

Student Handbook



Version Register			
Date	Version	Description of Revision	Approval
05/06/2018	V11	Content	TR
16/08/2018	V12	Content	TR
19/12/2018	V13	Content	TV
23/04/2021	V14	Content	KH
07/06/2021	V14	Added codes to qualifications (page 8)	KH
05/10/2021	V15	Update to Student Support	KH
11/04/2022	V16	Update of Content	KH
01/09/2022	V17	Addition to list of qualifications	KH

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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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 is 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.

Activ's Strategy

Proven pathways to independence for people living with intellectual disability.




Independence Framework:



The Independence Framework is a platform to help guide us towards our goal of supporting our customers to great independence.



Values

 <p>Customer Driven</p>	<ul style="list-style-type: none"> • We put customers at the centre of everything we do. • We nudge customers to take opportunities and make them count. • We respect everyone's rights and individuality. • We empower customers to lead the way in their lives.
 <p>Dare to Try</p>	<ul style="list-style-type: none"> • We are always ready to hear. • We will respectfully ask questions to understand you. • We value and respect all forms of communication by listening beyond the words.
 <p>Deliver on Promises</p>	<ul style="list-style-type: none"> • We are empowered to take bold steps forward. • We believe everyone has unlimited potential. • We have courage, freedom and resilience to stretch ourselves. • We strive for better.
 <p>Listen Loudly</p>	<ul style="list-style-type: none"> • We are accountable to ourselves and each other. • We work together with integrity to achieve results. • We are reliable and true to our word. • We have clear expectations in our roles.

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 Training and Assessment.
- 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 people with a disability and individuals employed in the disability support industry.

Recruitment and Enrolment

As a government Registered Training Organisation (RTO), regulated by the Training Accreditation Council WA, Activ Pathways is required to collect, hold, use and disclose a wide range of personal and sensitive information about its students. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments.

Activ Pathways is required to confirm the identification of individuals applying to attend nationally recognised training programs. Activ is authorised by Australian law to deal only with individuals who have appropriately identified themselves.

As a condition of registration, Activ Pathways is required to identify individual students and their specific needs prior to or at commencement of training. Collection of all student information follows the Privacy Act 1988. This information is then disclosed within the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data system.

Recruitment

Activ Pathways:

- Conducts the recruitment of students at all times in an ethical and responsible manner.
- Ensures that student application and selection processes are advertised ethically and comply with access and equity principles.
- Ensures all students are enrolled non-discriminately.
- Clearly informs all staff and potential students of the enrolment process and conditions prior to enrolment.

Enrolling in a Course

- This student handbook is available to all prospective students prior to enrolment which advises of course information including course costs and payment options.
- Any questions about enrolment or other enquiry can be direct to Activ Pathways at rto@activ.asn.au or on 9387 0555.
- The cost for a course will be negotiated before enrolment is confirmed.
- If the enrolment is funded, the fees and charges policy of the specific funding body will apply, ie: DTWD VET Fees and Charges Policy.
- Please contact Activ Pathways to discuss current possible funding options.
- When all documents required for enrolment have been received students will be advised of your schedule and course information.
- Enrolments are subject to availability of places.
- If a training program is fully booked at the time of enquiry, students will either be placed on a “waiting” list and/or offered a place on the next available course.
- Activ Pathways reserves the right to postpone or 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 are in line with the most current funding body fees and charges policy, ie: 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 prior to enrolment for all students.
- Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.
- Activ Pathways does not take payments in advance.

Payment of fees

- Where fees for training programs are payable, refer to the course flyer 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 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.

Refunds/Cancellations by clients and students

- Clients and students must advise of their intention to cancel an enrolment for training 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 seven (7) days of their eligibility being agreed.

Rights and Responsibilities

Dress Standard

When attending your training course, 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 and in designated areas.
- Smoking can only be undertaken at least five (5) metres away from Activ's workplace external boundaries.

