

**NSW Family Day Care Association PEAK Training RTO no. 90869**

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# Student Handbook PEAK Training

8. 12. 2015



**NSW Family Day Care Association**

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## **Introduction**

Welcome to PEAK Training, an entity of the NSW Family Day Care Association. We are a Registered Training Organisation (RTO), nationally recognised through Australian Skills Quality Authority (ASQA) and providing training and assessment services within the Australian Qualification Framework (AQF).

The courses currently offered are:

**CHC            Community Services Training Package**  
CHC30113 Certificate III in Early Childhood Education and Care  
CHC50113 Diploma of Early Childhood Education and Care

PEAK Training adheres to the *Standards for Registered Training Organisations (RTOs) 2015*

We employ experienced qualified trainers and assessors with extensive knowledge within the sector and hold a Certificate IV in Training and Assessment (TAE40110).

## **Policies and Procedures**

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

These include:

- Anti – Discrimination and Harassment Free Workplace
- Equal Employment Policy
- Workplace Health and Safety
- Performance Management and Review Policy
- Disciplinary Procedure

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.

PEAK Training policies and procedures are available on request or can be viewed on the NSW Family Day Care Association's website under PEAK Training. Where relevant an overview has also been detailed in this handbook.

**Please note that all documents are uncontrolled when printed and readers are advised to refer to electronic versions on the NSW Family Day Care Association's website under PEAK Training for the most up to date documents.**

All students enrolled with PEAK Training have the following responsibilities:

- to read the contents of this handbook
- to comply with the student requirements contained therein including relevant legislated requirements;
- to respect the learning/working environment of others at PEAK Training and the NSW Family Day Care Association;
- to follow all reasonable instructions provided by PEAK Training employees;
- to conduct themselves in a manner which supports the NSW Family Day Care Association's and PEAK Training's reputation and operations;
- to respect the right of PEAK Training's trainer/assessor's opinions;
- to conduct themselves in a courteous, polite and ethical manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and workplace health safety;
- to undertake their studies to the best of their abilities;
- to meet deadlines for assessments/work to be submitted;
- to submit work without plagiarising or cheating;
- to attend classroom sessions and practicals of their enrolled course;
- to consult with PEAK Training in a timely manner if problems/issues arise;
- to inform PEAK Training immediately of any change of personal contact details such as address email & phone numbers;
- to accept joint responsibility for their own learning;
- to take responsibility for their own assignments by always keeping a copy;
- to provide feedback to PEAK Training on its courses and services;
- to pay outstanding accounts on due date and;

## **Code of Practice**

### **PEAK Training**

PEAK Training is a Registered Training Organisation which takes special pride in the quality of the services it offers to its students. 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 our Registered Training Organisation (PEAK Training) services into disrepute.

PEAK Training is committed to ensuring our student's satisfaction. This is demonstrated through PEAK Training:

- treating all students with respect and dignity;
- providing assistance to help students achieve their desired outcome;
- tailoring assistance to aid students in different circumstances and from different backgrounds;
- providing high quality facilities and materials to assist in student learning;
- respecting our students' privacy, while accurately recording and securely storing student records for their future reference;
- providing flexibility in our training and assessment delivery to cater for individual student needs; and
- encouraging students to give feedback, without fear of prejudice, to support our continuous improvement endeavours.

## **Access and Equity**

PEAK Training will abide by the equity principles for all students, employees, members of other organisations and the public, regardless of race, education, gender, age, social or educational background or disability and ensure the fair allocation of resources and the right to equality of opportunity without discrimination. Access to PEAK Training courses will be available to all students who meet the entry requirements as determined by the training package guidelines.

**CHC30113** Certificate III in Early Childhood Education and Care - no previous knowledge or study required to undertake this course.

**CHC50113** Diploma of Early Childhood Education and Care – no previous knowledge or study required to undertake this course.

## **Anti-Discrimination Statement**

PEAK Training recognises the right of its employees and PEAK Training 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 equality of 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.

