relevant format.

**4.8.3** Any adjustment to assessment for candidates with disabilities will be negotiated before the assessment task is required to be undertaken.

## **4.9 Facilities Access**

**4.9.1** Trainers/Assessors/Facilitators are responsible for ensuring buildings, rooms, toilets and resources comply with relevant building requirements including access for people with disabilities. If normal points of exit are not available, notices including alternative access will be posted where appropriate.

**4.9.2** All Trainers/Assessor/Facilitators are required to assist anyone needing help to access training material, files, equipment, or other items that may be inaccessible to candidates.

**4.9.3** Candidates with disabilities should have all materials made accessible to them without having to ask for assistance wherever possible. Any adjustments should be made by the Trainer before the candidate commences the course. Candidates may wish to indicate disabilities in their enrolment form and/or during induction.

#### **4.10 Visual impediments and reading impediments**

**4.10.1** When required, reasonable adjustments can be made to accommodate candidates with visual and/or reading problems. This may include reading aids and adaptive technology products available on the market to assist when reading, either in hard copy or electronic forms including, but not limited to:

- Monitors with large displays
- Large print materials or adaptive technology
- Digital talking and audio books
- English language pronunciation programs

#### **4.11 Online materials and services**

**4.11.1** Candidates undertaking training online and on site will have equal access to training and assessment materials and support services.

**4.11.2** Online materials can be available to print for candidates who do not have online access. Adaptive technology is used where reasonable adjustments can be made.

#### **4.12 Complaints and Appeals**

**4.12.1** Individuals who consider they have been treated unfairly are encouraged to use SLSNSW Academy (Training and Assessment Division) SOP Complaints and Appeals (TA3.3).

## **4.13 Reasonable Adjustment**

**4.13.1** A reasonable adjustment is a measure or action that will be taken to assist a candidate with a recognised disability to participate in training on the same basis as other candidates. An adjustment is reasonable if it takes into account the candidate's learning needs and balances of all parties affected –the candidate with the disability, SLSNSW employees/volunteers and other candidates undertaking the training.

**4.13.2** SLSNSW is aware that the training programs delivered by the organisation will sometimes need adjustments to ensure equal opportunity for candidates with disabilities. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by learners with a disability, rather than provide learners with a competitive advantage. This can include administrative, physical and procedural modifications.

In case of reasonable adjustment:

- A candidate with a recognised disability may not require adjustments in some circumstances or at all times.
- However, a candidate with a recognised disability may require multiple adjustments and may include multiple activities.
- At all times, the integrity of the training and the assessment requirements or processed must be maintained.
- SLSNSW will be timely in investigating and implementing any adjustments while maintaining confidentiality in regard to the candidate with a recognised disability.

**4.13.3** Factors that will be taken into account when assessing for reasonable adjustment include:

- The nature of the disability presented;
- Information provided or accessed about a candidate's disability about how the disability will affect their ability to participate in training;

- Clarifying the candidate's ability to comply with non-discriminatory requirements of a training program;
- Seeking information from the candidate about their preferred adjustment, as the candidate may have a developed understanding of what may be suitable.

#### **4.14 Costs and Benefits of making Adjustments**

**4.14.1** The effects of reasonable adjustment on SLSNSW Academy (Training and Assessment Division), employees and candidates, direct and indirect costs will be considered by SLSNSW Academy (Training and Assessment Division) including:

- The costs associated with staffing, special resources, and the modification of training materials and curriculum;
- The adverse impact on learning, occupational and social outcomes for the candidates and training staff;
- Benefits that may be achieved to all people and SLSNSW from the candidate with a recognised disability's participation.

#### **4.15 Exceptions**

**4.15.1** The Disability Discrimination Act Standards for Education 2005 do not render it unlawful for RTO's or education providers to not comply with requirement of the standards in the following circumstances:

- Where SLSNSW claims that it would impose unjustifiable hardship;
- The candidate's disability is an infectious disease or other condition and it is reasonably necessary to isolate or discriminate to protect the health and welfare of the candidate, other candidates and employees/volunteers involved in training and assessment.

## **Advertising & Marketing**

### **1.0 Purpose**

**1.1** To ensure a consistent approach to advertising and marketing of Surf Life Saving NSW (SLSNSW) education and training services, ensuring compliance with all relevant advertising and marketing legislation and guidelines.

### **2.0 Scope**

**2.1** This policy applies to all of SLSNSW Academy (Training and Assessment Division) personnel whom have the responsibility of advertising SLSNSW Academy courses.

### **Responsibility and Authority**

**3.1** It is the responsibility of SLSNSW to promote the organisation's courses, educational programs and training and assessment services in a professional and ethical manner, maintaining the integrity and reputation of the organisation.

**3.2** It is the responsibility of SLSNSW to accurately represent recognised training products to prospective participants and will ensure that full details of conditions of any contractual arrangements with SLSNSW are provided.

**3.3** SLSNSW must ensure that all advertising and marketing activities comply with the following:

- National Operational Protocol for the Marketing of Recognised Training
- Registering Body's Advertising Guidelines for Registration of Training Organisations
- SLSNSW/SLSA Brand Guidelines

**3.4** SLSNSW Academy (Training and Assessment Division), affiliated branches and clubs and licensed trainers must not advertise a nationally recognised accredited course, qualification or individual units of competency if it is not registered or licensed to do so.

**3.5** It is the responsibility of all branches and clubs to only use approved SLSNSW templates to advertise SLSNSW Academy (Training and Assessment Division) courses.

## **4.0 Procedure**

### **4.1 Advertising and marketing materials**

**4.1.1** All advertising and marketing must;

- Be clear, accurate and not misleading
- Clearly identify nationally recognised qualifications separate to other courses, including non-accredited courses, SLSA courses, or current community education programs.
- Accurately indicate the VET Qualification of code and/or the units of competency title(s) and code(s) for each course.
- Ensure the Nationally Recognised Training logo is used only with nationally recognised qualifications/courses which Surf Life Saving NSW (SLSNSW) is registered to deliver.
- Refrain from using the words 'Government Accredited' or 'Government Registered' in any advertising.
- Ensure that all advertised course fees are accurate and correct at the time of print.
- Clearly state all pre-requisites of the course.
- Provide clear, accurate and up to date information, ensuring all superseded materials are archived.

**4.1.2** Marketing and advertising materials must not give false, ambiguous or misleading information or advice, especially in relation to:

a) Claims of association between providers

b) The employment outcomes associated with a course

c) Automatic acceptance into another course

d) Methods of training and assessment

e) Support services available

**4.1.3** All advertising of nationally recognised training to non-members must be approved by the SLSNSW Academy Education Manager or appointed delegate prior to publishing.

