



## Student Guide

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## Introduction

The MAX Personal Trainer program qualifies and confidently prepares students to become successful Exercise Professionals, employed or self-employed exercise consultants, community exercise instructors, team training instructors, personal trainers, or senior exercise instructors in this ever fast growing fitness profession.

The program is a self-paced online program that is flexible in nature to cater for the individual needs, geography circumstances, resources available and time restraints of the student.

Successful completion of the Personal Trainer Program leads to the issuing of the New Zealand Certificate in Exercise (Level 4) and the New Zealand Certificate in Exercise (Level 5) and will allow the graduated student to register with the New Zealand Registrar of Exercise Professionals as a Personal Trainer (REPS - <https://www.reps.org.nz/education-2/initial-education/> )

All students are required to read and understand the following Student Guide; then electronically sign the Enrolment Form (Student Declaration) verifying that the information has been clearly explained and that they have read it in full and understand the information provided.

### **This Student Guide comprises the following parts:**

- Student Application, Enrolment and Induction Information
- General Student Information
- Information about MAX

## Student Application and Enrolment Information

MAX is a small personable college which only accepts a small number of students so to ensure:

- Personal connection with each student
- The achievement and maintenance of high academic and professional standards
- High success rates in completion and career goal achievement

## Entry/Selection Criteria

### Positive Attitude

Through the initial consultation, formal application and application interview it will be determined whether the proposed student has a positive attitude towards learning, their career goals, the Profession and MAX.

### Academic Requirements

Applicants must have achieved a minimum academic level of NCEA Level 1 or equivalent to enrol in the programmes leading to the qualifications:

- New Zealand Certificate in Exercise, Level 4
- New Zealand Certificate in Exercise, Level 5

### Literacy and English language proficiency requirements

Applicants must have sufficient Literacy and English language proficiency to demonstrate their understanding of the topic and to be able to successfully complete the programme. This will be detailed in the entry requirements for:

- New Zealand Certificate in Exercise, Level 4
- New Zealand Certificate in Exercise, Level 5

### Resource Requirements

Applicants must have the following resources available to successfully complete the programme:

- Computer, Ipad, Iphone or the equivalent
- Internet access
- A commercial training facility to complete practical training and assessments
- A qualified Exercise Professional to supervise and sign off on practical training and assessments

### Admission and Enrolment Procedures

Once the enquiring student has been invited to apply to enrol after the initial consultation, they are sent the following to review so as ensure they will fully be informed prior to their application to enrol interview:

1. MAX Application form
2. Student Guide and information
3. Information about the programmes and qualifications
4. Profile of the Mentors
5. Previous Graduates testimonials

During your application to enrol in a programme, the following takes place:

1. Discussion to ensure that the applicant is the right student for MAX and MAX is the right education provider for them.
2. Discussion to ensure that the MAX Programme and how it is delivered is aligned with the student's goals, abilities, and lifestyle
3. Discussion to ensure that the applicant has access to the required resources to successfully complete the program such as technology, training facilities and qualified supervision
4. Identification of student barriers to learning, completion and success
5. Identification of any individual student learning needs and how they can be accommodated
6. Discussion to ensure the student is clear about the commitment and obligations they are making

7. Discussion to determine if the student is eligible for any Recognition of Prior Learning throughout the programme
8. Discussion that the applicant knows that they must complete the entire Personal Trainer Program to be issued both New Zealand Certificate in Exercise Level 4 and 5 qualifications and are unable to exit the program early to be issued the lower of the two qualifications
9. If all the above discussions are acceptable to MAX, then the student application is approved, and they are invited to enrol
10. The applicant then decides to accept the invitation to enrol

The enrolment procedure includes:

1. The student verifying their identity and citizenship
2. The student confirming that they meet the eligibility to study according to the entry criteria
3. The student completing the Online Enrolment form
4. The Student electing the payment method for the course – either a Lump Sum Payment or a Tailored MAX Student Loan
4. An invoice is sent to the student if they elect to pay by lump sum (\$4950). The money is paid directly by the student to MAX's Fee Protection account with the NZ Public Trust. A receipt is issued when this payment is made
5. Where the Student elects a MAX Student Loan, the required disclosures are given to the student and the loan documentation is done Online by the student
6. Once all matter pertaining to 1-5 above are completed, the student's enrolment is confirmed, and they are provided full access to the Programme and instructions within two working days
8. Any changes to the student's enrolment are documented fully and where required signed by both parties

