



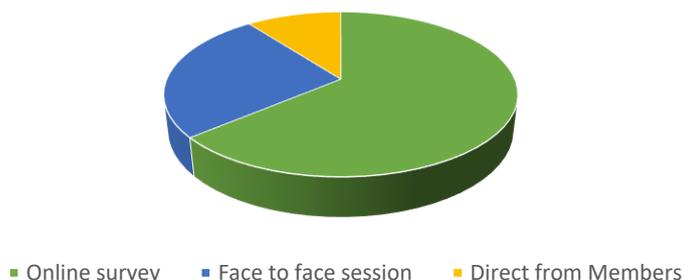
Bronze Medallion Survey
Response Summary
May 2019

Following the launch of the new Bronze Medallion (Certificate II in Public Safety (Aquatic Rescue)) training and assessment resources in late 2018, the Education team has been collecting feedback from our members.

Feedback from multiple sources

Direct feedback has been given to the education team via scheduled meetings or drop ins at Surf House, phone calls and emails. All feedback collected since the launch has been documented and added to that which was received very recently via the online survey and face to face meeting.

Feedback source breakdown



Feedback survey results

Section 1: Training Modules

Survey respondents were asked to rate each training module on a rating scale of 1-5, with 1 being the lowest and 5 being the highest rating possible.

Based on a total of 37 responses: The top 3 rated modules were CPR, Rescue techniques & Basic oxygen and Defibrillation techniques, with a combined average rating of 4.1, and the lowest rated were: Radio Operations, Safety and Wellbeing and First Aid with an average combined rating of 3.5.

Every training module received an average score of 3 (neutral) or higher (positive).

The key themes in comments given about the training modules were:

Signals – More practical is required for learners to fully develop their skills

Radios – Address the variation in radio protocol and the way learners are assessed via oral bulk assessment is not as effective as it could be

Policies & Procedures (WHS) – Want more practical application of which policies and procedures are most relevant to club activities

E-Learning – System functionality needs improving

Section 2: Logbook

Survey respondents commented the following on the Logbook process:

What is working well with the logbook process?

“Great opportunity for members to get some probationary patrols and to actually practice and undertake skill development”, “Good opportunity to engage on the job with the patrol”, “It’s good to get the learners more involved before their final assessment. You can pick up any gaps there may be in their learning”, “The log book records items, actions and requirements well.”

What needs improvement with the logbook process?

“Use patrol language as opposed to the unit of competency language”, “Need more information for the patrol captains”, “A guide for patrol captains and a list of scenarios that will cover all areas of the log book for clarity would be a great tool”, “Add some scenarios to the logbook so any captain is able to give them a scenario easier. More training around how to use it before the start of next season.”

Section 3: Assessment

Key themes on Assessment were:

What could be done to improve the assessment process?

Resource allocation: “A trailer that has all the equipment needed that an assessor brings to the club from Surf House so club resources aren't strained”, “Have resources all in one place.”

Scenario development: “Would have liked more details and more complete scenario packages”, “Further develop patient role descriptions, allocate non-candidates to the role of patient”

Theory assessment length/increase practical based assessment: “There is too much emphasis on rote learning and not enough process practical based assessment”, “Should be more assessment that covers the process of where to find information and what it means to the candidate as a Surf life saver. More practical less theory.”

Variation in assessment practices: “Provide explicit instruction on how assessments should run”, “Prior to start of the season assessors are to attend a mock assessment situation so they can see how it should be assessed.” “Also, could use this as an opportunity to set time aside to validate resources. Each group of assessors reviews a resource and gives feedback.”

Face to face feedback session outcomes

A face to face feedback session was held at Glenelg SLSC on Wednesday May 1st to discuss these themes in feedback and to brainstorm potential solutions to the key areas for development. Our task with optimising this training is to be able to take these trends in feedback, along with the requirements of the units of competency to strike a balance between what we are required to comply with from a legislative perspective and what works most effectively for our clubs.

