

SLSQ EDUCATION **TRAINER**

**SLSQ Members Hub and
Learning Management System (aXcelerate)**

**Standard Operating Procedure
2025**

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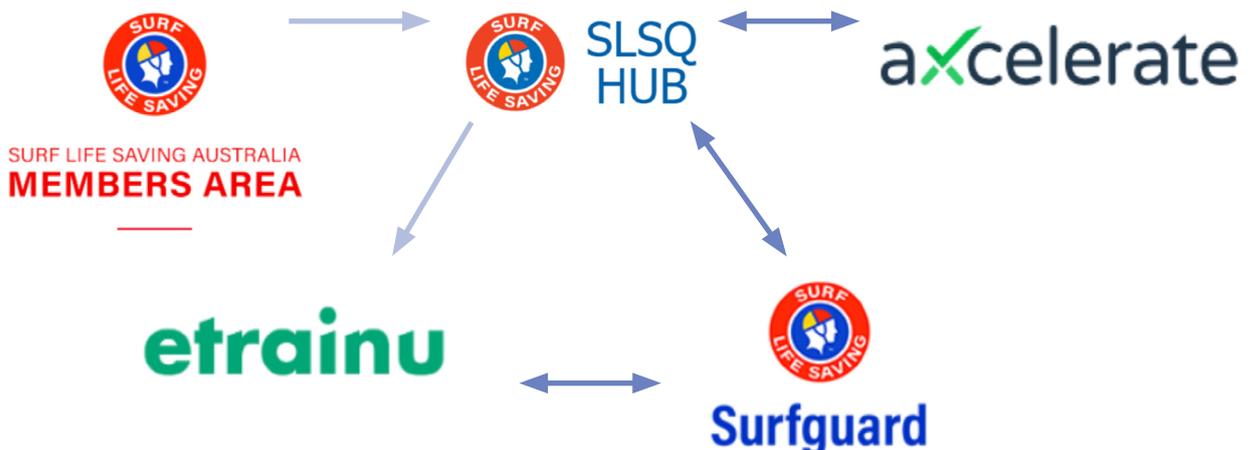
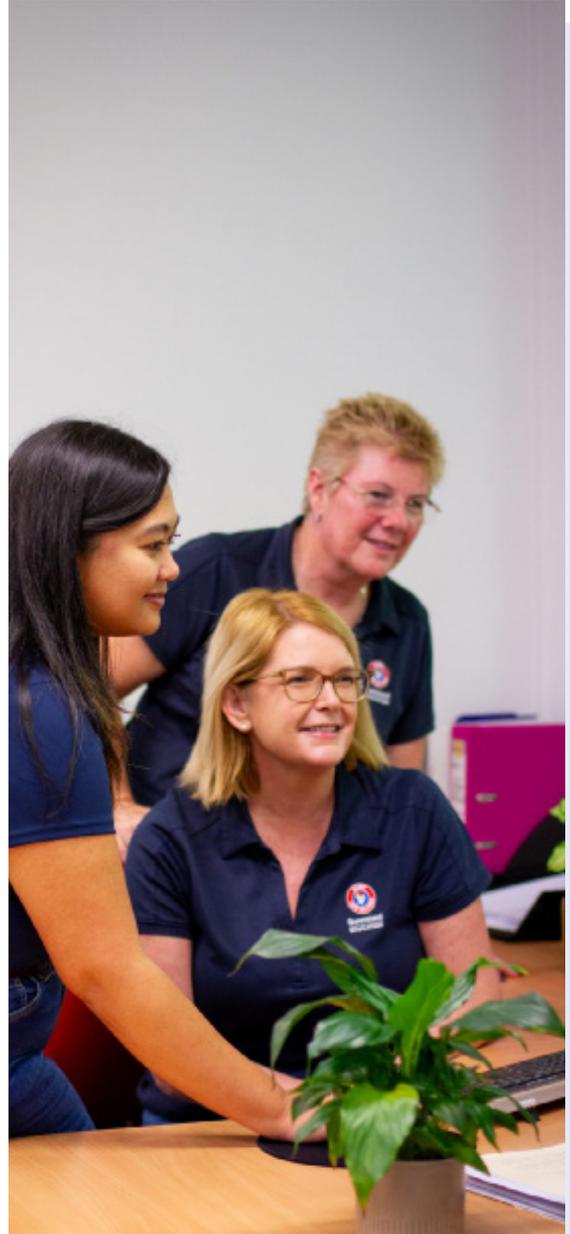
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SECTION A - GENERAL

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.