**4.1.4** Any changes to the SLSNSW website (Training and Assessment Division) must be approved by the SLSNSW Academy Education Manager.

## **4.2 Pricing**

**4.2.1** All advertising and marketing materials which quote prices for training services or equipment must be approved by the SLSNSW Academy Business Manager or the SLSNSW Academy Education Manager prior to distribution.

## **Anti-Discrimination & Anti-Harassment**

### **1.0 Purpose**

**1.1** To ensure compliance with all relevant anti-discrimination and anti-harassment legislation and to maintain a safe and healthy environment for all course participants and Surf Life Saving NSW personnel.

**1.2** SLSNSW does not tolerate discrimination or harassment of any kind, under any circumstance. All persons on site, including visitors, have the right to an environment free from discrimination and harassment.

**1.3** The policy ensures that State and Federal Anti-Discrimination and Anti-Harassment legislation is communicated and adhered to by all SLSNSW personnel and course participants.

**1.4** State and Federal legislation includes but not limited to:

**1.4.1** Anti-Discrimination

**1.4.2** Human Rights and Equal Employment Opportunity (EEO)

**1.4.3** Racial Discrimination

**1.4.4** Sex Discrimination Acts

### **2.0 Scope**

**2.1** This policy applies to all personnel working within the organisation of SLSNSW.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of all SLSNSW staff, volunteers and members to report any form of discrimination and/or harassment through the appropriate channels using SLSNSW Academy SOP **Complaints and Appeals (TA3.3)**.

## **4.0 Procedure**

### **4.1 Discrimination**

Under the State and Federal legislation, unlawful discrimination occurs when an individual, or a group of people, are treated unfavourably or made to feel intimidated because of their race, colour, national or ethnic origin, gender, pregnancy, marital status, age, disability, religion, sexual preference, gender identity, political conviction, membership of a trade union activity or some other characteristic specified under anti-discrimination or human rights legislation.

- Discrimination occurs when someone is treated poorly because of personal characteristics. Discrimination may involve:
  - Offensive jokes or comments
  - Display of pictures or posters which are offensive or derogatory
  - Expressive negative stereotypes or 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.

### **4.2 Harassment**

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.

### **4.3 Sexual Harassment**

Sexual harassment is a particular form of harassment that can take any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations,

crude jokes, requests for sexual favours, leering or the display of offensive material.

Under the NSW Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

Refer to SLSNSW Academy SOP **Complaints and Appeals (TA3.3)**

#### **4.4 Equal Employment Opportunities (EEO)**

SLSNSW is an equal opportunity employer. All appointments are made on individual merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and their enthusiasm to maintain company standards of service.

#### **4.5 Taking Action**

**4.5.1** SLSNSW will not tolerate discrimination or harassment and will investigate any complaint received. Any person who is proven to have discriminated or harassed another SLSNSW participant or individual may face disciplinary measures. Disciplinary action will be taken against a person who victimises a person involved in making a complaint.

**4.5.2** Trainers, Assessors, Facilitators, Licensed Trainers and SLSNSW staff must ensure that all persons on site (including visitors) are treated equitably and are not subject to discrimination or harassment. They must also ensure that people, who make complaints, or witnesses, are not victimised in any way.

**4.5.3** Any person who believes they are being discriminated against or harassed should choose a course of action that they feel most comfortable with given the following options:

#### 4.5.3.1 Course Participants

- Tell the person involved that they are making you uncomfortable and ask them to stop
- Make a complaint/discuss the issue with a Trainer, Assessor or Facilitator or another SLSNSW personnel member
- Consult the SLSNSW Academy (Training and Assessment Division) SOP **Complaints and Appeals (TA3.3)**

#### 4.5.3.2 SLSNSW Personnel

- Confront the person involved that they are making you uncomfortable and ask them to stop.
- Make a complaint/discuss the issue with a supervisor or manager
- Consult the SLSNSW Academy (Training and Assessment Division) SOP **Complaints and Appeals (TA3.3)**

## **Issuing Awards**

### **1.0 Purpose**

**1.1** To ensure the certification of all accredited and non-accredited awards are issued in a timely, professional manner and in accordance with Australian Qualifications Framework requirements (where applicable).

### **2.0 Scope**

**2.1** This policy applies to all SLSNSW Academy (Training and Assessment Division) employees and volunteers operating with SLSNSW Registered Training Organisation (RTO) with the responsibility of issuing and administering awards for accredited and non-accredited awards.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of SLSNSW Assessors to ensure awards are only issued to those personnel that fulfil the requirements of each performance criteria.

**3.2** It is the responsibility of SLSNSW Branch and Clubs to ensure all assessment results are entered into SurfGuard within 7 days of completing assessment.

**3.3** It is the responsibility of SLSNSW Academy (Training and Assessment Division) to ensure that certificates are issued within 30 days of the final assessment results being approved on SurfGuard.

### **4.0 Procedure**

#### **4.1 General**

**4.1.1 Completion** - The SLSNSW Assessor is required to submit assessment results to club administrator after assessment has taken place.

**4.1.2 Processing** - The club administrator must then process awards upon receiving results.

**4.1.3** SLSNSW awards will be allocated once training has been completed. Members can locate this information within their member's award list.

**4.1.4** SLSNSW will issue certificates with the International Lifesaving Society (ILS) logo on the following awards in accordance with the SLSA/ILS agreement;

- Surf Rescue
- Bronze Medallion
- IRB Driver
- RWC Operator

**4.1.5 Mailing-** SLSNSW will issue certificates, medallions and pins once final assessment results have been approved on SurfGuard by SLSNSW Academy (Training and Assessment Division).

**4.1.6** Complete Package of certificates, medallions and pins will be issued directly either to the Branch, (where they will be redistributed to Clubs) or direct to Clubs. The process of delegation for certificates will be identified by Branch.

**Included in this package:**

- Copy of the invoice – stamped 'copy'
- Awards summary – shows the award type and quantity of each award
- Award issue advice – advises the member's name who has achieved each award
- The actual certificates, medallions and pins for the above awards

**4.1.7 Invoicing**– Invoices for awards are generated and emailed directly to each Club after the completion phase. This invoice will generally arrive at the Club before the awards package due to time required to process the awards. *\*Note – the invoice is a summary and*

*will not show the award type and recipients names, however a detailed awards summary is sent with the package for reconciliation.*

**4.1.8 Payment** – All invoices are forwarded to the Club’s Treasurer for payment to SLSNSW.

**4.1.9** All records of candidate’s assessment results will be retained by SLSNSW for 30 years, as per registering body requirements.