### Student Induction

Once the newly student is enrolled, they will receive:

1. A confirmation email from the MAX Education Director/Mentor on the same day of enrolment
2. A Welcome to the MAX Programme email from the Student Care Director/Mentor on the same day of enrolment including an invitation to book their first mentoring session
3. A confirmation email from the MAX Head Office with a link to the MAX On-Line Education Platform and instructions within 2 working days
4. A "How to Complete the Programme" email with a video link once the student has logged onto the platform (this is also on the MAX On-Line MAX On-Line Education Platform)

6. A “Programme Induction” email with video link once the student has logged onto the platform (this is also on the MAX On-Line MAX On-Line Education Platform)

## General Student Information

### Student Learning and Academic Support

Once the student has enrolled and logged onto the MAX On-Line Education Platform and the student induction is completed the student will be given the following support:

1. Unlimited lifetime mentoring and programme mentoring sessions with a MAX Mentor
2. Planned monthly mentoring sessions with a MAX Mentor
3. The development of a Student Learning Plan with a Mentor
4. Customised mentoring around the student special needs
5. Full access to the MAX On-Line Education Platform
6. Full access to the MAX Colleges App
7. Lifetime access to all the resources, workshops and mentoring
8. Connections to training facilities and qualified supervisors in their local area
8. Daily email contact via the informational MAXBites audios
9. Weekly MAXNewz email
10. Unlimited email support
11. Monthly online MAX Workshops
12. Immediate feedback on online assessment quizzes
13. Timely feedback on assessments completed and progress

### Student Pastoral Care and Support

Students’ progress will be monitored throughout the programme and feedback will be provided on an ongoing basis from induction to graduation. This is achieved through the use of a:

1. Student Learning Plan
2. Student Career Pathway Plan
3. Student Self-Reflection Sheet

Guidance will be provided to individual student with any challenges they encounter, and students will always be positively encouraged to complete their programme of study and achieve their fitness career goal.

Students will be appropriately matched to a mentor that will best suit their personality, goal, learning style and special needs.

The Programme can be customised to suit the individual learning needs, barriers and goals of the student.

Students will be connected to local training facilities and qualified supervisors so they can complete their practical training and assessment

Lifetime education and mentoring is provided to the student to ensure that they successfully transition from MAX into a successful fitness career and/or business.

### Student Behaviour Rules

All students will conduct themselves according to the MAX Student Behaviour Rules and Regulations which includes:

1. Dress in appropriate professional way at face-to-face workshops and meetings
2. Arrive to any workshops and mentoring sessions on time ready to learn.
3. Always use appropriate language – offensive, threatening, disparaging or inappropriate comments and socially unacceptable behaviour such as bullying, or harassment will not be tolerated.
4. Follow all reasonable instructions given by the Programme Mentor.
5. Treat all mentors, visitors and other students with dignity, courtesy and respect.
6. Attend any MAX Workshops and mentoring sessions free from the influence of alcohol or non-prescription drugs; smoking and the consumption of alcohol are not permitted at any MAX meeting or workshop.
7. Behave appropriately in workshops and do not disrupt or hinder the learning or progress of other students.
8. Turn off and do not use cell phones in workshops or Mentor sessions.
9. Make the Programme Mentor aware of any special assessment conditions and any medical or physical conditions, disabilities or limitations, including any diagnosed learning disabilities, which may affect your learning, participation or assessment during the Programme.
10. Treat any premises, buildings, utilities, facilities, equipment and learning resources being used by MAX with care and respect.
11. Comply with all Health and Safety Policies, procedures and requirements stipulated by organisations that host the face-to-face delivery components and take all reasonably practical steps to ensure your own safety and the safety of others.
12. Use the MAX On-Line Education Platform responsibly and appropriately and comply with all the MAX's internet and email procedures and requirements.
13. Always act honestly and with integrity, including during the assessment process. All student work presented for assessment must be authentic.

