



**ROYAL LIFE SAVING**  
SOUTH AUSTRALIA

# STUDENT HANDBOOK

Before students sign and complete the student agreement and enrolment forms, it is recommended that they read and understand this Student Handbook. If you have any questions please contact us for clarification. By completing an enrolment form (either a paper-based or an online form) the student is acknowledging that they have read and understood this Student Handbook and understand the information it contains.

# Training Provider Details

<b>Name of RTO</b>	Royal Life Saving Society South Australian Branch Inc ABN 26 318 933 273
<b>RTO Number</b>	0996
<b>Phone Number</b>	(08) 8210 4500
<b>Website</b>	<a href="http://www.royallifesavingsa.com.au">www.royallifesavingsa.com.au</a> <a href="http://www.royallifesavingsa.com.au/training">www.royallifesavingsa.com.au/training</a>
<b>Email</b>	<a href="mailto:training@royallifesavingsa.com.au">training@royallifesavingsa.com.au</a>
<b>Address</b>	Adelaide Aquatic Centre, Jeffcott Street, North Adelaide SA 5066 PO Box 344, Magill SA 5072
<b>Registration Details</b>	Our scope of training is listed on the National Register on the Vocational Education and Training (VET) website: <a href="http://training.gov.au">training.gov.au</a> which can view using the QR code to the right. As a Registered Training Organisation (RTO), we have approval to deliver National Recognised Training, as required by national and jurisdictional legislation within Australia. As an RTO we are required to comply with the Standards for Registered Training Organisations (RTO's) 2015 (version 2.1 August 2019).
<b>Purpose of this Handbook</b>	The information provided in this handbook has been developed to assist students who are considering undertaking a course with us or one of our partners. This handbook allows students to understand their rights and responsibilities and ensure that access is provided to help the student make informed decisions before undertaking the learning experience. Prior to undertaking any learning experience, the student is recommended to discuss with the Trainer of RTO their individual needs to ensure the course is the best fit for their individual circumstances.
<b>About Us</b>	<p>Our mission is to reduce drowning and promoting healthy, active and skilled communities through innovative, reliable, evidence-based advocacy; strong and effective partnerships and quality programs, products and services. We do this by:</p> <ul style="list-style-type: none"><li>• Advocacy and awareness-raising</li><li>• Education</li><li>• Training</li><li>• Health Promotion</li><li>• Aquatic Risk Management</li><li>• Community Development</li><li>• Research</li><li>• Media and Marketing</li><li>• Sport, Leadership and Participation</li><li>• International partnerships</li></ul> <p>Our high-quality training programs are designed to meet our mission whilst providing students with courses designed to meet their vocational goals in a professional, compliant, inclusive and safe learning environment.</p>



# Definitions

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**RLSS SA** means Royal Life Saving Society South Australian Branch Inc, including where appropriate its employees, members, officers, third-party providers, agents, and in the case that any of these is a corporate entity, their respective directors.

**Claim** means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising from or in connection with a Course, but does not include a claim by any person expressly entitled to make a claim under an insurance policy.

**Course** means the study being conducted by or on behalf of RLSS SA and undertaken by the student. This may be a unit of competence or a qualification.

**RTO** means Registered Training Organisation

**ASQA** mean Australian Skills Quality Authority

**AQTF** means Australian Quality Training Framework

**RPL** means Recognition of Prior Learning

**Statement of Attainment** is a document that shows the units of competency that a student has completed as part of a nationally recognised course.

**Qualification** means a formal certification, issued by an RTO, to recognise that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs. An example of a Qualification is Certificate 1, Certificate 2, certificate 3 or Certificate 4.

**Student, Candidate or Participant** means someone who is undertaking study with an RTO.

# Student Information

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**Unique Student Identifier (USI)** If you are a new or continuing student undertaking Nationally Recognised Training you need a Unique Student Identifier (USI) in order to receive your Qualification or Statement of Attainment. If you don't have a USI you may not receive your Qualification or Statement of Attainment.

Your USI may also give you access to an online record of the training you have completed since 1 January 2015. You may also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI is a reference number made up of ten (10) numbers and letters that:

- creates an online record of your recognised training Qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create
- stays with you for life

To create a USI please visit the website [www.usi.gov.au](http://www.usi.gov.au) . If you already have an USI but have forgotten it please visit: <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

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**Course Information** Our website ([www.royallifesavingsa.com.au/training](http://www.royallifesavingsa.com.au/training)) has a comprehensive range of information that will assist students to make an informed decision concerning the training we provide. We encourage students to call and discuss their educational needs to ensure the best course is chosen for their requirements.

