



PEAK Training

Student Handbook

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Welcome to PEAK Training!

1. Background

PEAK Training is a not-for-profit Registered Training Organisation (RTO code 90869), specialising in early childhood nationally accredited vocational training and professional development. PEAK Training is NSW Family Day Care Association's own boutique RTO committed to providing quality training and education to all in the Early Childhood Education and Care sector (ECEC), as well as the broader community.

PEAK's training programs and courses reflect up-to-date sector best practice and are delivered by qualified supportive ECEC professionals with current experience. The PEAK team are consistently available to assist with enrolment or registration into a course as well as to provide feedback and support regarding assessments or assistance with any administrative requirements of completing a course. All courses equip Learners, Educators, Teachers and Service Leaders with the skills and knowledge required to be successful in their role and to connect with the joy of working within ECEC sector.

PEAK Training is accredited by the Australian Skills Quality Authority (ASQA) and ensures ongoing compliance with the VET Quality Framework, including the Standards for Registered Training Organisations (RTOs) 2015.

Contact Information

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Head Office: Level 1, 1 Sloane Street SUMMER HILL NSW 2130

Postal Address: PO Box 386 SUMMER HILL NSW 2130

Office Hours: Monday-Friday 8.30am - 4.00pm (closed Public Holidays)

Website: <https://peaktraining.edu.au>

Professionalism
Education
Advancement
Knowledge

2. About this Student Handbook

This handbook includes information relevant to your program of study. Please take the time to read it carefully so you can become familiar with, understand, and follow Peak Training's policies and procedures. This handbook will also support you to understand your rights and responsibilities as a PEAK Training student.

You are invited to refer to this handbook when necessary, throughout your training. If you have any questions related to your training program or any of our policies and procedures, please feel free to contact your allocated Trainer/Assessor or the administration staff for more information.

3. Policies and Procedures

PEAK Training is governed by the policies and procedures of the NSW Family Day Care Association which are available on request.

PEAK Training also has its own policies and procedures to ensure quality training and assessment and compliance with the *Standards for Registered Training Organisations (RTOs) 2015*. These policies and procedures are regularly reviewed to form part of PEAK Training's schedule for continuous improvement. An overview of the relevant policies are detailed in this Handbook.

Please note that all documents are uncontrolled when printed and readers are advised to refer to the electronic version of this Handbook on PEAK Training's website for the most current version.

4. Code of Practice

PEAK Training Code of Practice

PEAK Training takes special pride in the quality of the services it offers to its Learners. We aim to deliver best practice in training and assessment services, with strict adherence to the National Standards for vocational education.

PEAK Training supports the integrity of Registered Training Organisations by:

- Complying with all relevant State and Federal legislation, including the Privacy and Personal Information Protection Act 1998, Apprenticeship and Traineeship Act 2001, Work Health and Safety Act 2011, New South Wales Anti-Discrimination Act 1977, and the principles of Access and Equity
- Behaving in a professional and ethical manner, with honesty, due care and diligence, and being accountable for its actions; and
- Avoiding practices and activities which may bring PEAK Training's services into disrepute.

PEAK Training is committed to ensuring Learner's satisfaction and success by:

- Treating all Learners with respect and dignity
- Supporting Learners to achieve their desired outcome
- Ensuring all learners receive training, assessment and support services that meet their individual needs
- Providing high quality facilities and materials to assist Learners to successfully complete their studies
- Respecting Learner's privacy, while accurately recording and securely storing Learner records
- Providing flexibility in training and assessment delivery to cater for individual Learner needs; and
- Encouraging Learners to provide feedback, without fear of prejudice, to support the continuous improvement of the RTO.

5. Access and Equity

PEAK Training is committed to the equality of opportunity in its programs by ensuring that all students learn in an environment free from discrimination. PEAK Training will act in accordance with the Code of Practice and abide by the equity principles for all students. This extends to all employees, members of other organisations and the public, regardless of race, education, gender, age, social or educational background or disability.

Access to PEAK Training courses will be available to all students who meet the entry requirements as determined by the training package guidelines:

CHC30121 Certificate III in Early Childhood Education and Care - no previous knowledge or study required to undertake this course.

CHC50121 Diploma of Early Childhood Education and Care - students need to have completed either the CHC30113 or CHC30121 Certificate III in Early Childhood Education and Care to undertake this course.

6. Course Information

6.1 Enrolment

Peak Training is committed to ensuring that student selection processes are fair and equitable and are consistent with workplace performance, competency level and Training Package requirements.

Upon enrolment, students are required to:

- Obtain a Unique Student Identifier (USI) and provide this to PEAK Training
- Complete the required enrolment form
- Provide a current academic transcript
- Provide evidence of completing the HLTAID012 Provide First Aid in an Education and Care Setting by supplying the certificate or this unit code within a transcript. If not yet received you are required to **complete** this certificate **within the first 10 weeks of enrolment**
- Make payment of required fees and charges including the non-refundable enrolment fee (if applicable)
- Satisfy appropriate funding criteria (if applicable)
- Meet pre-requisite qualifications or requirements and experience where required
- Agree to abide by the organisation's policies and procedures

- Undertake a Language, Literacy and Numeracy Evaluation.

