



Student Handbook

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Welcome

From the Activ Pathways team – welcome! We're pleased to be working with you to achieve your training goals.

This document contains information about:

- Vocational Education and Training
- our policies and procedures
- our obligations to you
- your responsibilities as a learner.

It's a requirement of your training that you read this handbook, and part of the conditions of your enrolment that you read this.

Your trainer will also cover these topics in your course induction.

Please contact your trainer or your student experience lead if you have any questions, or if you need further information.

On behalf of the team at Activ Pathways, we wish you an enjoyable and valuable learning experience.

About us

Activ Pathways is a Registered Training Organisation (RTO 51960). We provide nationally recognised accredited training and professional development across Western Australia.

We were established in 2008 and have grown to host a dedicated team of specialist trainers, designers, and support staff. Our diverse and inclusive team, proudly including people with disability, are passionate about supporting you in your learning journey.

We're part of a disability services organisation called Activ Foundation. We specialise in providing training to people working in the disability and community services sector, and to people experiencing barriers to education. Check out our website for information about the courses we run.

Where are we

Main office

75-79 Jarrah Road, Bentley, WA 6102

Open 8:15 to 4:30

(08) 9208 5027

pathways@activ.asn.au

activpathways.com.au

We also train in regional locations and different training facilities in the Perth area. Check your enrolment details so you know where to go!

Our values



We put customers at the centre. We encourage 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.

We:

- Design options, create opportunities and decide with our customers... not for our customers
- Approach our roles with the customer at the centre... so we don't limit their achievements
- Coach towards independence and growth goals... so we don't restrict opportunities and choices
- Value everyone's contribution to customers... so we don't work in silos



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:

- Commit to doing what we say we're going to do... so we don't avoid responsibilities
- Work with transparency... so we don't act dishonestly
- Respectfully hold our leaders, peers and ourselves to account... so we don't blame others
- Create change in people's lives... so we don't lose sight of our purpose



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.

We:

- Empower all to take informed risks... so we don't fear change
- Have a growth mindset... so we don't limit potential
- Demonstrate curiosity, exploration and experimentation...so we don't see what didn't go right as failure
- Celebrate growth... so we don't take each step forward for granted



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.

We:

- Demonstrate listening beyond words... so we don't dismiss opinions and ideas that are different to our own
- Communicate openly and honestly...so we don't make judgements or assumptions
- Hold confidentiality... so we don't break trust
- Value input from everyone... so we don't dominate

Our commitment to quality

It's our mission to transform lives with trusted training.

We are proud to offer student-centred training. We aim to equip learners with the knowledge and skills that will set them up for success in the workplace.

Everything we do aligns to national and state-based standards:

- Standards for RTOs 2015
- Department of Training and Workforce Development
- Australian Qualifications Framework
- VET Quality Framework
- National Vocational Education and Training Regulator Requirements 2011

We're registered with the Training and Accreditation Council (TAC; registration 51960), and they monitor our compliance with all relevant legislation.

We're a not-for-profit organisation that invests its profits back into the community – 'profit for purpose'. Train with us and you'll help us improve lives for people with disability.

Why train with us?

- 15+ years' experience in training
- A brand that has services WA for more than 70 years
- Quality training and resources
- Industry-leading practice
- Expert trainers
- We place people at the heart of what we do
- Courses are suitable for both experienced and new workers
- Flexible delivery options
- All study materials provided

What is Vocational Education and Training (VET)?

VET is all about giving people the skills and knowledge they need for work. Training has been developed in close consultation with people from industry. Curriculums are available on www.training.gov.au. When a student completes VET training, any employer across Australia will know they have a certain standard of skills and knowledge, as written in the curriculum.

Activ Pathways provides training as a private RTO. Lots of different organisations are RTOs – sometimes they are part of larger organisations, and sometimes they are separate. TAFE also provides VET courses.

Competency based training and assessment

When you study VET, you will do 'competency-based training and assessment'. Being 'competent' means that you have the knowledge and skills to perform to standard in the workplace. VET is practical and hands-on. It's more than just knowledge.

Each industry has a set of competency standards. Students are trained and assessed against these standards. As an RTO, Activ Pathways must collect evidence that you are competent against all standards for your training. We can only make judgement on an assessment once a qualified assessor has seen proof the student is competent.

This means the training and assessment is different from studying at high school or university.

