

# Enrolment Information

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# Introduction

SPASA Training is a Registered Training Organisation (RTO No:6235) which offers the industry benchmark in accredited and non-accredited training programs across Australia.

Training delivery includes Face to Face, Self-Paced Learning, Recognition of Prior Learning (RPL) as well as the SPASA Continuous Professional Development (CPD) program leading to Certification and Accreditation. Further Information on our CPD Program can be found on our website.

Information provided in this presentation relates directly to you and applies to all of SPASA Training courses.

# Access and Equity



SPASA Training is committed to ensuring that staff and students can avail themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age or race.

Catering for differences may involve adapting the physical environment, equipment, as well as training and assessment materials for learners.

SPASA Training holds fairness, integrity and responsibility as core values.



# Privacy

SPASA Training is committed to complying with State and National Privacy Legislation by ensuring the privacy of your personal information.

SPASA Training collects personal information as a result of your enrolment for maintaining student records, for the provision of support services, and to fulfil our obligation to provide statistical and other information to Government agencies.

# Methods of Delivery

## **Recognised Prior Learning (RPL) –**

SPASA defines RPL as a process of assessing a candidate's formal, informal and other learning and work experiences to determine the level of competence of the student, in line with the outcomes contained within any particular VET qualification.

If you can demonstrate with viable evidence that you have the industry knowledge, skills and experience then this pathway may be your way to a new qualification. Discuss with SPASA Admin team before enrolling.

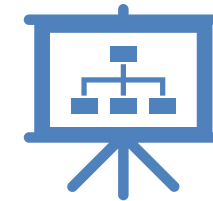
## **Face to Face/Classroom –**

SPASA offers a range of in class workshops, and where necessary, we may run qualifications via classroom. Discuss with SPASA Admin team for further information on this.

Also, all workshops and classes require a minimum of 5 participants to run.

## **Online Learning/Correspondence –**

Self paced learning which consists of the use of our online learning portal to complete your qualification. You will receive full assistance from one of our trainers throughout course.





# Credit Transfers and Recognition



SPASA defines Credit Transfer as the recognition of skills achieved through formal learning and assessment. Credit Transfer allows a student to be awarded a unit of competency on successful completion of the unit which has been previously awarded.



Each qualification provides opportunity for flexibility in assessment pathways. These pathways can be tailored to the individual. For example, pathways may include RPL, training and assessment, [credit transfer](#) or a blend of these. Assessment tools are used to gather evidence about a student's competence.



Regardless of the pathway and your personalised training and assessment plan, SPASA's assessment tools are developed in line with the requirements of the relevant Training Packages and the Australian Qualifications Framework.



For more information about Credit and Recognition, see the SPASA RPL and Credit Transfer Policy.

# Course Duration

## QUALIFICATION

## REQUIRED LEARNING LOADING

**CPP31218**

**Swimming Pool and Spa Service**

Typically 1 – 2 years. Up to 4 years may be required to achieve the learning outcomes through a program of indentured training/employment (apprenticeships). This certificate is designed as an entrance level qualification for students that may be studying in the program for the first time.

**SPASA assigns a two-year enrolment timeframe to this qualification**

**CPP41312**

**Swimming Pool and Spa Service**

**SPASA assigns a three-year enrolment timeframe to this qualification**

**CPC40808**

**Swimming Pool and Spa Building &**

**CPC40110**

**Building and Construction**

Typically 0.5 – 2 years. There may be variations between short duration specialist qualifications that build on knowledge and skills already acquired and longer duration qualifications that are designed as entry level work.

**NOTE: Please refer to your enrolment date throughout your training to ensure that your training is on track with the above time frames.**



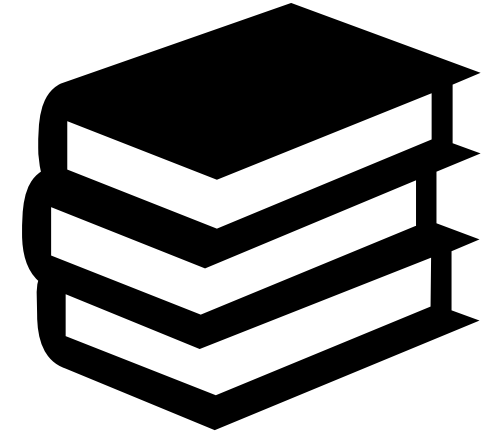
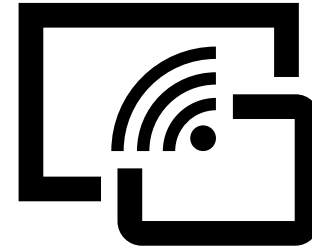
# Student Facilities

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- For students who are unable to attend our training rooms, we offer flexible, self-paced distance learning options. However, SPASA has a dedicated, fully equipped training facility at our North Parramatta office which can cater for classes of up to 25 students.

Our training room has:

- Full audio and visual capabilities
- Whiteboard
- Wi-fi internet access
- For hands-on training and practical assessment, our training facilities provide an extensive range of pool and spa equipment such as pumps and filters
- Access to the complete Australian Standards library
- Kitchen facilities including tea and coffee making.



# Enrolment Process



## Enrolment documents you MUST submit

1. Enrolment – Filled out in full – Note if you miss something on your enrolment our staff will contact you to verify
2. ID and Medicare Card
3. USI (Unique Student Identifier) - All students will require a Unique Student Identifier. If you do not already have a USI, click the following link: <https://www.usi.gov.au/>

## SPASA Staff to Process

All Full Qualifications require an initial fee of \$1500 (except approved Smart and Skilled students) to be paid at this stage.

We will now process your enrolment and initial invoice – Note: If your company is paying your fees be sure to list their details

Upon processing your enrolment documentation, we will contact you for a short Induction which is confirmation of enrolment details and an informal introduction for you to be introduced to our Training Staff.

## Payment of Initial Fees

Payment can be made via credit card by contacting SPASA Training staff for processing

Payment can also be made via direct deposit – Be sure to forward your remittance onto [training@spasa.com.au](mailto:training@spasa.com.au)

The remaining balance is payable over the next 5 months in equal monthly payments.



# AFTER ENROLMENT

Once your initial commencement fee has been received, you will be enrolled into your program. From there you will receive automated emails generated from Axcelerate.

1. You will also receive your access and log in details for the Axcelerate Learner Portal that will contain all of your course materials.
2. You will also receive an email that describes how to access and use the portal as well as downloading and submitting your assessments.

***\*\*Note\*\* We are currently using Microsoft Word assessment kits whilst our new On-Line Assessment portal is being upgraded.***

# Required Documentation - Enrolment

After we process your enrolment, you will receive a welcome email containing the below documentation which **MUST** be returned:

- 1. Language Literacy and Numeracy Test (LLN) –**  
This is a government requirement that SPASA conduct you to demonstrate that you have the correct LLN level to complete the program that you are enrolled into.
- 2. Student Handbook Acknowledgement –**  
The acknowledgment is on the last page – you only need to return the signed acknowledgement.
- 3. Training Plan –**  
Your Training Plan outlines the units that you will be completing. The last page must be signed by you.



# REMEMBER

Your LLN, Training Plan and Student Handbook **MUST** be returned ASAP. If we do not receive these items prior to you completing the course, we cannot issue your certificate.

A picture or scanned copy of the above documentation must be emailed to [training@spasa.com.au](mailto:training@spasa.com.au)

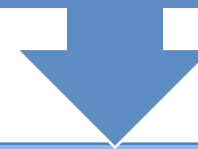
You can fax the documents to us on (02) 9630 6355

Alternatively, please post and address them to SPASA Training –  
1/33 Daking Street, North Parramatta NSW, 2151

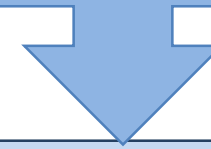


# STUDENT CONTACT AND PARTICIPATION POLICY

**As part of your enrolment in the program, you are expected to actively participate in the program – that means downloading your assessments and actively completing them.**



**Students that do not submit materials or contact either SPASA Admin or their trainer to update them on the reason why they are not progressing in their program will have their enrolment cancelled.**



**Those that are not participating will receive emails regarding their non-participation and if there is no response from the student, the enrolment is cancelled – there are no refunds on monies paid at this point.**

# Learner Materials

All of the learning materials you will need to complete the course can be located in Axcelerate. They these consist of:–

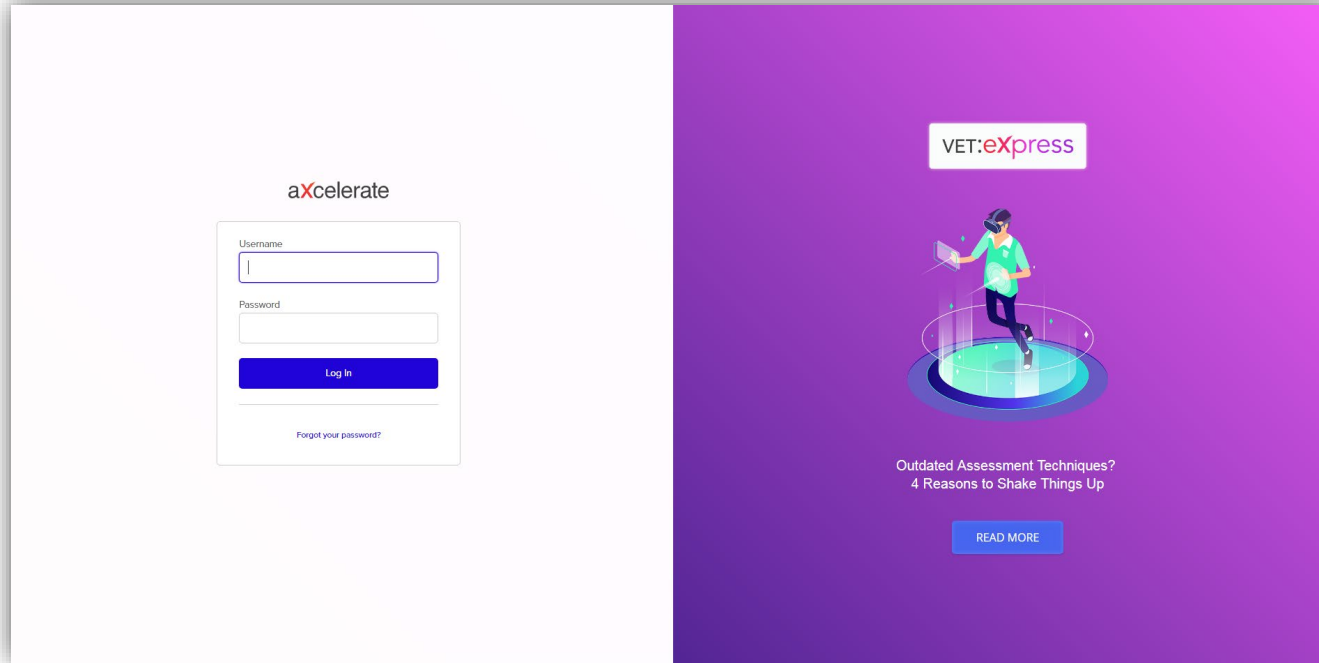
- **Learner Guides** – contains all of the relevant information in relation to the Unit/s of Competency you are undertaking. You will also have to undertake external research in relation to standards, codes of practice etc.
- **Assessments** – SPASA Training follows the ASQA guidelines of three methods of assessment to demonstrate competency. There will be aspects of the course that will have to be demonstrated in a workplace context.

Note: SPASA Training materials are provided online and Printing of SPASA Training materials is available for a fee.





# Accessing your Course Materials



SPASA Training uses the Axcelerate Learning Management System for students to access and upload the course materials.

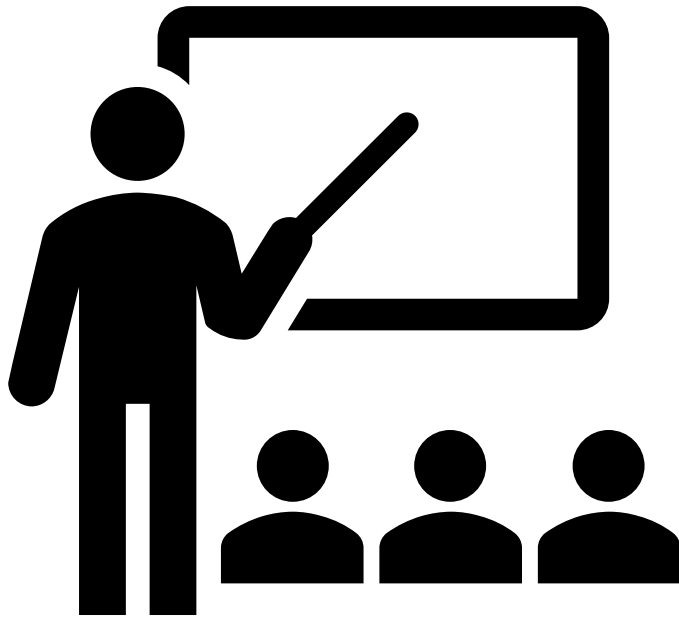
Each student will have access to our SPASA Trainers to assist them in progressing through their qualification.

There will be course work that will have to be undertaken in work times so that practical tasks and workplace observations can be completed.

# Your Trainers & Assessors

SPASA trainers and assessors are highly skilled and experienced industry professionals and subject matter experts. As per the National Skills Standards Council (NSSC) requirements, SPASA Trainer and Assessors:

- Have the necessary training and assessment competencies determined by the National Quality Council or its successors; and
- Have the relevant vocational competencies at least to the level being delivered or assessed, and
- Can demonstrate current industry skills directly relevant to the training / assessment being undertaken, and
- Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence.
- This includes a Certificate IV in Training and Assessment as a minimum and are all actively working within the Swimming Pool and Spa Industry as builders, service technicians and business owners.



# Three Methods of Assessment - 1

## 1. WRITTEN ASSESSMENT

Here you are asked to answer a number of short answer questions.

These can be typed directly into the MS word assessment document



# Three methods of assessment - 2



## 2. PRACTICAL OBSERVATION TASKS

This is where the student applies their knowledge and skills in the workplace environment.

The student will address the requirements of the practical observation under the supervision of a workplace assessor who signs off a practical observation checklist that is supplied in the assessment kit.

The workplace assessor can be a:

1. Manager/Supervisor
2. Industry Expert/Assessor.
3. Work colleague/peer that holds the equivalent or higher qualification that is being assessed.

# Three methods of assessment – 3

## PRACTICAL OBSERVATION TASKS

- If you do not have access to a work environment, you can use a simulated environment to complete the practical tasks.
- To demonstrate competency you will need to video the completion of the practical tasks then submit to your SPASA trainer who will sign off on your practical tasks.
- It is important that when you enrol you advise us that you have access to the requisite workplace and assessor so that you can complete the requirements of the course.