For example, balancing the request for more practical training with the feedback that the training is already lengthy. Is it more important to add more content to give more practical opportunities, or more important to keep the training succinct? Questions such as this formed the discussion points of the evening!

There were many solutions and ideas proposed to the key themes of areas for development. Some are fairly straightforward to action, and the Education team will be looking at the following in the near future:

- Further developing the scenarios to include role-play/work cards
- Creating a guide for the Logbook to assist Patrol Captains and including scenarios within the Logbook
- Incorporating more “patrol language” as opposed to “unit of competency” language
- Simplifying and/or re-wording some written questions within the Theory Assessment

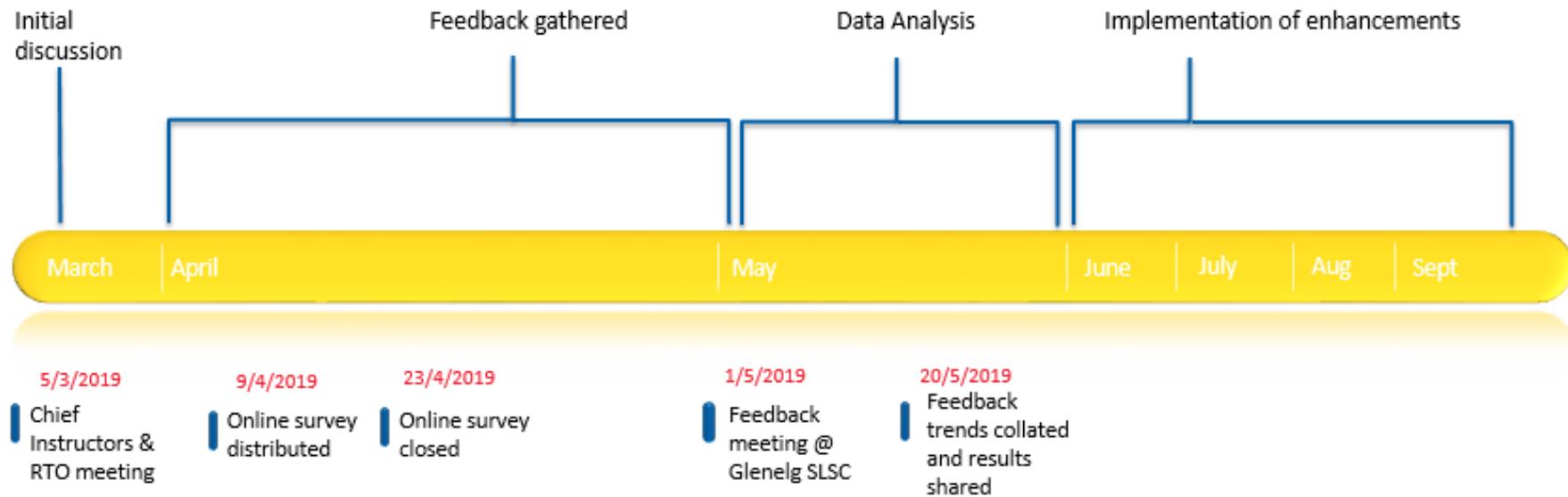
Next steps

Some of the feedback requires a more complex exploration process to find the best solution. The Education team will be working through the feedback and proposed solutions with key stakeholders and club members to ensure the optimal development of the Bronze Medallion training program.

News updates of changes will be shared, and there will be a number of enhancements made prior to the commencement of next season.

Thank you to all who contributed and gave their feedback so that we can continue to develop and enhance this training for our valued members.

SLSSA Bronze Medallion Feedback process timeline



- Regional clubs will have the opportunity to contribute feedback through scheduled teleconferences.
- Feedback session discussions and survey data will be used to implement changes to the Bronze Medallion before the beginning of next season.
- There may be a need for a working group to review and input on proposed changes prior to implementation.