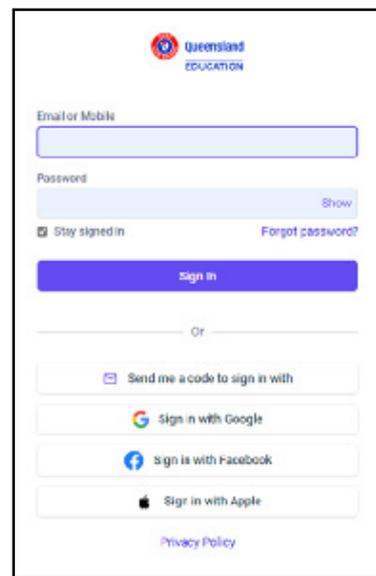
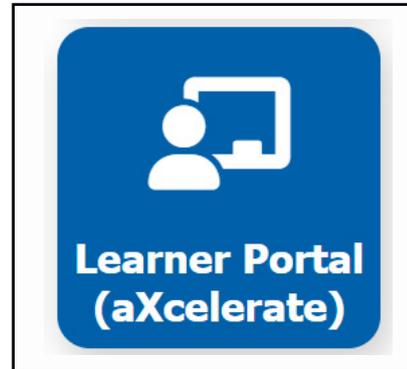
Once the Award has been **processed** in aXcelerate, it is available for the Member to download from the platform, and SLSQ will update Surfguard. The Hub updates from Surfguard on a regular basis, and the Award will appear on the Hub **overnight**, once Surfguard is current.

The enrolment is now **complete**.

LOGGING IN TO AXCELERATE

aXcelerate can be accessed directly at <https://sqsqe.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

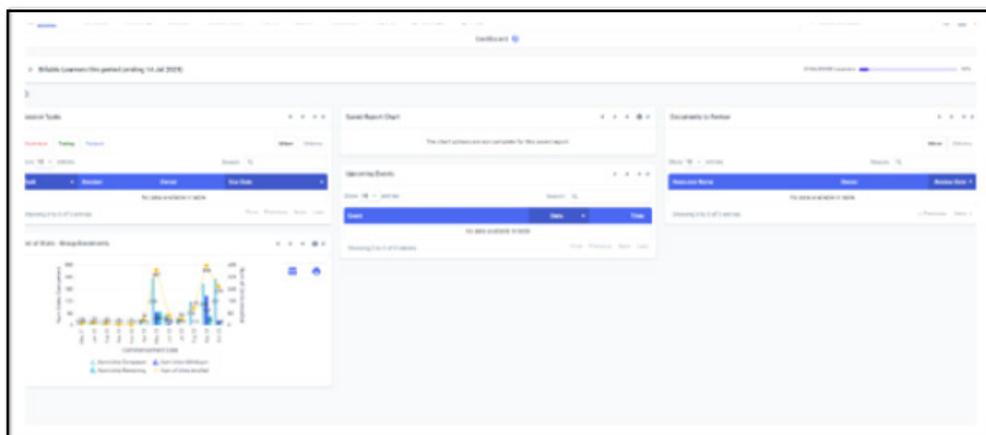
Each aXcelerate user has a profile. Tied to this profile is a set of permissions and roles, which serve to tell aXcelerate what features to show or hide for the user.

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.

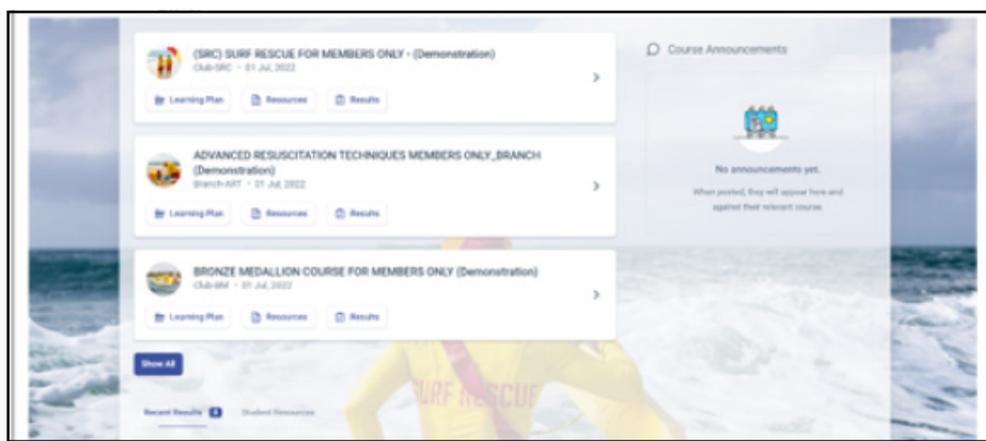
Behind the Learner environment is the Admin environment, and this is where the majority of features are to be found.

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

Admin Environment



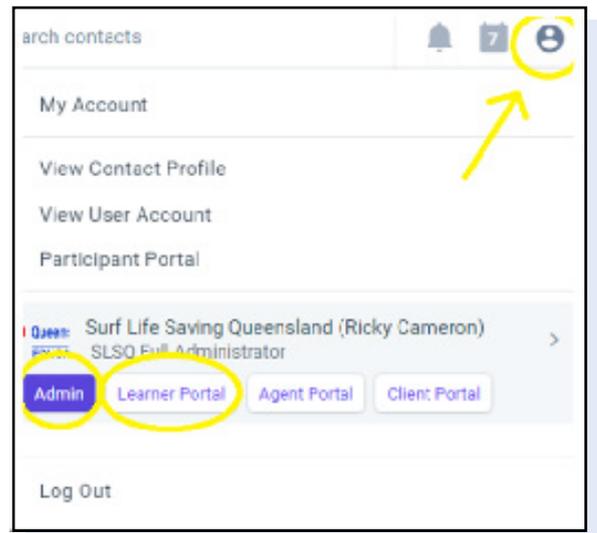
Learner Environment



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.

