



# **Pathways Psychology Institute**

**STUDENT HANDBOOK**

RTO PROVIDER 45397

Pathways Psychology Institute 2019  
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**Pathways  
Psychology  
Institute**

## Welcome

*Thank you for your interest in studying at Pathways Psychology Institute. I am delighted to welcome you to our in-depth trainings which combine Personal Development as you learn the knowledge and skills needed to work with clients as a counsellor, psychotherapist, coach or team facilitator.*

*We have been providing transformative education in Processwork (Depth Holistic) Counselling and Psychotherapy since 2008. We have gained a reputation for bringing information from the forefront of recent research and development into our Counsellor/Psychotherapist trainings that transform the student's sense of well-being and personal understanding of themselves. Enabling graduates to go on to bring transformational changes to the clients they work with, empowering clients to shift from surviving to thriving.*

*I developed a passion during the 1980's to find and bring into the world-at-large the most effective & up-to-date methods known on this planet for supporting people in pain to find their best pathway towards a happier, healthier experience of life. Having discovered a range of powerful approaches which access the deepest wisdom within each of us, which can guide individuals or teams to find their own unique pathway forwards. In 2008 we created Pathways Psychology Institute as a vehicle to bring this information from the forefront of recent research and developments, to the public.*

*At Pathways Psychology Institute we deliver our courses with sensitivity and respect for the varied styles of learning of all students, integrating a sense of community among the students into how the cohort learns. Our commitment is to provide a safe and supportive environment for the development of skills both within the student's inner awareness and the theory and practical skills needed for private practice or organisational workplace clients.*

*Our students have expressed appreciation for the way they learn to see themselves more deeply and become able to use their awareness for inner reflective practices (which we often hear has changed their lives in wonderful ways), integrated with the comprehensive training required to be a skillful counsellor, psychotherapist or personal coach.*

*I hope you can become a part of our student community, inspiring each other as we learn about ourselves and how to listen deeply to others. Growing renewed direction in your life and building confidence within a group of like-minded friends and colleagues.*

*Warmly,*

## Y. Udy

Yelena Udy  
CEO and Director of Training



# ABOUT THE INSTITUTE

## pathway

noun

1. another word for path.
2. a route to or way of access to; way of reaching or achieving something.
3. courses taken by a student to gain entry to a higher course or towards a final qualification.

Pathways Psychology Institute accredited its first two courses (Diploma and Advanced Diploma) with ACA (Australian Counselling Association) in October 2008, commencing classes in an old unused Primary School in Epping, training students in the most innovative approaches used in the counselling/psychotherapy industry.

From its beginnings Pathways Psychology Institute has offered a number of scholarships to a range of students to help enable them to complete their studies in counselling. In 2010 Pathways Psychology Institute joined with DEEWR to create a scholarship scheme for Indigenous students to study the Counselling and Group Work courses. In February 2011 the first residential for the At A Distance Indigenous student took place at Yaraandoo Life Centre our Arcadian campus.

In 2016 we moved our teaching facility to our Galston premises, we expanded our administration offices to include a new classroom while still continuing some class also at our Arcadia campus. We quickly out grew this class room, and plans and construction began in 2017 to create our new and larger campus classroom and a much larger space to house our administration department.

In 2018 Pathways Psychology became a Nationally Accredited, Registered Training Organisation (RTO) with ASQA and in 2019 our first ASQA accredited course Diploma of Counselling (CHC51015) was offered to potential students. In 2020 we will be offering another ASQA accredited course: Graduate Diploma of Trauma-informed Processwork Psychotherapy (10779NAT).

Our course development team are constantly working to stay abreast at the “coal face” of new emerging developments of techniques and training methods in the psychotherapy field. Always using quality mechanisms to improve our courses and designing new courses to meet the changing needs of the community.



*From our original campus in Epping back in 2008 to the new Galston campus of today*




# PROCESSWORK PSYCHOTHERAPY

Processwork Psychotherapy (also known as Process Oriented Psychotherapy), developed by Arny Mindell, uses many of the methods utilised in other modalities. The most essential aspect of Processwork is the comprehensive overview it provides to clarifying which particular technique is recommended with each client, in each changing situation. The Processwork practitioner pays a lot of attention to the client's own "signals", or responses to every intervention, and constantly re-orientates to match both the sensory style of the client, the rhythm and pace of the client, as well as the overall viewpoint of each particular client towards the issue they are working on understanding in more depth. This ongoing study of the client's processing system and calibrating the therapist's methods to match that of the client makes Processwork psychotherapy more precise in meeting client's needs than most other modalities.

Pathways Psychology Institute's students study a broad range of modalities, but as Processwork is our guide to assessing which method to use when, we do a lot of skills training in learning to read the precise indications the client constantly gives to our interventions. These client responses are referred to as the client "feedback", and becoming good at noticing your client's feedback is an essential aspect of becoming a Processwork Psychotherapist. Supervised practice sessions form a part of every class, following the lecture material, which may be presented live, or via internet or digital/audio recordings (for students at-a-distance). Students are involved in small learning group tutorials where exercises and some assessments are worked on collaboratively, as you develop your understanding and your growing skills.

Arnold Mindell has been leading the developments and research into applying Processwork in many contexts for the past decades. Alongside Arny and his wife, Amy Mindell, many colleagues have developed the effectiveness of these skills in a wide range of contexts (in addition to individual and couple counselling). These days there are many Processwork Psychotherapists applying the Processwork approach to working with individuals in coma, people suffering from a wide range of mental health diagnoses, as well as working with very large groups on shared issues (called "Deep Democracy").

	<p><i>"Deep Democracy is our sense that the world is here to help us to become our entire selves, and that we are here to help the world to become whole."</i></p> <p>Arny Mindell</p>
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	<p><i>Process Work investigates our known world and opens up to the unknown, the mysterious and inexplicable elements of life that are the potential seeds of new life and creativity. It is about exploring aspects of ourselves and our world, which we tend to ignore or throw away. In this way, life becomes a continually evolving, creative, unpredictable and numerous experiences.</i></p> <p>-Amy Mindell</p>
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# COURSES PROVIDED BY PATHWAYS PSYCHOLOGY INSTITUTE

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Pathways Psychology Institute presently offers the following courses:

**CHC51015 Diploma of Counselling**

**10779NAT Graduate Diploma of Trauma-Informed Processwork Psychotherapy**

For additional information concerning this course please see our website and our curriculum document. If you have any questions, please phone or email our administration team.



## DIPLOMA OF COUNSELLING (CHC51015) COURSE FORMAT

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Our Diploma and Graduate Diploma trainings are the only government accredited Processwork trainings available in Australia. At this time no other institutes are able to offer government accredited Processwork trainings.

The Diploma of Counselling (CHC51015) is taught as a combination of evening classes, study groups, and home study readings/ assessments, which can be accessed at-a-distance or in person, and three intensive 5-day residential trainings which must be attended in person. These residential focus on supervision and coaching feedback for each student on their skills development, and application of the theory.

This one-year course incorporates a lot of practical skills-based training practice; the theoretical foundations of Processwork Psychotherapy; the latest neurobiological developments (theory and skills) in working with trauma/stress effectively; as well as all the requirements of the government accredited Diploma of Counselling (CHC51015). Over the 4 terms students will complete seven clusters (detailed on next page), participating in a total of 1160 hours of training, learning and assessment activities.

Our Diploma of Counselling may be taken by either professionals already working in the industry (counselling, mental health and coaching field) who'd like to develop and deepen their skills, as well as new students wanting to develop counselling skills towards commencing work in the counselling and psychotherapeutic field. Our courses cover the information you need to commence work as a counselling practitioner. However, this is just the beginning. Every counselling psychotherapist uses ongoing supervision and professional development to continually refine their skills and develop their potential. Our course provides the context and group-learning support and encouragement to develop your self-awareness, alongside your professional skills as you move along this pathway becoming the best counselor you can be.

Applicants must be 18 years of age or older, have completed year 12 or equivalent, have sufficient English language skills to read the necessary student notes/texts and write the required assignments, and participate in a course entry interview to establish their suitability for the course.

It is expected that students attend every class, however, students must attend 80% of class and study sessions. If a student is unable to attend for any reason, it is a requirement that the trainer is advised before class. "Make-up arrangements" must be individually discussed with and agreed to by the trainer of that module. If a student does not feel they have been given sufficient time to address any missed material, they should speak with the Director of Training as soon as possible, after having spoken with the module trainer concerning "make-up" arrangements. Missing class affects your classmates' cohort progress, as well as your own learning, as this is a rigorous full course of study.

During class time we ask that all mobile phones/devices be turned off to allow students to participate fully in class and concentrate on the training material.










