



# Student Handbook 2021

90666 - Royal Life Saving New South Wales

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**Disclaimer**

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

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

This handbook has been prepared to assist participants to understand their obligations and, those of Royal Life Saving NSW. Please ensure you have read and understood the code of practice associated with the course in which you are enrolling, and the relevant policies and procedures.

Changes to legislation and/ or Royal Life Saving NSW policies may impact on the currency of information included within this handbook. Royal Life Saving NSW reserves the right to update information without notice.

For any queries, please refer to:

Royal Life Saving NSW Head Office

34/10 Gladstone Rd, Castle Hill, NSW 2154

Phone: 02 9634 3700 | Email: [nsw@royalnsw.com.au](mailto:nsw@royalnsw.com.au)

## Our Story

Royal Life Saving NSW is the leader in drowning prevention and water safety education in the state.

Nationally, Royal Life Saving has a network of branches in each state and territory. These are known as the State and Territory Member Organisations (STMOs). Internationally, Royal Life Saving is a member organisation of the International Life Saving Federation, a network of lifesaving agencies from across the world who share a commitment to drowning prevention.

Royal Life Saving NSW was the first 'lifesaving' organisation in Australia, originating in 1894. In 2019 we celebrated 125 years.

For over 125 years, Royal Life Saving NSW has saved lives in the community through education programs, vocational training, health promotion initiatives, aquatic risk management services, community development and participation in sport.

This has been achieved with a commitment and drive of four pillars:

- Innovative, reliable, evidence-based health promotion and advocacy;
- Strong and effective partnerships;
- Quality programs, products and services;
- Continuing as a committed national organisation.

For the Aquatics Industry, Royal Life Saving NSW is the state's principal organisation in vocational training. As a Registered Training Organisation (RTO: 90666), Royal Life Saving NSW is committed to providing quality training outcomes to support the Aquatic and Recreation Industry, as well as the community at large.

Royal Life Saving NSW has a wider partner network who delivers services to the community of NSW and beyond. This is made up of NSW Government support, professional suppliers, training partners, professional staff, and volunteer examiners. Each of these groups contribute significantly to saving lives and creating everyday community lifesavers.

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

Royal Life Saving is a registered charity, a not-for-profit organisation, a public benevolent institution (PBI) and is a Public Company Limited by Guarantee. ABN: 73 000 580 825

## Our Services

The Royal Life Saving NSW is a progressive Registered Training Organisation (90666 - Royal Life Saving Society of Australia (New South Wales Branch) that specialises in delivering quality training solutions across NSW, ACT and Tasmania.

Whether you are looking to study online short courses, certificate level in aquatics and community recreation, our team will provide you with the guidance and support needed to gain nationally recognised qualifications and real vocational results.

From your initial enquiry, through to enrolment, and on to completion of your study with Royal Life Saving NSW, there will always be a supportive team member to assist you.

We value feedback from clients, participants, trainers, and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to a participant needs.

Our course catalogue type can be found here:

[ACT Courses](#)

[NSW Courses](#)

[TAS Courses](#)

## Contact Information

For all enquiries, please contact your closest Royal us via the contact details listed below:

### Head Office

34/10 Gladstone Road, Castle Hill NSW  
2154  
PO Box 8307, Baulkham Hills BC NSW 2153  
Telephone: (02) 9634 3700  
Email: [nsw@royalnsw.com.au](mailto:nsw@royalnsw.com.au)

### Hunter Region

McDonalds Jones Administration Building  
294 Turton Road,  
Broadmeadow NSW 2292  
PO Box 412, The Junction NSW 2291  
Telephone: (02) 4929 5600  
Email: [hunter@royalnsw.com.au](mailto:hunter@royalnsw.com.au)

### Illawarra Region

Government Office Block, Level 2  
84 Crown Street, Wollongong NSW 2500  
PO Box 574, Wollongong NSW 2520  
Telephone: (02) 4225 0108  
Fax: (02) 4228 5399  
Email: [illawarra@royalnsw.com.au](mailto:illawarra@royalnsw.com.au)

