VelvetPath
RPL AI Platform

Sales & Business Development FAQ

Contents

01 What is this platform?

02 How does the AI work?

03 Data residency & ownership

04 Access control & security

05 Assessment process & compliance

06 Platform features & workflow

07 Integrations & technical setup

08 Risk & governance

09 Commercial & adoption

10 Onboarding & support

11 Quick Onboarding Guide for RTO Partners

12 Roles and Permissions

01

What is this platform?

ORIENTATION

The foundation of every conversation starts with: what the product is, what problem it solves, and how it differs from simpler AI tools.

What problem are you really solving?

The platform reduces RPL delivery cost while improving compliance defensibility. Its design keeps assessor judgment central and audit records fully transparent. VelvetPath essentially replaces the static RPL toolkit.

Isn't this just a bot?

When most people think of AI, they think ChatGPT, a tool you talk to. Our platform is something different: It is an agentic workflow, AI built into the RPL workflow itself, handling the evidence review and mapping so your assessors can focus on the judgment calls that actually require a human.

02

How does the AI work?

AI FUNCTIONALITY

Addresses the most common objections around AI reliability, invented content, and whether the system can be trusted to handle real evidence.

What is the AI actually doing?

It retrieves relevant passages from the student's documents with clear citation and drafts structured justifications. It does not generate decisions from general knowledge.

Does it rely on keyword matching?

Older AI systems were trained to spot patterns and match keywords, useful, but limited. This platform uses generative AI, the same underlying technology behind tools like ChatGPT, but applied to reading and understanding evidence. It grasps the meaning and context of evidence provided by students, even when the words don't directly mirror the unit criteria. That means fewer missed connections and less manual work for assessors.

Does the system invent evidence?

No. The system analyses only the content uploaded by the student. If evidence is not present, it flags a gap rather than generating unsupported conclusions.

What if the AI mapping is incorrect?

The assessor reviews before any decision is made. Source documents remain visible, and any incorrect mapping can be corrected before completion.

Does the system improve over time?

Yes, through controlled updates. Platform improvements enhance mapping quality and usability. Updates are version controlled, and historical assessments remain unchanged and traceable.

03

Data residency & ownership

TRUST & SECURITY

Directly addresses the data sovereignty concerns that come up early in every RTO evaluation.

Does student data leave Australia?

No. All data stays in Australian Azure regions.

Is our data used to train AI models?

No. Azure OpenAI does not use your data to train foundation models. Your data is never used to improve external AI systems.

Who owns the data?

You do. Data is exportable if you ever leave the platform. ***Data can be permanently deleted on the Velvetpath platform.***

How is student data protected?

All data is encrypted in transit and at rest. The platform uses Australian data residency. Student data is not shared with third parties and AI models are not trained on personal information.

Can I get an Information Management and Security document?

Yes, available on request.

04

Access control & security

TRUST & SECURITY

Covers role-based permissions and the controls that prevent unauthorised access — important for multi-assessor or multi-site RTOs.

Who can see what?

Access is role based. Students see only their own applications. Assessors see assigned applications or units. Coordinators and administrators have broader oversight. Permissions are enforced at system level.

Is student data secure?

Yes. Data is stored within secure Microsoft Azure infrastructure in Australia. Encryption applies in transit and at rest. Each organisation's data is isolated, providers cannot access each other's information.

Will outputs change unpredictably?

No. Behind the scenes, we run ongoing checks, balances, and evaluations to keep the AI's outputs relevant, accurate, and consistent. On top of that, every assessment run is versioned, meaning historical outputs are locked and traceable, and any platform improvements only apply to future assessments.

05

Assessment process & compliance

COMPLIANCE

The most critical section for RTOs. Covers ASQA alignment, assessor responsibility, and how the platform strengthens, not replaces, professional judgment.

Does this replace assessors?

No. Assessors remain fully responsible for all competency decisions. By design, the system cannot make any assessment or approve or reject applications. It structures and organises evidence for assessor review.

Is this compliant with the Standards for RTOs?

The platform strengthens documentation and traceability by linking mapped evidence directly to source documents. Responsibility for assessment judgment remains with the RTO and its qualified assessors. The platform was developed in collaboration with compliance professionals and assessors.

How does the platform support compliance during ASQA audits?

Every AI interaction is logged and recorded as part of a complete audit trail. RTOs can access detailed records showing assessor oversight, decision-making, and the source evidence used. This creates stronger documentation than many manual processes.

Has this product been tested at audit?