A breach of these Student Behaviour Rules may result in disciplinary procedures and /or disciplinary action against the student concerned depending on the seriousness of the case.

The student will also be provided with programme and assessment information at the start of the programme which will explain any specific programme and assessment regulations that apply to the programme undertaken.

### **Student Discipline**

In the event that consideration needs to be given to a student disciplinary matter, the following will apply:

#### Background

1. Students will be treated fairly and equally and in a manner that respects their dignity and personal rights
2. All breaches of discipline will be handled and investigated promptly and confidentially
3. An oral warning will precede any written warnings
4. MAX will adhere to the principles of “natural justice”, the “right to privacy”, “fair process” and good faith at all times.
5. The disciplined students will be fairly heard and will be considered with an open mind and no predetermination. All relevant information will be considered.
6. All new and ongoing breaches will be handled according to the seriousness of the offence and the consequences directly proportional to the severity of the breach.

#### Discipline

The purpose of disciplinary procedures is to address and prevent the reoccurrence of the inappropriate behaviour, non-compliance, or misconduct. The emphasis of disciplinary actions is problem solving and corrective action, not punishment. Support and counselling may be appropriate.

Procedures for serious breaches of discipline, on-going unacceptable behaviour and continual breaches of the MAX rules and requirements will involve:

1. The MAX CEO determining whether it requires disciplinary procedures
2. MAX CEO issuing a written notice about the inappropriate behaviour or misconduct
3. The Student being invited to a meeting to discuss the problem and explain
4. CEO considering the students response with an open mind
5. An accurate record being kept of all discussions
6. If required, the CEO further investigating the matter
7. The student having the right to representation and support at any time
8. The CEO making a decision based on the facts
9. The Student beings notified in a respectful way



## 10. Disciplinary action being taken if a breach has occurred

### Disciplinary Action

MAX will be fair and equitable to all students when implementing disciplinary action. Any discipline will be even handed to all students and proportional to the seriousness of the breach.

All disciplinary action will be provided to the student in a written format in a clear concise way detailing what the misconduct was, the resulting consequences and the consequences of any further misconduct.

### Assessment Appeal Procedures

If a student has an issue or problem with any aspect or decision associated with the assessment process, they are entitled to lodge an appeal. Before lodging an appeal, students should first informally discuss the assessment decision and the issue involved with the Assessor/Coach or Mentor concerned. If the issue is not resolved and the student is still not satisfied, the student has 10 days from the date that the marked work was returned, to lodge a formal written appeal to the Education Director.

The Education Director will investigate the matter and decide. If the student is still not satisfied with the decision the student can request that the case be referred to an Independent External Assessor.

### Student Complaint Procedures

If a student believes they have been wronged or treated unfairly or have a legitimate issue, concern or grievance regarding any aspect of a programme that they have been participating in, they are entitled to lodge a complaint. Students should first raise any issues, problems or concerns with the MAX Education Director before invoking formal procedures.

If the issue cannot be resolved or the student is not satisfied with the outcome or is uncomfortable raising the issue with their Programme Coach/Mentor, the student can take the complaint / grievance directly to the CEO of MAX. This is done by submitting a written signed statement outlining the circumstance and reasons for the complaint and sending it via email marked Student Complaint Confidential to:

Steve Barry

Steve@MAXcolleges.com

The CEO will investigate the matter, clarify any issue and advise the student of the decision, outcome and action to be taken. If the student believes that a satisfactory outcome is not achieved from the Complaint to the CEO, the student is entitled to lodge a formal complaint directly to NZQA (within 6 months) by using the correct NZQA procedures and forms at <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/> and sending this to:

The Complaints Officer  
Quality Assurance Division  
NZQA  
PO Box 160  
WELLINGTON 6140

## Student Health and Safety

All students will be provided with a safe physical, cultural and emotional environment while attending MAX Workshops. The buildings, premises, facilities, utilities and equipment will be well maintained and safe.