### Northern Region

Unit 10/26 Orlando Street  
Coffs Harbour NSW 2450  
PO Box 2455, Coffs Harbour NSW 2450  
Telephone: (02) 6651 6266  
Fax: (02) 6651 6980  
Email: [northern@royalnsw.com.au](mailto:northern@royalnsw.com.au)

### Riverina Region

Bolton Park Swimming and Recreation  
Centre, Morgan Street, Wagga Wagga  
NSW 2650  
PO Box 701, Wagga Wagga NSW 2650  
Telephone: (02) 6921 7422  
Fax: (02) 6921 7124  
Email: [riverina@royalnsw.com.au](mailto:riverina@royalnsw.com.au)

### Western Region

76 McNamara Street, Orange NSW 2800  
PO Box 313, Orange NSW 2800  
Telephone: (02) 6395 9716  
Email: [western@royalnsw.com.au](mailto:western@royalnsw.com.au)

### Southern Region & ACT

Unit 1, Royal Life Saving House, 26-28  
Napier Close, Deakin ACT 2600  
PO Box 266, Deakin West ACT 2600  
Telephone (02) 6260 5800  
Fax (02) 6260 5900  
Email [act@royalact.com.au](mailto:act@royalact.com.au)

### Tasmania

4 Franklin St, Lindisfarne TAS 7015  
PO Box 112, Lindisfarne TAS 7015  
Telephone: (03) 6243 7558  
Email: [tas@royaltas.com.au](mailto:tas@royaltas.com.au)



## Overview

Royal Life Saving NSW maintains high standards in the provision of vocational education and training and other client services.

We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our clients and participants. At Royal Life Saving NSW we maintain a learning environment that supports the success of our participants and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

It's important for you to be aware of your rights and responsibilities of being a learner with Royal Life Saving NSW. The Student Handbook and Code of Practice will provide you with information about our enrolment, training and assessment processes and information about payments, course changes, privacy and more.

Click this link to access our [Code of Practice](#)

## Legislative Requirements

Royal Life Saving NSW is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training, please contact Royal Life Saving NSW.

More information about these regulations and legal frameworks can be found at: [Federal Register of Legislation](#)

Legislation we are subject to includes (but is not limited to):

### [Work Health and Safety Act 2011](#)

The [Work Health and Safety Act 2011](#) provides a framework for managing health and safety risks in Australian workplaces.

### [Privacy Act 1988](#)

The [Privacy Act 1988](#) makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies.

For ACT visit <https://www.oaic.gov.au/privacy/privacy-in-your-state/privacy-in-the-act/>

### Copyright Act 1968

The [Copyright Act 1968](#) is an Act relating to copyright and the protection of certain performances, and for other purposes.

### National Vocational Education and Training Regulator Act 2011

The [National Vocational Education and Training Regulator Act](#) was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards.

### Australian Discrimination Laws

Under federal and state laws, it is against the law for employers to discriminate employees and job applicants or allow discrimination and harassment to occur with their organisations.

The following laws operate at a state and territory level, with state and territory equal opportunity and anti-discrimination agencies having statutory responsibilities under them:

- ACT– [Discrimination Act 1991](#)
- NSW– [Anti-Discrimination Act 1977](#)
- Tasmania – [Anti-Discrimination Act 1998](#)

The following laws operate at a federal level and the Australian Human Rights Commission has statutory responsibilities under them:

- [Age Discrimination Act 2004](#)
- [Australian Human Rights Commission Act 1986](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)

### Australian Consumer Law (ACL) 2011

[Australian Consumer Law 2011](#) aims to provide an equitable, competitive, informed, and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services.

### Competition and Consumer Act (CCA) 2010

The object of the [Competition and Consumer Act](#) is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

## Australian Child Protection Laws

In Australia, state and territory governments are responsible for the administration and operation of child protection services. Legislative acts in each state and territory govern the way such services are provided. The main child protection acts in each Australian state and territory are listed below.

### ACT

- [Children and Young People Act 2008](#)
- [Working with Vulnerable People \(Background Checking\) Act 2011](#)

### NSW

- [Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)](#)
- [Child Protection \(Working with Children\) Act 2012](#)

### Tasmania

- [Children, Young Persons and their Families Act 1997 \(Tas.\)](#)
- [Registration to Work with Vulnerable People Act 2013](#)

## Privacy and National VET Data Policy

Royal Life Saving NSW recognises its responsibility to collect, manage, use, and disclose personal information in accordance with the Act and the Australian Privacy Principles.

