

**Australian
for life.**



**Participant
Handbook**



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Code of Practice

SLSQ has developed a Code of Practice – outlined within this handbook - to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. The Code of Practice pervades all policies and procedures and it is a requirement that all staff, members and clients abide by it.

Surf Life Saving Queensland and you

This handbook is for the sole purpose of members and clients who are undertaking studies with Surf Life Saving Queensland (SLSQ), and/or its affiliated training providers. SLSQ is a Registered Training Organisation (RTO) under the registering body of the Department of Education and Training (DET). This handbook will refer to SLSQ as the training provider. Any references to SLSQ read as SLSQ Internal training, Commercial training and its Licensed Provider network.

SLSQ is Queensland's peak beach safety and rescue authority, and is one of the largest volunteer-based community service organisations in Australia. Surf Life Saving exists to save lives and develop practices in education, prevention, emergency care and rescue to ultimately meet our vision of 'zero preventable' deaths and injuries on Queensland's beaches'.

SLSQ is committed to providing quality training services. Our quality system is based on the requirements of the Australian Quality Training Framework (AQTF) - the *AQTF Essential Conditions and Standards for Continuing Registration*, the Queensland Vocational Education, Training and Employment Act 2000 and the Queensland Vocational Education Training and Employment Regulation 2000 and any other relevant Commonwealth, or state legislation or regulatory requirements for the operation of an RTO.

Our quality objectives are to:

- Provide quality training and assessment services
- Grow our business by looking after our customers and staff
- Use the quality management system as a tool for achieving best practice outcomes across the organisation
- Ensure a commitment to continuous improvement
- Comply with the relevant federal and state legislative and regulatory requirements for the operation of an RTO.

Legislation

As part of its Registered Training Organisation status, SLSQ is bound to conduct its training operations in line with relevant federal and state legislation.

Legislation that affects SLSQ as an RTO includes:

- Queensland Vocational Education, Training & Employment Act 2000 – guides our training practices
- Workplace Health & Safety Act 1995 – guides our health and safety practices
- Anti-Discrimination Act 1991 – guides our treatment of members and clients
- Equal Opportunity Act 1992 – guides our treatment of members and clients
- Copyright Act 1968 – guides our materials management
- Privacy Act 1988 – guides our privacy practices with clients
- Privacy Amendment Act 2000 – guides our privacy practices with clients
- Workers Compensation & Rehabilitation Act 2003 – guides our management of injuries and illnesses
- Maritime Safety Act 2002 – guides our operations of vessels
- Health Act 1905 – Health (Drugs & Poisons) Regulation 1996 – guides the use of medications in our prehospital care practices
- Commission for Children and Young People and Child Guardian Act 2000 – guides our child safety practices

Further information on federal legislation can be found at www.austlii.edu.au

Further information on state legislation can be found at www.legislation.qld.gov.au

Further information to the relevance of these legislations/acts, to SLSQ's members, clients and courses can be found on page 13.

SLSQ's Training Standards

All nationally recognised courses are delivered to meet government training regulations of the National Training System such as the Australian Quality Training Framework (AQTF).

All SLSQ courses, where applicable, adhere to the guidelines of the Australian Resuscitation Council (ARC). The ARC developed its guidelines with recommendations released by the International Liaison Committee on Resuscitation (ILCOR).

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

All this is done through the SLSQ Medical Advisory Panel. All casualty management protocols and procedures used in Surf Life Saving have been developed following extensive discussion and scrutiny by recognised experts and endorsed by the Surf Life Saving National and State Medical Officer.

SLSQ Training Framework

Where possible, courses conducted by SLSQ have been mapped to relevant units of competency from National Training Packages. Members and clients who successfully complete course requirements will be issued with the relevant Statement of Attainment or Certification. Networking a series of our courses together can lead to nationally recognised training qualifications.

For further information on our Training Framework, please request a copy for your reference.

SLSQ Training Linked to Learning Principles

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

Member and Client Training Rights and Responsibilities

Surf Life Saving Queensland aims to provide its members and clients with the opportunity to learn and develop skills in a safe and supportive educational and social environment. As a member or client undertaking training and assessment with us you will have rights and responsibilities. When you sign your Training Course Enrolment form you agree to abide by our member/client responsibilities.

