

Safer Sport Courses & Accreditation

Frequently Asked Questions



1. How do I log in to my SMA Student Portal?

- The SMA student portal can be accessed at sma.jobreadyrto.com.au
- Your initial course confirmation email contains your username and password. Alternatively, you can use the 'forgot password' function.

2. How do I access my USI (Unique student Identifier)?

- If you do not have a USI or need to verify your USI (takes approximately 3 minutes) please click [here](#) to be taken to the Australian Government USI website.
- If you have forgotten/misplaced your USI, you can retrieve it via this link: www.usi.gov.au/faqs/i-have-forgotten-my-usi
- Once you have generated a valid USI, you'll need to update your Student record by logging into the [SMA student portal](#).
- Your initial course confirmation email contains your username and password. Alternatively, you can use the 'forgot password' function.
- Once you have added your USI to your student record you can let us know at studentsupport@sma.org.au.

3. How do I finalise my course pre-requisites?

- Upload evidence of your pre-requisites to your profile in the [SMA student portal](#).
- You can find a list of the pre-requisites required for each course we deliver at the end of this document.
- Your initial course confirmation email contains your username and password. Alternatively, you can use the 'forgot password' function.
- Once you've uploaded your pre-requisites, let us know at studentsupport@sma.org.au.

4. How do I access or finalise my online learning?

- Access to the online learning is via [SMA Learnbook](#).
- Your online learning username will be your email.
- If you are unaware of your password, please click "*forgot password*" and this will prompt you to manually reset your password via a link to your email.
- We recommend you bookmark the SMA Learnbook URL to make finding it easier if you are not able to do it all at once.
- Once you have finalised your online learning you can let us know at studentsupport@sma.org.au.

5. I'm having trouble with the online learning – what can I do?

Here are a few troubleshooting suggestions:

- a. Ensure you are using a laptop or computer, tablets and mobile devices can be problematic.
- b. Google Chrome is the preferred internet browser for completing online learning – note that Internet Explorer or Microsoft Edge are likely to be problematic.
- c. If you have any issues with proceeding to another module/topic/assessment this means you have been unsuccessful in that module/topic/assessment (note, missing an activity or question, or getting one or more incorrect, will produce this result). If this occurs you will need to re-start the module/topic – before reattempting, **ensure you select the option "Start a new Attempt"**. All modules/topics have an unlimited number of attempts so be patient, you'll get there! 😊

6. I attended a course but my accreditation has not been finalised. Why is this?

- Attending the face to face course and achieving a successful assessment result is only one of the required components to Sports Trainer Accreditation. The others include:
 - Successfully completing the online learning required for your course
 - Providing all relevant pre-requisites (pre-requisite information is available deliver at the end of this document)
 - Provided a valid USI Unique Student Identifier - required for Nationally Recognised Training only
 - Paid all course fees
- If you are unable to meet all accreditation requirements, you may be withdrawn from and your record will display as incomplete in the student portal.
- Please note that course fees are non-refundable.

7 I'm booked into an upcoming course, but I need help finding the course location

- Firstly, check your initial course confirmation email which should include the venue and address of the training.
- If you have further questions about accessing the venue, please call 1300 711 211 or email studentsupport@sma.org.au.

8 How can I find my certificate/s from past courses?

- If you completed your initial training with SMA after 1/1/2017, you'll find your certificate located in the Certificates folder under My Documents within the student portal.
- The SMA student portal can be accessed at sma.jobreadyrto.com.au
- Your initial course confirmation email contains your username and password. Alternatively, you can use the 'forgot password' function.
- If you are looking for a certificate you gained prior to 1/1/2017 or need further help relating to an older certification, please call 1300 711 211 or email studentsupport@sma.org.au and we'll do our best to assist you.

9 How can I check if my Accreditation is still current?

- You'll find your certificate located in the Certificates folder under My Documents within the student portal.
- The SMA student portal can be accessed at sma.jobreadyrto.com.au
- Your initial course confirmation email contains your username and password. Alternatively, you can use the 'forgot password' function.

10 I've completed all course requirements (including pre-requisites, online learning, providing a valid USI). When will I receive my certificate?

- If you have finalised these items after your face to face course, you'll need to notify us at studentsupport@sma.org.au.