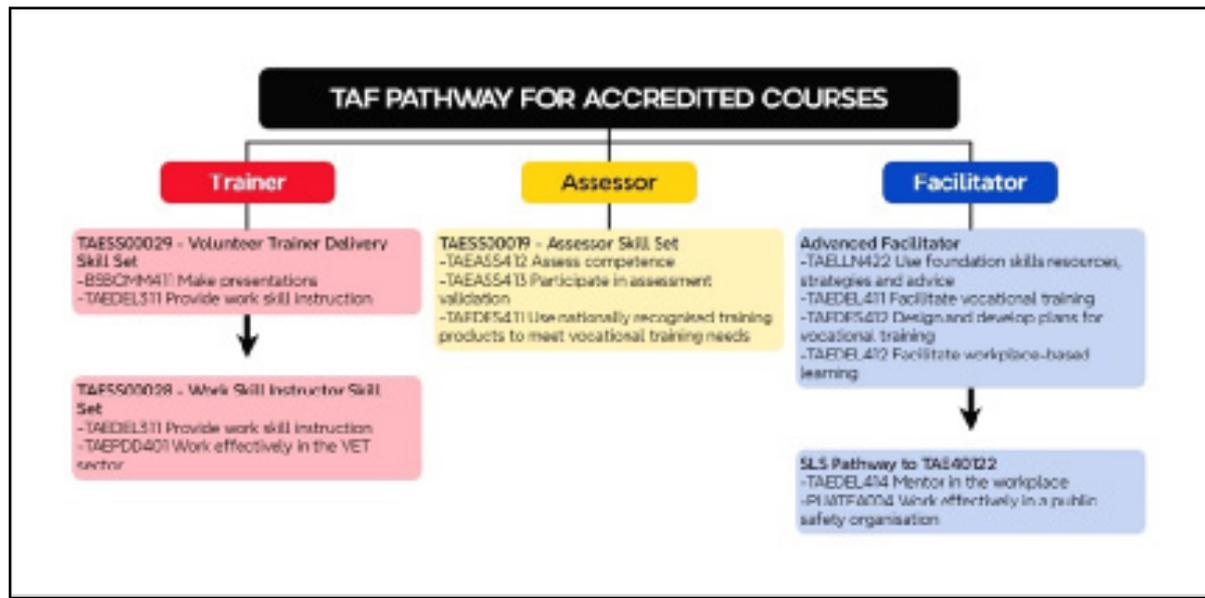
When logged into aXcelerate, click your profile icon (at top right of the screen). This will let you access the menu, whereby you can switch between the Admin and Learner profiles.



TRAINERS, ASSESSORS, AND FACILITATORS

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

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

Assessor

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

Facilitator

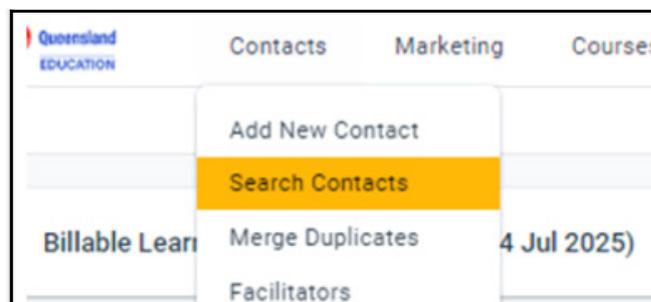
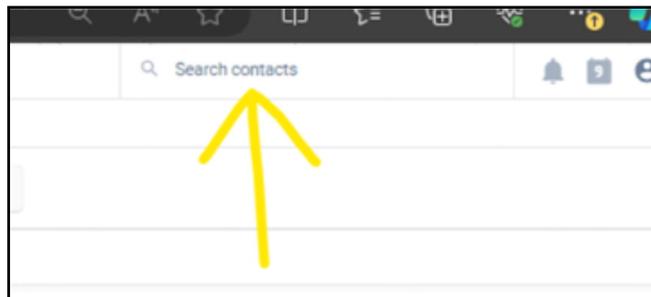
TAE40116/TAE40122 Certificate IV in Training and Assessment **OR**
 TAE40110 Certificate IV in Training and Assessment and the following units: TAELLN411 or TAELLN401A, and TAEASS502/A/B, **OR**
 Diploma or higher-level qualification in adult education

SEARCH CONTACTS AND WORKSHOPS

Navigating aXcelerate as an admin

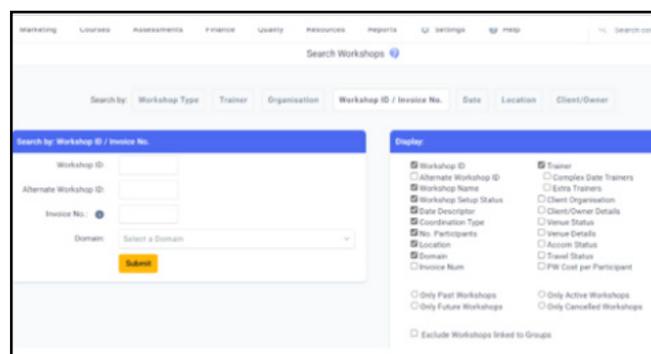
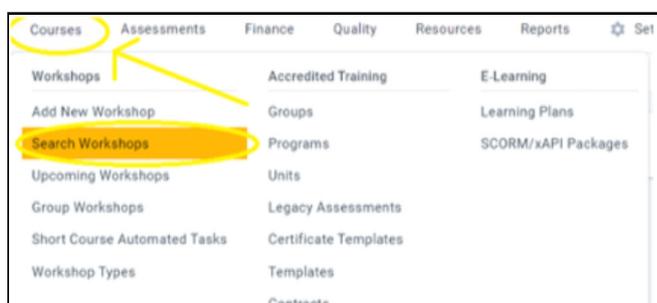
One of the most common functions required of anyone with Administration permissions is how to search for a user, or details regarding their enrolment.