# UNITS & CLUSTERS

<b>CLUSTER 1</b>	<p><b>Introduction to counselling therapies and theories</b></p> <p>CHCCSL004 Research and apply personality and development theories CHCCSL005 Apply learning theories in counselling</p>
<b>CLUSTER 2</b>	<p><b>Using the Process: Practicing counselling therapeutic techniques</b></p> <p>CHCCSL001 Establish and confirm the counselling relationship CHCCSL002 Apply specialist interpersonal and counselling interview skills CHCCSL003 Facilitate the counselling relationship and process CHCCSL006 Select and use counselling therapies</p>
<b>CLUSTER 3</b>	<p><b>Empowering clients through decisions and relationships</b></p> <p>CHCCSL007 Support counselling clients in decision making processes CHCFAM003 Support people to improve relationships</p>
<b>CLUSTER 4</b>	<p><b>Professional practice</b></p> <p>CHCPRP003 Reflect on and improve own professional practice CHCCSM005 Develop, facilitate and review all aspects of case management CHCLEG001 Work legally and ethically</p>
<b>CLUSTER 5</b>	<p><b>Working with trauma, and clients at risk</b></p> <p>CHCCCS019 Recognise and respond to crisis situations CHCMHS013 Implement trauma informed care</p>
<b>CLUSTER 6</b>	<p><b>Working in mental health and supporting clients in altered states</b></p> <p>CHCMHS001 Work with people with mental health issues BSBLDR501 Develop and use emotional intelligence</p>
<b>CLUSTER 7</b>	<p><b>Deep Democracy: Facilitating diversity and developing cultural safety</b></p> <p>CHCDIV001 Work with diverse people CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</p>



## COURSE OBJECTIVES

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-  To train counselling professionals to a high level of counselling / psychotherapeutic skills, creating a well-rounded, sound knowledge base for each student to enter the counselling industry.
-  To encourage and enable a rising of professional standards of excellence in the services offered to the public in the counselling field.
-  To educate students in a general understanding of diverse types of practice involved in therapeutic work with a broad range of client populations and diverse groups.
-  To train students to understand the unique specific processing style exhibited by each individual (or group), and to be able to use interventions, in every case, appropriate to the perspective and orientation of the client. This assessment process is one of the great strengths of Processwork Counselling, how to follow the process, awareness style or viewpoint of each client.
-  To develop awareness of the dynamics of trauma, both individually and socially, which impact on vulnerable people, and an understanding of how to ameliorate these influences for those individuals.
-  To develop skills of self-reflection and practical management which promote relationships based on respect, non-violence and safety.
-  An understanding of the ethical rights and responsibilities of the client, as well as the rights and responsibilities of the counsellor/ psychotherapist
-  An understanding and commitment to pursue both one's individual development, as well as ongoing professional development towards constant improvement in all domains, in service of our clients.
-  Developing the attitude and research tools needed to interact effectively within the complexity of clinical practice and professional teams.

# GRADUATE DIPLOMA OF TRAUMA-INFORMED PROCESSWORK PSYCHOTHERAPY (10779NAT) COURSE FORMAT

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We are very proud to be offering our ASQA accredited Graduate Diploma of Trauma-Informed Processwork Psychotherapy. Our Diploma and Graduate Diploma trainings are the only government accredited Processwork trainings available in Australia.

The Graduate Diploma of Trauma-Informed Processwork Psychotherapy is taught as a combination of day and evening classes, study groups, and home study readings/ assessments, which can be accessed at-a-distance or in person, as three intensive 3.5 day residential trainings which must be attended in person each year (6 in total). These residential focus on supervision and coaching feedback for each student on their skills development, and application of the theory.

This two-year course incorporates practical skills-based training practice; the theoretical foundations of Processwork Psychotherapy; the latest neurobiological developments (theory and skills) in working with trauma/stress effectively; as well as all the ASQA requirements. Over the 8 terms students will complete eight enterprise units called modules (detailed on next page), participating in a total of 1340 hours of training, learning and assessment activities.

Our Graduate Diploma may be taken by either professionals already working in the industry (counselling, mental health and coaching field) who'd like to develop and deepen their skills, as well as new students wanting to develop counselling skills towards commencing work in the counseling and psychotherapeutic field. Our courses cover the information you need to commence work as a counselling practitioner or to take you to the next level in your counseling career. Our course provides the context and group-learning support and encouragement to develop your self-awareness, alongside your professional skills as you move along this pathway becoming the best counsellor you can be. This qualification is intended to provide participants with a range of Processwork psychotherapy skills and knowledge to perform effectively the many complex functions associated with providing Processwork counselling and psychotherapeutic support including:

- Processwork psychotherapy with individuals
- Processwork coaching and facilitation of leadership capacities in small teams
- Facilitating deep democracy for improved communication in groups and organisations
- Ensuring clients' trauma needs are acknowledged and responded to sensitively and respectfully for the best possible outcomes.

Most students applying for our Post-graduate course already hold an undergraduate degree from an accredited Higher Education Provider. Pathways' institution does allow admission under special circumstances to applicants without an undergraduate degree. Pathways offers entrants with substantial training and experience, an alternative pathway into the course. Those who have a minimum of 10 years' experience working with people and can show evidence of appropriate training may apply for RPL's. Those with no degree and no relevant experience will need to complete our Diploma of Counselling (CHC51015) course successfully before applying for consideration for entrance to our Graduate Diploma. All applicants must provide Pathways with their relevant certificates and demonstrate through a personal interview that their training and experiences meet the requirements for admission. During the personal interviews prospective students are also assessed for English language skills, fundamental human capacities, such as self-awareness, relational capacity, and ethical behavior, before acceptance into a counselling course.

It is expected that students attend every class, however, students must attend 80% of class and study sessions. If a student is unable to attend for any reason, it is a requirement that the trainer is advised before class. If a student does not feel they have been given sufficient time to address any missed material, they should speak with the Director of Training as soon as possible, after having spoken with the module trainer. As well as your own learning, as this is a rigorous full course of study.

During class time we ask that all mobile phones/devices be turned off to allow students to participate fully in class and concentrate on the training material.

# MODULES

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<b>MODULE 1</b>	<b>POPRES001</b> Initiate and undertake applied Processwork counselling and psychotherapy research
<b>MODULE 2</b>	<b>POPPTY002</b> Provide Processwork counselling and psychotherapy
<b>MODULE 3</b>	<b>POPTMA003</b> Work with trauma using a Processwork framework
<b>MODULE 4</b>	<b>POPRLT005</b> Facilitate group dynamics using deep democracy principles
<b>MODULE 5</b>	<b>POPRLT004</b> Facilitate relationships using a Processwork framework
<b>MODULE 6</b>	<b>POPMEN006</b> Support mental health using a Processwork framework
<b>MODULE 7</b>	<b>POPGRP007</b> Apply Processwork inner work self-reflection practices in professional practice
<b>MODULE 8</b>	<b>POPWRK008</b> Work within a Processwork counselling and psychotherapy framework


## COURSE OBJECTIVES:


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This qualification is intended to provide participants with a range of Processwork psychotherapy skills and knowledge to perform effectively the many complex functions associated with providing Processwork counselling and psychotherapeutic support including:


- Processwork psychotherapy with individuals.
- Processwork coaching and facilitation of leadership capacities in small teams.
- Facilitating deep democracy for improved communication in groups and organisations.
- Ensuring clients' trauma needs are acknowledged and responded to sensitively and respectfully for the best possible outcomes.


 To train counselling professionals to a high level of counselling / psychotherapeutic skills, creating a well-rounded, sound knowledge base for each student to enter the counselling industry.


 To encourage and enable a rising of professional standards of excellence in the services offered to the public in the counselling field.


 To educate students in a general understanding of diverse types of practice involved in therapeutic work with a broad range of client populations and diverse groups.


 To train students to understand the unique specific processing style exhibited by each individual (or group), and to be able to use interventions, in every case, appropriate to the perspective and orientation of the client. This assessment process is one of the great strengths of Processwork Counselling, how to follow the process, awareness style or viewpoint of each client.

 To develop awareness of the dynamics of trauma, both individually and socially, which impact on vulnerable people, and an understanding of how to ameliorate these influences for those individuals.

 To develop skills of self-reflection and practical management which promote relationships based on respect, non-violence and safety.

 An understanding of the ethical rights and responsibilities of the client, as well as the rights and responsibilities of the counsellor/ psychotherapist

 An understanding and commitment to pursue both one's individual development as well as ongoing professional development towards constant improvement in all domains, in service of our clients.

 Developing the attitude and research tools needed to interact effectively within the complexity of clinical practice and professional teams.

## PROFESSIONAL ASSOCIATIONS:

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We actively encourage our students to identify with the counselling and psychotherapy profession by participating in professional associations including PACFA and ACA. PACFA literature and information packs are distributed to all students. PACFA membership is discussed at length with students throughout the course. Finally, a PACFA representative is invited to present to students preparing to graduate. We also encourage students and graduates to participate in seminars, workshops and activities that contribute to personal and professional growth. We provide information on relevant upcoming seminars and events on our notice board and through our student and alumni newsletters

## SELECTION AND ENROLMENT

Pathways process of student selection is non-discriminatory on the grounds of gender, class, cultural background, sexual identity, disability or beliefs. Pathways students demonstrate self-awareness, relational capacity, an understanding and practice of ethical behavior.

Pathways Psychology Institute accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

However, if course requirement numbers are not met at the start date of a course, Pathways Psychology Institute reserves the right to not run this course or may move the start date to a later date.

To apply to enroll in a course, you must complete a General Application Enrolment Form as well as an AVETMISS Application Enrolment Form, available via email or from our website. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated in the Course Information) such as verified copies of qualifications, CV or other evidence. If you are applying for RPL's or Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application. See the section on Credits in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to us, along with a non-refundable application fee of \$250. You will be contacted within 5 days to let you know the status of your application/ enrolment and to confirm your details. As part of the entry requirements you are required to attend an interview. Details of the interview will be provided at this stage. Upon approval of your application, you will be sent further information about the next steps, payment arrangements and how you can get started in your course. Once enrolled, students will be given dates for orientation and class commencement.



The At-A-Distance course requires communication through technology using computers, the internet and telephones. Students applying for a position in the At-A-Distance course must have reliable access to a computer with windows version 10 or later versions. The internet, video conferencing and telephone is used extensively in this course as a way of communication between students and tutors/administration staff between residential trainings. Dial up connect internet is not sufficient for this course.



## UNIQUE STUDENT IDENTIFIER (USI)

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A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training since 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Create your own USI (our staff are happy to support you with any difficulties obtaining this)

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## ADDITIONAL INFORMATION RE: USI

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The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. The personal information the student needs to supply to be issued a Student Identifier includes:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, for the Student Identifiers Registrar to provide individuals with their USI and explain how to activate their USI account.

