

Australian Child Restraint Resource Initiative

ABN: 73 005 070 655



Child Restraint Training: (Program 'R')

Prepared by Delcon Pty Ltd trading as
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ACRI Training program 'R' is for workplace exposures of:

- **Retail environments.** (NB: This is not the correct course if you wish to provide child safety seat installation, checking or in house training services. It's designed to cover learners for)
 - **Child Safety Seat Retail staff.**
 - **Manufacturers Agents - Representatives.**
 - **Equipment Hire Providers**

As a national member organisation **ACRI** is dedicated to helping all workplaces operate legally and safely in respect to child restraint – Safety Seat exposures. Our members include product retailers, automotive industries, professional restraint service providers and child carers. We've decades of experience and knowledge in this field, providing insightful training and support across Australia.

Child Car Safety Seats are generally quite simple in principle, but there are many myths and misperceptions concerning Safety Seats, including their selection and use. Customer satisfaction is important to all suppliers, but it relates to many factors separate to the features, quality and performance of a particular product. Client perceptions, provider credibility and reputation, learner satisfaction outcomes and feedback have all driven our training course development and deliveries.

Course title:	'Child Car Safety Seats for Retail exposures' (Program 'R')
Course description:	<p>This 9 unit certificate course is aimed at 'Safety Seat' product suppliers: Including retail managers, frontline staff, and wholesalers as well as hire equipment providers. Client confidence, satisfaction and loyalty are challenging to secure. In respect to Child restraint / Safety Seat sales there are several challenges that are not always obvious to suppliers.</p> <p>Every aspect of child Safety Seat purchase, use and satisfaction can be seriously influenced by an individual's lifestyle, family demands and vehicles in use. Such influence affects everyone, whether a client, retail manager or sales staff and even from this industry's marketing or engineering departments, personal perspectives always come into play.</p>
Delivery format/s:	Online interface or Group face to face delivery. (NB: Face to face delivery is dependent on enrolment numbers and geographical location)
1. Introduction to Safety Seat, the Aust history and importance.	<p>Assessments 1.1 - 1.5:</p> <p>Australian History and basics of Child Safety Seats is explored, To assist staff with core industry understanding and provide a credible standpoint for business communications through in-depth insights.</p>

2. Identifying the Real Risks.	Assessments 2.1 – 2.8: Dynamic collision awareness is examined through case histories and multi-media presentations. How to effectively communicate what safety solutions Safety Seat products aim to provide.
3. Passenger Considerations.	Assessments 3.1 - 3.6: Appropriate restraint systems relate to passengers based on their size limitations and application limitations of the restraint systems. Discussing the issues and specific challenges with clients.
4. Child Safety Seat considerations, types and choices	Assessments 4.1 - 4.5: Child Safety Seat types and choices are discussed in depth from an industry standard perspective, with a ' what is the aim ' approach.
5. Passenger Road Rule and guidelines. The facts – myths busted.	Assessments 5.1 - 5.11: Road rules, Child restraint types and modes are identified, features and benefits described within context. Harness strap adjustments are identified in respect to child requirements . Community beliefs discussed.
6. Vehicle limitations and requirements – Challenges that affect all stakeholders.	Assessments 6.1 - 6.5: Upper anchor and seat belt types, locations, equipment , and their limitations discussed. How vehicle limitations may affect the use and successful purchase of a Safety Seat.
7. Preparations for Safety Seat installation.	Assessments 7.1 - 7.8: Review and prepare all peripheral aspects before any installation process can take place. The location in vehicle to be used and rear facing angles explored.
8. Safety Seat Installation basics, advanced, monitoring - Additional Factors	Assessments 8.1 - 8.10: Installation aspects , including how firm? Tether strap routing , Air Bags, Sash guides and ISOFIX features, benefits and challenges .
9. Insights into marketing Safety Seat products.	Assessments 9.1 - 9.13: Review and Insights into the challenges of achieving ecstatic customers as well as safe passenger solutions in the retail / safety product field.
Access, Duration & Fee	<p>Online training access for 1 enrollee is granted through initial membership registration by joining the appropriate membership level at www.acri.com.au/Membership.aspx or call 1300 472 672 to arrange.</p> <p>(Check website for current Fee) Member rates available for additional enrollees. (Estimate time duration is based on 3.5 hour face to face session)</p> <p>Group face to face sessions (3.5 hour duration - Max 6 per session) (Check website for current fee. NB: Geographical/Attendee limited. POA)</p> <p>Please apply by email to info@acri.com.au quoting numbers and location.</p>