6.2 Course Fees & Payment

Course fees will vary depending on the course you are enrolled in. Course fees are determined by how your course is delivered, its duration, and any Government subsidies you may be entitled to. If you have credit transfers or complete the RPL process, your fees may be reduced. Please refer to the fee schedule.

If you are paying fees, you must comply with the agreed payment plan option provided to you upon enrolment. This plan is linked to the release of units of study or clusters and therefore your course progression. Please note, PEAK students are permitted to pay no more than \$1500 in fees prior to course commencement.

The balance of course payment will be invoiced and required to be paid prior to gaining access to the next cluster of units. All course fees must be paid in full before qualifications, certificates, transcripts, or Statements of Attainment can be issued. Students have the right to act under Australia's consumer protection laws.

PEAK Training also offers a flexible payment option to eligible students, and this is at the discretion of the RTO Manager. The flexible payment plan is available to students with specific circumstances and/or for those experiencing financial hardship. Please contact our RTO Manager to discuss further.

Payment for courses is currently available via Credit card or bank transfer.

6.3 Course Progression/Extension/Cancellation/ Withdrawal/ Deferral/ Refund

Course Progression

At the commencement of your course, you will be allocated a Trainer/Assessor. They will be available to support you through your studies. For more information about how they support you refer to the section on student support within this handbook.

It is your responsibility to **commence** in your enrolled course **within a week of enrolment**. To commence you would need to provide evidence of logging into MyECC the e-learning platform and engaging in activity for a unit, e.g. a combination of completed quiz questions, text book readings, video views or submitted an assessment for marking.

Once commenced, there is a **requirement** for you to be **actively engaged** in and working towards the completion of your studies **within the required timeframe/assessment due dates as outlined in your Individual Training Plan** and under the National Quality Framework. If you do not submit assessments according to your plan and are not seen as actively working towards your qualification, you will be made inactive. You will then be contacted by phone and email to determine your intention to continue your studies. If PEAK cannot contact you and doesn't receive an assignment within two weeks of these attempts, you will receive a final withdrawal notice as a last attempt for you to let us know your study intentions within 7 days. If still no contact is made by you, you will be withdrawn from the course.

PEAK Training does, however, acknowledge that there may be times where some students cannot engage in or do not wish to continue their studies. If this is the case, please reach out to your Trainer/Assessor who will discuss all available options and work with you to continue your studies if you wish. This may include offering additional support, recommending relevant external assistance or explaining the extension, deferral or withdrawal process.

Please note that if you do not actively engage in your studies but have not formally requested an extension, deferral or withdrawal, you will be withdrawn as mentioned above.

Course extension

PEAK Training is aware that extenuating circumstances can result in students being unable to complete the course within the required timeframe. If experiencing difficulties, contact your Trainer/Assessor as soon as possible to discuss extension options.

If you would like to apply for an extension, you will need to complete and submit the **Course Extension Form** and email info@peaktraining.edu.au for review. You will be advised of the outcome, in writing, within a week of receipt of submission. You may request and pay for either a 3- or 6-month course extension. To remain enrolled and your course active, you are required to **pay the extension fee prior to your current course end date**. Please note there is a maximum course extension of 6 months, after which if you are still unable to complete the course, you may be withdrawn. You will be given ample notice and the opportunity to discuss your situation prior to this action being taken. Please refer to our fee schedule for extension fees.

Course Cancellation, Withdrawal or Deferral

Applications for cancellation, withdrawal or deferral are accepted at PEAK Training's discretion once the course has commenced. If you apply for cancellation/withdrawal/deferral, please note that no full or partial refunds are guaranteed.

Deferrals

If you wish to defer your course, contact PEAK and request and complete the **Course Deferral Form**. Email to info@peaktraining.edu.au for processing, review, and approval by the RTO Manager. You can request a deferral for up to a maximum of 6 months unless otherwise agreed upon due to your circumstances. You will be advised of the decision within a week of receipt of request for deferral.

If your deferral request is granted, your enrolment will be held for the granted period. During your deferral period, you will remain responsible for all debts and other charges related to the course however you will not incur additional fees.

It is your responsibility to contact PEAK **at least 7 days before the end of the deferral period** to notify whether you wish to continue with your studies or withdraw. If you do not notify PEAK, your course will become inactive, and you will be withdrawn from the course. If you wish to re-activate your course, you will be required to re-enrol and may need to pay an enrolment fee and any current course fees.

If you do notify before the end of your deferral period that you wish to continue your studies, you will re-enter the course at the same point at which you deferred and into the same unit of study or its equivalent being offered by PEAK Training at the returning time. It is important to note that the course entered into following deferral will be the most current course version available i.e. if course transition occurred while you deferred, you may be required to undertake additional study to ensure course progression in the new course structure.

Cancellation/Withdrawal

If you wish to withdraw from your course, contact PEAK and request and complete the **Course Withdrawal Form**. This is to be returned to info@peaktraining.edu.au for processing, review, and approval by the RTO Manager. Your course will be made inactive, and you will receive written confirmation of your withdrawal.

Refund Procedure

Please consider your course enrolment decision carefully. PEAK Training will not take responsibility for changes in your personal circumstances, work commitments and/or personal preferences.