If Pathways Psychology Institute needs to create a USI on behalf of the student, identification documents will be required to verify the identity of the individual. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

- Under the Student Identifiers Act 2014, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.
- If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.
- For students and training organisations, the main benefits of the USI are:
- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).
- For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## CREDITS

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A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Pathways Psychology Institute can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation.

We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit. To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

If you have previously completed all the units involved in any given cluster, credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## RECOGNITION OF PRIOR LEARNING

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Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Pathways Psychology Institute has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

**RPL Policy:** Recognition of Prior Learning (RPL) may be granted for up to, but not more than, 50% of the academic component of the Graduate Diploma of Trauma-Informed Processwork Psychotherapy. When RPL is granted the student is required to be enrolled in the course for the full two-year duration of the course. That is, the student may be exempted from completing specific academic components of the course, but they must be enrolled and completing some aspects (usually supervision and practicum placement) of the course during the entire two years. The student must complete all client contact and clinical supervision requirements during the two-year program, along with their cohort.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training, which aligns specifically with the information that we teach in any given unit/cluster. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process. From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please see table below for additional Fees payable, including for Recognition of Prior Learning. For more information about submitting an application for RPL, contact the head office.

## ADDITIONAL FEES AND CHARGES (IF REQUIRED)

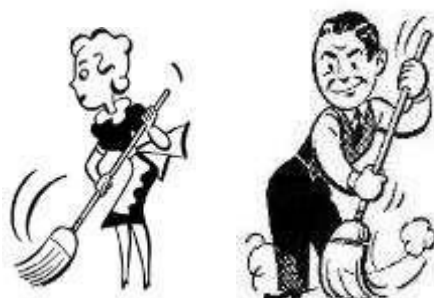
Pathways Psychology Institute has the following additional charges.

<b>Re-taking single cluster for a second time with re-assessment</b> All course fees include up to three (3) attempts at assessment per task. In the unlikely circumstances that after the third attempt, you do not pass, you may be required to re-enrol in the cluster. The cost is indicated here.	<b>\$1,500.</b>
<b>Re-Taking single assessment for a fourth (and additional) submission</b> All course fees include up to three (3) attempts at assessment per task. With your trainers permission you may be eligible to receive appropriately focused training to submit a single assessment for a fourth (or additional) time. Costs depends on size and time required for the assessment involved.	<b>\$180 - \$500</b>
<b>Re-issuing of test amur and statements of results</b> All course fees include the cost for issuing of one copy of the AQF test amur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	<b>\$80</b>
<b>Recognition of Prior Learning Fees</b> Application Fee Charge per unit of competency assessed through RPL	<b>\$250 \$200</b>

## COURSE INDUCTION

At the start of your course you will be provided with an orientation day / induction which provides you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The induction also provides an opportunity for you to ask any questions you might have about studying with us.

During this induction, we also make sure that you have all the required forms and paperwork filled in. At your induction you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below:





# STUDENT CODE OF CONDUCT

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All students are expected to abide by this Code of Conduct during their participation in their course with Pathways Psychology Institute. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.



## STUDENTS' RIGHTS

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All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Pathways Psychology Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Pathways Psychology Institute on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

## STUDENTS' RESPONSIBILITIES

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All students, throughout their training and involvement with Pathways Psychology Institute, are expected to:  
Treat all people and their property with fairness and respect and not do anything that could offend, embarrass or threaten others.

- ✓ Respect the opinions and backgrounds of others.
- ✓ Follow all safety policies and procedures as directed by staff.
- ✓ Report any perceived safety risks as they become known.
- ✓ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ✓ Not harass, victimise, discriminate against or disrupt others
- ✓ Notify us if any of their personal or contact details change.
- ✓ Provide relevant and accurate information to Pathways Psychology Institute in a timely manner.
- ✓ Approach their course with due personal commitment and integrity.
- ✓ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- ✓ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- ✓ Prepare appropriately for all assessment tasks and training sessions.
- ✓ Notify Pathways Psychology Institute if any difficulties arise as part of their involvement in the program.
- ✓ Notify Pathways Psychology Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ✓ Make payments for their training within agreed timeframes, as relevant.



For additional 'legislation which may relate to you', please see section in this handbook by this name.

## COURSE EXPECTATIONS AND REQUIREMENTS

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The training and assessment offered by Pathways Psychology Institute focuses on providing you with knowledge and skills required to the standard of performance required in the workplace.

This is known as competency-based training and assessment. Each of the components of your course is a unit of competency. Each unit of competency is linked to specific skills and knowledge required in the workplace. Pathways Psychology Institute clusters units to reduce repetition.

Our Course Information includes the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods usually include written questions, projects, written assignments, and practical observations. Your trainer will inform you of all required tasks, reading, homework etc which must be completed to satisfy course requirements.

## STUDENT MOTIVATION

Studying at-a-distance does allow students to attend classes from distant locations, however, motivating oneself when enrolled in an at-a-distance course can sometimes become difficult.

Whether you're a local student or attending at-a-distance, it's very important to set yourself regular study times and try to adhere to this schedule.



Always go back and review what you have already watched/listened to/learned, taking notes in your journal of the salient points.

If you experience any difficulties with the material, readings or course content, please contact your tutor immediately to discuss your situation. If you have difficulties accessing lectures via zoom, please contact our administration for additional support and guidance.

**Do not leave a problem to continue for an extended time, as falling behind will only make it increasingly difficult for you to catch up.**



*Don't let yourself get overwhelmed and frozen or leave your assignments to last minute like Worry Wayne here. Instead, stay motivated like Happy Jane by collecting material for your assignments early and staying in communication with teaching staff when you feel you may be having difficulties in your studies.*

*Remember the teaching staff are here to help you.*

## STUDY TECHNIQUES

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Students are encouraged to try and find ways to adopt good study techniques to make their study a more pleasurable and rewarding experience. The following are a list of suggestions on study techniques that may help you in your learning program.

- Set yourself a regular time to start and finish your study period.

- Find a quiet, uncluttered place to do your study.

- Break up your study period into small goals that can be achieved realistically during your study period.

- Have a calendar specifically for your study. So, you can mark on it the due dates of essays/assignments, classes and tutorials etc.

- Use the Class notes given out each module to guide your revision

- Record a summary in your journal in point form of lecture material for general revision.



*Create a study group with your class members, often it can be easier to study together to share and exchange ideas and understandings of your learning. If you can't be physically together then consider meeting on Zoom or Skype or even by phone. Your classmates can also help you to stay motivated with your studies.*

## ASSESSMENTS ARRANGEMENTS

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At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

**Assessment Outcomes:** These assignments are to ensure that students are meeting standards and competency criteria so as to show that the student is progressing towards a readiness to safely practice in public. Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

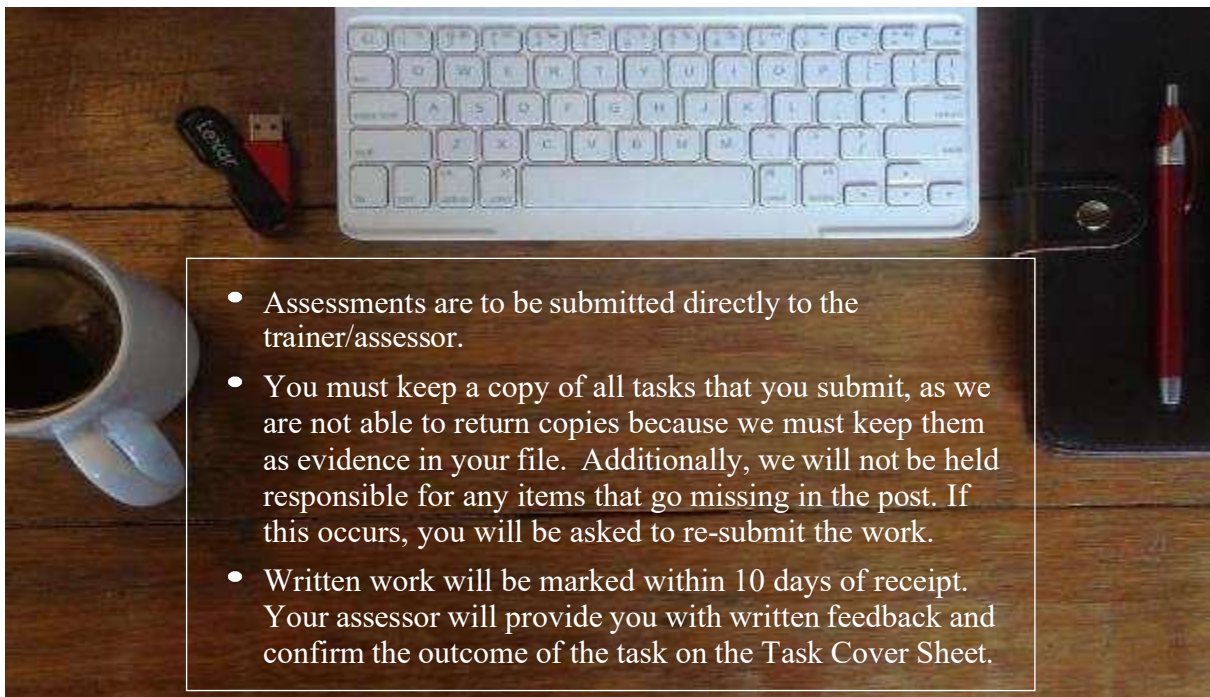
## SUBMITTING YOUR ASSESSMENTS

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You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own.

**NOTE:**

Written tasks will not be accepted without a signed cover sheet.



