



SLSA eLearning User Guide

V14

November 2023



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SLSA eLearning Platform

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/).

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

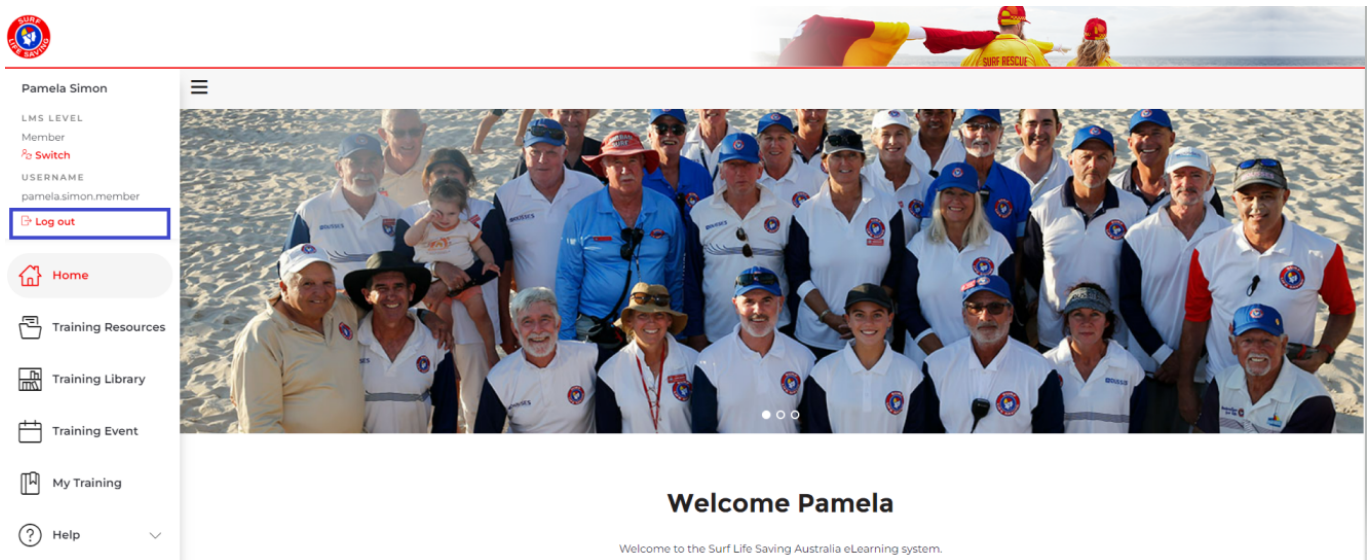
UPCOMING PATROLS

You have no upcoming patrols

How to log out

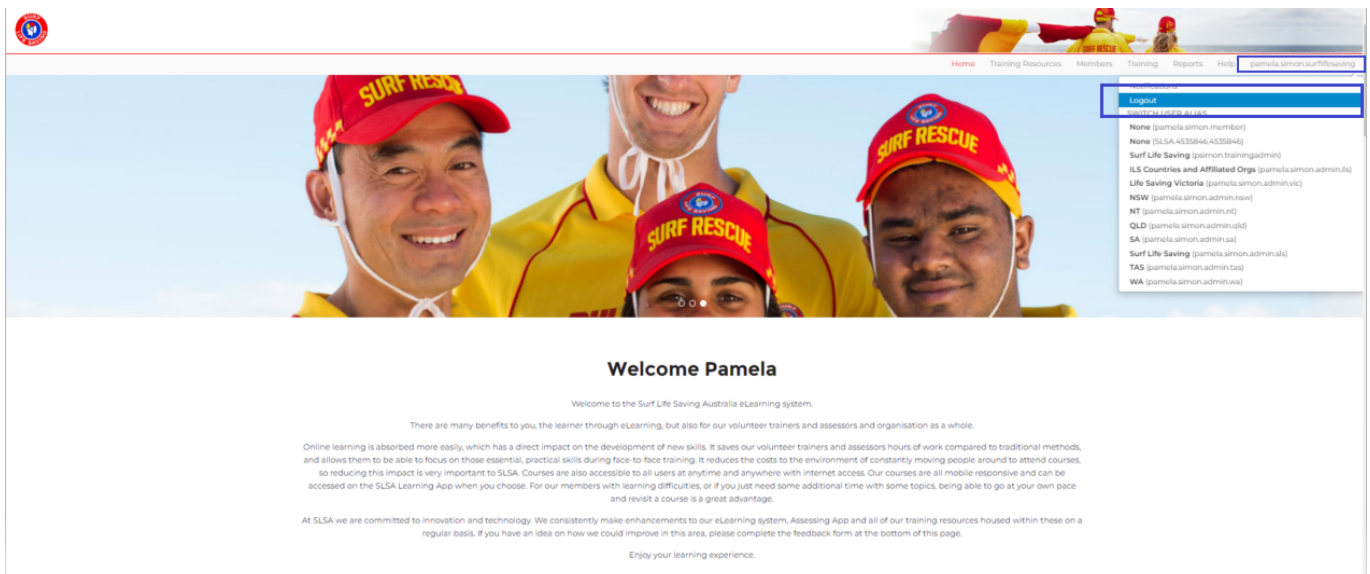
Follow the steps below to log out of the SLSA eLearning portal when logged in as a user.

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



Follow the steps below to log out of the SLSA eLearning portal when logged in as an admin.