# Practical Observation Tasks - Sign Off Example

<b>Comments</b>			
I declare that I am in a position to make a valid comment on the student's performance because I am a: <input type="checkbox"/> supervisor / line manager <input type="checkbox"/> colleague <input type="checkbox"/> team member <input type="checkbox"/> client <input type="checkbox"/> trainer / assessor <input type="checkbox"/> other			
<b>Signature</b>		<b>Date</b>	
<b>Office Use Only</b>			
Assessor's Indicate <input checked="" type="checkbox"/> Result of this assessment: <input type="checkbox"/> Successful <input type="checkbox"/> Not successful			
<input type="checkbox"/> Verification of Student work has been conducted. <input type="checkbox"/> Verification of Third Party / Supervisor Assessment conducted.			
<b>Signature</b>		<b>Date</b>	

**Comments need to be included – Do Not just tick the boxes, demonstrate how the student has demonstrated the required skills.**

Workplace Skills Observation checklist				
Students name				
Skill/s to be demonstrated.	Student demonstrated the listed skill (please tick)			Evidence to support claim (including documents sighted and referenced by student. Include any comments.
	Yes	No	Not Applicable	
<i>Example: Student was able to carry items safely</i>	✓			<i>Demonstrated the correct manner of carrying items from vehicle to site as per organisational manual handling requirements.</i>
Can perform routine visual checks for pool water quality				
Identifies the types of pool water tests, their purpose and testing procedures				
Can identify and act upon visual checks made by pool attendants				

Please ensure comments are made in each of the boxes – this is an important part of the assessment.



# Summary of Assessment Methods

## Workplace Skills Observation – 3rd Party sign-off

The workplace skills checklist will be completed by your manager / supervisor or someone who has a direct supervisory role over you and where they have seen you demonstrate the skills listed first hand.



Your nominated 3rd party will then sign off stating that you have demonstrated the requisite skills and knowledge as set out in the checklist.



The workplace assessor can be a:

- Manager/Supervisor
- Industry Expert/Assessor.
- Work colleague/peer that holds the equivalent or higher qualification that is being assessed.

# Summary of Assessment Methods

## **Practical Tasks & Workplace Skills Observation – 3rd Party sign-offs**

Please ensure that all sign offs are completed prior to submitting your assessments for marking. If all sign offs are not completed fully, they will be returned to the student for completion and will delay marking.

# Process of Submitting Assessments

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Once you have completed your assessments, practical tasks and workplace observations, you can upload them for your trainer, for marking.

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The grading is Competent OR Not Yet Competent

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Your trainer will provide you feedback in relation to your submissions and any rectifications that are needed.

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If you have any issues or concerns in relation to your assessment grading, please refer to the SPASA Training Student Handbook for addressing any assessment grading issues.



# Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own and this is unacceptable.

If you are suspected of plagiarising work, SPASA Training may question you further and request that you show cause in relation to work submitted as your own.

If you have any questions about how to avoid plagiarism, please seek advice from your SPASA Trainer.



Once you have completed all of your units of study, you will be asked to sign the final document – the Record of Outcomes, which outlines the units of your qualification, how they were completed and the dates the units were deemed competent. Please check the units to ensure they are all correct before returning the signed document back.



Once this record of outcomes is received, a final audit of all course materials is completed.



If all documents have been received, we can issue your certificate.



If you have partially completed your course, you will still receive a Statement of Attainment listing the units of competency you have completed.



Your qualification certificate will be issued on full payment of the course.

# Course Completion

# Student Feedback

SPASA Training welcomes your feedback in order to recognise best practice and to promote continuous improvement of our services.



You will have the opportunity to complete a Student Feedback form throughout your training journey.

The process is confidential and adheres to the principles of Access and Equity.

We value your feedback!

# In Conclusion



If you are having any issues or have any concerns please contact us immediately. We cannot help if we don't know something is wrong or if you are having issues.

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Make sure all of your required documents are returned as soon as possible so we can commence your training.

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Be proactive in your learning – set aside time to complete your tasks.

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Follow up with your trainer – if you submit your assessments and you don't hear back – ask questions.

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If you have any issues or concerns, please contact us at [training@spasa.com.au](mailto:training@spasa.com.au) OR by calling us at 1800 802 482.

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