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WELCOME

Welcome to Service Skills Academy (SSA).

Service Skills Academy is part of Shafston House College, which was established in 1996. Shafston is one of the largest colleges of its type in Australia with over 60,000 students having attended since its inception.

Service Skills Academy believe quality education is only the beginning of a journey with endless opportunities. Flexibility, convenience, support and a genuine desire to succeed are the standards we set for our students. Whether you choose to study full time or part time, your learning is designed to fit around your everyday lifestyle and commitments.

Our courses ensure you are “Job Ready” and equip you with a diverse range of knowledge and skills to meet the demands of today’s workplace.

Service Skills Academy is committed to providing high quality learning opportunities and support for our students. Our qualified trainer assessors are industry experts and bring a wealth of real world business knowledge, skills and experience to share with students and to guide you through your journey towards your Diploma.

We wish you all the very best in your learning journey and remember our trainer assessors, student mentors and administration staff are here to assist you along the way.

Contact Details

1300 552 869

46 Thorn Street
Kangaroo Point  QLD  4169

enquiries@ssa.edu.au

www.ssa.edu.au

https://www.facebook.com/ssaedu

Student Support Hours  8 am – 6 pm  Monday – Friday
Trainer Support Hours  7.30 am – 6 pm  Monday – Thursday
                        7.30 am – 4.30 pm  Friday

Mission Statement

Shafston House College Ltd trading as Service Skills Academy is committed to providing a responsive learning environment for its students by providing a contemporary professional knowledge base and articulated practical experience to enhance and assimilate new knowledge.
GENERAL INFORMATION REGARDING STUDIES

Assessments

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. Assessment may include:

- Theory (knowledge) assessment
- Practical assessments
- Assignments or Projects
- Case studies
- Videos
- Research activities
- Simulated situations

Competence and Assessment Evidence

To complete a unit of competency you must be able to demonstrate performance to current industry standards in accordance with the relevant national training package requirements. You must demonstrate skills and knowledge, and the application of those skills and knowledge.

Your trainer will advise you how to submit your assessments. Completed assessment submissions are required to be uploaded into our Learning Management System (LMS).

Please ensure you are fully aware of the assessment submission requirements for each assessment.

Service Skills Academy regards the integrity of its assessments as critical to its professional responsibilities and therefore strives to ensure the assessment processes by which it assesses the competency of students are not compromised. SSA has policies and procedures in place for dealing with assessment malpractice.

Campus Computer Lounge

Our Kangaroo Point campus has a fully equipped computer lounge for student use. Just book a time with your trainer to use the facility. It is a great opportunity to meet with your trainer and have some one on one time with them.
Cancellation / Withdrawal

Cancellation and withdrawals must be in writing. You will need to complete this form http://ssa.edu.au/wp-content/uploads/2015/04/VET-Student-Withdrawal-Form-v1.pdf and return to enrol@ssa.edu.au. If you withdraw after a census date, you will still be liable for that census period. Talk to your trainer or student mentor if you are thinking of withdrawing.

Census Dates / Stages

Census dates and stages will vary according to the qualification you are enrolled in. Your confirmation of enrollment will outline each stage of study.

Once a census date is passed, you will be liable for that census period.

Centrelink / Centrelink Benefits

If you are in receipt of a benefit or Education Supplement (i.e. Youth Allowance / Austudy / Abstudy / PES) please keep in regular contact with your Centrelink support worker to ensure you are meeting their requirements for appropriate study loads.

Please Note:
Any extensions or early completion of units may affect the assessment of a full time study load and have an impact on your benefits.

Change of Personal Details

It is important at all times that SSA has correct, up to date contact details for you. If you change your address, phone number or email address, please forward an email to enrol@ssa.edu.au immediately so that we can update your contact details on file.

Cheating

All assessments must be your own work. The use of another person’s work and submitting as your own will not be accepted.
Complaints and Appeals

Students must be provided with a mechanism to appeal decisions made by Assessors in regard to their competence determined by assessment outcomes. Service Skills Academy manages academic complaints (grievances) and appeals through the Grievance and Appeals (including Academic Appeals) Policy and Procedure available on our website.

