



# SLSA eLearning User Guide

## V12

August 2022



# Contents

<b>SLSA eLearning Platform</b>	<b>4</b>
Blended learning	4
<b>Accessing SLSA eLearning</b>	<b>5</b>
Equipment and software required	5
How to log in	5
How to log out	6
Levels of access	6
How to obtain your login details	8
<b>Information for Course Members</b>	<b>9</b>
How to enrol in a course	9
How to access assigned courses	10
How to complete online assessments	11
How to enrol into an event	12
Online Recognition of Prior Learning (RPL)	14
<b>Information for Trainers</b>	<b>15</b>
Assigning training	15
Assigning training to individual Members	15
Creating groups of Members to assign training	17
Assigning training to a group of Members	18
View Member progress and certificates	19
Email individual Members	20
Reporting on Member training status	21
How to obtain a Training Event Summary Report	23
How to obtain a Event Enrolment Report	24
How to obtain a Assessment Notes Report	25
How to obtain a User Log Report	25
How to create a Training Group	26
<b>Frequently Asked Questions</b>	<b>27</b>
Frequently Asked Questions by Members	27
Accessing course content	27
Online course duration	27
Online course results	28
Blended learning	28
Online Surf Sports Courses	29
Providing feedback to SLSA	29
Frequently Asked Questions by Trainers and Facilitators	30
Admin access	30
Assigning courses	30
<b>Help Centre</b>	<b>31</b>

SLS – Skills Maintenance	32
<b>SLS State/Territory Centre and Academy Online Learning</b>	<b>32</b>



# SLSA eLearning Platform

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Surf Life Saving Australia (SLSA) has a number of online courses available to support members in completing their SLSA education awards in a more flexible manner.

The courses are designed to provide interactive learning opportunities at a time and pace to suit you, as well as allow for more hands-on practical experience during face-to-face training sessions. As an active member of a Surf Life Saving club, you can access online courses at any time to reinforce the theory components of your training. These courses can also be completed multiple times should you choose to do so.

## Blended learning

SLSA courses integrate online learning with traditional face-to-face class activities. The online courses available typically cover the theory components. You must (in most cases) also participate in practical training activities and assessments organised by your club or state/territory centre to achieve competency in a SLSA award.

It is recommended that you view and download the appropriate education/training resources available in the SLSA Members Area Library that complement the online training. For example, learner guides and assessment portfolios that outline the practical and assessment activities for that course. There are also SLSA online courses that have complementary training manuals such as the *SLSA Surf Sports Manual* and the *SLSA Powercraft Training Manual*.

If you are taking a blended learning version of an SLSA course, trainers will discuss with you what online learning you will do in preparation for face-to-face sessions, and what you can expect to be asked about when arriving at these sessions to ensure that the maximum amount of course face-to-face time can be focused on fun and practical activities.

For more information on the practical and assessment requirements for courses, you can contact the Chief Training Officer (CTO) at your local surf club ([https://sls.com.au/club\\_directory/](https://sls.com.au/club_directory/)).

The benefits of blending online learning with face-to-face training include:

- Increased hands on practical training – online learning allows you to learn the theory components away from your club in your own time. Consequently, this allows your face-to-face training time to focus more on the practical skill components and the course topics in the online course that you require further assistance with to increase your understanding.
- Increased flexibility of learning – eLearning allows you to learn at your own pace and at times that suit you best. You can skip through content areas that you are already knowledgeable in as well as use the course menu to visit or review topics you wish to increase your understanding of. You do not have to wait for your club to schedule a course before you can begin your online learning.
- Reduced printing – you will be able to access most course resources anytime in electronic formats, which reduces the need to print out paperwork. Going paperless can save you the cost of printing as well as help you reduce your carbon footprint. Your online course certificates are also available in an electronic format to present to your trainers and assessors (for example, you can display your certificate on your mobile phone if you do not have access to a printer).



# Accessing SLSA eLearning

## Equipment and software required

To participate in SLSA eLearning courses you will need:

- internet connection
- speakers or headphones
- your own unique username and password for SLSA Members Area (<https://members.sls.com.au>)
- your own unique email address to receive your certificates, receipts and any notifications from trainers.

Some activities and resources launch into a pop-up window. You should disable the pop-up blocker in your web browser before you begin. A useful guide to disabling the pop-up blockers for your web browser can be found at <http://www.wikihow.com/Disable-Popup-Blockers>

## How to log in

**ALWAYS** log in to the SLSA eLearning portal via the SLSA Members Area using your own account details to ensure your online learning is linked to your SurfGuard records, avoid technical issues, and receive a certificate in your name.

An eLearning account will automatically be created for active members when they log in to the eLearning platform for the first time via the SLSA Members Area.

Follow the steps below to log in to the SLSA eLearning portal.

1. Go to the SLSA Members Area (<https://members.sls.com.au>).
2. Log in to the SLSA Members Area using your own unique username and password.
3. Click on the '**eLearning**' menu at the top of the page.
4. Click on the 'Login to eLearning' button.

### Note

You need to be an active member in the Surf Life Saving National Membership Database (SurfGuard) for the previous, current or next season in order to create an account in the SLSA eLearning portal.

If you are logging in for the first time, you will also need to tick the appropriate box and 'Submit' button to accept the *Terms and Conditions and Privacy Policy*. This will allow you to proceed to the etrainu LMS which hosts the SLSA eLearning Platform.

If you are a member of more than one state, check if your selected state/territory is correct.

If you use a family member's username and password, you will not receive the online completion certificate in your name.



SURF LIFE SAVING AUSTRALIA  
**MEMBERS AREA**

LOG IN

Don't have a Members Area account yet?  
[Click here](#) to create one

[Forgotten username or password?](#)

[Click here](#) to resend your confirmation code



SURF LIFE SAVING AUSTRALIA  
**MEMBERS AREA**

[Home](#) [Memberships](#) [Patrols](#) [eLearning](#)

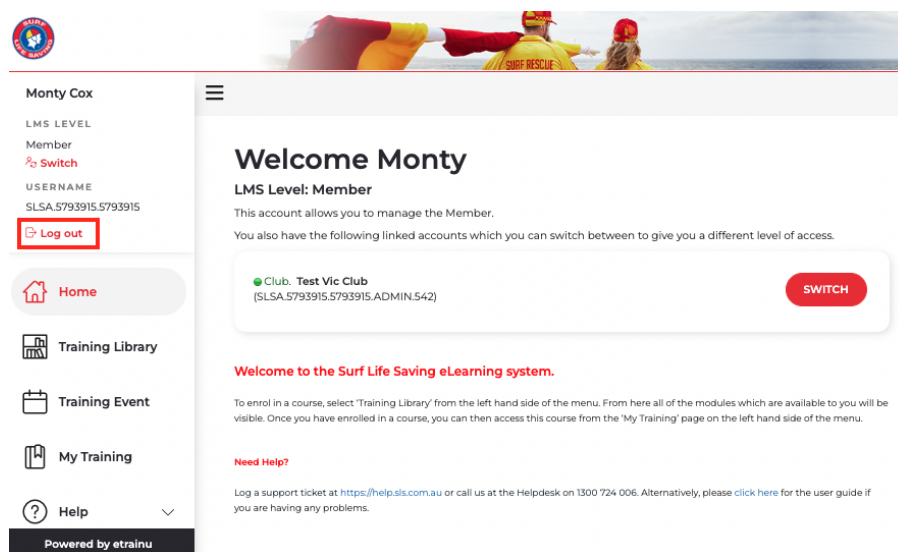
### UPCOMING PATROLS

You have no upcoming patrols

## How to log out

Follow the steps below to log out of the SLSA eLearning portal.

1. Go to the left-hand side of your screen and under your **Username** Click on '**Logout**' in red.



## Levels of access

There are two (2) levels of access to the SLSA eLearning portal.

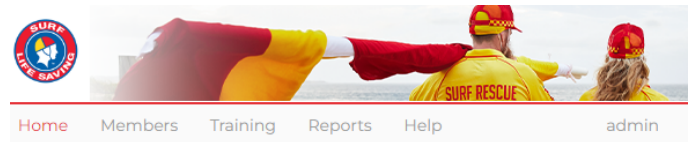
### 1. Member

This level is for all active members to access the online training library and their training records.

Menu	Function
Username	Logout or switch between your linked eLearning accounts.
Home	View and switch between your linked eLearning accounts as well as find other useful information.
Training Library	Organises SLSA online courses available into different categories – Lifesaving, Sport, Skills Maintenance.
Training Event	The SLSA Event Enrolment calendar where members can enrol into their Practical Assessments.
My Training	The location of online courses that you have enrolled in or have been assigned. Start and resume your online learning from this menu.
Help	Access the SLSA IT Helpdesk Online Help Library and contact the SLSA IT Helpdesk.

## 2. Admin

This level is for CTOs and trainers to assign courses to Members, communicate with Members, and report on Member progress.



Menu	Function
Home	View and switch between your linked eLearning accounts as well as find other useful information.
Members	View Member progress and certificates as well as organise Members into groups (at a club level).
Training	Assign training to individual Members and groups of Members.
Reports	Run reports on Member training status.
Help	Access the SLSA IT Helpdesk Online Help Library and contact the SLSA IT Helpdesk.
Username	Logout or switch between your linked eLearning accounts.



## How to obtain your login details

Your username and password are those used to access the SLSA Members Area.

Follow the steps below if you have forgotten your username or password.

1. Go to the SLSA Members Area sign in page (<https://members.sls.com.au>).
2. Click on the **'Forgotten username or password?'** link below the **'LOG IN'** button.
3. Select how you want to receive your login details (email or SMS).
4. Enter your first name.
5. Enter your date of birth. (dd/mm/yyyy or use the date picker)
6. Click on the **'Send'** button.
7. Follow the prompts in the email or SMS that you receive.