## **4.2 Processing Awards**

**4.2.1 Club**– enters ‘New Assessment Request’ and includes:

- All candidates
- Trainers
- Expected date of assessment – date can be changed if required
- Content expert and probationary trainers in ‘Comments’ box
- At least **one** week prior to assessment, confirm details and ‘Submit’ assessment request. Also notify DOE that assessment date has been confirmed.

**4.2.2 Branch**– Director of Education selects ‘Approve’.

**4.2.3 Club**– Following assessment, Club selects ‘Process Results’. This brings up a page to complete the following details:

- Add Assessors. Add any Probationary Assessors to the Comments Box
- Mark each candidate (all items) as C/NYC/DNA/DNC

**4.2.4 Branch**– on receiving completed paperwork, DOE will complete ‘Awaiting Candidate Approval’

**4.2.5 SLSNSW**– completes processing – ‘Allocate Awards’, ‘Complete’ and then ‘Archive’.

### **4.3 Non-Accredited Awards**

**4.3.1** Non-accredited awards are SLSNSW internal awards that are not nationally recognised qualifications; however they may be aligned to units of competency.

**4.3.2** Certification for non-accredited awards will contain the following:

- (a) The name and logo of Surf Life Saving NSW
- (b) The National Australian Lifesaving logo
- (c) Full name of person receiving the award
- (d) Date of issue
- (e) Authorised signatory
- (f) Words to the effect, (Student Name) has fulfilled the requirements of (Course Name)
- (g) SLSNSW contact details (as a minimum, the postal address and telephone number)

### **4.4 Qualifications**

**4.4.1** A Qualification is an accredited, nationally recognised course in which the organisation has been approved by the Registering Body to deliver.

**4.4.2** A Qualification will be issued when all the competencies have been achieved as outlined in the relevant training package.

**4.4.3** All Certification for Qualifications will contain the following:

- (a) The name and logo of Surf Life Saving NSW.

- (b) SLSNSW Provider number ID number (90394), ABN (93 827 748 379) and contact details (as a minimum, the postal address and telephone number).
- (c) This is to certify that 'Full name of person receiving the Qualification'
- (d) Words to the effect, has fulfilled the requirements of (Qualification and Course Code)'.  
(e) The name of the Qualification and the Course Code as it appears on SLSNSW scope for RTO's. (e.g. Certificate II in Public Safety (Aquatic Rescue) PUA21010).
- (f) Date of issue.
- (g) Words to the effect 'This document was issued without alteration on the date shown above'.
- (h) Authorised signatory, Printed Name, Position within the RTO, Organisation.
- (i) The words 'This Qualification certified herein is recognised within the Australian Qualification Framework'.
- (j) A unique testamur document identification number.
- (k) A list of all competencies or modules achieved including the competency title and code as it appears on SLSNSW scope for RTO's (e.g. Operate a semi-automatic defibrillator in an emergency PUAOPE010A).
- (l) The Nationally Recognised Training Logo and the Registering Body logo.
- (m) The units of competency successfully completed will be listed on, or attached to the qualification.

(n) Other requirements as directed by the Registering Body or the Australian Qualification Framework.

#### **4.5 Statement of Attainment**

**4.5.1** A Statement of Attainment is issued to participants who have partially completed a Qualification or individual unit(s) of competency or recognised short course.

**4.5.2** All Statement of Attainment will include the following:

- (a) The name and logo of Surf Life Saving NSW.
- (b) SLSNSW Provider number ID number (90394), ABN (93 827 748 379) and contact details (as a minimum, the postal address and telephone number).
- (c) This is to certify that 'Full name of person receiving the Qualification'.
- (d) Words to the effect, has fulfilled the requirements of the following units of competency in partial completion of (Qualification and Course Code)'.
- (e) The name of the Qualification and the Course Code as it appears on SLSNSW scope for RTO's. (e.g. Certificate II in Public Safety (Aquatic Rescue) PUA21012).
- (f) Date of issue.
- (g) Words to the effect 'This document was issued without alteration on the date shown above'.
- (h) Authorised signatory, Printed Name, Position within the RTO, Organisation.
- (i) The words 'This Statement of Attainment certified herein is recognised within the Australian Qualification Framework'.

(j) The words 'A Statement of Attainment' is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s) courses.

(k) A list of all competencies or modules achieved including the competency title and code as it appears on SLSNSW scope for RTO's (e.g. Operate communications systems and equipment PUAOPE013A).

(l) A unique testamur document identification number.

(m) The Nationally Recognised Training Logo and the Registering Body logo.

(n) Other requirements as directed by the Registering Body or the Australian Qualification Framework.

## **4.6 Lost Awards**

**4.6.1** Should a course participant misplace their award after completing a course, a new certificate may be issued by SLSNSW (Training and Assessment Division) directly to the participant or Club.

**4.6.2** The participant should advise SLSNSW (Training and Assessment Division) directly of their request for lost award and provide their full name, date of birth, the course/competency achieved and the approximate date of their completion (SLSA Form 80).

**4.6.3** The participant may have a record of their award number. This may be obtained from assessment records, annual reports, attendance sheets etc.

**4.6.4** If a participant claims to have completed an award in New South Wales, but did not receive a certificate and certificate number, a new certificate and certificate number may be issued by SLSNSW after the following procedures are completed:

(a) Investigate SLSNSW Record Management System (SurfGuard) for the participant's record. If no success, contact the Branch in which the award was processed or the SLSNSW Academy Education Manager

(Commercial Training) to confirm verified records are available for the participant in question.

(b) If the relevant records cannot be obtained, request that the participant complete a 'SLSA Form 80' to indicate that their claim of having completed the stated award is true. The Statutory Declaration must be signed by a Justice of the Peace and must indicate the state, Club, year and name of the Trainer/Assessor/Facilitator or fellow participants.

(c) Upon investigating records, SLSNSW will issue the participant with a reprinted certificate and must enter details into SurfGuard (Commercial Training) or onto SurfGuard (Member Training) by completing and submitting a Form 80 (Manual Award Data in SurfGuard) from the SLSA website ([www.sls.com.au](http://www.sls.com.au)).

**4.6.5** The award will be printed with the same member/participant number and expiry date as when the original award was obtained.

**4.6.6** The reissuing of a certificate will incur a reprint fee which will be invoiced to the Club/participant as per the SLSNSW Academy price list.