1. On the right-hand side of your screen, locate and click on your username. From the drop-down menu, select **"Logout."**



Levels of access

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

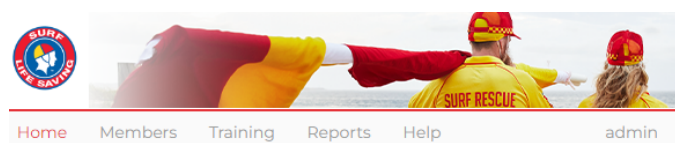
1. Member

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 Resources	This is used as a library resource for storing documents across the Organisation. As a member you can review any resource visible to you.
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.

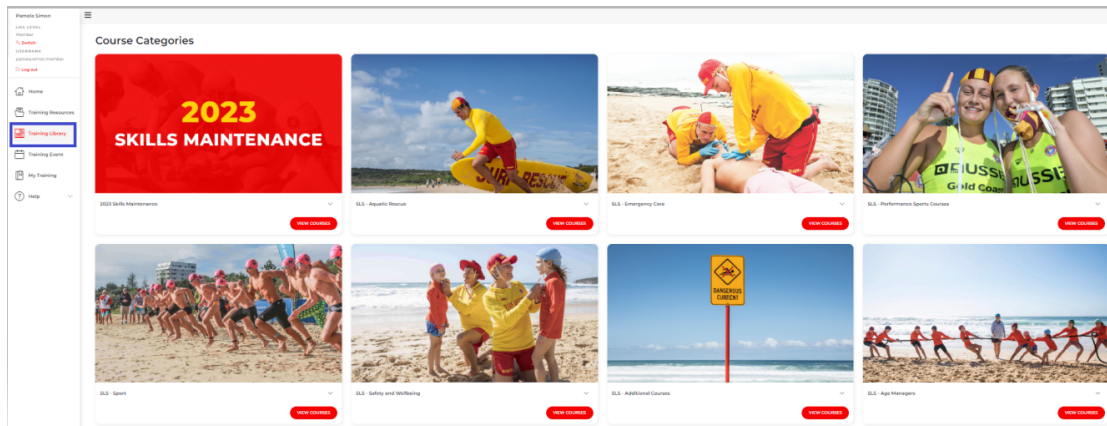
Send

Information for Course Members

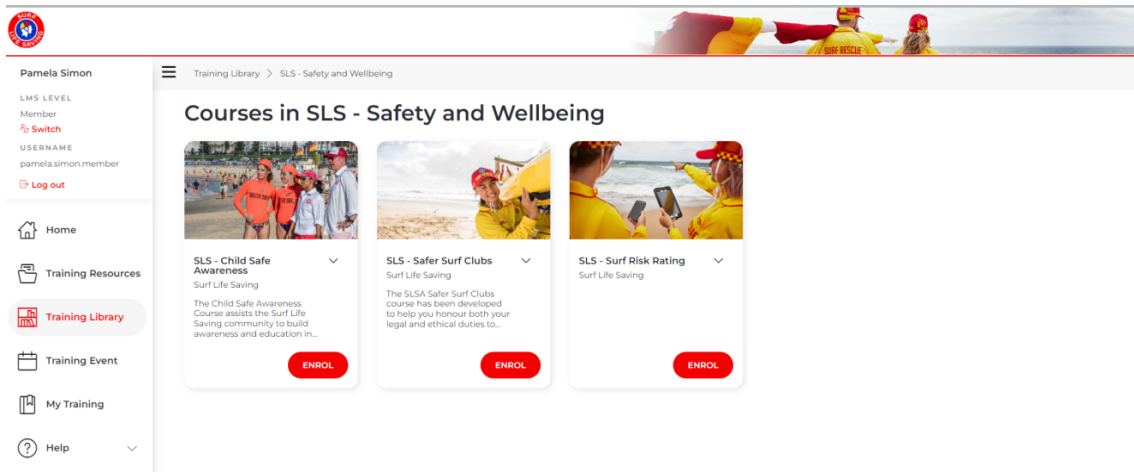
How to enrol in a course

After logging into the SLISA eLearning portal via the SLISA 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.

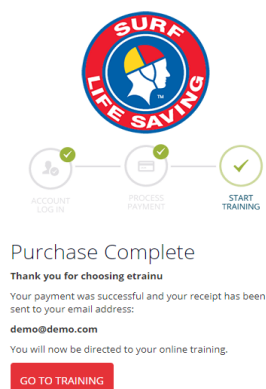
1. Click on **'Training Library'** located in the grey menu bar on the left-hand side.
2. Click on the **Course Category** that contains the course you wish to enrol in.
3. Find the course that you wish to enrol in.
4. Then click on the **'Enrol'** or **'Purchase'** button.



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 (such as the Bronze Medallion). Ensure that you have reviewed the theory first before commencing your assessments.

To access the online assessments please go to 'My Training' (as advised above). Then follow the steps below on how to access and complete your online assessments.

1. Once you are in 'My Training' Click on 'View' to access the course.




Bronze Medallion 

Type: Course Bundle
Accessible Since: August 02, 2023
Status: IN PROGRESS
Author: Surf Life Saving

VIEW

2. Select the module required and click 'Start' to access each assessment.

Note: If you have left an assessment module previously the 'Resume' button as per the image below will be visible.




Assessment 1

Bronze Medallion Assessment Part 1 - Operating Systems and Equipment

Type: Course Bundle
Accessible Since: August 02, 2023
Status: IN PROGRESS
Author: Surf Life Saving

RESUME



Assessment 2

Bronze Medallion Assessment Part 2 - Applying Surf Awareness

Type: Course Bundle
Accessible Since: August 02, 2023
Status: NOT STARTED
Author: Surf Life Saving

START

3. Make sure to review and answer each question before being prompted to continue on screen.



Question 1 of 9

What should you say to clear a radio network in the event of an emergency?