### Note

If you do not receive an email or SMS, please log a support ticket at the SLSA IT Helpdesk, <https://help.sls.com.au>



## SURF LIFE SAVING AUSTRALIA MEMBERS AREA

LOG IN

Don't have a Members Area account yet?  
[Click here](#) to create one

[Forgotten username or password?](#)

## Forgotten your username and/or password?

We can send you a reminder of your username, and if required, also reset your password. How would you like this sent?

☐ Email ☒ SMS to my mobile phone

Please enter your details below. Remember that the details you enter must match the information we have on record. If you did not enter your mobile phone number when you created your account, you will not be able to use the SMS option.

Mobile Phone: \*

First Name: \*

Please only enter your **first** name. Surname is not required.

Date of Birth: \*



☒ Untick this box if you only want us to send your username.

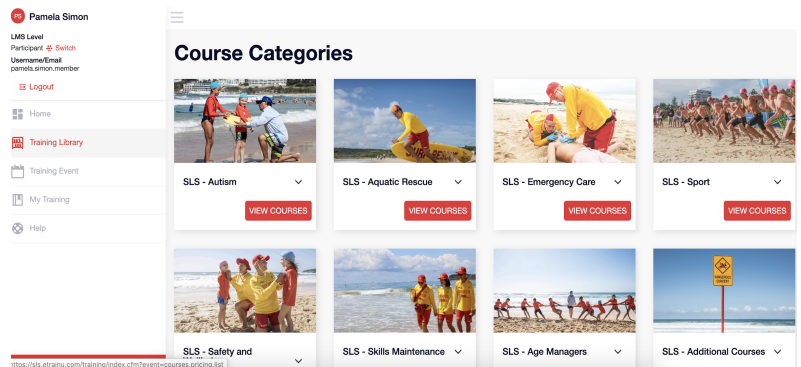
Send

# Information for Course Members

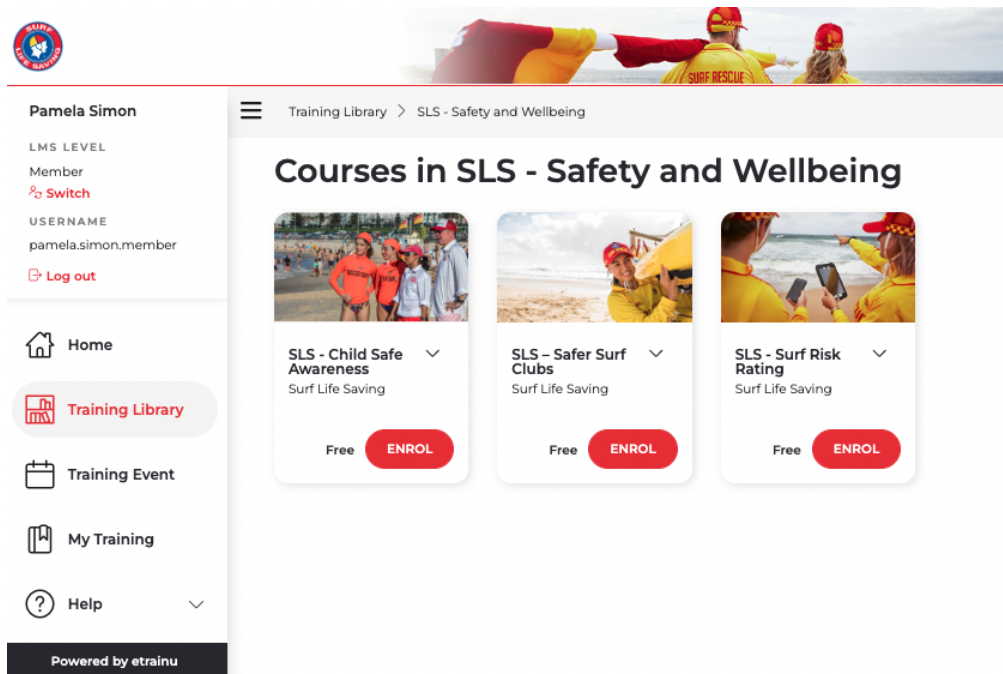
## How to enrol in a course

After logging into the SLSA eLearning portal via the SLSA Members Area (with your own personal login details), members with Member level access can enrol in a course by following the eight (8) steps outlined below.

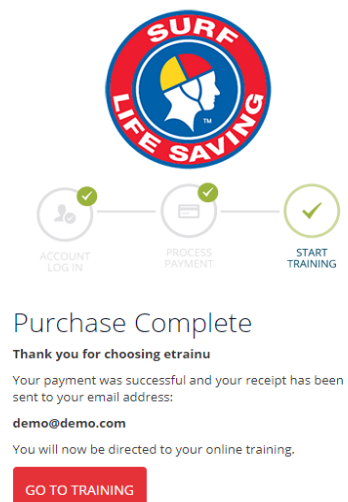
1. Click on **'Training Library'** located in the grey menu bar on the left-hand side.
2. Click on the **Course Category** that contains the course you wish to enrol in.
3. Find the course that you wish to enrol in.
4. Then click on the **'Enrol'** or **'Purchase'** button.



Only courses that require payment by credit card upon enrolment will display the **'Purchase'** button.



5. If you are a trainer or assessor who has been provided with a single-use promotional code, enter the promotional code then click the **'Apply'** button.
6. Enter your credit card details for payment **if required**.
7. Click on the **'Process Payment'** button. If payment is required an invoice will be sent to you via email.
8. Then click on the **'Go to Training'** button.



#### Note

When logging in via the SLSA Members Area, it is important you select the state/territory that you are a member in for training purposes so that you have access to any state/territory specific online training.

Sports course trainers and assessors can contact the SLSA Sport Development Coordinator during regular business hours with any single-use promotion code enquiries (Ph: 02 9215 8000).

#### How to access assigned courses

Follow the steps below to access your assigned courses within the SLSA eLearning portal.

1. Click on **'My Training'** located in the grey menu bar on the left-hand side.
2. Select the course you wish to complete by clicking on the **'Start'** button on the right-hand side of the screen.

#### Course Bundles

If the course type is a course bundle, click the **'View'** button then click on the **'Start'** button to the right-hand side of the screen, e.g., SRC – Module 6 – First aid, Advanced Resuscitation Techniques – Part 1.

3. Follow the prompts contained within the course.

#### Returning to courses

You can **'review'** your completed courses at any time as well as **'resume'** courses that you are still progressing through. This is good practice for refreshing your knowledge before patrol season starts.



## How to complete online assessments

Some courses require you to complete assessments to receive your certification. Some are built within the course and some are assessment based only.

1. To access these ensure you access the course via **'My Training'** (as advised above) and follow the steps to start the course.
2. Click on **'Take Assessment'**. This will then prompt another window to open up on your screen.

### SRC - BM Transition Assessment



You can begin your training by clicking on each Stage name/s below. Each stage is made up of slides. Each slide has content related to the topic & some may have an assessment.  
You **MUST** submit each assessment as they appear in each stage. You will not be able to undertake an assessment within a stage until you have submitted ALL assessment items in the previous stage/s.

**We suggest that you take your time to read and understand the content in all stages as assessments (if required) are based on this information.**

If you need assistance please contact our helpdesk on [helpdesk@etrainu.com](mailto:helpdesk@etrainu.com) or via the Help button on the top right hand side of this page.

Current Stages		
Part 4—Providing cardiopulmonary resuscitation	OPEN	<a href="#">TAKE ASSESSMENT</a>
Part 5.1—Providing emergency care	OPEN	<a href="#">TAKE ASSESSMENT</a>
Part 5.2—First aid responses	OPEN	<a href="#">TAKE ASSESSMENT</a>

3. You need to ensure you complete all questions. You can click on **"Save Progress"** at any time to ensure your answers are saved.
4. When you have completed your assessment click on **'Submit'**. If you answered any of the questions incorrectly it will be advised on screen and you will then need to answer those questions you answered incorrectly.



### Note:

[SAVE PROGRESS](#)

## Part 4—Providing cardiopulmonary resuscitation

### Questions

**4.1**

**When you first approach the scene of an accident, you should:**

- ☐ Do nothing, they'll be fine
- ☐ Check if the victim is conscious, breathing and has circulation
- ☐ Ensure the scene is safe for yourself, the victim and bystanders
- ☐ Wait until the ambulance arrives before doing anything

**4.2**

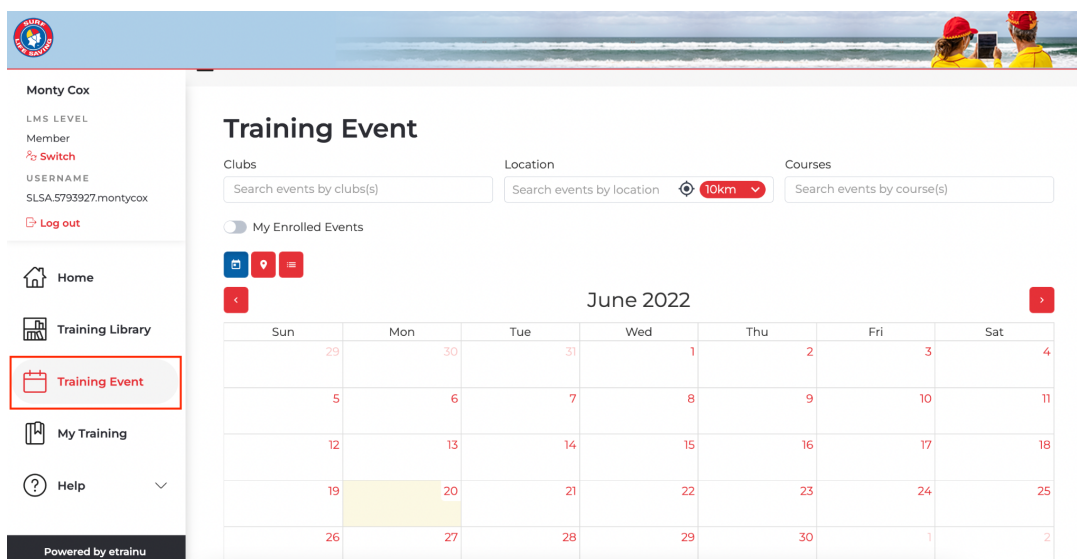
**When is implied consent applicable in a first aid situation?**

- ☐ When the first aider is trained in CPR
- ☐ When the victim refuses first aid assistance
- ☐ When a victim is unconscious or unable to give consent
- ☐ When the victim is under 18 years of age

[CANCEL](#) [SUBMIT](#)

## How to enrol into an event

Members are able to enrol into events via the eLearning Portal by clicking on the 'Training Event' menu option on the left as per the image below.