### Use and Disclosure of Personal Information

Sensitive personal information will only be collected, as required, from participants. Such information is treated as confidential within Royal Life Saving NSW and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the training services.
- Informing participants about additional or upcoming courses available.
- Gathering feedback from participants regarding training for Royal Life Saving's NSW market analysis and course development.

### Staff Confidentiality

Royal Life Saving NSW Staff must be aware of the Privacy Act 1998 (NSW), and its requirements, and must always ensure participants information remains confidential.

No Royal Life Saving NSW staff member may release any information (including results or training) about participants to any third party unless prior written authorisation is obtained from the participant, or disclosure is required by law.

Royal Life Saving NSW does not disclose sensitive personal information to other third parties without permission or instruction from the participant unless required by Law to do so.

### Information About Participants from Third Parties

Royal Life Saving NSW may need to source or verify information about participants from a third party. Wherever possible this will be done with the participant's authorisation, or if not possible, Royal Life Saving NSW will inform the participant when such information is collected.

Participants may nominate a third party, such as an employer, who they wish to have access their records. The Training Services Manager will ensure written consent from the participant, and the details for the third party are obtained. These details will be entered into the file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions prior to releasing any information.

### Receiving Marketing Information

With participant's consent, Royal Life Saving NSW may provide them with information from time to time about new courses available to them.

Participant's consent to this will be implied unless they notify Royal Life Saving NSW that they do not wish to receive this information. You may do this by advising the Training Services Manager in writing that you do not wish to receive marketing information.

### Security of Personal Information

In line with new technology, Royal Life Saving NSW continually improves the security of personal information collected. Royal Life Saving NSW takes all reasonable steps to protect the personal information of persons by:

- Securing all hard copy files with personal information in locked cabinets
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date cyber security software
- Password access to all computer systems
- Not releasing information to third parties without prior written authorisation from the person it relates to

### Rights to Access Information

Under the Privacy Act, participants have the right to access their personal and course progression information held about them. If the information is incorrect, they have the right to require Royal Life Saving NSW to amend the information.

To access personal information and course progress, participants can log in to their personal password-protected learning portal, or alternatively, contact the Training Services Manager in writing requesting access or records. The Training Services Manager must verify the participant's identity through either presentation of appropriate identification or answering a series of specific security questions. Both the participant and the Training Services Manager, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.

Click this link to access our [Privacy Notice](#)

## COVIDSafe Course Participation Procedure

In March 2020 the World Health Organisation (WHO) declared the outbreak of COVID-19 a pandemic. Royal Life Saving NSW understands that this virus has the potential to greatly impact Royal Life Saving NSW staff, clients, participants and by extension, Royal Life Saving NSW operations and business.

If you are sick, please DO NOT attend your scheduled training course. Get tested, self-isolate and monitor your symptoms.  
Symptoms include fever, coughing, sore throat and shortness of breath.

### Venue Check In

Participants must check in using the State specific approved COVID-19 check in app.

ACT: [Check In CBR App](#)

NSW: [COVID Safe check-in](#)

TAS: [Check in TAS app](#)

### Verbal Health Assessment

Participants will be required to provide a verbal health assessment along with a temperature check upon entering the training area.

#### Verbal Health Assessment

Trainer to ask verbally upon participants arrival. All participants must then honestly answer the COVID-19 Self-Check Questionnaires prior to entering the training area.

Under no circumstances will any participants be allowed entry if they feel unwell or have any COVID-19 symptoms including:

- Fever
- Cough or cold like symptoms
- Any other flu like symptoms

If a participant is denied entry to a course as they have failed to pass the health self-declaration, participants can contact their local Royal Life Saving NSW office to arrange a transfer or a refund.

### Protect Others and Stay Informed

We can all help slow the spread of COVID-19 in Australia. To protect others, you must:

- practise good hygiene
- practise physical distancing
- follow the limits for public gatherings
- understand how to isolate if you need to

Royal Life Saving NSW recommends all participants to download the official government apps and visit Australian Government Department of Health and State specific to stay up to date and protected.