## **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 is generally accepted to include:

- 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 (i.e. Facebook, Twitter), 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
- not asked for
- is not returned
- 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 such as Facebook or Twitter, 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.**

Student responsibilities include:

- contributing to a productive learning/working environment free from harassment, bullying, victimisation and unlawful discrimination;
- reporting to their trainer/assessor or the PEAK Training Manager; any incidents observed where a student or PEAK employee suffers harassment, victimisation and/or unlawful discrimination.

Students who experience harassment, bullying, victimisation and/or unlawful discrimination should ensure they take action which can include:

- seeking advice and support through their trainer or assessor and/or the PEAK Training Manager;

- telling the person concerned to stop the offending behaviour (the student may seek support before taking this step); and/or
- lodging a complaint.

### **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.

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 in regards to 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.

## **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 risks attached to tasks allocated to students and provide information to students to ensure their safety.

Student Work Health and Safety (WHS) responsibilities include;

- taking responsibility for their own safety and safety of others in the learning environment
- not withholding information in relation to any WHS issue 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 and assessors;
- ensuring the learning environment is clean and tidy to eliminate trips, slips and fall hazards, and take due care not to effect 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.

## **Flexible Learning and Assessment**

PEAK Training offers a mix of traditional classroom based format, distance education through correspondence and where necessary, practicum instruction for the presentation of its courses.

Flexibility of delivery is offered through correspondence or week night and weekend skillset groups.

Assessment activities will form evidence of a student's competency and will take place during the class sessions; during practicum sessions and the remainder will be completed by the student outside of class. Assessments for all Certificate/Diploma courses are a

combination of written answers to questions, reports, projects, observations of students performing tasks and supervisor reports.

Each student will be provided with the specific performance criteria to prepare for assessments and when considered appropriate by PEAK Training, variations to this format may be undertaken to suit a particular student's needs.

The role of your trainer and assessor will be to make a judgement on your competency with the evidence you have provided against the assessment criteria. 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 found 'Not Yet Competent' at the first attempt.

PEAK Training will make all reasonable efforts to allow all students to achieve competency and your trainer and assessor will provide detailed feedback inclusive of references to support a student's resubmission.

### **Assessment Submission**

For students enrolled in classroom based courses, trainers and assessors will provide clear instruction regarding the assessment submission process. Each correspondence student will be allocated a trainer and assessor and informed of the process that they will follow to submit their assessments.

**Students must keep a copy of all assessments prior to submission to their Trainer and Assessor via the online Moodle platform.**

PEAK Training does not take any responsibility for any lost or stolen assignments.

The student will be given an opportunity to re-submit their lost assignments within an agreed timeframe between PEAK Training and the student. PEAK Training reserves the right to charge students \$20 service fee for each extension required for re-submission of lost assignments.

**Each student must sign and date the *Marking Cover Sheet* attached to their assessments. The original assessment must be submitted with a signed and dated *Marking Cover Sheet* provided with the course learning materials.**

If the **first submission** of an assessment is deemed Not Yet Competent, opportunities to re-submission will be provided. To assist in gaining competency, students will receive detailed

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and clear guidance, with reference to relevant text books, websites or reading materials. The Student Support Officers are also available to offer additional support if required.

When the assessment is deemed Not Yet Competent, on the **second submission** (1<sup>st</sup> re-submission), it will be forwarded to the PEAK Training office, where a Student Support Officer and/or PEAK Training Manager will review the overall competency and guidance prior to returning the assessment to the student.

Students have a total of two attempts for re-submission. The **third submission** (2<sup>nd</sup> re-submission) will incur a fee of \$50.00 and if after three attempts of submitting the same assignment, the student is deemed Not Yet Competent, PEAK Training reserves the right to withdraw the student from the course.

### **Recognition of other RTOs**

PEAK Training recognises the AQF Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). If a student has successfully completed one or more units of competency from the certificate course they are enrolling in, PEAK Training will recognise the results and incorporate them into any Certificates or Statements of Attainment issued by PEAK Training. All copies of Certificates and Transcripts must be certified by a Justice of Peace prior to submission to PEAK Training.

### **Recognition of Prior Learning (RPL)**

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 return to PEAK Training with the non-refundable enrolment fee. The evidence must be verifiable in terms of its authenticity and currency.