Members can view all events that have been created and they can search for events based on the organising club, the event location and/or the courses covered in the events. The club search bar is automatically populated with the club the logged in user is associated with.

Members can hover over the different events and a popup will be displayed to show more information about the event.

## Training Event

Clubs Location Courses

Search events by club(s) Search events by location 10km Search events by course(s)

My Enrolled Events

August 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1			4	5	6
	8a Skills Maintenance-Test NSW Club-BM-01Aug2022				2p Skills Maintenance-Bri	
7	8			11	12	13
					7a Skills Maintenance Not	
14	15	16	17	18	19	20
See all events						See all events
21	22	23	24	25	26	27
					7a Skills Maintenance-Ma	
28	29	30	31	1	2	3
8:30a Skills Maintenance-						

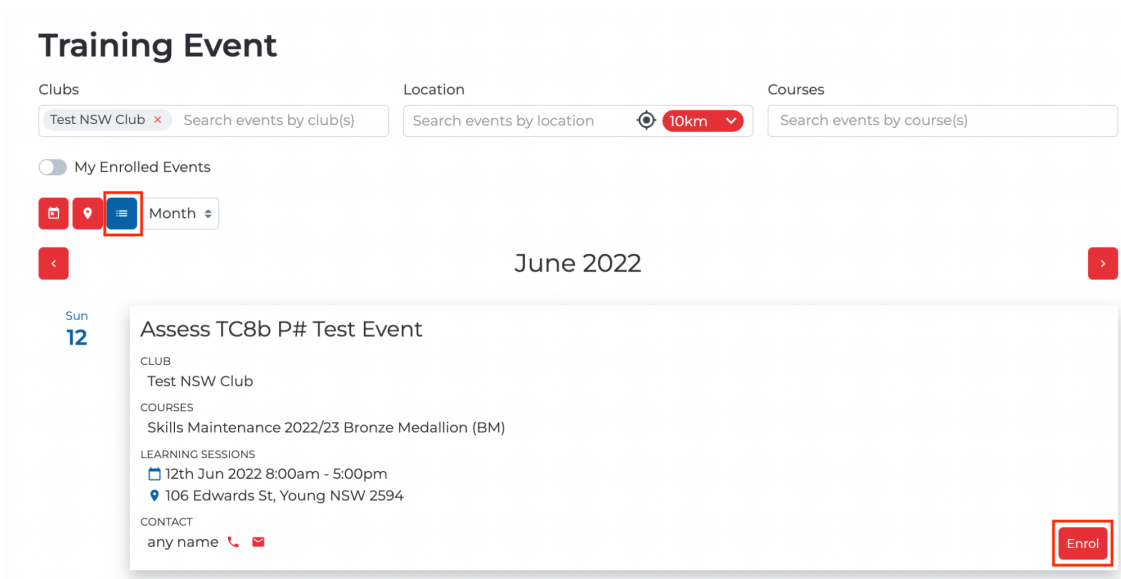
**Skills Maintenance-Test NSW Club-BM-01Aug2022**

**Club**  
Test NSW Club

**Location**  
Bondi Beach

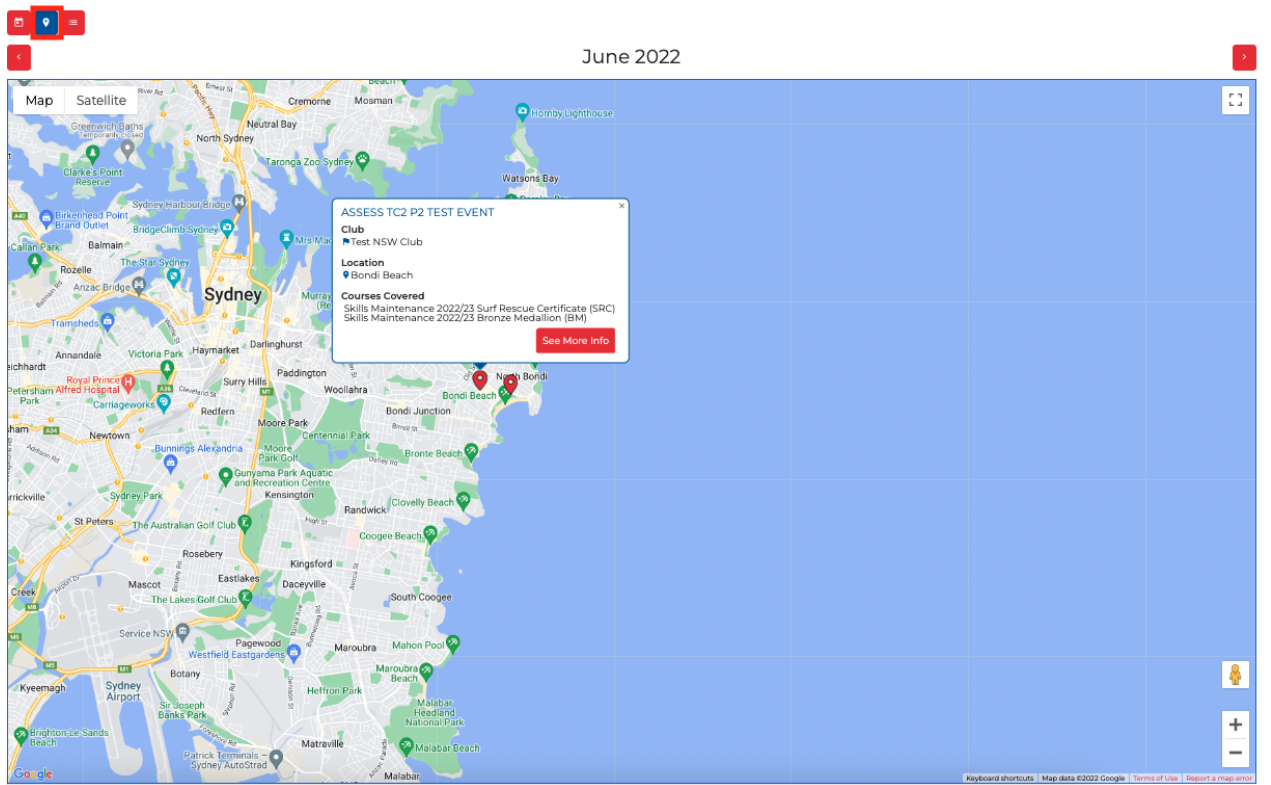
**Courses Covered**  
Skills Maintenance 2022/23 Bronze Medallion (BM)

Members can also view events in a list view by pressing the list view button as shown in the image below.



Once a member has found an event they would like to enrol into, press the ‘Enrol’ button at the bottom of the event when within the list view as shown in the image above.

Members can also view events in a map view by pressing the list view button as shown in the image below.





Members will see the following popup requesting them to select the courses they wish to be assessed for at the event. Members should press the **'Enrol'** button to confirm their enrolment. This will also advise if the member is eligible to enrol into the event. If a member tried to enrol for an event in the past the system will not allow them to.

**Enrol for ASSESS TC13 P# TEST EVENT**

Select the courses you wish to complete

Course	Eligible
<input type="checkbox"/> Skills Maintenance 2022/23 Bronze Medallion (BM)	✓
<input type="checkbox"/> Skills Maintenance 2022/23 Surf Rescue Certificate (SRC)	✗
<input type="checkbox"/> Skills Maintenance 2022/23 IRB Crew (IRBC)	✗
<input type="checkbox"/> Skills Maintenance 2022/23 ART (015)	✗
<input type="checkbox"/> Skills Maintenance 2022/23 Silver Medallion IRB Driver (SMIR...)	✗

Prerequisite errors ▼

Cancel Enrol

Once enrolled, the Training Event page will highlight events the user is enrolled in blue within the calendar and list views. The following image also shows the **'My Enrolled Events'** button that can be used to enable users to show the events they are enrolled into.

**Training Event**

Clubs: Search events by club(s)

Location: Search events by location 10km

Courses: Search events by course(s)

**My Enrolled Events**

August 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	31	1	2	3	4	5
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Members are also able to unenrol from an event within the Training Event page. To do this, they should select the event they wish to unenrol from, and then click the **'Unenrol'** button as per the image below.

**Training Event**

Clubs: Search events by club(s)

Location: Search events by location 10km

Courses: Search events by course(s)

**My Enrolled Events**

Day

1st August 2022

**Skills Maintenance-Test NSW Club-BM-01Aug2022**

EVENT DESCRIPTION  
This event is for the 2022/23 Bronze Medallion

CLUB  
Test NSW Club

COURSES  
Skills Maintenance 2022/23 Bronze Medallion (BM)

LEARNING SESSIONS  
1st Aug 2022 8:00am - 5:00pm  
Bondi Beach, Bondi Beach NSW 2026

CONTACT  
etrainu admin

**Unenrol**

## Online Recognition of Prior Learning (RPL)

Some SLSA courses require the completion of their course prerequisites online before further online training can begin. If you have already completed an online course prerequisite offline, your club's CTO can submit a support ticket to the SLSA IT Helpdesk <https://help.sls.com.au> for you to receive online recognition of your prior face-to-face learning.

# Information for Trainers

Trainers with admin access can allocate training, view Member progress and email Members within their training groups.

The club member who is assigned to the Education officer synonym in SurfGuard is automatically assigned admin access when they log in via the SLSA Members Area.

Other trainers and facilitators can have admin access manually assigned to them following a written request from their CTO to the SLSA IT Helpdesk, log a support ticket at <https://help.sls.com.au>

Surf lifesaving clubs are responsible for updating their officer details in SurfGuard and CTOs are responsible for both monitoring and managing the admin access of their club's education team.