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**:

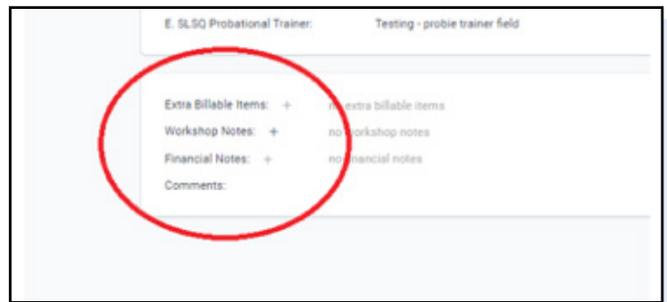
As you can see from the screenshots, there are many ways to search and filter Workshops. The most direct is via the Workshop ID. Each Workshop has a unique ID, making this the simplest option, however you may also search via Facilitator (**Trainer**), Dates, Course Type, or by Branch and Club, plus many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



WORKSHOP COMMUNICATION AND DOCUMENT UPLOAD

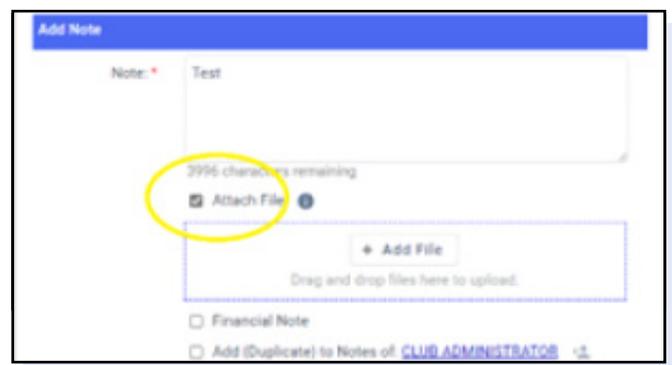
Once a Course is up and running, TAF and Admin personnel have the capability to leave comments on a Workshop, or upload relevant documents.

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 c, d, and e. Consult CTO and Assessor SOPs for information regarding other sections.

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/
Assess f. Access Submitted Tasks g. Mark and Finalise Results	Assess f. Facilitator/Assessor g. Facilitator/Assessor

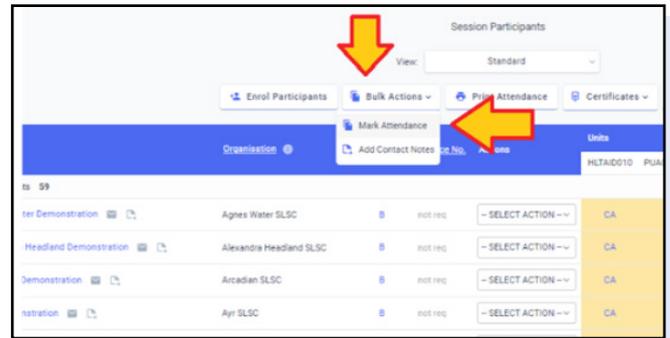
SECTION B - TAKING ATTENDANCE

NAVIGATING TO THE WORKSHOP

Login to aXcelerate, and navigate to the Workshop for which you are taking attendance (via the Workshop Search).

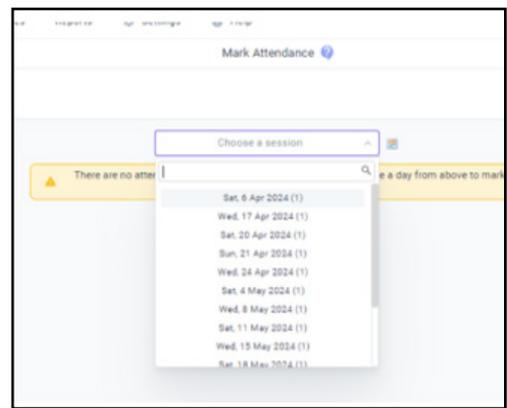
Enter the attendance screen

Scroll the page until you find the Participant List. Just above this list, there is an option for **Bulk Actions** (See image example). Select **Mark Attendance**.



