SLSQ EDUCATION
LEARNER

SLSQ Members Hub and
Learning Management System (aXcelerate)

Standard Operating Procedure
2024

Updated 09 September 2024

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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.
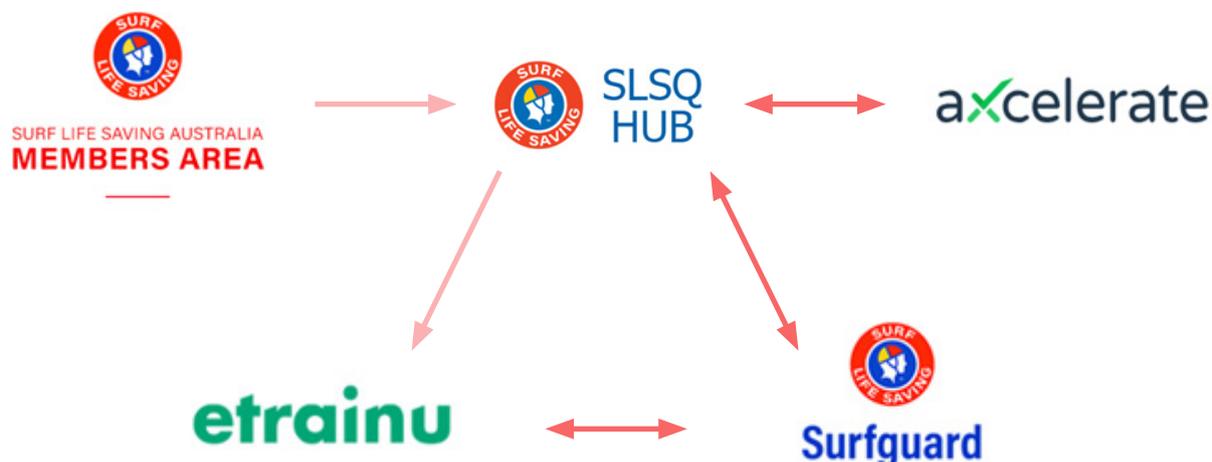
OVERVIEW

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 page). The Hub's Course List will show all the Workshops yet to start from the same Club as the Member – using their Club details as taken from Surfguard.

When an enrolment is booked by the Member, they will be sent an invitation to aXcelerate if they are not already on the platform. Only after this invitation has been accepted will the Member gain access to the platform.

When the enrolment has been confirmed by the Club, the Member will be able to access the course materials.

When 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 and then verified by SLSQ, the enrolment will be awarded.

The certificate is then available to download from the platform, and the enrolment is complete.

LOGGING IN TO AXCELERATE

aXcelerate can be accessed directly at
https://slsqe.app.axcelerate.com/management/,
or by navigating through the SLSQ Hub.

When on the Hub, search for the Learner Portal
tile - as seen next. Clicking it will take you to the
aXcelerate log in screen.
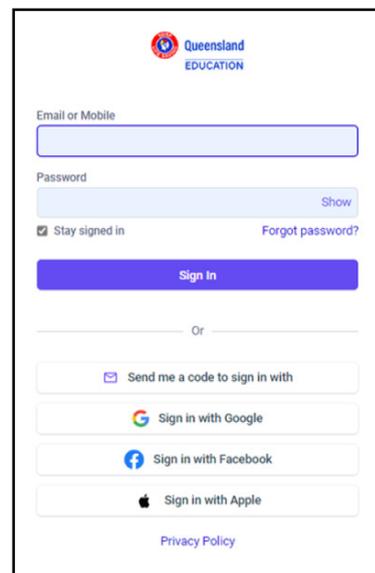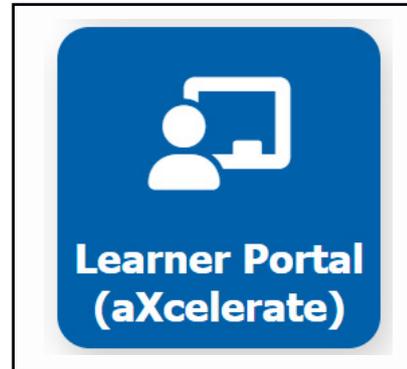
Participants will be unable to access aXcelerate unless they have accepted the invitation
to the platform, which is emailed to them upon their first enrolment. If a Learner cannot
access the platform, they should check to see if an invitation is waiting for them in their
email inbox.

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

LEARNER ENROLMENT

This is for members wishing to enrol in a course via the SLSQ Hub.