At the discretion of RTO Manager, refunds will only be taken into consideration if you are experiencing extenuating circumstances. To apply for a refund, complete a **Request for Refund Form** and email info@peaktraining.edu.au. You will be advised of the decision in writing within a week of receipt of request for refund. In instances where a refund is granted, the non-refundable enrolment fee and the costs of any completed units will be retained by PEAK Training.

6.4 Privacy and Freedom of Information

PEAK Training is committed to respecting the privacy of individuals in relation to the collection, storage, use and disclosure of personal information. All student information is recorded and compiled in accordance with the Principles of the *Privacy Act 1988*.

PEAK Training uses a database system to record and maintain student records including contact information, on-going communication, enrolment details, payments, and unit and course results. The system is password protected and only appropriate staff and management have access to the system.

Information will be securely stored for the required period of 30 years and remain confidential unless requested or authorised by the student in writing. The request will be actioned within a week for current records and within a month for archived records from date of receipted request. An administration fee will apply. Please refer to fee schedule.

PEAK Training is also committed to providing individuals with ongoing rights to access information about themselves. PEAK Training will:

- collect only information that is necessary to carry out a particular function or administrative activity
- only use collected information for the purpose for which it is intended
- not disclose personal information without the student's knowledge and written approval, except as required under the standards for Registered Training Organisations or by law
- only communicate with the student regarding their enrolment, course requirements

and learning support required unless authorisation has been received in writing

- advise students of the purpose for collecting information
- access and use personal information for PEAK Training purposes only
- secure personal information
- ensure that personal records are complete, correct and up to date.
- provide students with access to their personal information; and
- enable students to make corrections/updates to their personal information, if required.

6.5 Online Learning Portal MyECC

At PEAK Training, students study online through our e-learning portal MyECC. When you enrol in your course, you will receive an email containing important information about your studies including instructions on how to access MyECC. You will be invited to enter your email address or phone number to receive a 4-digit code to use to login and create a password to access Portal.

MyECC is where you can:

- Access the learning resources
- Access, complete and submit assessments for marking
- View your Individual Learning Plan with assessment due dates
- View assessment results and feedback
- View course progress
- See information and notices posted on the discussion board
- Contact your Trainer/Assessor via the discussion board

It is very important that you familiarise yourself with the e-learning Portal and your Individual Learning Plan. Please check all personal information is correct in your account. Please notify PEAK Training directly if any changes to your information is required or if you are unable to meet your assessment due dates.

7. Health and Safety

7.1 Work Health and Safety

PEAK Training aims to ensure the health, safety and welfare of employees, students, contractors, and visitors in the workplace and learning environments. PEAK Training is governed by the NSW Family Day Care Association's *Workplace Health and Safety policy* that complies with the *Work Health and Safety Act 2011*.

All Trainers/Assessors will be vigilant in assessing the venues to identify any hazards and providing solutions that limit, reduce, or remove the risk. The health and safety of students is paramount, and we will consider the risks attached to students' allocated tasks and provide information to students to ensure their safety.

Student Work Health and Safety (WHS) responsibilities include:

- taking responsibility for their own safety and the safety of others in the learning environment
- not withholding information in relation to any WHS issues that could be hazardous or dangerous
- co-operating with PEAK Training in its efforts to comply with and exceed WHS requirements/expectations, including working safely when learning, following safe work practices, utilising personal protective equipment, notifying hazards as well as injuries or illness, taking precautions to protect peers and others, and co-operating with management and Trainers/Assessors
- ensuring the learning environment is clean and tidy to eliminate trips, slips and fall hazards, and take due care not to affect the natural environment in any adverse way; and
- ensuring a safe learning environment when undertaking practical industry work by complying with the NSW Family Day Care Association's and the workplace's WHS policy and procedures.

7.2 Anti-Discrimination Statement

PEAK Training recognises the right of its employees and students to work and learn in an environment that is free from harassment, victimisation, bullying and unlawful discrimination; and maintain a productive and harmonious learning environment that affords equal opportunity.

In support of key legislation such as the New South Wales *Anti-Discrimination Act 1977*, PEAK Training abides by the NSW Family Day Care Association's policies on *Anti-Discrimination, and Harassment Free Workplace, and Equal Employment Opportunity*. In this regard, PEAK Training will not tolerate any form of harassment, victimisation and/or unlawful discrimination in the learning environment or workplace (which includes customers and students) and is committed to the principles of equal opportunity.

7.3 Unacceptable and Inappropriate Behaviour

Bullying

Bullying is described as repeated, unreasonable behaviour, directed at a staff member, student or group of students that creates a risk to their health and safety.

Bullying includes:

- Physical harm
- Emotional distress
- Intimidation
- Threats to personal standing, such as name calling or derogatory references to age, gender, race, religion, or sexual orientation
- Deliberate isolation from groups or from information and opportunities
- Undue pressure and impossible deadlines
- Failure to acknowledge good work
- Use of social media, e-mails, phones to emotionally torment and attack a person's character
- Setting someone up to fail.

Harassment

Harassment refers to unwelcomed or unreciprocated behaviour which makes an individual feel intimidated, offended, or belittled and includes acts of bullying and intimidation (i.e., shouting, intimidation through voice, gestures, or threats). Harassment is any form of behaviour that:

- is not wanted
- is not asked for
- is not returned
- is likely to create a hostile or uncomfortable place to be, that is: humiliating, intimidating, or offending.