11 I have qualifications that I think make me eligible for recognition of prior learning, how do I apply?

- If you can provide evidence that you have previously completed required units, or can provide other relevant evidence (e.g. a current AHPRA registration in a relevant field such as medical practitioner, nurse, or physiotherapist) you may be eligible for recognition of prior learning (RPL).
- We recommend you send related evidence to us to review at studentsupport@sma.org.au as a first step so we can provide guidance about the best course pathway for you.
- You can review our Credit Transfer & RPL Procedures at www.sma.org.au/training-courses/training-policies/

12 Can I get a refund for a course I have booked and paid for?

- A full or partial refund of the Course fees will only be paid in accordance with SMA's [Student Refund and Transfer Policy](#), under the following circumstances:
 - The course is cancelled by SMA
 - If SMA has insufficient registrations to deliver a scheduled course, SMA reserves the right to cancel the course.
 - Registered students will be notified via email using the email address provided by the student when registering.
 - In this event, students are eligible to receive a full refund or be transferred to a different course at no additional cost.
 - You have a medical certificate supporting your non-attendance or withdrawal from the course
 - If you do not have a medical reason but advise SMA in writing that you wish to withdraw, the following refund will apply:
 - more than 5 business days before the course - 100% refund
 - 3-5 business days before the course - 50% refund
 - 2 business days or less before the course - 25% refund
- No refund will be issued for any student that does not attend a course, with no prior notification and no medical certificate.
- Please contact us to discuss a refund or transfer on compassionate grounds.
- Once we have verified your payment and your refund eligibility has been determined, the refund will be processed within 10 business days. Please note it may take longer for the funds to reach your account.

13 Can I transfer my course booking to a different date?

- Transfers to an alternative course date are dependent on registration numbers in that course.
- While we will endeavour to enable a transfer to a course of your choice, please be aware that your preference may not be available.
- A transfer must be made to a course within 6 months of the original course date.
- Transfer fees apply as follows:
 - 2-5 business days before the course - no extra cost*
 - Student does not attend course, no prior notification and no medical certificate - \$20
 - *Students can only transfer once at no additional cost; any additional transfers will incur a \$20 transfer fee.
 - Transfer fees must be paid in full before the transfer is made.

14 What is the difference between the Community Level 1 Sports Trainer Course and the Allied Health Level 1 Sports Trainer Course?

- The Allied Health Level 1 Course is a shortened course taking into account prior knowledge of human anatomy and experience in clinical assessment.
- To enrol in this course students must provide evidence of successful completion of an Allied Health Degree (Nursing, Physiotherapy, Exercise and Sports Science etc.) or at least 1-year full time study with a Pass mark in all units.

15 Why do I have to have HLTAID001 – Provide CPR and HLTAID003 – Provide First Aid prior to completing my Level 1 Sports Trainer course?

- The Level 1 Sports Trainer course builds on the skills already learnt in first aid and CPR, so these units of competency are pre-requisites to ensure students have the underlying knowledge required for the concepts presented in the Level 1 course and have a positive learning experience.
- Please note, to satisfy pre-requisite requirements you must have completed HLTAID001 Provide CPR less than 12 months ago and HLTAID003 Provide First Aid less than 3 years ago.

16 I am enrolled to complete first aid and CPR with another provider prior to the SMA Level 1 Sports Trainer course, can I still enroll?

- Yes, you'll need to provide a confirmation of your enrollment in HLTAID001 Provide CPR and HLTAID003 Provide First Aid at the time of your enrolment in the Level 1 Sports Trainer course.
- You'll also need to provide evidence of successful completion of those units of competency before we can issue you with your Level 1 Sports Trainer Accreditation.

17 I need to update my first aid and/or CPR, but cannot attend a course prior to the scheduled Sports Trainer course, can I still enroll?

- Yes, you'll need to provide evidence of successful completion of HLTAID001 Provide CPR and HLTAID003 Provide First Aid at the time of your enrolment in the Level 1 Sports Trainer course.
- You'll also need to provide evidence of successfully updating those units of competency before we can issue you with your Level 1 Sports Trainer Accreditation.

18 Why do I have to update my HLTAID001 Provide CPR & PUAEME004 Provide Emergency Care for Suspected Spinal Injury every 12 months?

- It is recommended these units of competency are updated every 12 months as they are vital lifesaving skills.
- These skills are not used on a regular basis; therefore, it is recommended you regularly refresh and remain up to date so that should you need to use the skills you are confident and competent.

19 I'm a nurse and I want to enroll in the Level 1 Sports Trainer course, but I don't have a HLTAID003 Provide First Aid or a HLTAID001 Provide CPR. Do I have to complete a First Aid course first or can I demonstrate competency some other way?

- Nurses and Defense personnel do not have to hold a Statement of Attainment in HLTAID003 Provide First Aid and HLTAID001 Provide CPR to enroll into a Level 1 Sports Trainer course.
- Individuals in this scenario can complete the Evidence of Competency for Level 1 Sports Trainer Admission. This document assesses knowledge in line with the HLTAID003 training package and requires the individual to provide evidence of practical skills, i.e. letter from employer outlining regular CPR assessment/update.