## REASONABLE ADJUSTMENT IN ASSESSMENT

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Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Pathways Psychology Institute requires students to be able to demonstrate their own understanding of a topic by presenting the essay/assignment by incorporating their own ideas in their own words. If a student is quoting from a reference then it should be referenced using the Harvard Referencing System, including referencing any personal communications that the student may have had with their teachers.

## APPEALING ASSESSMENT DECISIONS

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If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

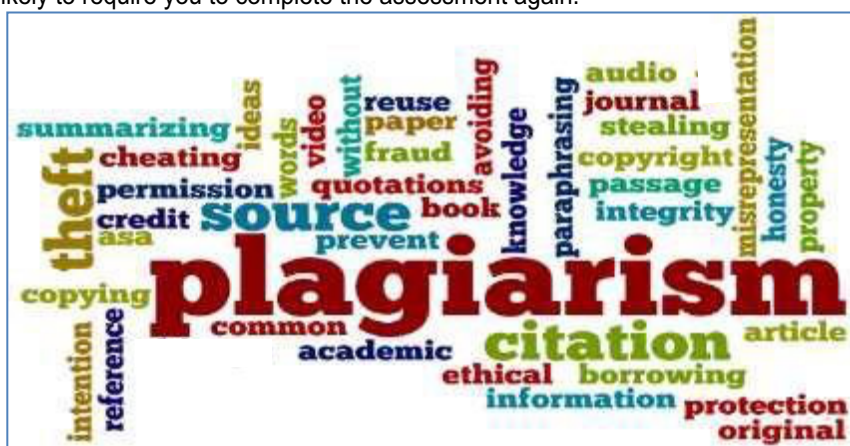
## STUDENT PLAGIARISM, CHEATING AND COLLUSION

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Pathways Psychology Institute has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.



## PERSONAL JOURNAL AND PROFESSIONAL CASE LOG

Process Psychology requires that the counsellor/ psychotherapist develops a high level of attention to noticing and relating to the subtle non-verbal signals of a client, and their unique awareness style in relation to the presenting problem.

Training in this approach to working with human experience necessitates an emphasis on skills practice as students develop increasing understanding and capacity to “read” client’s signals.



Students participate in many ongoing exercises to practice their understanding of theoretical concepts being taught, and develop their ability to apply this knowledge whilst working with real people.

Students will keep ongoing records of the learning of these sessions in their “professional case log”.

Alongside the development of one’s professional counseling skills, Process Psychology expects a high degree of self- awareness and continuing self-development and trains the practitioner to use one’s self in therapy and dealing with personal problems. An ability to apply “Inner work” skills to work on one’s own inner psychological state is considered an important aspect of training for professional employment.

Towards this end, students will be expected to study their own personal process, analyzing the impact of their family of origin, community of upbringing and other social factors on their own psychology, and working with their own internal dynamics and processes as part of the course, becoming able to understand their own biases and blind-spots. This knowledge allows future ethical professional practice and protects clients from the natural bias tendencies of practitioners.

Students will keep ongoing records of this internal exploration and development in their “personal journals”.

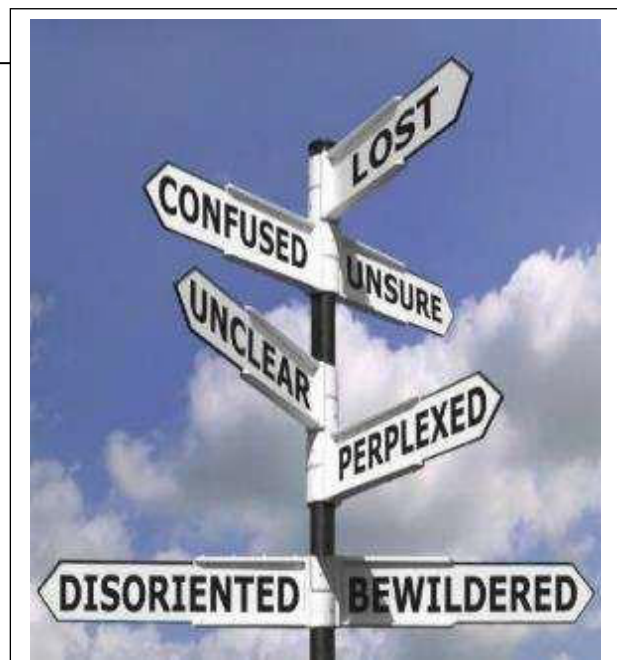
## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills.

Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.





Services that we can offer to you  
include:

- Support from our trainers/assessors, including providing you with their phone and email contact details.
- Access to fortnightly study group.
- Additional learning materials.
- Referral to relevant external services.
- Please speak to us to discuss your support needs.

## EXTERNAL SUPPORT SERVICES

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For students requiring additional support with their studies, work or life, Pathways Psychology Institute provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### Centrelink

Telephone: 131021

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

### Anti-Discrimination Board

Telephone: (02) 9268 5544 Website: <http://www.antidiscrimination.justice.nsw.gov.au>

The Board can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### Legal Aid NSW

Telephone: 1300888529

Website: <http://www.legalaid.nsw.gov.au>

Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### Disability Advocacy NSW

Telephone: 1300365085

Website : <http://da.org.au/>

DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

### Lifeline

Telephone: 13 11 14



Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

#### **Kids Help Line**

Telephone: 1800 55 1800 Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

#### **Fair Work Australia**

Telephone: 1300 799 675 Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

#### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## **LIBRARY**

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The Pathways Psychology Institute library is located at the Galston Campus premises. You are welcome to visit in person, if however, you do not live near the library, it may be possible to arrange to receive resources you require from the Galston library. The library has a sizable collection of books and journals on a variety of different psychotherapy/counselling topics and modalities and related health fields for students to use for their studies.

It is possible to organize access to several hundred journals with the latest findings on counselling/psychotherapy effectiveness if you speak with our librarian. Pathways library has many audiovisual videos/recordings which are resources which you may borrow upon request. Your teacher will recommend some of the recordings for you to watch as they relate to your area of study.

Students are required to purchase their own textbooks for their study. Sometimes it is possible to borrow the required textbook briefly from the library while waiting for your own text to arrive. The Library is open business hours on weekdays and evenings on Monday's and Wednesday's.

## YOUR FEEDBACK

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Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office. We also welcome feedback from you at any time by email and phone.

At intervals students will be asked to provide written feedback, by filling out a feedback questionnaire. There are also recurring opportunities to interact with and discuss student's feedback and experiences with the CEO; Head of Training or Course Managers directly. These meetings are usually a group discussion in which ideas can be shared on any aspect of the course.

By asking students for their feedback recurring and listening to students' suggestions we have been able to use this information to identify particular needs of students and implement many beneficial strategies such as: -

- Tutorials and practice sessions are offered in the evening, as many students have requested after-work training.
- Extra support is provided during residential for any area of difficulty with students may be experiencing.
- Extra residential learning activities are often available for students who wish to have extra specific knowledge on the course.
- Classroom teaching practices have been improved and designed to suit particular student's learning needs.
- Residential accommodation and catering have been improved to more effectively meet student's needs.
- We have feedback mechanisms in place for students to communicate their needs and concerns that can be addressed in an ongoing way.
- Implementing practices that are respectful to Indigenous students.

## ACCESS TO YOUR RECORDS

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You may access or obtain a copy of the records that Pathways Psychology Institute holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records but photocopying by our staff attracts a fee. Arrangements will be made within 10 days for the individual to access their records.



Access to records may be provided by:

- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.
- making copies of the records held in a file (administration time spent photocopying your records is charged at \$5.00 per page).

## AMENDMENT TO RECORDS

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If a student considers the information that Pathways Psychology Institute holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING YOU IF THINGS CHANGE

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As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Pathways Psychology Institute will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable. Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

## LEGISLATION WHICH MAY RELATE TO YOU:

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### WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, Pathways Psychology Institute must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare.

Pathways Psychology Institute has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Pathways Psychology Institute emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and washbasins clean and tidy, etc).



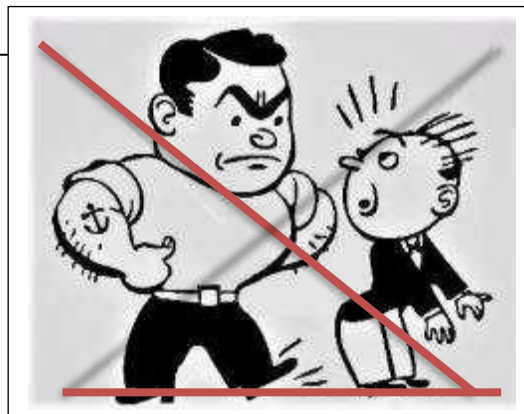
## HARAASSMENT, VICTIMISATION OR BULLYING

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Pathways Psychology Institute is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying.

Pathways Psychology Institute will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.



Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps:

- tell the person that you don't like the behaviour and ask them to stop.
- If you are not comfortable doing above, speak to a trusted staff member or trainer to ask for their support in resolving the difficulty.
- If you have attempted the above steps, and no resolution has been possible, then you can lodge a complaint as per Pathways Psychology Institute Complaints and Appeals procedure and detailed in this Handbook.

## EQUAL OPPORTUNITY

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The principles and practices adopted by Pathways Psychology Institute aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Pathways Psychology Institute.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Pathways Psychology Institute provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## NATIONAL VET REGULATOR ACT 2011

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As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

# POLICIES AND PROCEDURES:

## PRIVACY POLICY

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In collecting your personal information Pathways Psychology Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation. This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.



We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes. We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## PRIVACY PRINCIPLES

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In collecting personal information, Pathways Psychology Institute complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state (NSW) in which Pathways Psychology Institute operates.

