

SLSQ EDUCATION

CTO's

SLSQ Members Hub and Learning Management System (aXcelerate)

Standard Operating Procedure 2025

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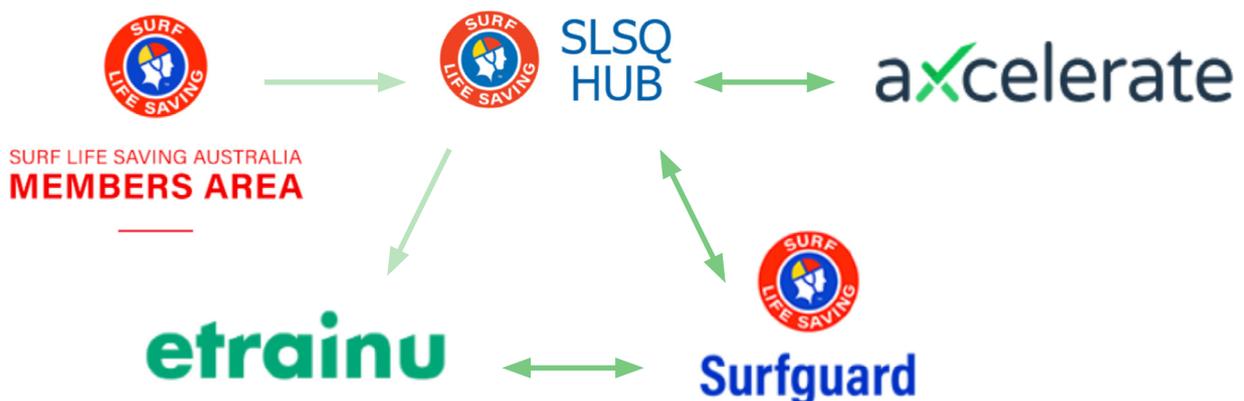
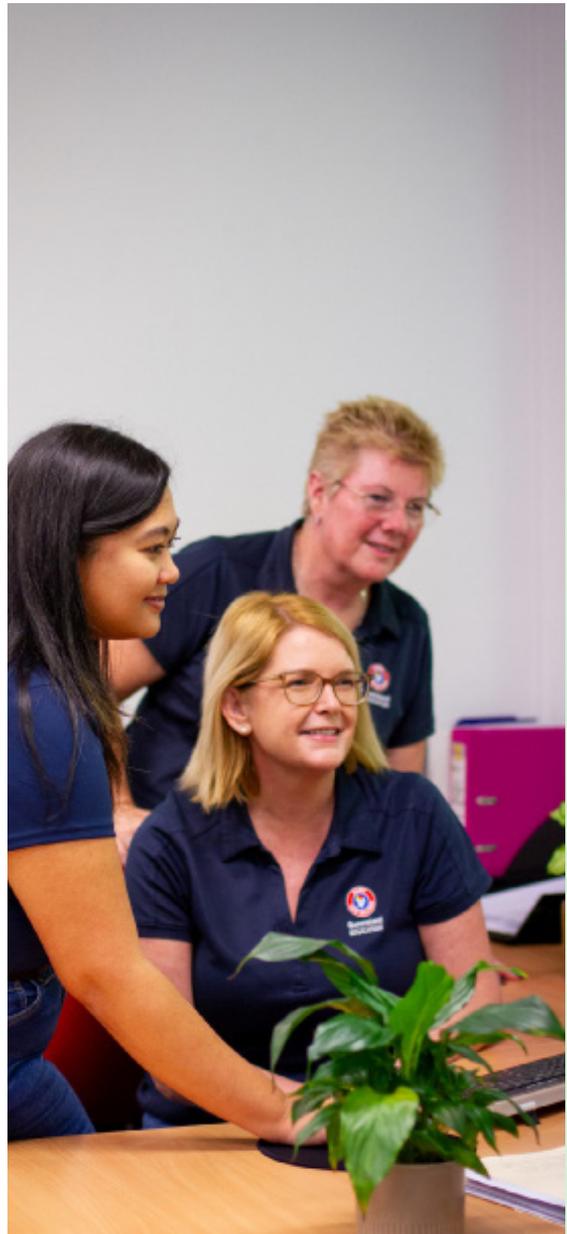
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SECTION A - GENERAL

INTRODUCTION TO THE SLSQ ENVIRONMENT

This document is primarily dealing with aXcelerate, but it is important to know how the relevant systems work together.

- The **SLSA Members Area** provides the initial login that tells us who the participant is as they first access SLSQ systems.
- **Surfguard** is a database that houses member and award information.
- The **SLSQ Hub** is the connection point between the **SLSA Members Area**, **Surfguard**, and SLSQ systems, namely **aXcelerate**. It is the system that manages the front end of Enrolments, including Prerequisite checks. It also contains links to other education resources, both **SLSA**- and **SLSQ**-owned (Such as CSA/CRYMS courses).
- **aXcelerate** is the Learning Management System (**LMS**) – managing and delivering the course materials and related information. It also serves as the Student Management System (**SMS**), tracking enrolments and course access for Learners.



OVERVIEW

We raise our courses in **aXcelerate** by creating a **Workshop**. The **SLSQ Hub** will receive this information (updated every hour), and it will show all Workshops with a **Start Date** set in the **future** – ie, not yet started.

The opposite is also true - Workshops with a Starting Date in aXcelerate that has *passed* will **not** show on the Hub – and thus won't be available to Members.

Members who wish to enrol in our courses will first log into their **SLSA Member's Area**, then navigate to the **SLSQ Hub** (via the **eLearning** option). The Hub's **Course List** will show all the Courses (Workshops) from the same **Club** as the Member – using their Club details as taken from **Surfguard**.

Once an enrolment is completed by the Member, they will be sent an **invitation** to **aXcelerate** if they are not already on the platform, and the Member will appear as a **tentative** enrolment in the Workshop on aXcelerate.

Only *after* this invitation has been accepted will the Member gain access to the platform.

Only *after* the enrolment has been confirmed by the Club will the Member gain access to the course materials.

Once a Member is enrolled and a Course is in progress, they will complete **Learning** and submit **Assessment Tasks** via **aXcelerate**. Some of these are marked automatically, and others are marked by an Assessor.

Once the final sign off (**Competency Record**) has been completed by the Assessor the enrolment will appear on the Award Report for processing by **SLSQ Education**. It will then be reviewed and either sent back to the TAF for further information, or **Awarded** if complete.

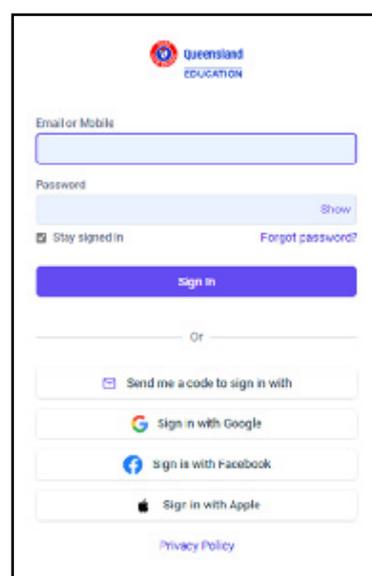
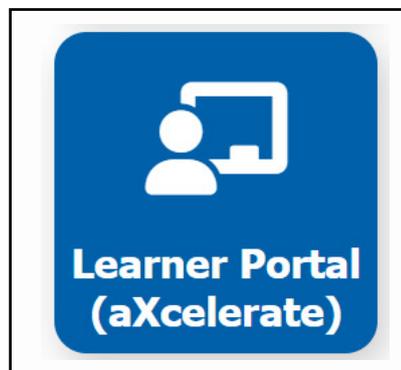
Once the Award has been **processed** in aXcelerate, it is available for the Member to download from the platform, and SLSQ will update Surfguard. The Hub updates from Surfguard on a regular basis, and the Award will appear on the Hub **overnight**, once Surfguard is current.

The enrolment is now **complete**.

LOGGING IN TO AXCELERATE

aXcelerate can be accessed directly at <https://slsqe.app.axcelerate.com/management/>, or by navigating through the **SLSQ Hub** Via the **SLSA Members Area**(eLearning)

When on the Hub, search for the **Learner Portal** tile - as seen next. Clicking it will take you to the aXcelerate log in screen.



Participants will be unable to access aXcelerate unless they have accepted the invitation to the platform, which is emailed to them upon their first enrolment. If a Learner cannot access the platform, they should check to see if an invitation is waiting for them in their email inbox.