A qualified trainer and 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 Certificate or 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.

## **Provision of Student Support**

### **Classroom Cluster Setting:**

PEAK Training will endeavour to provide guidance and support to all students through an induction to PEAK Training, effective learning pathways, work health and safety, provision for special learning needs and access to student support.

PEAK Trainers and Assessors will support you through class based activities whilst our Student Support Officers are available to provide assessment support. Student Support Officers can be contacted on (02) 9779 9999 Monday to Friday 8.30am to 4pm. Feedback and guidance will be provided to all students enrolled with PEAK Training on each assessment task, with detailed information provided for any assessment deemed Not Yet Competent. During the course and up until the final date for presentation of course assessments, students will be supported by:

- email service;
- telephone support;
- class based activities
- direct workplace access to trainers/assessors; and
- referral to professional counselling services.

### **Correspondence Students:**

PEAK Training will endeavour to provide guidance and support to all students through an induction to PEAK Training, effective learning pathways, work health and safety, provision for special learning needs and access to student support.

PEAK Student Support Officers will support you throughout the course. Student Support Officers are available to provide assessment support and can be contacted on (02) 9779 9999 Monday to Friday 8.30am to 4pm. Feedback and guidance will be provided to all students enrolled with PEAK Training on each assessment task, with detailed information provided for any assessment deemed Not Yet Competent. During the course and up until the final date for presentation of course assessments, students will be supported by:

- email service;
- telephone support;
- direct workplace access to trainers/assessors; and
- referral to professional counselling services.

PEAK Training recognises that students may, from time to time, face difficulties in their lives which impact on their capacity to complete the course in which they enrolled. PEAK Training will be flexible in the arrangements for students with genuine needs. Students are

encouraged to use the support offered by PEAK Training. Students who are having difficulties in meeting course requirements due to extenuating circumstances in their personal circumstances will be treated with compassion, and every endeavour will be made to provide the assistance needed to complete the course.

### **Language, Literacy and Numeracy**

A student's Language, Literacy and Numeracy skills may be assessed by PEAK Training for the purpose of ascertaining the student's likely ability to manage the requirements of the course to be enrolled in.

Assessment of these basic skills will be via:

- self-assessment questions on the PEAK Training Course Enrolment Form;
- informal assessment of verbal English skills via communications at enrolment time; and
- appraisal of the student's enrolment documentation.

Where a student is deemed not to have sufficient Language, Literacy and Numeracy skills to satisfactorily complete the course, will be offered advice on acquiring these skills.

### **Enrolment information**

To secure placement within PEAK Training courses, students are required to complete the PEAK enrolment form for the relevant course and return to PEAK Training with the signed *Student Contract (Appendix 1)*, non-refundable enrolment and membership fees. A copy of the fee schedule is available in the course information booklet and enrolment form. Students must comply with the agreed payment plan option, as PEAK may not hold more than \$1500 prior to course commencement. The balance of skillset payment will be invoiced and required to be paid prior to attending subsequent classes. Students and have the right to take action under Australia's consumer protection laws.

### **Suspension of Cluster or Course**

Applications for suspension are accepted at PEAK Training's discretion and once the course has commenced, suspension is subject to future course vacancy and availability. Suspension is only possible for a maximum of six months.

Students must be aware that there is no guarantee that vacancies will be available in future courses and if a suspension is not granted, no full or partial refunds will be made.

Students who wish to defer, either a Skill Set or the entire course must complete the Course Suspension Form (Appendix 3) and return it to PEAK Training for processing, review and

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approval by the PEAK Training's Manager. Students will be advised of the decision within a week of receipt of request for suspension.

### **Refund procedure**

Students should give careful consideration to their course enrolment decision. PEAK Training will not take responsibility for changes in students' personal circumstances, work commitments and/or personal preferences.

At the discretion of PEAK's management, refunds will only be taken into consideration for students experiencing extenuating circumstances. To apply for a refund, students must complete a Request for Refund Form and forward it to the PEAK Training Manager. Students will be advised of the decision in writing by PEAK's management within a week of receipt of request for refund.