Sexual Harassment

Sexual harassment is illegal and will not be tolerated by PEAK Training. If you feel someone has acted inappropriately towards you, please contact the PEAK Training Manager or the CEO of the NSW Family Day Care Association.

Please note that all forms of harassment, discrimination or bullying through any form of social media, text messages or emails, is also seen as unacceptable behaviour and will be actioned accordingly, by the PEAK Training Manager or the CEO of the NSW Family Day Care Association.

Your responsibilities include:

- Contributing to a productive learning/working environment free from harassment, bullying, victimisation, and unlawful discrimination
- Reporting to your Trainer/Assessor or the PEAK Training Manager; any incidents observed where a you or PEAK employee suffers harassment, victimisation and/or unlawful discrimination.

If you experience harassment, bullying, victimisation and/or unlawful discrimination please:

- Seek advice and support from your Trainer/Assessor and/or RTO Manager
- Ask the person concerned to stop the offending behaviour if appropriate (you may seek support before taking this step); and/or
- Lodge a complaint if appropriate.

8. Training and Assessment

8.1 Flexible Learning and Assessment

PEAK Training is committed to providing flexibility and inclusive practice in training and assessment delivery to cater for individual Student needs. You will be provided with all the required information to prepare for assessments and Trainers/Assessors will use a range of teaching strategies that consider differing learning styles. When considered appropriate by PEAK Training, reasonable adjustments in teaching and assessment may be considered if required.

Your Trainer/Assessor will make a judgement on your competency with the evidence you have provided against the assessment criteria of your course of study. PEAK Training does not guarantee that any student will achieve a successful outcome, however competency-based training does allow for students to repeat an assessment task if deemed 'Not Yet Satisfactory'. PEAK Training will make all reasonable efforts to support all students to achieve competency and your Trainer and Assessor will provide detailed feedback inclusive of references to support your resubmission.

If you have additional learning needs, you may be eligible for 'Reasonable Adjustment' during your study. The Disability Discrimination Act (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable the student with disability to participate in education on the same basis as a student without disability, and specifically to ensure that:

- Teaching materials are appropriate to the needs of the student
- Course learning activities are sufficiently flexible for the student to be able to participate
- Study materials are available in an appropriate format for the student
- Teaching strategies are adjusted to meet the learning needs of the student
- Assessment procedures are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.

Reasonable adjustment involves steps undertaken to enable students, with a disability, to participate in education on the same basis as a student without a disability. This may include:

- Customising resources and assessment activities within the training package or accredited course
- The provision of learning materials in alternative formats
- Flexible scheduling and delivery of training and assessment
- Assessment procedures adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed
- Monitoring the adjustments to ensure learner needs continue to be met.

If reasonable adjustments have been made, you will still need to complete the work, demonstrate the knowledge and meet the required course performance criteria.

8.2 Assessment Submission

You must complete at least one assessment task, e.g. quiz or theory task for one unit, within the first four weeks of enrolling in the course. In addition, you must **complete assessments by the due dates** as outlined in your Individual Learner Plan for each unit.

You can submit an assessment task a maximum of three times per assessment. If the **first submission** of an assessment is deemed Not Yet Satisfactory, opportunities for re-submission will be provided. To assist in gaining competency, you will receive detailed and clear guidance, with reference to relevant textbooks, websites and/or reading materials. Your Trainer/Assessor is also available to offer additional support if required.

When the assessment is deemed Not Yet Satisfactory, on the **second submission** (first re-submission), your Trainer/Assessor will review the overall competency and guidance prior to returning the assessment to you.

You have a total of three attempts to submit each assessment task for marking. If after three attempts of submitting the same assignment, the assessment is deemed Not Yet Satisfactory, PEAK Training reserves the right to withdraw you from the course. You may however, request

to submit again at the cost of \$75 for each additional assessment submission. Please refer to the fee schedule.

To support you to complete your assessments successfully, ensure you have read all the learning resources before attempting the assessment for the unit and contact your Trainer/Assessor for support if you have any questions.

The PEAK Team will make every effort to mark your assessment within a two-week period however on occasion this timeframe may be extended due to the volume of assessments being submitted.

Please keep a copy of all assessments before you submit them to your Trainer/Assessor via the online-platform. PEAK Training does not take any responsibility for any lost or stolen assignments.

You may be given an opportunity to re-submit your lost assignments within an agreed timeframe between yourself and PEAK.

If you are downloading assessment tasks to complete offline, you must sign and date the *Cover Sheet* attached to your assessments. The original assessment must be submitted with a signed and dated *Marking Cover Sheet* provided with the course learning materials.

8.3 Recognition of completed Units of Competency for credit transfer

PEAK Training recognises qualifications issued by other RTO's. Credit Transfers may be granted if you have completed a unit of study in a previous qualification. To be granted a credit transfer PEAK Training requires receipt of sufficient evidence to support your application. If you wish to apply for a credit transfer on any units, you must provide copies of qualifications, Statements of Attainment and/or transcripts to PEAK Training and grant permission for PEAK to view your records on the USI Portal at www.usi.gov.au. If the unit does not appear on the USI Portal, PEAK will contact the issuing RTO to verify the documentation. Confirmation will be sent once any credits have been applied.