To have an email invitation re-sent, contact your Club, Regional Support or the SLSQ Helpdesk.

ACCELERATE PROFILES

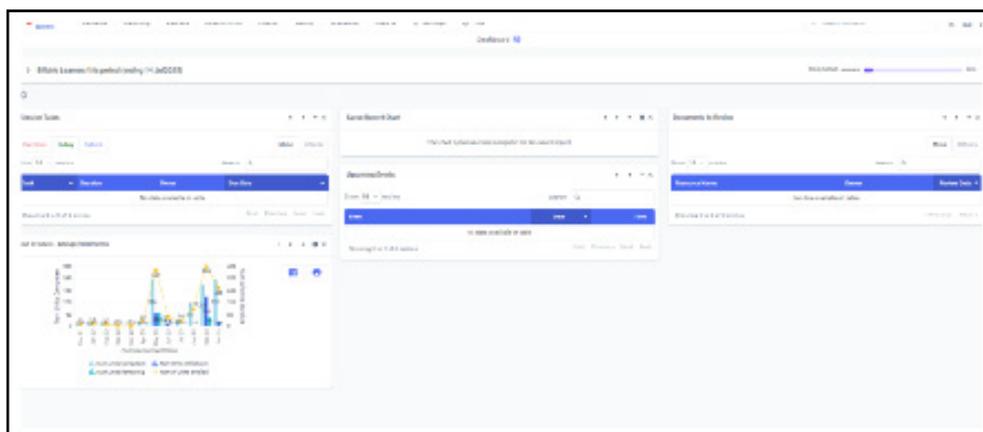
Each aXcelerate user has a profile. Tied to this profile is a set of permissions and roles, which serve to tell aXcelerate what features to show or hide for the user.

The most basic set of permissions is given to a **Learner** –a Role given to each Member who is studying with SLSQ. They have access only to the Learner environment and any courses in which they have an enrolment.

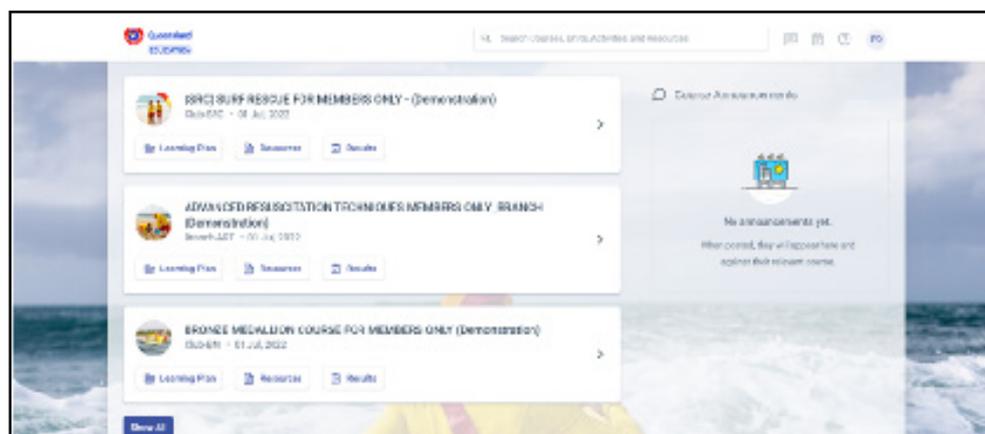
Behind the Learner environment is the Admin environment, and this is where the majority of features are to be found.

(Depending on your permission levels, you may or may not have access to certain areas as they are demonstrated throughout this document.)

Admin Environment



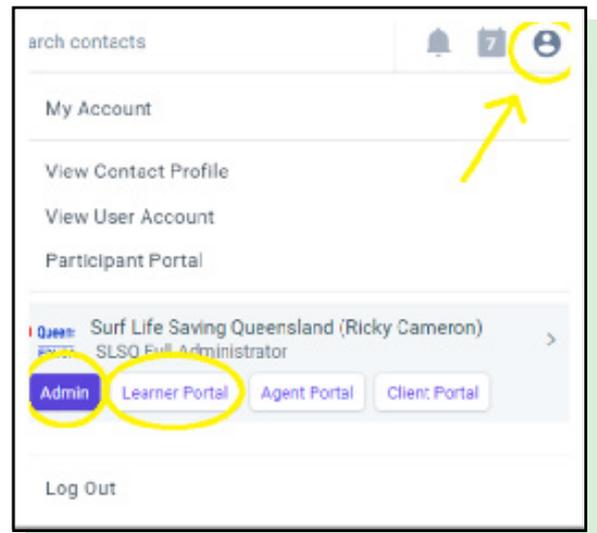
Learner Environment



Switching between Admin Environment and Learner Environment

Since a single profile can be both a Learner and require Administrator features (for example, a Club CTO completing a new award through their Club), it is necessary to be able to switch between these environments.

When logged into aXcelerate, click your profile icon (at top right of the screen). This will let you access the menu, whereby you can switch between the Admin and Learner profiles.

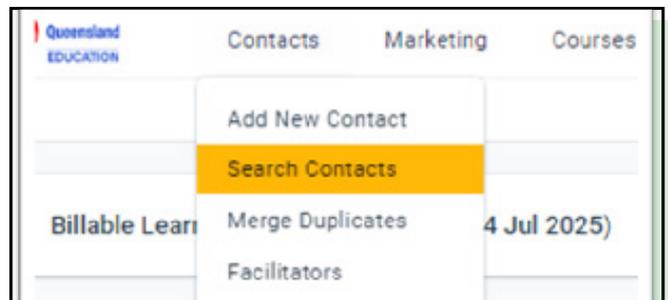
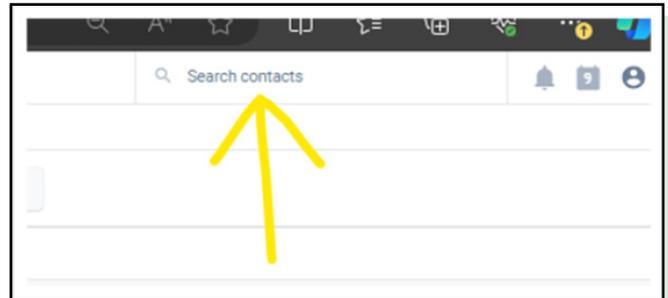


SEARCH CONTACTS AND WORKSHOPS

Navigating aXcelerate as an admin

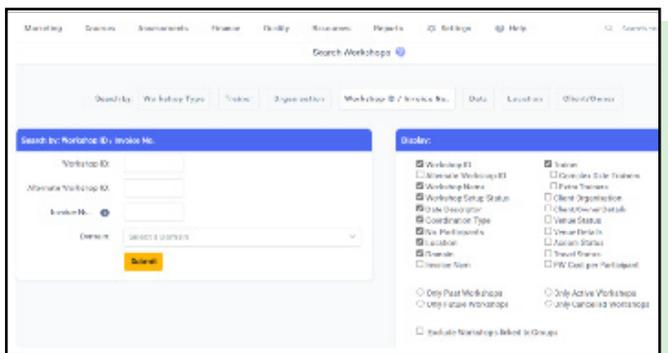
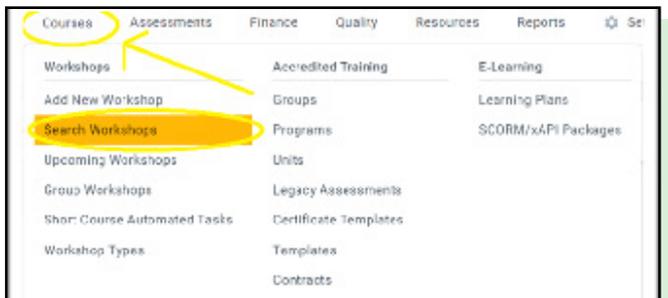
One of the most common functions required of anyone with Administration permissions is how to search for a user, or details regarding their enrolment.

To search for a user, simply type their name in the search box at the top right of the screen, or navigate to the **Search Contacts** option in the Contacts drop down menu, top left.