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**Choosing a Provider** The Australian Skills Quality Authority (ASQA) has developed a fact sheet to allow you to be fully informed about your decision to enrol in a course of study. We recommend reading this information prior to enrolling. [https://www.asqa.gov.au/sites/default/files/2020-01/FACT\\_SHEET\\_Choosing\\_a\\_training\\_or\\_education\\_provider.pdf](https://www.asqa.gov.au/sites/default/files/2020-01/FACT_SHEET_Choosing_a_training_or_education_provider.pdf)

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**Course Fees** Fees and charges are available on request from your trainer or from the course search on the website. There may be some additional fees associated with your training, such as cancellation fees or cost for replacement of resources.

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**Resources** Whilst you may not need to purchase any resources to undertake training with us, you may need to purchase some resources (i.e. uniforms, safety equipment, etc) to obtain employment. Call our office to find out more.

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## **Cancellation and Refund Policy**

We pride ourselves on being a fair trading organisation and we have developed a course withdrawal and refund policy which is available on our website or buy using the QR code to the right. The student withdrawal and refund policy is covered in clause 14.1 of our Code of Practice. Our course withdrawal and refund policy is show below:

- Any enrolment cancelled prior to two (2) working days of course commencement will incur a fee of 10% or \$20.00 (whichever is the greater) of the course cost. It is regrettable that no refund can be made if written advice is not received prior to this timeframe.
- No refund will be offered to an enrolment cancelled within two (2) working days of the course commencement.
- Any course not attended with prior notification within the timeframes above will forfeit all payments made.
- In the event that RLSS SA cancels a course, you will be offered a full refund or you may elect to transfer to another course at no cost.
- In cases of severe financial hardship or exceptional circumstances the Training Manager / may waive all fees and charges.

### **How to Transfer to another Course**

Please contact our training service staff via telephone on (08) 8210 4500 during normal business hours and discuss how we can assist re-schedule your training course.

How to obtain a Refund Please contact us via telephone on (08) 8210 4500 during normal business hours. You may be asked to download and print the Refund Request Form

Severe hardship or exceptional circumstances: Please contact us and explain your circumstances to us. Please note that we may need to confirm your hardship prior to process a refund.

Require Further Information: Please contact us during normal business to discuss.

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## **Guarantee of Training**

Should unforeseen circumstances occur that prevents us from delivering the course for which you are enrolled, we will attempt to arrange the course on another day at no additional charge to you. An example of an unforeseen circumstance is the trainer being involved in a motor vehicle accident on the day of the course, or is sick on the day of the course.

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## **Workplace Health & Safety and Medical**

Your participation in the Course is inherently dangerous and may involve risk. There are risks specifically associated with participation in the Course and accidents can and may happen which may result in personal injury, death or property damage. Prior to participating in the Course, you should ensure you are aware of all of the risks involved, including those risks associated with any health condition you may have. You agree and undertake any such risk voluntarily and at your own risk.

**Disclosure of Medical Conditions** – You warrant that prior to participating in the Course you:

- a) are and must continue to be medically and physically fit and able to undertake and participate in the Course;
- b) are not a danger to yourself or to the health and safety of others; and
- c) are not presently receiving treatment for any condition, illness, disorder or injury which would render it unsafe for you to take part in the RLSS SA Course.

You acknowledge that you must, and you agree that you will, disclose any pre-existing medical or other condition that may affect the risk that either you or any other person will suffer injury, loss or damage. You acknowledge that RLSS SA relies on information provided by you and that all such information is accurate and complete.

### **Reporting of Injury**

You agree to report any accidents, injuries, loss or damage you suffer during the Course to us on the day such occurs or is known. You will assist us prepare an incident report in respect of such incident and will provide all documents request of you to us upon request.

### **Treatment**

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You consent to receiving any medical treatment that the Course organisers or their authorised representatives consider necessary or desirable during or after the Course and agree to reimburse RLSS SA for any costs or expenses incurred in providing such medical treatment.

**Prevailing conditions**

You acknowledge and agree that swimming and lifesaving (and related water safety and aquatic skills) can and will be affected by the weather which may change without warning and there is often an element of the "luck of the prevailing conditions" when undertaking certain elements of the Course over which RLSS SA has no control.

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**Your Privacy**

To provide training services to you we will obtain information from you. The information you provide is necessary for the conduct and management of the Course and that it is collected in accordance with our Privacy Policy which is available from our website [www.royallifesavingsa.com.au](http://www.royallifesavingsa.com.au)).