Personal information, including sensitive information, is collected from individuals in order that Pathways Psychology Institute can carry out its business functions. Pathways Psychology Institute only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment. Sensitive information is only collected by Pathways Psychology Institute if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
  - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
  - Unlawful activity, or misconduct of a serious nature, that relates to Pathways Psychology Institutes functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
  - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to

- locate a person who has been reported as missing.
  - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim
- Pathways Psychology Institute ensures each individual:
    - Knows why their information is being collected, how it will be used and who it will be disclosed to.
    - Is made aware of any legal requirement for Pathways Psychology Institute to collect the information.
    - Is able to access their personal information upon request.
    - Does not receive unwanted direct marketing.
    - Can ask for personal information that is incorrect to be corrected.
    - Can make a complaint about Pathways Psychology Institute if they consider that their personal information has been mishandled.
    - Is made aware of any consequences for not providing the information requested.
    - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Pathways Psychology Institute retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>.

## COLLECTION OF INFORMATION

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Under the Data Provision Requirements 2012, Pathways Psychology Institute is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- fees and payment information
- Information required for the issuance of a USI.

## STORAGE AND USE OF INFORMATION

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Pathways Psychology Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

Personal information will be stored in paper-based files that are kept in a secure location (filing cabinets) and electronically in a



secure environment to which only authorised staff have access.

The personal information held about individuals will only be used by Pathways Psychology Institute to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes Pathways Psychology Institute may use the personal information provided by an individual to market other internal products and services to them.

An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

## DISCLOSURE OF INFORMATION

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Pathways Psychology Institute will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.

The individual has given written consent.

- Pathways Psychology Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them. Personal information may be used or disclosed by Pathways Psychology Institute for statistical, regulatory and research purposes.

Pathways Psychology Institute may disclose personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA),
- NCVET
- Organisations conducting student surveys
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts  
Facilitating statistics and research relating to education, including surveys, or Understanding how the VET market operates, for policy, workforce planning and consumer information, Administering VET, including program administration, regulation, monitoring and evaluation.

## COMPLAINTS ABOUT PRIVACY

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Any individual wishing to make a complaint or appeal about the way information has been handled within Pathways Psychology Institute can do so by following Pathways Psychology Institute's Complaints and Appeals Policy and Procedure.



## ASSESSMENT POLICY & PROCEDURES

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Pathways Psychology Institute is committed to ensuring that the process of assessment (including the recognition of prior learning) in all VET programs is conducted in accordance with the four Principles of Assessment (validity, reliability, fairness, and flexibility) and the Rules of Evidence as endorsed by the National Quality Council.

All training and assessing staff are informed of this procedure through the induction process and are responsible for observing the guidelines stated in this procedure.  
This policy is approved by the CEO of Pathways Psychology Institute.

## PLAGARISM POLICY

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### Anti-plagiarism policy

Pathways Psychology Institute is committed to upholding high standards of integrity and honesty. Plagiarism in any form are unacceptable and will be acted upon appropriately.

### Definition

**Plagiarism:** To take the ideas or comments of another person and present them as one's own without providing the appropriate acknowledgement. This includes material from any source, staff, students or the internet, published and un-published works.

### Scope

Pathways Psychology Institute's staff and students have a shared responsibility to ensure all students gain the necessary understanding to prevent incidents of plagiarism.

The following scale has been adopted across Pathway Psychology Institute in cases of plagiarism:

### Scale Submission Action

**Minor** Student submission stands and progresses to trainer/assessor for marking. Faculty head contacts the student and offered support in best practice.

**Moderate** Student submission stands but trainer/assessor informs the student that questions/areas of concern are to rewritten and resubmitted. Faculty head contacts the student and offered support in best practice.

**Major** Student submission rejected by trainer/assessor. Trainer/assessor saves submission locally in RTO Drive as evidence and deletes submission in Moodle. Faculty head contacts student to resubmit assessment.

If plagiarism is confirmed for a student and it is determined that the action is moderate or major, the faculty trainer/assessor may decide to scrutinise the submissions for this student more regularly than outlined above.

Other areas of suspected cheating such as during assessment conditions or assisting a cheating process are very subjective and circumstantial and will be addressed on an individual basis using a process similar to the above.

Any decisions in regards to plagiarism and cheating made by the faculty head will be final. Due to the sensitivity of this issue, Pathways Psychology Institute will endeavour to decide within five (5) working days of the incident being detected.



## STUDENT ENTRY PROCEDURES

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### **Purpose**

This procedure was developed to implement a fair and transparent process for prospective students to follow when applying for a relevant course with Pathways Psychology Institute. Its aim is to ensure students have a strong chance of success and are accepted into appropriate programs.

### **Scope**

This procedure applies to all prospective students in full qualifications at Diploma level or higher. The scope includes all campuses and facilities where training is conducted by Pathways Psychology Institute.

### **Principles**

It is important that students attempting to undertake a qualification at the Diploma or Graduate Diploma level are fully prepared for that undertaking. Pathways Psychology Institute will assess the students' academic suitability to ensure the student has the best chance of success.

### **Academic suitability**

A student is academically suited to a Diploma and Graduate Diploma course when:

- Pathways Psychology Institute reasonably believes that the student is academically suited based on the following evidence:
- The student satisfies any entry requirements for the course; and
- The student satisfies one of the following requirements:
  - The student provides Pathways Psychology Institute with a copy of a Senior Secondary Certificate of Education for the student's completion of Year 12; **OR**
  - The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy; **AND**
  - Pathways Psychology Institute reasonably believes that the student displays that competence. **OR:**
  - The student provides Pathways Psychology Institute with a copy of a Certificate IV qualification (or above) issued under the Australian Qualifications Frameworks, and where a certificate, as stipulated above, is produced, Pathways Psychology Institute must be satisfied that the course for the qualification was delivered in English.
  - The course for the qualification was delivered in English.

### **Reading and numeracy test:**

Pathways Psychology Institute has chosen the Core Skills Profile for Adults (CSPA) online assessments developed by the Australian Council for Education Research (ACER) to support the measuring of literacy and numeracy. The chosen CSPA testing tool is a government approved testing tool. Pathways Psychology Institute will conduct the testing process with honesty and integrity by offering to test under supervised conditions on-site. It is expected that students who are required to complete the test do so with honesty and integrity. The results of testing will be reported to the student as soon as practicable after the assessment and to the VSL Secretary on request. The results will be retained by Pathways Psychology Institute for a minimum of five years. If you do not pass the LLN test, then you are able to re-sit the test in three months OR if Pathways Psychology Institute believe you may be ready.

### **What if I don't meet the entry requirements?**

Students who do not meet the entry requirement for their chosen qualification may be able to:-

- Re-sit the exam based on Pathways Psychology Institute's assessment of your readiness. The student must allow for sufficient time to improve their reading and numeracy to the required level before re-sitting the exam.
- Choose a qualification at a lower level which is better suited to their current ACSF status.

### **Find out more**

For more information on the above, contact our friendly staff on (02) 9653 2228.

# WITHDRAWAL FROM COURSES AND CANCELLATION OF ENROLMENT POLICY & PROCEDURE

## 1. Purpose

In accordance with the VET Student Loans Act 2016 and the associated VET guidelines, as an approved course provider, the following policy and procedural document has been drafted to provide clarity around the processes and procedures for a student to withdraw from an approved course and the processes and procedures for cancellation of enrolment (Subdivision E—Withdrawal from courses and cancellation of enrolment, Subsection 86 and Subsection 87, VET Student Loan Rules 2016).

Subsection 86 (Processes and procedures for student to withdraw from approved course) states:

1. An approved course provider's processes and procedures must include:
  2. procedures for a student to withdraw from an approved course, or a part of an approved course; and
  3. a procedure for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider.
4. The procedures for a student to withdraw from an approved course, or a part of an approved course, before a census day for the course, or the part of the course, must not involve financial, administrative or other barriers to the withdrawal.
5. If a student withdraws from an approved course, or a part of an approved course, the course provider must not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

Subsection 87 (Processes and procedures for cancellation of enrolment) states:

1. An approved course provider's processes and procedures must include processes and procedures for the provider to cancel a student's enrolment in an approved course, or a part of an approved course, after the census day for the course.
2. The processes and procedures for cancelling a student's enrolment must:
3. require the provider to inform the student concerned of a proposed cancellation; and
4. provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
5. set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

## 2. Scope

This policy applies to all students at Pathways Psychology Institute.

## 3. Provision

Pathways Psychology Institute will ensure that a student is not victimised or discriminated against during this process.

## 4. Responsibility

The Pathways Psychology Institute Administration Team will be responsible for the implementation of this policy, and to ensure that staff and students are aware of its application and procedures.

## 5. Definitions

*Withdraw request:*

Written notification from a Student indicating that the student wants to Withdraw from their course at Pathways Psychology Institute.

*Withdrawal request date:*

The date the withdraw request is received by Pathways Psychology Institute.

*Acknowledgment of a withdrawal request:*

Written acknowledgment from Pathways Psychology Institute to a student that the student has requested a withdrawal.

## **6. Withdrawal from course**

6.1 Students wanting to withdraw from a course must indicate their intent to withdraw via a written withdraw request using an:

1. Email to Student Support, and
2. Withdrawal Form

6.2 The withdrawal request date is the date Pathways Psychology Institute receives the intent to withdraw in writing from the student.

6.3 For VSL students, the student's census gateway is cancelled from the date the withdrawal request is made.

6.4 Acknowledgement of a withdrawal request will be given by email by Student Support, or automated systems, within 1 business day of the withdrawal request date.

6.5 Within 3 business days of the withdrawal request date, student support will contact the student who made the withdrawal request to discuss the reasons for the request and discuss the student's options around managing or ceasing their studies.