If you do not yet have a USI number, please [create a USI number](#).

Once you have a USI Number, please login and [download your current USI transcript](#) , send this to PEAK and grant permission for PEAK Training to view your records.

8.4 Recognition of Prior Learning (RPL)

RPL is suited to candidates who have demonstrated experience in an approved Education and Care Service. For those wishing to apply for RPL for a full qualification, PEAK Training recommends experience of a minimum of 5 years, working in a variety of roles within a regulated Education and Care Service to be able to provide comprehensive evidence of holding the required skills and knowledge of the units of competency.

Students wishing to apply for RPL will be given an RPL Kit for the relevant course by PEAK Training. Students are required to collect the evidence that addresses the Performance Criteria of each Element within the Unit of Competency for which an RPL is sought. All evidence must be attached to the completed RPL application form and returned to PEAK Training with the non-refundable enrolment fee. The evidence must be verifiable in terms of its authenticity and currency.

A qualified Trainer/Assessor will examine the evidence to ascertain whether the student has demonstrated the competencies to the required level as stated in the relevant Training Package. If the student's evidence is deemed to prove competent for the Unit of Competency being assessed, a Statement of Attainment will be granted and issued by PEAK Training. If the evidence is deemed insufficient, or does not prove competency, the student will be advised of this decision and given an opportunity to provide further evidence and/or gap training. Please note, separate fees apply for the process of RPL, and this will be advised on a case-to-case basis.

8.5 Student Support

On enrolment you will be allocated a qualified vocational Trainer/Assessor, who also holds an Early Childhood qualification, to support you throughout your studies.

Initially you will be provided with a link to an induction video you are required to watch where you will learn about the type of support available to you and how to navigate PEAK Training's online learning portal. Your Trainer/Assessor will then provide regular support throughout your studies and can be contacted on (02) 9779 9999 (press 1) Monday to Friday 8.30am to 4pm for additional support. They will also mark your assessments and provide feedback and guidance for any assessment deemed Not Yet Satisfactory.

Your Trainer and Assessor will support you through:

- fortnightly communication by email and/or phone
- training sessions
- individualised training and assessment plans
- online and/or face-face work placement observation visits
- a closed PEAK Training Student Facebook group – join [here](#)

- referral to external support agencies and professional counselling services if required.

PEAK Training recognises that some students may, from time to time, face difficulties in meeting course requirements due to extenuating circumstances. If you find yourself in this position please let your Trainer/Assessor know and they work with you to find ways to successfully complete your course.

8.6 Language, Literacy and Numeracy

Your Language, Literacy and Numeracy skills will be assessed by PEAK Training at the time of enrolment. This is for the purpose of ascertaining your ability to manage the requirements of the course.

Assessment of these skills will be via:

- Zoom or in the PEAK Training Summer Hill office
- Informal assessment of verbal English skills via communications at time of enrolment.

If deemed to not have sufficient Language, Literacy and Numeracy skills to satisfactorily complete the course, you will be offered advice on acquiring these skills. This may include referrals to external services and websites including:

Language, Literacy & Disability Services
Literacy and Learning Centre www.literacyandlearning.com.au
Reading Writing Hotline 1300 655 506 www.readingwritinghotline.edu.au & www.literacyline.edu.au
Translating and Interpreting Services TIS National 131 450 (24 hr)
People with Disabilities www.australia.gov.au/people/people_with_disabilities
People with Disabilities www.humanservices.gov.au/customer/themes/people-with-a-disability
Disability Care Australia www.disabilitycareaustralia.gov.au

8.7 General Complaints Procedure

PEAK Training will monitor any feedback you provide to us and if necessary, initiate remedial action to ensure that any issues are addressed as soon as is practicable. Please raise a complaint in the first instance with your Trainer/Assessor to resolve the issue, who will record the matter of concern.

If you are not satisfied with the response, please complete a **Student Complaint Form** and submit it to info@peaktraining.edu.au addressed to the PEAK Training Manager for review. A

written response will be issued within five working days from receipt of the Complaint Form.

If you wish to take the matter further, you may put in a written submission to the CEO of the NSW Family Day Care Association. Submissions to the CEO must be received within ten working days from the date of the written response from the PEAK Training Manager to the student.

8.8 RTO Closure

Please note that PEAK Training closes for approximately three weeks over the December/January period each year and you will be notified of these dates prior to the office closure. You are welcome to continue submitting assessments during this time, however they will be marked and student support provided once the office re-opens.

8.9 Assessment Appeal Procedure

If you wish to appeal against a decision regarding an assessment result, please contact your Trainer/Assessor. If after discussing your result you still wish to appeal, you can contact the PEAK Training Manager by completing and lodging the Assessment Appeal Form. Please attach all relevant written assessment items originally submitted and email info@peaktraining.edu.au.

Any re-assessments will be marked by a different Trainer/Assessor and you will be advised in writing by the PEAK Training Manager of the re-assessment outcome within ten working days from receipt of the appeal. If the outcome of the re-assessment comes back as the same as the original result, you will be provided with support by a Trainer/Assessor.