Assistance required ☐

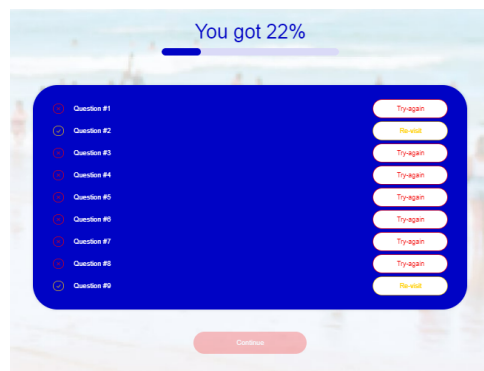
Rescue, Rescue, Rescue ☐

[your club/service] rescue underway ☐

SurfCom, SurfCom, SurfCom ☐

Continue

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 then click on continue to complete the assessment.



You got 22%

Question #1 ☐ Try again

Question #2 ☐ No view

Question #3 ☐ Try again

Question #4 ☐ Try again

Question #5 ☐ Try again

Question #6 ☐ Try again

Question #7 ☐ Try again

Question #8 ☐ Try again

Question #9 ☐ No view

Continue

5. When you have successfully answered all the questions in the assessment, you must click the 'Continue' button to finalise the assessment.
6. When the assessment is complete, it will show as COMPLETE in the module tile and you can continue onto the next one.



Assessment 1


**Bronze Medallion Assessment
Part 1 - Operating Systems and
Equipment**

Type: Course Bundle
Accessible Since: August 02, 2023
Status: COMPLETE
Author: Surf Life Saving

REVIEW

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.



Pamela Simon


LMS LEVEL


Member


 Switch


USERNAME


SLSA.4535846.4535846


 Log out


 Home

 Training Resources

 Training Library


 Training Event

 My Training



 Help

Training Event

Clubs

Test NSW Club  Search events by club(s)




Location

Search events by location  10km 



Courses

Search events by course(s)

☐ My Enrolled Events

July 2023


Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	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	4	5

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

Test NSW Club  Search events by club(s)




Location

Search events by location  10km 



Courses

Search events by course(s)

☐ My Enrolled Events

July 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11			14	15
16	17	18			21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Skills Maintenance-Test NSW Club-BM-14Jul2023

Club

Test NSW Club

Location

Bondi Beach

Courses Covered

Skills Maintenance 2022/23 Bronze Medallion (BM)

Skills Maintenance-Test NSW Club

Jake Test - Skills Maintenance-Test NSW Club

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

Training Event

Clubs

Test NSW Club × Search events by club(s)

Location

Search events by location 📍 10km ⌵

Courses

Search events by course(s)

🏠

📍

📅

My Enrolled Events

🏠

📍

📅

Month ⌵

<

July 2023

>

Fri
14

Skills Maintenance-Test NSW Club-BM-14Jul2023

EVENT DESCRIPTION

This event is for the 2022/23 Skills Maintenance Bronze Medallion

CLUB

Test NSW Club

COURSES

Skills Maintenance 2022/23 Bronze Medallion (BM)

LEARNING SESSIONS

📅

14th Jul 2023 8:00am - 11:00am

📍

Bondi Beach, Bondi Beach NSW 2026

CONTACT

Pamela ✉

Enrol

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.

🏠

📍

📅

July 2023

<

>

Map

Satellite

Skills Maintenance-Test NSW Club-BM-14Jul2023

Club

Test NSW Club

Location

Bondi Beach

Courses Covered

Skills Maintenance 2022/23 Bronze Medallion (BM)

See More Info

Jake Test - Skills Maintenance-Test NSW Club-BM-14Jul2023

Club

Test NSW Club

Location

Bondi Beach

Courses Covered

Skills Maintenance 2023/24 - Bronze Medallion (BM)

See More Info

Skills Maintenance-Test NSW Club-BM-16Jul2023

Club

Test NSW Club

Location

Bondi Beach

Courses Covered

Skills Maintenance 2023/24 - Bronze Medallion (BM)

See More Info

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 Skills Maintenance Alexandra Headland all awards 26 Aug 2023

Select the courses you wish to complete

☒ Skills Maintenance 2023/24 - Bronze Medallion (BM)

☐ Skills Maintenance 2023/24 - IRB Crew (IRBC)

☐ Skills Maintenance 2023/24 - Silver Medallion IRB Driver (SMLD)

☐ Skills Maintenance 2023/24 - Surf Rescue Certificate (SRC)

☐ Skills Maintenance 2023/24 - Advanced Resus Techniques (AID) (ART)

☐ Skills Maintenance 2023/24 - Advanced Resus Techniques (ART)

☐ Skills Maintenance 2023/24 - Resuscitation

☐ Skills Maintenance 2023/24 - Radio Operations (RO)

Eligible

✓

✗

✗

✓

✗

✗

✗

✗

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

Location

Courses

My Enrolled Events

July 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	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	4	5

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

Location

Courses

My Enrolled Events

26th August 2023

Skills Maintenance Alexandra Headland all awards 26 Aug 2023

CLUB

Alexandra Headland

COURSES

Skills Maintenance 2023/24 - Bronze Medallion (BM)

Skills Maintenance 2023/24 - IRB Crew (IRBC)

Skills Maintenance 2023/24 - Silver Medallion IRB Driver (SMIRBD)

Skills Maintenance 2023/24 - Surf Rescue Certificate (SRC)

Skills Maintenance 2023/24 - Advanced Resus Techniques (AID) (ART)

Skills Maintenance 2023/24 - Resuscitation

Skills Maintenance 2023/24 - Radio Operations (RO)

LEARNING SESSIONS

Boaties Skills Maintenance at Alex (all awards)

26th Aug 2023 8:00am - 11:00am

Alex Surf Club, Alexandra Parade, Alexandra Headland QLD 4572

Location special instructions: Meet at the training room. Don't forget your high vis and club cap.