Enrolments are placed into **Workshops**. To search for a Workshop, navigate to the **Courses** drop down menu, and select **Search Workshops**:

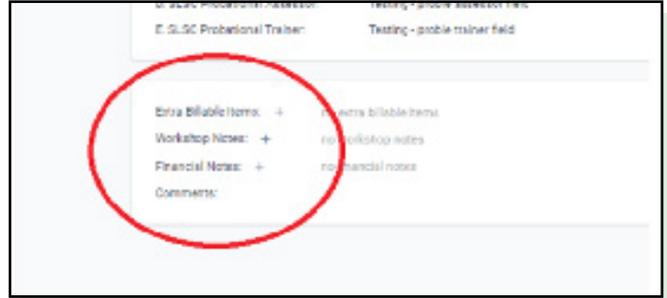
As you can see from the screenshots, there are many ways to search and filter Workshops. The most direct is via the Workshop ID. Each Workshop has a unique ID, making this the simplest option, however you may also search via Facilitator (**Trainer**), Dates, Course Type, or by Branch and Club, plus many more.



WORKSHOP COMMUNICATION AND DOCUMENT UPLOAD

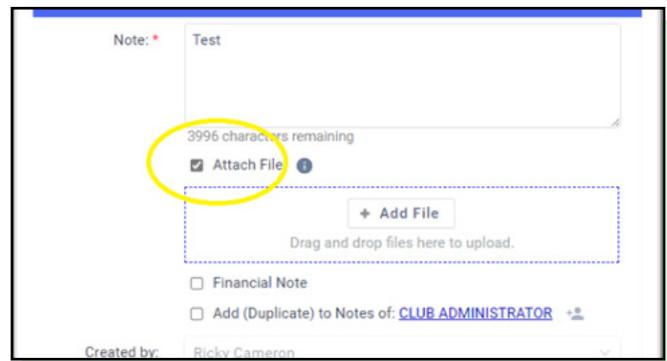
Once a Course is up and running, TAF and Admin personnel have the capability to leave comments on a Workshop, or upload relevant documents.

This is done by leaving **Workshop Notes** – see next.



Clicking the “+” next to Workshop Notes will open the dialogue box to add a **Workshop note**.

Here you can add any comments required. You can also upload any relevant documents, such as attendance sheets or other general resources – **Assessment Submissions**, however, should be uploaded only by the Participants or the Facilitator/ Assessor against the actual Assessment Task – with one exception, as shown next;



For Trainers in Bronze/SRC/Transition Courses

As Trainers or other accredited persons have the capacity to endorse a Pool Swim time, Pool Swim evidence can be uploaded to the Workshop Notes.

The Assessor in these instances will still need to sign off the Pool Swim Assessment Task **prior** to any Practical Assessment Tasks being undertaken by the Participant. The Pool Swim is a **prerequisite** and thus **must** be completed prior to other work commencing.

THE LEARNER JOURNEY

The Learner Journey is the name given to the entire process of a given participant's pathway through an SLSQ course.

Broadly, we can break the Learner Journey down into 3 steps:

1. **Enrol** - Everything involved in placing a Learner in a Course.
2. **Study** - The Learner completes the required course tasks and learning.
3. **Assess** - Evaluating and awarding the Learner.

Each step involves different roles within SLSQ and may involve interacting with different systems.

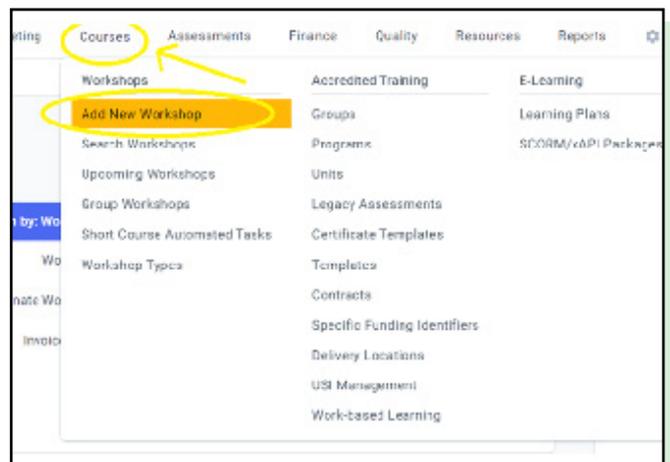
This document covers steps a and b. Consult trainer and assessor sop's for information regarding steps c through g.

Step	Participant
Enrol a. Creating or Cancelling a Workshop b. Enrolling in a Course	Enrol a. CTO/Admin b. Learner + CTO/Admin
Study c. Taking Attendance d. Access Course Materials e. Submit Assessment Tasks	Study c. Facilitator/Trainer d. Learner/TAF e. Learner and Facilitator/Assessor
Assess f. Submit and Access Submitted Tasks g. Mark and Finalise Results	Assess f. Facilitator/Assessor g. Facilitator/Assessor

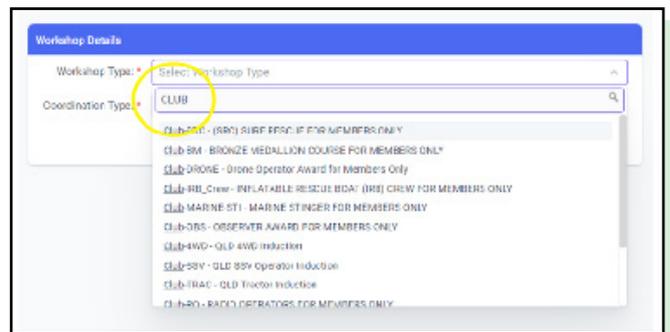
SECTION B - CREATING OR CANCELLING A WORKSHOP

COURSE TYPE

In aXcelerate select **Courses** and **Add New Workshop**



2. Choose a Workshop type



Important

Workshops made at the Club level **must** use the “**CLUB**” version of that course.

It's important to select the **CLUB** version of your course as other versions of the same course may contain different content, or have different rules around how they interact with certain systems – for example, it might not show up on the Hub, preventing member enrolment altogether.

Leave the Coordination Type (hidden under the menu in the above picture) as **Public Workshop**.

Continuing with the Workshop details, the first option to change is the **NAME** of the Workshop. Since there are courses being run at all times in many locations, it is **critical** to stick to naming conventions to keep things as clear and readable as possible.

The screenshot shows the 'Workshop Details' form. Three yellow circles highlight specific fields: the 'Workshop Name' field containing 'BRONZE MEDALLION COURSE FOR MEMBERS ONLY', the 'Delivery Location' dropdown menu showing '4101 - Surf Life Saving Queensland', and the 'Participants' section with 'Min' set to 1 and 'Max' set to 500.

Workshops should be named according to the following

(CLUB) - (START/DATE) - (END/DATE) - (DEFAULT SESSION TEXT)

Thus, if we were to run this course in Broadbeach through June and July

Broadbeach - 03/06 - 07/07 - BRONZE MEDALLION COURSE FOR MEMBERS ONLY

Next, you will notice the **Delivery Location** defaults to **4101 - Surf Life Saving Queensland**. This is **NOT** the Club location at which you will run the Course, but an aXcelerate/reporting requirement to say this enrolment is offered by SLSQ. **Do not change this.**

The next point to specify is the number of **Participants**. The **Minimum** is not required for Club courses and should be kept at 1. The **Maximum** is a trigger you can use to cap enrolment numbers – once a Workshop meets this number of enrolments for combined Tentative **and** Confirmed bookings, it will no longer appear on the Hub.

Important

Even tentative bookings count toward this cap, and any member who enrolls via the SLSQ Hub generates a tentative booking in aXcelerate, you need to stay on top of your upcoming Courses to prevent Workshops with limited numbers from filling up with members who should not be enrolled/"unauthorized" enrolments.

If you see an option to select a Domain, this is because your profile exists across multiple domains. Select the domain in which the workshop is being run to ensure it is handled correctly.

These fields are where you input all the TAFs who will assist with delivering the course. This is a list used by both SLSQ to verify course details, and aXcelerate when sending course details to enrolled participants.

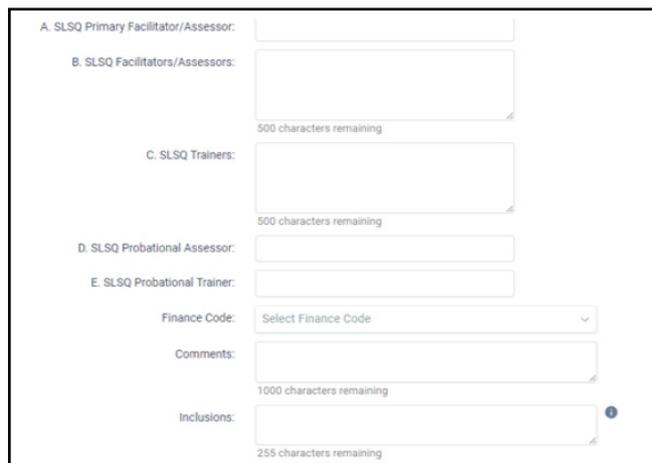
It **does not** in any other way 'link' an aXcelerate profile to the course – for example, *assessment permissions and similar are **not** handled here.*

SLSQ Primary Facilitator / Assessor should be the Primary Facilitator / Assessor as selected earlier.