If you wish to appeal the re-assessment results you can lodge a written submission to the CEO of the NSW Family Day Care Association within ten working days from the date of the written re-submission result sent by the PEAK Training Manager.

8.10 Feedback and Evaluation

At the end of your course, you will be required to complete a **Student Survey** based on the AQTF Student Questionnaire, to assist PEAK Training with its continuous improvements, validation, and moderation processes. PEAK will include this survey in your congratulatory email when you have completed your course, and you will be advised of the purpose of this survey including how to submit and provide feedback anonymously. Your Qualification and/or Statement of Attainment will be provided 5 working days after this email.

8.11 Award of Qualification

When you are deemed competent in all units of the qualification, and all fees are consolidated, the appropriate qualification with a full transcript will be issued. If you do not achieve full competency, the unit(s) deemed competent will be included in a Statement of Attainment for that unit(s).

Please be advised that enrolment in a course does not guarantee certification. You are required to be deemed competent in all units to be awarded your qualification.

If you would like a Statement of Attainment or Transcript before the completion of the course or wish to request a re-issue of Qualifications, please complete and lodge the **Document Request Form**. An administration fee applies for each re-issued document. Please refer to our fee schedule.

8.12 Student Plagiarism and Cheating

Rules regarding plagiarism and cheating are strictly enforced by PEAK Training. Plagiarism is a form of cheating and is evidence of student misconduct. This is a serious offence which may result in assessment tasks being marked as 'Not Yet Satisfactory'. It may also lead to withdrawal from a course.

Examples of plagiarism include:

- submitting assessments substantially similar to or copied from another student.
- submitting assessments that use the exact words of another without using quotation marks and citing the original source
- submitting assessments that paraphrases or summarises the work or words of another without citing the original sources
- presenting any work of another individual or group as one's own work in assessments and/or examinations
- submitting assessments without appropriate acknowledgement/referencing of original sources
- submitting exact content created with the assistance of AI without citing that AI has been used.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. Cheating means seeking to obtain an unfair advantage in an examination or in other written assessment or practical tasks required to be completed for the course. A PEAK Trainer/Assessor who has reasonable grounds to believe that plagiarism/cheating has occurred will mark the assessment as 'Not Yet Satisfactory' and

report the matter to the PEAK Training Manager.

If the assessment task/s has been assessed as 'Not Yet Satisfactory' due to plagiarism/cheating, you will be advised in writing by the PEAK Training Manager. You have the right to appeal this decision by completing and lodging the Assessment Appeal Form, to the PEAK Training Manager. This must be completed within ten working days from receiving notification that the assessment has been deemed "Not Yet Satisfactory" due to plagiarism/cheating. Once the appeal has been lodged, the *Appeal against Assessment Result* procedure will be followed.

You have the right to appeal this decision in writing to the PEAK Training Manager. Appeals must be received by the PEAK Training Manager within ten working days from the date the "Not Yet Satisfactory" due to Plagiarism/Cheating was given in writing. Once appeal has been received the *Appeal against Assessment Result* procedure will be followed.

If you choose not to lodge a formal complaint in writing, PEAK Training has the right to exit you from the course due to Plagiarism/Cheating and you will be advised of this decision in writing. In such instances, no full or partial refunds will be made, and you are required to return all course materials previously provided.

If you need support in how to reference, please ask one of our Trainers/Assessors for our ***Referencing Guide Handout***.

8.13 Artificial Intelligence (AI)

AI is defined as intelligent technology, including programs and the application of advanced computing algorithms, that can augment decision-making by identifying meaningful patterns in data. AI tools are primarily text generators, not true artificial intelligence. As a result, the text they produce in response to prompts may not always be factually accurate. Any content created with the assistance of AI must be thoroughly proofread for accuracy.

While AI tools can be helpful to support you to articulate your assessment answers, they cannot be relied upon to provide evidence of your understanding of the content. As the qualifications are competency based, to be able to demonstrate your understanding of the course content you are required to evaluate the AI response and contextualise it to accurately answer the question. Assessments allow you to demonstrate your understanding and critical thinking and relying solely on AI generated content can undermine the purpose of assessments. If your Trainer/Assessor believes the assessment answers have been completely AI generated, they may request you complete additional assessments and/or hold a competency conversation. This is so they can determine if you have acquired the required knowledge to be satisfactorily assessed.

Additionally, submitting exact content created with the assistance of AI without citing that AI has been used, is an example of plagiarism and can be considered academic misconduct.

8.14 Student Responsibilities and Discipline

As a student of PEAK Training, you have a right to study, learn and develop your skills in a safe, healthy, and supportive educational and social environment where participation and respectful behaviour in the training and assessment process will be required. You also have certain responsibilities to your fellow Students, Trainers/Assessors, work placement staff and supervisors.

Student responsibilities include:

- Reading and signing the Student Handbook **within one week of course start date**
- Participating in all assessment tasks including work placement
- Meeting submission deadlines and timeframes as outlined in your Student Learning Plan
- Submitting your own original work without plagiarism and ensuring authors are appropriately referenced
- Submitting a signed and dated *Marking Cover Sheet* with each assessment if not completed online
- Keeping a copy of all submitted assessments and
- Responding to Trainer/Assessors communications and attempts to provide support respectfully and in a timely manner.

