



Activ Pathways - Participant Handbook

What is this handbook about?

Do you want to do a course with Activ Pathways? Are you already enrolled in a course with Activ Pathways?

If you said '**Yes**' then this handbook is important to you.

This handbook will tell you about Activ Pathways.

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About Activ's Training Services

Activ Pathways is committed to excellence in training delivery and workplace assessment.

The training service will specialise in the provision of vocational training and assessment services to persons with a disability and individuals employed in the disability support industry.

Activ Pathways is a Registered Training Organisation audited under the Australian Quality Training Framework and provides services in Assessment and Training.

To make sure that our training services are fair, equitable and of the highest standard, there are various legislations and laws that govern how we undertake our training and assessment services.

Code of Practice

Activ Pathways will make sure that all policies and practices in place are maintained with high professional standards.

We will ensure that the best interests and welfare of our course participants is upheld.



Dress Standard

When attending training you will need to wear neat casual clothing and appropriate closed footwear.

Smoking

Smoking is only allowed in the designated smoking area.



How can I contact Activ Pathways?

Activ Pathways is open Monday to Friday (excluding Public Holidays) from 8.30am to 4.30pm

Our telephone number is: (08) 9387 0555

Our facsimile number is: (08) 9387 0599

Our email address is: RTO@activ.asn.au

Our web address is: www.activ.asn.au



Can I enrol in a course?

Activ Pathways operates within the guidelines that govern all of Activ's services.

These guidelines are Activ's Equal Employment Opportunity Policy and Service Access Policy.

These policies state that anyone applying to use any Activ service (including those offered by Activ Pathways) has fair access on the basis of relative need.

Activ Pathways is managed so that all current and potential course participants/consumers and employees have fair and equal opportunities to service and training within our available resources.

If you believe that you are being unfairly treated or harassed please **Speak up.**

You can talk to your trainer or any other staff member about your concerns.

If you wish to view a full copy of either policy please telephone Activ Pathways.

Will I get help if I need it?

If you have any particular needs that you think will affect your learning we encourage you to talk about it.

If you need any support to help you including; literacy, numeracy, dietary, disability, or cultural please contact Activ Pathways staff. We will try to meet these so that your learning experience is positive and you achieve your outcomes.

All training courses are conducted in a positive environment, encouraging trust and security.

General assistance may include;

- one-to-one mentor sessions to explain parts of the course/unit
- extra time for workplace learning activities
- negotiate assessment time frames

To meet the varying needs of our consumers, Activ Pathways' staff will be available to talk to you.



How do I enrol?

Telephone Activ Pathways on **(08) 9387 0555** to make a booking into the course of your choice.

Staff will record the booking and advise you of the costs, payment options and answer any questions you may have.

You will be sent an enrolment form and a Participant Profile form.

- Fill out and sign the enrolment form and Participant Profile form.
- Return these forms in the pre-paid envelope.

Activ may send you an invoice for the cost/s of the course.

If you are having difficulty meeting the cost/s of the course please telephone Activ Pathways on 9387 0555 to discuss other payment options.

The cost/s for your course must be paid or negotiated before your enrolment is confirmed.

What happens if my employer is paying for my course?

If your employer is paying for your course, they may also want to know your progress.

This will help your employer to assist with your progress where possible.

I have returned my enrolment forms and payment, what happens now?

When full payment (as applicable) and all forms for your enrolment have been received you will be advised of your schedule and course information.

During orientation, a mutual agreement about how we will support you during the training and assessment period will be made.

This agreement will be within the resources available to Activ Pathways.

If resources are not available in-house, support will be provided in the form of referral to the appropriate agency.

I need to make changes to my enrolment forms

If you need to make any changes to the details on your enrolment form/s please telephone Activ Pathways on **(08) 9387 0555**.

Activ Pathways reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of Activ Pathways. Course dates and fees are subject to change without prior notice.

Fees and Charges

A fee is applied to all courses offered by Activ Pathways to cover resource and administration costs.

Tuition fees will vary from course to course. Information of full course cost is available by contacting Activ Pathways on **(08) 9387 0555**, at the time of enrolment / course information session.

The course costs are based on information gained from current industry research and consultation. GST applicable will be included on all invoices. Payment of fees does not mean a participant is guaranteed successful completion of the course.

Money paid in advance for your course is protected. This is to make sure that the money you paid can be refunded if necessary.

What happens if Activ Pathways cancel a course?

You will have opportunity to enrol in the next available course.

Or a full refund will be given if Activ Pathways cancels the course.

I no longer want to do the course, what do I do?

If you no longer want to do a course, you need to call Activ Pathways as soon as possible.

To get a **full refund** of money you have paid: You **must** notify Activ Pathways at least **3 days before** the course is due to start.

You will get a **part refund** of money paid if you notify Activ Pathways **after** the 3-day period. A 20% administration fee will be deducted before the part refund is sent to you.

Once you have commenced a course and no longer wish to continue, a refund may be available. Options will be discussed at the time of your notification.

Details of our refund policy will be advised during orientation.

It is at the discretion of the Manager – Employment Services to reduce or waive the administration fee in cases of hardship.

Privacy and Confidentiality

Activ Pathways is committed to maintaining your privacy and confidentiality at all times.

To look at your personal records or training and assessment records you need to make an appointment.

To make an appointment telephone Activ Pathways on **(08) 9387 0555**.

Promotional activities

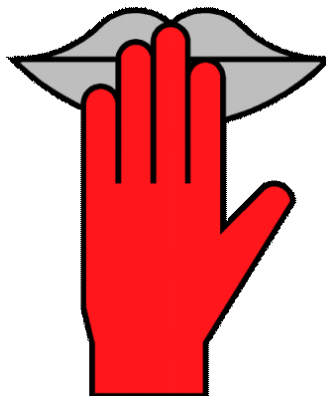
Photographs may be taken during your course. These photographs may be required for assessment purposes or for use by Activ Pathways in promotional activities.

If you do not wish Activ Pathways to use photographs of you for promotional purposes this request must be made in writing and given to your trainer at the beginning of your training course.

Confidentiality Agreement

You must not use or repeat anything that you see or hear that might hurt other people or our organisation.

When enrolling in courses at Activ Pathways, you will sign a declaration on the enrolment form, which includes the Confidentiality Agreement.



Occupational Health and Safety

Activ is committed to providing a safe and healthy work environment.

Activ Pathways is covered by Activ's Health & Safety policy and associated procedures.

If you see a hazard or risk you will need to report this to the training officer or another staff member.

If you have an accident or incident whilst attending training you will need to report this to the training officer or another staff member immediately.

If you wish to view a full copy of this policy please telephone Activ Pathways.



Training and Assessment

Our goal is for you to receive training at the highest standard of excellence.

To achieve this goal we will undertake assessment activities with you to fairly determine your skill performance.

Assessments often sound harder and can cause more concern than they need to. Your Trainer / Assessor will support you through the process.

An overview for your course of study is attached to this handbook.

Through various means of successful assessment, you are achieving a workplace qualification that will be recognised throughout industry.

If you wish to view a full copy of this procedure please telephone Activ Pathways.



Recognition of Prior Learning (RPL)

To make sure that Activ Pathways is meeting your needs, we offer recognition of prior learning for our courses.

Recognition of prior learning refers to experiences you have had in your working or general life and any other training **before** you enrolled in the present course.

Please telephone Activ Pathways staff if you feel:

- that you have already gained some or all of the skills included in the training program; or
- you have achieved a relevant previous qualification and would like to have these recognised.

If you are successful, your prior learning result will be credited against your assessment record.

National Recognition

Activ Pathways recognise the Australian Qualifications Framework qualifications and Statements of Attainment issued by any other Registered Training Organisations.

Reporting Requirements

Activ Pathways is required to report participant achievement of competency to the Training Accreditation Council via the Client Qualifications Register (CQR).

The purpose of the CQR is to establish a permanent system for the recording of participant records from Registered Training Organisation.

Any participant data provided is for identification purposes and therefore will contain only minimal personal information.

Privacy and confidentiality of data stored is maintained in accordance with the National Privacy Principles.

Participant Behaviour

All participants are expected to behave in an acceptable manner.

Participants who do not behave in an acceptable manner may be disciplined.

Unacceptable behaviours include, but are not limited to:

- Disobeying any reasonable direction by Activ Pathways' staff or representative trainers/assessors
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments, suggestions or jokes
- Stealing
- Physically assaulting or attempting to assault anyone while on Activ premises or meeting with Activ Pathways staff
- Behaving in a disruptive manner such as swearing, yelling or using offensive language.
- Viewing or distributing offensive material via the Internet, email or other means
- Illegal use of drugs or alcohol
- Vandalising or causing willful damage to Activ property
- Endangering the safety of yourself or others.
- Cheating or copying.



Disciplinary Procedure

Activ Pathways has procedures in place for dealing with unacceptable, inappropriate or disruptive behaviour by participants. You will be advised of these procedures at the commencement of your course.

Where behaviour is inappropriate, disruptive or unacceptable, disciplinary action may be taken which may include:

- being asked to leave the training area or refused entry to a training area;
- being withdrawn from an Activ Pathways' training program by the Manager Employment Services;
- the police being contacted in cases of extreme or possible criminal behaviour

Activ also has policy governing the unauthorised access to the computer system.

The staff at Activ Pathways will ensure that all breaches of policy or procedure are dealt with in a fair and appropriate manner.

Course participants who believe that they have been unfairly disciplined may lodge a grievance or appeal against the disciplinary action or outcome.

If you wish to view a full copy of the policy / procedure please telephone Activ Pathways.

Grievances, Complaints, Re-assessment and Appeals

Grievances, Complaints

If you have a grievance or complaint please discuss this with your trainer / assessor or another staff member.

We are committed to resolving issues wherever possible on initial contact.

Where the grievance or complaint cannot be resolved, participants may lodge a formal complaint through Activ's Complaints Handling Procedure.

Activ Pathways can assist you with this process if required.

Re-assessment and Appeals

Participants who do not demonstrate competence according to the assessment criteria of the course may either;

- attempt the assessment activity again; or
- negotiate another assessment activity with the Trainer / Assessor

If you disagree with a course / assessment decision made by your Trainer / Assessor, you have the opportunity to lodge an *appeal* to the Training and Assessment Manager.

If you wish to view a full copy of either procedure please telephone Activ Pathways.



Consumer Feedback

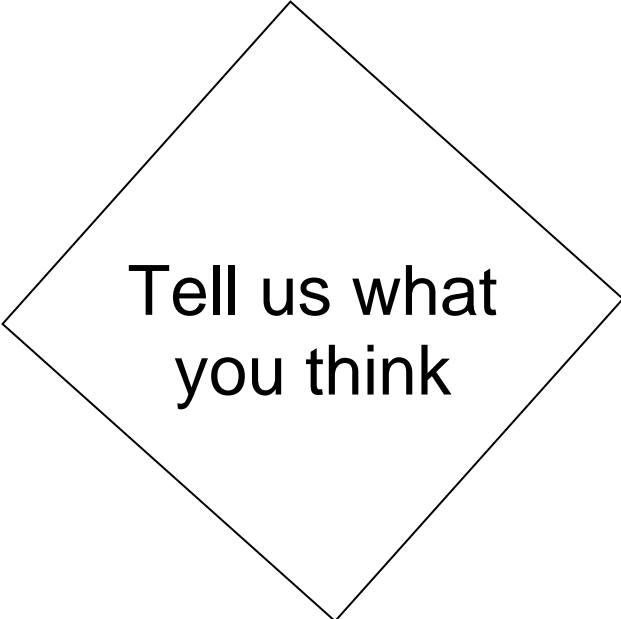
Activ Pathways strive to continuously improve its quality of delivery of services.

Participants are encouraged to provide feedback so that our products and services can be continuously improved.

At the completion of each course you are formally given the opportunity to provide feedback.

Activ Pathways is interested in your comments.

Activ Pathways can assist you to complete this form if required.



**Tell us what
you think**

Overview of chosen course

The following page/s provide an overview of your chosen course