Audits assess an RTO's assessment practices and documentation, not the software tools used. The platform organises learner evidence and maintains clear traceability back to original documents. If an audit occurs, the auditor can review the application directly within the platform, providing a transparent audit trail.

How do you prevent tick and flick?

Assessors must review source evidence before confirming. Review behaviour is logged and auditable.

Does the system determine sufficiency of evidence?

No. The system surfaces relevant evidence. Assessors determine sufficiency, authenticity, currency, and validity in line with RTO policy and regulatory requirements.

Can assessors override the AI?

Yes, at any time. Assessors can edit, delete, or override any AI-generated mapping. They can also manually attach evidence directly to specific criteria without using AI.

06

Platform features & workflow

PRODUCT | *Demonstrates the depth of the product's day-to-day capabilities for assessors and coordinators.*

What exactly does the system do?

It organises student evidence and prepares structured mappings for assessor review. The platform analyses uploaded documents and maps relevant passages to performance criteria and knowledge evidence within each unit.

Can it generate interview questions?

Yes. The system can generate structured interview questions to help prompt the assessor to clarify evidence and identify potential gaps. Assessors control whether and how these are used.

Can it assist with observation checklists?

Yes. Observation checklists can be uploaded, generated, and customised to provide contextualised checklist templates.

Can it support clustered units?

Yes. Evidence can be mapped across multiple units where criteria overlap, supporting clustered RPL models while maintaining visibility at unit level.

Can it handle video and audio evidence?

Yes. Audio is transcribed with speaker identification and assessed like written evidence.

What file types can be uploaded?

The platform accepts a wide range of file types: PDFs, images (JPG, PNG), audio and video files, all Microsoft Office formats (Word, Excel, PowerPoint), and CSV files. This means students can submit evidence in whatever format it naturally exists. The platform enables a comprehensive collection of evidence.

Does it support low literacy or ESL learners?

Yes. Video and audio evidence reduce reliance on written documents, making the platform accessible to a wider range of learners.

Does it store training package versions?

Yes. Unit structures are version controlled to preserve assessment context. New versions can be loaded without affecting historical assessments.

07

Integrations & technical setup

TECHNICAL

For IT leads and operations managers evaluating how the platform fits into an existing system landscape.

Is this integrated with Catapult?

Yes. The platform is already available to Catapult RTO clients.

Can units be pulled from training.gov.au?

Yes, with verification. Unit details can be retrieved automatically.

08

Risk & governance

GOVERNANCE

For senior leaders and boards thinking about oversight, accountability, and managing AI risk responsibly.

What is the biggest risk?

Improper reliance without review. The platform supports professional judgment but does not replace it. Assessors **must** review outputs and maintain governance oversight.

Can we audit assessor behaviour?

Yes. Time spent, edits made, and confirmations are all logged for internal quality oversight, giving administrators full visibility into how the platform is being used.

09

Commercial & adoption

COMMERCIAL

Pricing, pilots, and suitability across different provider sizes — the practical questions that come up at the end of every evaluation.

How is pricing structured?

It is charged per unit-level RPL application (on Catapult). It is a pay-as-you-go model. ***Every RTO gets 30 free unit-level RPL applications to trial the platform.***

Is this suitable for high-volume providers?

Yes. Structured workflows and background processing support scaling without increasing administrative burden proportionally. It is a pay-as-you-go model, helping RTOs scale up.

Is this suitable for low-volume providers?

Yes, particularly where defensibility matters. Even lower volume providers benefit from clearer documentation and structured evidence mapping. It is a pay-as-you-go model.

10

Onboarding & support

SUPPORT

Sets expectations for implementation, ongoing support, and how feedback shapes the product roadmap.

What is your support model?

Dedicated onboarding, webinars, platform documentations and technical support.

We'd like to suggest a feature.

Feature suggestions are welcomed. Enhancements are prioritised based on compliance impact and assessor workflow benefit, with a regular, controlled release cadence that partner RTOs can attest to.

11

Quick Onboarding Guide for RTO Partners

Catapult LMS integration

The one thing to know

You don't need to create the RPL application. The student does — with one button.

When a student clicks **"Apply for RPL"** in Catapult LMS, VelvetPath automatically *authenticates* them and creates their application. There is no setup, no data entry, and nothing for your team to build on the VelvetPath side.

"But we want to qualify candidates first"

You can — and many RTOs do. That's **Step 0** below: you decide who is suitable on your side, then point them to Catapult.

It's worth knowing that an application existing in VelvetPath does **not** commit your assessors to anything. The application is simply the student's evidence workspace. Your assessor is only pulled in when the student clicks **"Request Formal RPL Assessment"** — and that button only unlocks after at least one piece of evidence has been uploaded.