Protection of your privacy and personal information

When you enrol in one of our programs you may be assured that the personal information you provide to us is protected under the Privacy and Personal Information Protection Act of 1998. This act imposes obligations on us in the collection, storage, use and disclosure of your personal information. We are obliged to tell you the purpose of collecting person information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment and course records.

We do want you to be aware that by signing your enrolment form you recognise that we will need at times to release details of your course record to the Department of Education and Training as part of our audit regime.

Access to your records

Each clients' records are available to them upon request to SLSQ state office. Clients' records are not available to other persons unless SLSQ is requested in writing by the client to allow such access. Records are also made available in such cases as participants are attending a course organised/paid for by their employer. In this case, we request that if a client does not wish their employer to be

able to access their records, to advise SLSQ in writing. Where clients' are under the age of 18, records are made available to their parent/guardian.

Member records are available to specified approved SLSQ staff/volunteers to ensure SLSQ Training and Assessment frameworks adhere to AQTF compliance. All authorised SLSQ staff are required to ensure information is kept confidential and is only accessed in the execution of their duties.

Mobile Phones, Pagers and MP3 Players

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

MP3 players can be used during periods of individual work, as long as they do not distract other members of the training course.

Copyright

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

Drugs, Alcohol and articles considered dangerous

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

Course Assessments and Results

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

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

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another member or client may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from being assessed as NOT YET COMPETENT in the course being assessed to exclusion from further SLSQ training courses for a period of time.

Cheating

Members and clients found to be cheating in assessments will be marked NOT YET COMPETENT in line with the malpractice details outlined above.

Misconduct

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

- Disrupts the learning of others
- Prevents trainers and assessors from performing their duties
- Endangers the health and safety of our trainers, assessors, members or clients
- Interferes with the conduct of SLSQ Training and Assessment Operations

Examples of misconduct are:

- Defacing training equipment or venues
- Stealing whilst on a course
- Refusing to meet a safety instruction from a course trainer
- Cheating on an assessment
- Plagiarising another person's work
- Verbally or physically abusing another trainer, assessor, member or client
- Carrying a weapon
- Drinking alcohol in a break from the course

Misconduct of members will be managed in line with SLSQ Disciplinary Procedures.

Misconduct by a client will lead to them being asked to leave the course.

Serious misconduct carried out by a member or a client will be handed over to the Police.

Safety in Training

For SLSQ, your safety whilst in training is paramount. When undertaking our courses as a member or client we would ask you to:

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

As part of the introduction to your training course the trainer will give a safety and amenities brief.

If you undertake any practical activities in the water, we will have water safety personnel as part of the activity.

Enrolment, Induction and Orientation Information

SLSQ conducts an enrolment, induction and orientation program for all members/clients. The information included in the program is outlined in this Participant Handbook.

Pre-enrolment advice

If you would like further information on the courses offered by SLSQ, contact us and we will send you a copy of the Commercial and Community Courses Guide. The Courses Guide contains up to

date information on all of the training courses we offer. Alternatively, you can visit the Training and Education section of the SLSQ website, www.lifesaving.com.au.

Members and clients need to consider that some of our courses have components that require a suitable level of fitness. Examples of these are timed swims, run-swim-run mission tests and resuscitation. Please contact us if you are uneasy with any of these requirements.

If you need to know anything about our courses, please call on (07) 3846 8000 or e-mail us at academy@lifesaving.com.au

Queensland Certificate of Education – Information for participants aged 15-17

Nationally Recognised Training courses run by SLSQ have great benefits for participants aged 15-17 (this includes participants *up until their 18th birthday*) who are completing their Queensland Certificate of Education (QCE). Some Nationally Recognised courses are assigned a point value that can be counted towards a students' QCE - so while they are learning some essential life saving skills, they are also assisting their aim to achieve their QCE. Please speak to your course facilitator if you would like more information.

When can I enrol?

You can enrol at any time. For some courses, we request enrolment be completed two (2) weeks prior to the start of a course. This is due to the potential of pre-course work requiring to be completed.

How do I enrol?

To enrol in a Commercial Training Course, contact the SLSQ Client Services Coordinator. For Licensed Provider courses, contact the relevant provider directly. For club courses (SLSQ membership only) contact your Surf Club to enrol.

What length of time do I have to complete my course?

Participants have 6 months to complete their chosen course, from the first date of attendance, unless otherwise stated in the course resources or equivalent. If assessment is not completed within those 6 months, the participant may be required to enrol in the course again.