6.6 If a student no longer wants to withdraw, they have 5 business days from the request date to inform Student Support via email.

6.7 Student Support will send a confirmation of withdrawal to the student within 7 days of the request date.

6.8 A Statement of Attainment (SoA) will not be issued until a student has been marked competent for the unit by the approved completion date.

6.9 Refer to *Refund Policy VET Student Loan Assistance Scheme* for information on the financial impacts of withdrawal from units or a course.

## **7 Cancellation of Enrolment**

7.1 Pathways Psychology Institute reserves the right to cancel a student's enrolment in an approved course, or part of an approved course, after the census day/s for the course, upon expiration of course enrolment (i.e. when the nominal end date for the enrolled course has lapsed).

7.2 Cancellation of Enrolment Process is outlined below:

### **Step 1**

Where it has been determined that an enrolment cancellation is to be processed, Pathways Psychology Institute will issue a proposed cancellation notice to the student concerned. This notification will be issued via email, however, if this notification is undeliverable, a formal letter will be mailed to the student's nominated postal address.

### **Step 2**

Students will be given 28 days to initiate grievance procedures before the cancellation takes final effect and the cancellation will only take effect after any grievance procedures initiated by the student have been completed.

NOTE: If grievance procedures result in a student's enrolment being extended, the cancellation of enrolment process will cease.

If students do not lodge a grievance within 28 days of the original cancellation notification, the cancellation of enrolment will be processed as per Step 3.

### **Step 3**

Once all grievance procedures have been completed, and the 28 days given to lodge such grievances has passed, the cancellation of enrolment will be processed accordingly on or after the 29th day from the original cancellation notification. A confirmation of cancellation notification will be issued via email, however, if this notification is undeliverable, a formal letter will be mailed to the student's nominated postal address. No refund will apply.

7.3 Refer to *Refund Policy VET Student Loan Assistance Scheme* for information on the financial impacts of a cancelled course.

## STATEMENT OF VET TUITION INSURANCE

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### Introduction

The Tuition Protection Scheme (TPS) protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

1. As an approved provider under the *VET Student Loans Act 2016*, Pathways Psychology Institute ABN: 35116804347 ACN: 116 804 347 must be a party to an approved tuition assurance arrangement. Pathways Psychology Institute is not exempted from these arrangements.
2. It is intended that, from 1 January 2018, Pathways Psychology Institute will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Pathways Psychology Institute is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
3. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Pathway Psychology Institute's obligations from that date.
4. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Pathway Psychology Institute's website and advised to all students that have enrolled in the intervening period.

### **What happens if Pathways Psychology Institute ceases to provide a course after it starts but before it is completed? Information for affected students.**

1. Pathways Psychology Institute will notify affected students in writing that an approved course is no longer provided within 2 business days after Pathways Psychology Institute ceases to provide the course after it starts but before it is completed.
2. As soon as practicable, Pathways Psychology Institute will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

### **Replacement courses**

1. The Department of Education and Training (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
2. Replacement courses must meet the following requirements:
  - the course must lead to the same or comparable qualification as the original course;
  - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
  - the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
  - the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
1. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
2. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.
3. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:

- a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
  - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
1. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.
  2. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

#### **Re-crediting of students' VETSL balances**

1. Where there is no suitable replacement course for a student, Pathways Psychology Institute will re-credit the student's VETSL balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

#### **Prepaid fees**

1. For tuition fees paid up-front greater than \$1,500. Pathways Psychology Institute has in place a Bank Guarantee registered with St George Bank to cover and protect the amount of prepaid fees in excess of \$1,500 for any student.
2. For tuition fees paid up-front below \$1,500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Pathways Psychology Institute if Pathways Psychology Institute fails to provide the agreed services. Pathways Psychology Institute has in place a *refund policy in the Student Handbook*. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

#### **Record keeping**

1. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

## **VET STUDENT LOAN APPLICATION REQUIREMENTS POLICY AND PROCEDURE**

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### **Purpose**

In accordance with the *VET Student Loans Act 2016* and the associated VET guidelines, as an approved course provider, the following policy and procedural document has been drafted to provide clarity around the collection and verification of information for the purposes of, or in relation to, applications by students for VET Student Loans. (*Subdivision D—Information relating to applications for VET student loans, Subsection 85 Processes and procedures for information relating to applications for VET student loans, VET Student Loan Rules 2016*).

This policy focuses on VET Student Loan application requirements only. Other eligibility and entry requirements should be noted, including academic assessment requirements. These requirements are outlined in the Pathways Psychology Institute Student Handbook.

### **Policy**

#### Assessment Requirements to Assess Academic Suitability

Subsection 85(1) (*VET Student Loans Rules 2016*) requires Pathways Psychology Institute to have processes and procedures relating to the collection and verification of information for the purposes of, or in relation to, applications by students for VET Student Loans. Subsection 85(2) provides that the processes and procedures must require the collection and verification of the following information and documents:

- Information about the student's identity and date of birth;

- If the student is under 18, the completion of the VET Student Loan parental consent form;
  - If the student is under 18, information that one of the signatories to the VET Student Loan eCAF application is a responsible parent of the student or that the student is classed as independent if they have received Youth Allowance;
  - Information about the students' academic suitability, i.e.
1. Pathways Psychology Institute obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of Year 12;

Or both:

1. Pathways Psychology Institute assesses the student as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under Section 82. Pathways Psychology Institute also accepts; and
2. Pathways Psychology Institute reasonably believes that the student displays that competence;

Or both:

1. Pathways Psychology Institute obtains a copy of a certificate (however described) that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student; and
  2. the course for the qualification was delivered in English.
- Information relevant to establishing that the student meets the citizenship and residency requirements specified in Section 11 of the Act, i.e.

(1) The student must be:

1. an Australian citizen; or
2. the holder of a permanent humanitarian visa who is usually resident in Australia; or
3. a qualifying New Zealand citizen.

(2) A **qualifying New Zealand citizen** is a New Zealand citizen who:

1. holds a special category visa; and
2. has been usually resident in Australia for at least 10 years; and
3. was a dependent child when he or she was first usually resided in Australia; and
4. has been in Australia for periods totalling 8 years during the previous 10 years; and
5. has been in Australia for periods totalling 18 months during the previous 2 years.

- A unique Student Identifier or agreement that a USI will be applied for and provided to Pathways Psychology Institute.

and

- A valid Tax File Number or certificate from the Commissioner that the student has applied for a Tax File Number.

## **Procedure**

### VET Student Loans request

Requests for VET Student Loans are received by Pathways Psychology Institute directly from the students via phone, email or on location our campus. Upon receiving a request, the Pathways Psychology Institute representative will communicate to the student the; overall application process, VET Student Loans particulars, eligibility criteria, details in relation to the completion of the application form and guidance in the provision of relevant evidence to support their application.

### Collection of documentation and meeting eligibility

The completion of a VET Student Loan application must be accompanied by the provision of required identification and supporting documentation. These items will be used to validate the details contained within the client's application for a VET Student Loan.

Where a client fails meet the criteria to qualify for a VET Student Loan, a discussion will take place notifying the client of the outcome and an invitation extended to the client for the presentation of further items to support their application. Should the client continue to be assessed and ineligible, then alternative payment arrangement options will be discussed.

Key items to supporting the client's application for a VET Student Loan include: –

- Proof of age information about the student's identity and date of birth
  1. A copy of the student's Birth Certificate, Current Passport or Driver's Licence will be accepted;
- In the event that the student is under 18 years of age a parent/guardian co-signature is required
  1. If the student is under 18, the completion of the VET Student Loan parental consent form must precede the eCAF being created and provided to the student;
  2. if the student is under 18, information that one of the signatories to the VET Student Loan eCAF application is a responsible parent of the student or that the student has received youth allowance on the basis the student is independent;
- Evidence that the student is an Australian citizen, or a permanent humanitarian visa holder, or a New Zealand (NZ) citizen who holds a Special Category Visa (SCV)
  1. If you are an Australian citizen, a copy of your Australian Birth Certificate or Passport will be accepted;
  2. If you are a permanent humanitarian visa holder, evidence of your current visa status will need to be provided to verify your eligibility;
  3. If you are an NZ SCV holder, evidence of your current visa status will need to be provided to verify your eligibility. You will also be subject to other requirements;
- Valid Tax File Number (TFN)
  1. To receive a VET Student Loan, you must obtain a TFN from the ATO (you will need to apply for a TFN even if you are not employed).
  2. If you do not have a TFN, you can provide a Certificate of Application for a TFN. This certificate is available from the ATO after you have applied for your TFN. Once you obtain your TFN, you must immediately inform Pathways Psychology Institute.
- Unique Student Identifier (USI)
- Proof of the student's academic suitability
  1. Provide Pathways Psychology Institute with a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of Year 12; Or, a certificate (however described) that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student.
  2. Or the student must be assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under Section 82 administered by Pathways Psychology Institute .

#### Requesting a VET Student Loan

Once the applicant is determined as eligible, Pathways Psychology Institute will issue to the client a VET Student Loan application form. The application is provided via the government eCAF system directly to the email address provided by the client. In addition to the completion of the VET Student Loan application form the client must review and acknowledge their understanding of the VET Student Loans terms and conditions.

Clients will receive an email from the Department allowing students to sign into the eCAF system. Once signed in, clients will be required to verify the pre-populated information and complete the mandatory fields. Once complete, students must then submit the eCAF, which will prompt the system to email a copy of the completed eCAF to the student's nominated email address.

Please note: For students under the age of 18 years, the parent must complete a Request for VET Student Loan Parental Consent form prior to Pathways Psychology Institute creating and providing the eCAF to the student for completion.