SLSQ Facilitators and Assessors is for listing each person with Assessment responsibilities for this course.

SLSQ Trainers is the same but for Training responsibilities only.

If there are **Probational Assessors/Trainers**, they too should be listed here in the relevant fields. As an additional tool, the Club can communicate any relevant information via the **Comments** and **Inclusions** fields. These fields are included in the enrolment confirmation emails that are sent to Members.



The screenshot shows a form with the following fields:

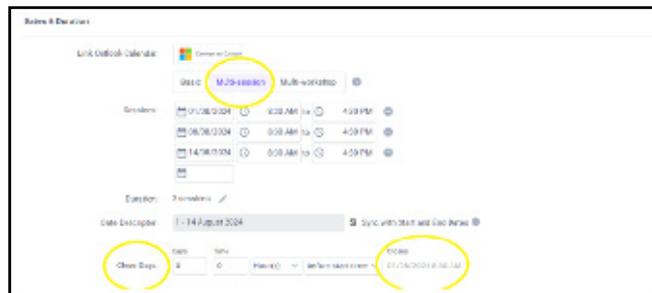
- A. SLSQ Primary Facilitator/Assessor: [Text input field]
- B. SLSQ Facilitators/Assessors: [Text input field with 500 characters remaining]
- C. SLSQ Trainers: [Text input field with 500 characters remaining]
- D. SLSQ Probational Assessor: [Text input field]
- E. SLSQ Probational Trainer: [Text input field]
- Finance Code: [Dropdown menu with 'Select Finance Code' selected]
- Comments: [Text input field with 1000 characters remaining]
- Inclusions: [Text input field with 255 characters remaining and a help icon]

DATES AND DURATION

Add Workshop Dates

Use the **Multi-Session** option – even if your course is a single session.

These dates create entries for the attendance register, will appear in diaries and schedule emails, etc. The Duration, and if the box is kept ticked, the Date Descriptor, will update as you add or remove dates.



The **Close Days** feature allows you to close enrolments to a course before the course start date. Adding days here will bring forward the date that the Course stops showing on the Hub. You can always see when the course will stop showing by checking the Closes date at the bottom right of the section – this will reflect any changes made to Close Days.

You do not need to enter a Close Date if you are accepting enrolments right up until the course is due to begin, however for courses with pre-study requirements it may be wise to close a course before it starts to ensure that participants have enough time to complete it all.

Some courses will have their Close Days preset when you create the workshop– for example ECT courses. **Do not change the Close Days** on courses that feature this. For enrolment issues, contact your CTO/Regional support.

VENUE SETUP

Set Venue

In the **Select a Room box**, start typing your Club name, and select it when it appears.

This will fill in the details required for the Hub to assign the course to the correct Club/Branch.

If you do not select a venue, your course will not appear on the Course List, and Members will not be able to enrol.

You do not need to change any other details, other than selecting your Club.

Finally, note the optional tick box **“Notify Facilitator”** above the Submit button – selecting this will send an email to the Primary Facilitator/Assessor selected and give them the course details once the course is up and running.

Press **Submit**, and your Workshop has now been created.

The screenshot shows the 'VENUE SETUP' form with the following fields and values:

- Select a Room: load room
- Venue Contact: No contact selected ->
- Room Name: (empty)
- Room Layout: Select an Option
- Room Hire Cost: \$ 0.00
- Required Equipment: select equipment
- Equipment Hire Cost: \$ 0.00
- Equipment Comments: (empty)
- Catering Cost: \$ 0.00 (per head)
- Catering Comments: (empty)
- Parking Comments: (empty)
- Notify Facilitator:
- Submit: (button)

After you hit Submit, you will be warned that you are charging \$0.00 for the course – Click OK, as this feature does not apply to Club courses.

Once you have created the Workshop, you will see the following screen – this is the Workshop View:

The course is created, and it will be appearing on the SLSQ Hub for member enrolment when the next update occurs (every hour under regular working conditions).

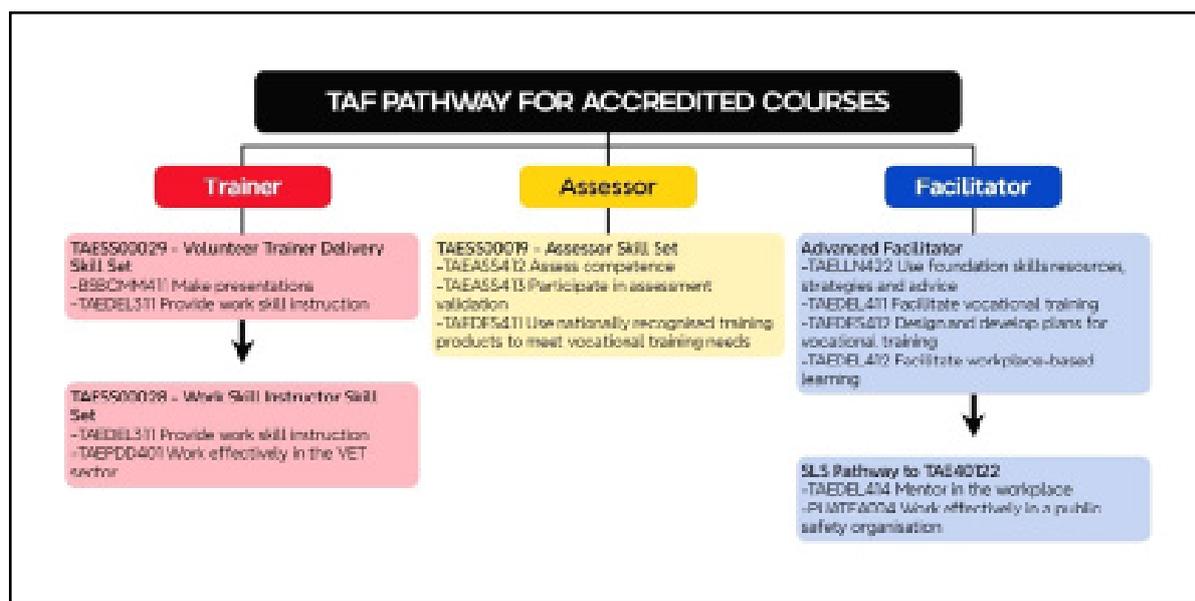
The screenshot shows the 'Workshop View' screen with the following details:

- Distribution Type: Public Workshop
- Location: Surf Life Saving Operations
- Address: 25-26, 28-29, 31-32, 34-35, 37-38, 40-41, 43-44, 46-47, 49-50, 52-53, 55-56, 58-59, 61-62, 64-65, 67-68, 70-71, 73-74, 76-77, 79-80, 82-83, 85-86, 88-89, 91-92, 94-95, 97-98, 100-101, 103-104, 106-107, 109-110, 112-113, 115-116, 118-119, 121-122, 124-125, 127-128, 130-131, 133-134, 136-137, 139-140, 142-143, 145-146, 148-149, 151-152, 154-155, 157-158, 160-161, 163-164, 166-167, 169-170, 172-173, 175-176, 178-179, 181-182, 184-185, 187-188, 190-191, 193-194, 196-197, 199-200, 202-203, 205-206, 208-209, 211-212, 214-215, 217-218, 220-221, 223-224, 226-227, 229-230, 232-233, 235-236, 238-239, 241-242, 244-245, 247-248, 250-251, 253-254, 256-257, 259-260, 262-263, 265-266, 268-269, 271-272, 274-275, 277-278, 280-281, 283-284, 286-287, 289-290, 292-293, 295-296, 298-299, 301-302, 304-305, 307-308, 310-311, 313-314, 316-317, 319-320, 322-323, 325-326, 328-329, 331-332, 334-335, 337-338, 340-341, 343-344, 346-347, 349-350, 352-353, 355-356, 358-359, 361-362, 364-365, 367-368, 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701-702, 704-705, 707-708, 710-711, 713-714, 716-717, 719-720, 722-723, 725-726, 728-729, 731-732, 734-735, 737-738, 740-741, 743-744, 746-747, 749-750, 752-753, 755-756, 758-759, 761-762, 764-765, 767-768, 770-771, 773-774, 776-777, 779-780, 782-783, 785-786, 788-789, 791-792, 794-795, 797-798, 800-801, 802-803, 805-806, 808-809, 811-812, 814-815, 817-818, 820-821, 823-824, 826-827, 829-830, 832-833, 835-836, 838-839, 841-842, 844-845, 847-848, 850-851, 853-854, 856-857, 859-860, 862-863, 865-866, 868-869, 871-872, 874-875, 877-878, 880-881, 883-884, 886-887, 889-890, 892-893, 895-896, 898-899, 901-902, 904-905, 907-908, 910-911, 913-914, 916-917, 919-920, 922-923, 925-926, 928-929, 931-932, 934-935, 937-938, 940-941, 943-944, 946-947, 949-950, 952-953, 955-956, 958-959, 961-962, 964-965, 967-968, 970-971, 973-974, 976-977, 979-980, 982-983, 985-986, 988-989, 991-992, 994-995, 997-998, 1000-1001, 1002-1003, 1005-1006, 1008-1009, 1011-1012, 1014-1015, 1017-1018, 1020-1021, 1023-1024, 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ADDING TRAINERS AND ASSESSORS