## Education synonym

Education is the default officer synonym used by SLSA to refer to the education officer position in SurfGuard. Officer synonyms can be changed at a club level and are determined by each club. They are often also referred to at a club level as the Head of Education, Director of Education, Education Manager or CTO

## Assigning training

A 'Training Key' gives a Member access to a particular course.

Training keys can be assigned to Members in two (2) ways:

1. Individual training allocation (to an individual course Member).
2. Bulk training allocation (to a group of course Members).

## Note

If you assign courses to Members that already have access to one or more of the course modules within it, they will not be assigned that module a second time, but the full purchase price will still be charged.

Some courses require credit card payment when assigning them to Members, e.g., Development Coach. Invoices will be sent to the email address allocated to the admin account which is also used to receive course Member notifications. SLSA recommends that member Members enrol themselves in courses that require payment by credit card.

## Assigning training to individual Members

After logging into the SLSA eLearning portal via the SLSA Members Area, trainers with admin access can allocate a course to an individual member by following the steps outlined below.

1. Click the **'Switch'** button on the home page to select your admin level account. Your admin level account will have the word 'admin' in the username.

### Welcome Monty

LMS Level: Member

This account allows you to manage the Member.

You also have the following linked accounts which you can switch between to give you a different level of access.

● Club: Test Vic Club  
(SLSA:5793915:5793915:ADMIN:542)

SWITCH

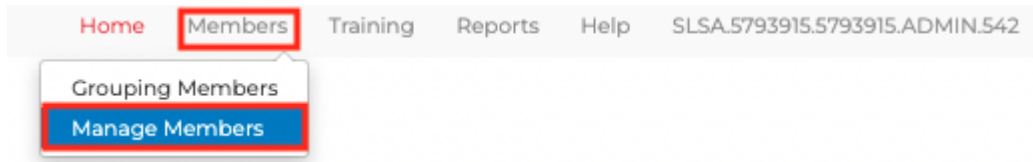
Welcome to the Surf Life Saving eLearning system.

To enrol in a course, select 'Training Library' from the left hand side of the menu. From here all of the modules which are available to you will be visible. Once you have enrolled in a course, you can then access this course from the 'My Training' page on the left hand side of the menu.

Need Help?

Log a support ticket at <https://help.sls.com.au> or call us at the Helpdesk on 1300 724 006. Alternatively, please [click here](#) for the user guide if you are having any problems.

- Click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
- Click on **'Manage Members'**.



- Enter the member's name or email address into the **'Criteria'** search space provided.
- Select the search criteria **'Name'** or **'Email'** from the dropdown box provided.  
**Note:** The Member username within the eLearning portal is **not** the same as the members username in the SLSA Members Area.  
The Member User ID within the eLearning portal is **not** the same as the members ID# in SurfGuard.
- Then click on **'Search'**.

## Manage Users

**Search Options**

User Type  
☐ - Admins  
☒ - Members

Criteria  
 Pamela Simon in Name

Club  
 Select Club...

Include Archived Users  
☐

**SEARCH**

Name  
 Name  
 Email Address  
 Username  
 UserID (Advanced)

- Click on the **'Training Key'** icon next to the Member's name you wish to assign the course to.

SLSA.4535846.4535846 (Pamela Simon) - psimon@slsa.asn.au			
DateCreated:	27/07/2018	DOB:	04/09/2000
LastLogin:	01/08/2022	12 Month Login Count:	209
Total Courses:	164	Completed Courses:	35
Most Recent Course:	01/08/2022		
Surf Life Saving NSW Academy > Surf Life Saving NSW > Surf Life Saving Australia			

- Click on the **course category** that contains the course you wish to allocate.
- Find the course that you wish to assign to the Member.
- Then click on the **'Enrol'** button to allocate the course to the individual Member's eLearning account. Only courses that require payment by credit card upon assignment will display the **'Purchase'** button. You will also be advised if the individual Member has met the course prerequisites.
- If you are an assessor who has been provided with a single-use promotional code, enter the promotional code then click the **'Apply'** button. Contact the SLSA Sport Development Coordinator during regular business hours with any promotion code enquiries (Ph: 02 9215 8000).
- If required, enter credit card details for payment. For example, your surf club's credit card details.
- Click on the **'Process Payment'** button.
- Choose to 'Assign more training' to the same Member or go **'Back'** the Manage Members menu.

An invoice will be sent via email to the email address associated with your Member level eLearning account. This email address is also the one that you use to receive course Member notifications. This is one reason why SLSA recommends that Members enrol themselves in paid courses.

**Pay for your course**

ITEM	Cost
SLS - Core Official	\$54.55
GST	\$5.45
	\$60.00

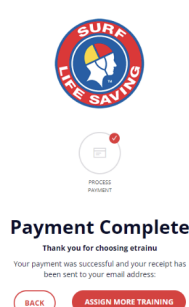
Promotional Code  **APPLY**

Credit Card Number  CARD TYPE ▼

Name

Expiry Date  CCY NUMBER

**PROCESS PAYMENT**

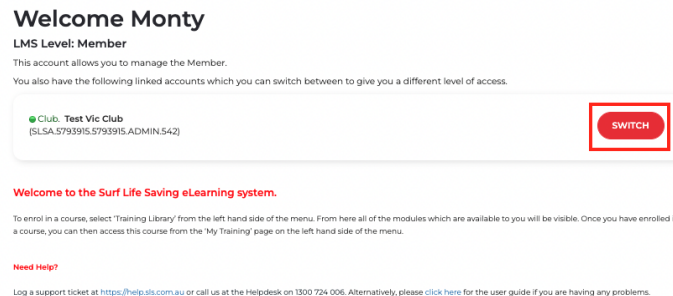




## Creating groups of Members to assign training

After logging into the SLSA eLearning portal via the SLSA Members Area, CTO's and trainers with admin access can create groups of Members to simplify the allocation of online training to multiple Members. This can be done by following the six (6) steps outlined below.

1. Click on the **'Switch'** button on the home page to select your admin level account. Your admin level account will have the word 'admin' in the username.



**Welcome Monty**

LMS Level: Member

This account allows you to manage the Member.

You also have the following linked accounts which you can switch between to give you a different level of access.

Club: Test Vic Club  
(SLSA.5793915.5793915.ADMIN.542)

**SWITCH**

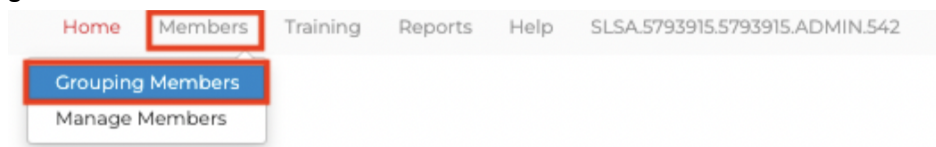
Welcome to the Surf Life Saving eLearning system.

To enrol in a course, select 'Training Library' from the left hand side of the menu. From here all of the modules which are available to you will be visible. Once you have enrolled in a course, you can then access this course from the 'My Training' page on the left hand side of the menu.

**Need Help?**

Log a support ticket at <https://help.sls.com.au> or call us at the Helpdesk on 1300 724 006. Alternatively, please [click here](#) for the user guide if you are having any problems.

2. Click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
3. Click on **'Grouping Members'**.

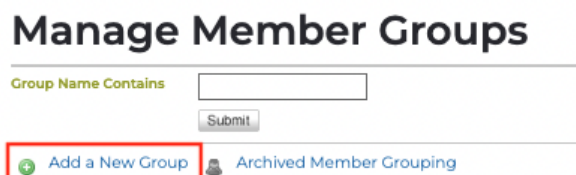


Home **Members** Training Reports Help SLSA.5793915.5793915.ADMIN.542

Grouping Members

Manage Members

4. Click on **'Add a New Group'**.



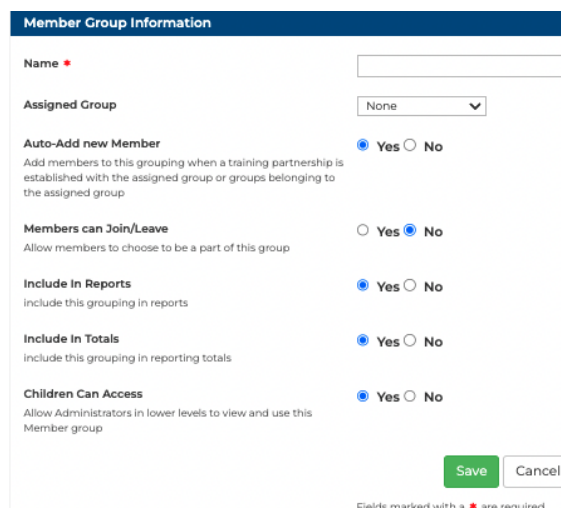
**Manage Member Groups**

Group Name Contains

Submit

**+ Add a New Group** Archived Member Grouping

5. Enter the name of the group you want to create and click **'Save'**.



**Member Group Information**

Name \*

Assigned Group

Auto-Add new Member ☒ Yes ☐ No  
Add members to this grouping when a training partnership is established with the assigned group or groups belonging to the assigned group

Members can Join/Leave ☐ Yes ☒ No  
Allow members to choose to be a part of this group

Include in Reports ☒ Yes ☐ No  
Include this grouping in reports

Include in Totals ☒ Yes ☐ No  
Include this grouping in reporting totals

Children Can Access ☒ Yes ☐ No  
Allow Administrators in lower levels to view and use this Member group

**Save** **Cancel**

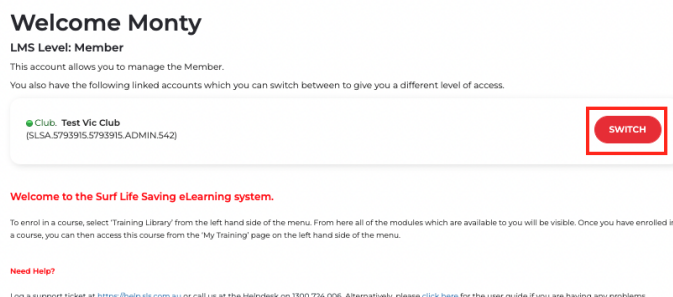
Fields marked with a \* are required.