So self-initiation and your qualifying step aren't in conflict: the formal-assessment gate protects your assessors' time either way. It also replaces the old static "self-assessment" PDF". Instead of working through a form, the student self-assesses by uploading their actual evidence.

You don't need to set up the Units of Competency (UoC) either

The Units of Competency are already loaded on the platform. When you log in, you'll find all of them, with their performance evidence, criteria and knowledge evidence, under **Management > Courses**. There's nothing to build or import.

The one thing you *can* edit is the **document checklist** for each Unit, so you can tailor the evidence prompts students see.

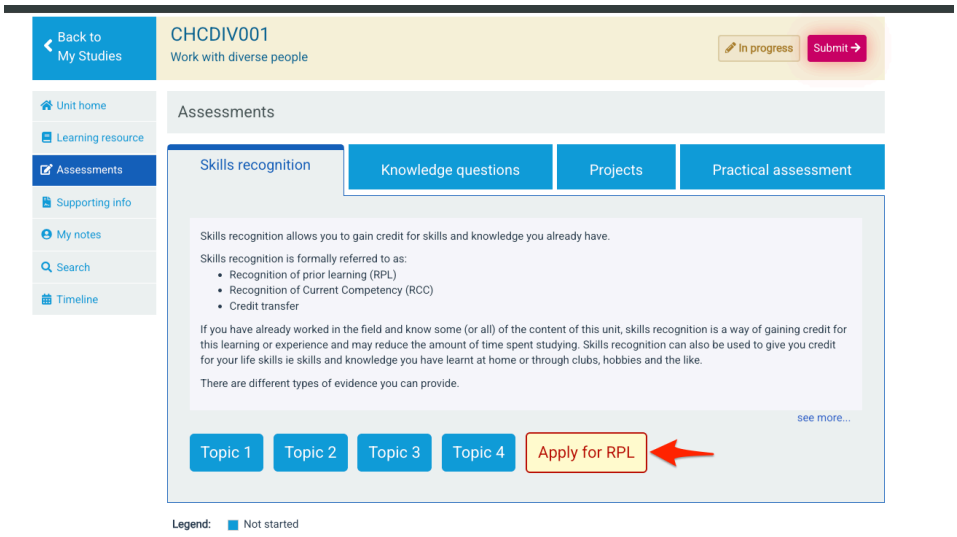
Who does what

Step	Who	Action
0	**RTO** *(optional)*	Qualify the candidate, then tell them to go to Catapult LMS
1	**Student**	Log into Catapult, open the unit(s), click **Apply for RPL**
2	**VelvetPath** *(system generates application)*	Authenticates the student and creates the application — nothing for you to do
3	**Student**	Upload evidence → **Request Formal RPL Assessment** unlocks → assigned assessor is notified
4	**Assessor**	Receive notification, logs in to Velvetpath, then evaluate the evidence against the Unit of Competency

The steps in detail

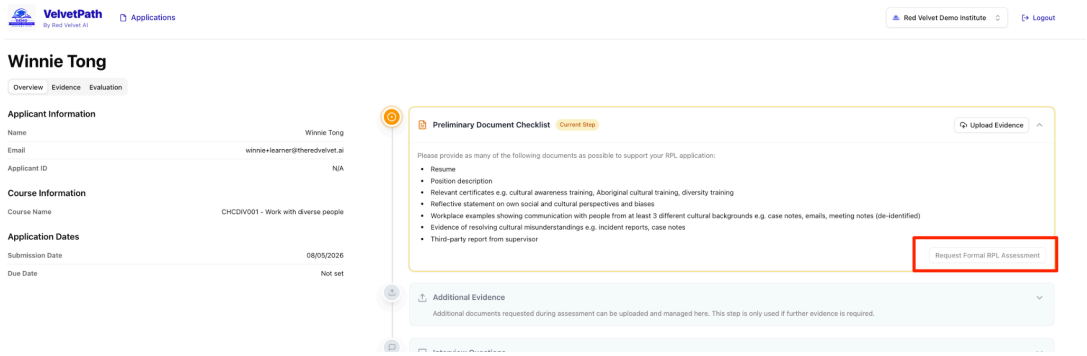
Step 0 — Qualify (RTO, optional) If you've decided a student is suitable for RPL, simply direct them to the Catapult LMS and have them follow the steps below. You do **not** log into VelvetPath to set anything up.

Step 1 — Apply (Student) The student logs into Catapult and clicks the **Apply for RPL** button on the unit(s) they want recognised.