SELECT THE SESSION

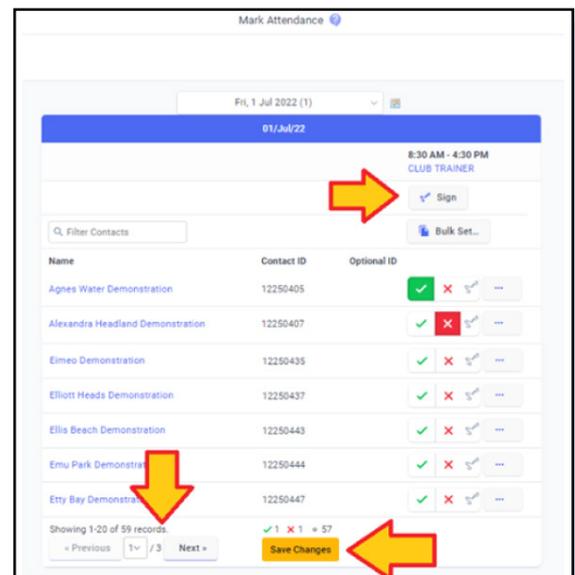
Depending on the course type, you may have one or more dates listed – select the date for which you wish to take attendance.



MARK ATTENDANCE

For each Learner, indicate whether they have attended that day or not by selecting the tick or cross by their name. There is a Bulk Set option should you have a significant number of participants. The signature icon will turn green once the learner has also signed off on the session.

Once you have finished, find the Sign button at the top of the page, and provide a signature when prompted. Then scroll to the bottom of the page and press "Save Changes" to confirm the roll.



aXcelerate will only display a certain number of participants at a time on the Attendance page. Be sure to check if there are additional pages when completing the roll (bottom-left in the above screenshot).

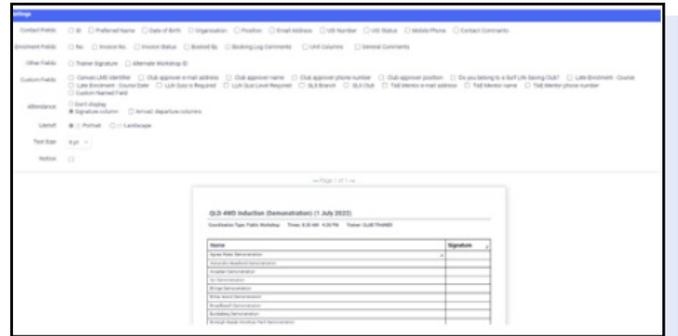
Paper-Based Attendance

For whatever reason, it may be necessary to take attendance for a Session using a printed or otherwise non-digital form.

If you need to print a list of attendants, access the Workshop, scroll to the Participant list, and find the **Print Attendance** button.

This will take you to the printer-friendly version of the participant list. At the top of the page you will find various options to modify the printed sheet, however the default settings are sufficient for a simple marking sheet.

Once you are happy with your settings, print the page (Ctrl+P by default). You will note that the options and filters at the top of the page are helpfully not printed.

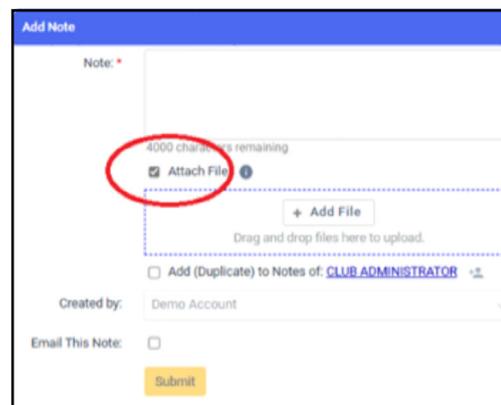
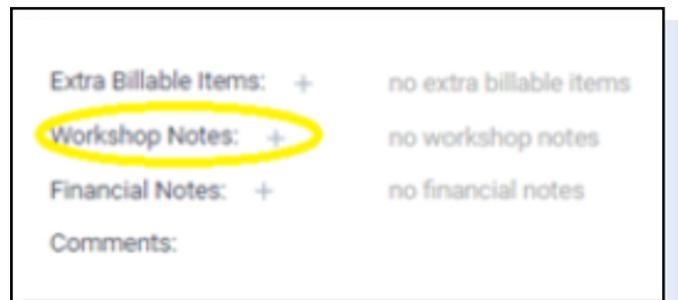


Uploading the Attendance Sheet

The paper-based form still needs to be uploaded so as to serve as evidence of attendance for the participants. Any paper-based form will need to be scanned or otherwise digitised for uploading.

Navigate to the Workshop View, and find Workshop Notes, underneath the Workshop details. Clicking the "+" next to Workshop Notes will open the dialogue box to add a Workshop note.

Click **Attach File** to bring up the Add File drag+drop box, add the document to upload (and any notes, if relevant), and press Submit. If you have ticked the box to attach a file, you won't be able to submit the comment without something being uploaded. You also have the option to send this note as an Email, should that be required.



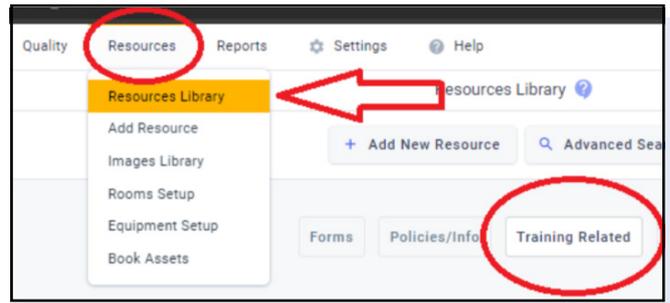
The **aXcelerate Trainer App** is available for download on Android and iPhone. It offers a streamlined Attendance-taking process, and is designed to be used during the session when not at your laptop or pc. Speak to your Club CTO for details, or simply download the app and log in with your usual aXcelerate credentials to begin.