## Assigning training to a group of Members

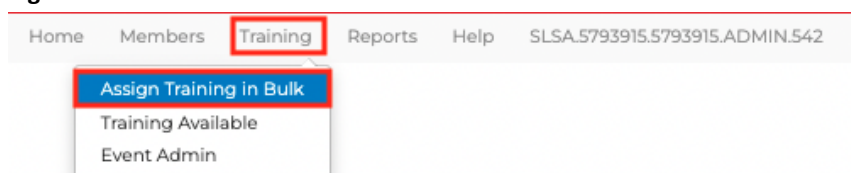
After logging into the SLSA eLearning portal via the SLSA Members Area, CTO's and trainers with admin access can allocate training in bulk to a group of Members that they have already created (e.g., Bronze squad) by following steps outlined below.

**Note:** Only free courses can be assigned in bulk.

1. Click on the **'Switch'** button on the home page to select your admin level account. Your admin level account will have the word 'admin' in the username.

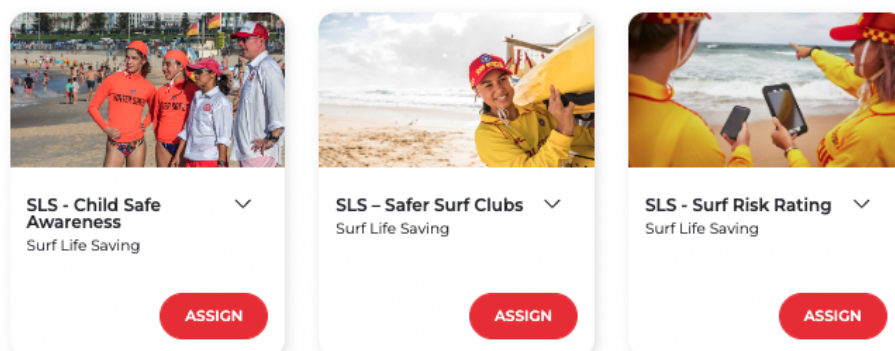


2. Click on **'Training'** located in the grey menu bar. A drop-down menu will then appear.
3. Click on **'Assign Training in Bulk'**.



4. Click on the **Course Category** that contains the course you wish to allocate.
5. Find the course that you wish to assign to the Member.
6. Then click on the **'Assign'** button to allocate the course to the individual Member's eLearning account.
7. Select the names of club members to assign the course to and tick the box if you wish to send them a notification email at the same time (recommended).
8. Click **'Assign'**.

## Courses in SLS - Safety and Wellbeing



Only courses that require payment by credit card upon assignment will display the **'Purchase'** button. You will also be advised if the individual Member has met the course prerequisites.

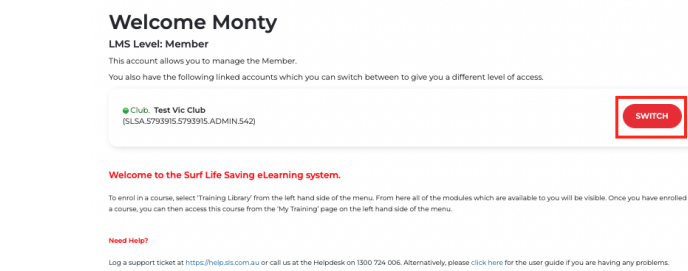
**Note:** If member/s do not meet the prerequisites the course will fail to assign.

9. If you are an assessor who has been provided with a single-use promotional code, enter the promotional code then click the **'Apply'** button. Contact the SLSA Sport Development Coordinator during regular business hours with any promotion code enquiries (Ph: 02 9215 8000).
10. If required, enter credit card details for payment. For example, your surf club's credit card details.
11. Click on the **'Process Payment'** button.
12. Choose to 'Assign more training' to the same Member or go 'Back' the Manage Members menu.

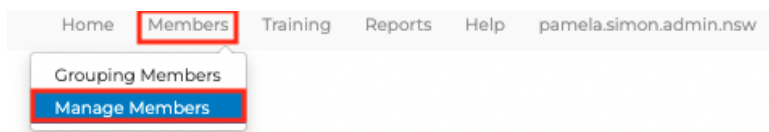
## View Member progress and certificates

After logging into the SLSA eLearning portal via the SLSA Members Area, CTO's and trainers with admin access can view Member progress and certificates for an individual Member (member) by following the nine (9) steps outlined below.

1. Click on the **'Switch'** button on the home page to select your admin level account.  
Your admin level account will have the word 'admin' in the username.



2. Click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
3. Click on **'Manage Members'**.



4. Enter the member's name or email address into the **'Criteria'** search space provided.
5. Select the search criteria **'Name'** or **'Email'** from the drop-down box provided.

### Manage Users

**Search Options**

User Type: ☐ Admins ☒ Members

Criteria:  in

Club:

Include Archived Users: ☐

**Search Criteria:** Name, Email Address, Username, UserID (Advanced)

**Note:** The Member username within the eLearning portal is **not** the same as the members username in the SLSA Members Area. The Member User ID within the eLearning portal is **not** the same as the members ID# in SurfGuard.

6. Then click on **'Search'**.
7. Click on the **'View Training'** icon next to the Member's name whose training progress you wish to view.

SLSA.4535846.4535846 (Pamela Simon) - psimon@slsa.asn.au				     	
DateCreated:	27/07/2018	DOB:	04/09/2000		
LastLogin:	01/08/2022	12 Month Login Count:	209		
Total Courses:	164	Completed Courses:	35		
Most Recent Course:	01/08/2022				
<a href="#">Surf Life Saving NSW Academy</a> > <a href="#">Surf Life Saving NSW</a> > <a href="#">Surf Life Saving Australia</a>					

8. Click on the column headers to filter the Member training information you wish to view, e.g., course completion status, date access was given.
9. Click on the **'Certificate'** icon to view (and print) the Member's certificate of completion if required.

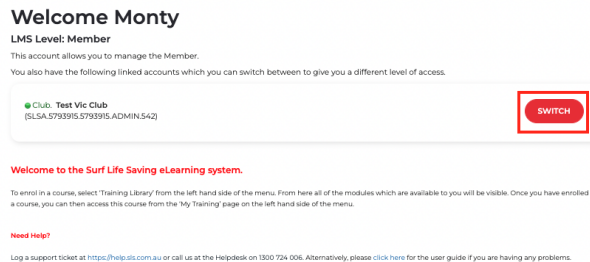
Legend: view results view certificate view custom certificate no certificate available no permissions to view certificate

Training Name	Code	Provider	Status	Details	Documents	Actions
SLS - Advanced Resuscitation Techniques v1 (Bundle)		Surf Life Saving	In Progress	Access Given: 20/05/2021		Course Actions
- SLS - Advanced Resuscitation Techniques - Part 1		Surf Life Saving	In Progress	Access Given: 20/05/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 2		Surf Life Saving	Not Started	Access Given: 20/05/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 3		Surf Life Saving	Not Started	Access Given: 20/05/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 4		Surf Life Saving	Not Started	Access Given: 20/05/2021		Module Actions
SLS - Age Managers (Bundle)		Surf Life Saving	In Progress	Access Given: 27/09/2021		Course Actions
- AGEMANAGERSP1001 - Age Managers - Part 1		Surf Life Saving	Not Started	Access Given: 27/09/2021		Module Actions
- AGEMANAGERSP2001 - Age Managers - Part 2		Surf Life Saving	Not Started	Access Given: 27/09/2021		Module Actions
- AGEMANAGERSP3001 - Age Managers - Part 3		Surf Life Saving	Not Started	Access Given: 27/09/2021		Module Actions
SLS - Child Safe Awareness (Bundle)		Surf Life Saving	Complete	Access Given: 25/02/2021 Completed: 27/09/2021		Course Actions
- SLS - Child Safe Awareness		Surf Life Saving	Complete	Access Given: 25/02/2021 Completed: 27/09/2021		

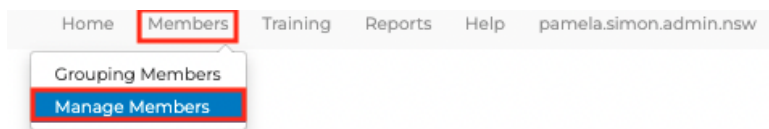
## Email individual Members

After logging into the SLSA eLearning portal via the SLSA Members Area, CTO's and trainers with admin access can email Members by following the eight (8) steps outlined below.

1. Click on the **'Switch'** button on the home page to select your admin level account.  
Your admin level account will have the word 'admin' in the username.



2. Click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
3. Click on **'Manage Members'**.



4. Enter the member's name or email address into the **'Criteria'** search space provided.
5. Select the search criteria **'Name'** or **'Email'** from the drop-down box provided.

**Note:** The Member username within the eLearning portal is **not** the same as the members username in the SLSA Members Area. The Member User ID within the eLearning portal is **not** the same as the members ID# in SurfGuard.

