



Student Handbook



RTO Provider
Number
51960

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DEVELOPED BY: Karen Hackett
REVIEWED BY: Trish Ridley
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W.A's position on Harmonised Occupational Safety and Health Laws

It has been recognised that there would be advantages if the safety laws in each State, Territory and the Commonwealth were more consistent. The national harmonisation process has included the development of the model Act, WHS Regulations and Codes of practice. The Western Australian Government remains committed to the principle of harmonisation and continues to take steps to progress the implementation of the model health and safety laws. While it is not intending to adopt the whole of the model WHS Bill, WA will likely adopt the vast majority of the proposed model laws.

The Western Australian Government believes it is important that the potential impact of the model work health and safety laws be fully and properly assessed - particularly in relation to the small business sector - before being implemented in this State. It is expected that legislation will be introduced to Parliament in 2013 but this will depend on progress made with regard to several areas of concern.

While this work continues the Occupational Safety and Health Act 1984 and Occupational Safety and Health Regulations 1996 continue to apply to all West Australian workplaces.

For further information visit http://www.commerce.wa.gov.au/worksafe/content/about_us/legislation/National_model_act

Activ Pathways, 2010

The information contained in this workbook has been compiled by trainers of Activ Pathways that are experienced in curriculum development in consultation with relevant industry personnel who have specific expertise in the course content. The intention of this workbook is to be a training resource and a support guide to best practice in the workplace. Although every effort has been made to present reliable and accurate information, the author; Activ Pathways or persons within their employ shall not be responsible or liable for any actions resulting from the application of the information presented within this workbook. Users are encouraged to confirm application in conjunction with protocols of the specific work environment.

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Manager – Activ Pathways
 Activ Foundation Inc.
 PO Box 446
 WEMBLEY WA 6913
 Tel: (08) 9387 0555
 Email: RTO@activ.asn.au

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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and or Activ Pathways policies may impact on the currency of the information included in this handbook. Activ Pathways reserves the right to vary and update information without notice.

This Student Handbook has been prepared as a resource for students and to assist them in understanding their obligations. We encourage all students, family, carers and support workers involved with the student to read, understand, be familiar with and follow the information outlined. Should you have any questions, please contact Activ Pathways.



How can I contact Activ Pathways?

Open	Monday to Friday (<i>excluding Public Holidays</i>) 8.30am to 4.30pm
Telephone	(08) 9387 0555
Facsimile	(08) 9387 0599
Email	RTO@activ.asn.au
Web	www.activ.asn.au

Activ's Purpose, Vision & Values

We are privileged to support more than 2,000 individuals and their families across Western Australia. Over 65 years of supporting people living with intellectual and developmental disability means we love what we do and we have a passion for people. Our purpose, vision and values all combine to explain what we stand for and why you can believe in us.

<p>Our Purpose Enabling people living with disability to pursue the life they choose</p> <p>Our Vision Choice and freedom for all</p>	<p>Our Values</p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center; width: 30%;">  <p>Learn & grow</p> </div> <div style="text-align: center; width: 30%;">  <p>Share a passion for people</p> </div> <div style="text-align: center; width: 30%;">  <p>Lead with courage</p> </div> <div style="text-align: center; width: 30%;">  <p>Listen loudly</p> </div> <div style="text-align: center; width: 30%;">  <p>Are customer driven</p> </div> <div style="text-align: center; width: 30%;">  <p>Create together</p> </div> </div>
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We are Activ, and we believe in you!

Code of Practice

Activ Pathways:

- Has developed a Code of Practice to address and establish its commitment to maintaining high standards in the provision of vocational education and training.
- The Code of Practice underpins all policies and procedures and it is a requirement that all staff and contractors agree to and abide by it.
- Ensures that all policies and practices are maintained with high professional standards.
- Aligns its training and assessment services to the Governing Legislations, Acts, Regulations and laws.
- Ensures that the best interests and welfare of its students is upheld at all times.
- Ensures its training services are fair, equitable and of the highest standards.
- Has established its commitment to ethical and transparent delivery of quality vocational education and training.
- All Activ policies and practices that are mentioned within this Student Handbook can be accessed through the Activ website at www.activ.asn.au.

