



SLSA eLearning User Guide

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Accessing SLSA eLearning

Equipment and software required

To participate in SLSA eLearning courses you will need:

- internet connection
- speakers or headphones
- your own unique username and password for SLSA Members Area (<https://members.sls.com.au>)
- your own unique email address to receive your certificates, receipts and any notifications from trainers.

Some activities and resources launch into a pop-up window. You should disable the pop-up blocker in your web browser before you begin. A useful guide to disabling the pop-up blockers for your web browser can be found at <http://www.wikihow.com/Disable-Popup-Blockers>.

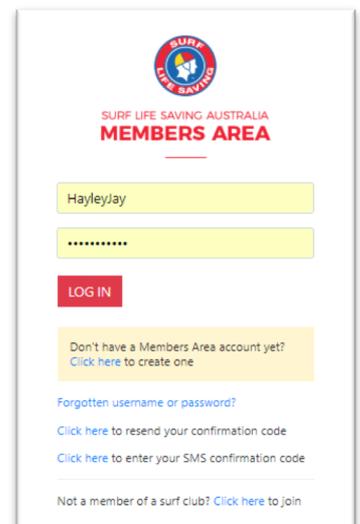
How to log in

ALWAYS log in to the SLSA eLearning portal via the SLSA Members Area using your own account details to ensure your online learning is linked to your SurfGuard records, avoid technical issues, and receive a certificate in your name.

An eLearning account will automatically be created for active members when they log in to the eLearning platform for the first time via the SLSA Members Area.

Follow the steps below to log in to the SLSA eLearning portal.

1. Go to the SLSA Members Area (<https://members.sls.com.au>).
2. Log in to the SLSA Members Area using your own unique username and password.
3. Click on the 'eLearning' menu.



The screenshot shows the SLSA Members Area login page. At the top is the SLSA logo and the text 'SURF LIFE SAVING AUSTRALIA MEMBERS AREA'. Below this are two input fields: the first contains the username 'HayleyJay' and the second contains a masked password '*****'. A red 'LOG IN' button is positioned below the password field. Underneath the button is a yellow box with the text 'Don't have a Members Area account yet? Click here to create one'. At the bottom of the page, there are three links: 'Forgotten username or password?', 'Click here to resend your confirmation code', and 'Click here to enter your SMS confirmation code'. At the very bottom, there is a link: 'Not a member of a surf club? Click here to join'.

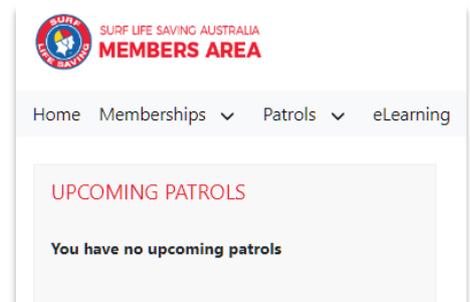
Note

You need to be an active member in the Surf Life Saving National Membership Database (SurfGuard) for the previous, current or next season in order to create an account in the SLSA eLearning portal.

If you are logging in for the first time, you will also need to tick the appropriate box and 'Submit' button to accept the *Terms and Conditions and Privacy Policy*. This will allow you to proceed to the etrainu LMS which hosts the SLSA eLearning Platform.

If you are a member of more than one state, check your selected state/territory is correct.

If you use a family member's username and password, you will not receive the online completion certificate in your name.



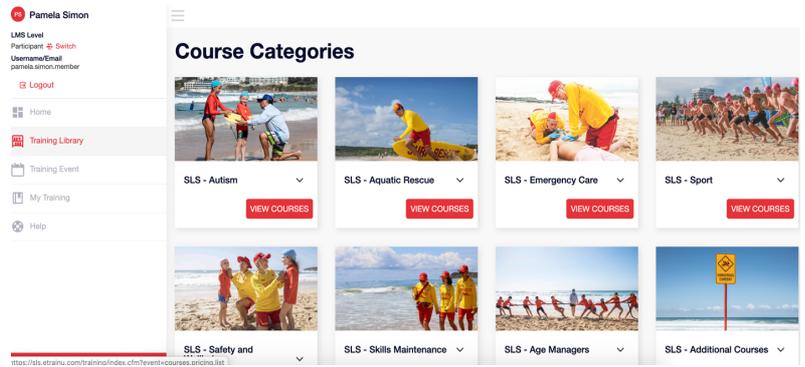
The screenshot shows the SLSA Members Area navigation menu. At the top is the SLSA logo and the text 'SURF LIFE SAVING AUSTRALIA MEMBERS AREA'. Below this is a navigation bar with the following items: 'Home', 'Memberships' with a dropdown arrow, 'Patrols' with a dropdown arrow, and 'eLearning'. Below the navigation bar is a section titled 'UPCOMING PATROLS' in red text. Underneath this section, it says 'You have no upcoming patrols'.