Training activities

- You will learn theory, but the focus is on how this connects to real life practice.
- You will train in simulated work environments
- You will discuss any past or current work experience
- The trainer has industry experience, and will provide you with examples and guidance about how to use your knowledge in real life

Assessment activities

- All responses on written assessments need to be satisfactory (correct).
- You will be given another chance if a response is not satisfactory.
- We collect evidence about your skills.
 - This usually means watching you perform tasks,
 - or asking you to write about your performance at work and asking someone at your workplace to vouch for you
- For some programs, you must do work experience, and must do certain tasks at your work experience as assessment.
- If you are already working, you may be asked to do certain tasks at your workplace as assessment.
- If you are not working yet, you will be assessed on tasks you do in a simulated work environment.

Reasonable adjustment

If you can't complete an assessment because of a disability, let us know when you enrol. The RTO is required to offer you 'reasonable adjustment'. This means making reasonable changes to learning or assessment.

Reasonable adjustment ensures that:

- Everyone has equal learning opportunity
- Everyone has equal opportunity to attempt assessments.

You must discuss your need for reasonable adjustment in advance. Tell us as early as possible. We are required to document any reasonable adjustment we provide.

Examples of reasonable adjustment are:

- Providing large print versions if a person has visual impairment
- Giving students breaks during practical tasks
- Using oral questions, not written questions.

Reasonable adjustment cannot compromise the learning outcomes. For example, if a learning outcome is that a student must be able to read a policy, we cannot remove the requirement for you to read the policy yourself. However, you can use techniques to make reading easier the

same as you would during work – for example, you can look words up in a dictionary or use text to speech technology.

Assessment outcomes

In competency-based assessments:

- all responses to written questions must be 'Satisfactory'
- all practical tasks must be performed to the required standard, and items on observation checklists deemed 'Satisfactory'
- if a response is incorrect or an observation item not performed to standard, you will receive a mark of 'not yet satisfactory'

If you receive any 'not yet satisfactory' outcomes, you can try again. Discuss with your trainer if you do not understand why a response or skill was not correct.

Once an assessment is completed with all 'Satisfactory' responses, the evidence is complete for that assessment.

Once all assessments for a unit have been completed, you will be deemed 'Competent' against that unit.

If you have been re-assessed but are not able to achieve a satisfactory outcome, you will be deemed 'Not Yet Competent'.

Work placement

Some of our programmes require you to complete a set number of hours of work placement. There may be specific tasks you are required to complete during your work placement.

If you already have a job in the industry for which you are studying, then you can use your existing work to log work placement hours.

If you don't work in the right industry, or aren't exposed to the right kind of work tasks to record as an assessment, we'll help you. Our Work Placement Coordinator will work with you to find a placement for you.

We'll let you know about any work placement requirements during enrolment.

Reassessment

If you are unable to complete an assessment to a satisfactory level, you must be provided with another opportunity to undertake the assessment.

Assessors must keep a record of all assessments that have been deemed non-satisfactory or not yet competent including reasons for the assessment outcome. These must be kept with the student's completed assessments.

Because of the requirement for students to achieve 100% on all assessments, reassessment is not uncommon. When your trainer contacts you for reassessment, you only need to correct the incorrect parts of your assessment. Resubmit the assessment as soon as possible. Your certificate cannot be issued until all assessments, including reassessments, have been completed fully.

Appeals

If you do not agree with an assessment outcome, and you do not think you need to take the assessment again, you can appeal an assessment decision. This means you can ask Activ Pathways to look at the assessment decision again and change a 'Not Yet Competent' to a 'Competent'.

Speak directly to your trainer or student experience lead about this. Activ Pathways is committed to listening to our students and treating everyone fairly, and all students have the right to appeal assessment decisions according to the Standards for RTOs 2015.

Note that you have 14 days from when an assessment decision is communicated to you, to lodge an appeal. You must do this in writing (email pathways@activ.asn.au)

You can also read our Re-Assessment, Complaints and Appeals Procedure for further information.

Completing a training program

When you have been deemed 'Competent' against all units in the training program, Activ Pathways will issue you a certificate. We will also provide information to the National Centre for Vocational Education Research, and your USI Transcript will be updated. It may take several months for your USI transcript to be updated, so keep your Activ Pathways certificate handy.

Activ Pathways will provide you with your certificate 30 days from the date you are deemed 'Competent' against all required units. We will send it to the email address you provided us at enrolment.