In instances where a refund is granted to a student, the non-refundable enrolment fee and the costs of any completed modules will be retained by PEAK Training. Also, students must return all learning materials to PEAK Training prior to the refund being processed.

### **Extension Request**

PEAK Training is aware that extenuating circumstances can result in students being unable to complete individual assessments within the required timeframe. If experiencing difficulties, students are required to first contact one of our Student Support Officers as soon as possible to discuss the situation.

If required, the student will be advised to complete and submit the Extension Request Form to the PEAK Training Manager where the request will be reviewed. The student will be advised of the outcome, in writing, within a week of receipt of submission. Each granted submission incurs a fee of \$30 per month.

### **General Complaints Procedure**

PEAK Training will monitor any feedback you provide to us and if necessary initiate remedial action to ensure that any problems are corrected as soon as is practicable. A student who has a complaint is advised to raise the matter in the first instance with the course Trainer and Assessor or in the case of correspondent students with a Student Support Officer to resolve the issue, who will record the matters of concern.

If the student is not satisfied with the response, the student must complete Appendix 4 *Student Complaint Form* and submit it to the PEAK Training Manager for review. A written response will be issued to the student by the PEAK Manager within 5 working days from receipt of the Student Complaint Form.

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Students, who wish to take the matter further, may put a written submission to the CEO of the NSW Family Day Care Association Inc. Submissions to the CEO must be received within 10 working days from the date of the written response from the PEAK Training Manager to the student.

### **RTO Closure**

PEAK training does not accept payments in excess of \$1500 in accordance with Regulatory authority guidelines. In the event PEAK ceases operation or is unable to deliver any part of the training product, Students will be reimbursed any amounts owing, issued Statements of Attainment for all completed units and supported to complete their studies with another provider.

### **Assessment Appeal Procedure:**

A student has a right to appeal against a decision in regards to an assessment result. If following feedback discussions with their Trainer and Assessor or Student Support Officer both parties do not come to an agreement, the student can appeal to the PEAK Training Manager by completing and lodging the Assessment Appeal Form (Appendix 5) and attaching all relevant written assessment items originally submitted. Any re-assessments will be done by a different Trainer and Assessor and the student will be advised in writing by the PEAK Training Manager of the re-assessment outcome within ten (10) working days from receipt of the appeal.

If the outcome of the re-assessment comes back as the same as the original result, the student will be provided with support and counselling by a Trainer and Assessor, Student Support Officer or the PEAK Training Manager.

Students who wish to appeal the re-assessment results can lodge a written submission to the CEO of the NSW Family Day Care Association Inc. within ten (10) working days from the date of the written re-submission result sent by the PEAK Training Manager to the student.

### **Feedback and Evaluation**

Students will be required to complete the Course Evaluation Forms and the AQTF Student Questionnaire, to help PEAK Training with its continuous improvements, validation and moderation processes. Trainers and Assessors will distribute the forms to their students at the completion of a student's course and the Student Support Officers will ensure correspondent students receive these forms via post. Students will be advised of the purpose, submission requirements and the ability to provide all feedback anonymously. This

is a compulsory process and forms part of PEAK's Training reporting requirements therefore, PEAK Training reserves the right, not to issue course certificates to students who fail to provide PEAK with the feedback by the required date.

### **Award of Qualification**

When the student is deemed competent in all units of the qualification the appropriate Certificate/Diploma with a full transcript will be issued. If the student does not achieve full competency, the unit(s) deemed competent will be supported by a Statement of Attainment for that unit(s).

Students are advised that enrolment in a course does not guarantee certification. All students are required to meet the required competency levels, in all units, to be awarded the CHC30113 Certificate of Early Childhood Education and Care.

Students requiring Statements of Attainment or Transcripts before completion of the course or requests for re-issue of Qualifications must complete and lodge the "Document Request Form". An administration fee of \$50 (fifty dollars) applies for each issued document.

