

# MANAGING COACH CREDENTIALS



## Details:

- There is no mandatory requirement for coaches to upload the externally provided credential documents (First Aid, CPR, Ocean Safety and WWCC) to our online system.
- The external credentials are still a mandatory requirement to operate as an accredited coach and it is still the responsibility of the 'employer' (Surf Schools) to ensure that coaches are fully accredited.
- Coaches are required at the time of completing their online coaching course or the coaching annual renewal to provide the credential information (WWCC, First Aid, CPR, Ocean Safety course provider information and expiry dates) on the course page of the Learning Centre.

## You can select how you want to manage your coach's accreditation documents:

- If you are currently using your own filing system for coaching credential documents, you can continue to do so. You can keep your own staff matrix and ensure the documents are available when your state branch or Surfing Australia does a 'check in'.
- A staff matrix template is available here: <https://surfingaustralia.com/surfschoolsstaffmatrix>
- If you would like to use the Surfing Portal (JustGo) to store documents, you have the option to ask your coaches to upload them here, or you can upload them on your coach's behalf. Credential documents in JustGo need to be reviewed.

**Refer to page 2 of this document for details on how to upload credentials.**

- Anyone in a 'club administrator' role will have access to review and approve the credentials for those listed in their Surf School.

**Refer to page 4 of this document for details on how to approve credentials.**

## Accessing your coach's Surfing Australia accreditation certificates:

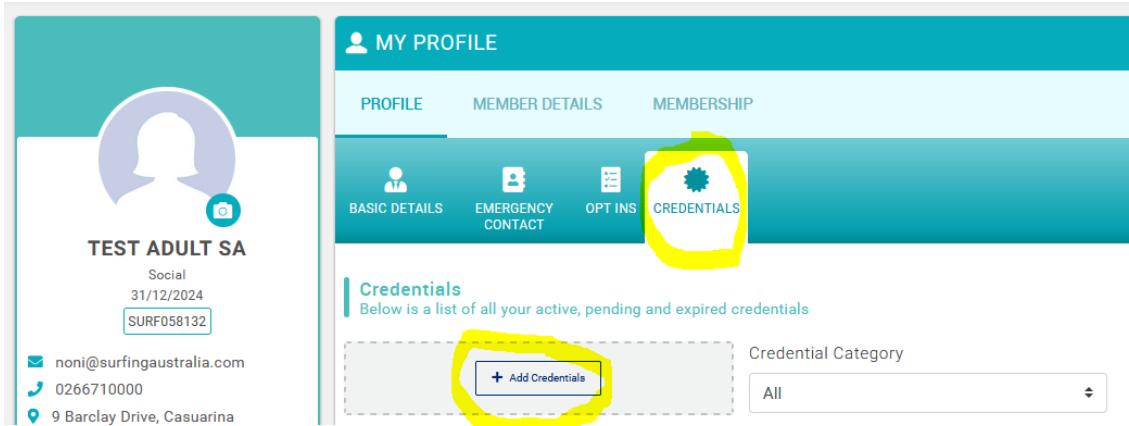
- The current accreditation certificate will now only show the Surfing Australia coaching credentials status (course completions and state memberships).
- For instances like applying for a council permit where you will need to provide your coach's credentials, you will need your coach to provide you with this accreditation certificate (still accessed through the Surfing Learning Centre) along with the external credential documents (WWCC, First Aid, CPR and Ocean Safety certificates).