As with any complaint or issue the first course of action is to address the issue with your trainer.

Course Completion and Issue of Certificate

On completion of your study, you will be sent your qualification via Australia Post to the postal address we have on file.

Credit Transfer (CT)

If you have completed previous studies you may be eligible for a credit transfer. For previous courses, or units of competency equivalent to the competency outcomes in your current course of study, you may apply for a credit transfer. Credit transfer allows students to count relevant, successfully completed studies from TAFE, private Registered Training Organisations and universities towards their current qualification.

Enrolment

Once enrolment has been received, you will receive a letter of enrolment and your eLearning portal log in details, which will provide you with an overview of the course program that you have enrolled in. Your personal student mentor will contact you to assist getting you logged into the system and conduct your welcome call. They will answer any questions you have and are here to help throughout your study.

Extensions

Extension requests must be in writing. If an extension for a stage is required, you will be contacted by your trainer to discuss your options.
Language, Literacy & Numeracy (LLN)

Service Skills Academy is committed to providing sufficient Language, Literacy and Numeracy (LLN) support and assistance.

Students of Service Skills Academy will be required to complete a LLN Skills Indicator. This will allow your trainer to identify any LLN issues and develop a plan for how they might best be able to support and assist you through your studies.

Please refer to Student Entry Requirements for further information.

Learning Resources

All learning resources required for your course are provided for you.

Local council libraries are also a very useful resource if you wish to extend your research further. Internet based research is highly encouraged however you need to be careful to ensure that the information sources are valid and reliable and that you reference any website/s that you copy information from or use in your research activities and assessment.

On-line Study

Service Skills Academy offers an excellent and well supported on-line distance program with a low ratio of trainers to students. Course durations are the same as that of a full time study load, so consider your availability and ability to commit 20 hours a week to your study program. Trainers will be in regular contact with students to support and assist in planning your time and progressing your studies.

Plagiarism and Collusion

Plagiarism is the act of representing the creative works of another, without appropriate acknowledgment of the author or source, as your own original work. (Creative works may include published and unpublished written documents, interpretations, computer software, designs, music, sounds, images, photographs, and ideas or ideological frameworks gained through working with another person or in a group. These works may be in print form and/or electronic and social media and the internet.)
Collusion is the presentation of an assessment as your own work when that work is the result (in whole or in part) of work undertaken through unauthorised collaboration with another person or persons. Collusion usually involves the cooperation of two or more students in plagiarism or other forms of academic misconduct. Both the student presenting the assessment and the student(s) colluding are considered to have participated in academic misconduct.

Academic misconduct is a serious matter and may result in exclusion from further studies with no refunds or re-credits applicable.

Recognition of Prior Learning (RPL)

You may have previously worked, been a volunteer, or attended previous training programs. Your current knowledge and skills may be relevant to the course that you are enrolling in. If you have current skills or knowledge relevant to your course you are eligible to apply for Recognition of Prior Learning (RPL).

What Is RPL?

RPL is a process by which you may provide evidence of your work, life skills and experience and have your skills and knowledge assessed by Service Skills Academy against full or partial qualification requirements. The RPL process will also identify any gap training that may be required to complete the requirements of a qualification.

Are You Eligible For RPL?

You may be eligible if you have:

- work skills and knowledge
- trade and technical skills
- paid or unpaid work experience
- life experience
- community work and volunteer experience

You do not have to have studied formally or undertaken formal training in a particular area to have your skills formally recognised.

How Does the RPL Process Work?

The process is not complex and our trainer assessors and administration staff will support you in matching your existing skills to a qualification or unit/s of competency.
RPL Assessment

RPL is an Assessment only pathway. RPL assessment involves the gathering of evidence that will clearly demonstrate to our industry qualified assessor that you have the knowledge and skills to be deemed ‘Competent’.

The assessor will also work closely with you to identify the most appropriate evidence you could provide to demonstrate your skills and knowledge. Examples of evidence may include:

<table>
<thead>
<tr>
<th>Evidence Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original or JP certified photocopies of qualifications</td>
</tr>
<tr>
<td>and/or results statements</td>
</tr>
<tr>
<td>Position description</td>
</tr>
<tr>
<td>Resume and references</td>
</tr>
<tr>
<td>Formal and informal training certificates</td>
</tr>
<tr>
<td>Performance appraisals/reports</td>
</tr>
<tr>
<td>Staff assessment and self-appraisal</td>
</tr>
<tr>
<td>Third party reports or statements from supervisors and/or</td>
</tr>
<tr>
<td>peers</td>
</tr>
<tr>
<td>Assessor questioning</td>
</tr>
<tr>
<td>Observation in the workplace</td>
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<tr>
<td>Team meeting minutes or notes</td>
</tr>
<tr>
<td>Diary or journal depicting daily events</td>
</tr>
<tr>
<td>Practical work samples</td>
</tr>
<tr>
<td>Professional and personal development activities</td>
</tr>
<tr>
<td>Videos / photographs of your work or you performing tasks</td>
</tr>
<tr>
<td>Portfolio of workplace documents, for example policies</td>
</tr>
<tr>
<td>and procedures, business &amp; operational plans</td>
</tr>
</tbody>
</table>

Gap Training

Throughout the process gaps in your current skills and knowledge may be identified by your assessor who will suggest any ‘Gap Training’ you may require in particular units of competency in order for you to achieve a full qualification.

Student Feedback

To assist us continuously improve our services to students, we value your feedback and input. We are committed to listening and responding to your feedback.

If you have an issue at any time with the training and assessment, resources, facilities, staff or other students, your first course of action is to address the issue with your trainer. If you are not satisfied with the response, please make an appointment with the Training and Learning Coordinator.

You may also provide feedback by completing the Contact Us form on our website or emailing enrol@ssa.edu.au
How to Log In To the Student Portal

Firstly, you would have received an email called ‘New eLearning Portal Credentials’. This email will have your temporary password and your username. It will look like this:

SSA eLearning portal access

Hello

Your Service Skills Academy eLearning portal has been created to enhance your study experience.

Please log in via the link [http://ssa.edu.au/portal](http://ssa.edu.au/portal) using the below credentials:

Username: [Redacted]
Temporary Password: [Redacted]

Please Note: Your username and password are case sensitive as shown above. You can change your password after your initial login to something you can remember!

If you require any assistance please telephone: 1300 552 869 or email: info@ssa.edu.au

You will need to copy the temporary password, by dragging the left button on the mouse over the password and highlighting it. Once this is completed, simply right click the mouse and select ‘copy’.

Simply click on the link to the email to be taken to the Student Portal. You will then need to enter your email address and your temporary password.

Site Policy Agreement

After you have input your username and password, every time you log-in you will need to select ‘YES’ to the site policy agreement. It basically states that you will not cheat or plagiarise throughout the duration of your course.
Changing Your Password

1. On the left hand side of the Student Portal, under Logged In User and Technical Issues, you will find ADMINISTRATION, click on Change Password.

2. You will need to re-enter your email address as your username and your temporary password for your current password.
   a. Your new password just needs to be a minimum of 4 characters
Accessing Your Course

1. Click on My Courses at the top of the Student Portal.

2. Then click on your course.
   
   Here you will see a breakdown of your course and at the bottom of the page, you will see the units of competency that need to be completed to be marked competent in your Diploma Course.

