

STUDENT HANDBOOK



Pathways Psychology Institute

RTO PROVIDER

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2025

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New South Wales. 2159
Australia

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Pathways
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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 tea 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/Psychotherapy trainings that transform the student's sense of well-being and personal understanding of themselves. Enabling graduates to go 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 pathways 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. 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 organizational 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 Pathways Psychology Institute

pathway

noun

Another word for path.

A route to or way of access to; way of reaching or achieving something.

Courses taken by a student to gain entry to a higher course or towards a final qualification.

Pathways Psychology Institute was accredited its first two courses (Diploma and Advanced Diploma) with ACA (Australian Counselling Association) back in 2008. Commencing classes in an old unused Primary School in Epping, training students in the most innovative approaches, including ProcessWork Psychotherapy 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 collaborated with DEEWR to create a scholarship scheme for Indigenous students to study at Pathways on Counselling and Group Work courses. In 2011 the first intensive residential for At a Distant Indigenous students took place at the Acadia campus, Yaraandoo Life Centre. Today, Pathways offers two scholarships for courses that are run each year to Indigenous students for studying in the Graduate Diploma of Trauma-Informed ProcessWork Psychotherapy (11267NAT) and or the Diploma of Counselling (CHC51015).

In 2016 we moved our teaching facility from Epping to the Galston premises, which is now the main campus. This has enabled us to incorporate the administration offices and the classroom together in one location.

In 2018 Pathways Psychology became Nationally Accredited, Registered Training Organisation (RTO) with ASQA and in 2019 our first accredited course the Diploma of Counselling (CHC51015) was offered to potential students. In 2020 we had accredited our second course by ASQA the Graduate Diploma of Trauma-Informed ProcessWork Psychotherapy (11267NAT).

In 2024 work began on extending the existing campus building to increase the size of classrooms and office space needed to accommodate our class numbers.

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



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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 in 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 and 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. Supervision 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 six 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 come, people suffering from a wide range of health diagnoses, as well as working with large groups on shared issues (called Deep Democracy)



Pathways Psychology Institute Courses

CHC51015 DIPLOMA OF COUNSELLING

**11267NAT GRADUATE DIPLOMA OF
TRAUMA-INFORMED PROCESSWORK PSYCHOTHERAPY**

**PATHWAYS ADVANCED TRAINING-COMMENCING MASTERY
IN TRAUMA-INFORMED PROCESSWORK PSYCHOTHERAPY**

For additional information concerning these courses please see our website (<https://www.pathwayspsychology.com.au/>). If you have any questions, please phone (02 9653 2228) or email our administration team (info@pathwayspsychology.com.au).

Diploma of Counselling (CHC51015)

ONLINE FORMAT

The Diploma of Counselling (ProcessWork) (CHC51015) is a comprehensive and engaging course taught as a combination of live and interactive online tutorials, virtual study groups and home readings and assessments. Students all around Australia can study to become a qualified counsellor with us without leaving their home.

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 the next page), participating in a variety of training, learning and assessment activities.

Our Diploma of Counselling may be taken by either professional 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 psychotherapy field. Our courses cover the information you need to commence work as counselling practitioner. However, this is just the beginning. Every counselling psychotherapist uses ongoing supervision and professional development to continually refine 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 counsellor you can be.










Applicants must be 18 years of age or older, have completed the year 12 High School Certificate or equivalent, have sufficient English language skills to read 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 live online tutorial, however, students must attend 80% of sessions as a minimum. If a student is unable to attend for any reason, it is a requirement that the trainer is advised prior. Missing a tutorial affects your classmates' cohort progress, as well as your own learning, as this is a rigorous full course of study.