Course Fees and Charges

Clients of SLSQ pay an agreed fee on enrolment/upon attendance to the program of their choice, which includes all course related materials. Additional fees are charged in the instance of the re-issuing of a qualification testamur or Statement of Attainment, Provision of LLN Support, Conduction of an RPL process, Archived record retrieval and any training and assessment required to be completed again after a 'Not Yet Competent' result.

Fees paid upon enrolment (prior to course) are accounted in accordance with SLSQ's *Fees, Charges and Refund Procedure* (which can be made available upon request).

Details of course fees can be found on the website, www.lifesaving.com.au. SLSQ does not accept payments of more than \$1000 from each individual student prior to the commencement of a course,

as per Option 3, Condition 5 from the *AQTF Essential Conditions and Standards for Continuing Registration*.

Generally, members of SLSQ are not required to pay fees when undertaking training as a volunteer. Refunds also do not apply to SLSQ members in this instance. When a fee is to be paid by a member, the fees and charges policy above and the refund policy below apply.

Payment of Course Fees and Charges

CASH: You can make cash payments only if you are enrolling in person at your course. Please DO NOT send cash in the mail. Money orders will be accepted.

CHEQUE: Please make all cheques payable to Surf Life Saving Queensland or your nominated SLSQ Licensed Provider. Please include your cheque with your enrolment form.

CREDIT CARD: You can make a payment by Visa, Bankcard or MasterCard. To do this you will need an SLSQ Training Course Payment form. Please remember that not all of our SLSQ Licensed Providers have credit card merchant facilities.

Goods and Services Tax

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

Refund Policy – Fee for Service Client Programs

A full refund of training course fees and services will be made if SLSQ cancels a training course or service for any reason.

If a client wishes to cancel a course enrolment, then this must be done in writing to SLSQ - or their course organiser (Surf Club or Licensed Provider) - via the SLSQ Course Cancellation Form.

An 85% refund will be available for cancellations that are approved up to 10 days before the commencement of the training program. Cancellation of enrolment under these circumstances incurs a 15% administration fee.

No refunds will be available where cancellation is made less than 10 working days prior to the commencement of the training program, or to candidates who leave before finishing the training program.

Refunds will be considered on an individual basis for participants who fall ill or are injured to the extent where they can no longer undertake the training program, providing a supporting medical certificate is supplied to the SLSQ. However, should a participant wish to finalise incomplete units of competency in a future training program, the original fee can be used as a credit towards that training program within 6 months of the initial payment.

Refunds are at the discretion of the Member Services Manager, Training Business Development Manager or the training entity providing the service, and may be negotiated on an individual case by case basis

Refund Procedure

All requests for Training Course Refunds need to be made in writing on the SLSQ Course Refund form which is available by calling (07) 3846 8000 or emailing academy@lifesaving.com.au

Course and Training Delivery

Our training courses are delivered through a number of modes, with the needs of our members and clients in mind.

Modes of training delivery found in the SLSQ course range are:

- Face-to-face delivery
- Facilitated workshops
- Self-paced/self-directed courses
- Scenario based sessions
- Blended learning packages
- eLearning products (in development)

Our training courses and associated products are founded on competency based principals ensuring the development of our learning is targeted at our member's and client's needs.

Competency Based Training (CBT) is about training that is geared towards specific outcomes that reflect what our members or clients need to achieve in their workplaces. CBT is a way of approaching training that places primary emphasis on what a person can actually do in the workplace as a result of the training. It is concerned with training to specific standards rather than an individual's achievement relative to others in a group.

Competency Based Assessment (CBA) is defined as the process of collecting evidence and making judgements against specified standards required in the workplace. CBA can take place at any time provided that the person is ready for assessment, an assessor is on hand and the assessor has informed the candidate prior to the assessment.

Other key features of CBA include:

- criteria based rather than a comparison between participants
- more objective and less subjective than other forms of assessment
- incorporates skills recognition through challenge assessments and other forms of RPL

Resources

SLSQ ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications. SLSQ affirms that it has in place and applies in the following resources:

- Delivery personnel with appropriate qualifications and experience, including assessor requirements as identified in the relevant training package assessment guidelines

- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements, and that all aspects of competence are covered, including;
 - Task skills (performance of individual tasks)
 - Task management skills (managing a number of different tasks within the job)
 - Contingency management skills (responding to problems, breakdowns and changes in routine)
 - Job/role environment skills (dealing with responsibilities and expectations of the workplace)
- Relevant training package and/or accredited course documents and support materials, with necessary copyright authorisations

Assessment

SLSQ has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

The SLSQ assessment policy details the principles of competency-based assessment to be applied within assessment systems used by SLSQ. The application of these principles will result in the valid, reliable and fair assessment of persons enrolled in training programs.

