



English as an Additional Language or Dialect online eligibility applications

Frequently asked questions

How do I log in to the student portal?

Go to <https://studentportal.scsa.wa.edu.au>.

You will need your WA student number and a personal email address. You must be able to access your personal email inbox to confirm your email address as part of the login process.

What is my WA student number and where do I find it?

Your WA student number is an eight-digit number that was allocated to you by the School Curriculum and Standards Authority (the Authority). You will find it on your school report/s. It may also be on your SmartRider.

What is my password?

Your initial password is a combination of your family name and date of birth — **Nn d d m m y y y y**:

- **Nn** = the first two letters of your family name: the first as a capital letter (A–Z) and the second as a lower case letter (a–z), excluding any punctuation or spaces
- **d d m m y y y y** = your date of birth in day month year format.

You will be prompted to choose a new password that is easy for you to remember. Your new password must contain a minimum of eight characters, with at least one digit (0–9), at least one capital letter (A–Z) and at least one lower case letter (a–z).

Re-enter your new password to confirm it. Make sure you keep your new password somewhere secure for the next time you log in to the student portal.

Why do I need a personal email address?

The Authority communicates with you by email, so you need to add a personal email address that you use regularly. When you finish school, you will no longer have access to your school email address. Using your personal email address will allow you to access the student portal after you have left school.

What are the Student Declaration and Permissions statements?

The Student Declaration and Permissions statements include your acceptance of the WACE requirements and rules as set out in the *Year 12 Information Handbook*. The Authority also asks permission to use your results, should you win an award, and other schoolwork (without identifying who you are) in media communications.

I am having problems logging in. What do I do?

Try logging in again. After three attempts, you will be blocked. Wait for 10 minutes, then try again.

If you still having problems logging in, refer to the *Student guide for online EAL/D eligibility applications*. You can also ask your EAL/D teacher to help you.

What do I do if I lock myself out of my account?

If your account has been locked, email wacehelp@scsa.wa.edu.au (monitored Monday to Friday between 8.00 am and 4.30 pm).

You must provide the following details in your email:

- Full name
- WA student number and school name
- Date of birth
- Home address details as they would appear in your Western Australian Statement of Student Achievement (WASSA).

Can I go back and change or add details to my application before I submit it?

Yes, use the back button to change or add any details in a previous section of your online eligibility application, then use the next button to return to where you were.

If I make a mistake before I have submitted my online eligibility application, what do I do?

You can change your responses and add information before you submit your online eligibility application. After you submit your application, you will not be able to make any changes before it is reviewed by the Authority.

If I can't finish my application, can I complete it later?

Yes, your application saves automatically. If you decide to stop for any reason, you can resume your application later.

My school year ended in June/July. What do I do?

If your school was in a country where the academic year ends in June or July (such as the UK or USA), add the name of the school you **completed** in that calendar year. For example, if you were in Year 9 from January to June or July, and started Year 10 from September to December, then add Year 9 because this is the year that you completed.

What does percentage of time of course delivery in English mean?

This is the (approximate) percentage of time, per week, that your courses were delivered in English, where the teachers spoke in English and your class work and assessments were done in English.

What is an international school?

This is a school which provides an international education by using a curriculum from another country, e.g. a British, American or Canadian curriculum.

What if I don't have a passport stamp showing my date of entry to Australia?

If you don't have a passport date of entry stamp, you could provide either an international movement record (IMR) or a copy of your most recent overseas school report.

You can get an IMR by going to the Department of Home Affairs' website, printing form 1359 (request for international movement records), filling it in and submitting it to the Department of Home Affairs. Once you receive your IMR from the Department of Home Affairs, please upload a copy to your online eligibility application.

I can't upload my supporting documents. What can I do?

Save your supporting documents as **.pdf, .jpg, .jpeg or .png** files, with a **maximum size of 4MB for each file**. **Word** documents are not accepted. If your files are bigger than 4MB each, they will not be accepted. Reduce your file size and try uploading it again.

Photograph or scan your document at **lower resolution** or change it to **grey scale (black and white)** to reduce the file size. Reduce the size of a PDF by opening **preview**, selecting **export** and selecting **reduce file size**.