### Manage Users

6. Click on the **'Send E-mail'** icon next to the Member's name you wish to email.

DateCreated:	27/07/2018	DOB:	04/09/2000
LastLogin:	01/08/2022	12 Month Login Count:	209
Total Courses:	164	Completed Courses:	35
Most Recent Course:	01/08/2022		

7. Click on **'Send a New Email'**.

[manage members](#) | [view emails](#)

## View Emails

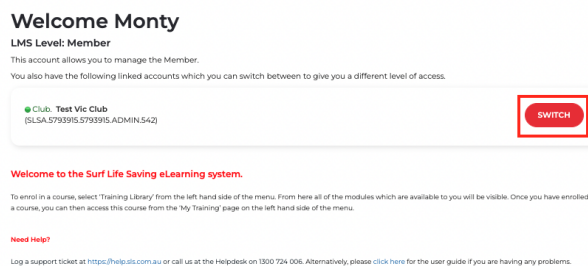
[Send a New Email](#)

8. Enter the email subject line, your email message and then click **'Send'**.

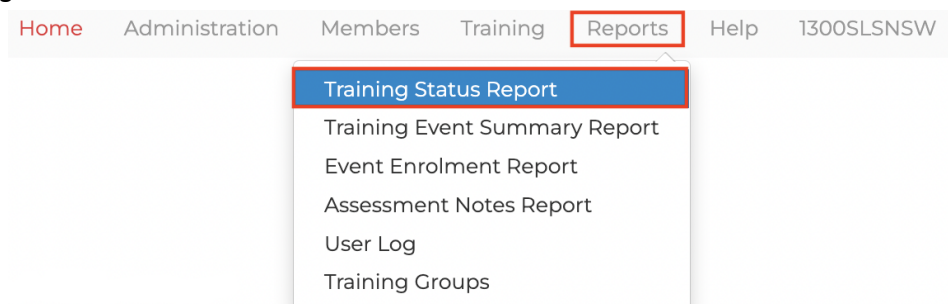
## Reporting on Member training status

After logging into the SLISA eLearning portal via the SLISA Members Area, CTO's and trainers with admin access can report on their course Members' online training status by following the eleven (11) steps outlined below.

1. Click on the **'Switch'** button on the home page to select your admin level account.  
Your admin level account will have the word 'admin' in the username.



2. Click on **'Reports'** located in the grey menu bar. A drop-down menu will then appear.
3. Click on **'Training Status'**



4. You can filter by either 'State', 'Club' or 'Member Group'. (This is depending on your administrator access).
5. You are required to select a **'Course'**, **'Module'** (this is a module within a course) or a **'Training Group'** (a selection of courses).
6. The **'Training Status'** filters are pre-populated for you but can be amended if required.
7. A date range must be selected for your report. These options are:
  - Date training was assigned
  - Date user was created
  - Date course was completed

These date ranges have been pre-filled for you or you can select other for your own date range.
8. Extra display fields can be selected (i.e Department (State), Sub-org (Club) to appear in your report as well as the option to include archived users.



9. You also have the option to save the report on the left. This functionality allows you to Save the report (so you don't have to complete the above fields next time and also set a schedule to have the report sent to a nominated email address.
10. Once you have made your selections click **'Submit'**.

## Training Status Report

ORGANISATION

Surf Life Saving Australia

STATE

Surf Life Saving NSW

CLUB

Select club

MEMBER GROUP

OR  
Select member group

COURSE

Skills Maintenance 2022/23 Bronze Medallion (BM)

MODULE

Select training

TRAINING GROUP

Select training

TRAINING STATUS

In Progress × Completed ×

DATE TRAINING WAS ASSIGNED

Last 30 days

FROM:

20/05/2022

TO:

20/06/2022

DATE USER WAS CREATED

Select a date range

DATE COURSE WAS COMPLETED

Select a date range

EXTRA DISPLAY FIELDS

Department × DOB × Email × Gender × Phone × Sub Org ×

ADDITIONAL OPTIONS

☐ INCLUDE ARCHIVED USERS

LOAD REPORT

Report Filters

Organisation

Surf Life Saving Australia

State

Surf Life Saving NSW

Club

No filter selected

Training

Skills Maintenance 2022/23 Bronze Medallion (BM)

Training Status

In Progress, Completed

Date Training Was Assigned

Last 30 days

Date User Was Created

No filter selected

Date Course Was Complete

No filter selected

Extra Display Fields

Department, DOB, Email, Gender, Phone, Sub Org

Additional Options

No filter selected

☒ Save report on submit?

REPORT NAME

Skills Maintenance 2022/23 BM CS TTEST

☒ Set a schedule

SCHEDULE FREQUENCY

Daily

Weekly

Monthly

Add Schedule

SUBMIT

11. View report results at the bottom of the page and **'Export to excel, CSV or PDF'** if required.

### Report Results

Group	Participant	COMPLETE		IN PROGRESS		Total Training Items
		Training Items	Percentage	Training Items	Percentage	
Avalon Beach	1	1	100.0%	0	0.0%	1
Avoca Beach	3	1	33.3%	2	66.7%	3
Bulli	2	1	50.0%	1	50.0%	2
Cabarita Beach	1	0	0.0%	1	100.0%	1
Caves Beach	1	1	100.0%	0	0.0%	1
Copacabana	7	2	28.6%	5	71.4%	7
Manly	2	0	0.0%	2	100.0%	2
North Avoca	1	0	0.0%	1	100.0%	1
North Curl Curl	1	0	0.0%	1	100.0%	1
North Steyne	5	2	40.0%	3	60.0%	5
Pambula	1	0	0.0%	1	100.0%	1
Soldiers Beach	1	1	100.0%	0	0.0%	1
The Lakes	1	1	100.0%	0	0.0%	1

Property	Value	Percentage	Detail
Total Results	25	100%	Total number of assigned Bundles found in the report.
Total Status: "COMPLETE"	8	32.0%	Total number of assigned Bundles with the status "COMPLETE".
Total Status: "IN PROGRESS"	17	68.0%	Total number of assigned Bundles with the status "IN PROGRESS".

Click on the header to sort by that column.

Firstname	Surname	Course	Access Allowed Date	Status	Completion Date	Progress	Suborganisation	Department
Robin	Bell	SLS - Core Official	22-Nov-2019	COMPLETE	25-Nov-2019	100% ( 2 / 2 )	North Steyne	Surf Life Saving NSW
Petrina	Byrce	SLS - Core Official	23-Nov-2019	IN PROGRESS		50% ( 1 / 2 )	Cabarita Beach	Surf Life Saving NSW

**Note:** You will need to have Microsoft Excel installed on your computer to be able to export the reports to an electronic spreadsheet.

## How to obtain a Training Event Summary Report

The Assessment Notes report outlines information about a Member for an event assessed through the assessing app. To build your report, consider the following filters:

The screenshot shows the 'Training Event Summary Report' form. It has a main form area on the left and a 'Report Filters' sidebar on the right. The main form has fields for Organisation, State, Club, Courses, Event Start Date, Event Status, Members, and Assessors. The sidebar has a 'LOAD REPORT' button, a 'Report Filters' section with filters for Organisation, State, Club, Courses, Event Start Date, Event Status, Members, and Assessors, and a 'Save report on submit?' checkbox. At the bottom of the sidebar are 'DOWNLOAD CSV' and 'SUBMIT' buttons. Numbered callouts 1 through 11 point to specific elements: 1. Organisation field, 2. State field, 3. Club field, 4. Courses field, 5. Event Start Date field, 6. Event Status field, 7. Members field, 8. Assessors field, 9. Save report on submit? checkbox, 10. DOWNLOAD CSV button, 11. SUBMIT button.

**Training Event Summary Report** ⓘ

**1** ORGANISATION Surf Life Saving Australia

**2** STATE \* Surf Life Saving NSW

**3** CLUB Select club

**4** COURSES \* Skills Maintenance 2022/23 Bronze Medallion (BM) ✕

**5** EVENT START DATE \* Last 30 days ✕

FROM: 20/05/2022 TO: 20/06/2022

**6** EVENT STATUS In Progress ✕ Completed ✕

**7** MEMBERS Select members

**8** ASSESSORS Select assessors

**9** Save report on submit?

**10** DOWNLOAD CSV **11** SUBMIT

1. **Organisation:** This defaults to your Organisation.
2. **State:** Advise the State to pull data for a specific State you have access to.
3. **Club:** This field is optional, however you can advise the Club to pull data for a specific Club you have access to.
4. **Courses:** Select the course or courses you wish to report on.
5. **Event Start Date:** You can filter the report based on a variety of date ranges from in the past, present or future.
6. **Event Status:** Select the event status types you would like to obtain the data from.
7. **Members:** This field is optional, however, you can advise a Member you wish to report on.
8. **Assessors:** This field is optional however, you can advise an assessor who managed the event you wish to report on.
9. **Save the Report:** This functionality allows you to Save the report (so you don't have to complete the above fields next time and also set a schedule to have the report sent to a nominated email address).
10. **Download CSV:** You can download the report to CSV once you click Submit and the results appear.
11. **Submit:** Click this to create your report.

## How to obtain a Event Enrolment Report

The Event Enrolment report outlines the events and the status the Participant is enrolled into.

To build your report, consider the following filters:

### Event Enrolment Report <sup>①</sup>

<b>1</b>	ORGANISATION	Surf Life Saving Australia
<b>2</b>	STATE *	Surf Life Saving NSW
<b>3</b>	CLUB	Select club <span>▼</span>
<b>4</b>	COURSES	Skills Maintenance 2022/23 Bronze Medallion (BM) <span>×</span> <span>▼</span>
<b>5</b>	DATE TRAINING WAS ASSIGNED *	Last 30 days <span>×</span> <span>▼</span>  FROM: 20/05/2022 <span>📅</span> TO: 20/06/2022 <span>📅</span>

LOAD REPORT ▼

#### Report Filters

**Organisation**  
Surf Life Saving Australia

**State \***  
Surf Life Saving NSW

**Club**  
No filter selected

**Courses**  
Skills Maintenance 2022/23 Bronze Medallion (BM)

**Date Training Was Assigned \***  
Last 30 days

☒ Save report on submit? **6**

**REPORT NAME**

☐ Set a schedule

**7** DOWNLOAD CSV **8** SUBMIT

- 1. Organisation:** This defaults to your Organisation.
- 2. State:** Advise the State to pull data for a specific State you have access to.
- 3. Club:** This field is optional, however you can advise the Club to pull data for a specific Club you have access to.
- 4. Courses:** Select the course or courses you wish to report on.
- 5. Date Training was Assigned:** You can filter the reports based on past, present and future dates, etc.
- 6. Save the Report:** This functionality allows you to Save the report (so you don't have to complete the above fields next time and also set a schedule to have the report sent to a nominated email address.
- 7. Download CSV:** You can download the report to CSV once you click Submit and the results appear.
- 8. Submit:** Click this to create your report.