# Complaints and Appeals

## 1.0 Purpose

1.1 To ensure that all complaints are dealt with in a timely, constructive, efficient manner.

1.2 To allow for:

- An informal approach to the course Trainer/Assessor/Facilitator or individual(s) who the grievance is in relation to
- A review conducted by a Trainer/Assessor/Facilitator who has not been involved in the original assessment decision or grievance
- An independent review by an external grievance/appeal consultant or appropriate body

## 2.0 Scope

2.1 This procedure applies to all candidates enrolled in a course seeking to appeal against an academic decision or another grievance regarding procedural matters in relation to all SLSNSW courses.

## 3.0 Responsibility and Authority

3.1 It is the responsibility of the SLSNSW Academy Education Manager to record on the Grievance and Appeals Register and review all grievance and appeals.

3.2 It is the responsibility of SLSNSW to ensure complaints are dealt with efficiently, effectively, transparently and fairly and that any quality issues identified are addressed.

## **4.0 Procedure**

### **4.1 Appeals Procedure**

#### **4.1.1 Member Training**

**4.1.1.1** A participant enrolled in a member training course who is seeking to appeal against an academic decision should undertake the following steps:

(a) In the first instance an informal approach is to be made to the course Trainer/Assessor/Facilitator with any new evidence or clarification of existing evidence.

(b) Assessment will be reviewed having due regard to submissions made by the participant.

(c) Where the participant is still dissatisfied with the decision a request is to be made to their club's Chief Training Officer, in writing, for an Assessor who has not been involved in the original decision, to review the decision.

(d) Where the participant is still dissatisfied with the decision of the reviewing Branch appointed Assessor, a written notice of appeal may be lodged to SLSNSW requesting an independent review by a SLSNSW independent Assessor.

(e) If the participant is dissatisfied with the decision of the reviewing independent Assessor, a written notice of appeal may be lodged to SLSNSW requesting and independent review by an external appeal consultant.

#### **4.1.2 Commercial Training**

**4.1.2.1** A participant enrolled in a commercial training course who is seeking to appeal against an academic decision should undertake the following steps:

(a) In the first instance an informal approach is to be made to the course Trainer with any new evidence or clarification of existing evidence.

(b) Assessment will be reviewed having due regard to submissions made by the participant.

(c) Where the participant is still dissatisfied with the decision a request is to be made to the SLSNSW Academy Business Manager, in writing, for an Assessor who has not been involved in the original decision, to review the decision.

(d) If the participant is dissatisfied with the decision of the reviewing independent Assessor, a written notice of appeal may be lodged to SLSNSW requesting an independent review by an external appeal consultant.

**4.1.3** Appeals will be accepted up to fourteen (14) days from the date of receipt of an assessment result.

**4.1.4** All appeals received will be entered into the Complaints and Appeals Register by all Branch/Clubs and recorded by SLSNSW Education Manager.

**4.1.5** SLSNSW, clubs and branches shall endeavour to act upon all appeals received in writing within fourteen (14) days of receipt.

## **4.2 Complaints Procedure**

### **4.2.1 Member Training**

**4.2.1.1** A participant enrolled in a member training course who has a grievance on any matter other than academic decisions, should undertake the following steps:

(a) In the first instance an informal approach is to be made to the person with whom the participant has the grievance, in order to see if the matter can be resolved in mutually satisfactory way.

(b) If the matter is not resolved to the satisfaction of both parties, a request must be made to their club's Chief Training Officer, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(c) If the matter is not resolved to the satisfaction of both parties, a request must be made to their Branch Education Officer, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(d) If the matter is not resolved to the satisfaction of both parties, a request must be made to SLSNSW, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(e) If the participant is still dissatisfied, a written notice of appeal may be lodged with SLSNSW requesting an independent review by an external grievance consultant, or appropriate body.

## **4.2.2 Commercial Training**

**4.2.2.1** A participant enrolled in a commercial training course who has a grievance on any matter other than academic decisions, should undertake the following steps:

(a) In the first instance an informal approach is to be made to the person with whom the participant has the grievance, in order to see if the matter can be resolved in a mutually satisfactory way.

(b) If the matter is not resolved to the satisfaction of both parties, and is not in relation to the course Trainer, and informal request is to be made to the course Trainer to see if the matter can be resolved in a mutually satisfactory way.

(c) If the matter is not resolved to the satisfaction of both parties, a request must be made to the SLSNSW Academy Business Manager, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(d) If the participant is still dissatisfied, a written notice of appeal may be lodged with SLSNSW requesting and independent review by an external grievance consultant, or appropriate body.

**4.2.3** A grievance, if not resolved informally, must be lodged in writing no later than fourteen (14) days from the date of the incident considered to have caused the grievance.

**4.2.4** All grievances received will be entered into the Complaints and Appeals Register by the SLSNSW Academy Business Manager.

**4.2.5** SLSNSW shall endeavour to act upon all grievances received in writing within fourteen (14) days of receipt.

### **4.3 Complaints /Appeal Consultant**

**4.3.1** Mutual agreement is to be reached between SLSNSW and the relevant participant regarding the external consultant to be engaged for use in the external appeal process.

**4.3.2** Where participants wish to use an external consultant who is not approved by SLSNSW the participant is responsible for the payment of all costs associated with the use of the external consultant in the complaints and appeal process.

### **4.4 Decisions**

**4.4.1** All assessment action will be suspended pending determination of the appeal process.

**4.4.2** All decisions will be immediately communicated to participants in writing and, subject to the provisions of the Administrative Decision (Judicial Review) (Amendment) Act 1991, the decision of an external consultant conducting an appeal or complaints resolution will be final.

## 4.5 Reviews

**4.5.1** The Complaints and Appeals Register shall be reviewed regularly and any changes required to SLSNSW processes and procedures shall be logged through an **Improvement Request (QM300)** in accordance with SLSNSW Academy policy **Continuous Improvement (QM3.1)**.

## **Course Admission & Enrolment**

### **1.0 Purpose**

**1.1** To maintain a system that provides effective and equitable enrolment services.

**1.2** Surf Life Saving NSW (SLSNSW) is committed to ensuring that enrolment practices occur in a fair and professional manner, ensuring non-discriminatory participant selection practices are implemented.

### **2.0 Scope**

**2.1** This policy applies to all SLSNSW Academy (Training and Assessment Division) personnel who are operating under the Registered Training Organisation.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of SLSNSW Academy to ensure adequate information is provided to potential course participants to enable them to understand the course requirements, expectations and outcomes.

**3.2** It is the responsibility of all SLSNSW Academy (Training and Assessment Division) Trainers that enrolment forms are collected prior to the commencement of the course and any LLN needs of the candidates are identified.

