



‘everyone can be
a lifesaver!’

Learner Guide

Vocational Education & Training
VET Guide January 2011 v1



www.royalnsw.com.au

The Royal Life Saving Society Australia New South Wales Branch

Aim

To prevent loss of life, and to promote safe participation in water-related pursuits.

Mission Statement

To prevent loss of life and injury in the community, with emphasis on aquatic environments.

Objectives

The RLSSA pursues its aims through:

- provision of educational programs for water safety, swimming, survival, lifeguarding and resuscitation
- promotion of public understanding of its important water safety and lifesaving messages through publicity, educational resources, competition and other events.

The RLSSA is in the business of lifesaving and is a national volunteer based organisation that continually strives to prevent aquatic related injury and death through its training programs, public education, research, consulting and international liaisons.

Professional Profile

Lifesavers are everywhere in the community. They can be teachers, students, mums, dads, fireman, plumbers or accountants. They patrol the houses, streets, workplaces and parks of the communities in which they live. They don't always wear a uniform but they can and do save lives.

Royal Life Saving is dedicated to turning everyday people into everyday community lifesavers.

We achieve this through:

- Education
- Training
- Health promotion
- Risk management
- Advocacy
- Sport and participation
- Research

We've been doing this for over 100 years.

Our programs are well researched.

They are available to all.

Everyone Can Be a Lifesaver.

Training and Skills

Since 1894 Royal Life Saving has been training Australians to be lifesavers. While the principles have not changed, we are now training people to use these lifesaving skills in a wide range of workplaces and communities.

Our key training programs include;

- Lifesaving and Lifeguarding
- Resuscitation (CPR) and Emergency Care
- First Aid
- AUSTSWIM
- Pool Operations
- Community Recreation

These programs are delivered by a professional group of employees and volunteers. They provide customer focused programs that foster training and skills that save lives and prevent accidents. Training is the cornerstone of our vision for a safe community.

Every year we train over 500,000 lifesavers. This includes pool lifeguards, pool managers, aquatic instructors, swim teachers and first aiders in workplaces across Australia, many of them young and just starting a career.

Standards and Guidelines underpinning RLSNSW programs

Royal Life Saving abides by quality training and assessment standards and is a Registered Training Organisation in NSW (NTIS No. 90666). Our training philosophy lends itself to the provision of valid, reliable and consistent instruction and assessment.

Royal Life Saving programs, products and services are underpinned by research and a commitment to continual improvement. They are constantly evaluated, improved and benchmarked against world's best practice.

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1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of training services delivered by Royal Life Saving NSW as a Registered Training Organisation (RTO).

For the purpose of this Code of Practice:

A “participant” refers to any person participating in training delivered by the Royal Life Saving NSW.

A “client” is an organisation who enters into an agreement with the Royal Life Saving NSW for the delivery and assessment of training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Royal Life Saving has policies and management practices which maintain high professional standards in the delivery of training and assessment services which safeguard the interests and welfare of its participants and clients.
- 2.2 Royal Life Saving maintains a learning environment that is conducive to the success of all participants.
- 2.3 Royal Life Saving has the capacity to deliver and assess selected Units of Competency within its “scope of delivery” profile, provide adequate facilities and use methods and materials appropriate to the learning and assessment needs of the participants. Royal Life Saving monitors and assesses the performance and progress of its participants. Further information on Royal Life Saving NSW scope can be found at www.ntis.gov.au
- 2.4 Royal Life Saving ensures that trainers are not only suitably qualified but are also sensitive to the learning needs of all participants. It provides professional development for its trainers in the form of ongoing professional development activities provided by the organisation.
- 2.5 Royal Life Saving ensures that assessments are conducted in a valid, reliable, flexible and fair manner which meets the requirements of the particular training package or nationally accredited course.
- 2.6 Royal Life Saving will allow participants two attempts to demonstrate competence against a unit of competency or learning outcome. Further attempts to demonstrate competence will be at the discretion of Royal Life Saving and may incur additional fees.