- [COVIDSafe app](#)
- [Coronavirus Australia app](#)
- [ACT Government COVID-19](#)
- [NSW Health COVID-19 \(Coronavirus\)](#)
- [Tasmania Coronavirus disease \(COVID-19\)](#)

## Enrolment

### Prerequisites and Entry Requirements

Prerequisites and entry requirements are specific to individual courses.

Enrolment and admission into some Royal Life Saving NSW courses are subject to meeting certain prerequisite conditions and/or entry requirements due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

Participation in training is subject to payment of all fees and charges.

Please consult the course outline for your chosen course on our [website](#) or by contacting your local Royal Life Saving NSW Office.

### Enrolment

A completed enrolment form is required to advise all details necessary to register a participant. This may be completed online or by contacting your local Royal Life Saving NSW Office.

For online enrolment visit:

- [ACT](#)
- [NSW](#)
- [Tasmania](#)

All questions should be answered, and the participant's signature should appear as acknowledged acceptance. The enrolment form may be posted, completed on premises, or submitted online. Please speak to a member of our team for further information.

Upon enrolment, arrangements are then made for the payment of course fees. See section Fees and charges section for more information.

When the completed enrolment information is received, the participant is enrolled into their allocated course and assigned a permanent identification number.

Course details, receipt of payment and a copy of the Student Handbook is made available to all participants prior to commencement of study.

### Induction /Orientation

By the first day of the course (at the latest), participants are to receive induction and/or orientation appropriate to their course, and which ensures (where appropriate) they:

- Understand the information contained in the Student Handbook and course information
- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration, and support people
- Have necessary course materials
- Know where to access more information

## Unique Student Identifier (USI)

The objective of the [Unique Student Identifier \(USI\)](#) Requirements Policy and procedure for Royal Life Saving NSW is to ensure the RTO (90666) meets the requirement of the [Student Identifier Act 2014](#) and the VET regulator.

Royal Life Saving NSW will meet the requirements of the Student Identifier Act 2014 by collecting and validating USI data.

Royal Life Saving will meet the USI requirements by:

- Providing USI information prior to and on enrolment;
- Providing assistance with creating and validating USI; and
- Not issuing AQF certification without a validated USI.

Royal Life Saving NSW will record USIs' by:

- Collecting USI's on enrolment;
- Validating USI's prior to issuing AQF certification; and
- Meeting Total VET Activity reporting obligations.

Royal Life Saving NSW Policy and Procedure reporting obligations will apply.

Royal Life Saving NSW Stakeholders may have written Work Instructions in place to supplement this policy and procedure

## Course Information, Content, and Vocational Outcomes

### Course Information

Participants will have the following information made available to them prior to enrolment:

- Participant selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes
- Competencies to be achieved through training and the certification to be issued to the participant on completion or partial completion of the course
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Facilities and equipment
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy, and numeracy assessment
- Client support, including any external support for clients and participants
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course Vocational Outcomes



When participants have completed their studies with Royal Life Saving NSW, a register of the competencies achieved by the candidate will be maintained for future reference and evidence of these made available for a minimum of 30 years.

### Participant Resources

All participants are provided with various resources throughout the duration of their course including prior to course commencement. It is the participant's full responsibility to maintain the resources provided to them by Royal Life Saving NSW.

Please note that charges may be incurred for replacement of any participant resources. Please contact your local Royal Life Saving NSW for further information.

## Fees and Charges

The Fees and Charges terms and conditions is available in the Royal Life Saving NSW [Code of Practice](#).

### Course Fee

Each accredited course, qualification or unit of competency offered by Royal Life Saving NSW has a specific course fee. These can be found online or by calling your local Royal Life Saving NSW office. Online links can be found here: [ACT Courses](#), [NSW Courses](#), [TAS Courses](#)

### User Choice

Any changes to units of competency in a training plan will cause the student fees to be recalculated and any adjustments required must be made to either party.

### Financial Hardship

Where payment of the student fees will cause extreme financial hardship, the participant may be exempt from paying this fee. Extreme financial hardship is categorised as a situation where the participant would have to forego food, shelter, or a basic necessity of living in order to pay the fee. If extreme financial hardship is a consideration, participants are required to communicate this to Royal Life Saving NSW at time of enrolment for assessment.