You may receive a student survey which may be administered by a government department, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. We may use or disclose your personal information for the purposes of conducting and administering the Course or promotional material or otherwise in accordance with our Privacy Policy. We may share your information with third parties such as affiliates; Course providers; trainers; contractors; companies engaged by RLSS SA to carry out functions and activities on RLSS SA's behalf including direct marketing; and RLSS SA's professional advisers, including its accountants, auditors and lawyers and insurers; and government departments or agencies; however your information is not generally disclosed to anyone outside Australia.

Our Privacy Policy contains information about how you may access and request correction of your personal information held by us or make a complaint about the handling of your personal information and provides information about how a complaint will be dealt with by us.

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**National VET Provider Collection Data**

Comprehensive and timely data on Vocational Education and Training (VET) is important for increasing the efficiency and transparency of Australia's VET sector, in order to improve understanding of Australia's VET market and management of the national VET system. This data is certain personal information and referred to as AVETMISS information. As an RTO we are required to collect and submit comprehensive data on delivery of Nationally Recognised Training. This data is collected in all assessment workbooks under AVETMISS related Details.

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**Use of Image**

You acknowledge and consent to photographs and electronic images being taken of you during the Course. You acknowledge and agree that such photographs and electronic images are owned by RLSS SA and RLSS SA may use the photographs for promotional or other purposes without your further consent being necessary.

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**Record Management / Accessing your Records**

RLSS SA keeps records of the attendance and progress of students and makes these records available to student upon request.

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**Complaints and Appeals Policy**

**Appeals Policy**

RLSS SA has developed an Appeals Policy to ensure that participants and clients have access to a fair and equitable process for dealing with complaints regarding final assessment outcomes.

**Grievance & Complaints Policy**

RLSS SA has developed a Grievance Policy to ensure that participants and clients have access to a fair and equitable process for dealing with grievances. In providing quality services to its clients, RLSS SA has developed a grievance guideline to deal with complaints from clients and participants, which may arise in the delivery of training and assessment services. Please forward any complaint in writing to [admin@royallifesavingsa.com.au](mailto:admin@royallifesavingsa.com.au) or contact our office for information on making a complaint.

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### External Complaint Procedures

For assistance with lodging an external complaint or appeal, please contact the Australian Skills Quality Authority (ASQA): 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). If ASQA finds your complaint is justified, the conclusions are reported to you and to the relevant Department of Education and Training regional office.

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## *Training and Assessment Information*

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### **Diverse Student Learning Needs**

We strive to ensure that people from all groups, such as indigenous people, people with a disability, people from culturally and linguistically diverse backgrounds, people from rural and remote areas, mature aged people, and women, have equal opportunity to successfully gain Vocational Education and Training skills and knowledge that equips them for a reasonable working life.

### **Reasonable Adjustment**

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

If a student meets essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed. In most situations, a student with a disability will be able to tell the RTO what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

Adjustments may include:

- Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a person who is hearing impaired.

Please note that in some Training Packages, first aid and CPR training for example, there are mandatory skills that cannot be modified as a reasonable adjustment. The student is required to complete 2 minutes of adult CPR on a manikin on the floor. There is no room for reasonable adjustment as it is stated as what is required in the Training Package.

### **Recognition of Prior Learning (RPL)**

We mutually recognise Australian Qualification Framework Qualifications and Statements of Attainments which are issued by any other Registered Training Organisations. There are processes in place for validating this recognition and applying credit transfers where appropriate.

### **Credit Transfer**

We accept and provide credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
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- Authenticated VET transcripts issued by the Registrar

Providing credit for previous studies is not Recognition of Prior Learning. RPL is an assessment only pathway of determining the competence of a person, while providing credit is recognising the equivalence in context and learning outcomes between different types of learning/qualifications previously undertaken and completed successfully.

If a student receives credit for a unit of competency, that unit must be less than 3 months old and must be kept current for the overall qualification to remain current i.e. if a student receives credit for HLTAID001 Provide Cardiopulmonary Resuscitation, for their Bronze medallion qualification, once their CPR expires their Bronze Medallion will also no longer be current as it requires the HLTAID001 for currency. Therefore the qualification will be back dated to the time of the first qualification issued, unless there is a reassessment of that credited qualification.

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### **Competency Based Training**

Our 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 clients who are not satisfied with assessment or training.