3. INDUCTION

All participants and clients will receive an induction into each vocation program. Trainers will provide an overview of assessment procedures and provide information pertinent to the facility or venue i.e. OH&S, evacuation procedures and first aid facilities.

4. ISSUANCE OF QUALIFICATIONS

Royal Life Saving will issue a Certificate/Statement of Attainment to participants who meet the specified learning outcomes of the accredited training programs or Performance Criteria of Units of Competency within the relevant training package or nationally accredited course.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

Royal Life Saving will market and advertise its training services in an ethical manner through both National and State industry networks established through its training delivery profile. At all times Royal Life Saving will provide accurate and clear marketing of its training products and services to clients and participants.

6. FINANCIAL STANDARDS

Royal Life Saving ensures that the financial relationship between the client/participant and the Society is properly recorded at its Head Office. All training and assessment monies collected in advance of course commencement are housed in a trust account thus protecting candidate fees.

7. PROVISION OF INFORMATION

Royal Life Saving supplies accurate, relevant and up-to-date information to prospective participants and clients through pre-course and enrolment materials and other relevant information provided in this Code of Practice.

8. SUPPORT SERVICES

Royal Life Saving will provide adequate and appropriate support services in terms of learning materials and personal counselling/mentoring for clients and participants. Royal Life Saving allows course participants who require language or literacy assistance to engage a friend or family member to attend the scheduled course for free. This individual is however not enrolled into the course and is thus not privy to a certificate or statement of attainment at completion of the program.

9. ATTENDANCE

To satisfactorily meet the requirements of each scheduled program candidates are required to attend a minimum of 90% of scheduled program hours.

10. COMMUNITY COURSES – WITHDRAWALS AND REFUNDS

Any enrolments cancelled prior to 2 working days of course commencement will incur a fee of 10% of course cost. It is regrettable that no refund can be made if written advice is not received prior to this timeframe. In the event of a course being cancelled due to insufficient enrolments, you will be offered a full refund or you may elect to transfer to another course. No refund will be offered to an enrolment cancelled within 2 working days of the course commencement. Any course not attended will forfeit all payments made.

11. COMMUNITY COURSES – TRANSFERRING AND/OR RE-SCHEDULING

Royal Life Saving will transfer or re-schedule your application at no cost if written notification is received five (5) working days prior to course commencement. Transfer or re-schedule requests received after this time will incur a \$15.00 transfer fee payable to Royal Life Saving before transfer can be made.

12. GROUP BOOKING CANCELLATIONS

Royal Life Saving requires a minimum of 3 working days notice if you wish to cancel a group booking. Cancellations received after this time will incur a cancellation fee of 50% of the total course cost.

13. TRAINERS / ASSESSORS

All Trainers and Assessors are required to obtain and maintain relevant standards as prescribed by the AQTF and endorsed training packages.

14. GRIEVANCE MECHANISM

Royal Life Saving has developed a Grievance Policy to ensure that participants and clients have access to a fair and equitable process for dealing with grievances. Please contact your nearest Royal Life Saving Office for a copy of the current Grievance policy.

15. APPEALS PROCESS

Royal Life Saving has developed an Appeals Policy to ensure that participants and clients have access to a fair and equitable process for dealing with complaints regarding final assessment outcomes. Please contact your nearest Royal Life Saving Office for a copy of the current Appeals policy.

16. SMOKING & ALCOHOL

Smoking and the consumption of alcohol or illegal drugs are prohibited at all scheduled Royal Life Saving programs and services.

17. LEGISLATIVE REQUIREMENTS

Royal Life Saving policies, guidelines and procedures meet all relevant state and commonwealth legislative requirements including:

- OH&S
- Privacy
- Child Protection
- Discrimination
- Vocational Education and Training.

18. RECORD KEEPING

Royal Life Saving keeps complete and accurate records of the attendance and progress of participants and makes these records available to clients and participants upon request. These records will not be made available to any third party except when agreed to by the candidate or client. Please contact your nearest Royal Life Saving Office for a copy of the current Privacy policy.

