

Student Handbook

RTO Code: 0854



ROYAL LIFE SAVING
WESTERN AUSTRALIA





Our vision

**A WATER-
LOVING
NATION FREE
FROM
DROWNING**



Royal Life Saving Society WA is a not-for profit organisation, serving the community as the largest provider of water safety education in our state.

We are one of the State and Territory Member Organisations of Royal Life Saving Society Australia.

WELCOME

Royal Life Saving is one of Australia's leading first aid and aquatic safety educators. Whether you are interested in first aid, swim teacher, aquatic technical operator or lifeguard training courses, or to further your knowledge and skills in the sport and recreation industry, we have the right training course for you. Our training courses are conducted in Perth and many other locations in Western Australia.

Many Australians have benefited from participating in a training program conducted by Royal Life Saving. These training programs contribute to making Australia a safer place. Whether you're enrolled in our first aid, swim teacher, aquatic technical operator, or lifeguard training courses, or seeking to expand your knowledge and skills in the sport and recreation industry, we look forward to supporting you throughout your training with us.

Royal Life Saving WA conducts both vocational education and training (VET) and community education courses in Perth and many other locations in Western Australia.

This structured training program incorporates a segmented training plan comprising study goals and online learning together with regular support from our team of trainers.

WHAT IS VET?

VET training courses offer nationally recognised training as part of an education system focusing on preparing students for the world of work. VET programs are designed to equip individuals with practical skills and competencies needed to perform specific jobs or roles within the workforce.

In the VET system, a unit/s of competency are the building blocks of VET qualifications and are designed to be specific, measurable, and relevant to industry standards. A unit of competency outlines the essential skills and knowledge required to be deemed competent in a particular task or job role.

These units are developed in consultation with industry experts to ensure they reflect current workplace practices and meet the needs of employers. Successful completion of all required units of competency within a qualification leads to the awarding of the qualification.

OUR TRAINING

We offer a comprehensive range of vocational education and training courses for people who want to learn new skills, gain employment and further their careers in the Sport and Recreation Industry. As a Registered Training Organisation (RTO), we conduct VET programs in

[First Aid & CPR Courses](#)

[Resuscitation](#)

[Aquatic Industry](#)

[Aquatic Rescue](#)

[Traineeships](#)

Our RTO provider code is [0854](#). We recognise the importance and benefits of combining industry experience with vocational education when striving to deliver programs of the highest quality and relevance to our students.

Our VET training provides students with practical skills and knowledge so they can contribute to the national workforce. Please refer to our website for full course information, including learner information sheets and self-reflection checklists.

All courses offered by the RTO are distinguished from our community training courses with the inclusion of the Nationally Recognised Training logo and the applicable unit code and title of the units of competency which comprise the VET program.

RTO GOVERNANCE

The General Manager Operations is the legally responsible person for the RTO and reports directly to the Chief Executive Officer and Board of Directors. The RTO is bound by The Standards for Registered Training Organisations (RTOs) and the legislative components of the VET Quality Framework. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020

Our website contains information on our Board of Directors and Management team. [Royal Life Saving WA - Who We Are](#)

For further information about the governance of the RTO, please refer to our RTO Governance and Management Policy.

OUR TEAM

The vocational training team report directly to the General Manager Operations. The team consists of administration and compliance staff members together with our team of qualified VET trainers and assessors.

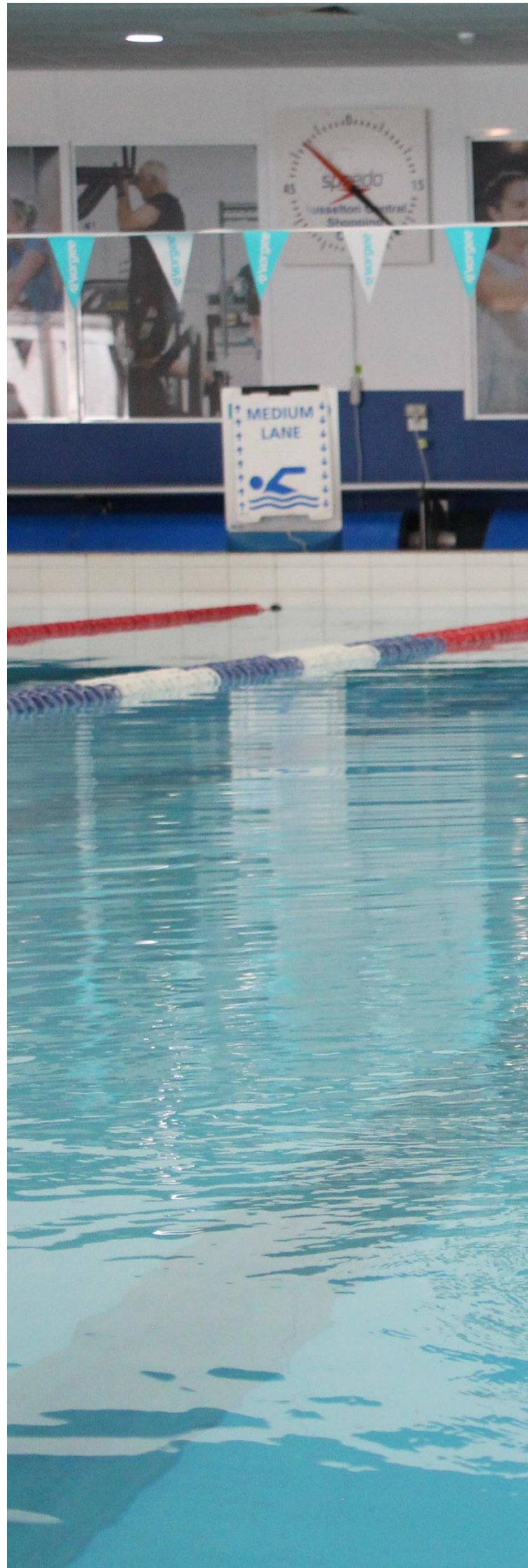
We are available to support students throughout their time learning with us. This includes pre-enrolment information and advice, scheduling both public courses and in-house training, managing the enrolment process, supporting students through the online and classroom components of the training, administering course outcomes and providing student support.

It is our priority to promote learning and support our diverse student cohorts while maintaining our compliance commitments. In doing so, we uphold the RLSSWA values:

- **Leadership:** We drive innovation and positive change.
- **Collaboration:** We work together to find solutions and welcome others to join us.
- **Action:** We focus on results, evidence informed practice and making a difference.
- **Integrity:** We do what we say and hold ourselves accountable.
- **Safety:** We put health and safety first

WORKING WITH CHILDREN

Royal Life Saving WA is committed to the safety and wellbeing of children and young people. All staff, contractors, volunteers and any other member of the community involved in child-related work are responsible for the safety and wellbeing of children and young people who engage in any Royal Life Saving WA services or activities. Our Child Safety guidelines and Code of Conduct are available on our website.





CONDUCT AND RELATIONSHIPS

The following codes of conduct maintain positive and professional relationships between RLSSWA students, trainers, and staff members.

- Student Code of Conduct
- Trainer Code of Conduct
- RLSSWA Child Safe Code of Conduct
- RLSSWA Child Safe Code of Behaviour
- RLSSWA Child Safe Handling and Physical Contact Guidelines

PRIVACY

RLSSWA are committed to complying with the Privacy Act and the Australian Privacy Principles which set clear standards for the collection, use, disclosure and storage of personal information which we obtain as part of our operations.

We collect information from our students for enrolment, training, assessment and certification purposes. Personal information is securely stored in our student management and customer relationship management systems and may only be access by authorised RLSSWA staff members.

The RTO will:

- Gather personal information from students for the express purpose of the delivery of our training services
- Maintain the confidentiality of all student records
- Ensure the secure storage of all student records
- Require written consent from the student prior to sharing enrolment or course outcomes with a third party

Students may access a copy of their student records by emailing training@royallifesavingwa.com.au.

NATIONAL VET DATA - PRIVACY NOTICE

Under the Data Provision Requirements 2012, RLSSWA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by RLSSWA for statistical, administrative, regulatory and research purposes. RLSSWA may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

RTO POLICES

We have a suite of policies which outline our relationship with our students, the delivery of our training courses and the rights and responsibilities of our team, trainers and students. We are committed to upholding the highest standards in providing vocational education and training in accordance with The Standards.

The RTO operations are conducted in accordance with the following policies:

- Academic Integrity
- Access and Equity
- Assessment
- Certification
- Child Member Protection
- Complaints, Grievances and Appeals
- Credit Transfer
- Enrolment and Entry Requirements
- Fees and Charges
- Privacy
- Recognition of Prior Learning
- RTO Governance and Management
- Marketing
- Quality Assurance and Continuous Improvement
- Records Management
- Trainers and Assessors
- Transition and Teachout
- Version Control

To provide all students with a conducive learning environment, Royal Life Saving WA has implemented several policies that guide the training and assessment process for both staff and students. You can access these polices and the codes of conduct via our website:

[RTO Policies - Royal Life Saving WA](#)

[Policy and Forms - Royal Life Saving WA](#)



Hands-on learning that is comfortable and respectful

ENROLMENT

Our Enrolment and Entry Requirements policy ensures that students are appropriately matched with the applicable training and are suitably positioned to progress through the course requirements. We are committed to upholding the principles of access and equity, while recognising that certain units of competency require certain pre-existing abilities for successful completion.

LEARNER INFORMATION SHEETS AND SELF-REFLECTION CHECKLISTS

Our website contains learner information sheets detailing each training product together with a self-reflection checklist to assist students in identifying the required skills and readiness for the training against common workplace tasks for the applicable job role. These documents are also available in the Learning Management System (Axcelerate). Please contact our team with any questions or concerns.

OVERSEAS STUDENTS

Royal Life Saving WA is not registered on CRICOS, we are therefore unable to provide national training to overseas students holding a student visa. By enrolling in a VET course with us, you are declaring you are not an overseas student holding a student visa.

The following courses are exempt from this requirement:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide first aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTAID014 Provide advanced first aid
- HLTAID015 Provide advanced resuscitation and oxygen therapy

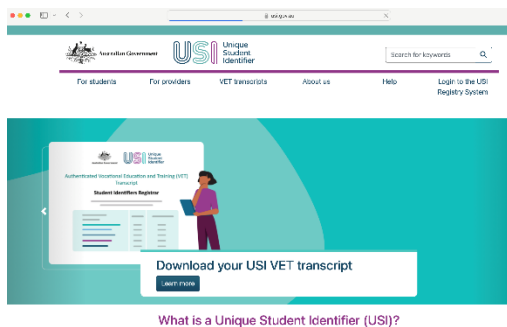


UNIQUE STUDENT IDENTIFIER (USI)

Your USI is your individual education number for life. It also creates a Government authenticated record of your VET achievements.

A USI is required by all students undertaking nationally recognised training. The USI is verified and stored in our student management system. RLSSWA is unable to issue any certification documents without a USI. To apply for a USI or to find it should you have forgotten the number, follow the link below or visit www.usi.gov.au

[USI Registry - help for students](#)



LANGUAGE, LITERACY AND NUMERACY (LLN)

Each course requires language, literacy and numeracy skills to successfully engage in the training, navigate through the learning resources and assessment requirements. The fundamental LLN for each course are specified in the self-reflection checklists. Concessions may be made for any LLN issues where such concessions do not compromise the inherent requirements of the unit of competency or the assessment process.

LEARNING NEEDS

Please advise prior to enrolment or commencement of training of any disability, physical, learning and other special needs which may impact your ability to meet the course requirements, as specified in the self-reflection checklists and course information.

We can provide information on assessment requirements, reasonable adjustment and guide you towards the most applicable training course and learning pathway.

DIGITAL SKILLS

Students use RLSSWA's learning management system to access their learning resources and complete the knowledge-based assessment prior to classroom participation.

We recognise that certain cohorts may be precluded from training opportunities due to issues with internet bandwidth in remote communities and access to digital devices. Please alert us to any issues with accessing the eLearning portal prior to enrolment so alternative learning pathways can be discussed.

FEES AND CHARGES

RLSSWA maintains compliance with the consumer guarantees as set out in the Australian Consumer Law. Our website outlines the fees and charges for all VET training courses. Our Fees and Charges policy outlines the process for

- transfers
- refunds
- withdrawals
- cancellations

CREDIT TRANSFER

RLSSWA recognises AQF qualifications, Statements of Attainment issued by other RTOs, together with authenticated VET transcripts. RLSSWA will verify the validity and currency of each unit of competency prior to processing a credit transfer.

To apply for a credit transfer, please email your certificate or USI transcript to the vocational training team at training@royallifesavingwa.com.au

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

RLSSWA's RPL process consists of the submission of:

- Workplace Evidence
- Third Party Evidence
- Gap Interview / Competency Conversation

Our RPL Policy is available on our website. To progress an application for RPL, please contact the vocational training team at training@royallifesavingwa.com.au for a RPL application form.



COMPETENCY BASED TRAINING AND ASSESSMENT

This approach to training and assessment used in vocational education and training ensures that students possess the required knowledge and skill as outlined in the nationally recognised unit of competency. Training is structured around achieving specific competencies, which are clearly defined outcomes.

In competency-based training and assessment, the outcomes "Competent" and "Not Yet Competent" differ significantly from the traditional percentage grading system used in schools.

- Competent - you have successfully demonstrated the required knowledge and skills in line with the workplace requirements for a specific unit competency.
- Not Yet Competent - you have not yet demonstrated the required knowledge and skills in line with the workplace requirements for a specific unit competency. You will receive feedback and directed towards further learning. This does not mean you have failed but that another opportunity can be provided.

"Satisfactory" and "Not Yet Satisfactory" are used within the context of individual assessment questions or tasks in competency-based training and assessment. They differ from "Competent" and "Not Yet Competent," which refer to the overall outcome of a unit or competency.

You will need to receive a "satisfactory" outcome on all assessment questions and tasks to receive an overall "Competent" outcome.

Each course will have a variety of assessments which gather the required evidence for our assessors to make a judgement on competency against a unit/s. these include:

- Multiple choice knowledge-based assessment questions
- Open-ended assessment questions
- Practical assessment tasks (direct observation)
- Oral questioning
- Workplace logs and reports
- Reflections
- Action plans
- Case scenarios

Students must answer all assessment questions in their own words and give enough information for each question, so your assessor knows you have a good understanding of the content and its practical application.

Students may appeal an assessment judgement by either speaking with their assessor or contacting the vocational training team.



Providing opportunities
for growth in a positive
and supportive learning
environment

TRAINING PROCESS

While most of our programs offer blended learning pathways, please note that some courses do not contain face to face classroom delivery.

GETTING STARTED

A welcome email and login instructions are provided enrolment. Details outline the required online learning and assessment, classroom training information and course requirements.

ONLINE LEARNING AND ASSESSMENT

Once your enrolment has been processed, you will receive access to our learning management system (Axcelerate). Here you will find the required training and assessment resources, which could include:

- eLearning modules
- Learner guides
- Links to industry resources
- Videos
- Fact sheets
- Knowledge based assessments

eLearning

It is strongly recommended that you complete the eLearning before attending the classroom training. This will give you the background information to get the most out of the practical classroom sessions. The system is easy to use and our admin team is available during business hours to help you navigate the system if required.

Knowledge based assessment

Once you have completed the online learning, you should then complete the knowledge-based assessment questions. Ideally, this should be finalised prior to participation in the classroom component of the training.

CLASSROOM TRAINING AND ASSESSMENT

RLSSWA fosters a comfortable, supportive, and inclusive learning environment that is free from discrimination and harassment. Our classrooms are designed to be welcoming and conducive to learning, with ample resources, open communication, and a focus on collaboration.

Students are encouraged to engage actively, share ideas, and support one another in a space where everyone's contributions are valued. Respectful and considerate interaction among peers and with trainers is expected, ensuring that all students feel safe and empowered to succeed.

During the classroom component of the training, we will provide you with the applicable course resources – this includes activities and handouts together with the required equipment as relevant to the training.

We maintain high standards of cleanliness and hygiene in all our course equipment and resources.

The classroom training is facilitated by our experienced VET trainers and focus on the practical aspects of the course. Our experienced trainers provide clear guidelines and demonstration to ensure that students can perform tasks safely and confidently in simulated workplace scenarios.

Once the learning has been completed, students are briefed on the practical assessment tasks. Students are required to provide photo id prior during the sign in process when attending classroom training.

ACADEMIC INTEGRITY

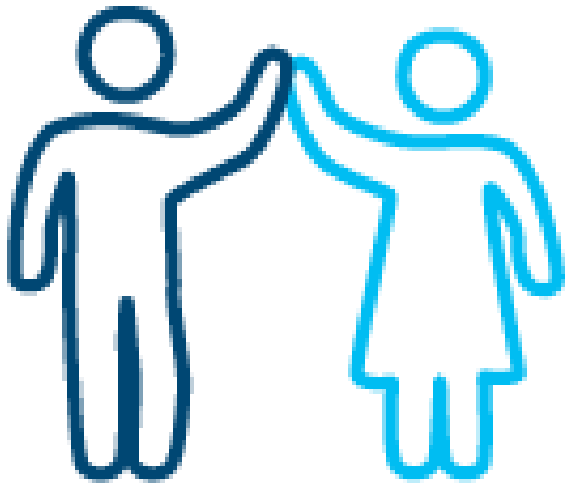
The integrity of the assessment process is extremely important. All students must independently complete the knowledge-based assessment questions and practical assessment tasks, to demonstrate their understanding and application of the required knowledge and skill. Plagiarism, collusion and any form of academic cheating will not be acceptable practices. Our Policy on Academic Integrity is available on our website.

ENROLMENT TIMEFRAME

Each training course has an enrolment timeframe in which the student gets to complete the online and classroom components of the training together with any assessment tasks required post classroom participation. Students will receive reminders from the vocational training team for any outstanding course requirements prior to the end of their enrolment timeframe. Once the enrolment timeframe has ceased, a withdrawal will be processed.

EXTENSIONS

Extensions outcome the enrolment timeframe for each training course must be submitted in writing to the vocational training team. The duration of the extension will align with the course duration and assessment requirements.



We're here to support you every step of the way.

Don't hesitate to reach out to our team or speak with your trainer if you need support or assistance with your course.

STUDENT SUPPORT

Students are supported during their enrolment timeframe by RLSSWA's vocational training team together with our VET trainers and assessors.

Support includes but is not limited to:

- Providing course information and directing students to the applicable learner information sheets, self-reflection checklists and website information.
- Providing information about course fees, transfers and withdrawals
- Providing information on course times, dates and venues
- Assisting with online access and login issues
- Explaining course content
- Clarifying assessment questions
- Directing student to applicable training resources

FEEDBACK

RLSSWA is committed to ongoing continuous improvement to our training resources, systems and processes. We collect both formal and informal feedback from our students, trainers and employers. Feedback is used to inform, review and improve resources, processes and the overall learner journey. Feedback is collected and analysed from the following sources:

- Learner and Employer Surveys
- Course Feedback – we encourage you to share your thoughts and opinions with our team of trainers
- Emails, Phone Calls and Help Requests
- Validation Process
- Formal and Informal Grievances and Complaints

Please reach out to us via any of our feedback channels to share your experiences, thoughts and ideas.

CERTIFICATION – AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

A Testamur and Record of Results are issued on successful completion of all full qualifications. A Statement of Attainment is issued on successful completion of units of competency, clusters and skill sets.

All AQF certification is issued within 30 calendar days of the student's final assessment completion provided all fees have been paid and a USI supplied.

Please note that all Royal Life Saving awards and industry licences do not form part of the AQF certification.

COMPLAINTS, GRIEVANCES AND APPEALS

Complaint - is any expression of dissatisfaction, frustration or perceived unfair practice regarding either an action or the service provided by the Registered Training Organisation.

Grievance – is any adverse feedback, concern or problem experienced which while not a formal complaint is an issue causing unease for a student or stakeholder of the Registered Training Organisation.

Appeal - is where a student or a stakeholder of the Registered Training Organisation disputes the outcome arising from either the complaints process or from an assessment judgement.

Please contact the vocational training team at training@royallifesavingwa.com.au or 9380 8200 and provide details of the issue. We will progress the issue in accordance with our complaints process as detailed in the Policy – Complaints, Grievances and Appeals.

PHYSICAL CONTACT

During the practical component of these training courses, students may experience physical contact from their peers or trainers, always with their consent. This is essential for hands-on learning, such as providing first aid, teaching swimming techniques, and performing water rescues. These interactions are a normal part of the training to ensure students develop the necessary skills in real-life scenarios.

Students who feel uncomfortable with physical contact during the practical component of the training have the option to opt out. They can choose to be assessed at a different time with an individual they feel more comfortable with, ensuring that their learning experience remains respectful and supportive.

CHANGES TO SERVICES

RLSSWA has a large team of VET trainers and assessors to deliver and assess our VET courses.

The following table outlines the circumstances and outcomes in the event that we are unable to deliver the training services as agreed with our students.

Course date changed by RLSSWA	Written confirmation is provided to students as soon as change to date occurs. Students offered three options <ul style="list-style-type: none">the choice to attend the training at the new datethe option of a full refund ora transfer to another course date. Website updated
Course cancelled by RLSSWA due to unforeseen circumstances	Written confirmation is provided to students as soon as cancellation occurs. Students offered two options <ul style="list-style-type: none">the option of a full refund ora transfer to another course date. Website updated
Change in training resources, including superseded training products	Should any significant changes to training resources impacting students, we will advise students of the change together with the learning pathway moving forward to ensure they remained informed and are supported throughout the duration of their study with the RTO. When a training product is superseded by a new training product, RLSSWA's students will be informed in accordance with the Policy Transition and Teachout.
RTO ceases operations	In the event that RLSSWA ceases to operate, its records will be transferred to ASQA in the appropriate format and detailed as specified by the Regulator at the time of ceasing RTO operations.



ROYAL LIFE SAVING
WESTERN AUSTRALIA

FOR MORE INFORMATION

The Royal Life Saving Society Western Australia Inc
12 McGillivray Road, Mt Claremont WA 6010
PO Box 28, Floreat Forum WA 6014

Call 08 9383 8200

Email training@royallifesavingwa.com.au

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