## Refund Policy

Royal Life Saving NSW is a Registered Training Organisation and as such is required to outline the policy for Fee Refunds.

Royal Life Saving NSW's first responsibility is to customers that use our training products and services. The Fee Refund policy will encompass training delivery and assessment services for the following programs developed by the Royal Life Saving NSW:

- Royal Life Saving Society awards
- Community Education Courses
- Vocational Courses/Qualifications (AQF)
- Accredited Short Courses
- Qualifications from Training Packages
- Units of competency from Training Packages

### Fees Paid in Advance

Royal Life Saving NSW has a separate Security Account that will protect students who have paid fees in advance. The Finance Manager will manage this account. Every quarter the Finance Manager will review all fees paid in advance to ensure funds maintained are adequate.

### Applicability

Royal Life Saving NSW General Manager -Capacity & Capability is responsible for implementing the refund policy.

Applications for refunds must be made in writing and the decision of the General Manager - Capacity & Capability is final.

The policy of Royal Life Saving NSW is at all times to be fair and equitable to registered clients.

For full details on fees, charges and payments contact your local Royal Life Saving NSW office.

## Language, Literacy and Numeracy Assistance

Participants may be assessed to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This may be via interview or completion of an exercise contained in the proposed training program.

Royal Life Saving NSW will endeavour to aid participants having difficulty with language, literacy, or numeracy to accommodate their needs. If a participant's needs exceed the ability of Royal Life Saving NSW staff to assist, the participant will be referred to an external support agency so they can obtain the skills required to participate the training program.

### External Support

Individuals who require help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their [website](#). Any costs incurred will be the responsibility of the client and/or participant.

Other links:

- [The Australian Government Language Literacy and Numeracy Program](#)
- [Adult Migrant English Program \(AMEP\)](#)

## Support Services

### Client Services

Royal Life Saving NSW uses quality management practices to ensure effective client services. Operational standards ensure timely issuance of training assessments, results, and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All participants results and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Participants can access their files by request, with 14 days' notice in writing.

All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Royal Life Saving NSW informs clients and/or participants of all fees and charges prior to enrolment. Clients and/or participants are also advised of course content, outcomes and assessment procedures before training commences.

Royal Life Saving NSW's quality focus includes access and equity ensuring that no participant is discriminated against. Our focus also allows for Recognition of Prior Learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the participant to the relevant agency or expert.

### Welfare and Guidance

Royal Life Saving NSW has welfare and guidance services relevant to its training products. Where necessary, participants requiring literacy and/or numeracy support are referred to relevant qualified experts.

Royal Life Saving NSW is at all times concerned with the welfare of our clients and participants. Staff will counsel participants as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by participants, and to actively render appropriate assistance.

If you require extra support or counselling, please contact a member of our team who will be eager to assist you.

### Counselling/Personal Support

If you require counselling or personal support, please contact one of the below organisations.

Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue – 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army - 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

## Access and Equity

### Access and Equity Principles

Royal Life Saving NSW will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. Royal Life Saving NSW offers opportunities for people to participate in the Vocational Education and Training system, and in associated decisions, which affect their lives.

Royal Life Saving NSW prohibits discrimination towards any group or individuals in any form including:

- Sex
- Marital status
- Pregnancy
- Family responsibility
- Family status, race
- Religious beliefs
- Political conviction
- Gender history
- Impairment
- Age
- Sexual orientation

### Staff Responsibilities for Access and Equity

Royal Life Saving NSW applies access and equity principles to all programs and provides timely information and suitable support to assist clients and participants to identify and achieve their desired outcomes.

Access and Equity issues are considered during training, product development and in training and assessment.

## Flexible Learning and Assessment

### Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each participant has achieved all the elements (skills and knowledge) required by each unit to gain their course qualification.

Each course is made up of the required number of core units and elective subjects that have been chosen to offer you the best all-around knowledge and skills base.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course.

Royal Life Saving NSW applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the participant to show that they have achieved competency in the unit(s). Participants may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project
- Or any other method outlined in the Training and Assessment Strategy (TAS).