CONTACT

Dana

Unenrol

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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 and Administrators

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

Trainers with admin accounts will be automatically logged in as administrators and will have to switch to their member account to access or enrol in any eLearning modules as a member. To learn more about this, refer to [“How do I switch from my admin account to my member level account after logging in?”](#)

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 multiple Members).

Note:

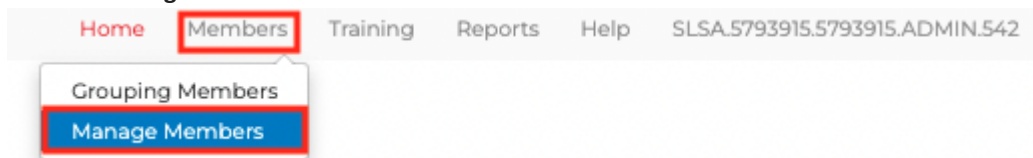
If you assign courses to **Members** that already have access to one or more of the course modules within it, they will not be assigned that module a second time, but the full purchase price will still be charged.

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. From your admin account, click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Manage Members'**.



3. Enter the member's name or email address into the **'Criteria'** search space provided.
 4. 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.

5. Then click on **'Search'**.

6. 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		

7. Click on the **course category** that contains the course you wish to allocate.
8. Find the course that you wish to assign to the Member.
9. 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.
10. 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).
11. If required, enter credit card details for payment. For example, your surf club's credit card details.
12. Click on the **'Process Payment'** button.
13. Choose to 'Assign more training' to the same Member or go **'Back'** the Manage Members menu.

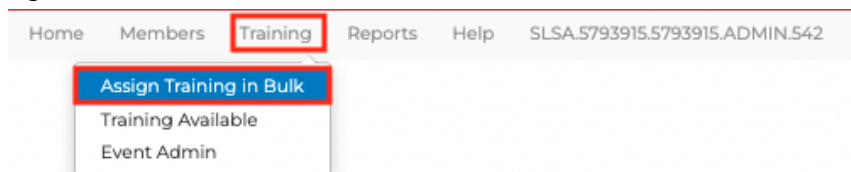
An invoice will be sent via email to the email address associated with your Member level eLearning account. This email address is also the one that you use to receive course Member notifications. This is one reason why SLSA recommends that Members enrol themselves in paid courses.

Assigning training to multiple 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 multiple members by following steps outlined below.

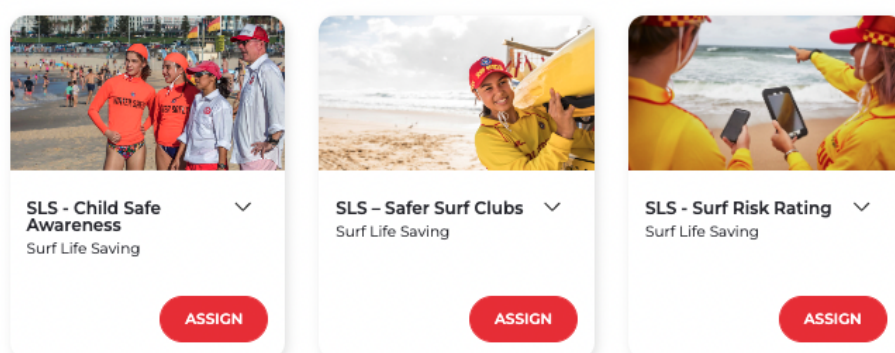
Note: Only free courses can be assigned in bulk.

1. From your admin account, 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.

Courses in SLS - Safety and Wellbeing

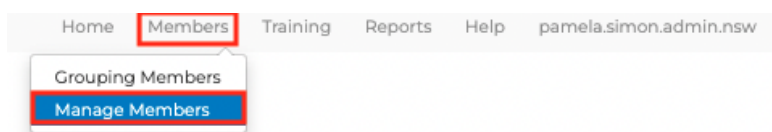


6. Then click on the **'Assign'** button to allocate the course to the individual Member's eLearning account.
7. Select the names of club members to assign the course to and tick the box if you wish to send them a notification email at the same time (recommended).
8. Click **'Assign'**.
Only courses 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.
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.
Note: Courses assigned in bulk are processed overnight (if submitted before 6.00pm AEST). They won't appear in the member's training or visible in the system until the next day.

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 (8) steps outlined below.

1. From your admin account, click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Manage Members'**.



3. Enter the member's name or email address into the **'Criteria'** search space provided.
4. 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.