### **4.0 Procedure**

#### **4.1 Pre-requisites**

**4.1.1** All applicants for enrolment must satisfy the prerequisite requirements for the accredited or non-accredited course as listed on the SLSNSW website ([www.surflifesaving.com.au](http://www.surflifesaving.com.au)). Those requirements relate to language, literacy and numeracy abilities and qualifications and/or experience as outlined in the relevant Learning and Assessment Strategy. Applicants must be informed of these requirements upon course enquiry.

## **4.2 Enquiries**

**4.2.1** A Course Enquiry Form (AD200) may be completed for all course enquiries received by an affiliated Club/Branch.

**4.2.2** The Chief Training Officer of each Club is responsible for ensuring all course enquiries are followed up, sufficient and accurate information is provided to the person enquiring.

**4.2.3** All enquiries can be directed to the SLSNSW website in order to gain further information regarding the organisation, the course and SLSNSW website and incorporates all the policies, legislation and expectations relevant to participants.

**4.2.4** Information that participants must receive prior to enrolment is contained in the SLSNSW Academy (Training and Assessment Division) SOP Participant Information (AD2.2).

**4.2.5** Prior to the commencement of a course, Trainers/Facilitators are responsible for ensuring assistance is available for participants with special needs. This will enable the participant equal opportunity to commence and complete the training course.

## **4.3 Enrolment into Accredited Courses**

**4.3.1** Once a participant has decided to enrol into an SLSNSW accredited course they are required to complete the Training Enrolment Form (AD201), the form will indicate that candidates have read, understood and agree to comply with all the conditions of enrolment, including compliance with the policies outlined in the Academy Handbook.

**4.3.2** The participant must be sent the Participant Joining Instructions which can be found on the SLSNSW website. This is a confirmation letter informing the participant their booking has been accepted and reminds participants to access and become familiar with the Academy Handbook.

**4.3.3** During the enrolment process, participant personal details will be recorded in the relevant database. All personal details will be kept confidential as outlined in the SLSNSW Academy (Training and Assessment Division) SOP Records Management policy (AD1.1).

**4.3.4** Personal details provided to SLSNSW or affiliated Club/Branch or Licensed Trainers will not be released to any other organisation without the written permission of the individual concerned, unless required to do so by law.

#### **4.4 Commercial Training**

**4.4.1** All enquiries regarding commercial training should be directed to the SLSNSW Academy Business Manager.

#### **4.5 Participant Records**

**4.5.1** Only authorised personnel at SLSNSW (Training and Assessment Division), participants themselves, SurfGuard registered parties and SLSNSW Support Officers can access participant records. Consult the SLSNSW Academy (Training and Assessment Division) SOP Records Management (AD1.1) Standard Operating Procedure for more detail.

#### **4.6 Member Courses**

**4.6.1** A member of an affiliated Club may participate in any course conducted by another NSW Club/Branch providing they (or their Club) communicate this to the training provider in a timely manner and assist with the requesting of assessment through their applicable Branch. A Trainer/Facilitator may deny a member registration should they have reasonable concerns the quality of the course may be affected (i.e. limited numbers, resources, trainers / facilitators).

## **Refunds & Credits**

### **1.0 Purpose**

**1.1** To ensure the provision of fair and equitable policies and procedures in relation to the refund and credit of course fees.

**1.2** Surf Life Saving NSW (SLSNSW) is dedicated to ensuring fair and equitable refund and credit practices are adhered to.

### **2.0 Scope**

**2.1** This policy applies to paying participants only and does not apply to participants who have received complementary training or Club/Branch funded training.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of SLSNSW Academy (Training and Assessment Division) employees to ensure that all refund and credit policies are communicated clearly to all candidates prior to enrolment.

### **4.0 Procedure**

#### **4.1 General**

**4.1.1** In all cases, approvals for refund and credit requests are at the discretion of SLSNSW (Training and Assessment Division) and must be negotiated and assessed on a case-by-case basis.

**4.1.2** Upon enrolment, participants are required to complete the Training Enrolment Form (AD201) which details the policy. By signing the Training Enrolment Form participants indicate that they understand and accept these conditions.

**4.1.3** Should a participant wish to dispute a decision by SLSNSW to refuse to grant a refund or credit the participant may choose to access the Complaints and Appeals policy (TA3.3).

## **4.2 Refunds**

**4.2.1** A full refund of enrolment fees will be made if a course is cancelled by Surf Life Saving NSW (Training and Assessment Division) for any reason.

**4.2.2** An application for refund of course fees under any other circumstance must be made in writing to Surf Life Saving NSW (Training and Assessment Division) within five (5) working days of the course start date.

**4.2.3** Where cancellation is made less than five (5) working days prior to commencement of a course, 50% of the course fees will be charged.

**4.2.4** Refunds will be considered on a pro-rata basis for 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 Surf Life Saving NSW (Training and Assessment Division).

**4.2.5** All requests for refunds will be acted upon within thirty (30) days.

## **4.3 Credit**

**4.3.1** Should participants wish to finalise incomplete units of competency in a future course the original non-refunded fee may be used as a credit towards that course within six months of initial payment. The terms of credit are subject to the provision of adequate client identification.

# **Work, Health & Safety**

## **1.0 Purpose**

**1.1** The purpose of this policy is to communicate Surf Life Saving NSW's (SLSNSW) aim to provide a safe and healthy workplace environment for all SLSNSW staff, volunteers and members.

## **2.0 Scope**

**2.1** This policy applies to all SLSNSW staff, volunteers and members operating within the SLSNSW Academy (Training and Assessment Division).

## **3.0 Responsibility and Authority**

**3.1** Work Health and Safety (WHS) is everyone's responsibility and adherence to relevant WH&S legislation and SLSNSW policy which is a condition of employment within SLSNSW including volunteer service.