### **Student Plagiarism and Cheating**

Rules regarding plagiarism/cheating are strictly enforced by PEAK Training and we recommend that any notations or inferences to other authors or resources be referenced using the Harvard system of referencing (see Appendix 2 Referencing Work). Plagiarism is a form of cheating and is a serious offence which may result in a student's assessment being declared 'Not Yet Competent' or their exclusion from a course. Examples of plagiarism are:

- 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; and
- submitting assessments without appropriate acknowledgement/referencing of original sources.

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 work required to be submitted or completed by a student. A PEAK Trainer and Assessor or Student Support Officer who has reasonable grounds to believe that plagiarism/cheating

has occurred will mark the assessment as 'Not Yet Competent' and report the matter to the PEAK Training Manager.

Where a student's work has been assessed as 'Not Yet Competent' due to plagiarism/cheating, the student will be advised in writing by the PEAK Training Manager. The student has the right to appeal this decision by completing and lodging the Assessment Appeal Form, to the PEAK Training Manager, within ten (10) working days from receiving notification that he/she has been deemed "Not Yet Competent" due to plagiarism/cheating. Once the appeal has been lodged the *Appeal against Assessment Result* procedure will be followed.

Copying the work of others in assessments such as examinations is also considered cheating. In such incidents, the Trainer and Assessor will advise the student of their misconduct, the assessment will be declared 'Not Yet Competent' and that the student will receive confirmation of this decision in writing by the PEAK Training Manager.

The student has the right to appeal this decision by writing to the to the PEAK Training Manager.

Appeals must be received by the PEAK Training Manager within ten (10) working days from the date the student received notification in writing, that he/she was deemed "Not Yet Competent" due to cheating. Once the written submission has been received the *Appeal against Assessment Result* procedure will be followed.

If a student chooses not to lodge a formal complaint in writing PEAK Training has the right to exit a student from the course due to Plagiarism/Cheating and he/she will be advised of the decision in writing. In such instances no full or part refunds will be made and students are required to return all course materials previously provided.

### **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. As a student, you also have certain responsibilities to your fellow students, trainers and assessors, work placement staff and supervisors. Student responsibilities include;

- attendance at all classroom based sessions;
- participation in all assessments, class based activities and where relevant, practicum sessions;
- adhering to the submission deadlines and timeframes;

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- submitting your own work without plagiarism and ensuring authors are appropriately referenced;
- submitting a signed and dated *Marking Cover Sheet* with each assessment; and
- photocopying all assessments and only submitting original work to PEAK Training

Failure to follow these responsibilities and/or directions from PEAK Trainers and Assessors or other PEAK's 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:

- the student will be advised if a disciplinary action/meeting will take place and will be informed of allegations made against him/her
- the student will have the opportunity to put his/her 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.
- students undergoing disciplinary action will be able to bring a support person to the disciplinary meeting.

Disciplinary action may be taken when a student:

- breaches his/hers responsibilities as specified in this Student Handbook and PEAK's Training terms and conditions of course enrolment.
- submits work which is a product of cheating and/or plagiarism
- engages in any misconduct;
- is under the influence of alcohol, consumes illegal drugs and/or misuses legal drugs when attending training (i.e. face to face training, practicums)
- intentionally disobeys, disregards any reasonable instruction by PEAK Training staff or NSW Family Day Care staff;
- is negligent, careless or obstructive in their behaviour; or
- engages in any disgraceful, improper or illegal conduct which may bring the NSW Family Day Care Association and/or PEAK Training into disrepute.

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In cases of serious breaches, the student will be excluded from their course and PEAK Training enrolment. Any illegal conduct of a student will be reported to the relevant authority. All disciplinary matters will be documented and reported to the PEAK Training Manager.

In cases of serious breaches, the student will be excluded from their course and their 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.