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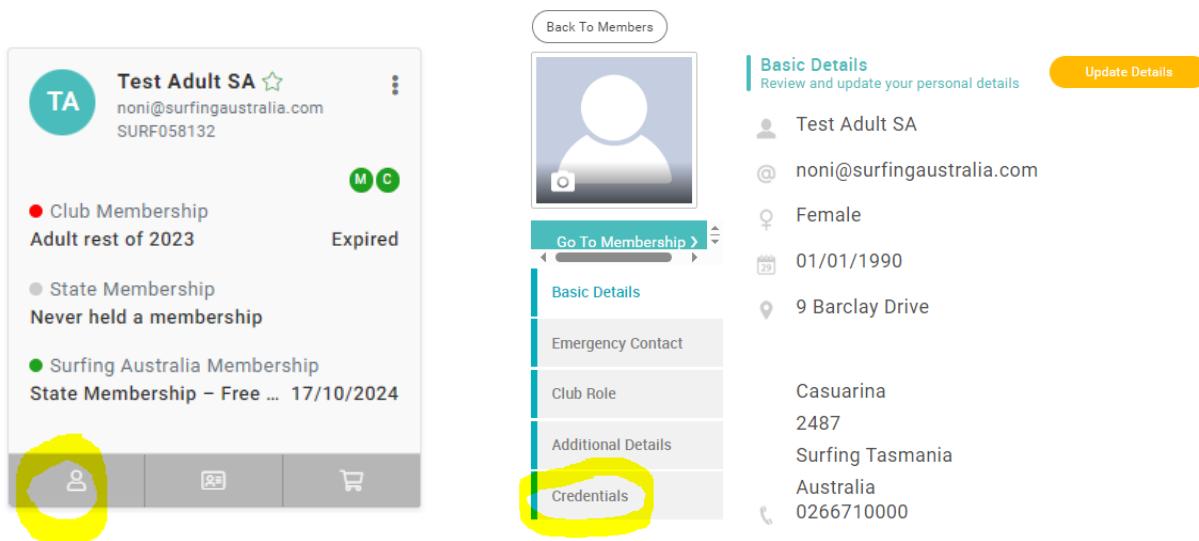
## Instructions for uploading credentials:

If you choose to use JustGo as a document storage portal for your coach's external credentials, please follow these instructions:

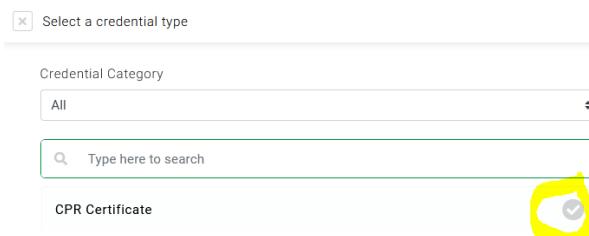
**For the user:** On the Surfing Portal home page, click on the Credentials icon > Click Add Credentials



**For a Club Admin adding credentials for the coach:** Find the Club member in the list > Click on the profile icon then click Credentials when their profile opens.



**Select the credential from the list:**



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Enter the start date, and upload the document:

Setup credential  Save

**CPR Certificate**

OVERVIEW NOTES

Start date

Expiry date

Please only upload Australian 'Provide CPR' (HLT009) certificates. Certificates for other courses will not be approved.

You will receive an email when this document is approved by your assessor. For any enquiries about the status of this credential please contact your Surf School or State Branch.

**Upload Document Here**

 Testupload.pdf

Drag file(s) here or click to upload

Once uploaded, you can use the filter options to select which credentials you would like to view:

**Credentials**  
Below is a list of all your active, pending and expired credentials

Credential Category

**Relevant** **All** **Active** **Pending Approval** **Expired** **Awaiting Referral** **Awaiting Response** **Inactive Pending Conditions**

 First Aid Certificate CR042651 First Aid Certificate Credential (supporting documents) <b>ACTIVE</b> Starts 01/11/2023 Ends 31/10/2026	 Ocean Safety Award CR041031 Ocean Safety Award Credential (supporting documents) <b>ACTIVE</b> Starts 04/09/2023 Ends 03/09/2024
 Foundation Surf Judge Online Course/RCR025024 CR041023 Foundation Surf Judge Online Course/Renewal Cer... Credential (supporting documents) <b>ACTIVE</b> Starts 13/12/2022 Ends 31/12/2099	 CPR Certificate CR041023 CPR Certificate Credential (supporting documents) <b>ACTIVE</b> Starts 04/09/2023 Ends 03/09/2024
 CPR Certificate CR049346 CPR Certificate Credential (supporting documents) <b>ACTIVE</b> Starts 12/08/2024 Ends 11/08/2025	 SURFERS RESCUE ACCREDITATION CR042075 Surfers Rescue 24/7 Accreditation (formerly Qualification) <b>ACTIVE</b> Starts 31/05/2023 Ends 31/12/2199