Student Support

- It is important that Activ Pathways be advised of any learning and assessment assistance required by individual students prior to the commencement of a course.
- Throughout the course, students are encouraged to speak with their trainer and assessor whenever they feel they need assistance and or support.
- Activ Pathways staff are available for students to speak to on a range of options to maximise learning outcomes. This support may include:
 - Assistance with understanding course content
 - One-on-one mentoring/coaching sessions
 - Additional time to complete tasks
 - Negotiate assessment timeframes
 - Individual assistance during a class, ie: writing
 - Reassessment
- Additional support is available to students throughout the duration of the course but only within Activ Pathways existing support services.
- Where support services are not available in-house, Activ Pathways will seek to provide a referral to the appropriate agency.
- Regular and punctual attendance by students is required for all training sessions to successfully complete the course.
- Activ Pathways will ensure students have every opportunity to successfully complete their enrolled course.
- If the student's employer is paying for the course, they may request progressive updates throughout the duration of the course. These updates will help them understand the student's needs should further assistance to complete the course be required or to align their work role and responsibilities.

Unique Student Identification (USI)

- All students must have a Unique Student Identifier to participate in a nationally recognised program.
- Students only require one (1) Unique Student Identifier (USI).
- Activ Pathways:
 - will ensure each student has a USI prior to commencement of training.
 - will undertake verification, of a Students Identification provided to them by an individual with the Registrar, before using that Student Identifiers for any purpose.
 - cannot issue AQF Certificate documentation to an individual without a verified Student Identification unless exempt under the *Student Identifiers Act 2014*. Where an exemption applies, it will inform the student prior to the completion of the enrolment or commencement of training and assessment, whichever occurs first.
 - will ensure 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.
- When a student does not have a USI, they will be asked to create one by accessing www.usi.gov.au and following the prompts.

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 yelling, swearing or using other 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 anti-discrimination, harassment and bullying legislation.

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
 - 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.
- Activ Pathways is committed to providing a work and learning environment free from harassment and bullying, supporting 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
 - 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, Activ Pathways will seek and appoint a suitably qualified person to reassess the situation/appeal.
- Activ Pathways will attempt to resolve an appeal on an individual case basis, as they arise and in a timely manner.
- All appeals will be treated with confidentiality and will in no way be to the detriment to the initiator.
- All appeals must be lodged within 14 days of the date of the assessment result notification to the student.

Work Health and Safety (WHS)

- 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 an incident occurs 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 to conform to the duty of care policies implemented by Activ to ensure the safety and wellbeing of themselves and others.

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

- Under the Data Provision Requirements 2020, Activ Pathways is required to collect personal information about each student and to disclose that personal information to the National Centre for Vocational Education Research (NCVER) Ltd.
- Collection of your information is carried out in a fair, lawful, unobtrusive manner, necessary with organisational functions.
- Information may be collected from students for enrolment or other purposes.
- Assessment records are kept as stipulated under the Standards for RTO's 2015.
- Personal and professional information is collected from staff and trainers to enable Activ Pathways access the qualification/s, professional and industry currency 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 overhear 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 may apply, including but not limited to:
 - where this poses a serious threat to life or health
 - impacts on another person's privacy
 - there are legal proceedings
 - is prejudicial to a police investigation
 - 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

- Activ Pathways may:
 - Take and use photographs and/or class recordings (video) taken during your training or at the Graduation and other Activ events for future promotional activities.
 - Photographs and/or videos taken for the purpose of assessment will be held in the same manner as written assessments and attract all the same privacy requirements.
- Students are required to :
 - Read and complete (not complete) the following sections on the enrolment form:

Student Authorisation

Nominated Third Party	<input type="checkbox"/> I give permission for Activ Pathways to release my results to the following Third Party <i>(Please tick appropriate box/es)</i> <input type="checkbox"/> Employer <input type="checkbox"/> School <input type="checkbox"/> Guardian <input type="checkbox"/> Other: _____
Marketing Use Content	<input type="checkbox"/> I authorise images of me taken during training or at Activ events to be used for future marketing and promotional purposes. I understand that I retain the right to withdraw my consent at anytime
Student Survey	I understand that I may receive a student survey initiated by a government department, NCVER, third-party contractor or another authorised agency. I am aware that I may opt out of the survey at the time of being contacted. I confirm that I am: <ul style="list-style-type: none"> <input type="checkbox"/> AVAILABLE to undertake a survey <input type="checkbox"/> EXEMPT from undertake a survey (not available)
Employee Assistance Program	<input type="checkbox"/> I acknowledge that as a part of the enrolment process that I have received an information flyer for the Employee Assistance Program (EAP) which allows me access to up to six (6) counselling sessions with a nominated Provider should I wish to access this support

- Where a student does not wish to be included in a photo or video, Activ Pathways must ensure the students choice is known to all necessary parties, ie: Trainer/Assessor.
- If the consent to Marketing Use Consent is not completed on the Enrolment Form, Activ Pathways will assume the student does not want to have their photo taken and will explain and ask them to step aside while photos are taken.
- Where are student has not completed the Attendance Confirmation agreement, Activ Pathways will assume the student does not want to be included in WebEx/video recordings of the training session/s and will complete a Contact Record.