The policy applies to assessment activities (including Recognition) carried out with respect to all training programs delivered, whether directly by us, or on our behalf.

When conducting assessment, SLSQ ensures it has personnel with appropriate qualifications and adheres to the requirements of the training package and the AQTF. Assessment activities undertaken by SLSQ always follow the outlined methodologies below:

- Assessment procedures are fully explained to members/clients, regularly throughout the training
- Assessment requirements are outlined prior to the course, and can include, but not be limited to:
 - Demonstration
 - Questioning
 - Workplace performance
 - Role-play
 - Simulation
 - Oral presentation
 - Graphic presentation
 - Projects/assignments
 - Audio/visual display
 - Written tests
 - Skills portfolio
- All evidence gathering methods remain:
 - Valid: they will assess what they claim to assess

- Reliable: they must result in consistent interpretation of evidence from the learner and from context to context
- Fair: they will not disadvantage particular learners. Assessment procedures will:
 - Be equitable and culturally appropriate
 - Involve procedures in which criteria for judging performance are made clear to members and clients
 - Employ a participatory approach
 - Provide for members and clients to undertake assessments at appropriate times.
- Flexible: they should involve a variety of methods that depend on the circumstances surrounding the assessment
- Recognition Opportunities: individuals seeking Recognition will be able to access processes as described in SLSQ's *Recognition Procedure*
- Post-assessment guidance is always available, as is a fair and impartial appeals process
- Cost-effectiveness: assessment conducted by or on behalf of SLSQ will be completed in a cost effective manner. Our facilitators are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to candidates before they commence their training programs.
- Comparability: the review of assessment systems and procedures and the outcomes of assessment must be undertaken at regular periods in order to ensure they are functioning appropriately.

The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality review procedures. SLSQ will utilise a network of consultants to maintain comparability of assessment at the delivery level.

Recognition of Prior Learning and Mutual Recognition

Recognition of Prior Learning (RPL)

SLSQ is active in acknowledging the skills and knowledge members and clients bring to our training programs as a result of their previous training, work experience and or life experience. We do this through a number of processes, including Recognition of Prior Learning (RPL). RPL is available to all members and candidates enrolling with SLSQ.

To assist you in your application for RPL, SLSQ has prepared guidelines that lead you through the process of your application for PRL and the procedures used to assess your application at SLSQ.

Please contact SLSQ for an RPL Application form (including guidelines) if you would like to apply to be assessed via an RPL Process. Please note that SLSQ members are required to contact their club or branch to begin their RPL Application.

Mutual Recognition – Credit Transfer

SLSQ fully supports the principals of mutual recognition, for Credit Transfer. This means that if a qualification or statement of attainment from the Australian Qualification Framework is presented

to SLSQ, we will recognise this achievement by the member or client obtained with another RTO and give credit in the relevant SLSQ course or program, where applicable.

Please contact SLSQ for a Credit Transfer Application form if you would like to apply to receive recognition for qualifications/units of competency gained outside SLSQ. Verified copies of any documents should accompany the final application. Please note that SLSQ members are required to contact their club or branch to begin their Credit Transfer Application.

Records Management and Certification Issue

SLSQ has policies in place to ensure systems for recording personal details of course/program participants, enrolments, systems used for recording evidence of assessment, competencies achieved and results of assessment.

Records Maintenance

SLSQ is committed to keeping accurate and confidential records in relation to our members and clients and the activities conducted on their behalf. All records are maintained through a combination of manual and electronic based systems designed to ensure we can provide detailed and timely information to our members and clients. Only authorised personnel at SLSQ can access client records.

Personal Details

During the enrolment process personal details of candidates are recorded (i.e. name and address) on an internal database. All personal details are kept confidential.

No details provided to SLSQ are sold or otherwise released to a mailing list or other organisations without the express written permission of the individual concerned.

Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by the SLSQ are maintained in accordance with AQTF requirements.