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

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

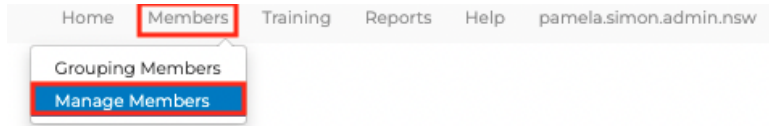
Legend: view results view certificate view custom certificate no certificate available no permissions to view certificate

Training Name	Code	Provider	Status	Details	Documents	Actions
SLS - Advanced Resuscitation Techniques v1 (Bundle)		Surf Life Saving	In Progress	Access Given: 20/09/2021		Course Actions
- SLS - Advanced Resuscitation Techniques - Part 1		Surf Life Saving	In Progress	Access Given: 20/09/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 2		Surf Life Saving	Not Started	Access Given: 20/09/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 3		Surf Life Saving	Not Started	Access Given: 20/09/2021		Module Actions
- SLS - Advanced Resuscitation Techniques - Part 4		Surf Life Saving	Not Started	Access Given: 20/09/2021		Module Actions
SLS - Age Managers (Bundle)		Surf Life Saving	In Progress	Access Given: 27/09/2021		Course Actions
- AGEMANAGERSP001 - Age Managers - Part 1		Surf Life Saving	Not Started	Access Given: 27/09/2021		Module Actions
- AGEMANAGERSP002 - Age Managers - Part 2		Surf Life Saving	Not Started	Access Given: 27/09/2021		Module Actions
- AGEMANAGERSP003 - 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 (7) steps outlined below.

1. From your admin account, click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Manage Members'**.



3. Enter the member's name or email address into the **'Criteria'** search space provided.
4. 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

Search Options

User Type: ☐ - Admins ☒ - **Members**

Criteria: in

Club:

Include Archived Users: ☐

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

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

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

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

View Emails

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

Email Information

Send From:

Send To:

Subject:

Message:

B I S | | ?

To Member,

body p

Attachments: No file chosen

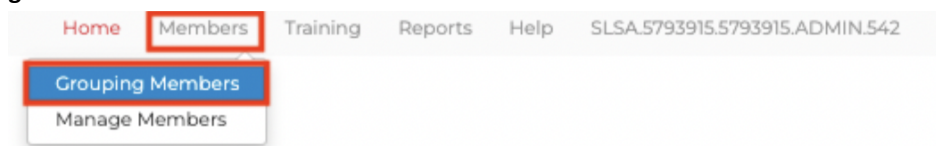
Note: Any attachments will be prefaced with "The following documents have been attached:"

Fields marked with a * are required.

Creating groups of Members for reporting

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 reporting on training status for multiple Members. This can be done by following the steps outlined below.

1. From your admin account, click on **'Members'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Grouping Members'**.



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

Manage Member Groups

Group Name Contains

[Archived Member Grouping](#)

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

Member Group Information

Name

Assigned Group

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

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

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

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

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

Fields marked with a * are required.

5. To add a member to the member group, click on the "plus" icon.

Group Name	Assigned to	Include In Totals	Include In Reports	Created By	Creation Date
 Bronze CCGS 2023	North Cottesloe				28/07/2023

6. A menu will appear with two options: "Assign Users" and "Assign Groups.". Select the users or groups and click "Assign".
 - a. If you are assigning a member, select the individual users you wish to assign to the Member Group.
 - b. If you are assigning groups, select the Department (State) /Sub-organisation (club) you wish to assign to the Member Group—by using this option, it will automatically add new users as they are created within those Departments (States) /Sub-organisations (clubs).

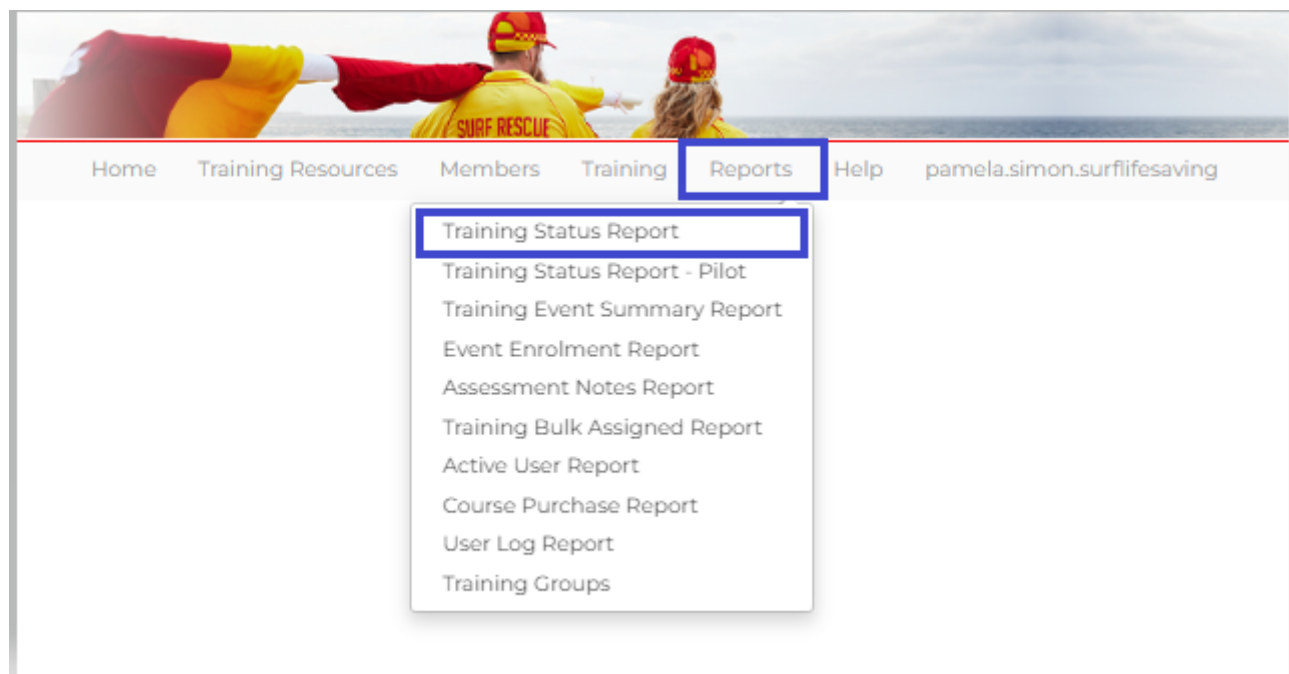
Assign Users

☐ aarahnan raguragavan
☐ aaron hood
☐ aaron wilkinson
☐ abbey-marie keown
☐ abbie loraine
☐ abby weber
☐ abe morgan
☐ abigail endersby
☐ abigail peel
☐ abraham mcpherson