Training and Assessment

National Recognition

- Under National Recognition Obligations, Activ Pathways recognises the Australian Qualifications Framework (AQF) for 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 Activ workplaces and to the general public.
 - has the capacity to:
 - deliver and assess the vocational qualifications for which it has been registered
 - provide adequate facilities
 - use methods and materials appropriate to the learning and assessment needs of students
 - meet required qualification/unit of competency outcomes
 - maintains a learning environment that is conducive to the success of all students.
 - is committed to access and equity principles and processes in the delivery of its services.
 - monitors and assesses the performance and progress of its students.
 - 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:
 - face to face training presentations
 - group discussion and interactions
 - individual and group activities
 - practical case studies and scenarios
 - observation and demonstration
 - workplace learning and projects
 - will provide honest and constructive feedback throughout training programs and activities.
 - 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:

- 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.
- students will receive training to a high standard of excellence.
- it will undertake fair and equitable assessment activities with the student to determine their skill performance and readiness for training.
- students receive an overview for their course of study. If a student does not have this overview, they should contact Activ Pathways.

Recognition of Prior Learning (RPL)

- Activ Pathways offers a Recognition of Prior Learning (RPL) assessment to any student that feels they have the skills and knowledge for a specific qualification, skill set and/or unit of competency.
- This process refers to a person's existing qualifications, life experiences and industry currency.
- Students that wish to apply for RPL prior to commencing a training program must contact Activ Pathway. This may include:
 - having already gained some or all of the skills included in the training program of their choice
 - having the relevant qualification/units of competency and would like to have this recognised.
- If successful in a RPL application, the prior learning result will be credited against the students assessment record.

- If not successful in achieving RPL, students will be given their options for training.
- RPL is determined on an individual basis through the evaluation of the evidence provided, including but not limited to:
 - Previous in-formal and formal training
 - Work experience
 - Industry currency
 - 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, students will achieve a qualification that will be recognised within that industry sector.
- Activ Pathways is committed to ensuring valid, flexible, fair and reliable assessment of achievements against industry competency standards.
- All assessments undertaken by Activ Pathways students remain consistent with the Rules of Evidence and Principles of Assessment.
- Assessments often sound harder and can cause more concern than they need to. Students will be supported throughout this process.
- Students undertaking a Certificate III or higher qualification are recommended to keep a copy of assessments for their own records.

Re-assessment

- Students who do not demonstrate competence according to the assessment criteria of the qualification/unit of competency, will have the opportunity to:
 - be reassessed at a time convenient to both the student and the Trainer / Assessor
 - discuss alternative options to assessment, ie: verbal questioning

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.
- makes no guarantee that all students will achieve a successful outcome following training and/or assessment.
- trainers and assessors will 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 not limited to; Recognition of Prior Learning (RPL), written and verbal assessment, and practical demonstrations/observation that are aligned to the unit/units assessment conditions and requirements.
- All assessments are conducted using an open, supportive process which ensures students are aware of the requirements of their assessment.
- All assessment documents include instructions for both the assessor and the student.
- Students will be deemed 'competent' when they can consistently demonstrate their skills and knowledge against the performance and knowledge evidence requirements and to the standards required within the workplace.
- Qualified Assessors follow the criteria for assessment as included in the assessment tools and assessment conditions within the specific units of competency of a qualification.

Assessment Results

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

Assessment 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 “Satisfactory”, Not Yet Satisfactory, “Competent” or “Not Yet Competent”), as well as guidance on future options and progress.

Student Feedback

- Activ Pathways strive to continuously improve its quality to the 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, students are given the opportunity to provide written feedback.
- Activ Pathways is interested in students' comments, therefore should a student need assistance to complete this form, please speak to trainer / assessor.
- All feedback forms completed by someone other than the student, need to ensure the details are what the student has conveyed and not an interpretation.

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.