Full qualifications

A Testamur and Record of Results (a certificate and a list of all the units you have completed) is issued for students completing a full qualification. For example a Certificate I, II, III or IV.

Skill sets and individual units of competency

A skill set is shorter than a Certificate I, II, III or IV. You can tell from the name, for example, the "Provide Individual Support Skill Set". We also offer individual units of competency, that do not give you a qualification or skill set. If you complete a skill set or individual unit/s, you will receive a Statement of Attainment for each unit you complete.

Certificates of participation

You will be given a certificate of participation for courses that are not nationally accredited.

Please note

We will not issue any certification if you have any outstanding tuition fees (if you pay fees).

Let us know if you change email address so that we can forward any certificates to the correct address.

Your rights and Activ Pathways' obligations

Privacy

Activ Pathways understands your right to privacy and is committed to the principles of privacy legislation. Activ Pathways adheres to the Activ Foundation Privacy Policy which can be accessed via: <https://www.activ.asn.au/privacy-policy/>.

The personal information we collect from you is used by Activ Pathways to:

- Carry out transactions relating to the purchase of training or training programs including collecting payments
- Administering training programs and qualifications
- Supplying purchased services and/or resources
- Sending statements, invoices and training documentation including Certificates and Statements of Attainment.

In the event that **Activ Pathways** is required to disclose your personal information to a government department both parties are obligated to use the information in accordance with their privacy statement and the current Privacy Act.

Your personal information will be used and retained by the Student Identifiers Registrar as authorised by the Student Identifiers Act 2014 for the purposes of applying for a Unique Student Identifier (USI), resolving issues with your USI and created authenticated VET transcripts.

For further information regarding the use of your personal information by the Registrar please visit www.usi.gov.au/documents/privacy-policy or contact the Registrar's office directly at usi@education.gov.au or telephone 1300 857 536.

Any sharing of your personal information with other agencies or professionals will only occur with your prior consent.

You have the right to access your personal records held by Activ Pathways. If you wish to access your training records, you must contact pathways@activ.asn.au, or call (08) 9208 5027, and ask to speak to the Quality and Design Manager. Your request will be followed up within 5 working days. You may only view your records in the presence of an Activ Pathways staff member and you will not be permitted to remove or alter any of the documents contained within your file.

Complaints

Activ Pathways welcomes complaints from students and their advocates. A complaint is when you are not happy about your training, and you tell us about it. All students have the right to make a complaint.

You can be anonymous when you make a complaint, however, sometimes we need to know who you are, for example the complaint is about something in your assessment.

If you would like to make a complaint, you can:

- speak to your trainer
- speak to your student experience lead
- call us or visit the front desk and ask to speak to a manager
- fill in a feedback form at the front desk and place in the box
- email us
- fill in an online form at <https://www.activ.asn.au/feedback-complaints/>

Activ Pathways will record your complaint, and try to resolve your complaint as soon as possible. If we cannot resolve your complaint straight away, we will update you at least every 2 weeks on progress. If we cannot resolve your complaint within 60 days, we will provide you with a formal written explanation. We will deal with all complaints fairly, objectively, confidentially, and with transparency.

If we are unable to resolve a complaint to your satisfaction, or you feel you cannot make a complaint directly to us, you can reach out to these other organisations.

If a resolution is not reached via the Activ Pathways complaints and appeals process, the student may contact the National Training Complaints Hotline on 13 38 73 (Monday to Friday 8am to 6pm) or email: skilling@education.gov.au for an independent review.

Alternatively, they may request that an independent arbitrator be appointed to review the complaint or appeal decision provided. This should be provided in writing to the Customer Experience Manager.

Feedback

Activ Pathways is committed to providing high quality training. To do that, we ask for feedback from students.

At the completion of your training, you will be given the opportunity to complete the anonymous AQTF Learner Questionnaire. Results of this survey are standard and let us know what we're doing right, and how we can improve.

You can also provide feedback directly to your trainer or Student Experience Lead by email or in person. You are also able to leave positive feedback on the online form at <https://www.activ.asn.au/feedback-complaints/>

Safety

Activ Pathways has a responsibility to ensure that training and assessment activities are conducted in a safe and healthy environment. Activ Pathways is committed to resolving any issues that may impact meeting this responsibility.