Diploma Units and Clusters

CLUSTER 1	INTRODUCTION TO COUNSELLING THERAPIES AND THEORIES <ul style="list-style-type: none">• CHCCSL004 Research and apply personality and development theories• CHCCSL005 Apply learning theories in counselling
CLUSTER 2	USING THE PROCESS: PRACTICING COUNSELLING THERAPEUTIC TECHNIQUES <ul style="list-style-type: none">• CHCCSL001 Establish and confirm the counselling relationship<ul style="list-style-type: none">• CHCCSL002 Apply specialist interpersonal and counselling interview skills• CHCCSL003 Facilitate the counselling relationship and process<ul style="list-style-type: none">• CHCCSL006 Select and use counselling therapies
CLUSTER 3	EMPOWERING CLIENTS THROUGH DECISIONS AND RELATONSHIPS <ul style="list-style-type: none">• CHCCSL007 Support counselling clients in decision-making processes• CHCFAM003 Support people to improve relationships
CLUSTER 4	PROFESSIONAL PRACTICE <ul style="list-style-type: none">• CHCPRP003 Reflect on and improve own professional practice<ul style="list-style-type: none">• CHCCSM005 Develop, facilitate and review all aspects of case management• CHCLEG001 Work legally and ethically
CLUSTER 5	WORKING WITH TRAUMA AND CLIENTS AT RISK <ul style="list-style-type: none">• CHCCCS019 Recognise and respond to crisis situations• CHCMHS013 Implement trauma informed care
CLUSTER 6	WORKING IN MENTAL HEALTH AND SUPPORTING CLIENTS IN ALTERED STATES <ul style="list-style-type: none">• CHCMHS001 Work with people with mental health issues• BSBLDR501 Develop and use emotional intelligence
CLUSTER 7	DEEP DEMOCRACY: FACILITATING DIVERSITY AND DEVELOPING CULTURAL SAFETY <ul style="list-style-type: none">• CHCDIV001 Work with diverse people• CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

Course Objectives

	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 (11267NAT)

COURSE FORMAT

The Graduate Diploma of Trauma-Informed ProcessWork Psychotherapy is taught as a combination of day and evening classes, study groups / dyads, and home study (readings/ assessments). The training classes can be accessed at-a-distance or in person. There are three on-site 3-day intensive trainings which must be attended in person each year (6 in total). These intensive trainings focus on providing 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 and 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, or applicants with relevant background and experience wanting to move sideways to develop counselling skills towards commencing work in the counselling and psychotherapeutic field.

Our course covers the information you need to commence work as a counselling practitioner or to take you to the next level in your counselling 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 and relationships
- Ensuring clients' trauma needs are acknowledged and responded to sensitively and respectfully for the best possible outcomes.
- ProcessWork coaching and facilitation of leadership capacities in both small teams and families
- Facilitating deep democracy for improved communication in groups and organisations

Most students applying for our post-graduate course already hold an undergraduate degree from an accredited Higher Education Provider. For those students without an undergraduate degree, Pathways Institution may offer an alternative pathway into the course to entrants with relevant background training and experience. Those who have substantial experience working with people and can show evidence of relevant 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 experience meets 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 behaviour, before acceptance into a counselling course.





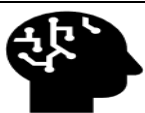




It is expected that students attend every class, however, students must attend 80% of class and study sessions.

If a student is unable to attend for any reason, it is a requirement that the trainer is advised before class. 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.

Graduate Diploma Modules

MODULE 1	NAT11267001 Initiate and undertake applied ProcessWork counselling and psychotherapy research
MODULE 2	NAT11267002 Provide ProcessWork counselling and psychotherapy
MODULE 3	NAT11267003 Work with trauma using a ProcessWork framework
MODULE 4	NAT11267005 Facilitate group dynamics using Deep Democracy principles
MODULE 5	NAT11267006 Support mental health using a ProcessWork framework
MODULE 6	NAT11267004 Facilitate relationships using a ProcessWork framework
MODULE 7	NAT11267007 Apply ProcessWork Innerwork self-reflection practices in professional practice
MODULE 8	NAT11267008 Work within a ProcessWork counselling and psychotherapy framework

Course Objectives

	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 an 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.