If a student is deemed 'Not Yet Competent':

- RLSS SA will allow students to attend any of the RTO public courses for reassessment, complimentary for a maximum of three (3) times. If the student remains unsuccessful, a Statement of Attainment for the units successfully achieved will be issued and the student will be recommended to enrol in a full course again at their own cost.
- Allow reassessment up to three (3) months from the course finish date
- If after three (3) attempts the student is still deemed 'Not Yet Competent' RLSS SA will recommend the student attends another full course at the normal course price

Students are able to ask clarification questions of their assessor during the assessment; however, the assessor is not to provide instruction as to how the student should respond. Students are required to satisfactorily show they are competent in each activity. In a course the student will be allowed two attempts for each of the assessment activities. After these attempts, if the student does not satisfactorily show competence in the activity, the assessor will give feedback and allow another opportunity to attempt the assessment.

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### **Assessment Process**

All participants have assessment criteria made available to them prior to enrolment and prior to training commencement. All assessment methodologies are provided prior to assessments being undertaken at the course. Participants are encouraged to visit our website or contact us if this information cannot be located or has not been made available via any marketing materials.

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### **Issuance of Certificates and Qualifications**

We will issue a Certificate or Statement of Attainment to participants who meet the specified learning outcomes of the accredited training programs or performance criteria of units of competency within the relevant training package or nationally accredited course. All enrolment criteria must also be achieved prior to issuing certifications (e.g. Payment received, USI verified). All Statements of Attainment and certification will be emailed to candidates. Fees may apply for those who request printed copies.

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### **Your Feedback/Survey Reports**

Students will be emailed a Learner Engagement Survey after completion of their course.

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### **Industry Consultation**

To ensure best practice course materials, resources and training techniques, we refer to the below guidelines:

- Australian Resuscitation Council (ARC)
- Guidelines for Safe Pool Operations (GSPO)
- Asthma Australia

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- Stroke Foundation Australia
  - Australasian Society of Clinical Immunology and Allergy

All assessment materials are put through a validation process.

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**Trainer Competencies**

All assessments will be undertaken by trainer and assessors who satisfy the Standards for RTO's 2015/AQTF mandatory requirements for assessors. They will also hold additional requirements imposed by RLSS SA from time to time.

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## ***Student Services and Support***

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**Language, Literacy & Numeracy Support**

We specify the minimum education and/or English language proficiency requirements for entry into each course. These entry requirements take into account the core skills required to complete the learning and assessment activities, given the mode of delivery. We can provide avenues for individuals to gain support prior to enrolment to ensure participants are provided the best opportunity to gain the qualification, skill sets or units of competency.

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## ***Legislation***

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Information about current legislative and regulatory requirements effecting student's training can be found:

- Australian Skills Quality Authority (ASQA)
- Standards for Registered Training Organisations (RTO's) 2015
- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Work, Health & Safety Act 2011 (Cth)
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

We have developed certain policy that we make available to you. These policies are available from our website.

Student Handbook <http://www.royallifesavingsa.com.au/wp-content/uploads/2020/02/Student-Handbook-SA-2020.pdf>

Privacy Policy <http://www.royallifesavingsa.com.au/wp-content/uploads/2020/02/Policy-Privacy-SA-2020.pdf>

Course Terms and Conditions <http://www.royallifesavingsa.com.au/wp-content/uploads/2020/02/Course-Terms-and-Conditions-SA-2020.pdf>

Code of Practice <http://www.royallifesavingsa.com.au/wp-content/uploads/2020/02/Code-of-Practice-SA-2020.pdf>

# ***Rights and Responsibilities***

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## **Student Rights**

We recognise that students have the right to:

- The provision of high-quality training that recognises individual learning styles and needs
- Have access to services regardless of educational background, gender, marital status, sexual preference, race, colour, and pregnancy.

## **Student Responsibilities**

In addition to the matters outlined in this handbook and course registration information, you are responsible for:

- Providing us with satisfactory evidence of any pre-requisite documentation.
- Completing any pre-course work prior to attending the face to face component of your course.
- Attending the face to face component of the training and participate in all activities in a safe manner.
- Follow reasonable directions of your trainer and assessor.
- Raising any safety issues and reporting any health or medical issues.

## **General Requirements/Rules**

Students are required to conduct themselves in a manner that would be appropriate in a modern workplace. This includes:

- No smoking
- Lipstick of a reasonable application
- No drugs and alcohol
- No chewing gum during training sessions
- Suitable clothing and bathing attire (no bikinis please)
- Theft will not be tolerated.

## **Student Misconduct & Disciplinary Procedures**

Participants at all times must maintain appropriate behaviour and follow our facility rules and instructions from staff and trainers. 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 participant may be requested to leave the course. The Training Manager will oversee all disciplinary matters.

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Please contact us if you need more information

Telephone: (08) 8210 4500 Email:  
[training@royallifesavingsa.com.au](mailto:training@royallifesavingsa.com.au)