The Request for a VET Student Loan eCAF submitted by the student and must be signed by both the student and a responsible parent or guardian of the student. In cases where the student has received Youth Allowance on the basis that they are independent (as described in Part 2.11 of the *Social Security Act*), evidence must be provided to Pathways Psychology Institute and parental signature is not required.

## STUDENT REVIEW POLICY FOR RE-CREDITING VETSL BALANCE FOR VET STUDENT LOAN ENABLED COURSES

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### POLICY STATEMENT

Pathways Psychology Institute will conduct this procedure in compliance with Schedule 1A of the Higher Education Support Act 2003 and the VET Guidelines 2013.

Trainsmart Australia will:

- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of
- ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Guidelines 2013.
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP
- ensure that all students are not victimised or discriminated against for:
  - Making an application for a refund
  - Making an application for the re-credit of a FEE-HELP balance
  - Seeking a review or reconsideration of a decision
  - Using this process or the Complaints and Appeals Policy and Procedure

### POLICY COVERAGE

This procedure applies to all students enrolled at Pathways Psychology Institute who access VET FEE-HELP for payment of their tuition fees.

#### Incurring a VET FEE-HELP Debt

A student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP assistance, who withdraws from a unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that unit.

Students who have requested VET FEE-HELP assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt. A student who withdraws from a unit after the published census date for that unit will incur a VET FEE-HELP debt for that unit.

#### Re-crediting a FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe **special circumstances** apply in accordance with the following procedures.

#### Special Circumstances

If a student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

Should a student withdraw from a unit of study after the census date, his/her VET FEE-HELP debt may only be removed for that unit of study due to **special circumstances** that:

- were beyond his/her control **and**
- did not make their full impact until on, or after, the census date **and**
- made it impracticable for the student to complete the requirements of the unit/s of



For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Refer to the Refund Policy VET Student Loan Assistance Scheme for information on the financial impacts of withdrawal from units or a course.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a student's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

If the FEE-HELP balance for a unit of study is re-credited, any VET FEE-HELP incurred for that unit will also be removed. If the student has successfully completed a unit of study, he/she is **not** eligible, in any circumstances, to have the FEE-HELP balance re-credited, or the debt removed for that unit of study.

## **PROCEDURE**

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

### **Stage One: Application**

The application for re-crediting of a FEE-HELP balance must be submitted in writing to the Head Trainer within twelve months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the unit. Pathways Psychology Institute has the discretion to waive this requirement if it is satisfied that it would not be, or was not, possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

The application for re-crediting of a FEE-HELP balance must include details of the:

- Unit(s) for which the student is seeking to have a FEE-HELP balance re-credited
- Special circumstances as referred to above, including supporting documentation

The application will be considered within 28 working days of receipt. Applicants will be notified in writing of the decision within 45 working days.

### **Stage Two: Review**

If a student is dissatisfied with the outcome of their application, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision.

The application for review should be made in writing to the CEO who is senior to the original decision maker and was not involved prior. The application must:

- be made within 28 days of receipt of the original decision
- include the date of the original decision
- state fully the reasons for applying for the review
- include any additional relevant evidence

The CEO will acknowledge receipt of the application for review, in writing, within 10 working days, review all original information and assess any new evidence

The CEO is taken to have confirmed the decision if he/she does not give notice of a decision to the student within 45 days after receiving the student's request.

The notice will inform the student of their right to apply to the Administrative Appeals Tribunal if they are not satisfied with the outcome of the decision.

## REPLACEMENT PROVIDER PROCEDURE

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An approved course provider must have a procedure to ensure that a student enrolled in a replacement course with the provider is:

- a) granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework; and
- b) not charged tuition fees for a replacement component of the replacement course.

Pathways Psychology Institute has the following replacement provider arrangements in place: –

- Where Pathways Psychology Institute provide a replacement course and where a student enrolled in that replacement courses is entitled to receive course credits for parts of the original course successfully completed by the student, Pathways Psychology Institute will grant credit for those parts successfully completed (Evidence must be provided).
- Pathways Psychology Institute will not charge tuition fees for a replacement component of the replacement course.

### Procedure

Upon acceptance of a student who is to be enrolled into a replacement course, Pathways Psychology Institute will liaise with the tuition assurance provider, student, original provider and ASQA to determine: –

- Those parts of the course which have been successfully completed
- Those parts of the course which the student has attended and completed
- Those parts of the course which the student has not yet commenced or had commenced but was unable to complete due to the original provider not being able to continue to offer that course
- The VET Student Loan debts incurred against those parts of the course which the student commenced and completed.

The information gathered is to be applied to the student's enrolment request, recognised as credit against completed units of competency as well as being used toward determining the parts of the course which are to be delivered. In addition to this, the information will allow for the determination of the tuition fees which remain outstanding.

Where a student requests credit recognition, this must be evidenced by:

- a copy of a statement of attainment or other Australian Qualifications Framework certification documentation issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
- a copy of an authenticated VET transcript issued by the Student Identifiers Registrar.

Once the determination in relation to credit recognition, training plan and remaining tuition fee has been determined, the student will be notified of all the details and offered a place to enrol with Pathways Psychology Institute. Upon acceptance of the offer the student will follow standard enrolment procedures. Should the student decline the offer, they will be directed back to the tuition assurance provider.

## FEES AND REFUNDS

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Pathways Psychology Institute protects the fees that are paid in advance by students. Pathways Psychology Institute does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off directly to Pathways during the course in instalments according to a set payment plan unless a third party such as *Study Loans Australia* is engaged by the applicant.

Students are asked to sign the AVETMISS Enrolment Form in acknowledgement of the terms and conditions of the enrolment and this policy.

### COURSE FEE INCLUSIONS

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A non-refundable application fee of \$250.00 is payable with all applications, including scholarship applications. Applications will not be processed until this application fee is received in full.

Course and tuition fees include:



All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment.

Class notes and assessment materials (provided digitally).

Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$80 per document.

### Course and tuition fees do not include:

- Textbooks
- Stationery such as paper and pens.
- Re-issuance of AQF certification documents – a cost of \$80 per document applies.

Pathways Psychology Institute cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### PAYMENTS

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Payments must be made through credit card or a direct debit arrangement. Credit card payments incur a 2.9% fee. Direct debit arrangements must be set up to occur automatically from your bank account on the agreed payment dates to avoid late or missed payments.

Students who are experiencing difficulty in paying their fees invited to call our office to make alternative arrangements for payment during their period of difficulty.



Outstanding debts will be referred to a debt collection agency where fees are more than 40 days past due and an alternative payment arrangement has not been negotiated. Pathways Psychology Institute reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## REFUNDS

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A non-refundable application fee of \$250.00 may be payable with all applications, including scholarship applications. RPL application fees are non-refundable.

A full refund of any course fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.

A full refund of any fees paid (including the deposit) will apply if Pathways Psychology Institute is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

In the unlikely event that Pathways Psychology Institute or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:

- Where Pathways Psychology Institute or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Pathways Psychology Institute ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- Where Pathways Psychology Institute needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Pathways Psychology Institute will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees. The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Pathways Psychology Institute to provide those services. The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure. A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund. RPL application fees are non-refundable.

## RECORDING AND PAYMENT OF REFUNDS

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Refunds will be paid to the person or organisation that made the original payment. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure. Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.



# REFUND POLICY – VET STUDENT LOAN ASSISTANCE SCHEME

**1 POLICY & PROCEDURE** Pathways Psychology Institute Pty Ltd offers a fair and equitable refund policy that complies with all legislative requirements. Students are informed of all fees, charges, census dates and of the refund policy during the enrolment process. Information on the refund policy is also stated in the Student Handbook. Pathways Psychology Institute guarantees a sound financial position and safeguards all participant fees until used for training and or assessment.

**2 POLICY COVERAGE** This refund policy applies to all students who are enrolled in a VET Student Loan approved course at TrainSmart Australia that have taken a VET Student Loan to cover partially or fully their tuition fees.

## 3 POLICY DETAIL

3.1 If a student withdraws from a VET unit of study on or before the relevant census date:

i. Pathways Psychology Institute will refund any VET tuition fees where the student has paid for that VET unit of study. All notifications from the student must be received in writing or by e-mail  
ii. The student will not incur a VET Student Loan debt  
iii. The student will not be victimised or discriminated against for:  
a. Making an application for a refund  
b. Making an application for the re-credit of a FEE-HELP balance  
c. Seeking a review or reconsideration of a decision  
d. Using this process or the Complaints and Appeals Policy and Procedure

3.2 This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

3.3 If a student withdraws from a VET unit of study after the relevant census date: i. No refund is applicable and/or ii. The student will incur a VET Student Loan debt

3.4 A student who withdraws after the census date for a VET unit of study may apply for special circumstances in line with Student Review Policy for Re-Crediting a VETSL Balance for a VET Student Loan Enabled Course.

3.5 A census date that is no earlier than 20% of the way through a VET unit of study will be set by Pathways Psychology Institute for each unit of study. The census date for each unit of study will be made available on the website [www.pathwayspsychology.com.au](http://www.pathwayspsychology.com.au)

3.6 For information on policy and procedure regarding withdrawals, refer to VET Student Loan Withdrawal from Courses and Cancellation of Enrolment available on the Pathways Psychology Institute website [www.pathwayspsychology.com.au](http://www.pathwayspsychology.com.au)

3.7 This Refund Policy is made publicly available at [www.pathwayspsychology.com.au](http://www.pathwayspsychology.com.au). The Student Handbook also contains the reference to this policy and all students eligible for VET Student Loan are informed of the refund policy through the student induction process. Members of staff are informed of this policy during their induction process and the information is made available in writing within the Staff Handbook. They are responsible for observing the guidelines stated in this policy.