Pathways Advanced Training – Commencing Mastery in Trauma-Informed ProcessWork Psychotherapy

Pathways is in the process of adapting our Advanced Training to align with the requirements of the new PACFA College of Psychotherapy. More information concerning our updated Advanced Training will be available soon.

Professional Associations

We actively encourage our students to identify with the counselling and psychotherapy profession by participating in professional associations including PACFA and CPCA. PACFA literature and information packs are distributed to all students. PACFA membership is discussed at length with students throughout the course. 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 newsletter/emails.

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, and an understanding and ability to apply ethical behaviour.

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. (Although it has never happened, Pathways Psychology Institute reserves the right to delay the start date of any course with insufficient numbers by the scheduled start date.)

To apply to enrol in a course, you must complete a General Application Enrolment Form as well as an AVETMISS Application Enrolment Form, available via email (info@pathwayspsychology.com.au) or from our website (<https://www.pathwayspsychology.com.au>).

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 and other evidence.

Once you have completed your enrolment forms 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 a telephone 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.



All students must have access to a reliable computer, internet connection and mobile phone (students and tutors/administration staff communicate via WhatsApp and email)..Students are required to sign up with Zoom to be able to attend classes At-A-Distance.

Recognition of Prior Learning

If you are applying for RPL's (credit for previous equivalent training to our course modules) you must pay an RPL fee, indicate this on your enrolment form and supply certified copies of your transcripts, so we can assess your application.

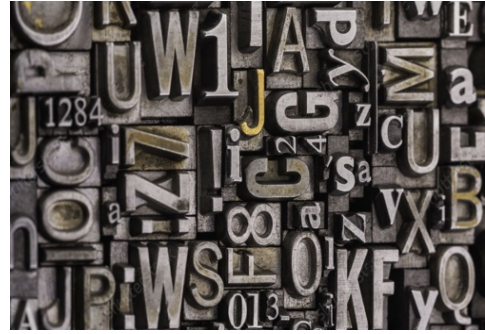
RPL Policy: Recognition of Prior Learning (RPL) may be granted for up to, but not more than, 50% of the academic component of the Graduate Diploma of Trauma-Informed ProcessWork Psychotherapy. When RPL is granted, the student is required to be enrolled in the course for the full two-year duration of 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.

For more information about submitting an application for RPL email the office (info@pathwaysPsychology.com.au).



Unique Student Identifier (USI)

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

For information about exemptions for individuals please review this webpage:
<https://www.usi.gov.au/exemptions>.

We are unable to issue a qualification or a statement of attainment without a valid USI or a notice of exemption from the registrar.

Course Orientation

When your course commences, you will be provided with an orientation which provides you with specific details about your course requirements and important dates. This will be an opportunity to meet your trainer and the other students in your course.

The orientation will provide you with important information about health and safety requirements including emergency procedures and general housekeeping. The orientation also provides an opportunity for you to ask any questions you might have about study with us.



Student Responsibilities

Class Protocol

In the spirit of creating a learning environment of inclusivity, safety and respect for all students and trainer/s, please take note of our following expectations of all our students.

Phones

- No texting/messaging during class time (unless communicating to trainers).
- No talking on phone during class time.
- Phones are to be set to silent or airplane mode or placed in a separate room.

Zoom

- Your camera is to remain on during class time to support everyone's awareness of the presence of our entire class (if a student needs to turn their camera off for a valid reason, then this should be communicated in the chat box).
- Please ensure you are sitting in a private place when zooming, and do not join Zoom whilst travelling and/or driving to ensure safety.