Members can also review the video, located [here](#)

Step 1

Login to the SLSA Members area [here](#)
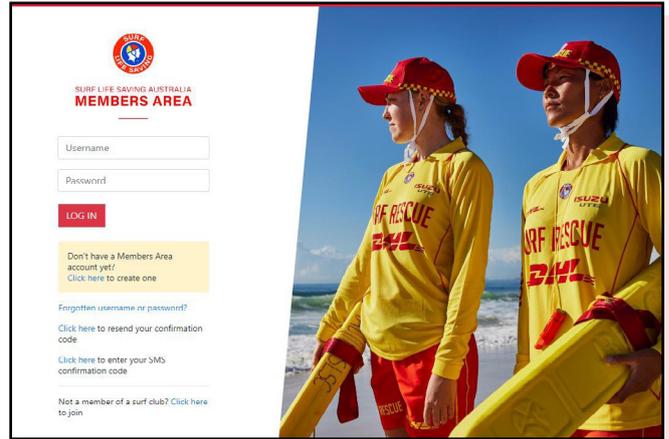
Step 2

Once logged in, click on the eLearning tab
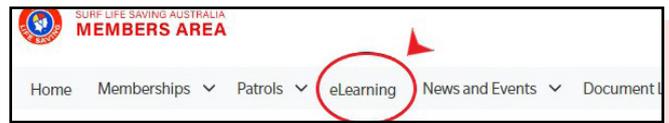
For those that are members of another state, select "QLD" in the drop box, as per below. If you're only a QLD member, this will be automatically selected for you.
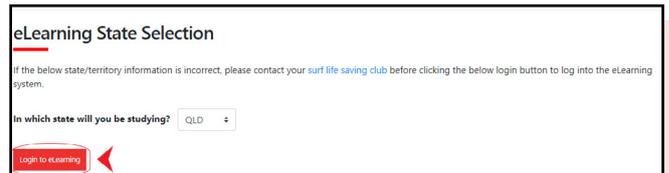
Step 3

You will now be re-directed to the "SLSQ Hub", which is SLSQ landing page which will direct you to your respective courses.

Your SLSQ Hub dashboard or landing page displays the current status of your membership, membership fees, CYRMS, CSA and Blue Card. You'll see an icon with a green tick for these items if they are paid and/or up to date.

3.1 Announcements

Important announcements will be displayed above your dashboard items. Please ensure you read and understand these announcements.

3.2 Financial Status

If your club membership is not paid and up to date, you'll see a blue question mark icon. Please contact your club administration for any questions regarding paying your club fees.

3.3 CYRMS and CSA

A red exclamation mark icon indicates that your CYRMS (Child Youth Risk Management Strategies) and/or CSA (Child Safety Awareness) awards are out of date. To resolve this, click on the course tile that is displaying a red icon to complete the course online.

All members must keep their CYRMS and CSA courses up to date. These courses must be completed each time your Blue Card is renewed, and must be done so within 4 months of your Blue Card renewal date.

Note: members under 18 years old are not required to complete this course.

3.4 Blue Card

An icon with a red exclamation mark indicates that your Blue Card has expired. The expiration date of your Blue Card is also shown on the tile. If you instead see a Blue question mark icon with no date, this means there is no record of a Blue Card on file.
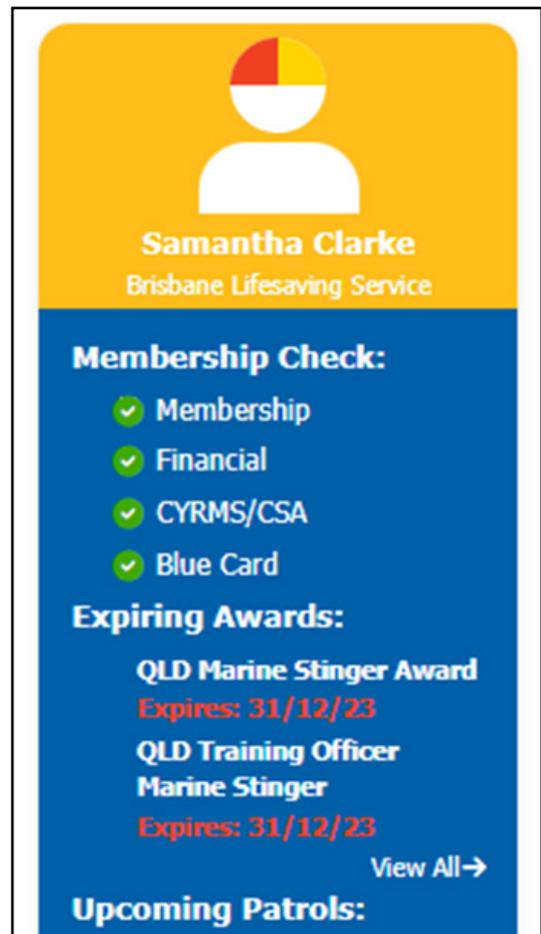
Please contact your club administration or email bluecards@lifesaving.com.au with any Blue Card related enquiries.

Step 4

There are two options when looking for courses.

1 - The "Club Course Calendar" tab
2 - The "Course List" tab

The display filter is defaulted to your own club, this can be changed to "All clubs" if you wish to see courses within your Branch. To enrol, simply select the desired course, and click enrol.

Step 5

The SLSQ Hub will conduct a pre-requisite check.