Reporting on Member training status - State and Club Administrators

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

1. From your admin account, click on **'Reports'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Training Status'**



3. You can filter by either 'State', 'Club' or 'Member Group'. (This is depending on your administrator access).
4. You are required to select a **'Course'**, **'Module'** (this is a module within a course) or a **'Training Group'** (a selection of courses).
5. The **'Training Status'** filters are pre-populated for you but can be amended if required.
6. A date range must be selected for your report. These options are:
 - Date training was assigned
 - Date user was created
 - Date course was completedThese date ranges have been pre-filled for you or you can select other for your own date range.
7. 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.
8. 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.
9. 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: 29/05/2022 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 TEST

☒ Set a schedule

SCHEDULE FREQUENCY

Daily

Weekly

Monthly

☐ Add Schedule

SUBMIT

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

Report Results									
Group	Member	COMPLETE		Total Training Items					
		Training Items	Percentage						
NSW	1	1	100.0%	1					
QLD	7	7	100.0%	7					
TAS	1	1	100.0%	1					

Property	Value	Percentage	Detail
Total Results	9	100%	Total number of assigned Courses found in the report.
Total Status: 'COMPLETE'	9	100.0%	Total number of assigned Courses with the status 'COMPLETE'.

Click on the header to sort by that column.

Firstname	Surname	Username	Course	Status	Access Allowed Date	Completion Date	Course Expiry Date	Accreditation Expiry Date	Progress
David	Clarke	SLSA-67N527-67N527	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 14:38:13			100% (1/1)
Jade	Crawford	SLSA-600594-600594	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 15:32:04			100% (1/1)
Sharna	Gildard	SLSA-604634-604634	SLS - Child Safe Awareness	COMPLETE	14/02/2023	01/08/2023 10:52:19			100% (1/1)
Conner	Maggie	SLSA-546987-546987	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 12:52:07			100% (1/1)
Gregory	Murray	SLSA-602232-602232	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 20:45:30			100% (1/1)
Revin	Skilton	SLSA-569063-569063	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 07:28:49			100% (1/1)
Dylan	Thomson	SLSA-607272-607272	SLS - Child Safe Awareness	COMPLETE	3/07/2023	01/08/2023 09:58:05			100% (1/1)
Perry	Waars	SLSA-603707-603707	SLS - Child Safe Awareness	COMPLETE	16/03/2023	01/08/2023 16:13:17			100% (1/1)
Shayn	Yusuf	SLSA-590634-590634	SLS - Child Safe Awareness	COMPLETE	01/08/2023	01/08/2023 16:39:07			100% (1/1)

[Export To Excel](#)
[Export To CSV](#)
[Export To PDF](#)

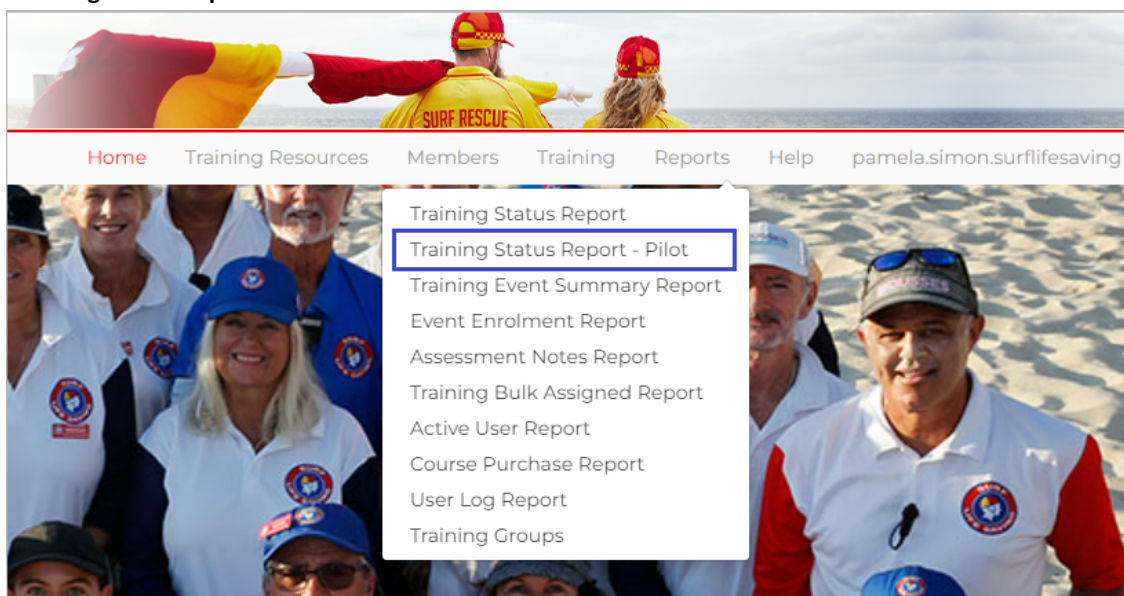
Note: You will need to have Microsoft Excel or another suitable program installed on your computer to be able to view the reports in an electronic spreadsheet.

