



SURF LIFE SAVING



Refreshers Set-up Manual

Updated: September 2025

In it for life.





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Introduction

Refreshers are a tool for clubs to use in identifying the capabilities of members annually. SLSNZ requires completion of refreshers to ensure that members can deal with situations that occur in Surf Lifesaving and use Surf Lifesaving equipment in a safe and appropriate way.

This manual includes information on setting up refreshers including:

1. Patrol Support (PS) Refresher
2. Surf Lifeguard Award (SLA) Refresher
3. Inflatable Rescue Boat (IRB) Driver Refresher
4. Rescue Water Craft (RWC) Refresher

Lifeguards **are required** to be currently refreshed before commencing any patrolling. At any time, a Surf Lifeguard/ Patrol Support/ IRB Driver will be considered to be currently refreshed or not by the timelines below.

It is expected that all lifeguards complete their refresher(s) before their refresher expires on an annual basis.

Remember, refreshers are:

- Managed online.
- Available ALL year.
- Have a 12-month cycle. This means that if a member completes their refresher on 2 September 2025, it will expire on 2 September 2026.
- Note: RWC Refreshers are on a 24-month refresher cycle. This means that if a member completes their RWC refresher on 2 September 2025, it will expire on 2 September 2027.





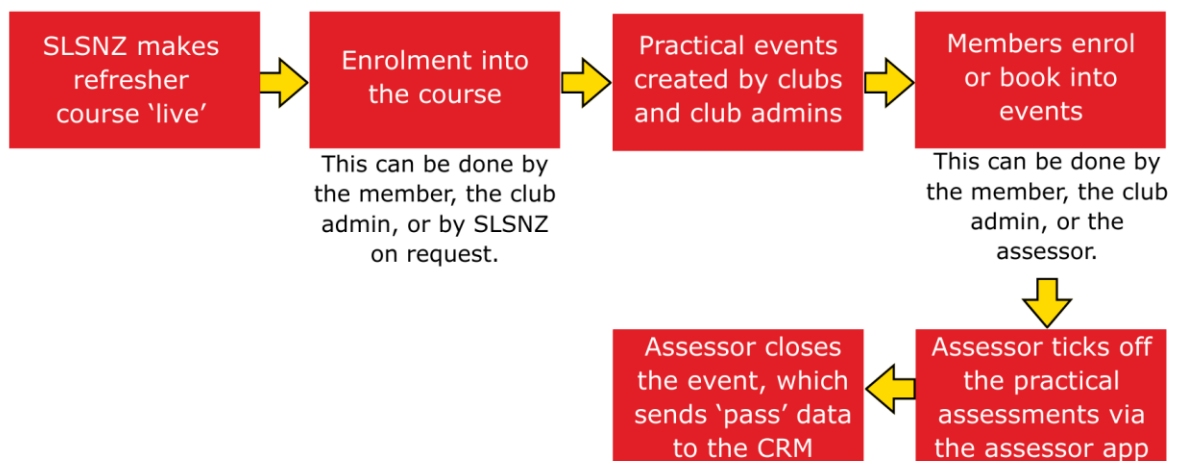
Refresher Online Learning Set Up

Each online refresher consists of 2 parts:

- The **“theory” module assessment** that must be completed by the member, AND
- The **“practical” assessment** that must be ticked off by an approved Assessor.

*For the purpose of the remaining sections in this manual, the Endorsed/qualified & Refreshed Instructor, Examiner and/or endorsed Assessor (s) who will oversee the assessments of Refreshers, will be referred to as the **“Assessor.”***

The refresher process



For how-to-guides and step-by-step instructions on these processes, refer to the documents on the Surf Lifesaving New Zealand website or by clicking this [link](#).

If you require assistance with enrolments, event creation or the required access – contact your club support lead or member.education@surflifesaving.org.nz

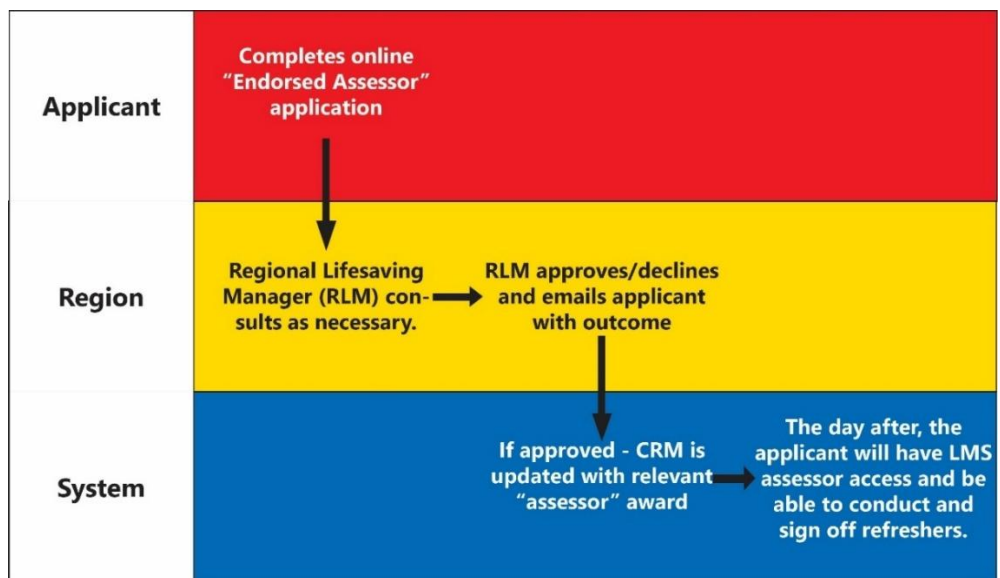


Refresher Assessor Endorsement

For all refreshers, members must be assessed and signed off by a:

- Qualified and Refreshed Instructor(s); or
- Qualified and Refreshed Examiner(s); or
- A member(s) with relevant qualifications and experience who have **regional endorsement** and will oversee the assessment and completion of Refreshers.

NOTE: Only a member who does NOT have an Instructor/Examiner award needs to be endorsed.



Process

All endorsement applications must be **completed and approved prior to commencing refresher assessments**. The process for endorsement is:

The member:

1. Log in and access online learning (see Appendix 1).
2. Go to the "Training Library."
3. Click "View Courses" in the "Lifesaving – Instructor/ Facilitator/Examiner/ Assessor" course category.
4. Click 'Enrol' for the relevant "Endorsed Refresher Assessor Application" course.
5. Click "Start" then click "Take Assessment".
6. Complete the endorsement application form and answer all of the declarations, questions or statements. (**Note:** if you want to be approved for more than 1 stream, i.e. IRB and SLA, you must complete both courses).
7. Click "Submit" when you are finished with the application or "Save Progress" to come back to it later.

The SLSNZ Regional Lifesaving Manager:

8. Receive the Application - Log in and access the member's assessment.
9. Discuss the application with the regional support staff, the club and lifesaving committees as required. For all RWC applications these will be discussed with the National Education Manager.
10. Accept or decline an application and email the member with the outcome.



Once accepted:

11. The member's PAM/CRM profile will be updated with the appropriate endorsement rights (**Note:** This expires after 1 year).
12. The endorsed refresher Assessor will have access in the LMS to assess refreshers.

Preparing for refreshers

Before the refresher

Below is a detailed list for your consideration. Ensure that you liaise with your SLSNZ regional staff member well in advance of the refresher. Ensure you have all the required resources (i.e. sufficient member resources).

This is a refresher checklist you can use to manage your club for their refreshers:

Date to be completed	Tasks	Tick when completed
6 weeks before your refreshers start		
Click or tap to enter a date.	<ul style="list-style-type: none"> Read this refresher manual to see what is required of you. 	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> Book training equipment if needed with SLSNZ staff member. 	<input type="checkbox"/>
After 1 JULY AND 2-3 weeks before your first refresher practical event		
Click or tap to enter a date.	<ul style="list-style-type: none"> Set up your refresher events (Click to see video How to create an event). 	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> Contact your members with instructions, "theory enrolment" details and event dates & booking instructions. 	<input type="checkbox"/>
1-2 weeks before the first refresher practical event		
Click or tap to enter a date.	<ul style="list-style-type: none"> Check "member theory" completion prior to the refresher practical assessment/event. (Click to see video on How to run a Training Status Report) Follow up and remind members to complete their theory. 	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> Ensure all your Assessors know how to assess in the LMS/Assessor app and are current and refreshed. 	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> Ensure all your Assessors have prepared for the refreshers (including making themselves aware of the changes that have been made to the training manual and any supplementary resources – all found on the SLSNZ website here). Provide guidance to your Assessors on whether you'd like them to add "notes" to their assessments (i.e. do you want them to add swim times). 	<input type="checkbox"/>
The day before		
Click or tap to enter a date.	<ul style="list-style-type: none"> Set up venue if possible, positioning resources and equipment. Check "member theory" completion prior to the refresher practical assessment/event. 	<input type="checkbox"/>



<u>Date to be completed</u>	<u>Tasks</u>	<u>Tick when completed</u>
Click or tap to enter a date.	<ul style="list-style-type: none">▪ If you'd like to, print a list of all those members booked into the assessment event.	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none">▪ Ensure a risk assessment is completed prior to the start of the assessment event and ensure that you implement your risk management strategies/plan throughout.	<input type="checkbox"/>





Online Refresher Exceptions

As per section "Refresher Online Learning Set Up" all clubs are required to access online refreshers.

All clubs must complete their refreshers online (both theory and practical elements).

There is only **1 exception** that applies:

1. If no access to the LMS is possible (i.e. the system goes down and is unavailable for an extended period of time or the member has contacted member education with an LMS issue). The LMS is available (via the Assessor App) in an offline mode, meaning practical assessments can still be signed off online (on the app) without internet and sync back later.

For the above exception or other exceptions that we have not thought about yet, you must contact the Member Education Team (member.education@surflifesaving.org.nz) to seek approval from the National Education Manager.

Note: No paper assessments for Refreshers will be accepted unless an exception has been sought.



Appendices

Appendix 1 – How to login to etrainu

To access online learning, you will login via the SLSNZ Member Portal. You must use your own account details to ensure your online learning is linked to your official records, avoid technical issues.

If you have any questions, problems or feedback please contact your club administrator or member.education@surflifesaving.org.nz.

How to login

1. Go to the SLSNZ website: <https://www.surflifesaving.org.nz/>
2. Click on the **Member Portal** button (top right hand corner of the screen)



OR you can click directly on this link: [Home - Surf Life Saving](#)

3. Click on the “Sign In” button



Sign In

Having trouble accessing your Member Portal?
Need a login?
Your username will be SLS_membershipnumber and you can reset your password using the link at the bottom of the page
Get in touch with us at database@surflifesaving.org.nz for assistance.

* Username

* Password

Remember Me

[Forgot your password?](#)

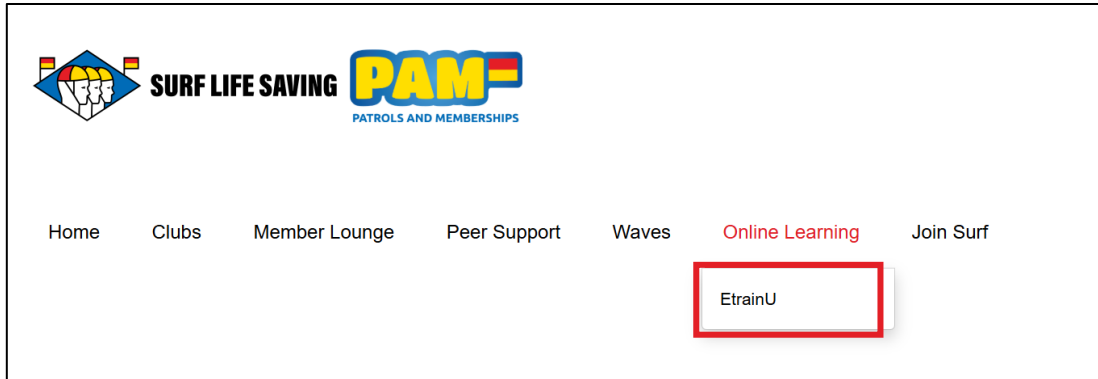
4. Type in your **Username** (The username format is the letters ‘SLS’ and your ‘SLSNZ membership number’, separated by an underscore, i.e. SLS_69233 - DO NOT add your email here)



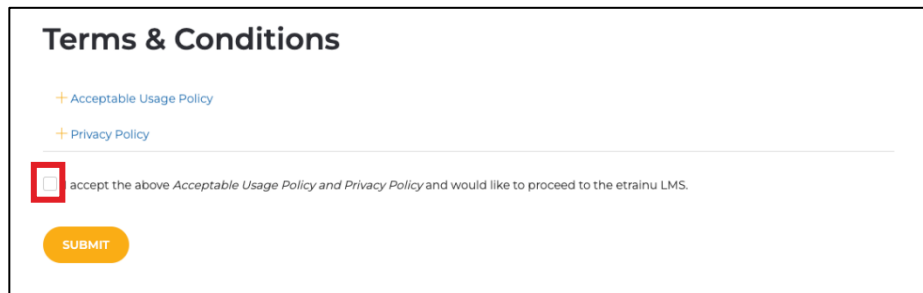
- 5. Type in your **Password**
- 6. Click on the **Sign in** button

Terms of Use: By logging in, you are attesting that you are logging in with **YOUR password and login and no one else's.**

- 7. Once logged in,
 - a. Click on the **Online Learning** tab
 - b. Select **etrainu** from the dropdown menu

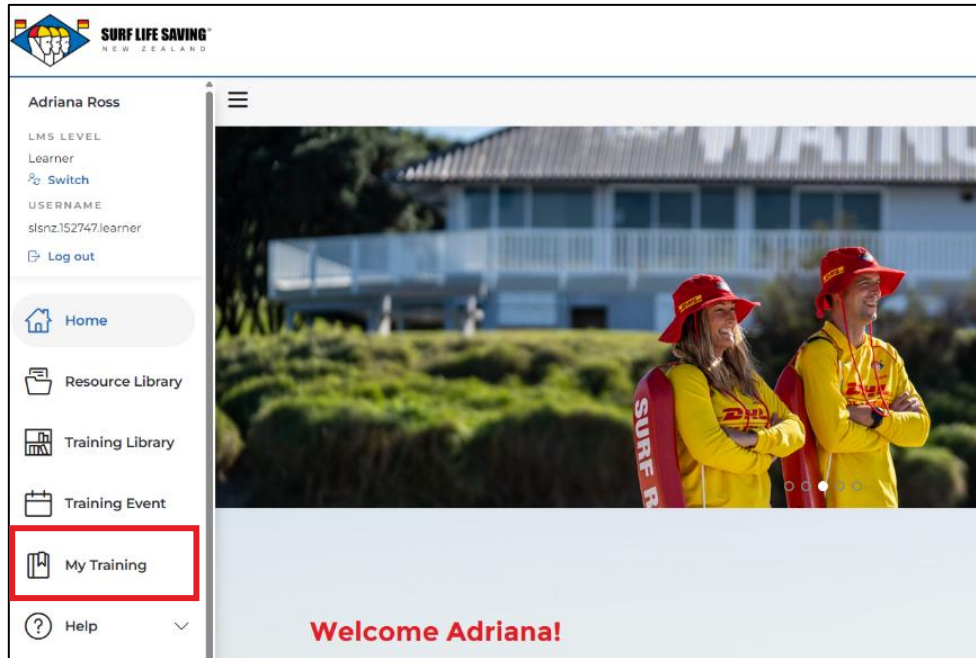


NOTE: If you are logging in for the first time, tick the box and click **'Submit'** to accept the etrainu Terms and Conditions and Privacy Policy. This will allow you to proceed to the online learning which is hosted by the etrainu provider:





8. Go to **“My Training”** in the left-hand menu to access all courses you have been enrolled in

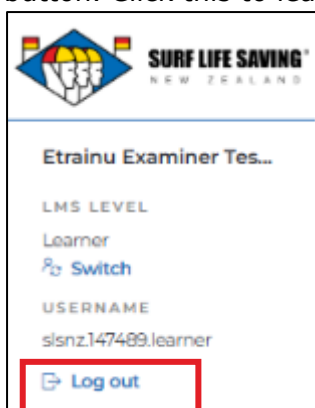


If you do not know your username or password, you can:

- a. Contact your club admin who can **tell you your username** and **reset your password, OR**
- b. Email database@surflifesaving.org.nz and the database administrator who can tell you your username and reset your password, **OR**
- c. If you do not remember your password, change it yourself by clicking on **“Forgot your password?”** on the sign in screen and follow the steps.

How to log out

On the left-hand side of the screen, under your username, you will find the **“Log out”** button. Click this to leave, and log back in later via the Member Portal.



Appendix 2 – LMS Admin: How to switch between your accounts

If you have any questions, problems or feedback please contact your club administrator or member.education@surflifesaving.org.nz.

If you have been provided with any of the following additional access and functionality:

- Club Admin access
- National Admin access
- “Assessor” access for certain courses

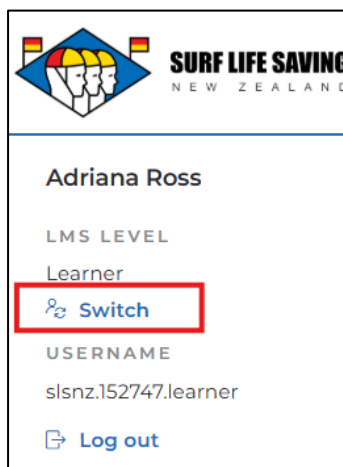
You can switch between these accounts.

To switch accounts

You can switch accounts in two ways:

Option 1: From learner view:

9. Click on the “**Switch**” button below your name on the top left-hand side of the screen.



10. Select the type of account you would like to switch to from the Switch Accounts pop up window and click the “**Switch**” button.

Note: the options available will depend on your access.



Switch Accounts

These are your accounts which you can switch between to give you a different level of access.

- Organisation Admin. **Surf LifeSaving NZ**
(slnz.152747.national.admin)

SWITCH

Option 2: From Admin or Assessor view

1. Click on your username in the menu bar on the top right of the screen.
 2. Select the account you would like to switch to from the drop-down options (i.e. click on "None" to go back to your learner account).
- The menu bar is different for Assessor and Admin, but the username you click on to switch accounts is in the same place.

This screenshot shows the top navigation bar of the system. The user's name, 'slnz.147489.national.admin', is highlighted in a red box. A dropdown menu is open, showing options: Notifications, Logout, SWITCH USER ALIAS, None (slnz.147489.learner), Surf Lifesaving New Zealand (slnz.147489.assessor), and Surf Lifesaving New Zealand (slnz.147489.assessor). The 'Surf Lifesaving New Zealand (slnz.147489.assessor)' option is highlighted in blue.

This screenshot shows the top navigation bar of the system. The user's name, 'slnz.147489.assessor', is highlighted in a red box. A dropdown menu is open, showing options: Edit Account, Notifications, Logout, SWITCH USER ALIAS, None (slnz.147489.learner), Surf LifeSaving NZ (slnz.147489.national.admin), and Surf LifeSaving NZ (slnz.147489.national.admin). The 'Surf LifeSaving NZ (slnz.147489.national.admin)' option is highlighted in blue.



Notes:

- If this is your first time accessing your “Assessor” or “Admin” account You will need to accept the “Terms and Conditions”.
- You can switch back into any account at any time.

Terms of Use: By logging in, you are attesting that you are logging in with **YOUR password and login and no one else’s.**

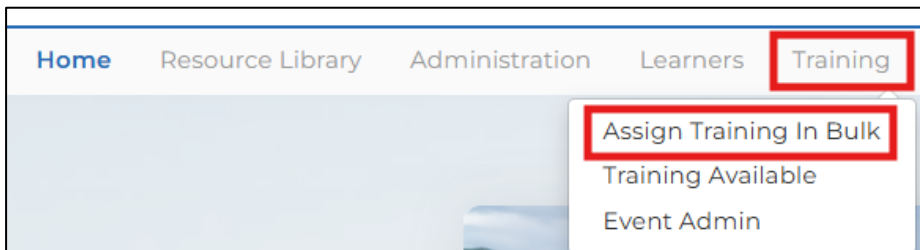


Appendix 3 – LMS Admin: How to enrol more than one learner into a course

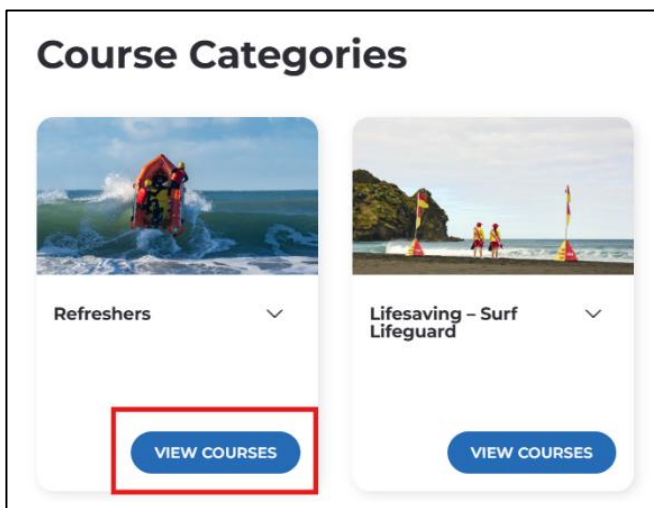
The bulk assign function in etrainu allows you to assign multiple learners from your club into a course all at once, instead of enrolling them one by one. Via this function, there is a limit of enrolling 100 members at any one time. **Note:** this way of enrolment processes in 24 hours.

Once you are in the etrainu LMS and have switched to your admin view, follow these steps:

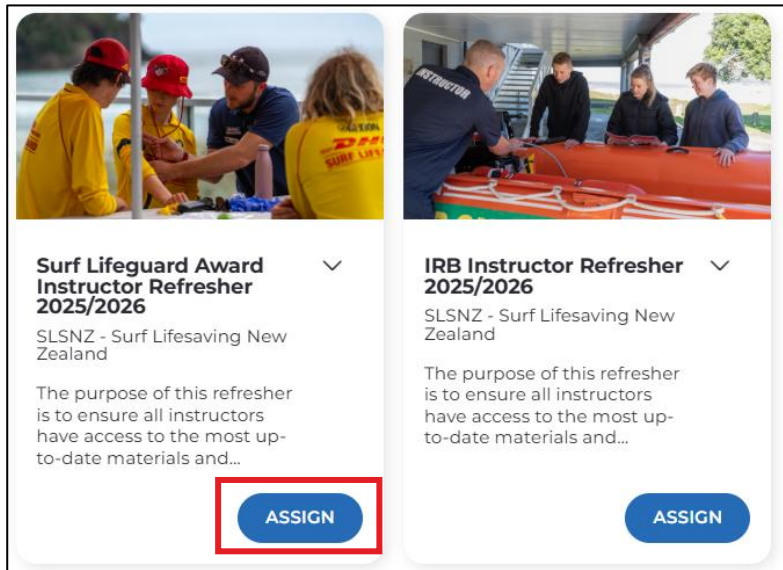
1. Click on **“Training”** in top bar menu, and then select **“Assign Training in Bulk.”**



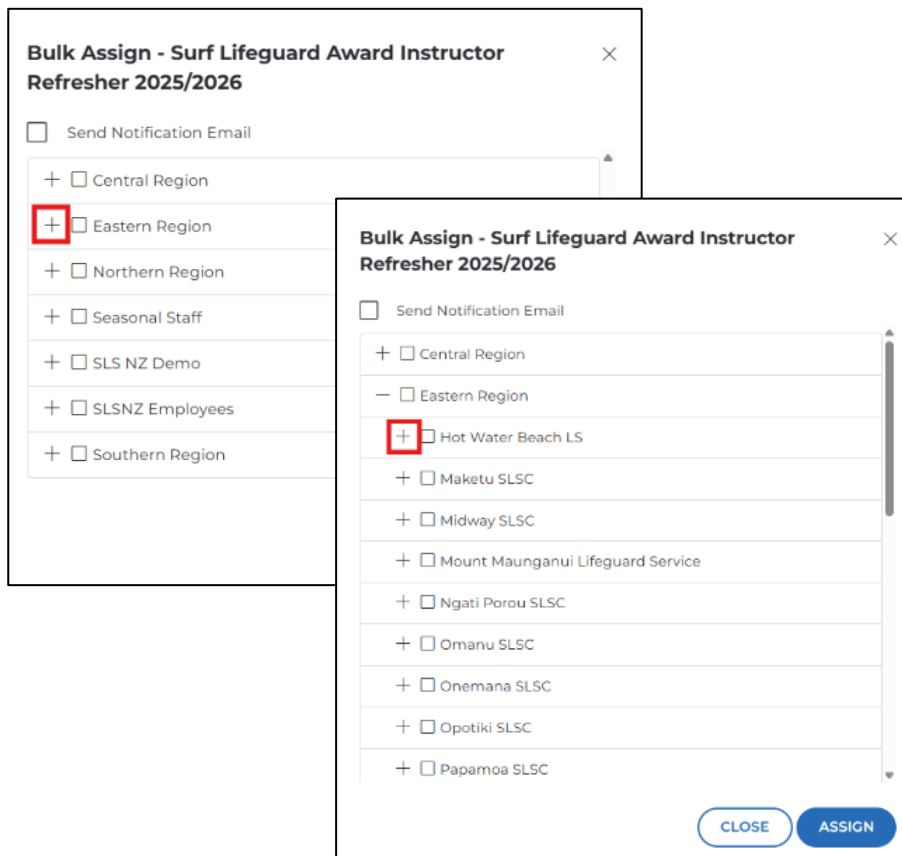
2. All course categories will show. To select the **“Refreshers”** Course Category, click on **“View Courses.”**

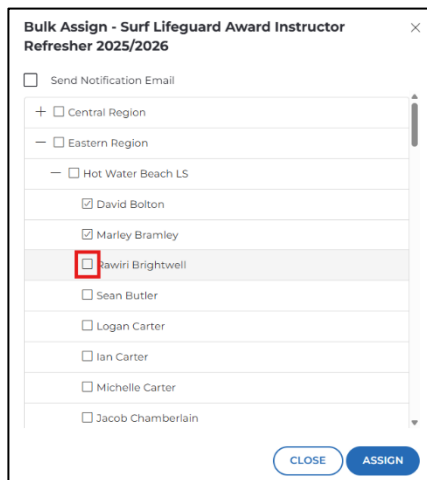


3. All Refreshers available for enrolment will display. Locate the one you would like to enrol your members into and click on **“Assign.”**



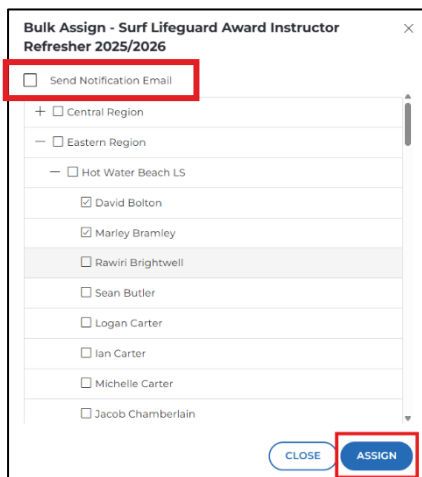
- 4. Drill down to access the members in your club.
 - a. Click on the **plus icon +** for your region to expand the list and see all clubs in your region.
 - b. Click on the **plus icon +** for your club to expand the list and to see all members in your club





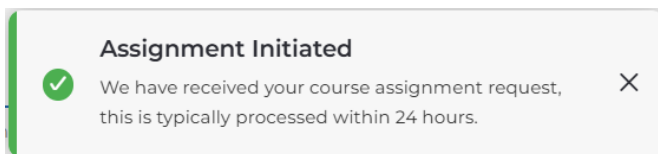
Tick the boxes next to the members you want to enrol in this event.

5. Click on the **“Assign”** button at the bottom right-hand corner of the window (Note: you may need to scroll down).



Note: If you want the members to receive a notification email from etrainu about their assignment to this course, tick the box next to **“Send Notification Email”** before you click **“Assign”**.

A confirmation pop-up window will briefly display.



NOTES:

- Bulk assign only gets processed overnight, **so members will be enrolled the following day!** Please do not assign training twice.
- There is a possibility that some of the members you have selected for this course do not meet the prerequisites. If you need to check, pull a training status report for your club or contact your regional staff member to assist with running a bulk course distribution report.

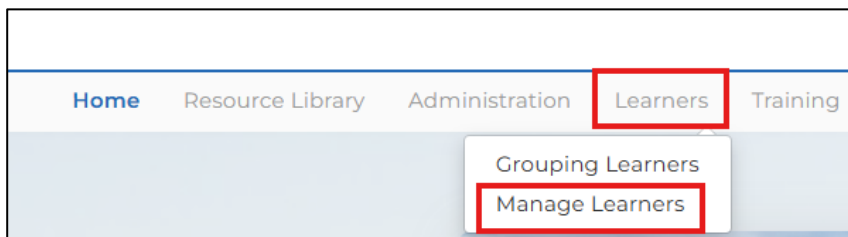


Appendix 4 – LMS Admin: How to enrol an individual learner into a course

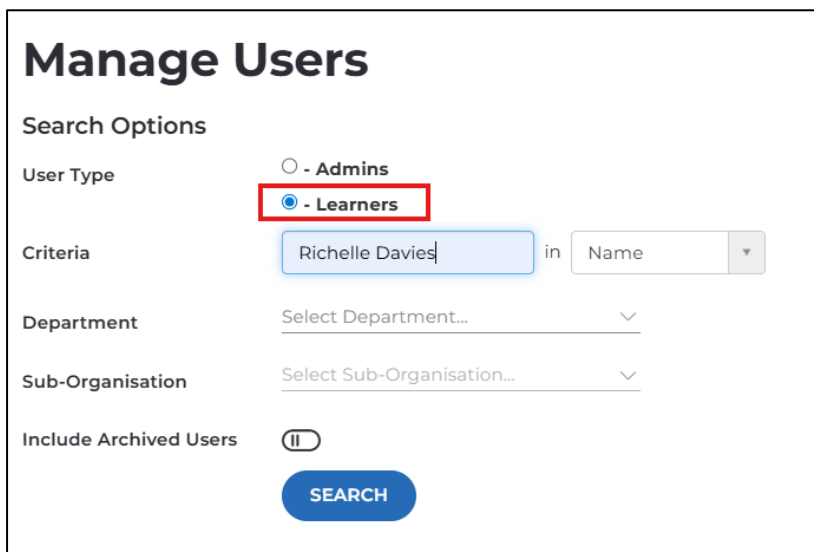
Once you are in the etrainu LMS and have switched to your admin view, follow these steps:

Search for the member

1. Click “**Learners**”, followed by “**Manage Learners.**”



2. Select “**Learners**” from the **User Type** options.





3. Within the search criteria, type the name or membership number of the member you wish to locate and select the type of criteria by selecting from the drop-down box (**Note:** If you search by membership number, change the drop down to 'username').

Manage Users

Search Options

User Type - Admins - Learners

Criteria in

Department

Sub-Organisation

Include Archived Users

SEARCH

Manage Users

Search Options

User Type - Admins - Learners

Criteria in

Department

Sub-Organisation

Include Archived Users

SEARCH

4. Click "**Search.**"

Enrol the member

Once you find the member you wish to enrol, in the search results at the top of the screen:

1. From the member's information box.
2. Select the "**Assign Training**" option from the "**Actions**" drop-down menu.

slnz.141921.learner (Richelle Davies) - richelle.davies@surflifesaving.org.nz

DOB:	01/01/2023	Total Courses:	89
Date Created:	11/01/2023	Completed Courses:	58
Last Login:	11/09/2025	Most Recent Course:	03/09/2025
12 Month Login Count:	1032		

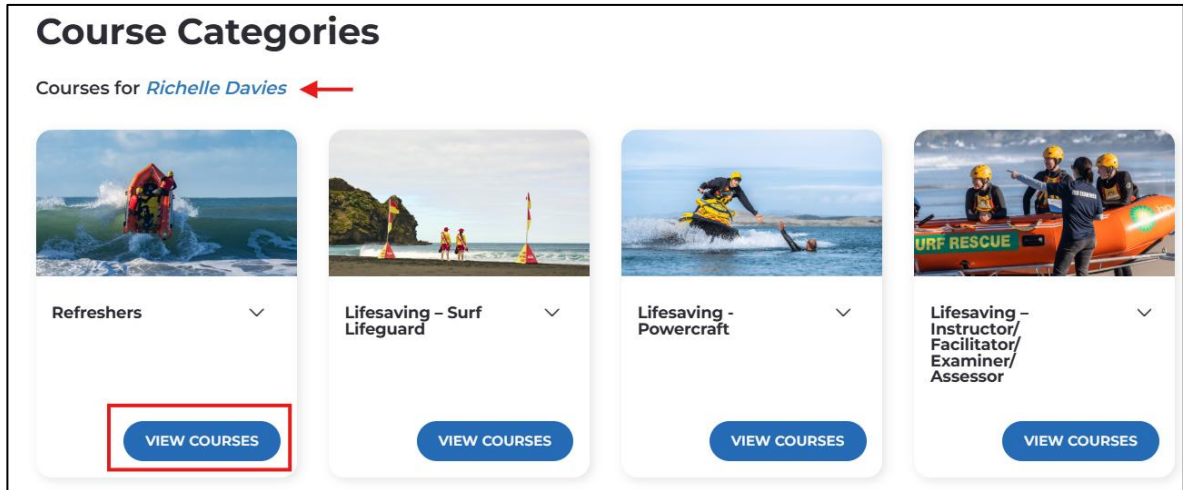
SLSNZ Employees > SLSNZ Employees > Surf LifeSaving NZ

Actions ▾

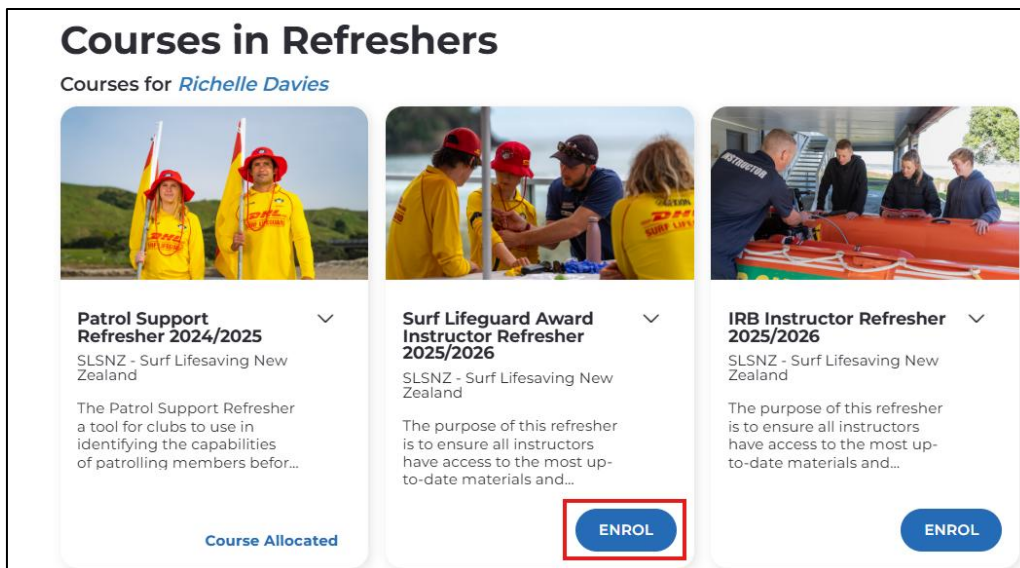
- Assign Training**
- View Training
- Documents



3. All course categories will display. Click **View Courses** to go into the specific Course Category for **Refreshers**



4. All Refreshers available for enrolment will display. Locate the one you would like to enrol your members into and click **“Enrol.”**



5. If you wish to assign more training to that **same member**, go back to the member’s information box and repeat the steps above.



Appendix 5 – Admin/Assessor: How to enrol a learner into an event

If you have a member who hasn't enrolled themselves in an event, you can do this for them. Enrolments can be done **before**, **on the day** of, or **after** the event date.

How-to reference(s):

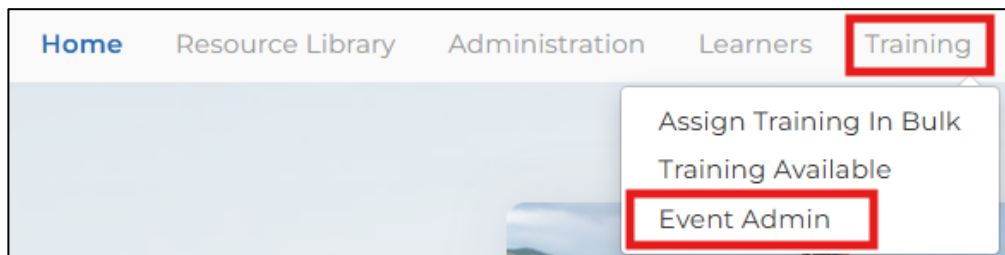
View this video: [How to enrol a learner into an event](#) or follow the steps below.

Once you are in the etrainu LMS and have switched to your Admin or Assessor view, follow the steps below.

1. Open the events calendar.

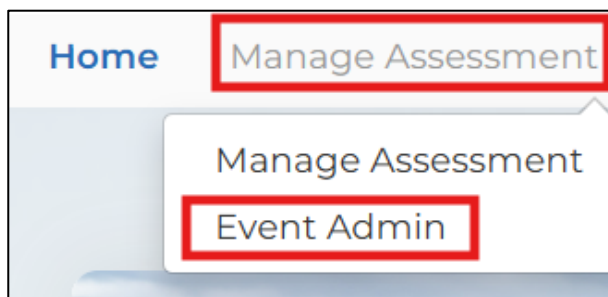
For administrator access:

Click on "Event Admin" under the "Training" heading.



For Assessor access:

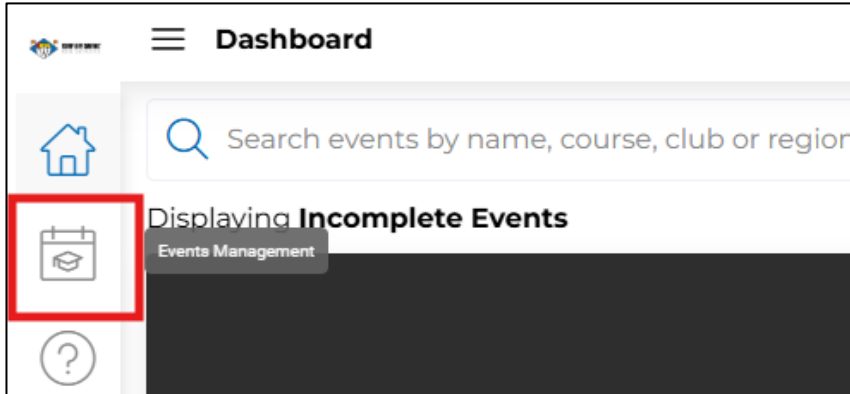
Click on "Event Admin" under the "Manage Assessment" tab.



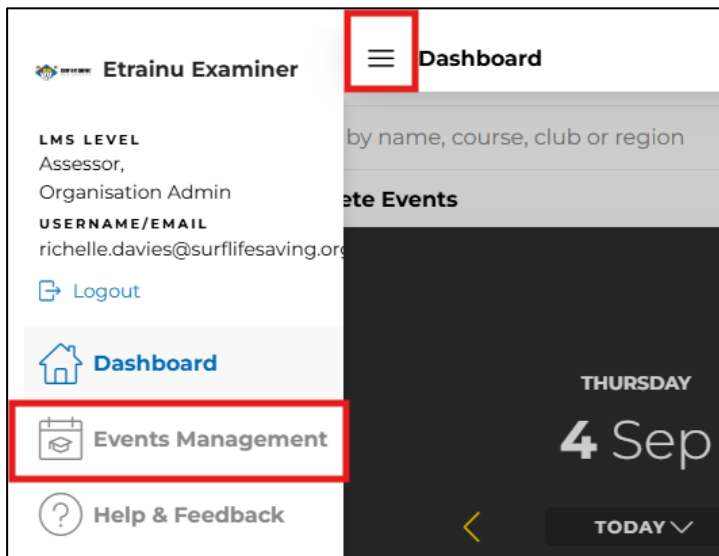
For both Administrators and Assessors, the "Dashboard" page will display.



2. Click on the **“Event Management”** icon on the left-hand side of the screen.



Or click on the 3 line “menu icon” in the top left-hand corner, then click on **“Events Management.”**

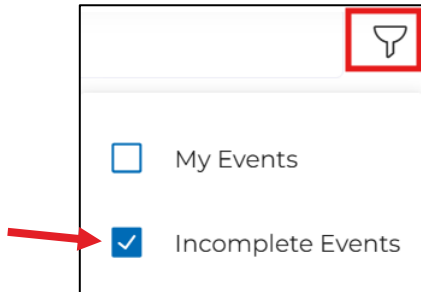


A list of events will display.

START	END	NAME	LEARNERS	CLUB	REGION	STATUS
27th Oct 2025 1:00pm	27th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - KAITIAKI patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
26th Oct 2025 1:00pm	26th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - TANGAROA patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
25th Oct 2025 1:00pm	25th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - ORCA patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
10th Sep 2025 8:00am	10th Sep 2025 11:00am	TEST EVENT - PLEASE DO NOT ENROL	1	SLSNZ Employees	SLSNZ Employees	Scheduled
9th Sep 2025 7:00pm	9th Sep 2025 10:00pm	North Beach Pool swim	0	North Beach SLSC	Southern Region	Scheduled
6th Sep 2025 12:00pm	6th Sep 2025 1:00pm	SFA - Henderson	1	St Kilda SLSC	Southern Region	Completed
4th Sep 2025 8:00am	4th Sep 2025 11:00am	SFA module	1	Sumner SLSC	Southern Region	Completed
25th Aug 2025 8:00am	30th Aug 2025 11:00am	MMLS Refresher	1	Mt Maunganui Lifeguard Service	Eastern Region	Completed



- To filter the events displayed, click the filter icon at the far right of the search bar.



Note:

- The 'Incomplete Events' filter is selected **by default**.
- To see all events – make sure all are **UNTICKED**.

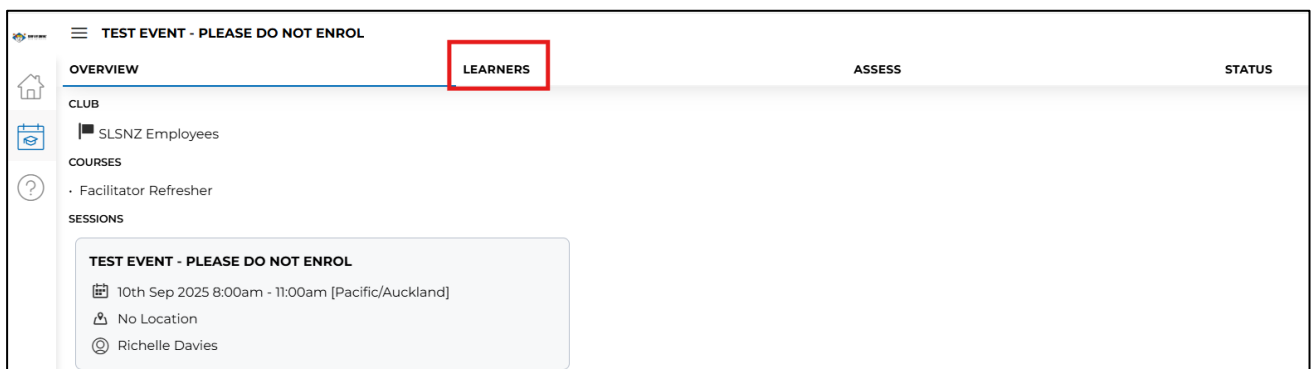
- You can search for events by name, course, club or region and sort the list by date, name, club, region, or status (complete or incomplete).



- Double-click on the event you want to book your member into.

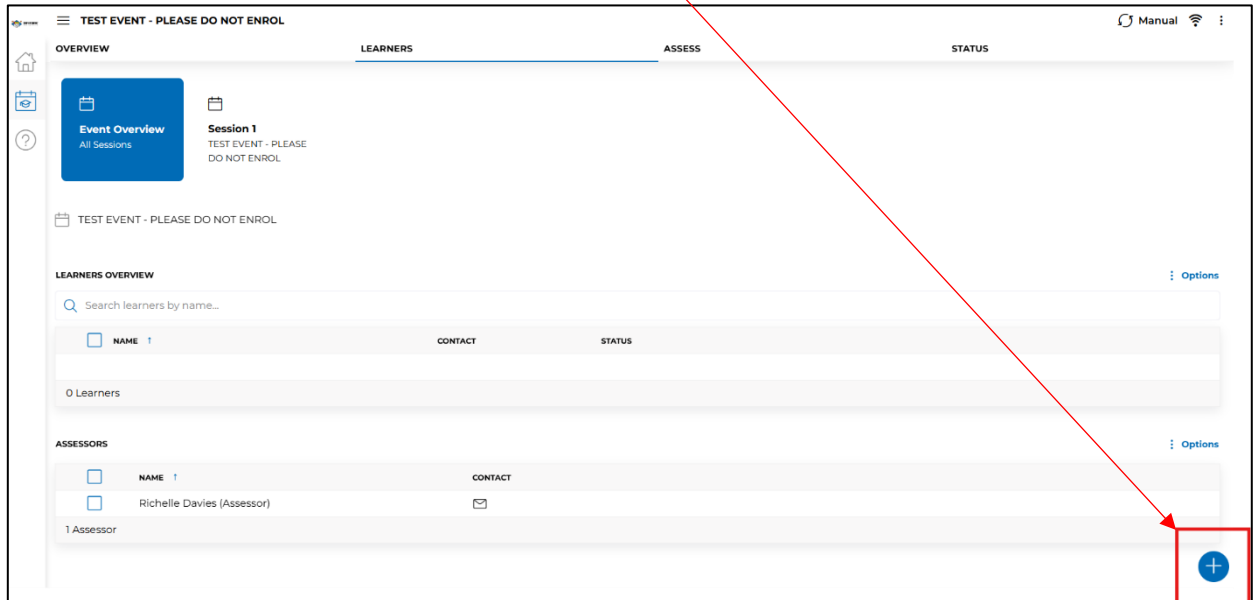
START	END	NAME	LEARNERS	CLUB	REGION	STATUS
27th Oct 2025 1:00pm	27th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - KAITIAKI patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
26th Oct 2025 1:00pm	26th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - TANGAROA patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
25th Oct 2025 1:00pm	25th Oct 2025 4:00pm	Waipu Cove - SLA / PS / IRB Refresher - ORCA patrol	0	Waipu Cove SLSC	Northern Region	Scheduled
10th Sep 2025 8:00am	10th Sep 2025 11:00am	TEST EVENT - PLEASE DO NOT ENROL	0	SLSNZ Employees	SLSNZ Employees	Scheduled
4th Sep 2025 8:00am	4th Sep 2025 11:00am	SFA module	1	Sumner SLSC	Southern Region	Scheduled
2nd Aug 2025 2:00pm	2nd Aug 2025 5:00pm	CR Instructor Development Workshop	12	Palmerston North SLSC	Central Region	Scheduled
23rd Feb 2025 5:00am	23rd Feb 2025 8:00am	NB SLSC	1	New Brighton SLSC	Southern Region	Scheduled
30th Jan 2025 8:00am	30th Jan 2025 11:00am	SFA module	1	Waimairi SLSC	Southern Region	Scheduled

- Click on the "Learners" tab.



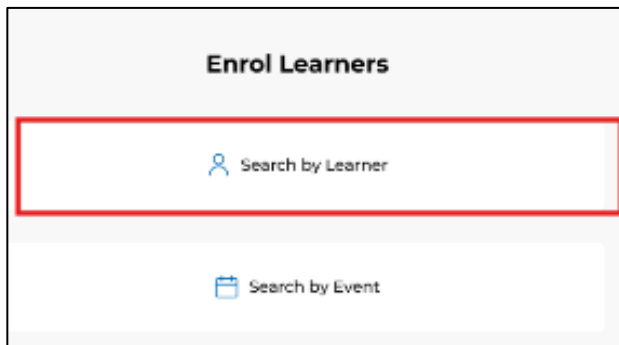
To enrol a learner for the event you have selected:

5. Click on the round '+' button in the bottom right-hand corner of the page.



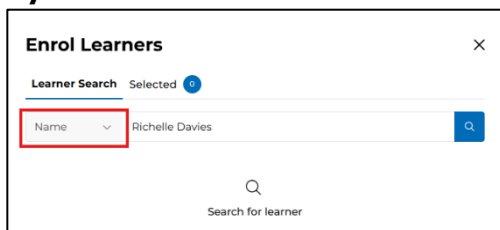
The "Enrol Learners" window will display.

6. Click on "Search by Learner."



7. The **Learner Search** window will display. To find the learner, there are two ways you can search:

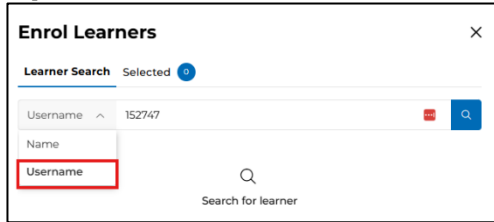
By their Name



Type the member's first and last name. WE RECOMMEND YOU TYPE IN THE FULL FIRST NAME AND at least 3 letters of their LAST NAME (AS IN PAM/CRM to ensure they come up for selection quickly).



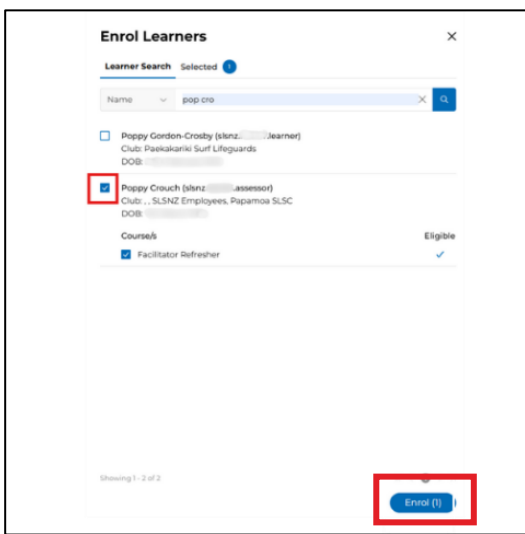
By their Username



Select **Username** from the drop-down menu and enter the member's six-digit number.

A list of members that match the information you entered will display.

- 7. Tick the box to select the member from the list, then click **"Enrol"**



Note:

If you cannot locate them, it's possible they have not logged into the system yet (i.e. if they are new to SLSNZ). They will need to log in first.

If the member you have selected does not meet eligibility requirements for this event, an error message will display.

NOTE: If an event is for more than one course (i.e. your club created an event to assess Patrol Support and Surf Lifeguard Award practical assessments), you must tick and untick the appropriate courses:



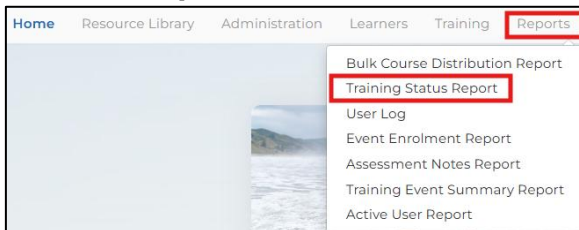
Appendix 6 – Admin: How to run a Training Status Report

How-to reference(s):

View this video: [How to run a Training Status Report](#) or follow the steps below.

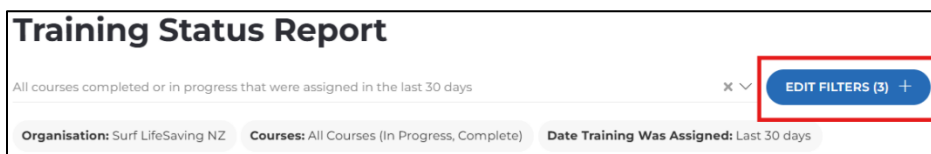
Once you are in the etrainu LMS and have switched to your admin view, follow these steps:

1. Click **“Reports”** from the menu bar on the top of the screen and select **“Training Status Report.”**



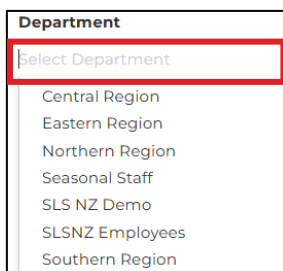
The Training **Status Report** outlines the training status for your members and can be filtered to suit your needs.

2. Click **“Edit Filters”** to start building your report.

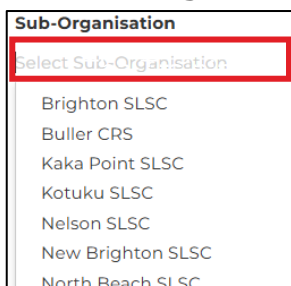


3. Consider the following filters:

- **“Organisation”** = Surf Lifesaving NZ
- **“Department”** - Select your region

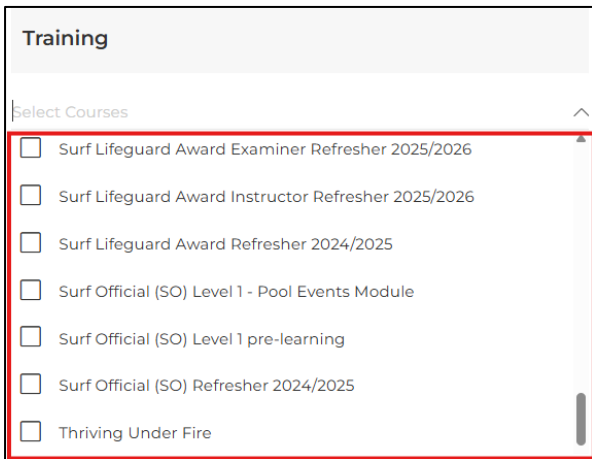
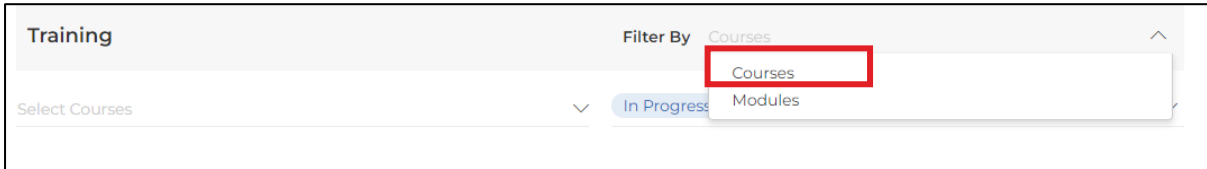


- **“Sub-Organisation”** - Select you club

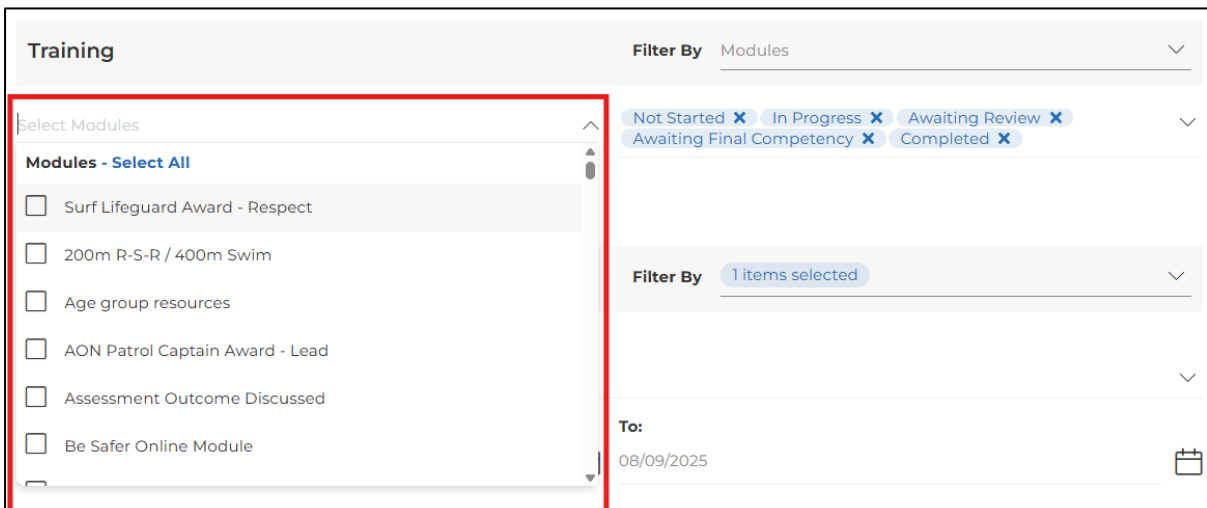
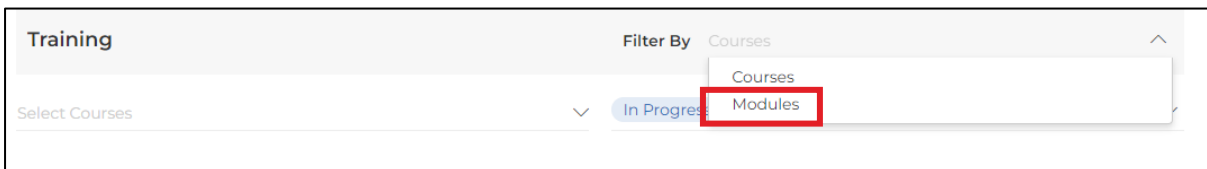




- Under the **“Training”** section, make the **“Filter by”** selections as needed:
 - If you want to see who has **“completed”** or is still **“in progress”** for the whole refresher course, select **“Courses”** then select the course you’d like to report on from the drop-down menu.



- If you only want to see who has/ hasn’t completed their **“theory assessment”** part of a course, select **“Modules”** then select the modules you’d like to report on from the drop-down menu.





- Select the **“Training Status”** you’d like to include in the report: In Progress; Completed etc.

- Select the report date range in **“Periods”**:

- Under **“Additional Options”**, choose what additional information you would like to see for each member you have included in the report by selecting options under **“Extra Display Fields”** (such date of birth, gender, phone, etc.)
- Tick the **“Include Archived Users”** if you’d like to see the records of those who NO LONGER have access to the Online Learning Portal.

- Click **“Submit”** to create your report.

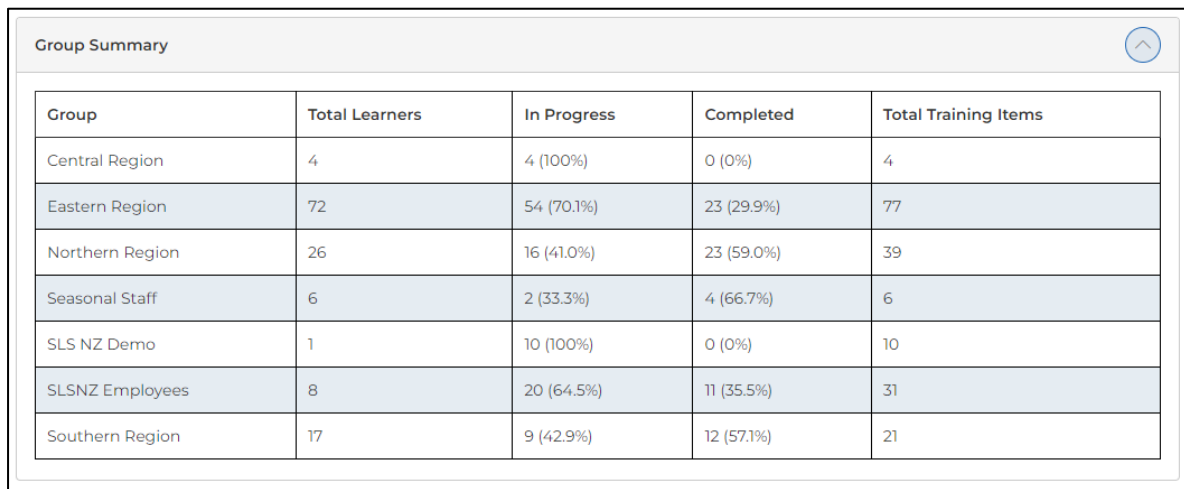


To read your report:

- Scroll to the bottom of the page under the **“Report Results”** heading.

First you will see a summary table:

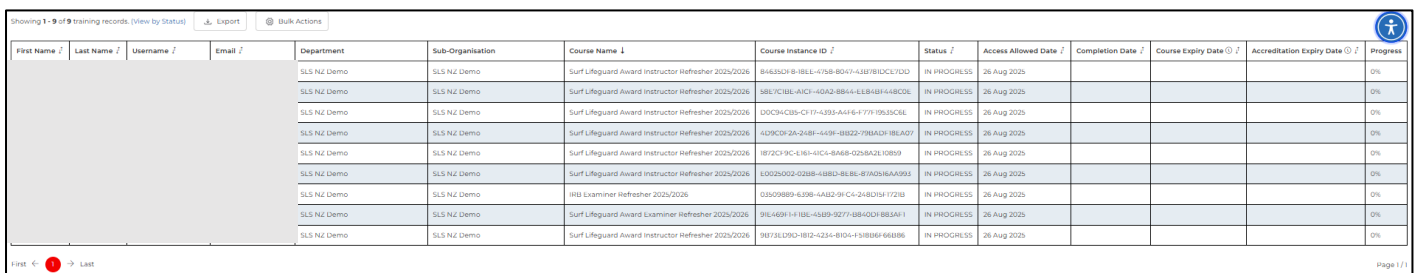
- Total Results = Total number of assigned courses for your report selections (and includes all course statuses)
- Totals in the rows below the top row = Totals for each “status” (i.e. number of members who are in progress, completed)



Group	Total Learners	In Progress	Completed	Total Training Items
Central Region	4	4 (100%)	0 (0%)	4
Eastern Region	72	54 (70.1%)	23 (29.9%)	77
Northern Region	26	16 (41.0%)	23 (59.0%)	39
Seasonal Staff	6	2 (33.3%)	4 (66.7%)	6
SLS NZ Demo	1	10 (100%)	0 (0%)	10
SLSNZ Employees	8	20 (64.5%)	11 (35.5%)	31
Southern Region	17	9 (42.9%)	12 (57.1%)	21

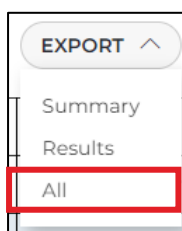
Underneath the summary table is your “on screen” report. You can:

- Click on the **“header”** of each column to sort by that column
- For each member it will show you their status, when they were provided with access, the completion date (if completed); the course expiry date and progress; plus any additional fields you selected to see.



First Name	Last Name	Username	Email	Department	Sub-Organisation	Course Name	Course Instance ID	Status	Access Allowed Date	Completion Date	Course Expiry Date	Accreditation Expiry Date	Progress
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	BH655DF8-18E1-4758-8047-43E7B1DCL7D0	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	8BE7C7BE-A1C1-40A2-8B44-EE84B1448CDE	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	D2C74C2B-C171-A931-A414-7717B19C36	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	4D9C0F-2A-2481-443F-4B22-798AD718EAD7	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	1872C1-9C-4161-41C1-8A68-0258A2E10B09	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	E10925002-0288-448D-818E-87A058A1A993	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	IRB Examiner Refresher 2025/2026	03659889-6398-4432-9F-C4-2148216177216	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Examiner Refresher 2025/2026	91E469F1-F18E-4349-9277-8B40D1885A11	IN PROGRESS	26 Aug 2025				0%
				SLS NZ Demo	SLS NZ Demo	Surf Lifeguard Award Instructor Refresher 2025/2026	9073LD9D-1812-4234-8104-1318B6F648086	IN PROGRESS	26 Aug 2025				0%

- Click on **“All”** from the **“Export”** drop down menu.



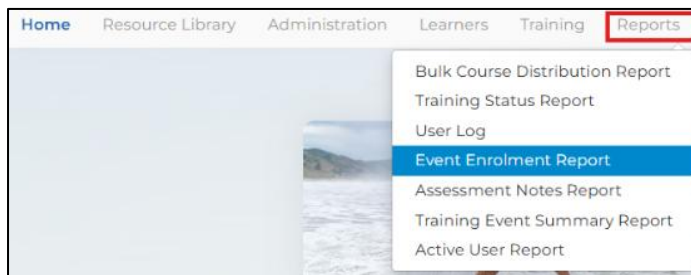


Appendix 7 – Admin: How to run an Event Enrolment Report or Training Event Summary Report

Once you are in the etrainu LMS and have switched to your admin view, follow these steps below.

The **Event Enrolment Report** outlines the events and the status the member is enrolled into.

- Click **“Reports”** from the menu bar on the top of the screen, followed by **“Event Enrolment Report.”**



To build your report, consider the following filters:

1. Select YOUR REGION under **“Department”**
2. Select YOUR CLUB under **“Sub organisation”**
3. Choose the course related to the event (s) you’d like to see
4. Select the report date range

ORGANISATION	Surf LifeSaving NZ
DEPARTMENT * 1	Select department ▼
SUB-ORGANISATION 2	Select sub-organisation ▼
OR	
LEARNER GROUP	Select learner group ▼
COURSES * 3	Select training ▼
DATE TRAINING WAS ASSIGNED * 4	Select a date range ▼

5. Click **Submit**



To read your report:

This will display every member enrolled into the course you selected. It will also tell you their:

- Course status
- Course completed date (if applicable)
- The event they have been enrolled into or if they have not enrolled into any events yet

First Name	Last Name	Email	Course Name	Course Status	Course Complete Date	Event Name & Status
Anina	Upton	Anina.Upton@surflifesaving.org.nz	SLSNZ - Surf Lifeguard Award (SLA) Refresher	In Progress	N/A	Papamoa SLSC - Surf Lifeguard Refresher Day, Sub-org: SLSNZ Demo, Status: Scheduled
Demo	Etrainu	admin@etrainu.com	SLSNZ - Surf Lifeguard Award (SLA) Refresher	In Progress	N/A	Not enrolled in any event

NOTE for common question: See the event status (Scheduled vs Completed). If an event is not showing as "closed" this is usually "why" a member will show as still "in progress" and not passed.

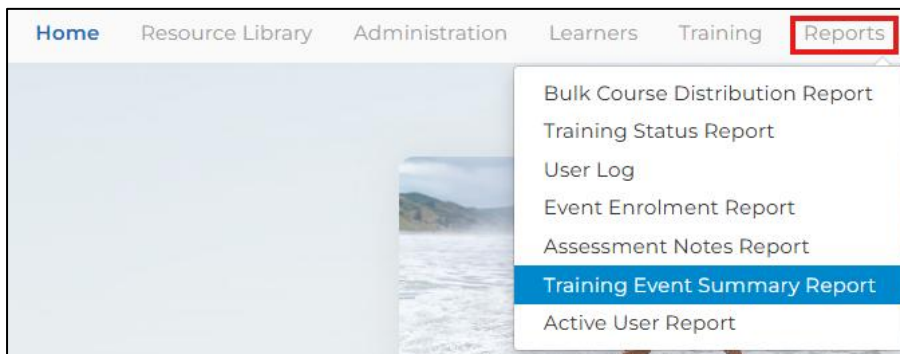
This report can only be exported to CSV, by clicking on the **"Download CSV"** button.



=====

The **Training Event Summary Report** outlines details by event.

- Click **"Reports"** from the menu bar on the top of the screen, followed by **"Training Event Summary Report."**



To build your report, consider the following filters:

1. Select YOUR REGION under **"Department"**
2. Select YOUR CLUB under **"Sub organisation"**
3. Choose the course (s) related to the event (s) you'd like to see
4. Select the report date range



ORGANISATION	Surf LifeSaving NZ
DEPARTMENT * 1	SLSNZ Employees x v
SUB-ORGANISATION 2	Select sub-organisation v
OR	
LEARNER GROUP	Select learner group v
COURSES * 3	Select training v
DATE TRAINING WAS ASSIGNED * 4	Select a date range v

5. Click **Submit**

To read your report:

This will display every event in the date range you selected relating to the course you selected and for each event will show you:

- The start and end date of each event
- The Assessors for the event(s)
- The status of each of the events
- The participants and their course status for each event

Event Name	Sub-Organisation	Courses	Start Date	End Date	Assessors	Event Status	Participants
SLSNZ - Surf Lifeguard Award (SLA) Refresher test	SLS NZ Demo	SLSNZ - Surf Lifeguard Award (SLA) Refresher	9th Mar 2022	9th Mar 2022	Demo Etrainu	Cancelled	
SLA Refresher	SLS NZ Demo	SLSNZ - Surf Lifeguard Award (SLA) Refresher, SLSNZ - Surf Official Level 2 Course	29th Mar 2022	29th Mar 2022	Demo Etrainu	In Progress	Demo Etrainu SLSNZ - Surf Official Level 2 Course - <i>In Progress</i>
DEMO - 4.1.22	SLS NZ Demo	SLSNZ - Surf Lifeguard Award (SLA) Refresher	1st Apr 2022	1st Apr 2022	Demo Etrainu	Cancelled	Demo Etrainu SLSNZ - Surf Lifeguard Award (SLA) Refresher - <i>N/A</i>
Papamoa SLS - Surf Lifeguard Refresher Day	SLS NZ Demo	SLSNZ - Surf Lifeguard Award (SLA) Refresher	8th Apr 2022	8th Apr 2022	Demo Etrainu, Anina Upton	In Progress	Anina Upton SLSNZ - Surf Lifeguard Award (SLA) Refresher - <i>In Progress</i>

This report can only be exported to CSV, by clicking on the "Download CSV" button.





Appendix 8 – Risk and Incident Management

Use these two links to access the Risk and Incident Management resources relevant to this manual

<https://www.surflifesaving.org.nz/club-management/health-safety/our-approach>

<https://www.surflifesaving.org.nz/club-management/health-safety/emergencyincident-management>

Ensure you read all relevant information on these website links.



Appendix 9 – FAQs

What if a member was planning on refreshing as a Surf Lifeguard, but failed one of the non-CPR practical assessments. They now want to refresh as Patrol Support for this season. What do we do?

In the LMS you have options:

- Option 1:
 - In this case the member is already enrolled into the Surf Lifeguard Refresher. That can stay as is ... but ...
 - The Assessor can enrol the member into the Patrol Support Refresher 'event' on the day and sign off their CPR practical assessment.
- Option 2:
 - When you create the "assessment" event, you can create the "event" to assess BOTH Surf Lifeguard and Patrol Support.
 - The Assessor can enrol the member into the Patrol Support Refresher event on the day and sign off their CPR practical assessment.

For both options:

- The member will need to be enrolled into the Patrol Support Refresher.
- If the member has not completed their theory element yet, they can then log in and complete this under the "Patrol Support Refresher" that will now show in their "My Training."

Note: This same process will apply if a member would like to change from a Patrol Support refresher to the Surf Lifeguard refresher.

For new members that join our club, can we enrol them ourselves?

Yes, your club/LMS admin can enrol them. Follow the steps:

- In this video: [How to enrol a learner into an event.](#)
- In Appendix 4: How to enrol an individual learner into a course
- In Appendix 3: How to enrol more than one learner into a course

How do we remove a member from enrolment?

Please contact member.education@surflifesaving.org.nz and we will remove the member from the course. Please note, this may take a few days.

I am an Assessor, but I cannot see the "switch" button that takes me to my assessor access, what do I do?

Please contact member.education@surflifesaving.org.nz and we will check why your access is not activated. Assessor access is based on awards you hold in PAM, so we will investigate and get back to you.

If I have received one of the paid summer regional guard roles, do I need to complete the SLA refresher?

Completing the Surf Lifeguard Refresher is a pre-requisite for:

- All Paid Lifeguards. The theory test, trials and inductions completed as part of this application process is NOT considered a refresher. All Paid Lifeguards must refresh with their clubs.

When must the refreshers be completed by?

It is expected that all surf lifeguards are refreshed prior to their first patrol. Surf lifeguards **MUST** be refreshed prior to being able to enter a sport event.

Can I be assessed by another club's Assessor? Can I sign off another club's member?

Yes, members can enrol into any club's refresher events created in etrainu and Assessors can enrol, sign-in and assess any member of any club within an assessment event created.

What do we do if the online learning is NOT available (due to server crash; internet issues; natural disaster etc.)?

Give it a day and try again. If urgent and the issue persists, please contact member.education@surflifesaving.org.nz and we will provide you with the paper process and related documents, tests and forms.

I "exited" out of my online theory test 2-3 times. I have used up all my attempts and I am now showing as "failed"?

The online course only allows 2-3 attempts as per the instructions in the module. We recommend users don't start unless they have time to finish.

Contact your club or Assessor.

If they (the Assessor) feel you have "failed" due to system reasons, they will ask you to contact member.education@surflifesaving.org.nz.

A member does not know their username or password OR they have forgotten their password, can we at the club check and change these?

- Contact your club admin who can **give them their username** and **reset their password**, **OR**
- Email database@surflifesaving.org.nz and the database administrator can give you their username and reset their password, **OR**
- If they do not remember their password, they can change it themselves by clicking on "**Forgot your password?**" on the sign in screen and follow the steps.

How do our members access the online learning?

By following these steps as outlined in these videos:

- [How to enrol into training](#) (:58)
- [How to complete training](#) (:37)

Where and how can I give feedback on the refresher modules?



You can click/share this link to provide feedback:

https://slnz.surveymonkey.com/r/OnlineLearningFeedback_24-25

A member says they do not have access to the online learning?

Check the following access criteria; the member:

- Is at least 12 years old
- Is allocated to the current or previous "season" in the CRM/PAM
- Their CRM/PAM account is "active"

If the above is "yes" to all three, the member SHOULD have access and if they do not, send an email to member.education@surflifesaving.org.nz so we can investigate.

If any of the above are "no" and incorrect, the club admin can update the relevant details and the member will have access the following day.