Safer Sport Courses: Entry requirements and Pre-requisites

Evidence of all required prerequisites must be provided to SMA prior to attendance at a course. Students who do not provide this evidence will have their enrolment deemed incomplete and will not be able to attend the course.

Children under the stated minimum age may be accepted on a case-by-case basis upon application to safersport@sma.org.au. This ensures the student has the necessary skills to undertake training and assessment requirements.

HLTAID001 Provide CPR	<ul style="list-style-type: none"> • Minimum age of 14 years • Complete online learning prior to attending the face to face course
HLTAID003 Provide First Aid	<ul style="list-style-type: none"> • Minimum age of 14 years • Complete online learning prior to attending the face to face course
HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting	<ul style="list-style-type: none"> • Minimum age of 14 years
HLTAID007 Provide Advanced Resuscitation	<ul style="list-style-type: none"> • Minimum age of 16 years
PUAEME004A Provide Emergency Care for Suspected Spinal Injury	<ul style="list-style-type: none"> • Minimum age of 16 years • <u>HLTAID003 Provide First Aid</u> (completed within 3 years) • Complete online learning prior to attending the face to face course.
Level 1 Sports Trainer - Community	<ul style="list-style-type: none"> • Minimum age of 16 years • <u>HLTAID003 Provide First Aid</u> (completed within 3 years) • <u>HLTAID001 Provide CPR</u> (completed within 12 months) • Complete online learning prior to attending the face to face course
Level 1 Sports Trainer – Allied Health	<ul style="list-style-type: none"> • Minimum age of 16 years • <u>HLTAID003 Provide First Aid</u> (completed within 3 years) • <u>HLTAID001 Provide CPR</u> (completed within 12 months) • Academic Transcript showing at least 12 months full time study (minimum pass mark in all units) or equivalent, or a completed degree in one of the following Allied Health Fields; <ul style="list-style-type: none"> ○ Nursing (RN or EN) ○ Bachelor of Science (Physiotherapy) ○ Bachelor of Science (Chiropractic) ○ Bachelor of Exercise & Sports Science ○ Bachelor of Medicine ○ Bachelor of Human Movement ○ Bachelor of Biomedical Science ○ Bachelor of Occupational Therapy

<p>Level 2 Sports Trainer, including PUAEME004A Provide Emergency Care for Suspected Spinal Injuries</p>	<ul style="list-style-type: none"> • Minimum age of 16 years • Current accreditation as an SMA <u>Level 1 Sports Trainer</u> • <u>HLTAID003 Provide First Aid Certificate</u> (completed within 3 years) • <u>HLTAID001 Provide CPR Certificate</u> (completed within 12 months) • Complete online learning prior to attending the face to face course. • Letter of industry experience from your employer or club/association detailing at least 50+ hours of work (paid or unpaid) as a Sports Trainer in the last 12 months.
<p>Level 1 Sports Trainer Re-Accreditation</p>	<ul style="list-style-type: none"> • Minimum age of 16 years • Current accreditation as an SMA <u>Level 1 Sports Trainer</u> • <u>HLTAID003 Provide First Aid</u> (completed within 3 years) • <u>HLTAID001 Provide CPR</u> (completed within 12 months) • Letter of industry experience from your employer or club/association detailing at least 50+ hours of work (paid or unpaid) as a Sports Trainer in the last 12 months.
<p>Level 2 Sports Trainer Re-Accreditation</p>	<ul style="list-style-type: none"> • Minimum age of 16 years • Current <u>Level 2 Sports Trainer</u> accreditation • <u>HLTAID003 Provide First Aid</u> (completed within 3 years) • <u>HLTAID001 Provide CPR</u> (completed within 12 months) • <u>PUAEME004A Provide Emergency Care for Suspected Spinal Injuries</u> (completed within 12 months) • Letter of industry experience from your employer or club/association detailing at least 50+ hours of work (paid or unpaid) as a Sports Trainer in the last 12 months.
<p>Introductory workshops:</p> <ul style="list-style-type: none"> • Introduction to Sports Taping • Kinesiology Taping • Introduction to Sports Massage • Concussion Management 	<ul style="list-style-type: none"> • Minimum age of 16 years
<p>Advanced workshops:</p> <ul style="list-style-type: none"> • Advanced Sports Taping 	<ul style="list-style-type: none"> • Minimum age of 16 years • <u>Level 1 Sports Trainer</u> • <u>Introduction to Sports Taping</u>, or equivalent