**3.2** All SLSNSW are responsible for reporting hazards to ensure the safety of everyone is not at risk.

**3.3** SLSNSW Academy will endeavour to:

**3.3.1** Consult with management and employees on the development, implementation and refinement of all WHS systems and programs;

**3.3.2** Provide and maintain a safe work environment for their employees, contractors and visitors;

**3.3.3** Implement policies and procedures effectively;

**3.3.4** Consult with all employees on all issues that will impact on their health, safety and strive for continuous improvement;

**3.3.5** Investigate and report on all incidents, including near misses;

**3.3.6** Monitor WHS and strive for continuous improvement;

**3.3.7** Incorporate WHS items in staff meeting agendas;

**3.3.8** Provide opportunities for staff, members and volunteers to raise issues;

**3.3.9** Take reasonable, practical steps to reduce WHS risks.

**3.4** SLSNSW Academy members and volunteers are required to:

**3.4.1** Take reasonable care for the health and safety of colleagues and visitors;

**3.4.2** Cooperate with SLSNSW procedures and instructions, in order to ensure a safe workplace including:

- a) Wearing or using prescribed safety equipment;
- b) Carrying out work in a responsible and safe manner;
- c) Following health and safety instructions;
- d) Taking notice of signs;
- e) Adhering to speed limits;
- f) Participating in provided WHS training, consultation and initiatives;
- g) Reporting all hazards and incidents, including near misses through the appropriate reporting channels;
- h) Raise any concerns with your Branch Director of Education, if not resolved then to SLSNSW Academy Education Manager;
- i) Ensure actions and attitude of personnel to not put others at risk;

- j) Use and maintain machinery and equipment properly;
- k) Only use machinery and equipment they are qualified and authorised to use;
- l) Ensure that the training and assessment is free of hazards (within your control)

**3.4.3** SLSNSW Staff, members and volunteers must not intentionally or recklessly interfere with or misuse any resources provided in the interests of health, safety and welfare by not:

- a) Moving or defacing signs;
- b) Tamper with warning alarms;
- c) Remove machine guards;
- d) Behave in a way that result in risks to others or self;
- e) Deliberately create a risk to the health and safety of colleagues, such as with bomb threat or intentional false alarm.

**3.4.4** SLSNSW Staff, members and volunteers are protected from dismissal or demotion should they raise any health and safety issues.

## **4.0 Procedure**

### **4.1 First Aid**

**4.1.1** First aid kits are provided within all Branches and Clubs and supplies may be used as required by all SLSNSW Staff, members and volunteers. Misuse of the supplies provided is considered a breach of the policy and may result in disciplinary action depending upon the severity of the misuse.

**4.1.2** All illnesses and injuries should be reported to the Trainer/Assessor/Facilitator where training and assessment requirements are affected.

**4.1.3** All Branches and Clubs should regularly check their first aid supplies once a month and arrange restocking if necessary.

## **4.2 Workplace Injuries**

**4.2.1** All injuries that occur in the workplace relating to training and assessment must be reported to the Trainer/Assessor/Facilitator and a **Hazard Report (HR201)** must be completed and submitted in as per instructions on the form.

## **4.3 Occupational Stress**

**4.3.1** For the purpose of this policy occupational stress refers to the negative impact (psychological or physiological) on individuals, caused by excessive pressures or critical incidents within the workplace or operational environment.

**4.3.2** Occupational stress can be caused by a number of factors such as anxiety or stress relating to:

- a) Change;
- b) Conflict;
- c) Critical incidents, such as emergencies;
- d) Confusion of roles and responsibilities;
- e) Disciplinary action;
- f) High-risk work/WHS.

**4.3.3** Occupational stress may be evidenced by accident/incident records, trends in workers compensation claims, absenteeism; behavioural changes in individuals (e.g. anger, depression, uncharacteristically careless work).

**4.3.4** Staff, members and volunteers who believe they are, or a colleague is, suffering from occupational stress should discuss the issue with a manager. SLSNSW will take reasonable practical steps to assist under occupational stress.

#### **4.4 Sun Protection**

**4.4.1** SLSNSW personnel shall perform their duties in accordance with SLSA's Sun Safety Policy.

**4.4.2** SLSNSW shall ensure that all personnel and course participants who's workplace or learning environment is outdoors are informed of the risks and provided with appropriate protective measures to prevent damage from the sun's ultraviolet radiation (UVR).

**4.4.3** SLSNSW shall promote the use of protective clothing (such as long sleeved shirts, broad brimmed hats and UV resistant sunglasses), use of shaded areas and regularly applying sunscreen.

#### **4.5 WHS Training**

**4.5.1** All SLSNSW personnel should receive general WHS awareness training. This training is intended to be a general, broad-based training aimed at increasing awareness of WHS issues and the importance of being alert to risks. WHS awareness should be included in all induction programs and complete the online Guidelines for Safer Surf Clubs.

#### **4.6 Risk Management**

**4.6.1** Refer to SOP Risk Management QM3.2action.

# Human Resource

## 1.0 Purpose

**1.1 Surf Life Saving NSW (SLSNSW) Academy** expects its employees and volunteers to maintain a high standard of conduct and work performance to make sure the organisation maintains its good reputation with customers and suppliers. Good personal conduct contributes to a good work environment for all.

## 2.0 Scope

**2.1 Dress Code Policy** - This policy applies to all employees and volunteers operating within SLSNSW Academy.

**2.2 Email Policy** – This policy applies to all SLSNSW Academy employees and volunteers that utilise email accounts as a means of communication for training and assessment purposes.

**2.3 Social Media Policy** - This policy applies to all employees, contractors and volunteers of SLSNSW who contribute to or perform duties such as:

- Maintaining a profile page for SLSNSW Academy on any social or business networking site (including, but not limited to LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter);
- Making comments on such networking sites for and on behalf of SLSNSW Academy;
- Writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of SLSNSW Academy; and/or
- Posting comments for and on behalf of SLSNSW Academy on any public and/or private web-based forums or message boards or other internet sites.

### **3.0 Responsibility and Authority**

**3.1** It is the responsibility of all employees and volunteers to;

- Observe all policies and procedures
- Treat colleagues with courtesy and respect
- Treating customers and clients in a professional manner at all times
- Working safely at all times

**3.2** It is the responsibility of all SLSNSW Academy Endorsed Trainers/Assessors/Facilitators to acknowledge, understand and carry out their duties stated within their position description to the best of their ability.

### **4.0 Procedure**

#### **4.1 Dress Code**

**4.1.1** As a minimum standard, dress should be clean, neat and professional. SLSNSW reserves the right to request and employee to dress to an appropriate standard as a condition of employment or service to SLSNSW Academy.

**4.1.2** Trainers/Assessors/Facilitators are to adhere to the following dress code;

- Trainers to wear Club Shirt whilst conducting training
- Assessors to wear Blue Branch Assessor shirt or Club shirt whilst Assessing
- Facilitators to wear SLSNSW Facilitator shirt provided by SLSNSW

## **4.2 Email**

**4.2.1** Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.

**4.2.2** To protect SLSNSW Academy from the potential effects of the misuse and abuse of email, the following instructions are for all users.

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of SLSNSW Academy in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- Emails must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory involves the harassment of others or concerns personal relationships.
- When using email a person must not pretend to be another person or use another person's computer without permission.

**4.2.3** Failure to comply with these instructions is an offence and will be subject to investigation by SLSNSW. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff and volunteers need to be aware that some forms of internet conduct may lead to criminal prosecution.