3. Click on your first unit, in this case, it would be Manage Personal Work Priorities and Professional Development.

   It will open a new window like this:
Manage personal work priorities & professional development
This unit describes the performance outcomes, skills and knowledge required to manage own performance

To be deemed competent in this unit the student must complete:

Assessment Tool 1 (AT1)
Section 1 Activities 1, 2, 3
Section 2 Activities 4, 5, 6 (Template for Act 6 Q6 provided in Assessment Templates)
Section 3 Activities 7, 8, 9, 10, 11 (Template for Act 7 provided in Assessment Templates)

Assessment Tool 2 (AT2)
Written/Oral Questions 1, 2, 3, 4, 5, 6, 7, 8

Assessment Tool 3 (AT3)
Project 1 *do not proceed to Question 2*

Student Learning and Assessment Resources

Additional Student Assessment Resources

Assessment Templates

4. Click on the puzzle piece and this will allow you access into your units.

On the right hand side you will see a list of your learning support materials as well as activities that need to be completed.

The easiest way to complete this is to split screen your units. Below you will see instructions to complete this.

5. Firstly click on Section 1 in the Learning Support Material Section.
6. You then want to right click on the Section 1 activities and select open in a new window.
7. This will open a new internet page with the Section 1 Activities.
8. Click on the minimise button on your webpage (see below)

This will allow you to have two webpages open, side by side, and view the learning support material and your assessment questions, making it easier to sufficiently answer your questions. You may need to resize the webpages to allow both to be viewed at once. To do this, you just go to the side of each webpage and a little arrow will appear and click and move the webpage as required.
Saving Your Answers

The most important thing to remember is to ‘Save’ your work after you have completed each question. This will ensure that if you have a power outage or a computer issue, your answer is saved for future use in the portal. You will find it down the bottom of the learning activities page.

Submitting Your Unit

Once you have completed the unit, you will need to click on the ‘SUBMIT UNIT’ icon located at the bottom of the toolbar on the right of the page.

However, only hit this submit button if you are wishing to send the unit to your trainer for marking, as it will lock you out of the unit until the trainer has assessed your unit and sent it back to you.

Trainer Contact after Submitting Unit

After you have submitted a unit, the trainer will either mark you competent in the unit or will advise you if there are some areas that may need to be revised. Your trainer will discuss this with you to ensure that you understand what is required in the areas that need to be changed.
Student Support

Service Skills Academy students will be able to access support to help achieve successful completion of their studies. We provide support and assistance with literacy and study skills; coaching and training support. Students who have conflicting work and domestic responsibilities can discuss their specific needs with their qualified trainer.

Your trainer will be in regular contact with you by phone and email. You can schedule a call with them whenever you require assistance with your study.

Study Commitment

In order to complete the qualification in the time allocated, most students will need to dedicate an average of 15 – 20 hours of study a week. Your trainer will supply you with a study planner and will discuss with you strategies to fit your study in with any other work and personal commitments you may have each week.

Terms and Conditions of Enrolment

We strongly advise students to read and retain the Terms and Conditions agreed to at the time of application, as it contains important information and direction, especially regarding your rights and responsibilities during your period of enrolment.

The terms and conditions can be found on the website under policies and procedures. [http://ssa.edu.au/policies-procedures-form/](http://ssa.edu.au/policies-procedures-form/)

VET FEE-HELP Approved Courses

VET FEE-HELP is an Australian government loan scheme that assists eligible fee paying students to pay all or part of their tuition fees for particular courses. The government will assist you by paying your educational provider for the entire or part of the course costs upfront. The course fees are repaid through the Australian taxation system when you start earning over the compulsory repayment threshold.

All Service Skills Academy courses are nationally recognised and VET FEE-HELP approved.

Vocational Placement / Work Experience

Vocational placement allows you to road test your new skills. Our Vocational Placement team will support you by placing you in the best position to secure your path to a new career.

Service Skills Academy’s dedicated Vocational Placement team will work to place you in your relevant industry.

For further information about Vocational Placement and Work Experience, including details of those qualifications for which Vocational Placement is a requirement, see;

http://ssa.edu.au/career-pathways/
POLICIES AND PROCEDURES

All Service Skills Academy student policies and procedures are published on http://ssa.edu.au/policies-procedures-form/. Here you will find all policies, procedures and forms.