## How to obtain a Assessment Notes Report

The Assessment Notes report outlines the notes advised when a Participant is assessed through the assessing app. To build your report, consider the following filters:

### Assessment Notes Report ⓘ

1

ORGANISATION

Surf Life Saving Australia

2

STATE \*

Select state

3

CLUB

Select club

4

COURSES \*

Select training

5

DATE TRAINING WAS ASSIGNED \*

Select a date range

6

MEMBER

Select member

LOAD REPORT

Report Filters

Organisation  
Surf Life Saving Australia

State \*  
No filter selected

Club  
No filter selected

Courses \*  
No filter selected

Date Training Was Assigned \*  
No filter selected

Member  
No filter selected

☐ Save report on submit?

7

8

9

DOWNLOAD CSV


SUBMIT

1. **Organisation:** This defaults to your Organisation.
2. **State:** Advise the State to pull data for a specific Department you have access to.
3. **Club:** This field is optional, however you can advise the Club to pull data for a specific Club you have access to.
4. **Courses:** Select the course or courses you wish to report on.
5. **Date Training was Assigned:** You can filter the reports based on a variety of date ranges from in the past, present or future
6. **Member:** This field is optional, however, you can advise a Member you wish to report on.
7. **Save the Report:** This functionality allows you to Save the report (so you don't have to complete the above fields next time and also set a schedule to have the report sent to a nominated email address.
8. **Download CSV:** You can download the report to CSV once you click Submit and the results appear.
9. **Submit:** Click this to create your report.

## How to obtain a User Log Report

The User Log report outlines the login details of the members. this advises their Username, First Name, Last Name, Email, Login Date and Logout Date.

You have the options to filter by Sub-Organisation (Club), dates and/or Name.

 User Log Report

SubOrganisation

Test NSW Club

From Date:

01/07/2022

Enter in the format dd/mm/yyyy.

To Date:

01/08/2022

Enter in the format dd/mm/yyyy.

Name

Monty Cox

Enter a name to search in Username, First name, Last name or email

SEARCH

Username	First Name	Last Name	Email	Login Date	Logout Date
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## How to create a Training Group

The Training Groups feature allows an administrator to group a number of training bundles together to pull one report rather than a separate report for each bundle. This feature is widely used within organisations that have specific compliance course requirements.

1. Click “Reports” from the menu bar on the top of the screen, followed by “Training Groups”.
2. In “Group Name”, type the name of the Training Group you wish to create.
3. Select “Bundles” from the Courses drop-down menu.
4. Click the “Private” button if you want this to remain a private group for your use only— leaving this unticked will mean all administrators can access this Training Group.
5. Select “Add Group”.

SLSA Aquatic Rescue	Bundles	Private <input type="checkbox"/>	Add Group
Group Name ▲	Courses	Training Type	Privacy
Age Managers and Additiona...	18/06/2020	Bundles	

6. To add training bundles into the Training Group, click on the “View Training” icon beside the Training Group you wish to edit.

Group Name...	Courses	Private <input type="checkbox"/>	Add Group		
Group Name	Creation Da...	Created By	Training Type	Privacy	Actions
SLSA Aquatic Rescue	30/06/2022	Pamela Simon	Bundles		

7. From here, select the content provider that supplies content to your organisation by selecting from the “Select a Provider” drop-down menu.

Surf Life Saving	Select a course	Add Training		
Provider	Training Name	Type	Date Added	Actions

8. Select the course you wish to add to the group by selecting a course from the “Select a course” drop-down menu and click “Add Training”.

Surf Life Saving	Surf Rescue Certificate	Add Training		
Provider	Training Name	Type	Date Added	Actions

9. Repeat this process until all training items are added to the group.
10. If, at any point, you wish to remove a training item from the group or remove the group completely, click the “archive” icon.

Group Name...	Courses	Private <input type="checkbox"/>	Add Group		
Group Name	Creation Da...	Created By	Training Type	Privacy	Actions
SLSA Aquatic Rescue	30/06/2022	Pamela Simon	Bundles		



# Frequently Asked Questions

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## Frequently Asked Questions by Members

### Accessing course content

#### 1. Why can I not select a state/territory when logging into the eLearning platform via the SLSA Members Area?

You will not be able to select a state/territory if you are not an active member for the previous, current or next season within SurfGuard. Log in to the SLSA Members Area (<https://members.sls.com.au>) to renew your SLSA membership, then log in to the eLearning system as an active member.

#### 2. When progressing through a course, it asks me to log in to the SLSA Members Area to view a document after clicking on the download icon. Why?

The download icon often refers you to the latest version of a document in the SLSA Members Area for viewing or downloading. When you log in to the SLSA eLearning platform via the SLSA Members Area, you can automatically go to the documents without having to log in again unless your session within the SLSA Members Area has timed out. Simply log in to the SLSA Members Area again upon request to start a new timed session.

#### 3. Where do I find the learning support resources that complement the online training?

Most SLSA education/training materials can be accessed electronically and downloaded from the SLSA Members Area Library (<https://members.sls.com.au>).

Training manuals that are provided by your local surf club upon your enrolment into the Surf Rescue Certificate, Bronze Medallion, Silver Medallion Advanced First Aid or IRB Crew courses can also be purchased from the online SLSA Members Store. To access the online store, simply log in to the SLSA Members Area and click on the 'Memberships' menu.

#### 4. Why can't I see the SLSA online Skills Maintenance courses when logged in?

Some SLS state/territory centres use their own websites for members of surf clubs to access Skills Maintenance and preseason updates which are only applicable to their state/territory. When logging in via the SLSA Members Area, you are asked to check that your state/territory is correct to ensure you also have access to any online courses that are relevant to your state/territory. Contact your club or state/territory centre for the correct website details for Skills Maintenance in your respective state/territory.

#### 5. Why does my course keep 'freezing'?

A course may sometimes 'freeze' due to previous software versions or high internet security settings (e.g., Citrix network system) on your computer or mobile device. We recommend attempting the course on another device or using another internet browser where possible. If your course continues to 'freeze', please log a support ticket to the SLSA IT Helpdesk, <https://help.sls.com.au>

#### 6. Why can't I resume my training?

A course may sometimes not allow you to resume your training at the same point due to previous software versions or high internet security settings (e.g., Citrix network system) on your computer or mobile device. We recommend attempting the course on another device or using another internet browser where possible. If you continue to experience technical issues, please log a support ticket to the SLSA IT Helpdesk, <https://help.sls.com.au>

### Online course duration

#### 1. How long does an online course module/part usually take?

The online courses are designed to have a 30-minute seat time per module/part, however all online learning is self-paced. For example, a doctor may skip through some slides on the topic of first aid at the start of the online Advanced Resuscitation Techniques to complete the online course within a shorter time frame than Members who have little prior knowledge of first aid. Some online course activities must be completed while others can be skipped.

#### 2. Can I skip modules or parts of a course?

Some courses contain modules which can be completed in any order while others contain parts that need to be completed in sequential order. You need to complete all modules or parts of a course bundle by completing the online learning or gaining online RPL in order to receive your certificate for that course.

### **3. The modules are taking a long time to download. Why?**

There are a wide variety of reasons that you could be experiencing slow downloading times. For example, members using 3G internet connections may experience slower download times compared to members using 4G internet connections.

We suggest you try the following if you are experiencing slow downloading times:

- turn your device on and off again before logging back in
- try logging into the SLSA eLearning portal using another web browser
- try attempting different modules on different devices to determine if there is an issue with your device
- try attempting different modules on different days to determine if it is a once off occurrence or an ongoing issue.

### **4. Do I have to complete all modules/parts online to get a certificate?**

Some courses contain modules that align with units of competency while others contain parts that together align with a unit of competency. Some courses have certificates available at the end of each module that can be used for RPL with other courses while others need all parts completed to get a certificate that can be used as a prerequisite for another course, or for RPL purposes.

For example, you will be able to receive a certificate at the end of the SRC Radio Operations Module that can be used for RPL towards the SLSA Bronze Medallion. You need to complete all parts of the ART elearning before you can receive a certificate of online completion that is a prerequisite to commence the SMAFA training.

When you complete all modules within the SRC or Bronze Medallion, you will receive another certificate that lists all modules completed as part of the course.

## **Online course results**

### **1. How are my results recorded?**

Your online training results are recorded in the 'My Training' menu that is in the grey menu bar of the SLSA eLearning platform. Here you can view the record of your training status as well as view or print your completion certificates to show trainers (or your employer). This information is available to trainers at your club that have been allocated admin access by your club's CTO.

Some courses that do not have a face-to-face course presentation have their online component recorded in SurfGuard within 24 hours of online course completion. Most awards signifying course completion are manually entered into SurfGuard upon your successful completion of a course's online theory, face-to-face practical and assessment requirements.

### **2. Why won't my results save and let me access my certificate?**

This will be due to the web browser you are using to complete SLSA online courses created prior to 2017, or the version of the web browser you are using. When logging into the SLSA eLearning platform, you will see the latest important information about this on your 'Welcome' page.

### **3. I have completed the course, yet it won't let me print my certificate. Why?**

Some courses have been designed with certain activities or knowledge content that cannot be 'skipped' to ensure you meet the course learning outcomes, e.g., Silver Medallion Beach Management. Please ensure you click on all buttons within the course to later view your certificate.

## **Blended learning**

### **1. Am I missing out if I do the theory component of the course online – wouldn't I learn more in the classroom?**

It really depends on your learning preferences. You can learn the theory component of the course online in a flexible, self-directed way at a time of your choosing, or you can participate in face-to-face training sessions with other members when they are offered by your club or state/territory centre. All practical training is still done by face-to-face training formats.

### **2. Members who attend the face-to-face courses receive paper-based training materials. Do I miss out if I complete the theory component of the course online?**

No. All resources are available to download within the SLSA Members Area Library or within the online course themselves via download icons that appear as you progress through the course. Contact your club's CTO if you feel you are missing out on any training resources.