SLSQ uses simple and user-friendly systems for recording evidence. Trainers and assessors complete all required program member and client assessment documents (e.g. assessment activity books, work task plans) throughout their course program. These records are updated as soon as possible after completion of assessment to ensure up to date member and client information is available on request.

SLSQ retains assessment results electronically for 30 years. Complete individual assessment records are always retained until the period for appeal against assessment has lapsed, and a sample of those records are retained for a further 12 months. All documentation not retained as part of that sample is destroyed confidentially. Participant's results will only be released for legal or educational purposes, if requested by an individual participant, or their authorised client requirements as necessary.

Incomplete Assessment Records Submitted to SLSQ

Assessment records submitted to SLSQ incomplete have an 8 week period for rectification and re-submission. If rectification is not completed within the 8 week period, the course administration will be finalised, and the participant may be required to participate in further training or assessment to receive the certification.

If there are any issues with the assessment you submit, SLSQ will contact you and/or your course coordinators/trainers to assist in the rectification required.

Certification Procedures

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

- On successful completion of a course or nationally recognised training package qualification, participants will be awarded with the approved training package award within 21 days of you being deemed competent on the date of assessment.
- On successful completion of all enrolled units of competency (components of nationally recognised training package qualification) participants will be awarded a Statement of Attainment for the units within 21 days of you being deemed competent on the date of assessment.
- On successful completion of any recognised short course offered by SLSQ, participants will be awarded an Award Certification.

Course Feedback Procedures

At the end of each course we will offer participants a Course Feedback form. We would ask that it is completed and handed back to the trainer. SLSQ also utilises an online feedback survey, which is distributed monthly to all members/clients (except for those who have requested for SLSQ not to contact them via email). These forms and online surveys allow us to continuously improve our training programs and processes.

Complaints

SLSQ currently has procedures in place (*Client Complaint Policy*) for course participants to lodge a complaint in relation to SLSQ courses and services. Participants should first try to achieve a resolution of the concern through an informal approach to the SLSQ trainer or person responsible for the action. If this approach is not successful, participants can:

- Formally approach via phone on 07 3846 8000, or in writing to the Member Services Manager at PO Box 3747, SOUTH BRISBANE QLD 4171
- Formally approach via phone on 07 3846 8000, or in writing to the State Lifesaving Education Coordinator at PO Box 3747, SOUTH BRISBANE QLD 4171 (for internal membership courses only)
- Formally approach in writing to the CEO at PO Box 3747, SOUTH BRISBANE QLD 4171

No matter how we receive the input, all concerns are documented in the SLSQ Complaints Register. To have a complaint formally investigated, SLSQ may ask for the complaint to be made in writing.

The Member Services Manager will investigate all entries into the Complaints Register and reply in writing to the person raising the concern.

SLSQ's procedures advise that direct action from a complaint can only result directly from interested parties (eg. a complaint is unable to be taken further if the only complainant is a third party individual who was not in attendance/involved).

All complainants will receive a response within seven days of the receipt of the register entry. We will strive to have all complaints and grievances investigated and resolved within 30 days of our written response to the complaint.

If your complaint relates to a result received at the conclusion of a course, please refer to the Appeals section of this document.

Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment. A fair and impartial appeals process is available to members/clients of SLSQ if they do not agree with the result of an assessment that an Assessor has given. At these times they have the option to appeal the Assessment Result.

If a participant wishes to appeal a result, they may first discuss the issue directly with the course trainer/assessor. If the participant wishes to proceed further, they may contact the RTO Manager in writing, in person or via telephone, where they will be advised to complete an SLSQ Assessment Appeal form (CMF9). This form clearly outlines SLSQ's appeal process. We strive to deal with all appeals in a timely manner.

Please note that any concerns must be raised in the first 28 days after the date the result of assessment determined.

Every effort is made to settle the appeal to both parties satisfaction. An independent person or panel may hear each appeal. Each applicant has an opportunity to formally present his/her case. They are provided with a written statement of the appeal outcomes, including reasons for the decision.

What Members & Clients need to know from relevant legislation

Anti-Discrimination

It is the policy of SLSQ to ensure that all sections of the Anti-Discrimination Legislation of the state government and Discrimination Acts of the federal governments are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts.

Also included is the Queensland Government Anti-Discrimination Act, which deals with all the previous federal acts.