5.1 If pre-requisites are not met

A message will be displayed advising what needs to be addressed (See example below). If this occurs, please contact your Club or Chief Training Officer.
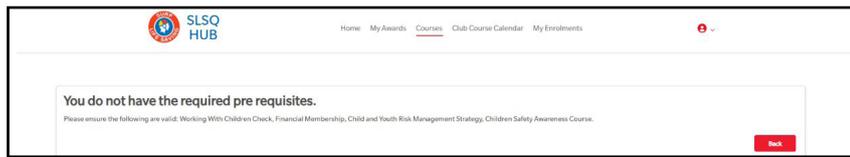
5.2 If pre-requisites are met

You will be required to complete the enrolment form.
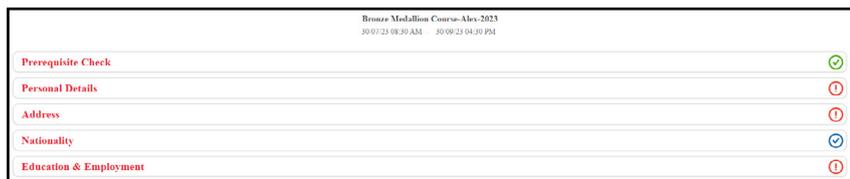
Please note the following:

- An enrolment is required per course, this will be pre-populated upon your first completion
- For accredited courses E.G Bronze/Cert II, a USI is required

If you require QCE Points (High school students), please supply your LUI at this point If you do not supply your LUI when enrolling, you will not be eligible for QCE points

Once you have completed your enrolment, you will receive an acknowledgment email.

Your enrolment acts as an expression of interest and will stay as "tentative" until it has been reviewed and endorsed by the Club hosting the course.

5.3 Access your learning

Once your enrolment has been endorsed by the host Club, you will receive a second email confirming that you have been accepted. This email will provide you the following information: Venue, session dates, trainer(s), other course related information.

SLSQ use "aXcelerate" as our learning management system, this is where you will access all your learning and assessment resources.

If you haven't created an aXcelerate account, you will receive an email prompting you to do so. Please refer to 6.1 "Setting up your aXcerelate learner account". For details.

If you already have an aXcerelate account and wish to access your learning, please refer to "6.4 "Returning to the Learner Portal".
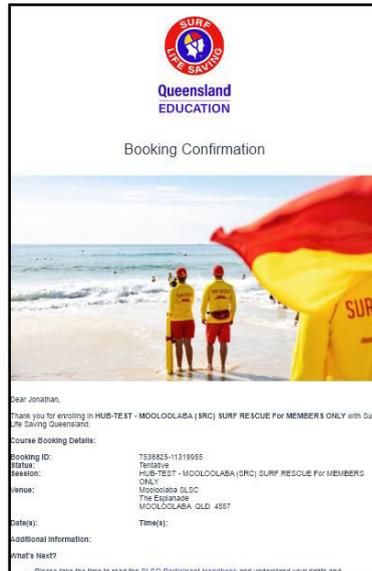
Step 6

You will only be required to set up an account once, if you already have an aXcelerate account, you can login and skip the below steps.

6.1 Setting up your aXcelerate account

Refer to your email that will provide you the link to setting up your account or click here

To watch a video on how to create an account in aXcelerate click here

6.2 Create an account page

As per the picture, there are multiple ways to set-up your account. Using email OR mobile OR the list of applications (Google, Facebook or Apple).
This procedure will focus on the Email set-up.
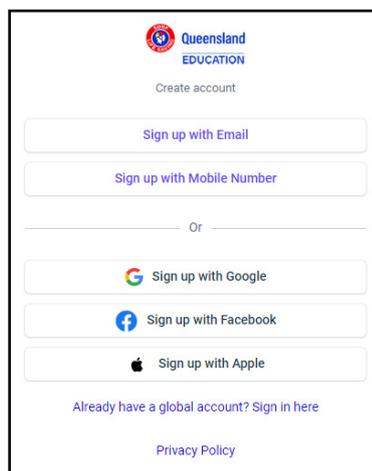
6.3 Click "Email" verification

Fill out the required fields.

Each person must have their own individual email address. Emails cannot be shared across accounts.

After you've completed setting up your account, you can start your learning.
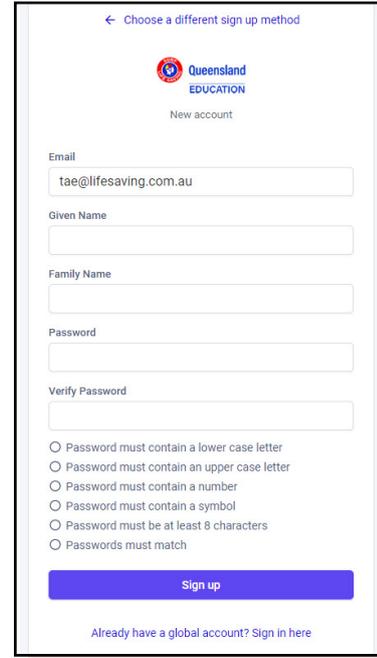
6.4 Returning to Learner Portal

If at any stage you want to resume your learning or access your resources, this can be done via the SLSQ Hub or aXcelerate directly

The SLSQ Hub:

https://hub.lifesaving.com.au/com.slsqhub.home

aXcelerate Login:

https://app.axcelerate.com/auth/user/login.cfm

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

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