Communication & Sharing

- Information shared in a dyad or group setting is confidential to those present. You can share your own thoughts and feelings. Each student is free to talk about their own experiences.
- Student feedback is welcomed by trainers. As we are studying how to communicate respectfully with all people; we ask that students make the extra effort when sharing feedback to clarify:
 1. What specifically was your experience? As described in non-violent communication (NVC), presenting the simple facts you have observed and the impact on you is more helpful than telling other people what they should do in your opinion.
 2. Assume that there are always historical reasons why things are done, the way they are done. If you are hoping that we change the way we do something, in what way are you willing to help and support these changes happen?

Attendance

- Students must attend at least 80% of classes per year to satisfy the minimum attendance requirements for graduation. This also includes attendance of dyad practice sessions throughout each year.

Preparation

- Students need to be prepared for each class so you can be up to date, this includes reading the student assessment tasks document for that module, assessments, and readings; attending to non-class commitments and activities prior to commencement of class; and being mindful of (and engaging with) any inner work you may need to do to feel present.

In addition to the above specific responsibilities, the student is expected to abide by the following more general principles:

- ✓ 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, 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 prior to the commencement of the activity.
- ✓ Make payments for their training within agreed timeframes, as relevant.



Students' Rights

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 they affect them as soon as practicable.



Student's Wellbeing

We at Pathways Psychology Institute care about your well-being, and therefore will support you to take all the necessary precautions for your own mental health and well-being during the time of your enrolled course. During your enrolment, issues may come up that may trigger you into confused, vulnerable states of mind that can feel quite upsetting and scary for you.

It is important that you ask for help during these times. You may want the support of independent professional counsellors or access the support of our graduates working through Pathways Community Counselling Clinic. Wherever and however, you choose to find the most appropriate help for your own personal needs, it is essential that you do let others know you need some additional support and organise what suits you.

The student is responsible for their own mental health and well-being during their course of study at Pathways Psychology Institute. The student understands that the material that will be covered during their course may be confronting and could bring issues to the surface and trigger the memory of past traumas. It is the student's responsibility to seek help should they feel that their mental health is being compromised or is challenged.

Students are required to sign our "Student Waiver and Wellbeing Release Form" to certify that they have no medical or physical conditions which could interfere with their safety or the safety of others in connection with their participation in the Program. The agreement states that the student agrees to bear the costs of all risks that may be created, directly or indirectly, by participating in any training experience at Pathways Psychology Institute, which may or may not be connected to any pre-existing condition, whether or not disclosed to Pathways Psychology Institute.



The Pathways approach to learning involves students in exploring their personal history, experiences and meaning. As a counselling/psychotherapy training program, this process of exploration cannot always be carried through to completion during class time. It is the student's responsibility to find appropriate ways of attending to personal material that is difficult, too private, inappropriate for disclosure in the group or simply needs more time than is possible to give during group class time. This can be done on their own, using Pathways Inner Work practices or in collaboration with another student colleague, or with a professional therapist as required.

At Pathways, we expect that students will take responsibility for their own experiences which arise with the material of our courses and take responsibility for all the necessary out-of-class reflection. We also assume applicants come to this program with a level of resilience that enables them to deal with difficult situations in a clear, compassionate and non-blaming fashion.

We endeavour to support and nurture the safety of all our students. Ultimately though, you as the student, are responsible for working with your own nervous system in a way that enables you to feel safe, well and comfortable

have the skills, knowledge, and capacity to thoroughly deal with complex With this in mind, we strongly encourage all students to carefully consider what, and how deeply, they share of themselves when engaging in practice in class or in dyad session exercises (whilst also bringing real-life issues). It is important to remember your fellow student 'therapist' may not and traumatic feelings.

If you feel you need additional counselling support, you are welcome to reach out to any of our Pathways trainers for additional individual supervision sessions (costs available on request), or alternatively email the Pathways Community Counselling Clinic: pathwayscommunitycounselling@gmail.com to speak with one of the graduate counsellors available (minimal fee applies).

Our trainings will stretch and challenge you in multiple ways. It is your responsibility to make self-care a priority and ensure that you get professional counselling support if you need it.

