



LIFE SAVING VICTORIA CLUB AWARD PROCESSING GUIDE



LSV CLUB AWARD PROCESSING GUIDE

Aim of Resource

To provide a clear and precise method of processing an award for Chief Instructors, District Officers, Trainers, Assessors and Club members in an efficient and timely manner.

Acknowledgments

- Simon Wilson – President Portsea SLISA, LSV Director Training & Assessment (08/09)
- Mark Scott – LSV Director of Lifesaving Services
- Peter Ward – LSV District Officer (Gippsland)
- Neil Morarty – LSV Director Aquatic Sport
- Luciana Tong – LSV Administration Officer Education and Training
- Olivia Skillern – LSV Client Services Officer
- Ginnie Burgess – LSV Administration Officer Training
- Bernadene Hansen – LSV Support Officer Club Development
- Peter Agnew – SLISA General Manager Operations
- Brooke Irvine – LSV General Manager Education and Training
- Nick Bugeja – LSV Manager Training Services
- Life Saving Victoria District Officers

Contacts

- www.lifesavingvictoria.com.au
- LSV - 9676 6900
- District Officers – see Club Diary
- LSV Admin Officer Training - 9676 6933
- Development Officer Training Assessment and Compliance 9676 6918 or 9676 6928
- LSV Administration Officer – Lifesaving Operations 9676 6934

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Award Processing Process

1. Assessment Request (Chief Instructor)

The Lifesaving Clubs' Chief Instructor requests an Assessment with their District Officer at least 14 days prior to the proposed Assessment date. Raise in Surfguard

The Assessment Request includes assessment type, number of candidates, training details, location of assessment and the date of assessment.

2. Assessment Approval (District Officer)

The District Officer approves the Assessment and appoints a Head Assessor, confirms the date of Assessment and the location.

The District Officer makes the arrangements for the Assessment Materials and Form 14 to be at the assessment as well as contacting and confirming the required assessors.

3. Conduct Assessment (Assessor(s))

Assessment is conducted by assessor(s)

At completion of the assessment, the Head Assessor checks and confirms candidates' paperwork against the Form 14.

Within 5 days, the Head Assessor is to send the following paperwork:

- A signed Form 14 sent to LSV
- A copy of the signed Form 14 & candidate paperwork is sent to the DO
- A copy of signed Form 14 is sent to the Club

4. Process and Issue Awards (Life Saving Victoria)

Form 14's are processed and awards are issued and forwarded to candidates within 7 – 21 working days from the date the Form 14 arrives at LSV.

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Step 1 – Assessment Request (Chief Instructor)

I. Contact District Officer

The Lifesaving Clubs' Chief Instructor (CI) requests an assessment with their District Officer (DO) at least 14 days prior to the proposed Assessment date.

The CI needs to be able to advise the DO of the following information:

- The award(s) they want assessed (e.g. Bronze Medallion)
- Who the candidates are, or at least expected number of candidates
- Who the Trainers are
- When and where the training is being conducted
- When the Club wants the assessment
- Where the Club wants the assessment
- Do they have suitable Assessors to do the Assessment, and who they will be

The request must be made to the DO at least 14 days prior to the Assessment. This gives the DO the opportunity to confirm Assessors and ensure appropriate assessment tools are available.

At this stage, a Form 14 should be raised in SurfGuard by the CI for the DO to approve.

For an example see **Figure 1** (p. 5).

Post assessment the CI will be sent a copy of the completed Form 14. This should be kept on file until the awards have been allocated before discarding.