Failure to follow these responsibilities and/or directions from PEAK Trainer/Assessors or other PEAK Training employees may result in disciplinary action. The objective of a disciplinary action is to maintain high student behaviour standards and to protect the reputation and operations of PEAK Training and the NSW Family Day Care Association. Where appropriate, the emphasis will be on corrective action rather than discipline which may include activities such as counselling.

Any form of disciplinary action will be taken without delay as it is in the best interests of all parties concerned to have the matter resolved as soon as possible.

To ensure fairness and consistency in disciplinary matters, the following action will be taken:

- You will be advised if a disciplinary action/meeting will take place and informed of allegations made against you
- You will have the opportunity to put your case forward

- All relevant parties will be heard, and all relevant submissions considered
- The person raising the allegations will not conduct the inquiry into the matter
- The person conducting/chairing the disciplinary meeting must act fairly and without bias
- If you undergo disciplinary action you will be able to bring a support person to the disciplinary meeting.

Disciplinary action may be taken if you:

- Breach your responsibilities as specified in this Student Handbook and PEAK's Training terms and conditions of course enrolment
- Submit work which is a product of cheating and/or plagiarism
- Engage in any misconduct
- Are under the influence of alcohol, consume illegal drugs and/or misuse legal drugs when attending training (i.e., Face to face training, work placement)
- Intentionally disregard any reasonable instruction by PEAK Training
- Are negligent, careless, or obstructive in your behaviour; or
- Engage in any disgraceful, improper, or illegal conduct which may bring the NSW Family Day Care Association and/or PEAK Training into disrepute.

In cases of serious breaches, you will be excluded from the course and your enrolment ceased immediately. Any illegal conduct will be reported to the relevant authorities. All disciplinary matters will be documented and reported to the PEAK Training Manager and the CEO of the NSW Family Day Care Association.

9. Qualification Overview

9.1 CHC30121 Certificate III in Early Childhood Education and Care

This is the minimum qualification required to be eligible to work with children in an early learning service. It is a nationally accredited course for those looking for the skills and expertise required for a successful and rewarding career working with young children aged 0 to 6 years. Employment opportunities for those attaining Certificate III in Early Childhood Education & Care include Early Childhood Educator, Family Day Care Educator, or In Home Care Educator.

This course offers the flexibility of online learning, allowing students to enrol at any time of the year. There are 17 units in total, 15 core units and 2 electives with a minimum of 160hrs work placement in an approved ECEC service.

Students are provided with a timetable to follow with due dates to submit their assessments. The course fee covers completion of the course in up to 12 months and an extension (up to 6 months) can be requested, however additional fees apply.

Please Note HLTAID012 Provide First Aid in an Education and Care setting unit is completed through an external registered training provider of the student's choice and evidence of completion must be submitted to PEAK Training within the first 3 months of enrolment.

Code	Unit of Competence	Field
CHCECE055	Meet legal and ethical obligations in children's education and care	Core
CHCPRT001	Identify and respond to children and young people at risk	Core
CHCPRP003	Reflect on and improve own professional practice	Elective
CHCECE039	Comply with family day care administration requirements	Elective
CHCDIV001	OR Work with Diverse people	
HLTAID012	Provide First Aid in an education and care setting	Core
CHCECE031	Support children's health, safety, and wellbeing	Core
CHCECE032	Nurture babies and toddlers	Core
CHCECE033	Develop positive and respectful relationships with children	Core
HLTWHS001	Participate in work health and safety	Core
CHCECE036	Provide experiences to support children's play and learning	Core
CHCECE034	Use an approved learning framework to guide practice	Core
CHCECE035	Support the holistic development of children in early childhood	Core
CHCECE038	Observe children to inform practice	Core
CHCECE037	Support children to connect with the natural environment	Core
CHCECE030	Support Inclusion and Diversity	Core
CHCECE056	Work effectively in children's education and care	Core
CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	Core

9.2 CHC50121 Diploma of Early Childhood Education and Care

The Diploma prepares students for the role of Educator or Service Leader in a range of Early Childhood Education settings, operating under the national and state legislative guidelines and regulations provided for Education and Care Services. Educators support the implementation of an

approved learning framework to facilitate children’s wellbeing, learning and development.

Students must have completed Certificate III in Early Childhood Education and Care (CHC30113 or CHC30121) before enrolling. The Diploma of Early Childhood Education and Care is a nationally recognised qualification from the Community Services Training Package. The Diploma is a prerequisite for Educators who wish to take on a managerial or leadership role within the Early Childhood sector.

This course offers the flexibility of online learning, allowing students to enrol at any time of the year. There are 15 units in total, 12 core units and 3 electives. There is a minimum of 280 hours of mandated work placement in an approved service.

Students are provided with a timetable to follow with due dates to submit their assessments. The course fee covers completion of the course in up to 18 months. An extension (up to 6 months) can be requested but additional fees apply.