Students have a responsibility to:

1. Take all reasonably practical steps to ensure the safety of themselves and others
2. Recognise and notify the existence of hazards
3. Report any significant health and safety issues, student accidents, injuries, illness and other incidents that occur during their time at MAX
4. Ensure that no action or inaction causes harm to any other person
5. Behave in a safe and responsible manner at all times
6. Comply with the off-site organisation's Health and Safety Policy, procedures, and requirements
7. Ensure that MAX is aware of any relevant medical conditions or disabilities, and if help is required to evacuate the premises in the event of an emergency.

## Assessment Rules

1. Students must present themselves for any assessment free from the influence of alcohol or any non-prescription drugs if an optional face to face assessment is conducted
2. Students must behave appropriately during optional face to face assessments and not disrupt, influence or hinder other students.
3. Students are required to make the assessor aware of any Special Assessment Conditions, physical or learning disabilities, health factors or medical conditions, physical limitations or special needs they have which are relevant to the assessment.
4. Students must follow all reasonable instructions given by the Assessor.
5. Students must act honestly and in 'good faith' at all times during an assessment.
6. Students must not accept, receive or provide undue assistance or unauthorised help to / from any person in the completion or submission of their assessment work.
7. All work presented for assessment must be genuinely that of the student concerned.
9. It is the student's responsibility to utilise assessment and reassessment opportunities when they are offered to them by their Coach/Mentor.
10. All students are to sign an electronic Learner Declaration form which includes an Assessment Authenticity Statement, prior to the start of their Programme.

## Assessment Procedures

Students will be given the opportunity to be assessed against a summative assessment once they have completed the required learning and associated activities and/or when the Assessor considers that they are ready to be assessed. Students should endeavour to utilise assessment opportunities when they are offered to them by their Coach/Mentor. The assessment process and assessment task/ activity will be well explained by the Assessor including how it links to the Programme, the expected learning outcomes and the evidence requirements of the assessment outcome statements.

Students will also be made aware of any specific assessment conditions, the assessment procedures, authenticity requirements and the assessment timeline.

Special Assessment Conditions: Students with a diagnosed permanent or long term medical or physical condition or disability, or specific learning disability, physical limitation or special need that directly impacts on their ability to be fairly assessed against summative assessments may be eligible for Special Assessment Conditions.

Students who wish to be considered for a Special Assessment Conditions entitlement should first discuss this with their Coach/Mentor and then lodge an application with Coach/Mentor. The application must include supporting documentation such as a current evaluation from a suitably qualified professional recommending Special Assessment Conditions to address specific needs.

If a candidate wishes to be assessed in Te Reo Maori they must apply in writing to their Coach/Mentor and gain approval at least 1 month prior to the assessment.

## Reassessment

If a candidate does not successfully achieve a summative assessment on the first attempt he/she will be given the opportunity to provide additional evidence of achievement/performance – this is called reassessment.

Reassessment will take the form of either: Resubmission or Further Assessment  
Resubmission or Conferencing is used by the Assessor when the candidate has made a small number of minor errors or omissions and additional assessment evidence is required. The decision to offer a resubmission opportunity is entirely up to the Assessor and will depend on the specific circumstances.

Further Assessment Opportunity (Resit) is when a student is given another complete assessment opportunity to provide further evidence of their best achievement. Further Assessment Opportunities will only be provided after further learning / teaching has taken place. Depending on the particular circumstances, students have an unlimited number of resubmission opportunities and further assessment opportunities.

## Breach of Assessment Rules

Any suspected breach of the Assessment Rules, such as failure to follow instructions, dishonest practice, plagiarism, serious misconduct or failure to meet authenticity requirements will be investigated by the Programme Assessor. If a 'breach of the rules' is proven it may result in disciplinary procedures/action being taken against the student. Any breach of the rules involving serious dishonesty may also be referred to the Police for further investigation and action.

## Academic Honesty and Authenticity of Student Work

Students must always demonstrate academic honesty and integrity and not breach authenticity requirements. MAX takes academic honesty and integrity, and the authenticity of student work very seriously.

All work submitted by students for assessment, as evidence of achievement, must be authentic and free from plagiarism. It must be genuinely the work of the student concerned. Students must not receive undue assistance or unauthorised help from any person in the preparation and submission of their assessment work.