A TAF's permitted level of responsibility for a course is determined by the qualifications they hold.

As mentioned previously, for any given course, the PRIMARY Facilitator MUST hold a Certificate IV in Training and Assessment or hold *at least Assessor*-level qualifications. Please see below:



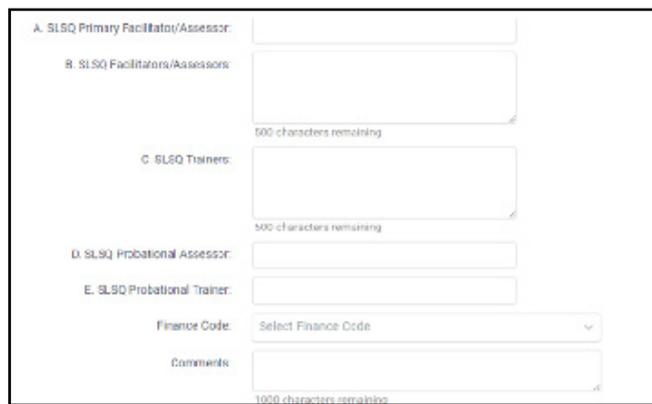
To qualify for a given TAF designation, you must hold the appropriate qualifications:

Trainer	Assessor	Facilitator
TAESS00029 Volunteer Trainer Delivery Skill Set OR TAESS00014 Enterprise Trainer - Presenting Skill Set OR TAESS00007 Enterprise Trainer - Presenting Skill Set OR TAEDEL301/A Provide work skill instruction AND BSBCMM401/A Make a presentation OR Full TAE40116/TAE40122 Certificate IV in Training and Assessment OR Diploma or higher-level qualification in adult education	TAESS00019 Assessor Skill Set OR TAESS00011 Assessor Skill Set OR TAESS00001 Assessor Skill Set PLUS TAEASS502/A/B Design and Develop Assessment Tools OR Full TAE40116/TAE40122 Certificate IV in Training and Assessment OR Diploma or higher-level qualification in adult education	TAE40116/TAE40122 Certificate IV in Training and Assessment OR TAE40110 Certificate IV in Training and Assessment and the following units: TAELLN411 or TAELLN401A, and TAEASS502/A/B, OR Diploma or higher-level qualification in adult education

The aXcelerate platform will list all TAF contributors linked to the course as Facilitators on the Workshop View page - this is a restriction of the platform, and is not intended to imply that any given TAF on the course list holds Facilitator permissions.

It is for this reason that we manually list all the TAFs against their roles when creating a Workshop – this creates an easy to reference list of who is doing what on a given course.

These fields only serve as a reference, and do not connect to any Sessions or Assessments in the Workshop – they are text boxes only.



A. SLSQ Primary Facilitator/Assessor:

B. SLSQ Facilitators/Assessors:
500 characters remaining

C. SLSQ Trainers:
500 characters remaining

D. SLSQ Probational Assessor:

E. SLSQ Probational Trainer:

Finance Code:

Comments:
1000 characters remaining

After you have created the Workshop, if you have listed any names in any of these fields you will need to edit the Workshop to add these people in the system.

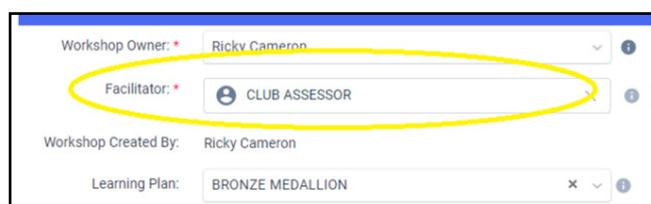
There are two key roles when it comes to aXcelerate responsibilities – **Trainer**, and **Assessor**.

Trainers are there to deliver to the content, monitor learner progress, and take session attendance.

Assessors are given the responsibility of marking assessments and observations, providing feedback, and finalising the results of the course.

The Primary Facilitator/Assessor will be added to the Workshop as an Assessor by default.

This is why it is imperative that the person chosen here has Assessment-level permissions (IE is an Assessor or Facilitator for this qualification) – aXcelerate will apply assessment access for the Workshop to whomever is listed, regardless of actual qualification.



Workshop Owner: *

Facilitator: *

Workshop Created By: Ricky Cameron

Learning Plan:

It is a **significant** compliance risk if a TAF without the appropriate qualifications is listed as the Primary Facilitator.

If we have listed any additional Trainers or Facilitators/Assessors on a workshop, once the Workshop has been created, you will need to add them to the Workshop.

Add a Trainer

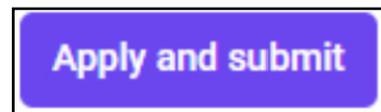
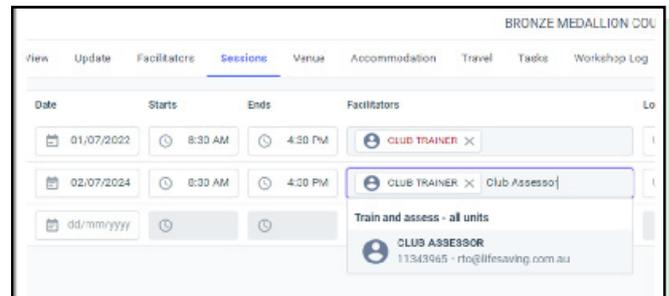
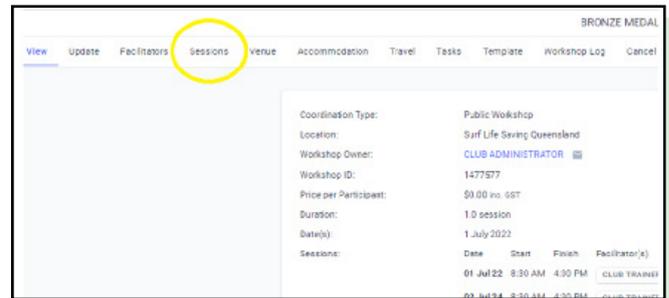
From the Workshop View, Click "**Sessions**"

By default, the Primary Facilitator/Assessor will appear on all Sessions.

To add Trainers to a Session, simply select them from the list that appears when clicking into the "**Facilitators**" field – you can begin typing the name of the Trainer, and they should appear.

If a Trainer is not appearing in this list, ask them to check their qualifications.

Once you have added your Trainer(s) to your Session(s), find the "**Apply and submit**" button to save your changes.