Activ Pathways responsibilities regarding WHS include but are not limited to:

- Complying with all WHS duties, obligations and legislation
- Provide and maintain a learning and work environment without risks to health and safety
- Provide adequate and accessible facilities

Your responsibilities regarding WHS include but are not limited to:

- Taking reasonable care for your own health and safety
- Reporting any concerns immediately to your Training Coordinator

Bullying and harassment

You have the right to learn in an environment free from intimidation, bullying and harassment. Any form of bullying or harassment including sexual harassment will not be tolerated by Activ Pathways.

Bullying is repeated, unreasonable behaviour directed to a person or group of people that creates risk to their health and safety.

Harassment refers to uninvited and unwelcome behaviour that humiliates, offends or frightens someone. This covers a range of physical, verbal and non-verbal behaviours of a sexual,

racial, political or religious nature. Sexual harassment refers to unwelcome sexual advances or unwelcome conduct of a sexual nature.

You are encouraged to report any harassment or bullying that you may experience or witness.

To report any bullying or harassment you can:

- Inform your trainer or course coordinator who will record and lodge your concerns.
- Ask to meet with the Student Experience Manager to discuss your concerns

Activ Pathways will take all reports of bullying and harassment seriously and follow all internal procedures to investigate thoroughly. You have a responsibility to treat all your fellow learners, trainers and other staff with respect and if you fail to abide by these expectations by bullying or harassing someone you will be subject to Activ Pathways' disciplinary process.

Right to be informed

Course information

You have the right to complete and accurate information to make decisions on your studies. Activ Pathways has multiple procedures, resources and representatives to provide you with this information and support to decide on the right study pathway for you.

Changes to services

You have the right to be fully informed of any changes to agreed services that may have an impact on your learning and assessment and any other legislated consumer rights. Where applicable Activ Pathways will inform you of any significant changes to; your identified education supports, agreed training services, RTO operations that impact your experience within 30 days.

Withdrawal

If you would like to withdraw from your study, you must inform Activ pathways in writing by emailing pathways@activ.asn.au with your name and course. We encourage you to talk to your trainer or student experience lead first.

If you have paid a fee, and withdraw, you may be entitled to a refund. This will depend on whether your course is government funded.

Activ Pathways will abide by stipulations in the Department of Training and Workforce Development *Jobs & Skills WA contracted providers: Business rules 2023—25* and *Vocational education and training fees and charges policy 2024* when providing refunds for funded places. Activ Pathways reserves the right to calculate refunds from the date the student or (or student's employer if the student there is an agreement in place) notifies Activ Pathways of the withdrawal in writing.

For non-government funded courses, refunds will be made in line with the conditions of enrolment.

Fees and charges

- Tuition fees will vary from course to course. All charges for funded courses are in line with the most current funding body fees and charges policy, the *Vocational education and training fees and charges policy 2024*.
- A resource 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 or enrolment information for specific course information.
- Funding options are available and each student's eligibility will be checked and confirmed prior to enrolment.
- Activ Pathways reserves the right to consider applicable fee waiver during hardships without setting a general precedent. For more information please call Activ Pathways.

Student Code of Conduct

You are required to adhere to Activ Pathways' Student Code of Conduct which is outlined in this document. If you consistently fail to abide by our expectations, bully or harass others and/or engage in other inappropriate behaviours you will be subject to a disciplinary process, which may lead to expulsion from the course.

- Misconduct may include the following unacceptable or improper behaviours:
- Breaches of Commonwealth or State laws that impact on Activ Pathways
- Endangering the health and safety of others through an act, or failure to act
- Misrepresenting own identity
- Wilfully damaging Activ Pathways property
- Inappropriate use of computers
- Being under the influence of or possession of banned/dangerous or illicit/prohibited substances (including alcohol) while on Activ Pathways premises
- Physical violence, abusive behaviour, harassment, bullying or discrimination of others based on gender, race, age, sexual preference or religious belief
- Nonparticipation or interruption/disruption of learning or assessment
- Academic misconduct including plagiarism and breaching copyright

Actions taken by Activ Pathways in response to any misconduct by yourself or other learners will vary depending on the severity of the inappropriate/unacceptable behaviour.

These actions may include:

- Reminder of the code of conduct expected by Activ Pathways and the consequences of the breaches
- Temporary suspension/removal from classes
- Investigation
- Withdrawal from qualification and cancellation of enrolment

Plagiarism

Plagiarism is taking someone else's work, words or ideas and submitting them as your own. When submitting each assessment tasks you are required to complete a declaration in the that states the work you are submitting is your own and not that of another person.