All student assessment work will be closely checked for authenticity. Any suspected Breach of the Rules, such as academic dishonesty or plagiarism, will be investigated, including by the use of plagiarism software.

## Prior Learning and Current Competency

Students have the right to have their extra/current skills/competencies or knowledge (gained through relevant previous experience, qualifications or learning) recognised and acknowledged and gain credit for this through the process of Recognition of Prior Learning or Current Competency.

MAX has procedures in place to ensure that relevant skills / competencies or knowledge that students currently have that are directly relevant to the outcomes of the summative assessments are assessed, recognised and acknowledged.

Prior Learning or Current Competency is usually identified and addressed by MAX before the start of the Programme. Students who believe they meet these requirements should discuss this with their Coach/Mentor.

## Credit Transfer and Cross Credit

Credit Transfer is a process whereby credit already achieved from a programme or qualification awarded by one tertiary provider is recognised and used to contribute towards another programme offered by MAX.

Cross Credit involves the use of credit already obtained from a programme from within MAX towards a different programme offered by MAX.

Students are entitled to apply for the recognition and transfer of credit from the programmes or qualifications that has already been completed, to the Programme currently being studied. Students are required to apply in writing to MAX, detailing their existing qualifications and/or achievement and provide supporting evidence and documentation. Applications will be considered on their own merit and on a case-by-case basis. You should first discuss this with your Coach/Mentor.

## List of Contacts

Please see a list of contacts the student can approach for advice guidance and assistance with issues or concerns that may arise during their studies

### Internal

CEO/Mentor - Steve Barry – [steve@maxcolleges.com](mailto:steve@maxcolleges.com)

Education and Programme Director/ Mentor – Kman McEvoy – [kman@maxcolleges.com](mailto:kman@maxcolleges.com)

Student Care Director/Mentor– Rowie McEvoy – rowie@maxcolleges.com

### External

New Zealand Register of Exercise Professionals – www.reps.co.nz

Exercise Association of New Zealand – www.exercisenz.org.nz

NZQA – www.nzqa.govt.nz

## Information about MAX

### Provider Background

MAX International Fitness College is a small personable college that is dedicated to the development of great exercise professionals, personal trainers, business owners and people.

It is an online Programme and is combined with personal mentoring that provides a lifetime education to maximise the student's chances of success in achieving their fitness career goals.

Our programmes include the New Zealand Certificate in Exercise (Level 4) and the Certificate in Exercise (Level 5) which leads to NZ qualifications of the same title and are delivered in an integrated approach that more represents fitness profession and the practical application of the student's acquired fitness knowledge and skills.

### Student Records and Information

MAX collects and stores private and confidential information to comply with Agencies such as NZQA and ITO's. The collection, input and storage of data and information, such as student personal details and assessment results, is strictly controlled, managed and securely stored by MAX in accordance with the Privacy Act (1993).

The people within MAX that may have access to student personal information will be restricted to: Programme Coaches/Mentors/Assessors, NZQA Liaison person, the Student Care Director and the MAX CEO.

All student Enrolment Records and student personal details will be kept for a minimum 7 years after the student completes their Programme. Student final achievement results and qualification records will be retained indefinitely, and safely and securely stored and archived.

If a student has any issues or concerns about the privacy or security of their personal information, he/she should first discuss this with the Student Care Director.

Students have the right and are given the opportunity to access (by appointment), check, and correct any personal information about them held by MAX, including assessment information.

### Student Fees and Enrolment Costs

Fees must be paid in full or arrangements made for payment at the time of enrolment or by the start of the Programme.

Student loan repayment plans are also available through GO2Finance Ltd offering repayment plans as low as \$37 per week.

### Student Withdrawal & Refund Procedures

Any applications with supporting information for student withdrawal and refunds have to be sent directly to the MAX CEO, Steve Barry at [steve@MAXcolleges.com](mailto:steve@MAXcolleges.com) for consideration.

Students withdrawing from a Programme within 8 days after enrolment are entitled to a refund of any monies paid minus any administration costs of up to \$500. Where the Student has elected a MAX Student Loan to pay for the enrolment in the programme, this loan will be written off in full by MAX subject to payment of any administration costs as referred to above.