SECTION C - COURSE MATERIALS

HOW TO ACCESS COURSE MATERIALS

TAF Resources

To review the Course Materials available to you as a TAF, access the Resource Library via the aXcelerate menus - being sure to select Training Related once on the page - see next.



You can filter by name using the dialogue box on the right.



Participant Resources

1. Log in to aXcelerate (See image example)



2. Log in to the SLSA Members Area

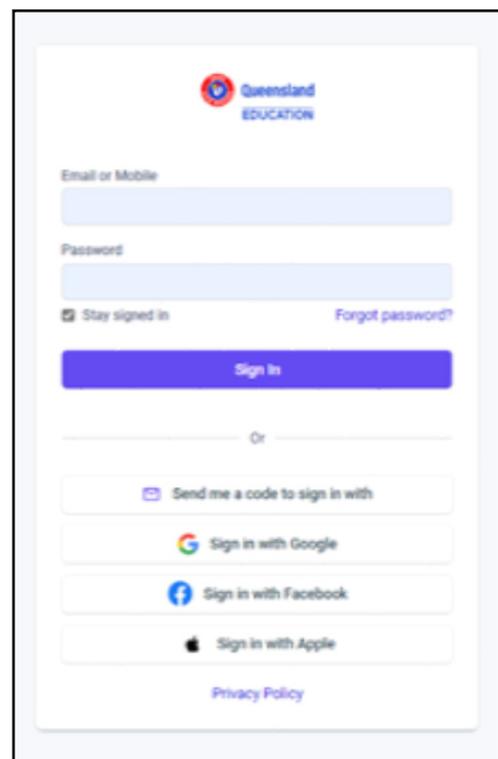
3. Navigate to eLearning

4. Click on "Login to eLearning"

5. Log in to the SLSQ Hub

6. Click on "Learner Portal (aXcelerate)"

7. Log in to aXcelerate, as seen next.



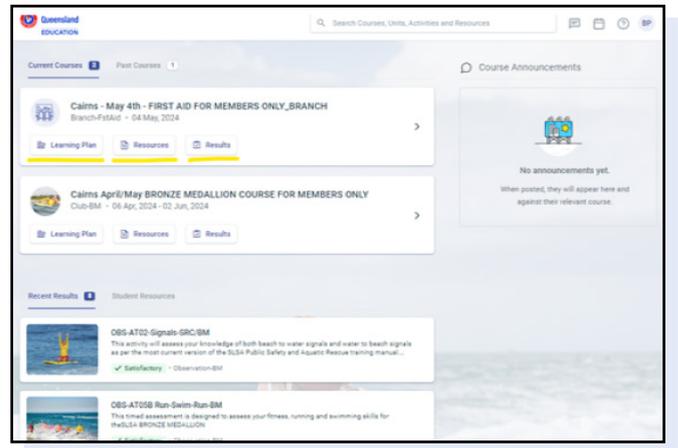
LEARNER PERSPECTIVE - HOW TO ACCESS COURSE

Navigate the Learner Portal

Learners will be directed to the landing page.

From here, they are able to access all the course materials that have been assigned to them. As you can see, different courses are each given their own tile.

Learners are free to navigate this portal and may find past results - including awards (top right), recently assessed tasks (bottom of the screen), learning resources and more.



There are three main functions used by Learners (as underlined in the above screenshot)

1. **The Learning Plan** is where the course materials are found. Clicking into the learning plan (or anywhere in the tile) will take the Learner into the course.
2. **Resources** shows the course-related materials such as PDF handouts, slides etc
3. **Results** will show all the marked course modules/tasks for that Unit.

To access the assessment tasks and learning for a course, click the tile or the Learning Plan button for the course.

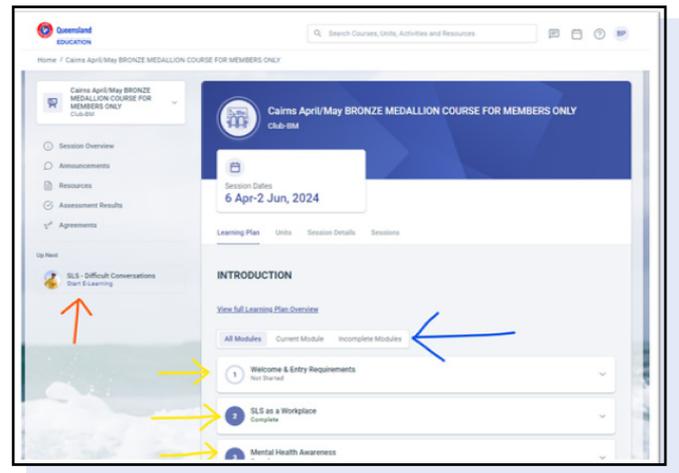
In addition to course information, at the top right of the screen are options relating to a user's profile. Learners can use these options to update certain details and find some general information and change certain aXcelerate settings for themselves.

Learners will be directed to the course, as seen here:

Learning plans are set up as a series of modules, which themselves contain the individual assessment tasks and learning materials (**eLearning**). Clicking any of the modules (**Yellow arrows**) will expand them, showing the module's content.

The **Blue arrow** indicates filtering options – with **Current** showing the next **incomplete** module in the sequence, and **Incomplete** showing all such modules.

The **Red arrow** indicates the simplest way for a Learner to complete the course as intended – the “Up Next” option will take the learner straight to the next incomplete task in the learning plan sequence.



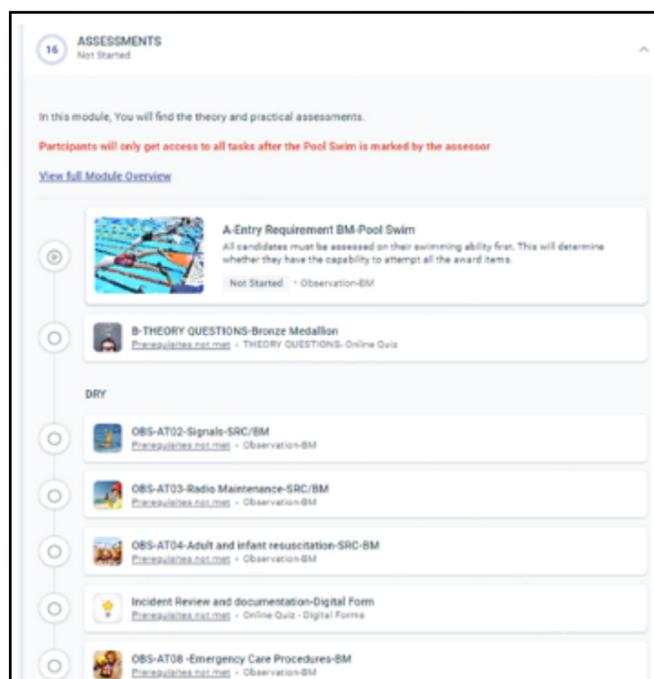
It should be noted that there are courses that do not require strict adherence to an order, and users are free to jump from module to module as the learning plan permits. Certain modules or tasks cannot be accessed before others, and others may need to be skipped for whatever reason and returned to at a later date.

LEARNER PERSPECTIVE - SUBMIT ASSESSMENT TASKS

Navigate to the Task

Once Learners are logged in to aXcelerate, either click the “Up Next” task, or navigate to the Course, then expand the relevant module:

Click the tile belonging to the Assessment Task needing to be completed.



Depending on the course there may be a variety of assessment types:

E-Learning: Not an assessment per se, but a task that serves to hold lessons / slides etc. Course content that requires no or non-assessed interaction.

Observation: An Observation involves both the Learner and the Assessor/Facilitator, however on aXcelerate these tasks are the responsibility of the TAF to complete. TAF's will be required to make a **Submission** on behalf of the Learner, and Learners will not be able to interact with these tasks, except to see results.

Online Quiz - Digital Forms: These tasks occasionally use a printed or PDF document required to be filled out by the Learner, and then uploaded to the task for marking. Most tasks however have a digital version, allowing Learners to enter information directly into aXcelerate.

These tasks may have different “type names” but are functionally the same. Most of the time, either the Assessor/Facilitator OR the Learner may **Submit** the task.

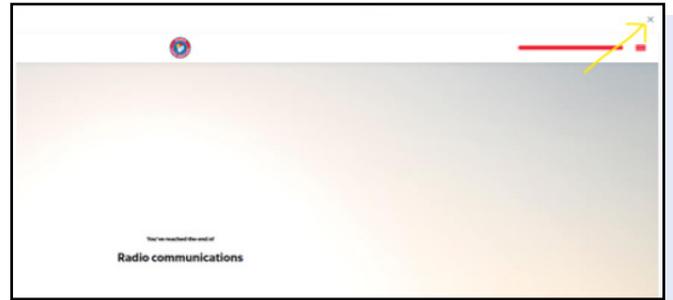
Online Quiz - Theory Questions: Learners will submit answers to questions via an aXcelerate quiz. Where possible these quizzes are automatically assessed.

Complete the Task

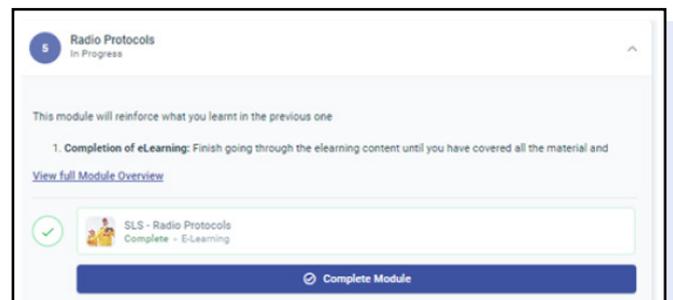
Meet the requirements of the given assessment task.

For a lesson, or eLearning Task

A Learner will click through the content, and when they have reached the end of the lesson, simply exit out of it via the arrow in the top right - as seen next.



Certain modules that contain a lesson will require the Learner to confirm that it has been completed. This is done via clicking the **"Complete Module"** button, as shown here:



This should not be clicked until the module itself has actually been completed, as per the status in the module tile (You can see the above SLS Radio Protocols module has been done – as per the "Complete" status).

aXcelerate may take some time to update the completion status of a lesson/module and it may not show immediately. If it doesn't appear after some time, refresh the page and check again. If the issue is persisting, contact the Helpdesk to investigate.