Career prospects include:

- Educator or Room Leader
- Service Director / Supervisor / Manager
- Team Leader
- Family Day Care Coordinator

Code	Unit of Competence	Field
BSBTWK502	Manage team effectiveness	Core
CHCECE041	Maintain a safe and healthy environment for children	Core
CHCECE042	Foster holistic early childhood learning, development, and wellbeing	Core
BSBTWK503	Manage meetings	Elective
CHCECE044	Facilitate compliance in a children’s education and care service	Core
CHCECE045	Foster positive and respectful interactions and behaviour in children	Core
CHCECE043	Nurture creativity in children	Core
CHCINM002	Meet community information needs	Elective
CHCECE046	Implement strategies for the inclusion of all children	Core
CHCECE053	Respond to grievances and complaints about the service	Elective

CHCECE047	Analyse information to inform children's learning	Core
CHCECE048	Plan and implement children's education and care curriculum	Core
CHCECE049	Embed environmental responsibility in service operations	Core
CHCECE050	Work in partnerships with children's families	Core
CHCPRP003	Reflect on and improve own professional practice	Core

9.3 Workplace Requirements

The minimum workplace hours required are 160hrs for Certificate III and 280hrs for Diploma. You are welcome to do your work placement at your place of employment if you are currently working in an approved early learning service that meets all workplace requirements. This includes:

- Required age range of children from 0-6yrs
- Required number of children
- Access to a Workplace Supervisor with **minimum Diploma Qualification in ECEC** and who understands and agrees to their responsibilities to fulfill this role
- A PEAK Trainer/Assessor has deemed the service suitable for the purposes of work placement. Note: PEAK Training will verify the suitability of the workplace for the purposes of work placement using the workplace checklist and Workplace Agreement.

If you are not working in an approved early learning service or do not have the opportunity to complete your work placement in the service you are currently working in, then you will need to seek an appropriate service and organise your own work placement. Please reach out to your Trainer/Assessor if you require support to find a service.

If you are completing your work placement in your own service, please complete the Workplace Agreement form and request a letter on the service letterhead from your approved Provider stating the following:

- Employment start date to current date
- Days and hours employed each week
- Ages of children you work with

If you are completing your work placement elsewhere, please complete the Workplace Agreement form and the Student Attendance Sheet to record your hours of work placement. This needs to be signed off by the student and the workplace supervisor. This will then be verified by the PEAK Trainer/Assessor. Work placement will be conducted in an approved Early Education and Care Service which will afford the student access to the full range of work, equipment, and children age groups.

ACREDITED TRAINING

Fee For Service

CHC30121 Certificate III in Early Childhood Education and Care

17 Units of Competency. HLTAID012 - Provide First Aid in an education and care setting to be completed externally through a registered training provider.

Course fee **\$3260** includes \$200 non-refundable enrolment fee.

Instalment Payment Plan:

1. At time of enrolment: \$950
2. At completion of 4th unit: \$850
3. At completion of 7th unit: \$850
4. At completion of 13th unit: \$610

Students experiencing financial hardship can apply for an Individualised Payment Plan. This will be assessed on a case-by-case basis at the discretion of the PEAK Training Manager.

CHC5121 Diploma of Early Childhood Education and Care

17 Units of Competency.

Course fee **\$5350** includes \$200 non-refundable enrolment fee.

Instalment Payment Plan:

1. At time of enrolment: \$1,250
2. At completion of 4th unit: \$1,150
3. At completion of 7th unit: \$1,050
4. At completion of 13th unit: \$950
5. At completion of 15th unit: \$950

Students experiencing financial hardship can apply for an Individualised Payment Plan. This will be assessed on a case-by-case basis at the discretion of the PEAK Training ,Manager.

N.B. If a student has completed the Certificate III with PEAK Training and would like to enrol to study the Diploma with PEAK Training, the \$200 enrolment fee does not apply. The Diploma fee will be reduced to **\$5150**.

Smart & Skilled Funding

CHC30121 Certificate III in Early Childhood Education and Care

Course fee varies from **\$1600 to \$1950** (depending on whether any qualifications have been completed previously)

Instalment Payment Plan if the course fee is \$1600 (including \$200 enrolment fee):

1. At time of enrolment: \$200 enrolment fee is to be paid prior to the start of the enrolment process
2. At completion of enrolment process: \$300
3. At commencement of 5th unit: \$400
4. At commencement of 8th unit: \$400
5. At commencement of 14th unit: \$300

Instalment Payment Plan if the course fee is \$1950 (including \$200 enrolment fee):

1. At time of enrolment: \$200 enrolment fee is to be paid prior to the start of the enrolment process
2. At completion of enrolment process: \$450
3. At commencement of 5th unit: \$500
4. At commencement of 8th unit: \$400
5. At commencement of 14th unit: \$400

Students experiencing financial hardship can apply for an Individualised Payment Plan. This will be assessed on a case-by-case basis at the discretion of the PEAK Training Manager.

Credit Transfers

Course fees may be adjusted once credit transfers are granted. Students will be notified by PEAK Training about these fee adjustments.

Course Extension Fee

A maximum course extension of 6 months can apply:

Option 1: 3 months block: \$300

Option 2: 6 months block: \$600

Document Re-Issue Fee - \$75 per document

Assessment Submission – Fee Free: Up to and including 3 assessment submissions.

\$75 per additional assessment submission: 4th and subsequent submissions

STUDENT DECLARATION

Please complete, sign and email this student Declaration to info@peaktraining.edu.au within one week of your course start date.

I, _____ have read and understood the entire contents of the Student Handbook, and agree to comply with its requirements.

Student's Signature:

Date: