



**SURF LIFE SAVING**<sup>®</sup>  
NEW ZEALAND



# Setting up Refreshers Manual

Updated: September 2024

*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 are able to 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 following timelines:

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

### Remember:

- Refreshers will be managed online.
- Refreshers will be available ALL year.
- Refreshers have a 12 month cycle. This means that if a member completes their refresher on 2 September 2023, it will expire on 2 September 2024.
- RWC Refreshers are on a 24 month refresher cycle. This means that if a member completes their refresher on 2 September 2024, it will expire on 2 September 2025.





## Refresher Online Learning Set Up

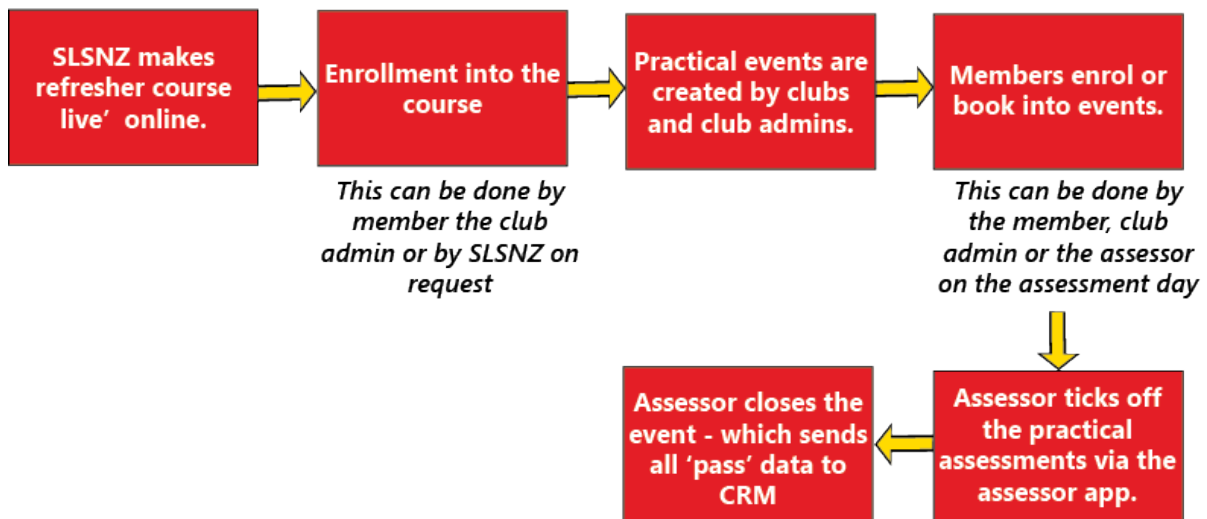
The updated online refreshers are available from 1 July 2024.

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 development officer or [member.education@surflifesaving.org.nz](mailto:member.education@surflifesaving.org.nz)

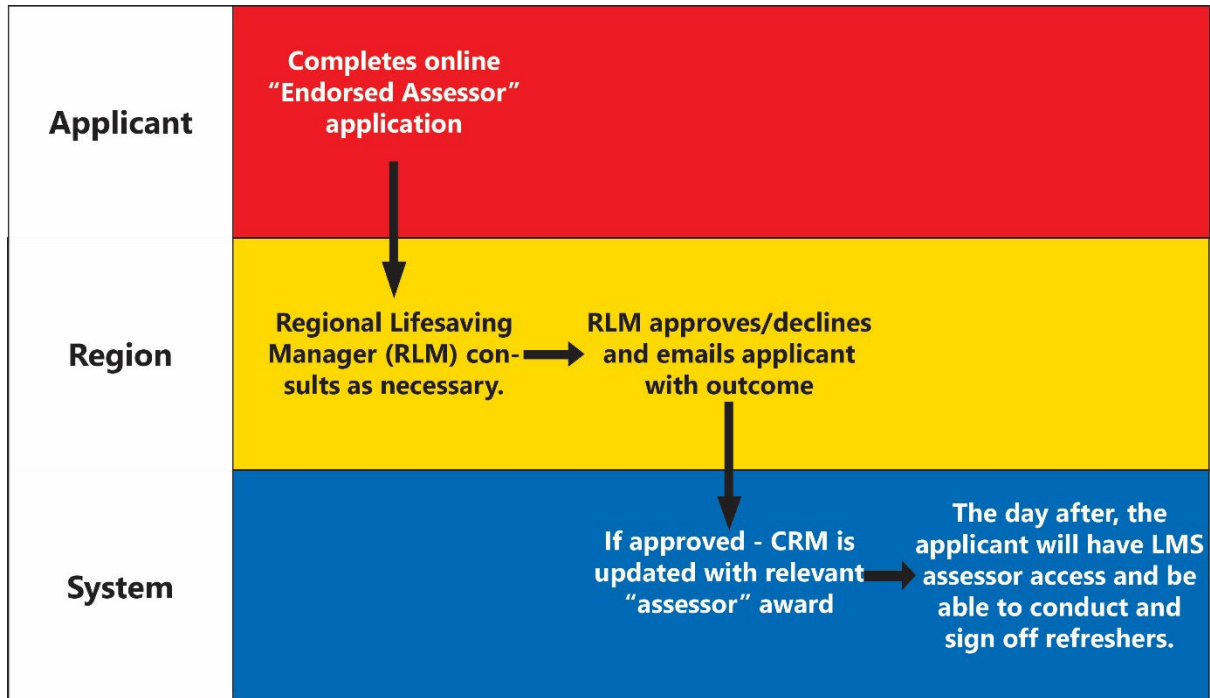


## Refresher Assessor Endorsement

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 with these steps – See steps here: [User Guide](#).
2. Go to the **"Training Library."**
3. Click on the **"Lifesaving – Instructor/ Facilitator/Examiner/ Assessor"** course category.
4. Enrol into the relevant **"Endorsed Refresher Assessor Application"** course.
5. Complete the 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).
6. Submit the application.

#### **The SLSNZ Regional Lifesaving Manager:**

7. Receive the Application - Log in and access the member's assessment.
8. 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.
9. Accept or decline an application and email the member with the outcome.



**Once accepted:**

10. The member's PAM/CRM profile will be updated with the appropriate endorsement rights (**Note:** This expires after 1 year).
11. 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:

<u>Date to be completed</u>	<u>Tasks</u>	<u>Tick when completed</u>
<b>6 weeks before your refreshers start</b>		
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Read this refresher manual to see what is required of you.</li> </ul>	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Book training equipment if needed with SLSNZ staff member.</li> </ul>	<input type="checkbox"/>
<b>After 1 JULY AND 2-3 weeks before your first refresher practical event</b>		
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Set up your refresher events (see User Guides section of the Surf Lifesaving New Zealand website).</li> </ul>	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Contact your members with instructions, "theory enrolment" details and event dates &amp; booking instructions.</li> </ul>	<input type="checkbox"/>
<b>1-2 weeks before the first refresher practical event</b>		
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Check "member theory" completion prior to the refresher practical assessment/event. (<a href="#">Click here</a> for user guides on how to do this.)</li> <li>Follow up and remind members to complete their theory.</li> </ul>	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Ensure all your Assessors know how to assess in the LMS/Assessor app and are current and refreshed.</li> </ul>	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>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 <a href="#">SLSNZ website here</a>).</li> <li>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).</li> </ul>	<input type="checkbox"/>
<b>The day before</b>		
Click or tap to enter a date.	<ul style="list-style-type: none"> <li>Set up venue if possible, positioning resources and equipment.</li> <li>Check "member theory" completion prior to the refresher practical assessment/event.</li> </ul>	<input type="checkbox"/>



<b><u>Date to be completed</u></b>	<b><u>Tasks</u></b>	<b><u>Tick when completed</u></b>
Click or tap to enter a date.	<ul style="list-style-type: none"><li>▪ If you'd like to, print a list of all those members booked into the assessment event. (See the <a href="#">User Guides section</a> of the Surf Lifesaving New Zealand website.)</li></ul>	<input type="checkbox"/>
Click or tap to enter a date.	<ul style="list-style-type: none"><li>▪ 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.</li></ul>	<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](mailto: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 – LMS Admin: How to bulk enrol members

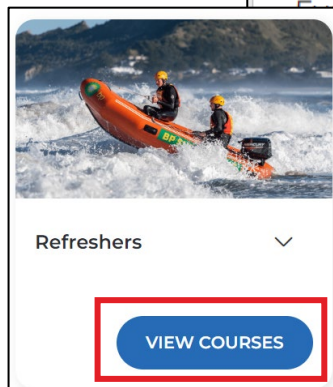
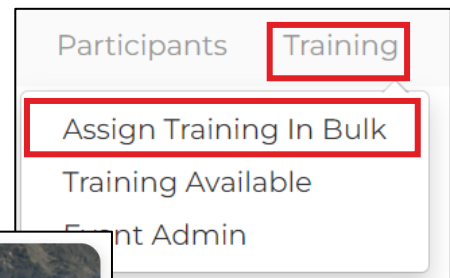
**How-to reference(s):**

1. How to login – See steps here: [User Guide](#)
2. How to switch to your **admin** view – See steps here: [Admin/Assessor Guide](#)

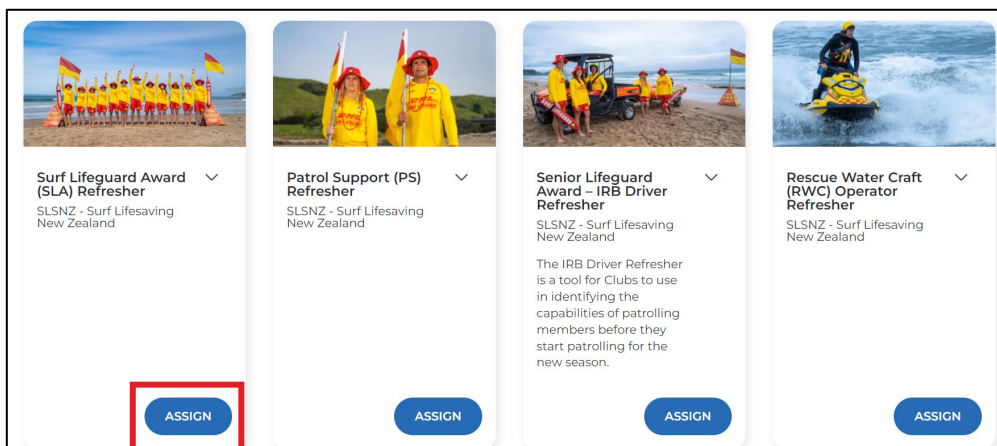
**Note** – bulk enrolling via this function, there is a limit of enrolling 100 members at any one time.

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. Click into the **“Refreshers”** Course Category by clicking on **“View Courses.”**

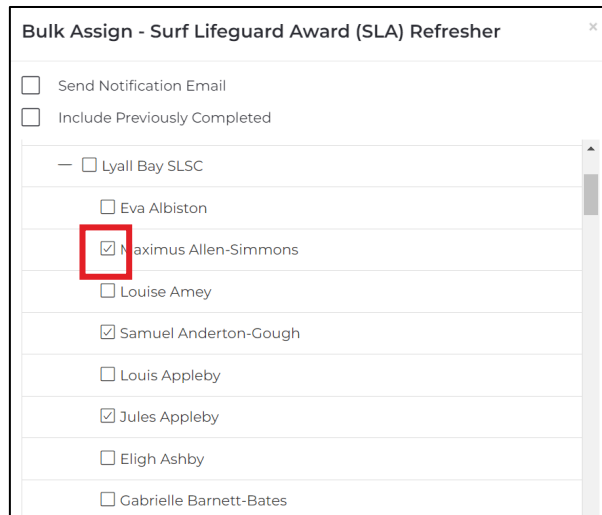


3. All Refreshers available for enrolment will show. Locate the one, you would like to enrol your members into and click on **“Assign.”**

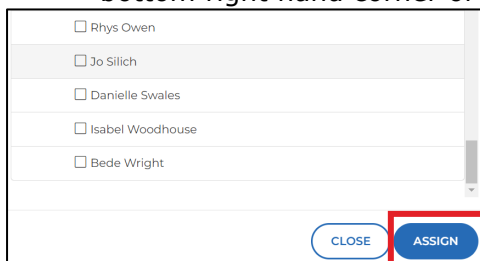




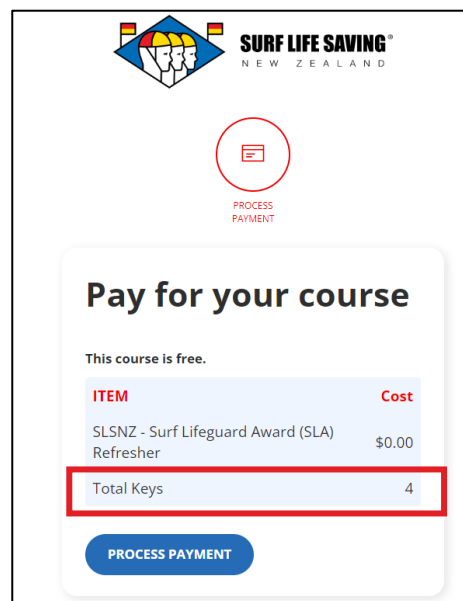
4. Your club will show with a plus icon.
  - a. Click on the plus icon to expand the list and see a list of all your members.
  - b. Tick the boxes next to the members you wish to enrol.



5. Once you have selected all your members, click on the **"Assign"** button at the bottom right hand corner of the pop up (Note: you may need to scroll down).



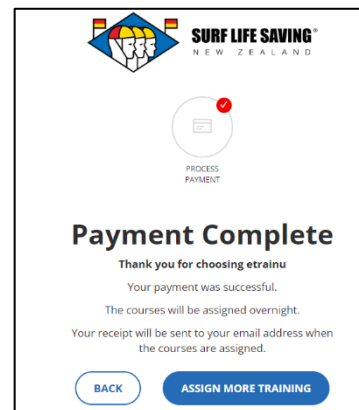
6. This **"Pay for your course"** screen will pop up, key notes:
  - a. Our courses are free, so this will always shows as \$0.00.
  - b. We are working on changing this page in the future.
  - c. Check the "Total keys", this shows you how many people you "bulk enrolled."



7. Click on **"Process Payment."**



8. Click "**Back**" on the "Payment Complete" screen to return to the "course categories"; OR click "**Assign more training**" if you'd like to do more enrolments for another refresher.
9. Click on your "**Home**" menu item to finish.



**NOTES:**

- Bulk assign only gets processed overnight, **so members will be enrolled the following day! Please do not assign training twice.**
- You can on the day after you do the bulk enrolment, run a "**Bulk Course Distribution**" Report, to see if any members were **NOT enrolled as they did not meet the pre-requisites.** (See the 'Administrator Reports' Guidance Document for more info on this report).

## Appendix 2 – LMS Admin: How to enrol individual members

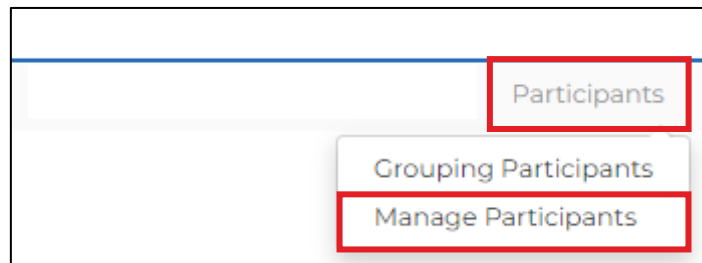
### How-to reference(s):

1. How to login – See steps here: [User Guide](#)
2. How to switch to your **admin** view – See steps here: [Admin/Assessor Guide](#)

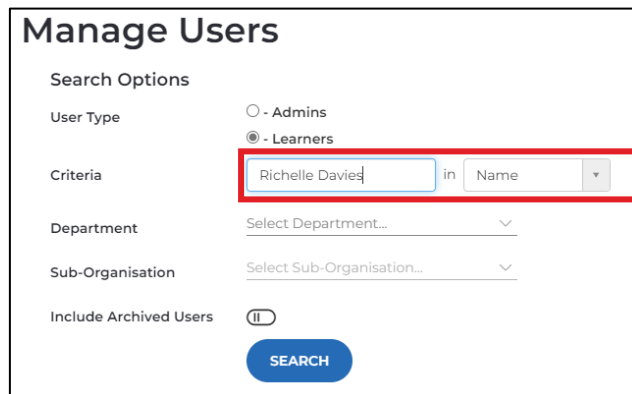
Once you are in the etrainu LMS and have switched to your admin view, follow these steps:

### Search for the member

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



2. Select “**Learners**” from the **User Type**
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’).

A screenshot of the 'Manage Users' search form. It includes a 'Search Options' section with 'User Type' set to 'Learners' (radio button selected), 'Criteria' set to 'Richelle Davies' in a text box and 'Name' in a dropdown menu, 'Department' and 'Sub-Organisation' as dropdown menus, and 'Include Archived Users' as a checkbox. A blue 'SEARCH' button is at the bottom.

4. Click “**Search.**”



## Enrol the member

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

1. Locate the member's information box.
2. Click on the **"Send Keys"** icon in the top right hand corner of the member's information box.

slnz.116924.learner (Anina Coetzee) -  
anina.upton@surflifesaving.org.nz

DateCreated:	20/05/2022	DOB:	27/05/1991
LastLogin:	N/A	12 Month Login Count:	0
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A		

Waitara SLSC > Central Region > Surf LifeSaving NZ

3. All course categories will show. Click into the **"Refreshers"** Course Category by clicking on **"View Courses."**

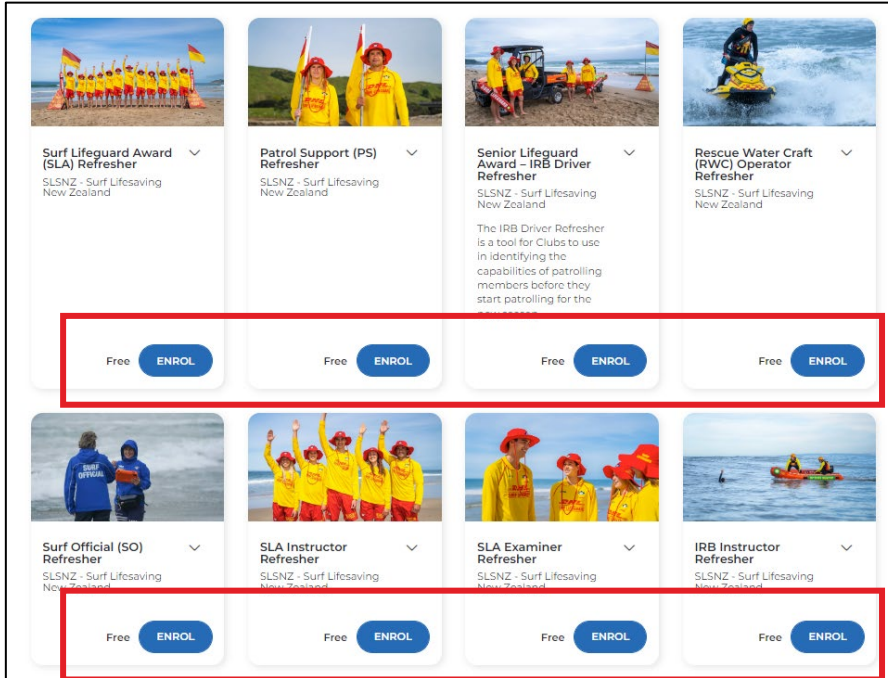
### Course Categories

Courses for *Anina Upton*

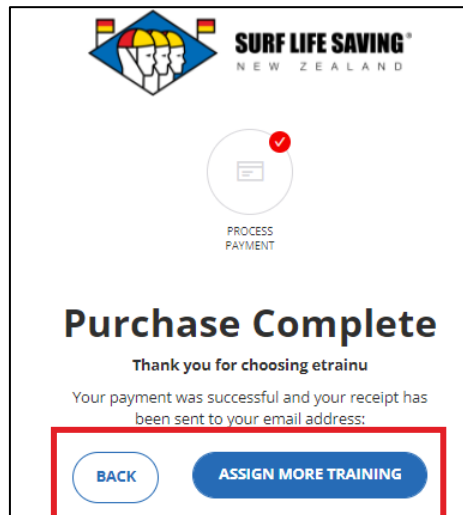
 SLSNZ Regional Guard VIEW COURSES	 Refreshers VIEW COURSES	 Lifesaving - Surf Lifeguard VIEW COURSES	 Lifesaving - Powercraft VIEW COURSES
 Lifesaving - Instructor/Facilitator/Examiner/Assessor VIEW COURSES	 Search and Rescue (SAR) VIEW COURSES	 First Aid VIEW COURSES	 Health, Safety and Wellbeing VIEW COURSES



4. All Refreshers available for enrolment will show. Locate the one you would like to enrol your members into and click on "Enrol."



5. Once processed, click "Assign More Training" if you wish to assign more training to that **same member**, or select "Back" to be taken back to the Manage Participants screen.



**Note:** Although it says "Purchase", SLSNZ is not selling courses to members and this is just system terminology.

## Appendix 3 – Admin/Assessor: How to enrol/book members into an event

### How-to reference(s):

1. How to login – See steps here: [User Guide](#)
2. How to switch to your **admin or Assessor** view – See steps here: [Admin/Assessor Guide](#)

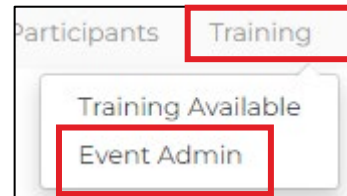
Once you are in the etrainu LMS and have switched to your admin/Assessor view, follow these steps:

### Open the Assessor App

To get to the event calendar, look at the menu options on the top of the page:

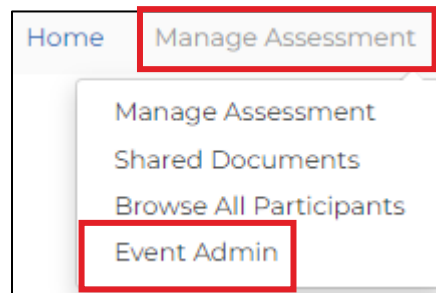
#### For administrator access:

1. Click on “**Event Admin**” under the “**Training**” heading.



#### For Assessor access:

1. Click on “**Event Admin**” under the “**Manage Assessment**” heading.



#### For administrators and Assessor:

2. You will land on the “Dashboard” page.

### The event management page



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

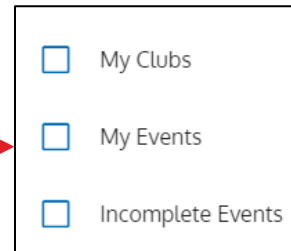
**Or** click on the 3 line “menu icon”  in the top left-hand corner and select “**Events Management.**”

2. First, you can also filter events displayed by adding or removing the filters by



pressing the filter button at the far right of the search bar and adjusting the filter options.

- **Note:** The 'My Clubs' and 'Incomplete Events' filters are selected upon login **by default**.
- To see all events – make sure all of these are all UNTICKED: →



- a. You can also search for events.
- b. You can sort the list by date, name, club or status.

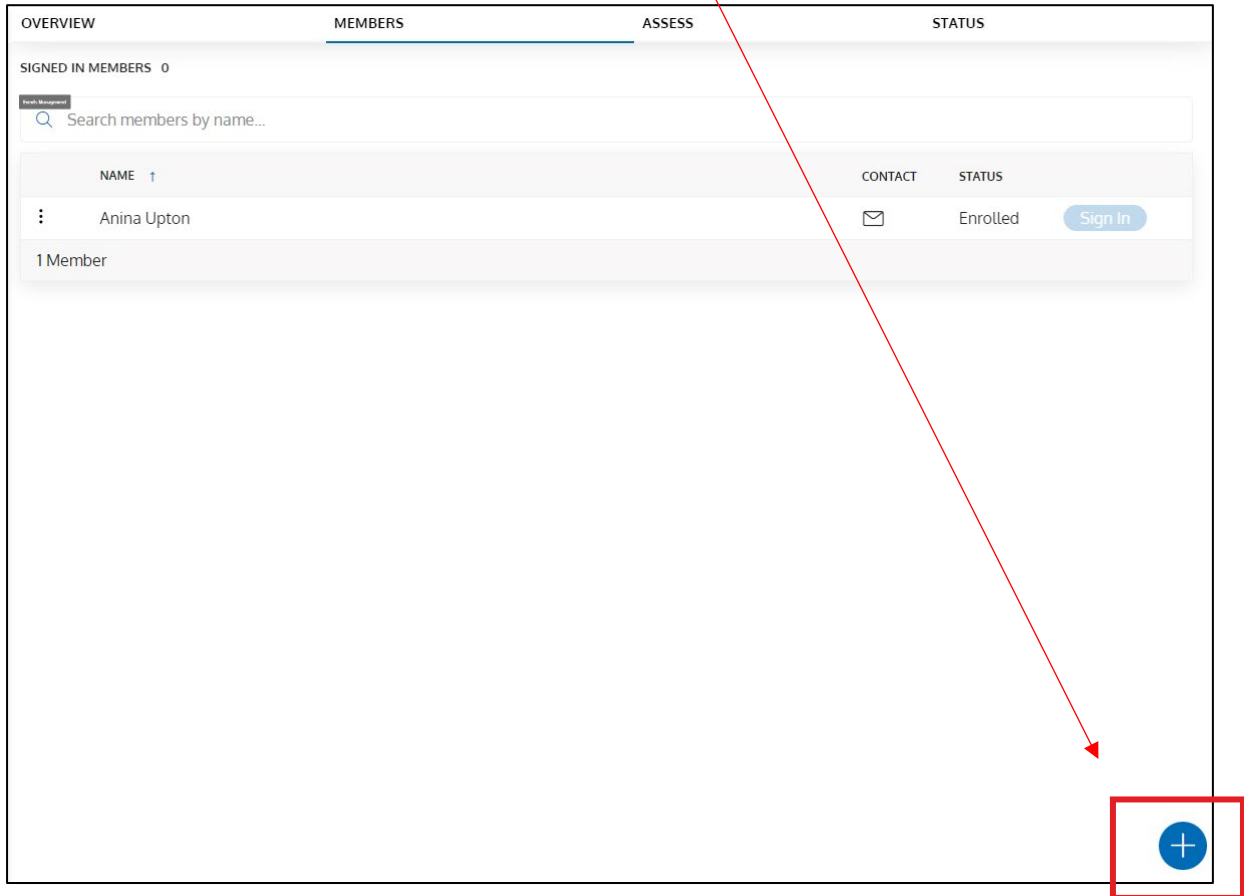
START ↓	END ↑	NAME ↑	LEARNERS	CLUB ↑	REGION	STATUS ↑
16th Jul 2022 9:00am	16th Jul 2022 5:00pm	Surf Official L2 Face to Face Training	0	SLS NZ Demo	SLS NZ Demo	Scheduled
21st May 2022 8:00am	21st May 2022 5:00pm	Guidance document event	0	Kariaotahi SLSC	Northern Region	Scheduled

- 3. Find the event you created that you wish to book your member into. Double click on it to open up the event.
- 4. Click onto the “**Learners**” tab.

**To enrol a member for the event:**

If you have a member who hasn't enrolled themselves prior to the event, you can add them by:

1. On the **"Learners" Tab**, click on the round '+' button in the bottom right-hand corner of the page.

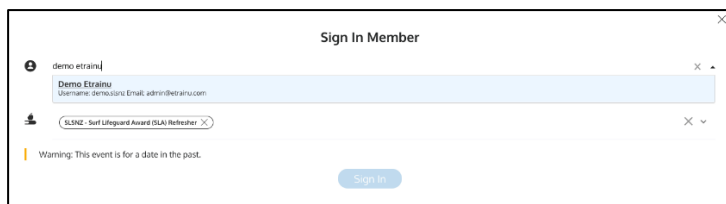


2. Here, if you are enrolling a member:
  - a. BEFORE an event: You will get a "Enrol Learner" pop up:

- b. ON THE DAY of the event or AFTER: You will get a "Sign In Learner" pop up which will enrol the member and sign them in at the same time:

The enrol/sign-in window will pop up and you will be required to enter the following details about the participant to complete the registration:

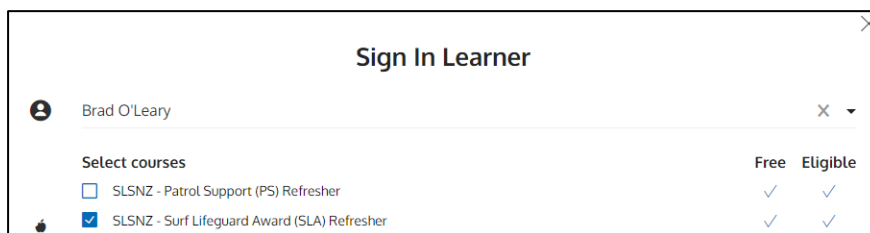
- c. Add the member's **Name:** Type the member's first and last name i.e. Anina Upton. WE RECOMMEND YOU TYPE IN THE FULL FIRST NAME AND at least 2 letters of their LAST NAME (AS IN PAM/CRM i.e. Anina Up) to ensure they come up for selection quickly. *(You can technically search with 3 letters of their first name and 3 letters of their last name, i.e. Ani Upt, but this will make the search take longer).*
- d. If the member is presented in the list, select them in the list. If you cannot locate the members, then they have never logged into the system before (i.e. if they are new to SLSNZ) and will need to do so first.



- e. Click "**Enrol.**"

**NOTE:**

- Enrolment can be completed **before, on the day** of, or **after** the event date.
- 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:





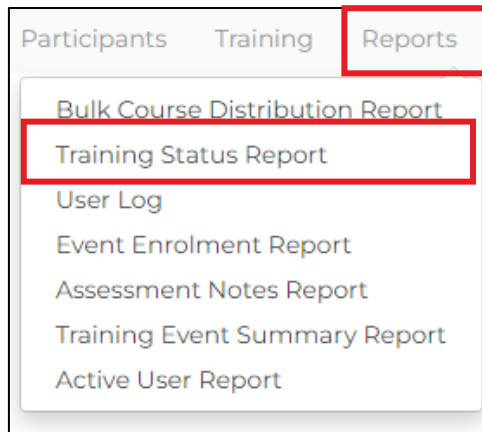
## Appendix 4 – Admin: How to run a Training Status Report

**How-to reference(s):**

1. How to login – See steps here: [User Guide](#)
2. How to switch to your **admin** view – See steps here: [Admin/Assessor Guide](#)

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, followed by "**Training Status Report.**"



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

**To build your report, consider the following filters:**

1. "Organisation" = Surf Lifesaving NZ
2. YOUR REGION will show under "Department"
3. YOUR CLUB will show under "Sub organisation"

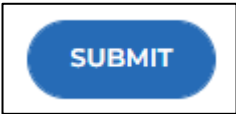
<p>Organisation Surf LifeSaving NZ</p>	
<p>Department Select Department</p>	▼
<p>Sub-Organisation Select Sub-Organisation</p>	▼



4. Select:
  - a. the Course you'd like to report on under "Training" – **this is if you want to see who has "completed" or is still "in progress" for the whole refresher course , OR**
  - b. part of a course, you can select these under "Filter by" "Module", i.e. **if you only want to see who has/ hasn't completed their "theory assessment."**

5. Select the "Training Status" you'd like to include in the report: In Progress; Completed etc.
6. Select the report date range in "Periods": "Date training was assigned", and/or "Date user was created" and/or "Date course was completed."

7. 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 as region, date of birth, email, club etc.)
8. 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.



9. Click "Submit" to create your report.

**To read your report:**

10. 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 Summary				
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.

Click on the header to sort by that column.

Firstname	Surname	Username	Course	Status	Access Allowed Date	Completion Date	Course Expiry Date	Accreditation Expiry Date	Progress
Demo	Etrainu	demoslsnz	SLSNZ - Be Safer: A Risk Management Online Module	IN PROGRESS	16/03/2022		16/03/2023		0% (0 / 1)
Brad	O'Leary	Brad.O'Leary@surflifesaving.org.nz	SLSNZ - Be Safer: A Risk Management Online Module	IN PROGRESS	04/04/2022		04/04/2023		0% (0 / 1)
Test	Scorm	test.scorm.slsnz	SLSNZ - Be Safer: A Risk Management Online Module	IN PROGRESS	26/05/2022		26/05/2023		0% (0 / 1)
Anina	Upton	Anina.Upton@surflifesaving.org.nz	SLSNZ - Be Safer: A Risk Management Online Module	IN PROGRESS	10/05/2022		10/05/2023		0% (0 / 1)
Anina	Upton	Anina.Upton@surflifesaving.org.nz	SLSNZ - Be Safer: A Risk Management Online Module	COMPLETE	04/04/2022	08/04/2022 11:57:33	04/04/2023		100% (1 / 1)

11. Click on the "Export to Excel", "Export to CSV" or "Export to PDF" to export the report for other purposes.



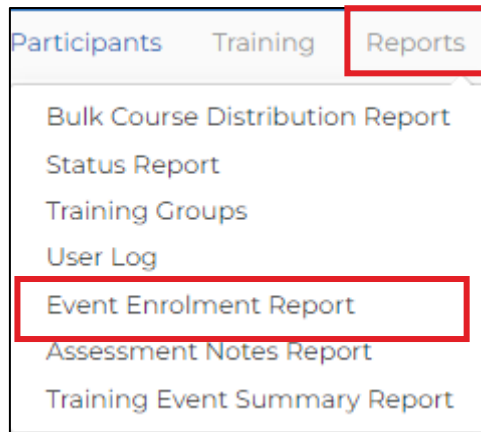
## Appendix 5 – Admin: How to run an Event Enrolment or Event Summary Report

### How-to reference(s):

1. How to login – See steps here: [User Guide](#)
2. How to switch to your **admin** view – See steps here: [Admin/Assessor Guide](#)

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, followed by "**Event Enrolment Report.**"



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

### 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
5. Click Submit



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

**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: SLS NZ 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.



OR

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

**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
5. Click Submit



ORGANISATION	Surf LifeSaving NZ
DEPARTMENT * <b>1</b>	SLSNZ Employees <span style="float: right;">x v</span>
SUB-ORGANISATION <b>2</b>	Select sub-organisation <span style="float: right;">v</span>
LEARNER GROUP	OR Select learner group <span style="float: right;">v</span>
COURSES * <b>3</b>	Select training <span style="float: right;">v</span>
DATE TRAINING WAS ASSIGNED * <b>4</b>	Select a date range <span style="float: right;">v</span>

**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 <span style="color: red;">🔍</span>
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	<b>Demo Etrainu</b> 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	<b>Demo Etrainu</b> SLSNZ - Surf Lifeguard Award (SLA) Refresher - <i>N/A</i>
Papamoa SLSC - 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	<b>Anina Upton</b> 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 6 – 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 7 – 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:

- This action will automatically enrol the member into the Patrol Support Refresher theory element and as the SLA and PS theory element is the SAME module, if the member has already completed and passed the theory module, it will already show as "passed" in the newly enrolled Patrol Support Refresher course. (The member does not have to do anything else).
- 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 follow the steps in this Guidance Document: [How to manage members as an administrator](#).

### **How do we remove a member from enrolment?**

Please contact [member.education@surflifesaving.org.nz](mailto: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](mailto: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 regional guards (summer paid staff). The theory test, trials and inductions completed as part of this application process is NOT considered a refresher. All regional guards must refresh with their clubs.
- IRB Driver refresher.
- RWC Operator refresher.

### **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 the LMS & 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](mailto: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](mailto: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?**

Yes, your club/LMS admin can follow these steps in this:  
Admin video: [https://www.youtube.com/watch?v=sKp\\_zNc3tlw&t=3s](https://www.youtube.com/watch?v=sKp_zNc3tlw&t=3s)  
Learner video: <https://www.youtube.com/watch?v=MQaAVQNvjdk>

The member can also change their own password at any time and update their personal details by following these steps in this member video:  
<https://www.youtube.com/watch?v=nKQAnHWnJS4>

### **How do our members access the online learning?**

By following these steps:  
How to login: [https://www.surflifesaving.org.nz/media/996289/user-guide\\_how-to-login.pdf](https://www.surflifesaving.org.nz/media/996289/user-guide_how-to-login.pdf)  
How to enrol into training: [https://www.surflifesaving.org.nz/media/996288/learner-user-guide\\_how-to-enrol-into-training.pdf](https://www.surflifesaving.org.nz/media/996288/learner-user-guide_how-to-enrol-into-training.pdf)



How to access and complete training:

[https://www.surflifesaving.org.nz/media/996286/learner-user-guide\\_how-to-access-and-complete-training.pdf](https://www.surflifesaving.org.nz/media/996286/learner-user-guide_how-to-access-and-complete-training.pdf)

### **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](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](mailto:member.education@surflifesaving.org.nz) so we can investigate.

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