About Activ Pathways

- Activ Pathways is a Registered Training Organisation, Provider Number 51960, audited under the Standard for RTO's 2015 and provides services in Assessment and Training.
- Activ Pathways is committed to excellence in training delivery and workplace assessment.
- The RTO specialises in the provision of vocational training and assessment services to persons with a disability and individuals employed in the disability support industry.
- Activ Pathways delivers nationally recognised training and assessment services in the following qualification; skill sets and units
 - Certificate I in English as an Additional Language (Access)
 - Certificate I in AgriFood Operations
 - Certificate I in Business
 - Certificate I in Leadership
 - Certificate I in Manufacturing (Pathways)
 - Certificate I in Transport and Logistics (Pathways)
 - Certificate I in Wider Opportunities for Work (WOW)
 - Certificate II in Business
 - Certificate II in Horticulture
 - Certificate II in Timber Manufactured Products
 - Certificate III in Individual Support
 - Certificate IV in Disability
 - Assist Clients with Medication (1 unit of competency)
 - Chainsaw (1 unit of competency)
 - White Card (1 unit of competency)
 - Chemical Spray (3 units of competencies)
- A course flyer is available to download from the Activ website at, www.activ.asn.au.
- For more information about any of the above courses, contact Activ Pathways.

Recruitment and Enrolment

Recruitment

- Activ Pathways conducts recruitment of students at all times in an ethical and responsible manner.
- Activ Pathways ensures that student application and selection processes are advertised ethically and comply with access and equity principles.
- All students are enrolled non-discriminately and are clearly informed of the enrolment process and conditions prior to enrolment.

Enrolling in a Course

- A course information booklet is provided to all prospective students prior to enrolment which advises of course information including course costs and payment options. If you have not received your course Information Booklet or would like a replacement copy, please contact Activ Pathways.
- If you have any questions about your enrolment or enquiry, contact Activ Pathways.
- The cost for your course will be negotiated before your enrolment is confirmed. This cost is indicative only and subject to change given individual circumstances at enrolment. If the enrolment is funded, DTWD VET fees and Charges Policy rules will apply.
- Please contact Activ Pathways to discuss possible funding options that are currently available.
- When all forms for your enrolment have been received you will be advised of your schedule and course information.
- Student enrolments are subject to availability of places on the training program.
- If a training program is fully booked at the time of enquiry you will either be placed on a “waiting” list or offered a place on the first available course.
- 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

Tuition fees will vary from course to course. All charges and rules are in line with the most current DTWD VET fees and charges policy.

A fee is applied to all courses offered by Activ Pathways to cover resource and administration costs. This information is available to all students and students prior to enrolment.

Activ Pathways do not take payments in advance.

Payment of fees

- Where fees for training programs are payable, refer to the course brochure for specific course information.
- Funding options are available and each student’s eligibility will be checked and confirmed prior to enrolment.

- Flexible payment arrangements, such as installments, credit card and direct debit are available to accommodate the varying financial circumstances of students and potential students.
- Activ Pathways reserves the right to consider applicable fee waiver during hardships without setting a general precedent. For more information please call Activ Pathways.

Refunds/Cancellations by clients including individual students and clients

Students must advise of their intention to cancel their enrolment for qualifications by writing to the Activ Pathways Program Manager at rto@activ.asn.au. Payments received will be refunded less a fee to cover administrative costs as per the below.

Qualification	Cancellation fee
Certificate III or IV	\$250
Certificate I or II	\$150
Other qualifications	Fee assessed on a case by case basis

All other courses may be cancelled by emailing rto@activ.asn.au or contacting Activ Pathways on (08) 9387 0555. The refund amount is determined by the notice period given as outlined in the table below.

Cancellation notice provided	Refund
Notice (more than 14 days)	100% of course fee
Reasonable notice (8-14 days)	90% of course fee
Short notice (1-7 days)	70% of course fee
Failure to attend or complete course	No refund

Refunds will be processed within 7 days of their eligibility being agreed.

Refunds/Cancellations by Activ Pathways

Should Activ Pathways, for any reason, cancel a course on which a student is enrolled; the student will be entitled to:

- A full refund for the amount they have already paid for that course, OR
- Transfer of their enrolment to another course offered by Activ Pathways (any difference in course fees will be charged)
- Should a student decide not to accept the offer, or for some reason the offer cannot be made, Activ Pathways will provide a full refund of all money paid within 7 days.

Rights and Responsibilities

Dress Standard

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

Smoking

- Activ has a Smoke Free Policy at all of its workplaces.
- Those wishing to smoke MUST do so only when on an unpaid break.
- Smoking can only be undertaken at least five (5) metres away from Activ workplace external boundaries.

Student Support

- 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.
- During orientation, a mutual agreement about how Activ Pathways 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 a referral to the appropriate agency.
- All students will be encouraged to contact the trainers and assessor whenever support is required.
- Support may include;
 - one-on-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 students, Activ Pathways' staff will be available to talk to you.

Unique Student Identification (USI)

- All students are required to obtain a Unique Student Identifier prior to enrolment.
- Students only require one (1) Unique Student Identifier (USI). If you don't have a USI, you will need to create one. Go to www.usi.gov.au and follow the prompts to create one.
- Activ Pathways will undertake verification with the Registrar, a Student Identification provided to them by an individual before using that Student Identifier for any purpose.
- Activ Pathways cannot issue AQF Certificate documentation to an individual without a verified Student Identification unless exempt under the *Student Identifiers Act 2014*.
- Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first.
- Ensuing the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems, Activ Pathways will give back to the individual or destroy unwanted documents.

Student Behaviour

- All students are expected to behave in an acceptable manner.
- Unacceptable behaviour includes, but is not limited to:
 - Disobeying any reasonable direction by Activ Pathways' staff or representative trainers/assessors
 - All forms of discrimination and harassment
 - Any 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.
- Activ Pathways has a policy/procedure in place which includes rights and responsibilities against duty of care and antidiscrimination, harassment and bullying legislation.
- Activ Pathways provides information surrounding these procedures on enrolment and at orientation.

Disciplinary procedures

- 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 Head of Training;
 - the police being contacted in cases of extreme or possible criminal behaviour
- Activ has a policy in place 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.
- Students who believe that they have been unfairly disciplined may lodge a complaint or appeal against the disciplinary action or outcome.

Harassment and Bullying

- Activ has policies and procedures in place to aid in the prevention of harassment, victimisation and bullying.
- Activ Pathways are guided by these policies in all of its operations across all sites.
- Activ Pathways is committed to providing an environment, which recognises and respects the diversity of staff, consultants and students within the department.
- Activ Pathways is committed to providing a work and learning environment free from harassment and bullying and supports the rights of all staff, contractors and students to work and learn in a safe and healthy environment.
- This right is associated with everyone's responsibility to:

Respect the rights of others;

- Respect difference and diversity; and
- Respect people's rights to privacy and confidentiality.

Students have a responsibility to:

- Observe site rules or behaviour guidelines set by Trainers/Assessors or other Activ representatives;
- Behave in a manner that does not interfere with the learning of others;
- Conduct themselves in a responsible manner while in training and on all Activ sites.

The rights of students to have their say are balanced with the responsibility to listen to others and allow others to have their say.

Complaints and Appeals

Complaints

- Activ Pathways has policies and procedures in place for the fair and equitable handling of complaints and appeals. Students are advised of these prior to commencement of the program.
- We are committed to resolving issues wherever possible on initial contact and on an individual case basis as they arise and will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Where an issue cannot be resolved, students may lodge a formal complaint. Activ Pathways can assist you with this process if required.
- All complaints will be treated seriously and investigated promptly, confidentially and impartially.
- Activ Pathways ensures that complainants to harassment and bullying will not be victimised for making a complaint.
- A full complaint mechanism is in place and a formal complaints policy exists for any student, trainer or member of staff who is the victim of harassment or bullying. For a copy of the policy, please contact Activ Pathways.
- Activ Pathways recognises that harassment and bullying demeans and infringes the rights of individuals and groups, damaging the work and study environment.
- If you have a complaint relating to your course, please discuss this with your trainer / assessor or another Activ Pathways staff member
- Activ Pathways will attempt to resolve complaints on an individual case basis, as they arise.
- All students have the right to express a concern or problem or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided while undergoing training.
- The complaint resolution procedure is based on the understanding that initially discussion, cooperation and conciliation will be used to informally resolve the issue. In some instances however mediation and more formal procedures and disciplinary action may be required.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- All parties have the right to representation or an advocate during the complaint resolution process.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

Appeals

- If you disagree with a course / assessment decision made by your Trainer / Assessor, you have the opportunity to lodge an *appeal* to the Program Manager.
- Activ Pathways ensures that students have access to a fair and equitable process for dealing with appeals against assessment decisions.
- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated.
- Every effort is made to settle the appeal to both the student's and Activ Pathways satisfaction. Should this not be possible then a suitably qualified person, approved by both parties, from another organisation will be asked to make an independent assessment.
- Every effort is made by Activ Pathways to resolve students' appeal in a timely manner.
- Activ Pathways will attempt to resolve an appeal on an individual case basis, as they arise.
- All appeals will be treated with confidentiality and will in no way be of the detriment to the initiator.
- All appeals must be lodged within 14 days of the date of the assessment result notification to the student.

Occupational Safety and Health

- 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 trainer/training officer or another staff member.
- If you have an accident or incident whilst attending training you will need to report this to the trainer/training officer or another staff member immediately.
- Activ Pathways recognises its corporate responsibility under the appropriate legislation and related regulations and its duty of care for all persons undertaking training and assessment activities.
- Activ Pathways staff, consultants and students have a responsibility under duty of care to ensure the safety and wellbeing of themselves and others, and to conform to the policies implemented by Activ.

Privacy and Confidentiality

Activ Pathways has in place a Privacy & Confidentiality Policy/Procedure and is committed to maintaining your privacy and confidentiality at all times.

Information collected

- Collection of your information is fair, lawful, unobtrusive and necessary for the organisational functions.
- Information may be collected from students for enrolment purposes.
- Assessment records are kept as stipulated under the 2015 Standards for RTO's.
- Personal and professional information is collected from staff and trainers to enable Activ Pathways to assess the professional standards of its staff and trainers.

Confidentiality

- Activ Pathways will ensure the safeguarding of any confidential information obtained regarding students and staff.
- Should you at any time over hear other people's conversations, it is your responsibility to keep it to yourself and not repeat to anyone.

Disclosure of Information

- Activ Pathways will ensure that students have access to their personal records.
- Information will only be disclosed directly to the individual student on request by that individual.
- To look at your personal records or training and assessment records please make arrangements prior by contacting Activ Pathways.
- Exceptions apply, such as where this would pose a serious threat to life or health, it impacts on another person's privacy, there are legal proceedings, is prejudicial to a police investigation or, vocational education and training reporting in compliance with the Standards for RTO's 2015
- Activ Pathways will not disclose information about a student to a third party without prior written consent of the student.

Use of Student Information

- Activ Pathways will provide student information to training staff or consultants on a need-to-know basis only.
- Activ Pathways only uses information collected for the expressed purpose for which it was collected, unless prior consent is obtained from the person.

Promotional activities

- Photographs may be taken during your training or at the Graduation.
- Photographs taken may be required for assessment purposes or for use by Activ Pathways in promotional activities.
- If you **Don't** want your photo taken and to ensure your choice is known – you **MUST** complete the consent to Photographs session on the enrolment form.
- If the Consent to Photographs is not completed on the Enrolment Form, Activ Pathways will assume you are happy to have your photo taken and possibly used in its promotional material.

Training and Assessment

National Recognition

- Under the NATIONAL recognition obligations, Activ Pathways recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment awarded/issued by any other Registered Training Organisations (RTO's).
- All Qualifications and Statements of Attainment presented by applicants/students from other RTO's for recognition will be verified for authenticity.

Copyright and Intellectual Property

All learning and assessment materials developed by or on behalf of Activ Pathways by any person will remain the intellectual property of Activ Pathways.

Unless otherwise negotiated, all learning materials provided by Activ Pathways are copyright and are subject to all copyright provision unless the express written agreement of Activ Pathways is sought and obtained.

General Operations

- Activ Pathways provides training services to staff and employees in our workplaces and the general public.
- Activ Pathways has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students and the outcomes to be achieved.
- Activ Pathways maintains a learning environment that is conducive to the success of all students.
- Activ Pathways is committed to access and equity principles and processes in the delivery of its services.

- Activ Pathways monitors and assesses the performance and progress of its students.
- All Activ Pathways training programs incorporate the principles of adult learning with a strong focus on programs developed for people with disability.
- Learning is facilitated through the use of various delivery methods including, but not limited to:
 - group discussion and interactions
 - individual and group activities
 - practical case studies and scenarios
 - trainer-led presentations and demonstrations
 - workplace learning and projects
- Activ Pathways will provide honest and constructive feedback throughout training programs and activities.
- Activ Pathways conducts a regular review of policies and procedures, course content, delivery and assessment strategies, and student satisfaction.

Language, Literacy and Numeracy

Each training package/qualification sets a minimum requirement in language, literacy and numeracy skills of students, with which Activ Pathways must adhere to.

Activ Pathway makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package/qualification and the integrity, equity and fairness of assessment.

Where it has been found that a participant has a lower level of language, literacy or numeracy than is the minimum requirement of the Training Package/Qualification, Activ Pathways will provide appropriate advice and/or support to the student regarding other or additional learning options.

Training

- Activ Pathways ensures that its trainers and assessors are competent and suitably qualified to conduct training.
- All trainers have undergone a formal induction and understand the obligations and requirements required by Activ Pathways when working with customers/students.
- Activ Pathways ensures you will receive training to a high standard of excellence.
- To achieve this goal, Activ will undertake fair and equitable assessment activities with you to determine your skill performance and readiness for training.
- If you don't have an overview for your course of study, contact Activ Pathways.

Recognition of Prior Learning (RPL)

- To make sure that Activ Pathways is meeting your needs, we offer recognition of prior learning assessment.
- 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 this recognised.
- If you are successful, your prior learning result will be credited against your assessment record.
- RPL is determined on an individual basis through evaluation of the evidence provided. Evidence may include:
 - Previous in-formal and formal training
 - Work experience, and/or
 - Life experience
- Activ Pathways ensures that it provides adequate support to all potential applicants throughout the process.
- RPL assessments are bound by the same principles as those outlined in the Assessment Principles.

Assessment

- Through successful completion of assessments, you are achieving a workplace qualification that will be recognised throughout industry.
- Activ Pathways is committed to ensuring valid, flexible, fair and reliable assessment of achievements against industry competency standards.
- All assessment undertaken by Activ Pathways remains consistent with the National Assessment Principles.
- Assessments often sound harder and can cause more concern than they need to. Your Trainer / Assessor will support you through the process.
- It is recommended you keep a copy of your assessments for your own records

Re-assessment

- Students 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

Assessment Principles

- Activ Pathways ensures that all assessments conducted within the organisation:
 - Are valid, reliable, fair, and flexible;
 - Meet the endorsed components of the relevant Training Package;
 - Meet the requirements of the Standards for RTO's 2015, including the dimensions of competency, the appropriate Australian Qualification Framework (AQF) level and the rules of evidence; and
 - Meet with the principles of access and equity.
- Activ Pathways makes no guarantee that all students will achieve a successful outcome following training and/or assessment.
- Activ Pathways trainers and assessors will however, make every reasonable effort to enable students to achieve competency.
- Students undergoing assessment will be provided with all the necessary equipment and resources to allow them the best opportunity for a successful outcome.

Assessment Methods and Options

- To accommodate the needs of individuals, Activ Pathways offers various assessment methods including, but no limited to; Recognition of Prior Learning (RPL), written and verbal assessment, portfolio tasks, practical demonstrations and observation.
- All assessments are conducted using an open, supportive process which ensures students are aware of the precise requirements of their assessment.
- Students will be deemed 'competent' when they can consistently demonstrate their skills and knowledge against the outcomes and to the standards required in the workplace.
- Qualified Assessors follows the criteria for assessment as included in the Assessment tools.

Re-Assessment

- Activ Pathways will negotiate opportunities for re-assessment where students have been unable to demonstrate competency to meet the relevant standards.

Assessment Results

- Activ Pathways maintains a copy of all student results, records of qualifications and Statements of Attainments in accordance with the 2015 Standards for RTO's.
- Should Activ Pathways cease to be a Registered Training Organisation; Activ Pathways will transfer all Assessment records and results to the Training Accreditation Council.

Feedback

- Activ Pathways will provide honest and constructive feedback throughout assessment activities.
- Students will be informed of their attainment of each unit of competency, either verbally or in writing using appropriate documentation.
- Students will receive feedback regarding their result (either “Competent” or “Not Yet Competent”), as well as guidance on future options and progress.

Student Feedback

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

Reporting Requirements

- Activ Pathways is required to report student achievement of competency to the relevant regulatory bodies.
- The purpose of formally recording student achievements is to establish a permanent system of student records from the Registered Training Organisation.
- Any student 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.