Information for Course Participants

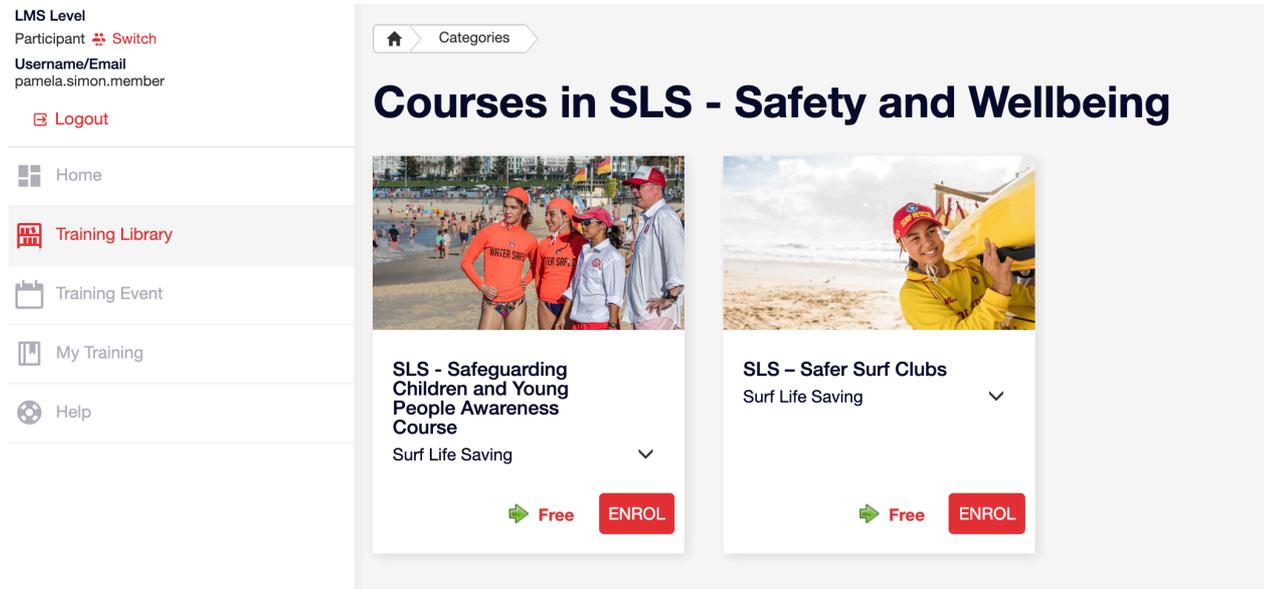
How to enrol in a course

After logging into the SLSA eLearning portal via the SLSA Members Area (with your own personal login details), members with participant level access can enrol in a course by following the eight (8) steps outlined below.

1. Click on **'Training Library'** located in the grey menu bar on the left-hand side.
2. Click on the **course category** that contains the course you wish to enrol in.
3. Find the course that you wish to enrol in.
4. Then click on the **'Enrol'** or **'Purchase'** button.



Only courses that require payment by credit card upon enrolment will display the **'Purchase'** button.



Frequently Asked Questions

Frequently Asked Questions by Member Participants

Accessing course content

1. Why can I not select a state/territory when logging into the eLearning platform via the SLSA Members Area?

You will not be able to select a state/territory if you are not an active member for the previous, current or next season within SurfGuard. Log in to the SLSA Members Area (<https://members.sls.com.au>) to renew your SLSA membership, then log in to the eLearning system as an active member.

2. When progressing through a course, it asks me to log in to the SLSA Members Area to view a document after clicking on the download icon. Why?

The download icon often refers you to the latest version of a document in the SLSA Members Area for viewing or downloading. When you log in to the SLSA eLearning platform via the SLSA Members Area, you can automatically go to the documents without having to log in again unless your session within the SLSA Members Area has timed out. Simply log in to the SLSA Members Area again upon request to start a new timed session.

3. Where do I find the learning support resources that complement the online training?

Most SLSA education/training materials can be accessed electronically and downloaded from the SLSA Members Area Library (<https://members.sls.com.au>).

Training manuals that are provided by your local surf club upon your enrolment into the Surf Rescue Certificate, Bronze Medallion, Silver Medallion Advanced First Aid or IRB Crew courses can also be purchased from the online SLSA Members Store. To access the online store, simply log in to the SLSA Members Area and click on the 'Memberships' menu.