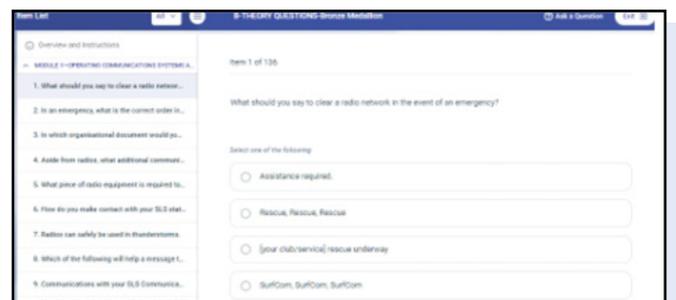
For a Theory Questions Task

Once in the task, Learners will be guided to the overview page, and from there they can start their first attempt.

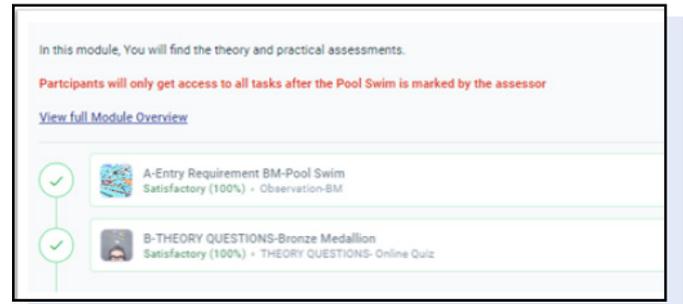


Learners typically have limited attempts to ensure that they reach out to their Trainer if in need - this is typically limited to **3 attempts at each individual question** per assessment attempt, with **3 assessment attempts overall**.

Automatically assessed tasks will continue to generate attempts for a Learner until they hit the limit – at which point the Trainer should reach out to their EDC/ETS to add further attempts.



Once the Theory Questions have been successfully answered, the task will be marked as Completed automatically.

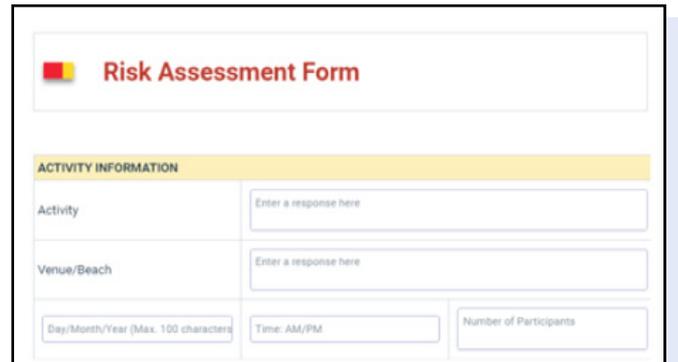


For a Digital Form Task

(Including Incident Reviews, Third Party Reports, Risk assessments, and others)

Once in the task, Learners will be guided to the overview page, and from there they can start their first attempt.

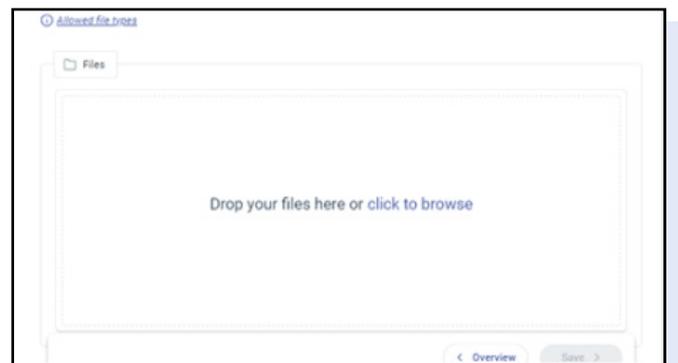
If the task is purely **online**, Learners will launch into the digital form:



If the task has an **uploaded component**, users will first have to download the PDF/ document. It should appear in either the course Resources list, or inside the module itself.



Once the document is ready, click into the Task, and Learners will find the option to upload their document, as shown next.



Tasks that are '**Upload Only**' may still contain a question that needs answering, such as a confirmation, before the work can be saved.

Once the option is available, click Save, and the task will be **Submitted**.

For an Observation Task

Observations are tasks completed and Submitted by Assessors/Facilitators – **not** Learners. We will cover Submitting and Assessing Observation tasks in section "f. Mark and Finalise Results".

CHECK COURSE PROGRESS

A given task should be in one of 5 states: **Enrolled**, **In Progress**, **Submitted**, **Completed**, or **Failed**.

Enrolled means the user has access, but the task has not yet been opened by the Learner.

In Progress means the Learner has opened the module/task, but not Submitted.

Submitted means the task has been submitted by the Learner for marking.

Completed means the task has been marked as competent by the Assessor, or automatically marked as such by aXcelerate.

Failed means the task has been marked as Unsatisfactory (whether automatically or by the Assessor), and there are no more attempts remaining.

Once a task has been Submitted, it **CANNOT** be Unsubmitted. If another attempt is needed, the task will need to be marked as Unsatisfactory, and another attempt generated.

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