Clients and participants will be advised of the assessment methodology before training commences.

### Training and Assessment Standards

Royal Life Saving NSW staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program.

Appeals procedures are in place for participants who are not satisfied with assessment or training.

### Flexible Learning

Royal Life Saving NSW provides participants with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities.

Any flexible arrangements agreed to must nevertheless adhere to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace, online or a mix of all methods; it may be delivered in various modes including face to face interaction, online interaction, or correspondence.

Participants should initially discuss possible flexible arrangements with their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the Training Services Manager.

### Reasonable Adjustment

Where participants are unable, due to physical or mental disabilities, ill health, or family emergency, to undergo assessment as outlined in each subject alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date.

Where strict Performance Evidence is outlined with Assessment Conditions, no reasonable adjustment can be made.

In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

### Resitting Assessments

In the event of a 'not yet competent' outcome the participant will have an opportunity to resit the assessments for that unit at no cost.

Should the result of the resit be an outcome of 'not yet competent' one further resit is allowed at a discretionary cost per assessment.

If, after resitting the assessment(s), the participant still does not meet the necessary criteria for competency he/she must reattempt the entire unit (cost on application) in order to achieve the full qualification.

## Recognition of Prior Learning (RPL)

### Recognition of Other Qualifications/Credit Transfer

Royal Life Saving NSW recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations. Participants may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.
- Successful RPL application.

### Recognised Prior Learning (RPL) and Recognised Current Competencies (RCC)

Participants who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Participants, who believe this applies to them, may make an application for RPL or RCC.

Royal Life Saving NSW advises all applicants of RPL opportunities and procedures upon enrolment.

The 'performance criteria' of the course module sets the RPL benchmark and evidence for credit of prior learning may include:

- Evidence of current competencies
- Performance, demonstration, or skills tests
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects, or assignments
- Written presentation
- Interview
- Simulations

There are several stages in the RPL process. These include:

- Information stage
- Initial support and counselling stage
- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

A participant may appeal an unsuccessful claim (see complaints and appeals).

Suitable, qualified, and experienced Royal Life Saving NSW staff will manage the RPL process.

A participant may receive recognition for all competencies required for the course module, or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained.

Evidence considered for assessment is the RPL application form plus a wide range of supporting documentation or other evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the Training Services Manager or a panel consisting of a course/subject expert and the Training Services Manager.

If further evidence is required, then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness, and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. A qualified assessor must conduct the assessment.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given, and unsuccessful applicants are advised of the appeal mechanisms. Further learning options or 'Gap Training' prior to a second assessment will be suggested. 'Competent' is recorded on the participant's record if recognition is granted.

## Student Feedback, Complaints and Appeals

### Student Feedback

Royal Life Saving NSW highly values student feedback and considers student feedback and evaluation as key components our quality assurance. Students' views about their experience provide valuable information in maintaining a successful delivery and learning environment and contributing to ongoing improvement.

Royal Life Saving NSW has multiple channels in place to collect student feedback, including:

- Learner Engagement Survey
- Email or phone (See contact information section)
- Speak to your trainer and/or any of our Royal Life Saving NSW management personnel.

### Complaints Process

Royal Life Saving NSW in providing a quality service to its clients and participants has developed a grievance guideline to deal with complaints from clients and participants which may arise in the delivery of training and assessment services.

In the event of a complaint, the client and/or participant is required to follow the procedures to ensure the issue is resolved. The Process is as follows:

- The complainant must try to resolve the problem with the person concerned.
- The complainant must seek the assistance of their Royal Life Saving NSW Trainer if necessary.

Should the problem still be unresolved, the following procedure must be followed:

1. Participants should lodge a formal complaint, in writing, to the Regional Manager of your local Royal Life Saving NSW Office or Training Compliance Coordinator.
2. Upon receipt Royal Life Saving NSW will address the issue.



3. The client and/or participant will receive a written statement of the outcome from the Regional Manager and/or Training Compliance Coordinator within 14 days of the complaint being received.