4. Why can't I see the SLSA online Skills Maintenance courses when logged in?

Some SLS state/territory centres use their own websites for members of surf clubs to access Skills Maintenance and preseason updates which are only applicable to their state/territory. When logging in via the SLSA Members Area, you are asked to check that your state/territory is correct to ensure you also have access to any online courses that are relevant to your state/territory. Contact your club or state/territory centre for the correct website details for Skills Maintenance in your respective state/territory.

5. Why does my course keep 'freezing'?

A course may sometimes 'freeze' due to previous software versions or high internet security settings (e.g., Citrix network system) on your computer or mobile device. We recommend attempting the course on another device or using another internet browser where possible. If your course continues to 'freeze', please log a support ticket to the SLSA IT Helpdesk, <https://help.sls.com.au>

6. Why can't I resume my training?

A course may sometimes not allow you to resume your training at the same point due to previous software versions or high internet security settings (e.g., Citrix network system) on your computer or mobile device. We recommend attempting the course on another device or using another internet browser where possible. If you continue to experience technical issues, please log a support ticket to the SLSA IT Helpdesk, <https://help.sls.com.au>

Online course duration

1. How long does an online course module/part usually take?

The online courses are designed to have a 30-minute seat time per module/part, however all online learning is self-paced. For example, a doctor may skip through some slides on the topic of first aid at the start of the online Advanced Resuscitation Techniques Certificate to complete the online course within a shorter time frame than participants who have little prior knowledge of first aid. Some online course activities must be completed while others can be skipped.

2. Can I skip modules or parts of a course?

Some courses contain modules which can be completed in any order while others contain parts that need to be completed in sequential order. You need to complete all modules or parts of a course bundle by completing the online learning or gaining online RPL in order to receive your certificate for that course.

3. The modules are taking a long time to download. Why?

There are a wide variety of reasons that you could be experiencing slow downloading times. For example, members using 3G internet connections may experience slower download times compared to members using 4G internet connections.

We suggest you try the following if you are experiencing slow downloading times:

- turn your device on and off again before logging back in
- try logging into the SLSA eLearning portal using another web browser
- try attempting different modules on different devices to determine if there is an issue with your device
- try attempting different modules on different days to determine if it is a once off occurrence or an ongoing issue.

4. Do I have to complete all modules/parts online to get a certificate?

Some courses contain modules that align with units of competency while others contain parts that together align with a unit of competency. Some courses have certificates available at the end of each module that can be used for RPL with other courses while others need all parts completed to get a certificate that can be used as a prerequisite for another course, or for RPL purposes.

For example, you will be able to receive a certificate at the end of the SRC Radio Operations Module that can be used for RPL towards the SLSA Bronze Medallion. You need to complete all parts of the ARTC before you can receive a certificate of online completion that is a prerequisite to commence the SMAFA training.

When you complete all modules within the SRC or Bronze Medallion, you will receive another certificate that lists all modules completed as part of the course.

Online course results

1. How are my results recorded?

Your online training results are recorded in the 'My Training' menu that is in the grey menu bar of the SLSA eLearning platform. Here you can view the record of your training status as well as view or print your completion certificates to show trainers (or your employer). This information is available to trainers at your club that have been allocated admin access by your club's CTO.

Some courses that do not have a face-to-face course presentation have their online component recorded in SurfGuard within 24 hours of online course completion. Most awards signifying course completion are manually entered into SurfGuard upon your successful completion of a course's online theory, face-to-face practical and assessment requirements.

2. Why won't my results save and let me access my certificate?

This will be due to the web browser you are using to complete SLSA online courses created prior to 2017, or the version of the web browser you are using. When logging into the SLSA eLearning platform, you will see the latest important information about this on your 'Welcome' page.

3. I have completed the course, yet it won't let me print my certificate. Why?

Some courses have been designed with certain activities or knowledge content that cannot be 'skipped' to ensure you meet the course learning outcomes, e.g., Silver Medallion Beach Management. Please ensure you click on all buttons within the course to later view your certificate.

Blended learning

1. Am I missing out if I do the theory component of the course online – wouldn't I learn more in the classroom?

It really depends on your learning preferences. You can learn the theory component of the course online in a flexible, self-directed way at a time of your choosing, or you can participate in face-to-face training sessions with other members when they are offered by your club or state/territory centre. All practical training is still done by face-to-face training formats.

2. Members who attend the face-to-face courses receive paper-based training materials. Do I miss out if I complete the theory component of the course online?

No. All resources are available to download within the SLSA Members Area Library or within the online course themselves via download icons that appear as you progress through the course. Contact your club's CTO if you feel you are missing out on any training resources.