Withdrawals after this time do not qualify for a refund except in extenuating circumstances, which will be considered by the MAX CEO on its own merits. If approved a refund will be given minus sufficient funds to cover costs already incurred.

Students who breach the MAX or Programme rules and as a result have their enrolment terminated and are withdrawn from the Programme as a part of the disciplinary action by MAX will not be eligible for a refund of their student fees. No fee refunds will be made to students who have been expelled from MAX and withdrawn from their Programme for serious misconduct.

MAX reserves the right to cancel a Programme. If the Programme is cancelled before the student commences it, a full refund will be provided within 5 days. If a Programme is cancelled and no longer delivered prior to the given time for the student to complete it, a refund will be made and financial credit will be given to the student on a pro-rata basis, according to the undelivered time part of the Programme.

### Student Fee Protection Arrangements

MAX has a Fee Protection Mechanism so to protect the interest of its students. This is compliant with NZQA's Student Fee Protection Rules (2013), Student Funds Trust Deposit Exemption Rules (2016), and Sections 235 A(l)(c) and 235B of the Education Act (1989), and Consumer Guarantees Act (1993).

MAX complies with all the requirements of the above Legislation, NZQA regulative requirements, the relevant Trust Deed and the Independent Trustee / Fee Protection Supplier. MAX Fee Protection Provider is the NZ Public Trust.

This arrangement has been accepted by NZQA as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.

## Appendix 1: Student Career Pathway Plan

Name of Student: \_\_\_\_\_ Year: \_\_\_\_\_

### Career Pathway Plan

1. **My current situation is:** (Where am I at now with my career?)

2. **My preferred career is:** (Where do I want to be?)

3. **What are some barriers / problems that could prevent me from achieving my preferred career?**

- 
- 
- 
-

4. **Other Resources and Help**

Other Resources and Help that I will require to achieve my preferred career / Pathway Plan are:

5. **External Influences**

External influences (i.e. things outside my direct control) that could affect my preferred Career / Pathway Plan are:

**6. What I need to do** (How am I going to get there?)

Things I need to do in order to pursue my chosen career are:

<ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li><li>•</li><li>•</li></ul>
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**7. My Plan of Action** Specific things I plan to do are:

	<b>Actions</b>	<b>Completion Date</b>
Step 1		
Step 2		
Step 3		
Step 4		

---

Signed by Student

---

Date



## Appendix 2: Student Learning Plan

Name of Student: \_\_\_\_\_ Year: \_\_\_\_\_

### Goal Setting

**1. Long-term Learning Goals (for year):**

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_

**2. Short Term Learning Goals (for Month ending)**

\_\_\_\_\_

Goal	Target
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>

**3.**

Possible Obstacles	Possible Solution
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>

**4. Plan of Action**

My Plan of Action to achieve the above targets is:

	Actions Required	Completion Date
	Steps I can take to achieve my goals are:	
Step 1		
Step 2		
Step 3		
Step 4		

**5. Review / Review of Plan of Action**

MAX International Fitness College

I will revisit my Plan of Action on

---

Signed by Student

---

Date

### Appendix 3: Student Self Reflection Sheet

**Name of Student:** \_\_\_\_\_ **Year:** \_\_\_\_\_

#### Reflection on Goals

<p><b>Goals</b> Re-state your Long-term Learning Goals for the past year</p>
<p>(i)</p>
<p>(ii)</p>
<p>(iii)</p>

<p><b>Obstacles / Solutions</b></p> <p>What obstacles have you encountered, and how have they been overcome.</p>	
<p><b>Obstacles</b></p>	<p><b>Solutions</b></p>
<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>

<p><b>How well have you achieved your goals for the year? Classify each goal as either <u>Achieved</u>, <u>Partially Achieved</u> (but to be achieved in the near future) or <u>Not Achieved</u>.</b></p>	
<p>Goal (i)</p>	<p>Goal (ii)</p>
<p>If partially achieved, state what is required to achieve the goal and the date by which it will be completed.</p>	
<p>If not achieved, state what went wrong. Identify what obstacles were not overcome, and state a new solution for the obstacle.</p>	

<p><b>Were your goals realistic?</b></p>
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Signed by Student

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Date