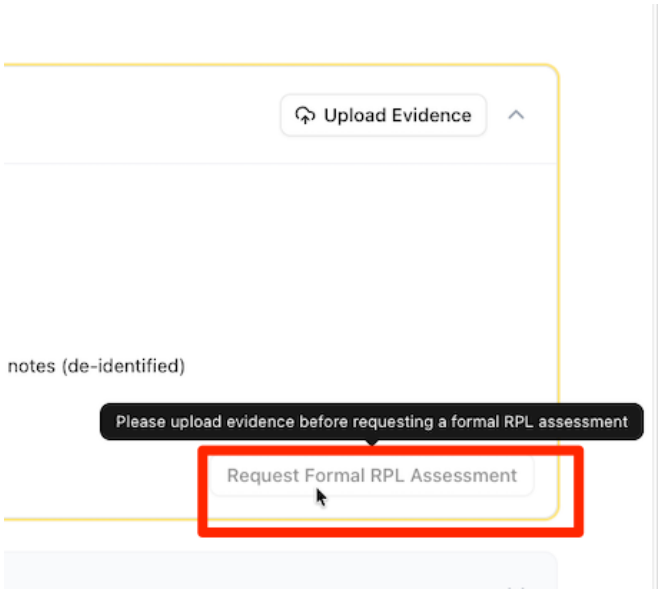


Step 2 — Application created (Automatic) The student is authenticated into VelvetPath and the

system creates their RPL application. *You don't have to do anything.*



Step 3 — Evidence & assessment request (Student) The student uploads their evidence. Once at least one document is uploaded, the **Request Formal RPL Assessment** button becomes available. When they click it, the assessor assigned to that student during Catapult enrolment is automatically notified.



Step 4 — Assessment (Assessor) The assigned assessor receives a notification that the student has requested a formal RPL assessment. The assessor can then begin the RPL assessment by evaluating the submitted evidence against the Unit of Competency.

Quick troubleshooting

- **"Do we need to set up the application in VelvetPath?"** — No. The student's *Apply for RPL* click in Catapult creates it automatically.
- **"The student's *Request Formal RPL Assessment* button is greyed out."** — They need to

upload at least one piece of evidence first.

- **"Who gets the notification when assessment is requested?"** — The assessor assigned to that student during Catapult enrolment.
- **"Has the student started the process yet?"** — If they haven't clicked *Apply for RPL* in Catapult, no application exists yet. That *Apply for RPL* click is what kicks everything off.

RPL Setup & User Roles

When an RTO opts in to Catapult RPL, the nominated administrator receives an invitation to VelvetPath. Each RTO must have a designated admin to oversee all RPL activity.

The admin can invite assessors via **Management > Users > Invite Users**.

When a student requests a formal RPL assessment, the assigned assessor (set during Catapult enrolment) is notified. If the assessor does not yet have a VelvetPath account, they will be prompted to create one.

Roles:

- **Trial Student**: Assigned when a student clicks *Apply for RPL*.
- **Student**: Assigned once a formal RPL assessment request is submitted.

Resource Level		Organisation Admin	RPL Coordinator	Assessor	Student	Trial Student	Auditor
Permissions	Create users	Yes	Yes	No	No	No	No
	Read user data	Yes	Yes	Yes	No	No	No
	Update user data	Yes	Yes	No	No	No	No
	Delete users	Yes	No	No	No	No	No
	Ban users	Yes	No	No	No	No	No
	Impersonate users	Yes	No	No	No	No	No
	Create applications	Yes	Yes	No	No	Yes	No
	Read applications	Yes	Yes	Yes	Yes	Yes	Yes
	Update applications	Yes	Yes	Yes	No	No	No
	Delete applications	Yes	Yes	No	No	No	No
	Assess applications	Yes	Yes	Yes	No	No	No
	Approve applications	Yes	Yes	No	No	No	No
	Create units	Yes	Yes	No	No	No	No
	Read units	Yes	Yes	Yes	Yes	Yes	No
	Update units	Yes	Yes	No	No	No	No
	Delete units	Yes	Yes	No	No	No	No
	Match units to evidence	Yes	Yes	Yes	No	No	No
	Upload documents	Yes	Yes	No	Yes	Yes	No
	Process documents (OCR/AI)	Yes	Yes	Yes	No	No	No
	View documents	Yes	Yes	Yes	Yes	Yes	Yes
	Export documents	Yes	Yes	Yes	No	No	No
	Access dashboard	Yes	Yes	No	No	No	No
	View analytics	Yes	Yes	No	No	No	No
	Manage system settings	Yes	No	No	No	No	No