All records of any complaints are kept on file. If the complaint is still unresolved, Royal Life Saving NSW clients and participants may lodge a complaint with the [Australian Skills Quality Authority \(ASQA\)](#) 1300 701 801 or email [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)

### Appeals Process

Royal Life Saving NSW seeks to prevent appeals by ensuring client and/or participant are satisfied with the training and assessment process. All staff are expected to be fair, courteous, and helpful in all dealing with clients and participants.

Should a complaint about any assessment nevertheless be made, this will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analysed by the Training Services Manager and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receiving the complaint. All records of any appeals are kept on file.

If a client or participant has a complaint regarding their assessment, a Notice of Appeal must:

1. Be given in writing to the Assessor or Training Compliance Coordinator.
2. Clearly identify the grade, result or decision appealed against.
3. Set out in detail the specific grounds on which the appeal is being sought.
4. Be made within 10 working days from the day on which the candidate is notified of the "Not Yet Competent" result.
5. The decision of any appeal will be based on the candidate being able to demonstrate competence, either through re-assessment, or an alternative form of assessment, if the unit of competence in question permits.

If the appeal is still unresolved, the client and/or participant may choose to escalate the decision with the Training Services Manager. Client and/or participant may also seek legal redress if they feel unsatisfied with the outcome following escalation.

### External Complaints or Appeals

For assistance with lodging an external complaint or appeal please contact the [Australian Skills Quality Authority \(ASQA\)](#): 1300 701 801 or email: [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)

If ASQA finds your complaint is justified, the conclusions are reported to you and to the relevant Department of Education, Training and Employment regional office.

## Rules, Regulations and Disciplinary Procedures

### Rules and Regulations

The following apply to all persons, staff, clients, and participants:

- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Alcohol and other drug use in training facilities or while undertaking Royal Life Saving NSW activities is not permitted.
- Intoxicated persons and persons affected by other drugs are not permitted inside training facilities and will be asked to leave.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

An individual's property is to be respected and not interfered with without consent of the owner. Look after your own possessions. Royal Life Saving NSW accepts no responsibility for personal property lost or stolen at training sessions.

### Discipline Policy

Participants at all times must maintain appropriate behaviour and follow Royal Life Saving NSW rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given, and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately, and the participants may be requested to leave the course.

The Training Services Manager will oversee all disciplinary matters.

## Human and Physical Resources

### Human Resources

Royal Life Saving NSW is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their subjects through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment.

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

## Physical Resources

Where appropriate, participants have access to, or provision of, the necessary facilities, materials, and equipment. These may include (but are not limited to):

- Training Room Facilities
- Adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods.
- Provision of comfortable chairs, designed for use over sustained periods.
- Adequate lighting for normal viewing, writing, and reading but avoidance of glare, brightness and competing visual stimuli.
- Tables that are suitable for writing and which do not cramp participants for space.
- Clear sight and hearing from all points and to the point of presentation.
- Audio visual equipment that is not intrusive.
- Strategically placed power points.
- Clearly accessible amenities such as toilets and drink stations.
- Telephones placed away from training rooms.
- Rooms located away from external noise of any kind likely to disturb proceedings.
- Pleasing overall aesthetics.
- Shape and size of the room(s) and the type of furniture conducive to varied layouts.
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities

## Completion and Procedure for Issuing Certificates

A participant will be issued with a certificate on successful completion. If a participant completes only one or more units of competence but not a complete qualification, a Statement of Attainment will be issued.

A Certificate of Attendance may be issued where appropriate.

Before certification is issued the training and assessment staff verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the staff member authorises issue of the relevant certificate.

When a participant has completed their course and a certificate has been issued, the participant's file is archived within the Training Management System.

## Refusal to Provide Services

Royal Life Saving NSW has the right to refuse to provide services (including training, assessment, and course materials) to clients and/pr participants who have outstanding accounts. Royal Life Saving NSW shall not be liable for any failure to provide services.

## International Students

As Royal Life Saving NSW is not a CRICOS provider, it is unable to provide national training to overseas students holding a student visa. An overseas student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa, or
  - a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

As specified in Section 8 of the ESOS Act, a provider must be registered on CRICOS to provide a course at a location or do so in accordance with an arrangement they have with another registered provider.

# ROYAL LIFE SAVING

## Head Office

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## Northern Region

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## Riverina Region

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Fax: (02) 6921 7124  
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## Western Region

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