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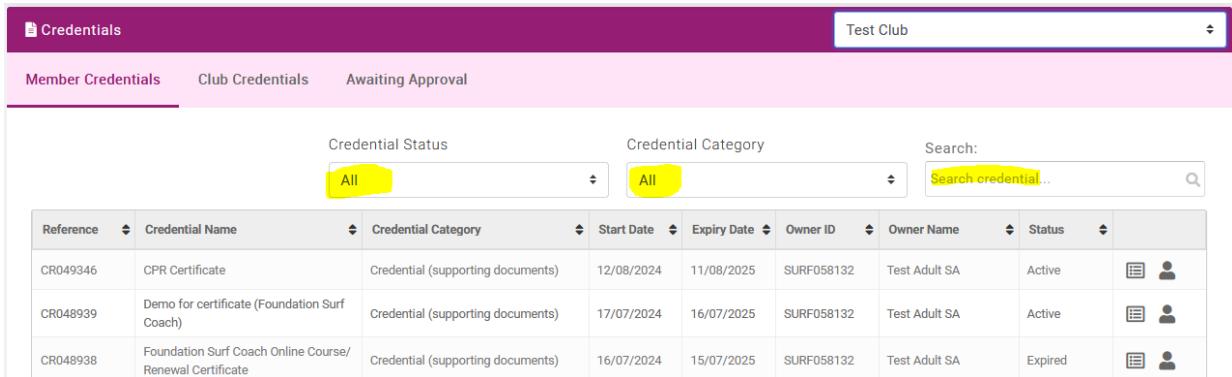
## Instructions for approving credentials:

Click on the top left hand JustGo 'Menu'  and click on the 'Credentials' tile 

*Note: There is also a 'Club Credentials' tile (this is for the Surf School or Boardrider Club credentials such as your COC*

**You will see the 'Member Credentials' here.**

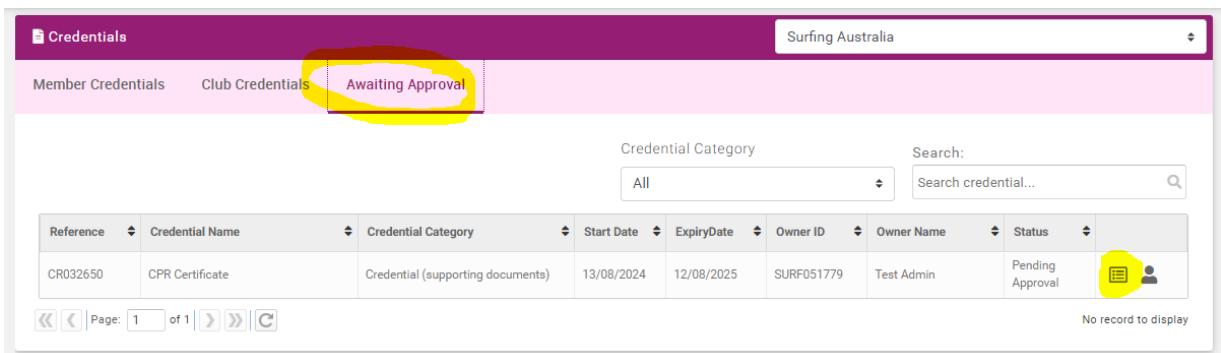
You can filter by the credential status, the category and also use the search tool to look up people's names and credential names.