Plagiarism is considered a form of cheating and if you are found to have submitted plagiarised work you face being instructed to resubmit an alternative assessment task or possible withdrawal from your qualification.

Each individual case of suspected plagiarism will be followed up according to Activ Pathways's Learner Misconduct Procedure. Plagiarism includes:

Presenting any work by another individual or Artificial Intelligence (AI) tools as your own work intentionally or unintentionally

Handing in assessment identical to or directly copied from another learner

Presenting the work of another individual or group as their own work

Handing in assessment without adequate acknowledgement or referencing of sources used, including information taken totally or in part from the internet

Use of Artificial Intelligence (AI)

AI is treated as another tool when using these tools to support your learning and assessment, you should:

- not copy and paste AI-generated responses.
- ensure assessment responses should reflect your own unique understanding and perspective
- understand you can use AI to enhance your knowledge but must always formulate your answers in your own words.

Copyright

Every individual and organisation (including non-profit) must comply with copyright obligations. In Australia, copyright law is set out in the Copyright Act 1968 (Cth). This is federal legislation and applies throughout Australia. For information regarding your obligations with respect to copyright and particularly the use of material (including the Internet).

Please refer to the user-friendly information sheets about copyright at the Australian Copyright Council: <https://www.copyright.org.au/browse/book/ACC-An-Introduction-to-Copyright-in-Australia-INFO010/>.

Attendance

You have a responsibility to attend class and regular attendance is essential to assist you in meeting the learning requirements for units of competency. Under funding contracts Activ Pathways must record your attendance for all scheduled classes and you are obliged to sign an attendance list to confirm your attendance at each class.

Absence

If you are late or unable to attend a scheduled class, you must inform your Trainer or Student Experience Lead prior to the class/session. If you fail to make contact with your trainer or course coordinator you will be contacted. Failure to attend class without contact may result in withdrawal from that unit or qualification. It is your responsibility to collect any handouts and information that you missed during your absence. If you are absent for a scheduled assessment task it is your responsibility to make alternative arrangements for assessment with your course coordinator and/or assessor.

Participation

You are expected to actively participate in all learning and assessment activities related to your qualification/training.

Assessment

For all assessment tasks you must ensure that:

- You submit them by the due date
- Attend all on-campus assessments as scheduled
- All work is your own
- You retain a copy of your work for your own records where applicable

Behaviour

As a learner enrolled with Activ Pathways you are expected to adhere to the following standards in behaviour:

Treat others with respect and support all learners' right to participate in learning and assessment in an environment free from discrimination, bullying, harassment and violence.

- Treat Activ Pathways and Karingal St Laurence Ltd property with respect and use all equipment as instructed
- Abide by all agreements and contracts which includes your training plan and other relevant policies and procedures outlined in this handbook
- Behave in a manner that promotes safety
- Cooperate with reasonable instructions
- Use appropriate communication whilst participating in learning and assessment activities, group projects, practical placement etc.

Practical placement professional conduct

During practical placement you are representing yourself as well as Activ Pathways. Whilst participating in practical placement remember it is very important to behave in a professional manner and you are expected to:

- Adhere to all relevant policies and procedures from both Activ Pathways and your host employer
- Dress appropriately and professionally as instructed by Activ Pathways and/or your host employer
- Actively participate in the professional learning process and follow all instructions given by your host employer

- Arrange your own transport to and from your practical placement
- Attend all scheduled shifts on time and work the hours set for you within your practical placement agreement
- Contact your host employer and course coordinator if you are unable to attend or are running late
- Make up any time that is missed due to absence in negotiation with your host employer and course coordinator
- Notify your supervisor immediately of any safety concerns
- Complete any practical placement assessment tasks
- Only discuss clients, co-workers, your trainers or Activ Pathways in a respectful and professional manner

For more detailed information regarding your responsibilities during practical placement and the responsibilities of Activ Pathways and your host employer please refer to the Practical Placement Handbook which you will be given prior to commencing your placement.

Smoking, alcohol and other drugs

Activ Pathways and all Activ premises are smoke free environments and smoking is only permitted in designated areas. You will be informed of these areas during your course induction.