## **Appendix 1 Student Contract**

**Please read through the Student Handbook and the following contract carefully before signing and submitting with your enrolment information. Please note that enrolments will not be processed until a signed Student Contract is received.**

Please tick appropriate qualification:

- CHC30113 Certificate III in Early Childhood Education and Care – 12 months
- CHC50113 Diploma in Early Childhood Education and Care – to be advised

- I am aware that my enrolment period for the qualification is based on the correspondence timetable / is from the first class session date.
- I am aware that an enrolment cannot be transferred to another person.
- I am aware that I may incur extra expense in the provision of materials and equipment that may be required to complete assessments and other expenses relating to course completion.
- I am aware that it is my responsibility to ensure that sufficient funds are maintained in my account to meet instalment payments for direct debit payment options. I understand that credentials will not be issued until payment is received in full by PEAK for the qualification I have enrolled in, regardless of the fact that I may have completed all aspects of the course.
- I am aware that PEAK reserves the right to withhold issuing of materials and workbooks should I fail to meet the financial requirements on or before the due date for payments.
- I am aware of obligations in fulfilling my commitment to payment of the enrolled course as set out in the terms and conditions of the 'Enrolment and Refund policy' located in the PEAK Student Handbook.
- I am aware that PEAK has the right to withdraw me from the course at the end of course period, following a failure to communicate or submit any assessments for a period of time. Fees will not be refunded under any circumstances.
- I am aware of obligations in fulfilling my commitment in relation to the 'Suspension Policy' located in the PEAK Student Handbook.
- I am aware of my responsibilities in relation to copyright of materials provided by PEAK.
- I am aware of my rights and responsibilities in relation to requesting extensions and the conditions that relate to PEAK granting extended time to complete the course.
- I understand that it is my responsibility to notify PEAK in the event of the following situations:
  1. Change of address;

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2. Change of name [ evidence must be provided]; and/or
  3. Cancellation of enrolment.
- I am aware that it is my responsibility to maintain contact with PEAK should I have concerns or questions regarding my enrolment or participation in the course and that if for any reason PEAK cannot contact me at the conclusion of the enrolment period, my enrolment will be deemed no longer active. A Statement of Attainment will be issued for units that have been successfully completed and paid for. Furthermore I understand that re-enrolment and full course fees will be required for me to continue my studies.
  - I confirm that I have been advised of training and assessment options.
  - I am aware I must be deemed competent in all units of the course to gain certification.
  - I have prepared access to a computer with a reliable internet connection and the latest ADOBE software to access the PEAK Moodle online study platform.
  - I have been advised of RPL and Credit Transfer opportunities.
  - I have read and understood my responsibilities as stated in PEAK Student Handbook.
  - I am aware that I may request to see all of PEAK Policies if necessary.
  - I declare that the information I have provided is true and correct.
  - I will return this page only to be placed in my student record file and to be held at the office of PEAK Training.

Name: \_\_\_\_\_  
          Mr/Ms                      First Name                      Surname

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Address – PEAK Training

PO Box 386

Summer Hill NSW 2130

Fax- (02) 9779 9998

E-mail [studentsupport@peaktraining.net.au](mailto:studentsupport@peaktraining.net.au)

Student's Name: .....

Signature: ..... Date: .....

## Appendix 2 Referencing Work

The PEAK Training recommends the Harvard system of referencing to its students.

### What is referencing?

Referencing, sometimes referred to as 'citing', is the acknowledgement of the sources of information you have used in putting together a written response to an assessment task.

It is a standard requirement of educational institutions that you give credit to those whose ideas and/or words you have used to write your assessments/work. There are various types of sources that you may use, and all should be referenced. These sources include books, journals, newspapers and the internet. The ideas may be in words, pictures or diagrams.

By referencing your work appropriately, you show the research that you have conducted, and you avoid accusations of plagiarism.

### When do you reference?

- when you paraphrase someone else's words or ideas;
- when you summarise someone else's words or ideas;
- when you quote someone else's words or ideas; and
- when you copy (e.g. a diagram) someone else's words or ideas.

### Where do you reference?

References must appear in two places:

- in the text of your written work where the copied material appears; and
- in a reference list at the end of your work.

### How do you reference?

**In the text** of your work, reference by providing the author's family name and the year of the publication.

For example:

"There are many things to be considered when examining the cultural dimensions of parenting" (Young & Elliot, 2007).

Students are also required to include a reference list at the end of their work headed "Reference List" providing full details of the sources that have been used. The reference list is arranged alphabetically by author's family name and includes all sources in a single list.

- For a book, the information you need to provide is: author, year of publication, *title*, publisher, place of publication. For example, Young, T & Elliot, S, 2007, *Just Discover*, Tertiary Press, Sydney.

Note that the book's title is in *italics*.

- For a journal or newspaper article, the information you need to provide is: author, year of publication, 'title of article', *title of journal or newspaper*, volume number, issue number, pages of referenced article.

For example:

Hand, K, 2006, 'Cultural Dimensions of Parenting, *Journal of Applied Developmental Psychology*, Research Paper No 36, pp 6-10

Note that the article's title is in single quote marks and the journal's (or newspaper's) name is in *italics*.

- For information sourced from the internet, the information you need to provide is: author, year of publication, *title of article*, website, and date accessed, full URL (internet address).

For example:

Bandura, A, 2007, *Social Learning Theory*, College of Criminology and Criminal Justice, viewed 21 April 2007, < <http://www.criminology.fsu.edu/crimtheory/bandura.htm> >

If there is no date (year of publication) supplied for the article, use 'nd' (no date). Enclose the URL with < >, and do not underline it.

Using the examples shown above, your reference list would appear as follows:

#### Reference List

Bandura, A, 2007, *Social Learning Theory*, College of Criminology and Criminal Justice, viewed 21 April 2007, < <http://www.criminology.fsu.edu/crimtheory/bandura.htm> >

Hand, K, 2006, 'Cultural Dimensions of Parenting, *Journal of Applied Developmental Psychology*, Research Paper No 36, pp 6-10

Young, T & Elliot, S, 2007, *Just Discover*, Tertiary Press, Sydney.

## **Appendix 2**

## **Reference Websites**

### Early Childhood Australia

This site covers most issues relating to the education and care of children from birth to eight years  
<http://www.earlychildhoodaustralia.org.au/home/>

### Gowrie NSW

Advisory, referral and corporate services, programs, community outreach, resources database.  
<http://www.gowrie-sydney.com.au/>

### Family and Community Services

Role, discussion papers, child protection, programs, publications, projects, parenting page.  
<http://www.community.nsw.gov.au/>

### Zero to Three (National Centre for Infants, Toddlers and Families)

Parenting articles, tips, culture and development, studies, FAQs, downloadable documents.  
<http://www.zerotothree.org/>

### Health Insite

Child development links.

[http://www.healthinsite.gov.au/topics/Child\\_Development](http://www.healthinsite.gov.au/topics/Child_Development)

### Froebel Kindergarten

A working Froebel Education Centre: description, curriculum, teacher training, principles and description impact on Canadian education.

<http://www.froebel.com/>

### Kohlberg's Stages of Moral Development

Brief summary of Lawrence Kohlberg's theory.

<http://www.xenodochy.org/ex/lists/moraldev.html>

### NSW Multicultural Health Communication Service

Australian multilingual health communication service on infectious illnesses.

<http://www.mhcs.health.nsw.gov.au/>

### Kid's Health

Information and fact sheets from the Children's Hospital, Westmead.

<http://www.chw.edu.au/parents/kidshealth/>

### Family and Community Services - Protecting Children

Legislation, guidelines, what is child abuse, reporting procedures, etc.

[http://www.community.nsw.gov.au/docs\\_menu/preventing\\_child\\_abuse\\_and\\_neglect/protecting\\_child](http://www.community.nsw.gov.au/docs_menu/preventing_child_abuse_and_neglect/protecting_child)

### Kids Help Line - Child Abuse & Neglect

Online or real-time web counselling, newsletters, reports, statistics, local links, bullying, parent line, peer sk

[http://www.kidshelp.com.au/home\\_KHL.aspx?s=6](http://www.kidshelp.com.au/home_KHL.aspx?s=6)

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National Association for Prevention of Child Abuse and Neglect (NAPCAN)

Useful links prevention tools and tips for parents.

<http://www.napcan.org.au/>

NSW Office of Communities - Commission for Children and Young People

Resources and publications.