19. QUALITY CONTROL

Royal Life Saving seeks feedback from participants and clients of their satisfaction with services provided and seek to improve its services in accordance with their expectations. Participant feedback forms will be provided to all course attendees. If you wish to provide direct feedback please contact your nearest Royal Life Saving office.

20. SKILLS RECOGNITION

Royal Life Saving provides clients and participants with a skills recognition service. Skills Recognition provides people with recognition of the competencies that they have already acquired, through other areas of work life. Through these processes people may not be required to undertake training in areas where they are already competent. Individuals interested must contact the Society to discuss the option of skills recognition. Skills recognition incurs a set fee. A fee schedule is available by contacting your nearest Royal Life Saving Office.

21. ACCESS AND EQUITY

Royal Life Saving has a Building Diversity Policy that ensures that people from all groups, such as aboriginal people, people with a disability, people from culturally and linguistically diverse backgrounds, people from rural and remote areas, mature aged people, and women, have equal opportunity to successfully gain vocational education and training skills and knowledge that equips them for a reasonable working life. Please contact your nearest Royal Life Saving office for a copy of the current Building Diversity Policy.

22. MUTUAL RECOGNITION

Royal Life Saving will recognise the Australian Qualification Framework (AQF) and Statements of Attainment issued by any other RTO. To claim Mutual Recognition a student must provide a copy of the AQF qualification and/or Statement of Attainment to Royal Life Saving. The AQF qualifications and/or Statement of Attainment must comply with the Australian Quality Training Framework (AQTF) design protocol.

23. PROFESSIONAL STANDARDS

The Professional Standards Guideline outlines Royal Life Saving's commitment to its staff, contractors, participants and clients. RLSNSW will:

1. structure flexible and innovative learning experiences for participants and clients
2. construct intellectually challenging learning experiences (through participant questioning and sharing of ideas and knowledge)
3. construct relevant learning experiences that connect with the world (building off participants prior knowledge, life experiences and interests)
4. construct inclusive and participatory learning experiences (whilst catering for individual learning needs)
5. integrate information and communication technologies to enhance participant learning
6. assess and report on participant learning (by collecting multiple sources of valid evidence to make judgements)
7. create safe and supportive learning environments (based on mutual respect and trust)
8. build relationships with the wider community (maintaining relationships with industry, community, business and support agencies)
9. contribute to professional teams (working with industry leaders, training professionals and industry bodies)
10. commit to professional practice (by meeting ethical and professional standards and sound governance).

These Professional Standards will be monitored and developed through active discussion with key individuals and organisations.

24. MISCONDUCT

All forms of cheating, plagiarism, collusion or interference with other participant's or trainers work, and/or performance will be reported to the Training and Education Manager who will:

- (a) Impose a penalty with respect to the assessment of the course, or
- (b) will disallow the participant from continuing in that course, or
- (c) if considered an act of grave misconduct, refer the case to the CEO to deal with. The CEO may cancel the enrolment of any participant.

25. CHILD PROTECTION

RLSNSW is firmly committed to a co-ordinated and comprehensive approach to promote the protection of children. In accordance with the NSW Government principles for child protection and intervention, the Royal Life Saving NSW Branch aims to promote a safe environment for all children and to recognise and notify suspected child abuse and neglect.

**For further information please contact
Royal Life Saving on 02 9634 3700.**

TRAINING AND EDUCATION

Some of the new training solutions produced for Royal Life Saving Society NSW:



CPR IN A BOX™

- Personal Manikin and DVD
- CPR Certificate
- Only 30 minute assessment



FIRST AID IN A BOX™

- Online Theory
- No Workbooks to complete
- Personal Manikin and DVD
- ONLY a 2 hour Assessment Session



Looking for life saving products?

First Aid Kits, Pocket Masks, Key Ring Face Shields,
Pool Posters, Defibrillators and much more...
Visit our online store <http://rlssa.cart.net.au>

NSW BRANCH CONTACTS

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Hunter 4929 5600 Northern 6651 6266

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Western 6369 0679

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ROYAL LIFE SAVING SOCIETY - AUSTRALIA

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