

# CIRCULAR



<b>Title: Education Update</b>
<b>Document ID: 043.04.2024</b>
<b>Department: Lifesaving and Education</b>
<b>Audience: Club CTO, Club Admin, Branch Admins</b>
<b>Summary: Education Update</b>
<b>Date: 15/04/2024</b>

## Help Desk.

The help desk was introduced in September 2023. During this time, it has taken hundreds of calls and answered thousands of emails. Over the past few months, this has decreased to 3-5 calls or emails per day, but a significantly lower volume of requests are coming through on the weekend.

The help desk will be available on **Sundays only** so that we can still offer support to North Queensland, which will be starting its season.

## Enrolling Members/Moving Members

Please don't manually enrol students (or MOVE students between courses) as this affects automated process tasks and will not check pre-requisites for the course.

If you or a member has any issues with the enrolment, don't hesitate to contact the help desk – in the vast majority of cases, attempts to fix enrolments at the Club/Branch level just adds to the time spent by Helpdesk to **actually** resolve the issue.

Hot tip of the week – If an enrolment is sitting at TENTATIVE, you can simply cancel the tentative enrolment in the session and guide the participant to the correct enrolment on the SLSQ Hub/Course List.

Once an enrolment has been verified/accepted, however, you will need to involve the helpdesk to move or cancel enrolments.

## TAE:

The following dates have been set for the TAESS00029 the Enterprise Trainer Skill Set. Please see below. More information on how to enrol will be set direct to Club CTO in the coming week as well as information on the Assessors Course.

Region	Date
North Queensland	8/9th June
Wide Bay	15/16th June
North Barrier	11/12 May
Sunshine Coast	27/28 July
Gold Coast	29/30 June

### Surf Life Saving Queensland

18 Manning Street  
 South Brisbane QLD 4101  
 PO Box 3747  
 South Brisbane QLD 4101

t. +61 7 3846 8000  
 f. +61 7 3846 8008  
 w. lifesaving.com.au  
 ABN 27 360 485 381



# CIRCULAR



## **Hub Updates:**

Currently, a button on the member's area states Course before 9 September. This button will be removed on 7<sup>th</sup> of May.

## **Award Processing**

If you have a member unable to enrol in a course due a Prerequisite issue caused by a completed award not showing on the Hub, contact the Helpdesk, and we can update the Hub manually.

## **ECT training courses.**

ECT Training for the following course is open to all Active Financial Club members to encourage comprehensive engagement and pathways for members:

- HLTAID009 Provide cardiopulmonary resuscitation.
- HLTAID011 Provide First Aid.
- HLTAID015 Provide advanced resuscitation and oxygen therapy.

Members will need to be:

1. Registered for the current season.
2. If 18+ hold Bluecard CRYMS, CSA
3. First Aid/CPR 14+ and if renewing less than six months expiry on First Aid
4. ART– 15 + and hold HLTAID 011

## **Marine Stinger:**

Please don't forget to advise candidates completing this course that they do not have to complete the learning and can move to the assessment directly. While we recommend that new candidates will gain valuable knowledge, we do acknowledge that other have extensive experience.

## **Direct Supervision – clarifications**

### **Trainer**

Any trainer who does not hold the TAE40110\*/TAE40116/TAE40122 Certificate IV in Training and Assessment prior to the commencement of delivery must be supervised by a person who does. The DIRECT SUPERVISION ARRANGEMENT must be completed only if the trainer does not hold the TAE40110\*/TAE40116. (\*TAEASS502&TAELLN411)

Please note: When trainers mark assessments, this not only delays the processing but also completes a task that is outside the approval levels and places the candidates at risk.

#### **Surf Life Saving Queensland**



# CIRCULAR



## **Assessors**

A person who is a recognized assessor within SLSQ can mark an assessment for the award for which they qualify. Trainers working under supervision for a course must not determine assessment outcomes even if they hold the assessor's skill set. (Cannot train and assess on the same course)

## **Facilitator:**

A person who holds a complete Certificate IV can train and assess the same course, which is endorsed by the Branch or SLSQ.

## **Paperwork**

The club used to be required to deliver course paperwork to the Branch (within 7 days of the Assessment Date). This has not changed, and it should be completed in aXcelerate within 7 days of course completion.

## **Surfguard Details**

Please ensure that all details are updated on Surfguard – Marine Licenses especially are a recent sticking point and failure to completely and accurately update Surfguard/member details has caused delays and issues with processing certain courses. Names in Surfguard should always reflect Legal names.

## **International Student:**

Members on student or study visas are unable to complete or gain accredited awards (inc. Bronze Medallion/Certificate II, SRC, Radio, RWC) as SLSQ is unable to issue any qualifications or statements of attainment to these members since they are not on the exemption list. A

## **Watch this space:**

- Education Survey to be released soon.
- New look TOM will be ready for 2024/2025- yes, it is time, and we thank you for your patience.
- aXcelerate onboarding/refresher courses in the works.
- Working group to be formed - Tractor and 4WD resources to be updated.
- SLSA IRB Power craft manual and course update for both Drivers and Crew



**SURF LIFE SAVING  
QUEENSLAND**

# CIRCULAR



## Contact Details:

SLSQ HELP DESK

[rto@lifesaving.com.au](mailto:rto@lifesaving.com.au)

(07) 3846 8146 - Available Mon-Fri 9:00am – 6:00pm and Sun 8:30 - Midday

Credit Transfers

[education@lifesaving.com.au](mailto:education@lifesaving.com.au)

Kind Regards

Tonya Pade

Member Training Manager

[tpade@lifesaving.com.au](mailto:tpade@lifesaving.com.au)

## Surf Life Saving Queensland

18 Manning Street

South Brisbane QLD 4101

PO Box 3747

South Brisbane QLD 4101

t. +61 7 3846 8000

f. +61 7 3846 8008

w. [lifesaving.com.au](http://lifesaving.com.au)

ABN 27 360 485 381