Add an Assessor

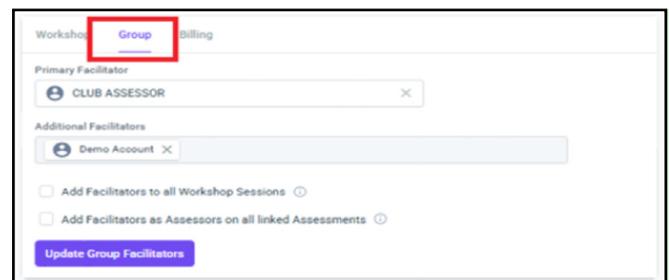
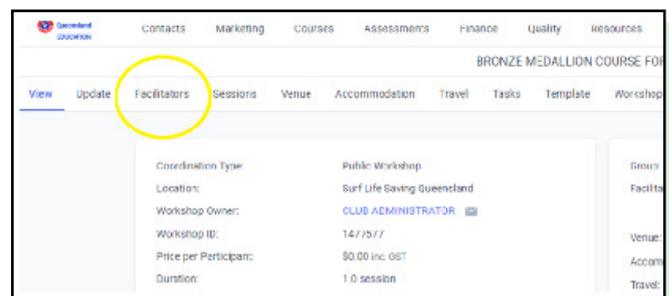
From the Workshop View, click "**Facilitators**"

From the Workshop screen, click "**Group**":

Select your Assessor(s) either by selecting them from the list that appears when clicking "Additional Facilitators" field, or by simply typing their name.

If the person added will also have Trainer responsibilities for this course, tick the box "**Add selected Assessors to Workshop Sessions**" – this links the Assessor to each Session as if they were a Trainer (See previous section).

If the Workshop has no current enrolments, you can click "**Update Group Facilitators**" – the additional Assessor(s) has now been added to the Workshop.



If you are adding additional Assessors and there are existing enrolments in the Workshop, click the box labelled "Add Facilitators as Assessors on all linked Assessments" This ensures all participants are available for marking by any Assessor linked to the Workshop.

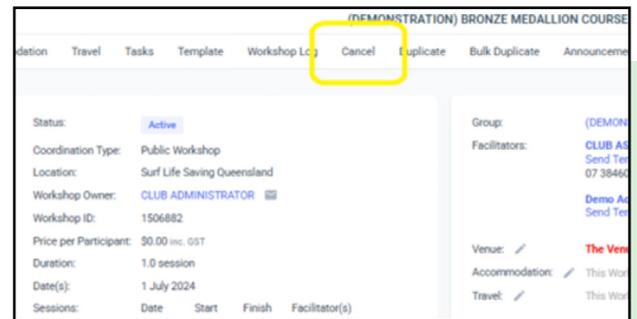
Once you have finished adding any additional Trainers/Assessors to the Workshop, the Workshop setup is complete. The end result is the course appearing on the SLSQ Hub, as seen

The screenshot shows the SLSQ Hub interface with a list of workshops. The table has columns for Name, Club, Start Date, and End Date. Several rows are visible, each representing a different workshop session.

Name	Club	Start Date	End Date
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	20/07/2024 08:00 AM	20/07/2024 12:00 PM
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	26/07/2024 07:00 AM	26/07/2024 10:00 AM
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	26/07/2024 07:00 AM	26/07/2024 10:00 AM
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	26/07/2024 07:00 AM	26/07/2024 10:00 AM
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	26/07/2024 07:00 AM	26/07/2024 10:00 AM
2024 Year 10 & 11 (2024) - Public Open Water Session	Brookleigh SLSQ	26/07/2024 07:00 AM	26/07/2024 10:00 AM

Cancelling a Workshop

If you need to cancel an existing Workshop, navigate to the Workshop in question and locate the “Cancel” button in the top menu, as below:

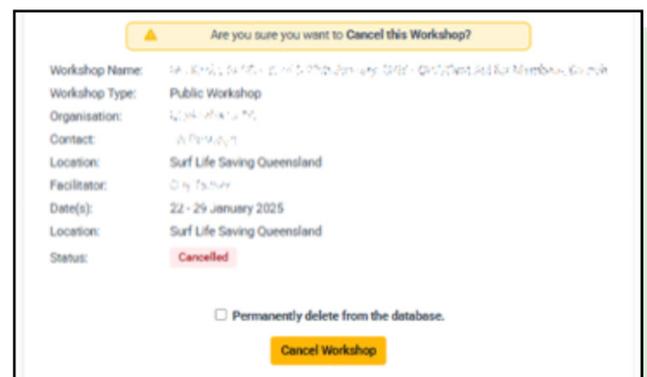


You will not be able to cancel a workshop that has any active enrolments. If you have bookings in a Workshop that needs to be cancelled, contact your regional education support or the Helpdesk.

After clicking “**Cancel**”, you will be prompted to confirm.

Click “**Cancel Workshop**” to confirm.

Do **NOT** click the option to permanently delete the Workshop as this causes issues with the course record on the SLSQ Hub. Cancelling the Workshop is sufficient.



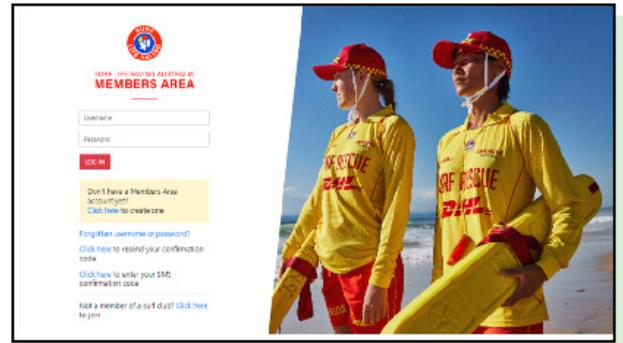
When you return to the Workshop, you will note the status has changed to **Cancelled**. The course will no longer accept enrolments, and will stop appearing on the Hub.

SECTION C - MANAGING ENROLMENTS

THE ENROLMENT PROCESS

Login to the SLSA Members Area

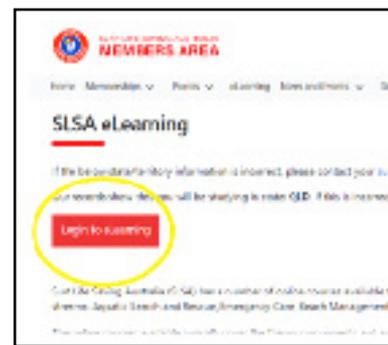
Members wishing to enrol in SLSQ Courses do so via the **SLSQ Hub**. Hub profiles are built from Surfguard details, and use the same login details as the SLSQ Members Area.



This is an SLSA System, and SLSQ do not have access to troubleshoot Members Area issues. If a member cannot log in to the SLSA Members Area, they should contact SLSA via the links on the login page as displayed above.

Navigate to eLearning and login to eLearning

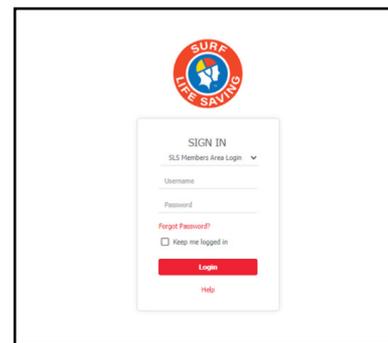
After logging in, search for the eLearning option (Circled) in the navigation bar at the top of the page. Then, click the Login to eLearning button on the eLearning page as indicated.



Login to the SLSQ Hub

Users will be prompted to Sign In – the details used are the same as the **SLSA Members Area**.

If this password is incorrect, clicking Forgot Password will take the user to the SLSA Password Reset screen. If this can't be accessed, passwords can be reset via the SLSA Members Area login screen.



If the Username is unable to be found, check the details of the SLSA Members Area profile.

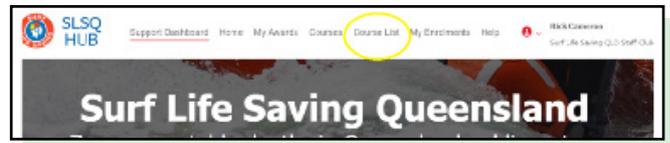
Ticking the **“Keep me logged in”** option will bypass this step once the user has logged in – meaning when coming from the SLSA Members Area (steps 1 and 2) users will be sent straight to their dashboard, as seen next.



COURSE LIST

Navigate to the Course List

Appearing at the top of the SLSQ Hub is another navigation bar – click on the Course List to access all the available options for your profile.



The **Course List** will look similar to this;



The SLSQ Hub will show all Courses created in aXcelerate that are yet to begin, and that match the User's Club as it appears on the SLSQ Hub (which, in turn, is reading from Surfguard).

There is occasionally a need for a Learner to enrol in a course outside of their own Club. By **unticking** the "My Club Only" option at the top left of the Course List, users will be shown courses being run available to their Branch – this includes Courses hosted by other Clubs, or Courses being run at a Branch or State level.



NEW LEARNER ACCOUNT CREATION

Enter Enrolment Details

Click the **“Enrol”** option next to the desired course.