Dyad Sessions

During your studies at Pathways Psychology Institute, you will work with fellow students during dyad practice sessions. These practice sessions allow students to develop their skills and apply their learning throughout their journey to becoming a qualified therapist. Additionally, these dyad sessions give students the opportunity to be supported as they go on an inner journey of transformation.



Information shared in a dyad or group setting is strictly confidential to those present. You can share about your own thoughts and feelings; however, you must not share about your fellow student's thoughts, feelings, or circumstances, without their explicit permission.



Student Motivation

Motivating oneself when enrolled in an online course can sometimes become difficult. If you experience any difficulties with the material, readings or course content, please contact Pathways office immediately to find avenues for additional support. Similarly, if you have difficulties accessing classes and recordings via zoom, please contact administration (info@pathwayspsychology.com.au).

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.



REMEMBER: *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 Habits

Students are encouraged to try and find ways to adopt good study techniques to make their study a more pleasurable and rewarding experience.



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, WhatsApp or phone. Your classmates can help you to stay motivated with your studies.

Student Assessment Guides

Upon receiving the Student Assessment Guide for any Module, you can read all the details about the assessment requirements. This Guide provides:

- detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against
- relevant due dates of assessments to be conducted

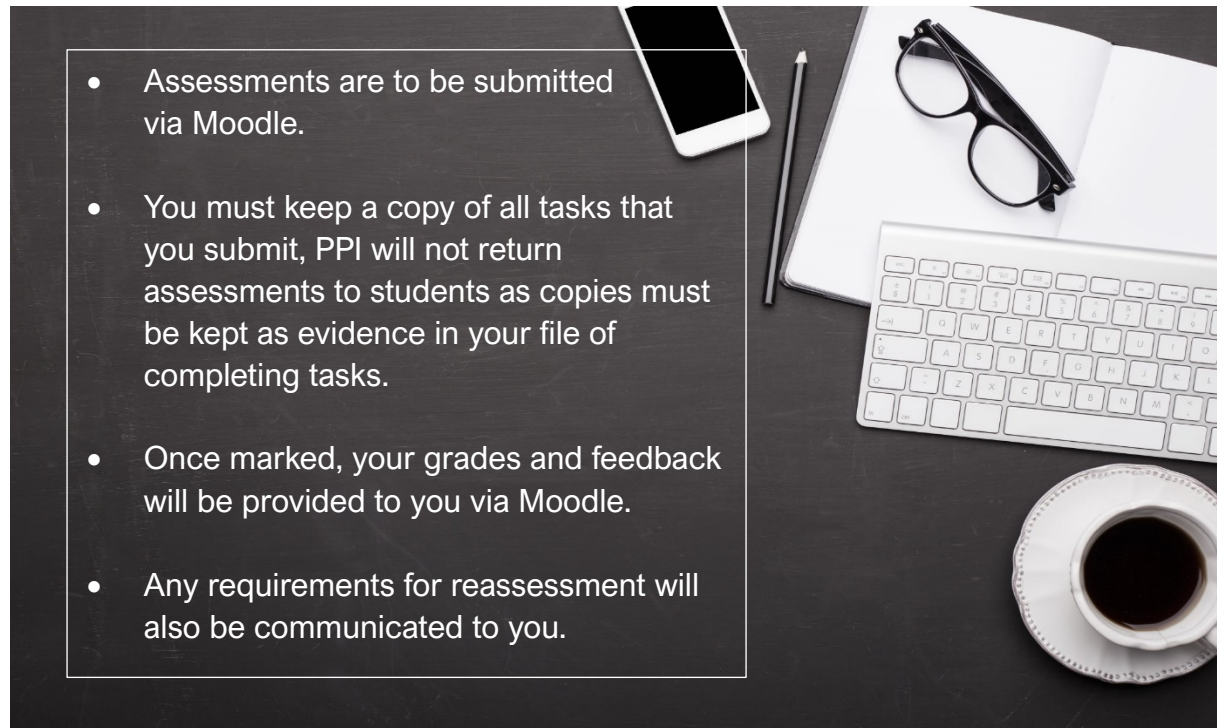
You can ask your Assessor any questions you have.