<http://www.kids.nsw.gov.au/>

Activity Idea Place

Activity ideas for Early Childhood Education, articles and other information.

<http://www.123child.com/act/>

The Chalkboard

Activities, ideas and resources for preschool and kindergarten.

<http://www.kidschalkboard.com/>

Idea Box - Early Childhood Activities

Ideas, activities, games, music and songs, recipes, crafts.

<http://www.theideabox.com/>

Positive Parenting

Tips articles, links for parents and teachers, newsletter, bookstore.

<http://www.positiveparenting.com/>

Raising Children Network

National parenting information website.

<http://raisingchildren.net.au/>

University of Southern Queensland

Guide to the Harvard AGPS Referencing guide

<http://www.usq.edu.au/library/referencing/harvard-agps-referencing-guide>

**COURSE SUSPENSION FORM**

<b>SECTION A: STUDENT'S DETAILS</b>			
Surname:			
Given Names:			
Address :			
Email:		Mobile:	
<b>SECTION B: CURRENT ENROLLED COURSE</b>			
Course Name:			
Start Date:			
Mode of Delivery:	<input type="checkbox"/> Correspondence	<input type="checkbox"/> Cluster	
<b>SECTION C: SUSPENSION DETAILS</b>			
Start Date:		<input type="checkbox"/> 3 months	
End Date:		<input type="checkbox"/> 6 months (maximum)	
Reason/s:	<input type="checkbox"/> Compassionate <input type="checkbox"/> Compelling <input type="checkbox"/> Others (e.g. Travel) (please attach proof of evidence e.g. medical certificate)		
<b>SECTION D: DECLARATION FORM</b>			
<ul style="list-style-type: none"> <li>• I understand that I have read the instructions on this form.</li> <li>• I certify that all of the information supplied by me on this form is complete and correct.</li> <li>• I understand that I cannot undertake study at another Institution during my course suspension period unless permission has been granted by PEAK.</li> <li>• I understand that I must notify PEAK a month before I wish to resume my course following my suspension, and that my candidature will lapse if I fail to do so.</li> <li>• I understand that an application to discontinue my course or failure to resume after a suspension will result in termination of enrolment in my current degree and that no full or partly refunds will be made</li> </ul>			
Signature:		Date:	
<b>OFFICE USE ONLY:</b>			
Approved by Peak's Manager	Name:	Date Approved:	
Signature:			
Comments:			

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**Appendix 4 Student Complaint Form**

PEAK Training encourages any complaints or concerns, in the first instance, to be raised directly with the person(s) involved. If you feel your concern has not been resolved satisfactorily, please complete this form and submit it to the PEAK Training Manager or contact one of our Student Support Officers to discuss the matter further.

Date:	Student Name:
Report completed by: (in instances where this form is completed on behalf of Student)	

Provide full details of complaint (i.e. date, time, place, people involved, background information, etc.)  
*Please attach additional pages if required*

I declare that to the best of my knowledge the information given is true and correct. I understand that inaccurate, misleading or untrue statements or knowingly withheld information may result in termination of your application.	
Signature:	Date:

PEAK Training Use Only

Detail action(s) to be taken to resolve the complaint

Detail the outcome(s) of action taken

Identified action(s) for continuous Improvement:

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--

Student advised of outcome(s) on (insert date) by (insert name of person who advised student of the outcome)
Note: Attach document/letter sent to student advising her/him of the outcome

Signature: (PEAK Training Manager)	Date:
Signature: (CEO)	Date:

**Appendix 5                      Assessment Appeal Form**

PEAK Training encourages students to contact their Trainer and Assessor or the Student Support Team prior to submitting this form.

Student's Name:	
Contact Numbers: (please note contact will be made during business hours only)	
Address:	
Module/Unit:	Assessment Title:
Reasons for appeal:	
Has the decision been discussed with the original Assessor    yes <input type="checkbox"/> no <input type="checkbox"/> If yes, please provide details	

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Documents included:	
Signature:	Date:

This section is to be completed by PEAK Training Manager and returned to the student

Detail the outcome(s) of appeal
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Signature: (PEAK Training Manager)	Date:
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