



## Age Manager Process and Resources

The Age Manager Course has been designed to equip age managers with the skills and knowledge needed to successfully carry out their role. Below are the 3 steps to become an Age Manager, with the relevant resources needed for each step. Further information about the course and the role can be found on the SLSA Members Area.

### STEP 1: Child Safe Awareness Training

A pre-requisite for the course is the Child Safe Awareness online course. This will take 20-45 minutes to complete and can be found on SLSA's eLearning platform, accessible via the SLSA Members Area and is named 'SLS – Child Safe Awareness'. Once completed, members can access the face to face or online theory course content.

### STEP 2: Age Manager Training – Face to Face, Virtual or Online

Face-to-face is recommended and can be delivered by an Age Manager Mentor\* at a club, branch or by SLSNSW, however the online theory course can be found on SLSA's eLearning platform, accessible via the SLSA Members Area and is named 'Age Manager'. Once members have completed this training, they will be awarded the 'Age Manager' award.

*\*In NSW an Age Manager Mentor (AMM) is an age manager with at least 3 years experience who has been an active age manager within the past 5 years. The Age Manager Mentor Course in SurfGuard is **not required** within NSW.*

#### Resources for virtual or face to face sessions:

[SLSA Age Manager Assessment Portfolio](#) – participant to complete pg 6–15

[SLSA Age Managers Delivery & Assessment Guide and SLSA Age Managers PPT](#) – used by AMM.

**NOTE:** The Age Manager **no longer requires the third party 'on the beach' assessment paperwork**, yet these practical mentoring sessions will remain and be coordinated at a club level. The removal of this administrative step does not remove the need for this practical and ongoing mentoring.

### STEP 2A: Paperwork

For virtual or face to face Age Manager training, the completed [Assessment Portfolio](#) must be signed off by an Age Manager Mentor (*or person delivering the training*).

The club, branch or SLSNSW (whoever coordinated the training) will create and submit an Award Assessment Request in SurfGuard for 'Age Manager' award and retain the Assessment Portfolio(s) for a minimum of one season. They will then submit the following paperwork to branch within 14 days of signing:

- Certification Page and Third-Party Form (*from the Age Manager Course Assessment Portfolio*)
- Copy of sign on sheet from the face-to-face presentation if delivered by State / Branch or Club

#### Resources:

[SLSA Age Manager Assessment Portfolio](#) – pg 21 to be completed by participant.

[Age Manager Sign Off and Support Checklist](#) – used by AMM.



### STEP 2B: Award Allocation

Once the branch has received the required paperwork, they will approve the Age Manager Course award in SurfGuard. Once approved, it will then be sent to SLSNSW for final allocation.

### STEP 3: Skills Maintenance

Age Managers are required to complete an annual proficiency. A member is proficient upon:

- [Having a current Child Safe Awareness Course AND](#)
  - [Having a current the Age Manager Award AND](#)
  - [On completion of watching the Age Manager Proficiency Video](#)
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## Age Manager Process and Resources FAQs

[If a member has an expired Age Manager Course, do they need to re-sit the whole course again?](#)

Yes. To ensure that all Age Managers have current knowledge, information and resources, expired awards need to be completed.

[My 5-year Age Manager award is about to expire, do I have to sit the whole course again?](#)

Yes. To ensure that all Age Managers have current knowledge, information and resources, expired awards need to be completed. If you are a current Age Manager – the course completion should be a quick refresher of your current knowledge.

[Who needs to view the Age Manager Proficiency Video?](#)

All members who wish to be an active and current Age Manager or Age Manager Assistant working on the beach will need to watch the video each season.

[Can members watch the Age Manager Proficiency Video if they are not an Age Manager?](#)

No, access the Age Manager Proficiency Video is only available to Age Managers (who have completed SLSA Child Safe Awareness Course and have their SLSA Age Manager course recorded in SurfGuard).

[How are bulk proficiencies processed for the Age Manager proficiency video?](#)

A bulk proficiency can be processed by clubs if Age Managers watch the video together eg at pre-season meeting. This process can be completed a club administrator with SurfGuard access. Any Age Manager who does not hold the appropriate awards (eg Child Safe Awareness Training or Age Manager Course) will not be able to be part of the bulk proficiency process.

[How long is the Age Manager Proficiency Video valid until?](#)

It is valid until 31<sup>st</sup> December each year.

[Where do I go if my SurfGuard records are incorrect or not up to date?](#)

Please contact SLSNSW Membership Team at [memberservices@surflifesaving.com.au](mailto:memberservices@surflifesaving.com.au) or SLSNSW Training & Education Team at [education@surflifesaving.com.au](mailto:education@surflifesaving.com.au)



**How do I run a report at club level to show my current Age Managers?**

Clubs are able to run a report via SurfGuard, to capture members who have completed the Age Manager award.

**Reports / Awards / Report Type = Current Awards / Age Manager**

The screenshot demonstrates the report template that will show all members with a current Age Manager award. This will only include members who have completed the pre-requisite Child Safe Awareness Course. For more detailed results, the advanced search option allows you to filter by award date range and other criteria.

**Note:** If any members are missing from the report, this may indicate that they have not yet watched the proficiency video.

**Assessment, Award & Licence Reports @ Surf Life Saving NSW**

Report Type:

Output Format:

Enter the following fields to narrow your search:

It is highly recommended that you narrow your selection with the below filters and send the report via email. Otherwise, you may experience time-out issues.

Branch:

Organisation:

Member ID:

First Name:

Last Name - From:  To:

Gender:  All  Male  Female  Non-binary

Registered Season:  eg. 2012 = registered season 2012/2013

Awards:

Does not have this award:

**Can the Child Safe Awareness training be completed in a group setting and processed via bulk proficiency in SurfGuard?**

No – the Child Safe Awareness training cannot be completed in a group setting. Due to the amount of content that is covered in this training alongside the requirements to reflect and answer questions throughout, this training must be completed individually.

**How do I recognise long-serving Age Managers eg 5 years of service?**

Age Managers can be recognised through SLSA Service Certificate. Club officials can submit an application through SurfGuard as an assessment request or complete the application form found in the SLS Members Area, Document Library. Recognition can be made for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 years of service. Please refer to the [Recognition & Appreciation Framework](#) for more information.