This is the moment when the SLSQ Hub checks for any Prerequisites. If any prerequisites cannot be met, the Hub will show a message to the user detailing what is missing.

An important detail regarding emails

If the **SLSA Members Area Email** is in use by another aXcelerate profile already, the user will be required to enter a unique email address in the Enrolment Email field. This can happen if a family is using the same email address for multiple contacts in Surfguard, however aXcelerate requires a unique email address for each user.

Once the user has finished filling in their details on the enrolment form, **tick the declaration boxes**, and press **“Submit”** (bottom right).

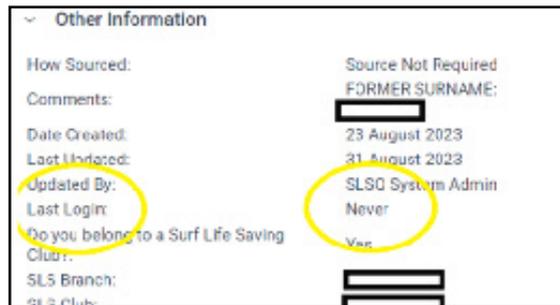
This takes us to the final steps – the User will be sent an invitation to the aXcelerate platform (if not already registered as a user), and a tentative booking will be created in the Workshop, **waiting for confirmation by the Club.**

The screenshot displays two parts of the enrolment form. The top part contains two input fields: 'SLS Members Area Email' and 'Enrolment Email'. The 'Enrolment Email' field has a placeholder text 'Please use a unique email address'. The bottom part is a 'Declaration' section with three checkboxes and their corresponding text: 1. 'I declare that the information I have provided to the best of my knowledge is true and correct.' 2. 'I understand that my RTO the Australian Lifesaving Academy Queensland is required to submit data sourced from this enrolment form to the national VET administrative collection as a regulatory reporting requirement. The information contained on my enrolment form may be used by my RTO or the following third parties for administrative, regulatory and/or research purposes.' 3. 'I have read and understood the student information sheet.' At the bottom left of the declaration section is a 'Cancel' button, and at the bottom right is a red 'Submit' button.

It is not uncommon for a user to have previously had an aXcelerate account created for them without having been made aware, and, if they already have an account, they will **NOT** be automatically sent an invitation again.

If any Learners report not having received this invitation, it's either been previously sent a while ago, and thus lost to time in an inbox, or has been sent to a different email address as to what the Learner was expecting (for example, if they have updated their details on Surfguard recently).

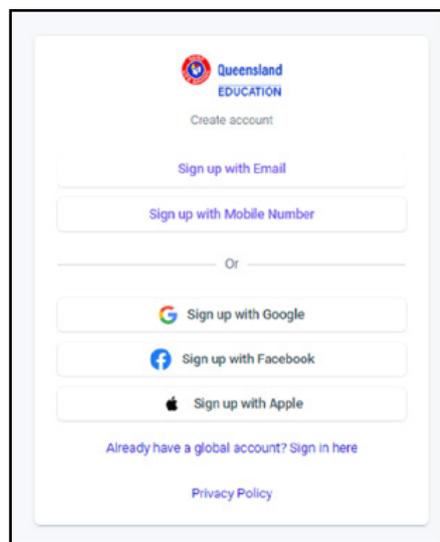
A simple way to tell if a user has accepted the invitation is to check their aXcelerate profile's last login time – if it is "Never", you know an invitation has not been accepted.



Create an aXcelerate Account

New users will be sent an invitation email. By clicking the link, they'll be shown the following:

Users should click on the top option, "**Sign up with Email**". This will prompt them to create a password, and once done, they are all set – their account is up and running.



There are rare instances where a new member already has an aXcelerate account with another organization. In this case, users should click on the link at the bottom – "**Already have a global account? Sign in here**".

Even though these users already have an account, they still need to accept the invitation to access the **SLSQ-specific** aXcelerate environment.

CONFIRM OR REJECT ENROLMENT

Once a Member has been **Tentatively** enrolled in a Workshop, it is up to the Club Admins or CTO to confirm or reject that Enrolment.

First, navigate to the Workshop for which you need to confirm Members. When you scroll down the page, you'll find the **Session Participants list**:

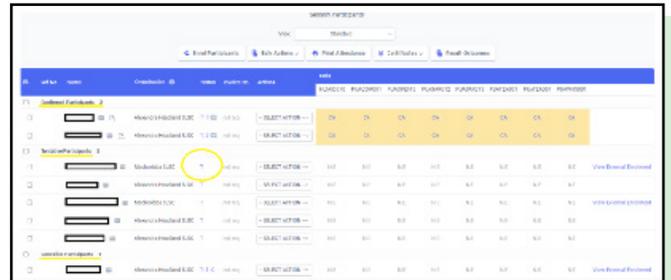
This is split into 3 categories: **Confirmed, Tentative, and Cancelled**. For now, we are only concerned with Tentative bookings.

Find the Member you wish to confirm, and drop down the Select Action box next to their name:

There are 2 options you may choose – **Confirm**, or **Cancel**. The **Move** function should be **ignored** – it is a **compliance risk** due to Prerequisite considerations, and the Move itself is very likely to be completed incorrectly, resulting in an enrolment that doesn't access the course.

To **Cancel** a booking, select Cancel. We will cover the process in detail further along.

To **Confirm** a booking, select Confirm.



CONFIRM A BOOKING

Select Confirm from the drop down list. You will be taken to the Workshop Booking screen:

The page will list each of the individual units and tasks that the Member will be enrolled in, and depending on the course, the list may be extensive.

You do not need to change any of these details – the courses are already set up to enrol participants in everything they require.

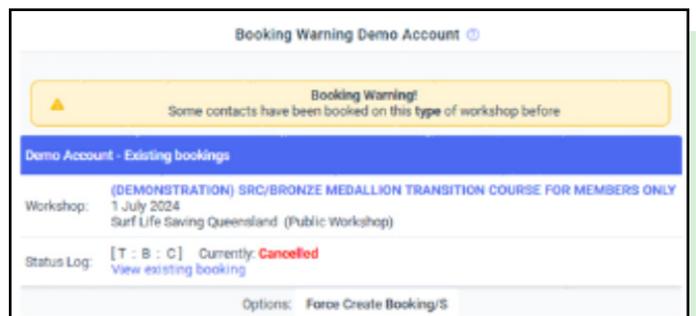
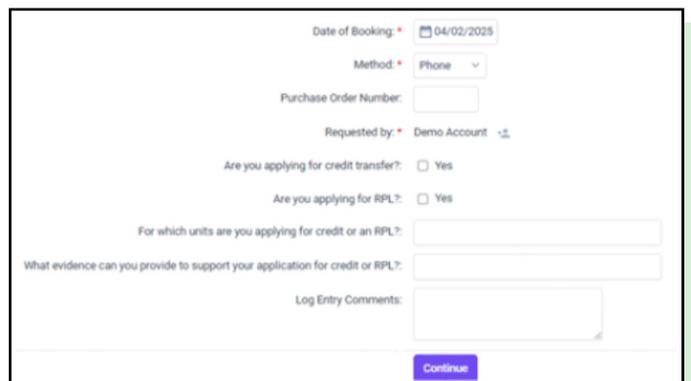
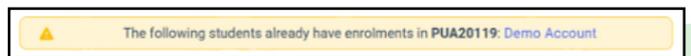
You may see this warning – if you do, check the member profile and investigate any previous or current enrolments. The system does not check if the 'clashing' enrolments are active or cancelled; this warning will show even if all previous enrolments have been withdrawn. Also note, it is *just a warning*; it won't stop you from proceeding with the confirmation.

Scroll down to the end of the page and find the **Continue** button, as pictured below. You do not need to change anything on this page, simply confirm the booking by pressing Continue.

If there is a booking clash, you will again be prompted to investigate:

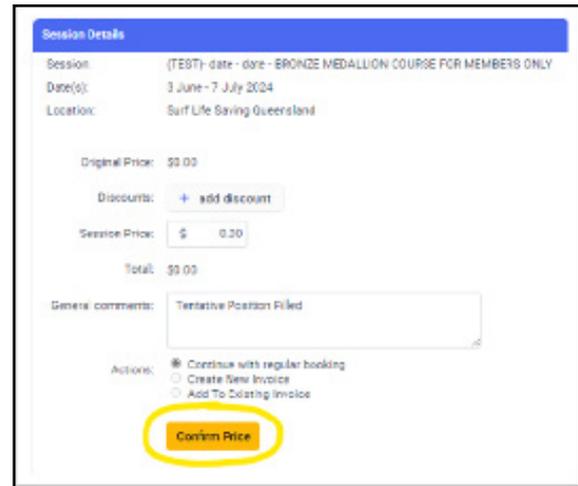
If the booking is legitimate, proceed with the confirmation by pressing the **Force Create Booking** button, as highlighted.

The next screen will show the process of enrolments, and you will see this prompt at the top of the page:



Scroll to the bottom of the page and Confirm Price. Once again, you don't need to change anything on this page.

This will take you to the next screen, the Booking Confirmation.



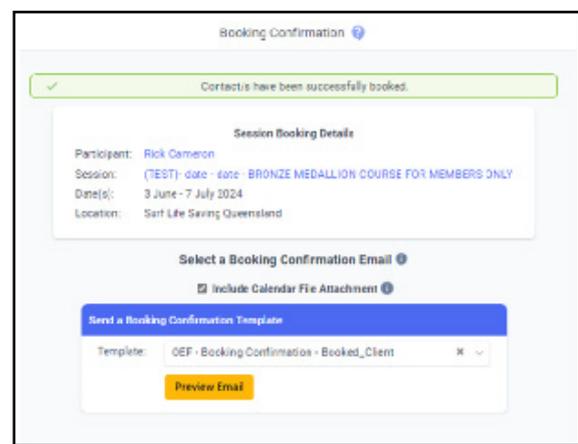
The screenshot shows a 'Session Details' form with the following information:

- Session: (TEST) - date - date - BRONZE MEDALLION COURSE FOR MEMBERS ONLY
- Date(s): 3 June - 7 July 2024
- Location: Surf Life Saving Queensland
- Original Price: \$0.00
- Discounts: + add discount
- Session Price: \$ 0.00
- Total: \$0.00
- General comments: Tentative Position Filled
- Actions:
 - Continue with regular booking
 - Create New Invoice
 - Add To Existing Invoice

A yellow circle highlights the 'Confirm Price' button at the bottom of the form.

This has confirmed the booking. From here, select **Preview Email** to review the email the Member will be sent. This will take you to the Email Preview screen, however the email itself is automatically sent – there is no need to send another.

If you navigate back to the **Workshop View**, you should see your participant has moved from **Tentative** to **Confirmed**.



The screenshot shows a 'Booking Confirmation' screen with the following information:

- Participant: Rick Cameron
- Session: (TEST) - date - date - BRONZE MEDALLION COURSE FOR MEMBERS ONLY
- Date(s): 3 June - 7 July 2024
- Location: Surf Life Saving Queensland
- Select a Booking Confirmation Email (info icon)
- Include Calendar File Attachment (info icon)
- Send a Booking Confirmation Template
- Template: OEF - Booking Confirmations - Booked_Client

A yellow button labeled 'Preview Email' is visible at the bottom of the form.

REJECT OR CANCEL A BOOKING

Reject or cancel a booking

The process for cancelling a booking is much the same whether that booking is Tentative or Confirmed. The main difference between the two is what you are cancelling the Member from.

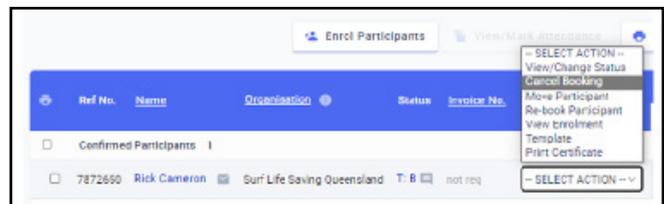
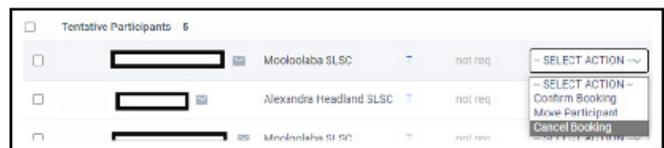
A Tentative booking does not have any enrolments in Groups/Units/Assessments, and can be cancelled with little impact.

A Confirmed booking will have enrolments attached to it, and if cancelled incorrectly may impact other enrolments held by the Member.

Navigate to the Workshop and find the member with the Enrolment to cancel.

Depending on the existing status of the booking, you will have different options appear in the menu.

Either way, select **Cancel Booking**.



Once you've selected **Cancel Booking**, you will be taken to the **Participant Status Log**:

Booking information

Booking ID:	8263592-12571822
Contact:	Demo Account
Organisation:	None
Workshop:	Current Broadbeach SLSC
Workshop Dates:	ADVANCED RESUSCITATION TECHNIQUES MEMBERS ONLY_BRANCH (Demonstration)
Are you applying for credit transfer?:	1 July 2022
Are you applying for RPL?:	/
For which units are you applying for credit or an RPL?:	/
What evidence can you provide to support your application for credit or RPL?:	/
General Comments:	/

Log entries - Tentative

Current Log Entries

Status	Date	Method	Requested by	Entered by
Tentative	04 Feb 25 - 16:08	Phone	Demo Account	Demo Account

Comments: no comments

Add New Status Log Entry

Select Status: Cancelled

Status: Cancelled

Date: 04/02/2025

Method: Phone

Requested by: Demo Account

Log Entry Comments:

Add New Status

Log entries - Confirmed

Current Log Entries

Status	Date	Method	Requested by	Entered by
Tentative	04 Feb 25 - 15:49	Phone	Demo Account	Demo Account
Booked	04 Feb 25 - 16:05	Phone	Demo Account	Demo Account
Cancelled	04 Feb 25 - 16:06	Phone	Demo Account	Demo Account

Comments: no comments

Add New Status Log Entry

Select Status: Cancelled

Status: Cancelled

Withdraw from related units

Cancel related learning View (0)

#REDIRECT_Q3_4WD_Vehicle_Induction_EA

Date: 04/02/2025

Method: Phone

Requested by: Demo Account

Log Entry Comments:

Add New Status

Leave the options as they are, and click **Add New Status**. You will then be taken back to the Participant Status Log. The green box at the top of the screen confirms the cancellation.

The booking is now cancelled.

Participant Status Log

Booking cancelled, units withdrawn and enrolment cancelled

Booking ID: 8263960-12571622

Contact: Demo Account

Organisation: None

Workshop: QLD 4WD Induction (Demonstration)

Workshop Dates: 1 July 2022

Are you applying for credit transfer?:

Are you applying for RPL?:

For which units are you providing to support your application for credit or RPL?:

What evidence can you provide to support your application for credit or RPL?:

General Comments: Tentative Position Filled

Current Log Entries

Status	Date	Method	Requested by	Entered by
Tentative	04 Feb 25 - 15:49	Phone	Demo Account	Demo Account
Booked	04 Feb 25 - 16:05	Phone	Demo Account	Demo Account
Cancelled	04 Feb 25 - 16:06	Phone	Demo Account	Demo Account

Comments: no comments

Add New Status Log Entry

Select Status: - Select Status -

View Contact View Workshop View Agreements

SECTION D - GLOSSARY

aXcelerate Term	Description
SMS	Student Management System that captures enrolment details, scheduling sessions, marking attendance and used for resulting/ issuing certificates, and reporting to national authorities for accredited and non-accredited courses.
LMS	Learning Management System that holds the learning and assessments, where enrolled participants get access to complete learning and assessment tasks and endorsed assessors mark submitted assessment tasks.
Trainer	Common Term for a person who facilitates the Workshop and delivers course materials.
Assessor	Common Term for a person responsible for Assessing course work and providing final grades.
Participant	Common Term for enrolled individual in a course.
Contact	Common term for any individual added to system.
Program	Common term for accredited or non-accredited qualification / Course.
Workshop	An individual instance of a course offering.
Session	A single day or class within a Workshop. A Workshop may consist of multiple Sessions.
Group	A group of people accessing and completing learning and assessment on a learning management system.
Unit	Common Term for an accredited Unit of Competency.
Cluster	Common Term for a group of accredited Units of Competency.
Course	A Course is the award that a Workshop offers – running a Bronze Course involves creating a Bronze Course Workshop, which may consist of multiple Sessions.
Learning Plan	Common term for the combination of eLearning and Assessments to be completed by participant for an Award.
Module	A collection of eLearning/Assessments within a Learning Plan. A Learning Plan may contain multiple modules.
eLearning	Online learning – not assessed
Assessment	Learning activities - assessed