These assessments 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 as identified in the fees and charges information.



- Assessments are to be submitted via Moodle.
- You must keep a copy of all tasks that you submit, PPI will not return assessments to students as copies must be kept as evidence in your file of completing tasks.
- Once marked, your grades and feedback will be provided to you via Moodle.
- Any requirements for reassessment will also be communicated to you.

Extension Requests

All extension requests must be requested received by
midnight on the Wednesday before the due date

Extension requests must be made via email request to Pathways office
info@pathwayspsychology.com.au.

Any extension requests made AFTER the Wednesday prior to the due date will incur a \$100 fee.

- All assessments not submitted by the due date without an extension request will be considered a failed attempt.
- Upon requesting an extension, students may be given a maximum of 7 days from the due date to submit their second attempt.
- In extreme circumstances, the assessment team may grant students an additional 7 days (14 days from due date) to submit their third and final attempt.
- With the assessment team's permission, you can apply to submit a fourth attempt at a cost of \$200.00 with evidence of serious extenuating circumstances.

Referencing

Pathways Psychology Institute requires students to be able to demonstrate their own understanding of a topic by presenting their own ideas in their own words. If a student is quoting from a reference or has sourced an idea or definition from another source, then it should be referenced using the APA 7 Referencing System. This includes referencing any personal communications that the student may have had with their trainers and/or the learner guides and other readings you have resourced for your Assessments.

Pathways Psychology Institute requires that Graduate Diploma students research and cite references you research for all Assessment Task 4 assignments. There must be a minimum of 4 references from at least 3 different sources.

Guides on how to use APA7 referencing style are provided on Moodle. Microsoft Word also has an APA 7 template and resources for you to utilise to make it easier for you. Referencing accurately shows that you are acknowledging where you sourced your information.

Reasonable Adjustment to Assessment Tasks

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

Reasonable adjustment can involve:

- 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.

If, after discussion with your trainer, you continue to 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

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 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 and if found guilty, will be required 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 counselling skills, Process Psychology expects a high degree of self-awareness and continuing self-development and trains the practitioner to use oneself 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, analysing 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”.



Student Support Services

Throughout the duration of your course, Pathways relies on you to communicate all your questions and concerns either:

- To your trainer during your class. Other students may have exactly the same concern.
- To your weekly dyad practice session with your fellow student.
- Depending on the nature of your need, Pathways staff may direct you to various external support services.



External Support Services

For students requiring additional support with their studies or life in general, Pathways Psychology Institute provides the following referrals to community organisations who may be able to assist 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

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. 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

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

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

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

The Pathways Psychology Institute physical library is located at the Galston Campus premises. You are welcome to visit in person, if however, you do not live near the library, you may borrow books during your intensive training.

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.

Pathways digital library has many audiovisual videos/recordings. Your trainer will recommend some of the recordings for you to watch during specific modules of study.

Students are required to purchase their own textbooks for each Module. 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 Mondays, Tuesdays and Thursdays.



Your Feedback

Your feedback is important to us and assists in ensuring that our high quality services continue to meet your needs.

We encourage you to bring your feedback to class as this is the best place for discussing any issues with your trainer. At intervals we ask students to provide written feedback by filling out a feedback questionnaire.

We also welcome feedback from you at any time via the Moodle feedback form.

We use the information to identify needs of each cohort and implement beneficial strategies.