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

The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of personal characteristics. Discrimination may involve:

- Offensive jokes or comments about another worker's racial or ethnic background, sex, sexual preference, age, disability or physical appearance
- Display of pictures or posters which are offensive or derogatory
- Expressive negative stereotypes of particular groups, e.g. married women shouldn't be working
- Judging someone on political or religious beliefs rather than on work performance
- Using stereotypes or assumptions to guide decision-making about a person's career
- Undermining a person's authority or work performance due to dislikes of one or more of personal characteristics

Sexual Harassment

The policy of SLSQ is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. The organisation believes that all persons on an SLSQ training site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees, members and clients and damage staff and member morale and productivity.

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

Managers and supervisors must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people who make complaints, or witnesses, are not victimised in any way.

What is Sexual Harassment?

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attraction. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are

not repeated. Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say that the conduct/s objectionable. Many people find it difficult to speak up. All members and clients are responsible for their own behaviour. If a member or client thinks that certain behaviour may offend, then it should not be instigated.

If another person's behaviour towards a member or client is sexual in nature and makes the candidate feel frightened, offended, angry or humiliated, then the member or client is being harassed. Sexual harassment can happen to anyone, regardless of sex or age.

Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwanted for it to be harassment.

SLSQ will not tolerate discrimination or harassment. SLSQ will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another member or client of SLSQ may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimises a person involved in making a complaint.

What to do if being discriminated against or sexually harassed

A member or client has the right to feel safe and to have full opportunity to achieve their potential in study. Harassment should not interfere with a member or client's life. If a member or client is being harassed, help should be sought immediately.

There are several options. A member or client should choose the course of action they are most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

A member or client may:

- Tell the person causing the discomfort and request the behaviour be stopped
- Make a complaint to one of the SLSQ's staff
- Make a complaint under Anti-Discrimination Legislation to the:
QLD Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:
PO Box 5363
West End QLD 4101
Telephone: (07) 3864 4123 or (free call) 1800 177 822

Remember: Victimisation of any member/client under training or any member of the SLSQ staff will not be tolerated. Bullying will not be tolerated at any SLSQ training course.

Access and Equity

Access and equity means the policies and approaches that ensure vocational education and training are responsive to the diverse needs of all clients. Through the implementation of these policies and

approaches, the benefits of participating in vocational education and training are available to everyone on an equitable basis including women (where under-represented), people with disabilities, people from non-English speaking backgrounds, indigenous Australians and rural and remote learners.

Every client who meets the entry requirements as prescribed by the appropriate training package will be accepted into their desired course. If entry requirements are not met, all attempts are made to assist the member/client identify alternative courses of action.

Some programs may have limited number of vacancies and these will be filled in chronological order upon completion and return of an enrolment form, therefore removing any discrimination.

SLSQ is committed to ensuring the principals and requirements of equal employment opportunity, anti-discrimination and harassment legislation is embedded into its policies, procedures and practices.

Equal Employment Opportunity (EEO)

In line with the concept of EEO it is important participants feel that training and assessment are provided in an equal and unbiased manner.

Some of the key principles that members, clients and trainers/assessors should be aware of, and raise where required, is as follows:

- Any language barriers that may exist
- Any literacy or numeracy difficulties (e.g. dyslexia)
- Any learning problems (difficulty understanding new or unusual terms or concepts)

All participants will have the opportunity to address any of the above issues privately with the course staff so as not to cause any embarrassment.

It is important that trainers and assessors are interested and willing to assist participants in any way possible to ensure that there is equal chance to participate and learn and feel that equal opportunity is available.

Anti-discrimination

SLSQ will ensure that all participants have equitable access to the benefits of training and assessment. SLSQ also strives to ensure that any person is not discriminated against, excluded from participating in or alienated on the grounds of any of the following:

- Gender
- Pregnancy
- Breastfeeding
- Race
- Religion
- Trade union activity
- Culture
- Linguistic background

- Marital status
- Socio-economic background
- Impairment
- Age
- Parental status
- Lawful sexual activity
- Political belief
- Or any association with any of the above listed points

Harassment

Harassment legislation is by far the most ambiguous of all of the three areas identified above in relation access and equity. The definition itself had enormous scope for interpretation.

‘Harassment is unwelcomed, uninvited or unwanted conduct’ and ‘behaviour that would be considered unacceptable to a reasonable person’.