## **4.3 Social Media**

**4.3.1** SLSNSW Academy (Training and Assessment Division) expects its employees and volunteers to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

**4.3.2** No employee, contractor or sub-contractor of SLSNSW Academy is to engage in Social Media as a representative or on behalf of SLSNSW Academy unless they first obtain SLSNSW's written approval.

**4.3.3** If any employee, contractor or volunteer of SLSNSW Academy is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of SLSNSW Academy.

**4.3.4** All employees, contractors and volunteers of SLSNSW must ensure they do not communicate any:

- Confidential information relating to SLSNSW or its clients, business partners or suppliers
- Material that violates the privacy or publicity rights of another party; and/or
- Information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of SLSNSW without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

**4.3.5** Confidential Information includes any information in any form relating to SLSNSW and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to SLSNSW Academy (Training and Assessment Division).

#### **4.4 Private/Personal use of Social Media**

**4.4.1** SLSNSW Academy acknowledges its employees, contractors and volunteers have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by SLSNSW. However, inappropriate behaviour on such sites has the potential to cause damage to SLSNSW, as well as its employees, clients, business partners and/or suppliers.

**4.4.2** For this reason, all employees, contractors and volunteers of SLSNSW must agree to not publish any material, in any form, which identifies themselves as being associated with SLSNSW or its clients, business partners or suppliers.

**4.4.3** All employees, contractors and volunteers of SLSNSW must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to SLSNSW or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of SLSNSW, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to SLSNSW, or its clients, business partners or suppliers.

**4.4.4** All employees, contractors and volunteers of SLSNSW must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

**4.4.5** Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the SLSNSW workplace or Training/Assessment/Facilitation environment and/or permanently or temporarily denying access to all or part of SLSNSW's computer network.

## **Records Management**

### **1.0 Purpose**

**1.1** To ensure that systems are in place for recording details of course participants, training and assessment programs including participant details, enrolments, attendance, evidence of assessment, competencies achieved and records of assessment.

### **2.0 Scope**

**2.1** This policy applies to all Surf Life Saving NSW (SLSNSW) Academy (Training and Assessment Division) affiliated branches, clubs and Licensed Trainers.

### **3.0 Responsibility and Authority**

**3.1** SLSNSW is obligated under the Privacy and Personal Information Protection Act of 1998 to protect the collection, storage, use and disclosure of participant personal information.

**3.2** It is the responsibility of all SLSNSW affiliated branch, clubs and Licensed Trainers to ensure that all records are maintained through a combination of manual recording and data input through SLSNSW's database (SurfGuard) in accordance with SLSNSW Academy (Training and Assessment Division) Standard Operating Procedures (SOPs) in line with the Privacy and Personal Information Protection Act of 1998.

**3.3** It is the responsibility of all SLSNSW Academy (Training and Assessment Division) personnel to maintain participant confidentiality and will not disclose. Personal information will not be disclosed to a third party unless written permission has been obtained from the participant as required to do so by law.

**3.4** SLSNSW Academy (Training and Assessment Division) and affiliated branches and clubs are responsible for updating the details on SurfGuard.

## **4.0 Procedure**

### **4.1 Record Maintenance**

**4.1.1** Only authorised SLSNSW personnel, affiliated branches, clubs and auditors will have access to participant records held both in hard and soft copy. All authorised SLSNSW personnel are required to ensure information is kept confidential and is only accessed in the execution of their duties.

**4.1.2** Participant records shall only be retained by the organisation, for the organisation, unless otherwise required to do so by law.

**4.1.3** Personnel of SLSNSW, affiliated branches and clubs must not disclose personal information, protected material or any other information with respect to SLSNSW, its association and affiliated Clubs and Branches outside of the realm of their duties without the consent of the organisation.

### **4.2 Intellectual Property**

**4.2.1** Any document produced by, or for, SLSNSW Academy remains the property of SLSNSW.

**4.2.2** Affiliated Club and Branch personnel must not retain any SLSNSW Academy intellectual property upon the expiration or termination of their position or membership.

**4.2.3** SLSNSW personnel at all times during the currency and after the expiration or termination of their position or membership maintain the confidentiality of SLSNSW, and all Surf Life Saving associated divisions, clients and members.

**4.2.4** Member and client information is the property of SLSNSW and any misuse or theft will be regarded as a breach of this policy and will result in disciplinary action as outlined in the SLSNSW Academy (Training and Assessment Division) SOP Operations Breach (HR1.5).

### **4.3 Participant Records**

**4.3.1** Participants may access their own training and assessment records by submitting a written request to the SLSNSW Academy Education Manager. Within fourteen (14) days of receipt of the request, and after verification that the records are for the individual submitting the written request, records will be made available to the participant.

### **4.4 Change of Personal Details**

**4.4.1** Participants are required to inform SLSNSW (Training and Assessment Division) or affiliated Club/Branch of any change of personal details preferably by completing and submitting the Change of Details in SurfGuard form **(AD100)**.

**4.4.2** Commercial clients are requested to submit any change of personal details through written request to SLSNSW Academy Education Manager.

**4.4.3** Changes to personal records, including corrections to electronic records in SurfGuard, must be requested by the individual that the information relates to and accompanied with sufficient evidence e.g. birth certificate for change of DOB.

### **4.5 SurfGuard**

**4.5.1** SLSNSW members and employees are not permitted to add or amend their own training record, including the allocation of SLSA awards, VET qualifications, units of competency and proficiency or endorsement information. Any member or employee found to have breached this policy may be subject to disciplinary action.

**4.5.2** Members and employees must not provide to another individual, or compromise the security of their SurfGuard login details and passwords at any time. In relation to employees the Standard Operating Procedures (Human Resources) Internet and Email policy should be consulted.

## **4.6 Assessment Records**

**4.6.1** Records of Assessment for individual competencies are to be updated after the completion of assessment to ensure information is available to participants and authorised clients on request.

**4.6.2** Assessment results will be retained for 30 years as per Standards of NVR Registration (SNR).

**4.6.3** Hard copy of individual assessment records are retained by the SLSNSW, until the period for appeal against assessment has lapsed or for a minimum of two years after the completion of the relevant course, whichever is longer. Participant's results must only be released to the individual course participant, authorised client or for legal or educational purposes where necessary.

## **4.7 Attendance Records**

**4.7.1** The Multi-Day Attendance Record (AD101) or Single Day Attendance Record (AD102) must be used to record attendance. Records should be completed using the participant's signature or initials as well as their name and Club (if applicable).