## 4 SPECIAL CIRCUMSTANCES: RE-CREDITING AND REMITTANCE

4.1 Students may need to withdraw from their studies after the census date or may be unable to complete their studies due to certain circumstances. In such circumstances, students may apply to have their VET Student Loan remitted. Where Pathways Psychology Institute finds that special circumstances apply, the



student's loan balance will be re-credited with an equal amount to the amount of VET Student Loan that the student has received for their VET unit/s of study. If a student's VET Student Loan balance is re-credited, any assistance they acquired for the VET unit/s of study will also be remitted.

4.2 Students of Pathways Psychology Institute who wish to withdraw from a VET course of study, or VET unit of study due to special circumstance must complete a Special Circumstances Application Form and email it to Student Support.

### **Special Circumstances: Criteria**

4.3 For Pathways Psychology Institute to be satisfied that special circumstances apply, you must be able to prove that the circumstances: i. were beyond your control and ii. did not make their full impact on you until on, or after, the census date for the course or part of the course and iii. made it impracticable for you to complete the requirements for the course, or part of the course

4.4 A student must provide original, independent documentation as part of any application due to special circumstances. The documentation must clearly indicate the following:

i. The level of impact of the special circumstance ii. What the special circumstances were iii. When they occurred iv. How long they lasted v. That the circumstances made their full impact on, or after, the census date.

4.5 Special circumstances do not include: i. A lack of knowledge or understanding of VET Student Loan requirements under the scheme ii. A normal change in arrangements, such as a change of work shifts or planned holiday iii. A person's incapacity to repay a VET Student Loan debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances

### **Special Circumstances: Re-credit/Remittance Application Process**

4.6 It is the right of Pathways Psychology Institute students to submit an application to remit VET Student Loan debt under the grounds of special circumstances. Each application must be accompanied by supporting documentation to substantiate all claims.

4.7 Applications for a remittance and/or re-credit should be made in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end date of the VET unit of study.

4.8 Complete application to must be sent to the Head Trainer at [yelena@pathwayspsychology.com.au](mailto:yelena@pathwayspsychology.com.au) or via post to: Attention: Yelena Udy Pathways Psychology Institute  
6 Belbowrie Close,  
Galston NSW 2159

4.9 The Head Trainer will assess applications for the remittance and/or re-credit of tuition fees due to special circumstances, according to the quality of the independent supporting evidence provided by the student to substantiate their claim. The student will be provided with a decision, in writing, within 28 days of the submission of the application for assessment.

### **Special Circumstances: Appealing a Decision**

4.10 If a student is not satisfied with the decision made by the Head Trainer in relation to re crediting their FEE-HELP balance they may request a review of the decision. The review shall be carried out by a Review Officer.

4.11 Any such request must be submitted to the Review Officer in writing and:

i. must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period, and ii. must specify the reasons for making the request and include any supporting documentation

4.12 To initiate the process, please call Pathways Psychology Institute on (02) 9653 2228.

4.13 The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant of the next stage of escalation.

4.14 The Review Officer shall: i. be provided with all relevant information from the person who made the original decision; ii. review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

4.15 The Review Officer may: i. confirm the decision ii. vary the decision or iii. set the decision aside and substitute a new decision

4.16 The Review Officer will give written notice of the decision setting out the reasons for the decision.

4.17 Where a student is dissatisfied with the reviewed decision, they may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from this written notice from the Review Officer.

The contact details for the AAT are:

Sydney Office: Administrative Appeals Tribunal Level 6, 83 Clarence Street, Sydney NSW 2000

Telephone: 02 9276 5599

Post: GPO Box 9955 Sydney NSW 2001

OR

Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)

4.18 The Secretary of the Australian Government Department of Education and Training (DET), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DET's receipt of a notification from the AAT, DET will notify TrainSmart Australia that an appeal has been lodged. Upon receipt of this notification from DET, the Review Officer will provide DET with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

4.19 Applications for re crediting by the Secretary, under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.

4.20 Under section 71 of the VET Student Loans Act, a student may apply to the Secretary for a re-credit of a FEE-HELP balance if; TrainSmart Australia, or a person acting on behalf of TrainSmart Australia, engaged in unacceptable conduct in relation to a student's application for the VET Student Loan; or, if TrainSmart Australia has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

4.21 The Secretary may re-credit a student's FEE HELP balance in relation to special circumstances if TrainSmart Australia: i. is unable to act or is being wound up or has been dissolved; or ii. has failed to act and the Secretary is satisfied that the failure is unreasonable.

# COMPLAINTS AND APPEALS

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Nature of complaints and appeals Pathways Psychology Institute responds to all allegations involving the conduct of:

The RTO, its trainers and assessors and other staff.

Any third-party providing Services on behalf of Pathways Psychology Institute.

Any student or client of Pathways Psychology Institute.

Complaints may be made in relation to any of Pathways Psychology Institute's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- An appeal is a request for a decision made by Pathways Psychology Institute to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Pathways Psychology Institute

## SUPERVISION COMPLAINTS

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Students who have any issues or complaints concerning their supervisor, or the process of supervision, are encouraged to contact our **Student Issues and Complaints Officer**, Yvonne Moriarty on this email: [yvonne@mindwisecounselling.com.au](mailto:yvonne@mindwisecounselling.com.au)

## PRINCIPLES OF RESOLUTION

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Pathways Psychology Institute is committed to providing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Pathways Psychology Institute ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Pathways Psychology Institute will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Where a student chooses to access this policy and procedure, Pathways Psychology Institute will maintain the student's enrolment while the complaints/appeals handling process is ongoing.



## TIMEFRAMES FOR RESOLUTION

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Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.



## RECORDS OF COMPLAINTS AND APPEALS

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Pathways Psychology Institute will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.



## MAKING A COMPLAINT OR APPEAL

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Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Pathways Psychology Institute's head office at 6 Belbowrie Close, Galston NSW 2159 attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Pathways Psychology Institute to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

## RESOLUTION OF COMPLAINTS AND APPEALS

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Some or all members of the management team of Pathways Psychology Institute will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.



## INDEPENDENT PARTIES

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Pathways Psychology Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Pathways Psychology Institute. Pathways Psychology Institute may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary. The independent party recommended by Pathways Psychology Institute is the Resolution Institute. However, complainants and appellants are able to use their own external party at their own cost. Pathways Psychology Institute will provide complete cooperation with the independent party investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

## EXTERNAL COMPLAINT AVENUES

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Complaints can also be made via the following avenues:

### National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: [ntch@education.gov.au](mailto:ntch@education.gov.au) For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>



### Australian Skills Quality Authority (ASQA):

Complainants may also complain to Pathways Psychology Institute's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about RTOs that have not met their obligations.

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above. Please refer to the following webpage below before making a complaint to ASQA as it provides an online tool that will advise you about whether or not you can make a complaint to ASQA: <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider> ASQA advise the following in regards to complaints.

If you lodge a complaint, ASQA will formally respond to you: acknowledging receipt of the complaint (within five working days) advising whether or not any action will be taken, and if so, notifying of the action taken and the outcome of that action.

ASQA may contact you to seek further information. ASQA aims to complete a review of a complaint within four months of submission; however, in cases where a complaint triggers a compliance or audit or investigation, this may take longer. If ASQA is not the most appropriate organisation to deal with your complaint, they will recommend that you contact the appropriate organisation. If your complaint is about an issue that ASQA regulates, ASQA will decide what action to take.

ASQA takes a risk-based approach to complaints about training providers and this means the action its takes will vary depending on the seriousness and potential impact of the complaint.

In almost all cases, ASQA will notify the training provider of the complaint. The training provider will have the opportunity to respond to the allegations. In some cases, ASQA may decide not to take action.

Action may include:

- Writing to the provider to remind them of their obligations.
- Looking at a provider's practices to see if they are meeting their obligations. If they are not, we may:
- require the provider to correct its practices to protect future students
- require the provider to take action in relation to past or current students to rectify the impact non-compliant practices may have caused
- suspend, cancel or place conditions on that training provider's registration.

ASQA cannot act as a student advocate or Act to resolve a dispute with a training provider. ASQA will use the information from complaints to inform ongoing monitoring of training providers but may decide to take no immediate action in relation to a complaint.

## ISSUING OF CERTIFICATION DOCUMENTS

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On completion of your course and payment of all relevant fees, we will issue you with a qualification (test amur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Pathways Psychology Institute reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Pathways Psychology Institute is not permitted to do so by law.

Pathways Psychology Institute must have a valid USI on file for the student for a qualification or Statement to be issued.



## RE-ISSUING STATEMENTS AND QUALIFICATIONS

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Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.  
Refer to our Fees and Charges section for the current fee.



## OUR OBLIGATION AS YOUR RTO

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As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.

In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy Please see our website for Policies and Procedures.

## LOCATION

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### **GALSTON CAMPUS AND ADMINISTRATION DEPARTMENT**

Classes are held at 6 Belbowrie Close, Galston. New South Wales. 2159.

### **THE LIBRARY**

The library is located at the Galston campus premises.

## CONTACT US

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### **CORRESPONDENCE:**



ADDRESS: 6 Belbowrie Close, Galston.  
NSW. 2159.



TELEPHONE: (02) 9653 2228



FAX: (02) 9653 1291



EMAIL: [info@pathwayspsychology.com.au](mailto:info@pathwayspsychology.com.au)



WEBSITE: [www.pathwayspsychology.com.au](http://www.pathwayspsychology.com.au)



### **HEAD OF TRAINING:**



TELEPHONE: 0409 02 9900



EMAIL: [yelenaudy@gmail.com](mailto:yelenaudy@gmail.com)