- Alcohol and other drugs are not permitted on Activ Pathways or any other Activ sites under any circumstances.
- You must not:
- Bring alcohol or illegal substances to any premises
- Attend class, other training activities and/or practical placement under the influence of alcohol or other drugs
- Engage in the use of, sale or distribution of illegal substances

If you are found to breach any of these expectations you will be asked to leave the premises immediately and may face disciplinary action.

Mobile phones

Mobile phones are permitted in class; however please ensure that you have them switched on to silent mode. To respect the trainer and other learners please do not engage in phone calls, text messages and social media/app use during class times. If you are required to accept a call please take the call outside to avoid disruption to the class.

Computer usage

Computers are made available to assist you with your learning and assessment activities. You are required to use the computers as instructed by your trainer. You are not permitted to store any information on an Activ Pathways computer and must use a flash drive. Any inappropriate use of computers or deliberate damage may result in disciplinary action.

Online class etiquette

While online classes provide us with the flexibility and convenience of learning from the comfort of our homes, it is essential to remember that certain rules and norms still apply.

Using video conferencing is integral to many of our courses. To gain the best experience we ask that you consider the following guidelines:

- Keep your camera on as much as possible
- Ensure your full name is visible (this verifies your attendance)
- Keep yourself on mute unless speaking
- Turn your phone notifications down or off
- Be mindful of your setting or use a professional virtual background
- Be understanding, everyone's home situation is different

Just as smoking and vaping are strictly prohibited in traditional classrooms, the same expectations extend to our virtual classrooms. At Activ Pathways we prioritise our well-being and respect for one another by refraining from smoking or vaping during class.

Internet access

Activ Pathways can provide Wi-Fi access (please note not all training venues have accessible Wi-Fi) which is only to be used for relevant learning and assessment activities. For information and access please speak to your student experience lead. All internet use is to align with your learning and assessment activities and use of internet for personal purposes is not permitted.

Social media

Activ Pathways does not endorse the use of social media as a way of communicating with Activ Pathways Trainers. All communications with trainers must be conducted via the Trainer Portal and email.

- Please do not post photos on social media of other learners, staff or Activ facilities without permission.
- Refrain from posting content that damages the reputation of staff, other learners or Activ Pathways.

If you have a concern or complaint please speak to your coordinator or trainer to resolve the issue or lodge a formal complaint. Online harassment and bullying conducted via social media will not be tolerated. Any abuse of social media may result in disciplinary action.

Personal belongings

You are responsible for the security of your own belongings and it is highly recommended that you do not leave your valuables unattended during class time. Activ Pathways will take no responsibility for these items.

USI

Your USI is a code of 10 letters and numbers. Every student in Australia has their own USI. You will create a USI once and use it for life.

All of your training results for VET and university are recorded against your USI. So all of your education information (as an adult in Australia) is stored in the one place. Log in to the USI website with your USI and password, and you can see this record. You can also share this record with employers or training organisations, so they know what training you have done before.

By law, you must provide us a USI at enrolment for accredited training. If you do not give us a USI, we cannot enrol you.

We will also ask you for your 'USI transcript'. This is a record of all training you have studied in the past. We cannot train units if you have already studied them. That is why you need to show us what you have done in the past.

Not sure if you have a USI?

If you have studied since 2015, you may already have a USI. If you forgot or are not sure if you have one, check for it.

First, look in your email inbox. Search for "USI student". You may be able to see your USI in an email.

If that doesn't work, go to <https://www.usi.gov.au/students/find-your-usi>. Follow the instructions there.

Need to create a USI?

Go to <https://www.usi.gov.au/students/get-a-usi> and click "Get your USI". You will need an identity document (like a passport, ImmiCard or driver's license). You will need your own email address. A record of your USI will be emailed to you. Keep this email in case for the next time you do training.

If you are having trouble creating a USI, please call us. We will help talk you through it.

USI Transcripts

Log in to your USI student portal (<https://portal.usi.gov.au/student>).

Click 'View VET transcript'.

Accept the terms and conditions and click 'Next'.

Click 'Download Transcript'.

Click 'Yes', then set a time limit.

You can provide Activ Pathways the PDF. Or you can provide us the document number on the final page, and we can check it before the time limit ends.

Disclaimer (final page)

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.

Version Register			
Date	Version	Description of Revision	Developed by
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
15/08/2024	V18	Considerable changes to content	SW

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Activ Pathways,
Activ Foundation Ltd,
PO Box 446,
WEMBLEY WA 6913
Tel: (08) 9208 5027
Email: pathways@activ.asn.au