**4.7.2** Attendance Records for all Club based courses are to be stored as per branch procedures.

**4.7.3** Attendance Records for all Branch based courses are to be maintained by the Branch.

**4.7.4** Attendance Records of courses conducted by Licensed Trainers / SLSNSW are to be maintained by SLSNSW.

## **4.8 Document Archive**

**4.8.1** All SLSNSW (Training and Assessment Division) hardcopy documentation that is archived, such as assessment papers or attendance records, must be stored in a secure location, accessible only to authorised staff. All archived documents must be recorded on the Archive Register located on the server. The register includes a

description of the record, the archive box number and the location in which it can be found.

**4.8.2** SLSNSW branches and clubs must retain training and assessment documentation for a period of two years.

**4.8.3** Only records approved for disposal must be destroyed in accordance with **SLSNSW Academy (Training and Assessment Division) Destruction SOPs (AD1.2)**.

## **Participant Code of Conduct**

### **1.0 Purpose**

1.1 To ensure participants are provided with clear and sufficient information regarding their responsibilities whilst undertaking a Surf Life Saving NSW (SLSNSW) training program.

### **2.0 Scope**

2.1 This procedure applies to all candidates involved in SLSNSW Training and Assessment.

### **3.0 Responsibility and Authority**

3.1 It is the responsibility of SLSNSW to provide information **prior** to course enrolment regarding the manner of conduct that is expected of participants. This information is communicated via the SLSNSW website ([www.surflifesaving.com.au](http://www.surflifesaving.com.au)).

3.2 It is the responsibility of all participants to complete a **Training Enrolment Form (AD201)**. By signing this form, the participant has read, understands and agrees to comply with the Standard Operating Procedures (Training and Assessment Division) as outlined in the Academy Handbook and Participant Code of Conduct.

### **4.0 Procedure**

#### **4.1 Participant Behaviour**

4.1.1 SLSNSW expects participants to conduct themselves in a professional manner befitting of the organisation.

4.1.2 SLSNSW is committed to providing a supportive training environment conducive of learning and expects participants to

respect this principle by refraining from disrupting training and assessment sessions in anyway.

**4.1.3** It is expected that participants attend all training sessions punctually and sign the attendance sheets provided.

**4.1.4** Participants shall not take part in any activity, illegal or otherwise, that brings the organisation into disrepute whilst on SLSNSW premises or designated training and assessment areas.

**4.1.5** SLSNSW requires participants to behave in a professional and respectful manner at all times. This includes respecting the learning styles and varying abilities of other participants.

**4.1.6** SLSNSW does not tolerate any form of discrimination or harassment and has implemented the Anti-Discrimination and Sexual Harassment policy (HR2.1). Participants must comply with this policy and ensure they refrain from any behaviour that may discriminate or harass other participants or SLSNSW personnel.

## **4.2 Workplace Health and Safety**

**4.2.1** Participants have an obligation to comply with Workplace Health and Safety regulations and must ensure they act in a manner that does not endanger the health and safety of themselves or others as outlined in the Work Health and Safety policy (HR2.2).

**4.2.2** Participants must comply with the safety directives provided by SLSNSW personnel and must not interfere with any item or process provided in the interest of health and safety at SLSNSW.

**4.2.3** Participants must respect the training and assessment environment and comply with good housekeeping principles.

### **4.3 Property**

**4.3.1** Participants are expected to respect the property of SLSNSW and other course participants and treat all property with due care.

**4.3.2** Removal of any SLSNSW property from designated areas without prior permission is forbidden and may be viewed as theft, resulting in possible disciplinary action.

### **4.4 Change of Personal Details**

**4.4.1** Participants are required to advise SLSNSW if any of their personal details change after enrolment. Members should complete the Change of Details in **SurfGuard Form (AD100)** available from the SLSNSW website.

**4.4.2** Commercial clients are requested to submit a written request to SLSNSW Academy Administration Officer.

### **4.5 Copyright**

**4.5.1** All textual material printed and issued by SLSNSW is covered by copyright. Written permission from SLSNSW is required prior to photocopying materials for reasons other than individual educational purposes.

### **4.6 Plagiarism**

**4.6.1** Plagiarism is defined as using the words or ideas of others and presenting them as your own. This is an activity that SLSNSW strictly forbids.

**4.6.2** Plagiarism can take many forms from deliberate cheating to accidentally copying from a source without acknowledgement. Material can be integrated from another source into a participant's

assessment by summarising and paraphrasing. This offers an alternative to using a direct quote.

**4.6.3** When undertaking assessment, participants must acknowledge the source of all ideas and words that are not their own.

**4.6.4** If a participant is in any doubt whether something constitutes plagiarism, their Trainer, Assessor or Facilitator should be consulted.

#### **4.7 Drug, Alcohol and Other Prohibited Items.**

**4.7.1** The organisation prohibits the possession or consumption of alcohol and illegal drugs and the possession of forbidden or dangerous articles whilst on SLSNSW premises or whilst undergoing training or assessment.

**4.7.2** For the purposes of health, safety and the environment, SLSNSW restricts smoking to designated areas only.

#### **4.8 Misconduct**

**4.8.1** Misconduct of a member or client in a training context is any behaviour which:

- Disrupts the learning of others
- Brings the organisation into disrepute
- Prevents trainers and assessors from performing their duties
- Endangers the health and safety of the participant, SLSNSW personnel or clients
- Interferes with the conduct of SLSNSW Training and Assessment Operations
- Breaches the requirements defined in this policy

**4.8.2** Examples of misconduct may include:

- Defacing training equipment or venues
- Stealing whilst on course
- Refusing to meet a safety instruction from a course trainer
- Cheating on an assessment
- Plagiarising another person's work
- Verbally or physically abusing SLSNSW personnel or client
- Carrying a weapon
- Drinking alcohol or taking illegal drugs during course break times

#### **4.9 Disciplinary Action**

**4.9.1** Any participant suspected of, or proven to be in breach of any of the requirements of this policy shall face disciplinary action.

**4.9.2** The type of disciplinary action appropriate for the breach shall be determined by SLSNSW management depending on the severity of the activity engaged in. This may include immediate suspension or termination of studies without refund or credit of course fees.

**4.9.3** Serious misconduct or illegal activities carried out by any participant will be referred to the Police.

**4.9.4** Misconduct of members will be managed in line with SLSNSW Disciplinary Procedures.

#### **4.10 Complaints and Appeals**

**4.10.1** Should a participant believe that the severity of a disciplinary action taken by SLSNSW is unjustified or inappropriate they may choose to access the **Complaints and Appeals policy (TA3.3)**.

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