By virtue of its own definition, each member of the community may interpret this legislation in a different way. What is acceptable to one member may not be acceptable to another. In relation to participation in training and assessment activities conducted by SLSQ, it is reasonable to expect SLSQ personnel will conduct themselves in a manner unlikely to offend the majority of the community.

Access and Equity Principles

The following access and equity principles are incorporated into all training and assessment activities conducted with SLSQ:

- Training is designed to build on individual talents and experiences
- Training is designed to recognise and respond to the diversity of individual needs
- Training incorporates choice and flexibility to cater for individual circumstances
- Personnel have access to opportunities for professional and personal development
- Training and development opportunities are to be distributed equitably amongst persons
- EEO, anti-discrimination and harassment information will be included in all relevant SLSQ training activities.

Access & Equity Considerations

Some SLSQ training courses have specific attendance pre-requisite requirements in place. These requirements are directly task or safety-related and apply to all intended participants. The pre-requisites are not intended to be discriminatory in any way.

Some courses also have specific physical fitness barrier tests. These include timed swims and run-swim-run mission tests, which are in place to ensure your safety to carry out training activities and undertake lifesaving roles. These barrier tests are not intended to be discriminatory in any way.

Several of our courses include activities involving close physical contact between participants and staff. The physical contact in these activities varies in amount from activity to activity but is purely intended as a means of providing a learning experience and assessing abilities in specific situations.

These situations are based on practical application of skills and techniques associated with the core subject being covered.

Any concerns relating to the above mentioned requirements should be considered prior to course commencement. Members and clients are advised to seek further information from your course manager or SLSQ if they have any concerns.

Client Support Services

Language, Literacy and Numeracy

SLSQ has a commitment to providing equity and to eliminate discrimination against candidates in vocational education and training. People with language, literacy and numeracy problems or a disability and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by SLSQ. Materials, resources, assessment tools and tasks that do not require members/clients to have language, literacy and numeracy skills of a higher level than that of which they are being trained and assessed against and as required by the individual training package.

SLSQ provides:

- Clear models of the language, literacy and numeracy task
- Opportunities for repeated and supported practice
- Opportunities for independent practice.

Where some members/clients require additional practice and training, SLSQ is able to provide access to appropriate language, literacy and numeracy support, at the participants' cost. Details of participant support services available for our courses are outlined in this Training Guide, or can be obtained by contacting our office on (07) 3846 8000.

Alternatively, candidates may wish to contact the relevant organisation themselves from the following list:

Language & Literacy Services	Phone: 3234 1666 or contact your nearest TAFE Institute	
Learning Disability	SPELD The Independent Living Centre Dyslexia Association of Brisbane	Phone: 3394 2566 Phone: 3552 9000 Phone: 3846 1559
Deaf and Hearing Impaired	Queensland Deaf Society Sign On	Phone: 3490 9100 Phone: 3391 5677
Vision Impairment	Queensland Blind Association Royal Blind Foundation Vision Queensland	Phone: 3848 8888 Phone: 3391 9191 Phone: 1300 84 74 66 and ask for Brisbane
Physical Impairment	The Independent Living Centre Headway: Australian Quadriplegic Association (AQA) Queensland	Phone: 3552 9000 Phone: (03) 9489 0777

	Spastic Welfare League - Equipment Technology Services	
Intellectual Impairment	The Independent Living Centre	Phone: 3552 9000
Psychiatric Difficulty	Queensland Health (Mental Health Unit)	Phone: 3328 9506

This list of organisations is a selection only. A candidate should discuss the matter with SLSQ if they have any special needs or questions. If a participant does have a disability or special needs, it is important to let us know early so we have time to prepare the learning we could offer. SLSQ requests that any support services that may be required are advised to the trainer/assessor or directly to state office prior to the start of the course.

Client Welfare, guidance and support services

All members/clients of SLSQ are treated as individuals and are offered advice and support services which assist members/clients in achieving their identified outcomes.

SLSQ does not offer formal welfare or guidance services but SLSQ will endeavour to assist members/clients to access appropriate support agencies.

Maintaining Competency

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

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

This annual revision includes the areas of advanced resuscitation and defibrillation.

In line with the Workplace Health and Safety Act 1995, first aid knowledge must be revised every three years to remain current.

Other courses may have pre-determined currency periods. Please check the recommended renewal date on your certificate or confirm with your employer.