Reference	Credential Name	Credential Category	Start Date	Expiry Date	Owner ID	Owner Name	Status	
CR049346	CPR Certificate	Credential (supporting documents)	12/08/2024	11/08/2025	SURF058132	Test Adult SA	Active	
CR048939	Demo for certificate (Foundation Surf Coach)	Credential (supporting documents)	17/07/2024	16/07/2025	SURF058132	Test Adult SA	Active	
CR048938	Foundation Surf Coach Online Course/Renewal Certificate	Credential (supporting documents)	16/07/2024	15/07/2025	SURF058132	Test Adult SA	Expired	

**Click on 'Awaiting Approval' to see credentials that need to be reviewed**

Click on the review icon to open up the credential.

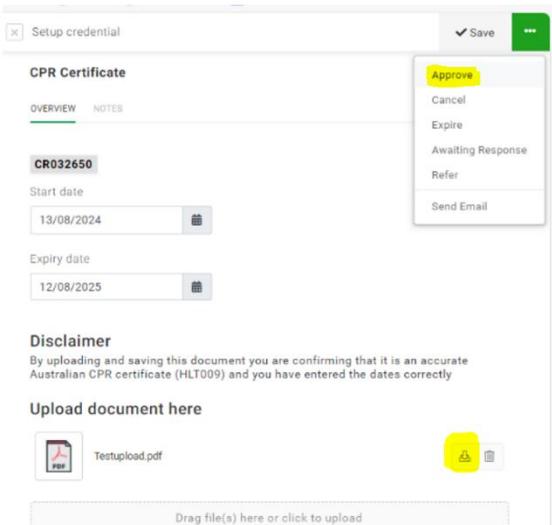


Reference	Credential Name	Credential Category	Start Date	Expiry Date	Owner ID	Owner Name	Status	
CR032650	CPR Certificate	Credential (supporting documents)	13/08/2024	12/08/2025	SURF051779	Test Admin	Pending Approval	

**You can review and approve the credential here**

Click the download button to view the document.

Click on the three dots (top right) to select approve or cancel (if it is incorrect).



# MANAGING COACH CREDENTIALS

## INFORMATION PROVIDED TO ALL COACHES:



### Your External Credential Documents

- You will no longer upload external credential documents (WWCC, First Aid, CPR and Ocean Safety) to the Learning Centre
- It will be up to your 'employer' (Surf School) to confirm where they want your credential documents to be stored: in their own system or in the Surfing Portal



### Your External Credential Information

- You will need to provide the credential information (course provider, expiry date) when you complete a coaching course or annual renewal
- All of the current credentials required to be a coach are still mandatory to be accredited with Surfing Australia



### The Surfing Learning Centre

- You will only use the Learning Centre to access your online courses and anything specific to that course, such as your logbook
- You will still access your accreditation certificate here

## The following are managed through your online Surfing Portal (JustGo) account:

### Coaching Course Completion

- Enrol into online coaching courses (including the annual coaching renewal course) through the Surfing Australia website to gain access to the courses in the Learning Centre
- Foundation and Progression course logbooks are uploaded to the Learning Centre

### Safeguarding Course Completion

- You will gain automatic access to the 'Safeguarding Children and Young People in Sport Induction' course in the Learning Centre
- This course does not expire

### State Membership

- Each year you will still pay for your state membership in your Surfing Portal (JustGo) accessible through the Surfing Australia website
- This provides you with personal accident insurance

## The following are completed with external course providers.

If you need to store these documents in your Surfing Portal account (JustGo) access the upload guide [HERE](#).

### Ocean Safety Award

- Acceptable awards are listed [HERE](#)
- Valid for 1 year

### Provide First Aid - HLTAID011

- Valid for 3 years

### Provide CPR - HLTAID009

- Valid for 1 year

### Working with Children Check

- Validity length varies by state
- Verification of the check is the responsibility of the Surf School

Surfing Australia and the State Branches will conduct regular check ins with Surf Schools to ensure all coaches have active credentials as part of ongoing auditing and training.

Need help? Reach out to your state contact or log a support ticket [HERE](#).