Reporting on Member training status - Pilot

The Training Status Report - Pilot is a new reporting function which is currently offered in a pilot testing mode.

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

1. From your admin account, click on **'Reports'** located in the grey menu bar. A drop-down menu will then appear.
2. Click on **'Training Status Report - Pilot'**



The screenshot shows the 'Training Status Report' page. At the top, there is a 'Group Summary' table with columns: Group, Total Members, In Progress, Completed, and Total Training Hours. Below this table, there is a 'Report Results' table with columns: First Name, Last Name, Username, Email, State, Date, Course Name, Course Instance ID, Status, Access Allowed Date, Completion Date, Course Expiry Date, Accreditation Expiry Date, and Progress. The 'Report Results' table is filtered by 'Group: 101' and 'State: QLD'. The 'Report Results' table shows a list of members and their training progress.

1. To access previously saved reports, click on the **'Saved Reports'** option in the menu.
2. By selecting the **'Group Summary'** option, you can view a summarised version of the report, providing an overview of the data.
3. Utilise the **'Filter'** option to narrow down the reports based on the specific information you need (see steps 6 to 20 below on how to complete the filters).
4. To download the report, click on **'Export'**. This will give you the option to either export the report summary, the results, or all the details. After exporting, an email will be sent to the registered email address on the account with the report.
5. The **'Report Results'** will show extensive data or detailed reports. This will display comprehensive information.

Filters



Saved Reports

6

User Grouping

7

Filter By

Organisation

Organisation
Member Group

Organisation

Surf Life Saving Australia

State

8

Select State

Club

9

Select Club

6. Select '**Saved Reports**': To choose a previous report that has been saved, use the 'Saved Reports' option as your filter or
7. You can filter the report by selecting either the **Organisation** or **Member Group**.
8. Specify the **State** from which you want to run the reports (this is pre-filled if you have a State Administrator account).
9. Specify the **Club** you wish to include in the report (this is pre-filled if you have a Club Administrator account).

Training

10

Filter By

Courses

173 Courses Selected

11

In Progress

Completed

12

Periods

13

Filter By

3 items selected

Date Training Was Assigned

14

Last 30 days

☒ Training Assigned Date
☒ User Created Date
☒ Course Completed Date

From:

27/06/2023

To:

27/07/2023

Date User Was Created

Select a date range

Date Course Was Completed

Select a date range

Additional Options

☐ Include archived users

☐ Include modules

Save Report

☐ Save report on submit?

Extra Display Fields

Select extra fields to include in report results

20

CLEAR

SUBMIT

10. Choose whether you want to filter the report by a **Course** or **Module**.
11. Select the specific courses or modules you want to include in the report.
12. Pick the status of the course (Completed, In Progress, Expired).
13. You can filter the report by the **Date the training was assigned**, the **User was created**, or the **Course was completed**.
14. Set the period for the report based on the **Date Training Was Assigned**.
15. Add specific dates for a more precise period.
16. If needed, select the date range for when the user was created. This option will be available if selected in the filter.
17. If needed, select the date range for when the course was completed. This option will be available if selected in the filter.
18. Customise the report by including archived users or details on module completion status.
19. Select '**Save Report**' to save it.
20. Use the '**Extra Display Fields**' to add extra information to the report, such as date of birth, gender and phone details.

How to obtain a Training Event Summary Report

The Training Event Summary Report outlines information about events scheduled and completed within the assessing app. To build your report, consider the following filters:

Training Event Summary Report ^①

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

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)

Event Start Date *

Last 30 days

Event Status

In Progress, Completed

Members

No filter selected

Assessors

No filter selected

☐ Save report on submit?

10

11

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:

The screenshot shows the 'Event Enrolment Report' interface. It features a main form on the left with five sections, each with a numbered callout: 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)), and 5. DATE TRAINING WAS ASSIGNED * (Last 30 days). Below these is a date range selector with 'FROM: 20/05/2022' and 'TO: 20/06/2022'. On the right, there is a 'LOAD REPORT' dropdown, a 'Report Filters' section showing the selected filters, and a 'REPORT NAME' section with a checkbox for 'Save report on submit?' (checked) and a checkbox for 'Set a schedule'. At the bottom right are two buttons: 'DOWNLOAD CSV' (callout 7) and 'SUBMIT' (callout 8). A callout 6 points to the 'Save report on submit?' checkbox.

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

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>) or the Training Resources section in the eLearning platform.

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

7. 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.

8. 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.

9. 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.

10. 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: [SLSA 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