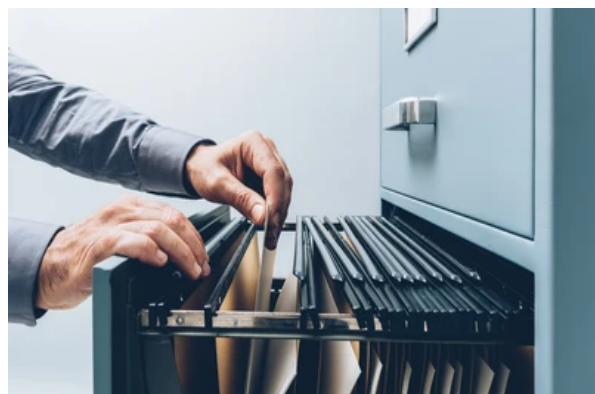


Records and Information

Privacy of Personal Information

Pathways Psychology Institute is committed to protecting your personal information in compliance with 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.

This includes ensuring secure handling, storage, and limited disclosure of your information. For more detailed and comprehensive information on our Privacy Policy please contact administration office.



Key Privacy Practices

- **Purpose of Collection:** We collect your information solely for education-related purposes, such as enrolment, academic records, and compliance reporting.
- **Usage:** Personal information is used only to support your study and for related administrative functions.
- **Disclosure:** Your information may be disclosed to government bodies (e.g., NCVET, Australian Skills Quality Authority) for regulatory or statistical purposes. We won't share information with third parties without your consent unless required by law; necessary to protect health or safety; or as allowed under the Privacy Act.

- Sensitive information is only collected by Pathways Psychology Institute if a permitted general or health situation applies by law and is necessary to prevent a serious threat, report misconduct, assist in locating missing persons, or defend legal claims. Please see the Privacy Act (16A, 16B) for more information.

Information Handling and Security

We collect information as required through the Data Provision Requirements 2012 through enrolment forms, training records, and assessment records, which may include:

- Personal and contact details
- Employment information (if relevant)
- Academic history
- Background information for statistical purposes (e.g., prior education, disabilities)
- Training and assessment records
- Financial data for fee processing

Your information is stored securely in paper files and electronic systems, accessible only to authorized staff. We ensure it is protected against unauthorized access, misuse, or disclosure. We disclose specific information to NCVET for vocational education research and policy purposes. This includes issuing statements of attainment and qualifications, statistical analysis, and supporting VET sector planning.

Individual Rights

- **Access and Correction:** You may access or correct your information upon request.
- **Privacy Concerns:** You can file a complaint if you believe your information has been mishandled.
- **Marketing:** Pathways does not interact with or forward material to any third-party marketing companies. That is, no personal information is ever passed on.
- **Privacy Complaints:** If you wish to raise a privacy concern, please contact our administration office. If necessary, after discussion, you may follow our Complaints and Appeals Policy and Procedure.



Legislation which may relate to you

Pathways Psychology Institute complies with the National VET Regulator Act 2011 as a registered training organisation, meeting standards that guarantee quality training and support for students. 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 to our RTO or courses if needed.

Pathways Psychology Institute, under the Workplace Health and Safety Act 2011, provides a safe environment and informs staff and students about health and safety protocols. Students are expected to follow safety instructions, report hazards, assist only when safe, be familiar with emergency procedures, keep walkways clear, no smoking and drinking alcohol on campus, and observe hygiene practices.

Pathways Psychology Institute is committed to a learning environment free from harassment, victimisation, and bullying. The Anti-Discrimination Law defines harassment as any form of behaviour that you do not want, which includes unwanted, offensive, or intimidating behaviour. Victimisation is where a person is treated unfairly because they have made a discrimination complaint and involves unfair treatment following a complaint, and bullying includes any abuse by staff or students. Students facing such issues should address them directly, seek support from staff and contact our administration office to explain the situation. If necessary, after communication, students can file a formal complaint following Pathways' Complaints and Appeals procedure.