## Online Surf Sports Courses

### 1. Where is Module 1 of the Core and Technical Officials course?

Module 1 of both the Core Official and Technical Official course is Sport Australia's Community Officiating General Principles course. To access Module 1: [SLS Members Area](#) > eLearning > Training Library > SLS Officiating.

### 2. Where is Module 1 of the Foundation Coach and the Development Coach course?

Module 1 of both the Foundation Coach course and the Development Coach course is Sport Australia's Community Coaching – Essential Skills course. To access Module 1: [SLS Members Area](#) > eLearning > Training Library > SLS Coaching

### 3. How long does my SLSA sports course accreditation last for?

All SLSA Surf Sports courses are accredited for four (4) years. Please ensure you submit your reaccreditation by the end of the fourth year to maintain accreditation. Officials are required to keep a log book and attain 100 points within a four-year period (please refer to logbook for more details).

### 4. What do I need to know about SLSA Surf Sports Officials log books?

All SLSA Surf Sports Officials are required to log each carnival they attend and have their log book signed by the event referee/coordinator and/or the stamp of the organising body. If your club/branch does not supply you with a log book, you can purchase a log book from your state/territory centre.

### 5. How do I pay for a course?

Payment can be made with credit/debit card only at the time of self-enrolment or course allocation by your Chief Training Officer. The person making the credit/debit card payment will receive an invoice after payment has been processed. The invoice will be sent to the email address associated with their eLearning Member level account.

### 6. My Chief Training Officer has tried to allocate me a course, but cannot find me in the eLearning system. Why is this?

Your Chief Training Officer will not be able to find you in the SLSA eLearning system until after you have created an SLSA eLearning account via the SLSA Members Area. Log in for the first time, then advise them that your eLearning account has been created for them to allocate you the course.

### 7. How do I apply for my relevant state/territory legislation check(s) for working with children?

Some online courses require Members to have completed their relevant state/territory legislation check(s) for working with children. Visit the [Play by the Rules](#) website for information on the application process for your state/territory.

### 8. Where do I find the FAQ sheets?

Each course has a FAQ sheet within the SLSA Members Area Library which should be read prior to enrolling in the course. Simply search for 'FAQ sheet'.

## Providing feedback to SLSA

### 1. How do I provide feedback?

Your constructive feedback will greatly contribute towards improving SLSA Learning and Development resources.

All resources developed by SLSA are reviewed regularly and updated as required. Constructive feedback can be supplied through contacting SLSA using the details below or through the online course surveys that accompany each online course.

Please remember to reference the course's module, part and/or slide numbers if referring to specific things within a course.

Surf Life Saving Australia  
PO Box 7773, Bondi Beach NSW 2026  
Ph: (02) 9215 8000  
Fax: (02) 9215 8180  
[info@slsa.asn.au](mailto:info@slsa.asn.au)

## Frequently Asked Questions by Trainers and Facilitators

### Admin access

#### 1. How do I get admin access to assign training and monitor Member progress?

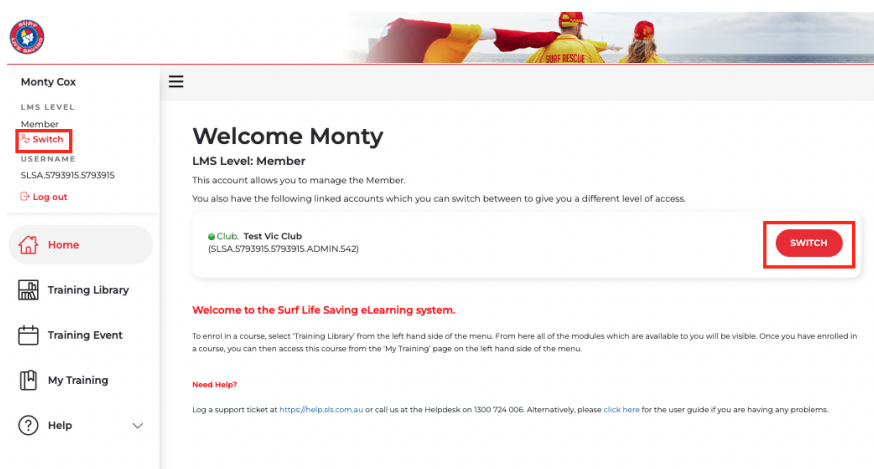
Ask your club's CTO to submit a request to the SLISA IT Helpdesk for you to have admin access for your club in the SLISA eLearning portal. They will need to provide your full name and your SurfGuard Member ID# to the SLISA IT Helpdesk.

#### 2. I am the CTO of my club yet do not have automatic admin access when I log in. What should I do?

Check that the Education officer synonym in SurfGuard has your correct details and that the date range applicable to the role has not expired ([www.surfguard.slsa.asn.au](http://www.surfguard.slsa.asn.au) > Organisational Management > Officers > Officers). Have your club administrator update the details if required.

#### 3. How do I switch from my Member level account to my admin level account after logging in?

Simply click on your username at the left-hand side of the screen to switch under the LMS Level or if you're on the home page click on 'Switch' next to the account type advised..



### Assigning courses

#### 1. Why can't I see my Members when I go to assign them training in bulk?

Only members who have logged in via the Members Area to create an eLearning account can be seen in the list of Members to assign training to.

#### 5. Why do some Member's names appear 'greyed out' when I go to assign training?

Members who have already enrolled themselves into the course you are allocating will appear 'greyed out'.

#### 2. Do I have to pay for online courses at the time of enrolment or can I be invoiced for the course at a later date?

All online courses must be paid for at the time of enrolment.

#### 3. Can I use my Surf Life Saving Club's credit card when allocating a paid course to a Member?

Yes. You can use any credit card for payment when allocating a course. An invoice will be automatically generated and sent to your personal email address associated with your eLearning Member account. This email address is the same one that you use to receive notifications regarding your course Members.

#### 4. Can I assign courses that require payment in bulk?

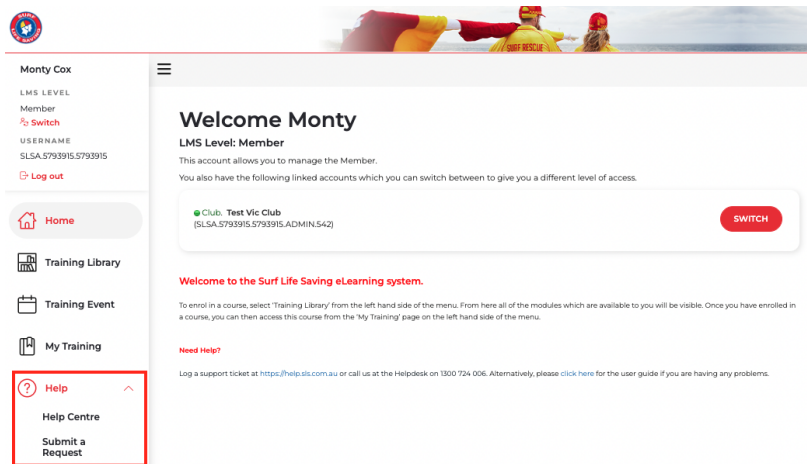
No. You can only assign courses that require payment to individual Members. The system is designed to avoid payments being made for individual Members who do not meet course prerequisites.

# Help Centre

If you require any technical support, you can submit a request for further assistance to the SLSA IT helpdesk ([help.sls.com.au](http://help.sls.com.au)).

After logging into the SLSA eLearning platform, you can access the SLSA IT Helpdesk Online Help Library to obtain the contact details for the SLSA IT Helpdesk as well as see important updates from the SLSA National IT Unit.

1. Click on **'Help'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on one (1) of the following two (2) options:
  - a. **'Help Centre'** to access the SLSA IT Helpdesk Online Help Library which includes user guides for eLearning as well as other online solutions, e.g., SurfGuard, Members Area, SurfCom, smart device applications, Coastal Risk, Payment Gateway, and Carnival Manager. The Help Centre option allows you to view more contact details for, and important updates from, the SLSA National IT Unit. It also contains some useful forms to download, e.g., Form 49 – IT Systems access form.
  - b. **'Submit a Request'** to open a new ticket with the SLSA IT Helpdesk or check the status of a current ticket. SLSA recommends checking the SLSA IT Helpdesk Online Help Library ([help.sls.com.au](http://help.sls.com.au)) for important update notifications before submitting a request. SLSA also recommends naming your web browser and including screen shots of any issues when opening a new ticket to help our IT Helpdesk resolve your matter as quickly as possible.



## Course Content

Constructive feedback on course content can be supplied through contacting SLSA using the contact details below.

Surf Life Saving Australia

PO Box 7773, Bondi Beach NSW 2026

Ph: (02) 9215 8000

Fax: (02) 9215 8180

[info@slsa.asn.au](mailto:info@slsa.asn.au)

## SLSA Office hours

Monday to Friday 9:00am–5:00pm



## SLS – Skills Maintenance

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The online skills maintenance courses allow you to complete the theory component of your skills maintenance requirements online. They include refresher videos and a series of questions to ensure that you maintain your skills and knowledge. Once you have completed your online skills maintenance theory components you will be issued with an electronic certificate that can be shown to your assessors as proof of completion.

It is important you make sure that you complete the online skills maintenance course for the current season, which is available in your eLearning Training Library. Past courses will be identifiable by a black and white image in the training library.

## SLS State/Territory Centre and Academy Online Learning

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Some SLS state/territory centres and academies also have online courses available through their websites.

Below are a few example websites that can provide you with additional online learning opportunities.

The Everyday Lifesaver App

<http://www.everydaylifesaver.com.au/desktop.php>

Life Saving Victoria: Lesson Plans and Supporting Documents

<https://lsv.com.au/lesson-plans-and-supporting-documents/>

Australian Lifesaving Academy Queensland

<https://alaq.com.au/>

Surf Life Saving WA Online Learning

<https://www.mybeach.com.au/courses-programs/>

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