For the Chief Instructors Award Processing Checklist See Appendix 1

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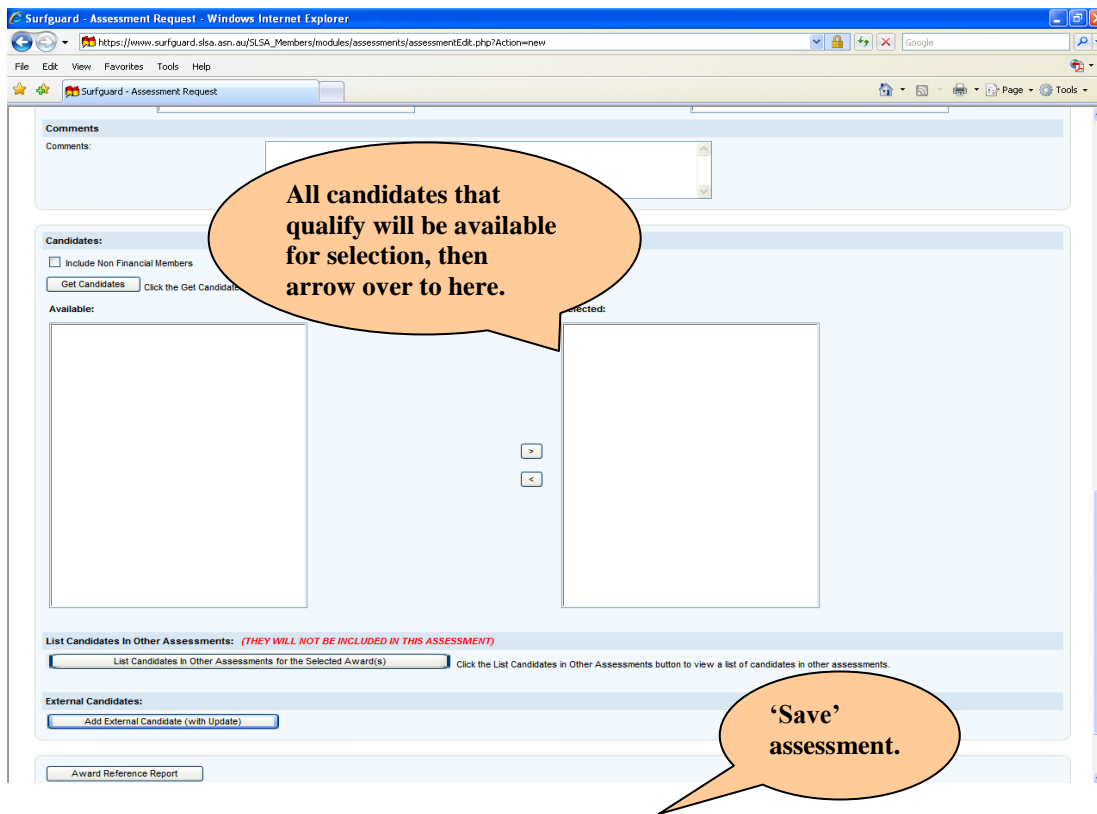
Figure 1.1 - 'New Assessment Request' Example (Bronze assessment)

The screenshot shows the 'New Assessment Request' form in the SurfGuard system. The form is titled 'New: Assessment Request @ Lorne' and includes the following sections and callouts:

- Assessment Details:** Includes 'Assessment Type' (set to 'Award'), 'Date' (17/06/2009), and 'Time (24hr)' (12:00). A green callout bubble points to the 'Assessment Type' dropdown, stating: "All fields marked with * are mandatory."
- Award Details:** Includes 'Award Type' (set to 'All Awards Types'), 'Award' (set to 'Bronze Medallion'), 'Equivalent Award' (set to 'Certificate II in Public Safety (Aquatic Rescue) (PUA21004)'), and 'Allocate/Update Equivalent Award' (checked). A yellow callout bubble points to the 'Award' dropdown, stating: "Select award here". Another yellow callout bubble points to the 'Award' dropdown area, stating: "Do not alter this section".
- Units of Competency:** Includes 'Available' and 'Selected' lists of units. An orange callout bubble points to the 'Selected' list, stating: "When approved, the DO will select an Assessor by name here".
- Contact Information:** Includes 'Contact Name' (Ginnie Burgess), 'Contact Number (with area code)' (9676 6933), and 'Document Location'.
- Assessors:** Includes a search area with the instruction: "Enter either the Assessor's Member ID or all or part of the Assessor's name before clicking Get Assessors." and two input fields: 'Search Assessor Member ID' and 'Search Assessor First Name'.

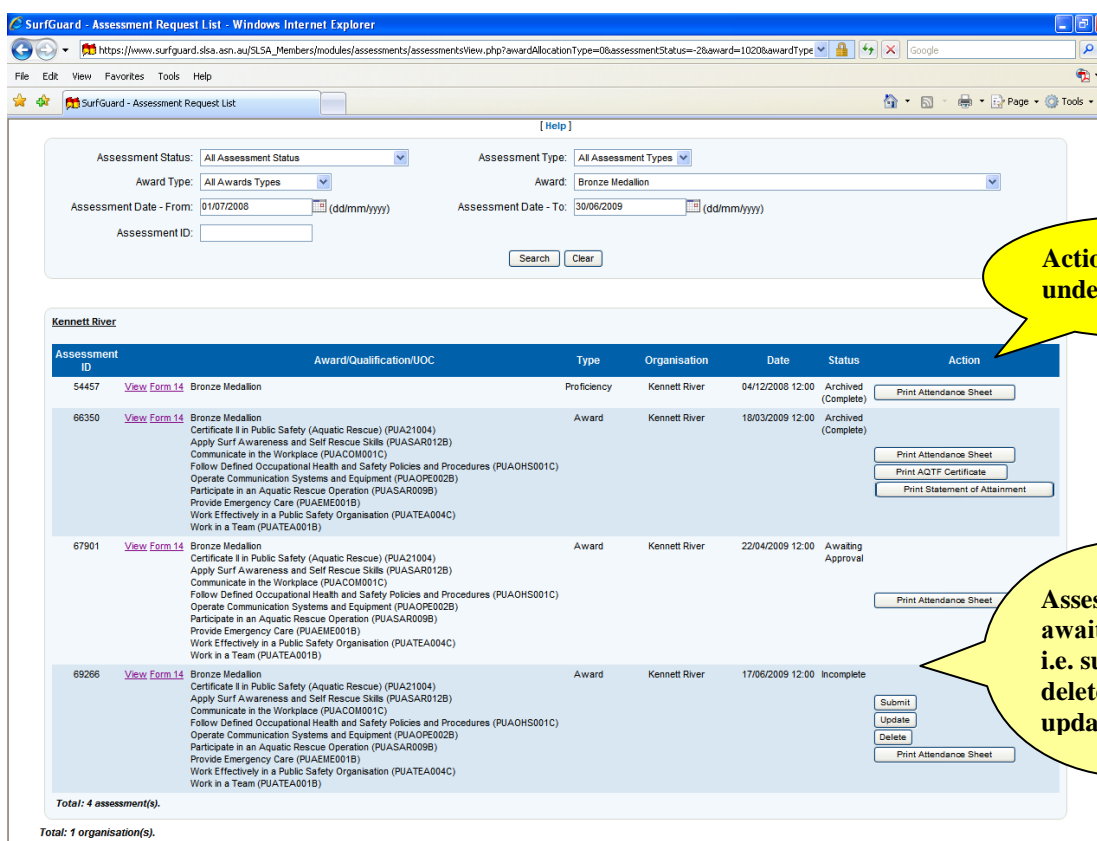
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Figure 1.2 - 'New Assessment Request' Example continued (Bronze assessment)



Note: Once assessment has been saved you can view in the 'Assessment Request' screen. The Club or the CI will then 'Submit' the assessment which the D.O. is requested to approve.

Figure 1.3 - 'New Assessment Request' Example continued (Bronze assessment)



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Step 2 – Assessment Approval (District Officer)

- I. Contact Assessor(s)**
- II. Confirm Assessment Details**
- III. Provide Assessment Resources**

The DO approves the assessment and appoints a Head Assessor, confirms the date of assessment and the location.

The DO then needs to receive the following information from the Club to approve the Assessment:

- The award(s) they want assessed (e.g. Bronze Medallion)
- Who the candidates are, or at least expected number of candidates
- Who the Trainers are
- When the Club wants the Assessment
- Where the Club wants the Assessment
- Do they have suitable Assessors to do the Assessment, and who they will be

The DO needs to be confident that the training will be conducted correctly for each of the award(s) being undertaken

This includes:

- The learning outcomes of the Award
- The training time allocated
- The correct resources and information has been made available
- Being satisfied with the allocated training personnel, ratios and techniques

If the DO is confident that the training will be conducted appropriately and has met the needs of the candidates, then (s)he needs to confirm that there is capacity to run that assessment on the day proposed by the club. In order to do this they must ensure:

- That there is an experienced Assessor to lead the assessment (Head Assessor)
- There are sufficient Assessors to support the Head Assessor
- A suitable location has been arranged
- The required resources are available to conduct the assessment (e.g. equipment, personnel and water safety)

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Once satisfied, the DO will approve the assessment at least 7 days prior to the assessment date by the following mechanisms:

- Approve the assessment in SurfGuard
- Advise the Club's Chief Instructor
- Confirm the assessment with the Assessors
- Make arrangements for the assessment materials and Form 14s to be available for the assessment

The DO has the right not to approve the assessment if (s)he is not satisfied that all requirements have been met or if sufficient Assessors, venue or equipment are not available.

The DO will receive a copy of the completed and signed Form 14 and the assessment evidence following the assessment. This evidence should be filed until the end of the season. Post season this evidence is to be returned to LSV who will archive it.

For an example see **Figure 2** (p. 9).

For the DO Award Processing Checklist See Appendix 3

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Figure 2.1 - 'New Assessment Request' Example (Bronze assessment)

The screenshot shows a web browser window titled 'SurfGuard - Assessment Request - Windows Internet Explorer'. The address bar shows the URL: https://www.surfguard.slsa.asn.au/SLSA_Members/modules/assessments/assessmentEdit.php?Action=new. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page header shows 'SurfGuard - Assessment Request' and 'User Name: GinnieB'. The main content area is titled 'New: Assessment Request @ Lorne' and includes a '[Help]' link.

The form is divided into several sections:

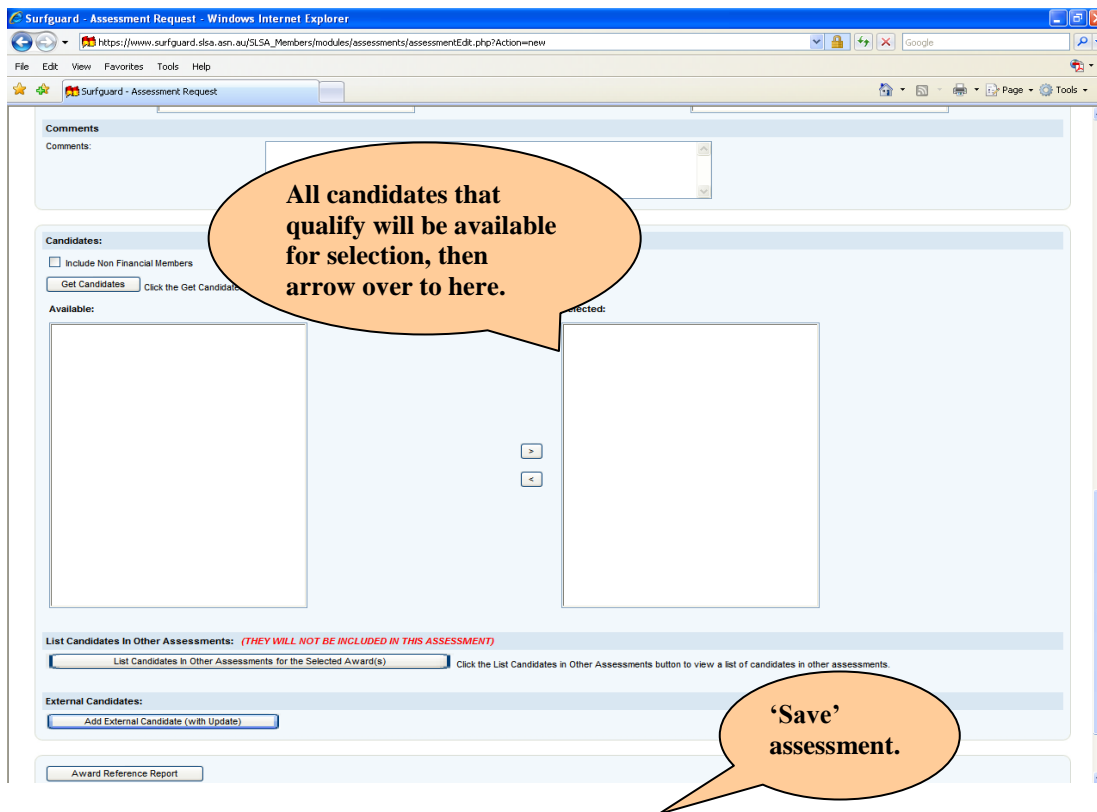
- Assessment Details:** Includes 'Assessment Type' (Award), 'Date' (17/06/2009), and 'Time (24hr):' (12:00).
- Award Details:** Includes 'Award Type' (All Awards Types), 'Award' (Bronze Medallion), 'Equivalent Award' (Certificate II in Public Safety (Aquatic Rescue) (PUA21004)), 'Allocate/Update Equivalent Award' (checked), and 'Do Not Allocate SLSA Award to Public Members' (unchecked).
- Units of Competency:** Includes 'Available' and 'Selected' lists of units.
- Contact Information:** Includes 'Contact Name' (Ginnie Burgess), 'Contact Number (with area code):' (9676 6933), and 'Document Location'.
- Assessors:** Includes a search area with 'Search Assessor Member ID:' and 'Search Assessor First Name:' fields.

Callouts highlight specific features:

- A green callout points to the 'Assessment Type' field, stating: "All fields marked with * are mandatory."
- A yellow callout points to the 'Award' dropdown menu, stating: "Select award here".
- A yellow callout points to the 'Award Details' section, stating: "Do not alter this section".
- An orange callout points to the 'Selected' units list, stating: "When approved, the DO will select an Assessor by name here".

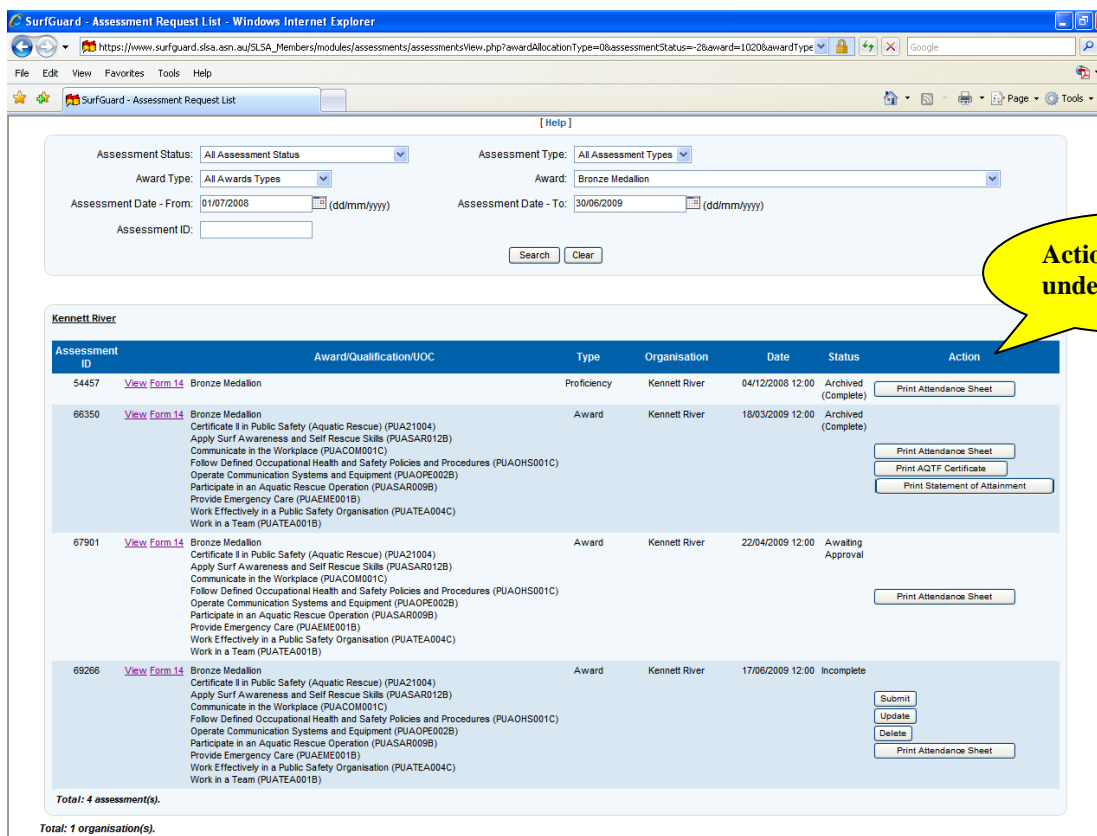
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Figure 2.2 - 'New Assessment Request' example continued (Bronze assessment)



Note: Once assessment has been saved you can view it in the 'Assessment Request' screen. The Club or CI will 'Submit' the assessment for the DO to review and approve.

Figure 1.3 - 'New Assessment Request' example continued (Bronze assessment)



Step 3 – Conduct

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Assessment (Assessors(s))

I. Complete Assessment

II. Validate Assessment

The assessment is now conducted by the Assessor(s) in line with the procedures applicable to the award.

At completion of the assessment, the Head Assessor checks and confirms the candidate's paperwork against the Form 14.

Following this, the Head Assessor needs to undertake the following:

- Check all assessment papers and portfolios are completed in line with the Assessor Checklist (Appendix 1)
- Mark all candidates on three (3) copies of the Form 14's as Competent (C) or Not Yet Competent (NYC), in accordance with their assessment cards and ***sign the Form 14's*** (for example see Figure 4, p. 12)
- Send the original Form 14 to Life Saving Victoria (LSV) within 5 days of the assessment
- Send one Form 14 together with Assessment Evidence to the DO within 5 days of assessment
- Leave one Form 14 with the Lifesaving Club within 5 days of assessment

For the Assessor Award Processing Checklist See Appendix 2

For the Assessor Course Information Sheet See Appendix 5

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Step 4 – Process and Issue Awards (LSV)

- i. Confirm accuracy and completion of Assessment records**
- ii. Allocate Awards**
- iii. Dispatch Awards**
- iv. Archive Assessment Evidence**

On receipt of the signed Form 14 from the assessment, LSV will check the following:

- The Form 14 is completed correctly and the Assessor is qualified/endorsed to assess the award(s)
- The assessment is Approved in SurfGuard
- The results are entered in SurfGuard

If this is ALL correct, then the Award(s) will be issued and sent to the candidates as listed in SurfGuard.

This can be expected to take 7 - 21 working days, depending on the award(s).

If the above details on the Form 14 are not complete or the assessment has not been approved, the DO will be notified by LSV.

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Frequently Asked Questions

CLUB/CANDIDATE - Frequently asked Q & A:

Q: Where is my award (medal/certificate) when other candidates have received theirs?

A: Medals and Certificates are sent directly to candidates using address's recorded in SurfGuard. These are entered by your club's SurfGuard Registrar or Secretary. Please contact you Chief Instructor for missing Awards.

Q: Why can't I raise a member in an assessment?

A: There may be several reasons:

- The member has not been entered into SurfGuard
- The member does not hold the pre-requisites required to obtain the award/proficiency being raised. Examples include – a current Bronze is required before an IRB Crew certificate can be raised;
- Silver Medallion IRB Driver, the member would need to have entered their Marine License details into SurfGuard
- The member is already in an assessment for the award or proficiency
- An age pre-requisite has not been met (check date of birth)

Q: How do we check if a member is in an assessment already?

A: Log onto SurfGuard and go to the following:

1. Reports, General Reports, Assessments, License Reports
2. Select report type: Assessment Report
3. Enter: either member ID# or name
4. Display Report

This report will detail any assessments the candidate/member has been raised in and whether it is completed or incomplete.

Report of assessments

Surfguard - General Reports - Windows Internet Explorer
https://www.surfguard.slsa.asn.au/SLSA_Members/modules/reports/reports.php?category=1

File Edit View Favorites Tools Help

Home Surfguard - General Repo... Page Tools

Life Saving Victoria AUSTRALIA

Current - Organisation: Life Saving Victoria Environment: Production Application: Memberships User Name: GimieB

Summary Members Assessments Transfers Organisational Management Patrols Mailing Groups Messages Maintenance Reports

Assessment, Award & License Reports @ Life

Report Type: Assessments Report Output Format: Single HTML Page

Enter the following fields to narrow your search:

It is highly recommended that you split up your selection by membership type, status and gender. Otherwise, you may experience time-out issues.

Branch: All Organisation: All Exclude State: Member ID: First Name: smith Last Name - From: Joan To: Gender: All Male Female Age - From: Do Not Send SMS/Email Communications: All Award Type: All

Awards:

- 10 Year Assessing Service Certificate
- 10 Year Coaching Service Certificate
- 10 Year National Age Manager Service Certificate
- 10 Year National Patrol Service Award
- 10 Year Officiating Service Certificate
- 15 Year Assessing Service Certificate
- 15 Year Coaching Service Certificate

https://www.surfguard.slsa.asn.au/SLSA_Members/modules/reports/reports.php?category=1

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Q: How long after assessment should I expect to receive my award/certificate?

A: The processing time from the date the completed paperwork at LSV has been received should be no longer than 21 days due to the time required to undertake any engraving.

Q: How do we know if we have enough resources to run the assessment on the day?

A: Refer to your DO to allocate Assessor/s and for any other resource requirements (work books etc.).

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DISTRICT OFFICER - Frequently asked Q & A:

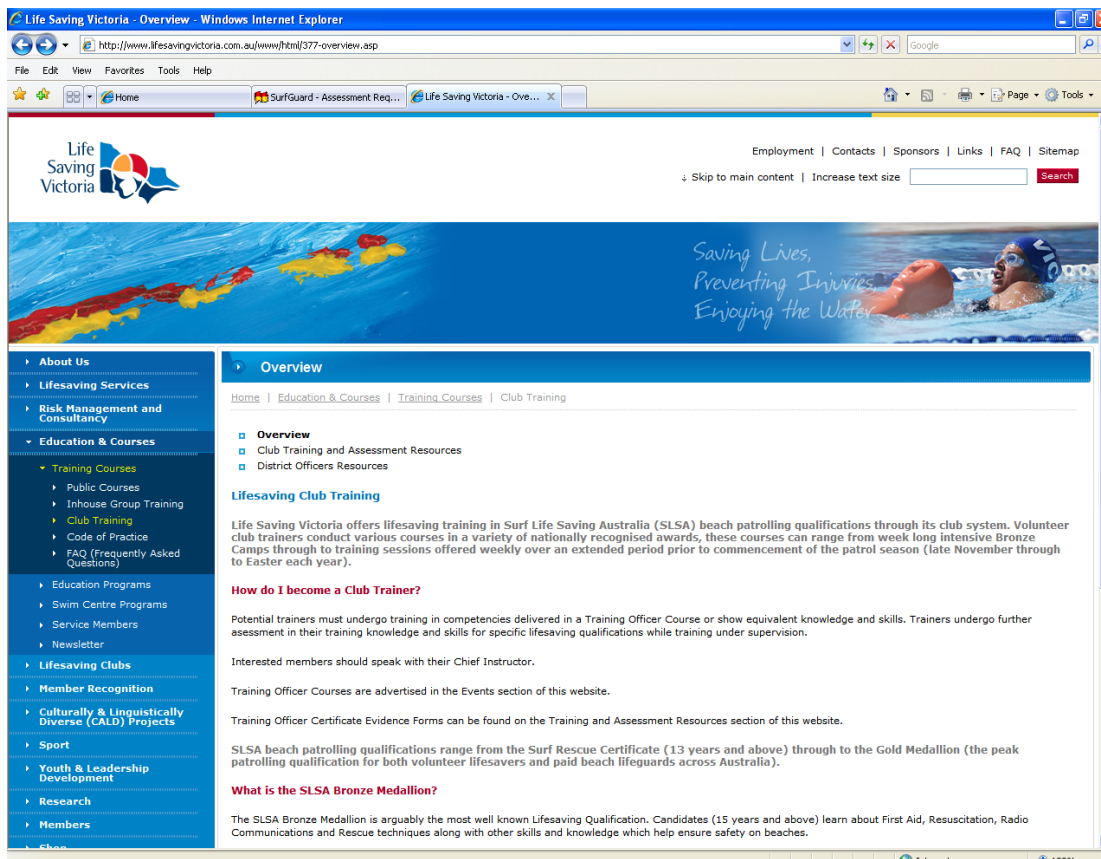
Q: Why was I unaware that an assessment was taking place?

A: The Club is required to notify the DO at least 14 days prior to an assessment taking place – this may not have occurred.

Q: What resources do I need to supply to the Assessor?

A: Please refer to the LSV website (www.lifesavingvictoria.com.au) for current resources, or contact the LSV Development Officer's Training Assessment and Compliance team.

LSV website page:



Q: What should I do if I do not have enough qualified Assessors in my district for an assessment?

A: Each district and club needs to actively work to recruit Assessors, have them attend Assessor Courses and then mentor them while they gain experience. However in situations of acute shortages, contact other District Officers for assistance. Refer to the Club Diary for District Officer contact details.

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Appendix 1

Award Processing Checklist - CHIEF INSTRUCTOR

- Set training & proposed assessment date
- Input membership information into SurfGuard
- Inform DO and Raise Form 14
- Receive assessment confirmation from DO
- Provide human & equipment resources for the assessment (i.e. manikins (Annies), water safety)
- Print three copies of Approved Form 14 and hand to Head Assessor prior to or on the day of assessment
- Provide admin support for the Head Assessor at the assessment and immediately post assessment

Minimum 14 days notice to be given prior to the assessment

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Appendix 2

Award Processing Checklist - ASSESSOR Checklist

- Confirm availability with DO
- Confirm that resources required for the assessment are available (i.e. human, equipment etc)
- Receive and check assessment resources from DO
- Collect Form 14 from Club on the day of assessment
- Conduct assessment
- Complete Form 14s and check that the results entered match the Competency Record / Assessment Cards
- Complete and sign Assessors attendance sheet
- Send Form 14 to LSV within 5 days
- Return to DO within 5 days
 - Competency Records / Assessment Cards
 - Copy of completed Form 14
 - Completed exam papers and question sheets
 - All other re-usable assessment resources

Maximum 1 week from assessment date to results posted to LSV

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Appendix 3

Award Processing Checklist - DISTRICT OFFICER Checklist

- Check Form 14 has been raised in SurfGuard by the CI
- Confirm assessment type, date and candidate numbers
- Organise adequate number of assessors and nominate Head Assessor
- Approve assessment on SurfGuard
- Organise assessment resources
- Send / supply assessment resources to Head Assessor including Assessors checklist, reply paid envelope to LSV
- Receive, check and file assessment evidence received from Head Assessor including:
 - Competency Records / Assessment Cards
 - Copy of completed Form 14
 - Completed exam papers and question sheets
 - All other re-usable assessment resources

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Appendix 4

COURSE INFORMATION SHEET - TRAINING OFFICER

The Training Officer Information Sheet should be used to confirm course details between the District Officer and the Training Officer, when coordinating and approving courses and dispatching resources. It can be stuck to the top of the resource box prior to being given/sent to the TO and used for their reference in regards to the requirements of running the course.

ATT: (Insert TO Name Here)

Course: _____ **Date:** _____
Venue: _____ **Trainer:** _____
Assessor: _____ **Assessor Mobile Number:** _____

RESOURCES ENCLOSED

- Lesson Plan
- Presentation Material Power point Pack on CD
- Participant Work Books. Total. _____
- Handouts

What YOU need to do before The Training Course:

- Arrange Venue
- Obtain Computer & Data Projector
- Arrange meals and Accommodation if required
- Arrange additional training resources: (i.e. defibs, bandages etc)
- Arrange for Form 14's to be created in SurfGuard

What YOU need to do on the day of The Training Course:

- Induct Trainees.
- Conduct Training Session.
- Ensure all trainees complete workbooks.
- Provide 3 Copies of F14's to Assessor
- Allow time in program for Assessments.

What YOU need to do at the end of The Training Course:

- Ensure all trainees have been assessed
- Ensure assessor has all copies of completed work books
- Return unused training resources to District Officer
- Hand Club copy of signed F14 to Chief Training Officer

If you have any questions please don't hesitate to call **(Insert name and Phone here)**

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Appendix 5

COURSE INFORMATION SHEET - ASSESSOR

The Assessor Information Sheet should be used to confirm assessment details between the DO and the Assessor when coordinating and approving assessments and dispatching resources. It can be stuck to the top of the resource box prior to being given/sent to the Assessor and used for their reference in regards to the requirements of running the assessment. It is **IMPORTANT to note that Assessments will not be given final approval until DO has received all of the following information**

ATT: (Insert Assessors Name Here)

Course: _____ **Date:** _____

Venue: _____ **Trainer:** _____

Assessor: _____ **Assessor Mobile Number:** _____

RESOURCES ENCLOSED

- Lesson Plan
- Assessment Work Cards Total _____
- Examination Questions Total _____
- Examination Answers Total _____
- Blank Answer Sheets Total _____

What YOU need to do before The Training Course:

- Discuss the training program with the trainer
- Ensure F14's have been raised in SurfGuard
- Obtain DO approval
- Source additional Assessors if required
- Familiarise yourself with the Training & Assessment Resources

What YOU need to do on the day of The Assessment:

- Induct trainees into assessment process
- Conduct assessments
- Ensure all trainees complete workbooks
- Sign off all aspects of assessment work cards
- Sign off completed workbooks
- Sign off three Copies of F14's (don't forget to mark as Competent/ Not Yet Competent)

What YOU need to do at the end of The Assessment:

- Hand Club copy of signed F14 to the Training Officer
- Send LSV copy of signed F14 to LSV
- Send to DO
 - o Completed work cards
 - o Completed answer sheets
 - o DO copy of signed F14
 - o All remaining assessment resources

If you have any questions please don't hesitate to call **(Insert name and Phone here)**