Pathways Psychology Institute is committed to inclusion across race, culture, ethnicity, gender, sex, sexuality, religion and ability, treating all students fairly, ensuring equitable access to resources for both prospective and current students. Each student receives the support needed to achieve their potential and succeed in their training.

Complaints and Appeals

Pathways Psychology Institute is committed to responding to student difficulties, complaints and appeals fairly, transparently, and promptly. Issues or complaints should be reported as soon as possible, and any formal appeal must be lodged within 30 days.



Written complaints should describe the situation, include evidence, and state clearly what the student is hoping for. Pathways aims to resolve complaints within 30 days or notify the student if an extension is necessary.

If internal procedures do not resolve the issue, students may contact:

- **National Training Complaints Hotline: 13 38 73 or ntch@education.gov.au.
- Australian Skills Quality Authority (ASQA) for complaints about training compliance, after internal steps are exhausted.

Fees

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.

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 in monthly instalments via EziDebit. For students paying reduced course fees (i.e. those who have taken the Early Bird offer by enrolling before 31st December on the year prior to course commencement) note that the reduced fee applies only when a student registers with EziDebit and commences and continues on-time monthly payments from January.



If a student fails to make their monthly payment and Pathways administration must get involved, the student's fee will revert to the standard fee (not the Early Bird price). 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.

If you are receiving a VSL student loan for your Diploma of Counselling (only), students will have filled out and signed the AVETMISS Enrolment Form accordingly.

Refunds

A full refund of any course fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing prior to receiving any course documentation.

A full refund of any fees paid will apply if Pathways Psychology Institute is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances. Students who withdraw from a course may seek a partial refund by making an application for a refund in writing. The application must include the details and reason for the request.

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 by email to the student 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

Course Fee Inclusions

Course tuition fees include:

- All 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 & re-assessment.
- Class notes and assessment materials (provided via Moodle Learner Portal).
- 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).

<p>Course and Tuition Fees Do Not Include</p> <p>Textbooks</p> <p>Stationary such as paper and pens</p> <p>Re-issuance of AQF certification documents-a cost od \$200 per document applies</p>
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Additional Fees and Charges (if required)

The following additional charges, if they become payable to Pathways Psychology Institute, must be made through direct bank transfer.

<p>Re-taking single Module/Cluster for a second time with re-assessment 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 Module. The cost is indicated here.</p>	<p>\$3,800 /Module \$2,500 /Cluster</p>
<p>Re-taking single assessment for a fourth (and additional) submission All course fees include up to three (3) attempts at assessment per task. With your trainer’s 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.</p>	<p>\$200</p>
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$200</p>
<p>Recognition of Prior Learning Fees Application Fee Charge per unit of competency assessed through RPL</p>	<p>\$300 \$250</p>
<p>Missed Dyad Practice Attendance Sessions per module. If administrative staff cannot find ticked evidence of 80% Dyad practice attendance, when preparing end-of-Module/Cluster Results Sheet, and are required to send “make-up” emails, this is the administration fee payable.</p>	<p>\$100</p>
<p>Residential / Intensive make-up class If a student is unable to attend their cohort’s scheduled Residential / Intensive session and needs to attend an additional Residential /Intensive.</p>	<p>\$300</p>

Issuing of Certification Documents

On completion of your course and payment of all relevant fees, you will receive your record of results showing the units of competency achieved in your 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. Pathways Psychology Institute reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid.

Students who enrol in our courses do not automatically graduate their course. Students must pass at acceptable standards all assessment tasks and be deemed qualified to graduate by Pathways Psychology Institute's Head of Training.



Contact Us

Galston Campus and Administration Office

Classes are held on-site at 6 Belbowrie Close, Galston. New South Wales. 2159 and via Zoom.

ADDRESS:

6 Belbowrie Close Galston. NSW. 2159

TELEPHONE:

(02) 965232228

EMAIL:

info@pathwayspsychology.com.au

WEBSITE:

www.pathwayspsychology.com.au