Frequently Asked Questions by Trainers and Facilitators

Admin access

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

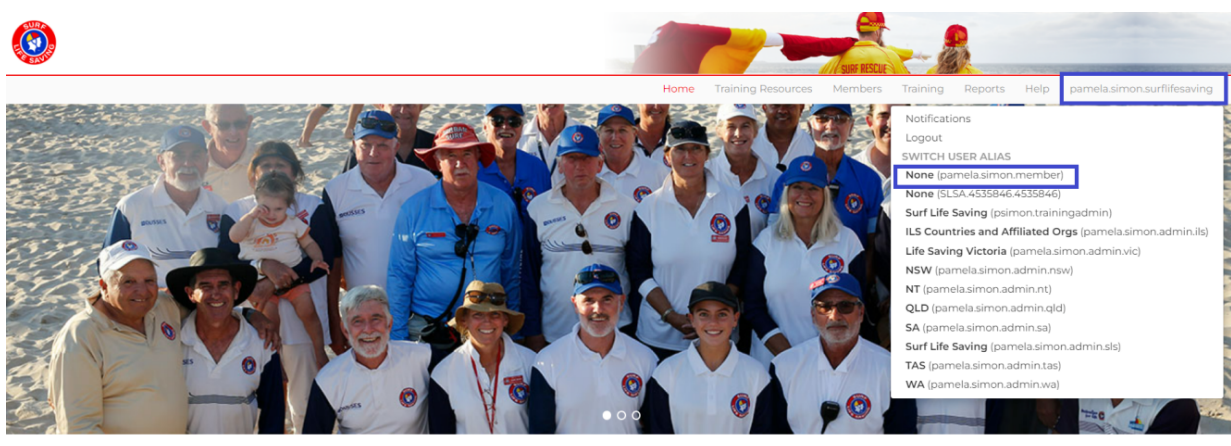
Ask your club's CTO to submit a request to the SLISA IT Helpdesk for you to have admin access for your club in the SLISA eLearning portal. They will need to provide your full name and your SurfGuard Member ID# to the SLISA IT Helpdesk.

2. I am the CTO of my club yet do not have automatic admin access when I login. 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 > Organisational Management > Officers > Officers). Have your club administrator update the details if required.

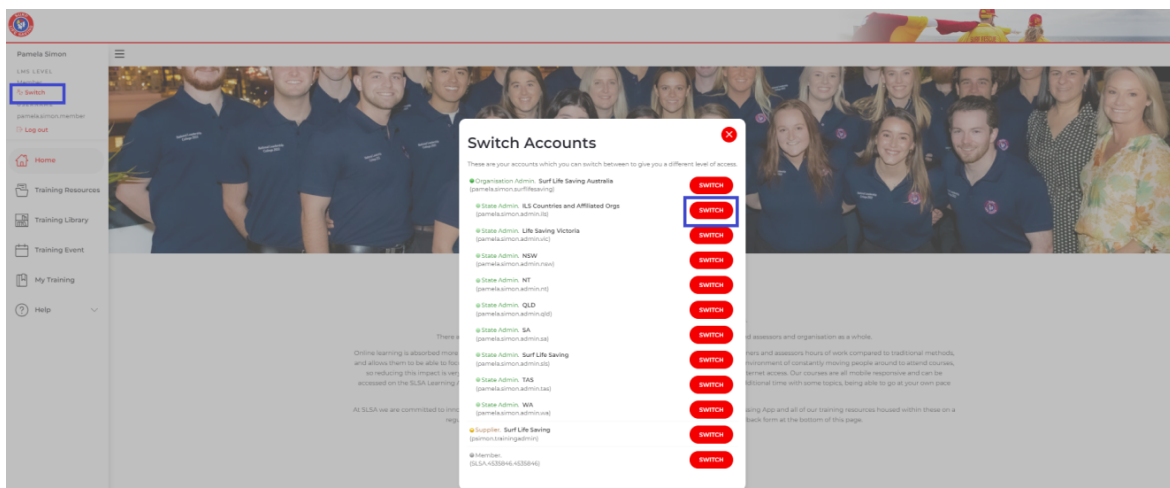
3. How do I switch from my admin account to my member level account after logging in?

On the right side of the screen, locate and click on the username of the admin account. In the drop-down options, find the username corresponding to the member's account. Click on the member's username to access the member level account.



4. 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.

2. 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'.

3. 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.

4. 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.

5. Can I assign courses that require payment in bulk?

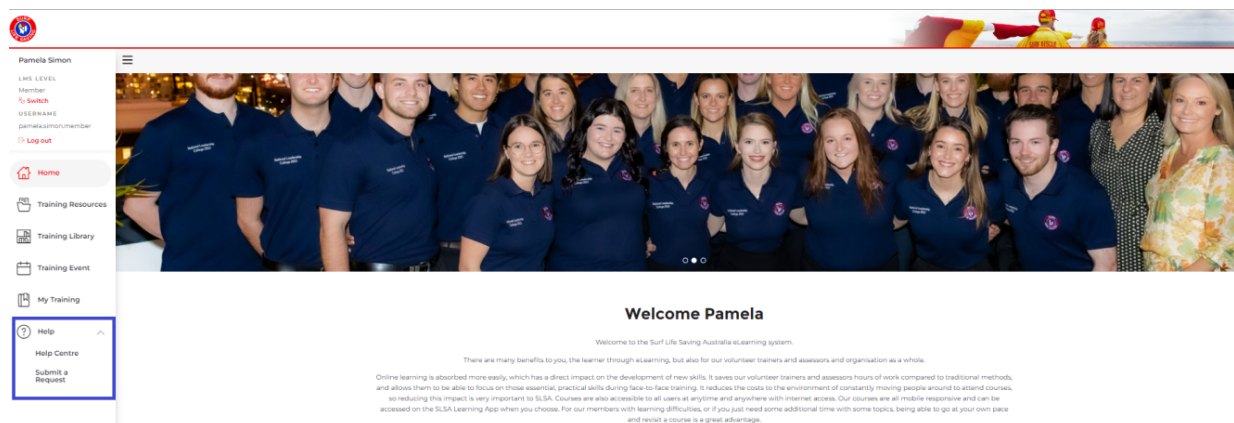
No. You can only assign courses that require payment to individual Members. The system is designed to avoid payments being made for individual Members who do not meet course prerequisites.

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).

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) 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

SLSA Office hours

Monday to Friday 9:00am–5:00pm

SLS – Skills Maintenance

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

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/>
