



# STUDENT HANDBOOK

## Introduction to Peach Institute

This student handbook provides the direction that informs and guides Peach Institute towards the provision of best practice in training development, management and service delivery. For Peach Institute, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority.

### Welcome to Peach Institute:

Peach Institute is an accredited Vocational Education and Training provider. We are focussed on providing quality vocational training, enabling students to advance their career by attaining their training and educational goals.

Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

We endeavour to apply best practice in training and assessment, with a dedicated team of highly qualified trainers and administration staff with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing Peach Institute as their pathway to success.

### Vocational Training at Peach Institute

What is Vocational Training?

**It is Competency Based Training:** Competency Based Training is based on students demonstrating that they can complete all the elements of the competencies as defined in the course outline. These Units of Competency are the set of skills that apply to a particular job function.

- **Element:** Each unit or module is made up of elements of competency. These are the “building blocks” of the skills required to complete the unit.
- **Performance Criteria:** These are the standards of performance which are required for each element. Each element requires the student to demonstrate their skills and knowledge, in a number of ways, to show that they can perform the functions required for the particular job.
- **Assessment:** trainer will use a range of methods to gain evidence of student’s competence. Students are given “Assessment Tasks” that give them the opportunity to demonstrate their skills and knowledge in a number of ways. These may include written and verbal tests, written assignments, case studies and projects, practical “hands-on” tasks as well as simulations and role-plays. In this way they are able to demonstrate their competence over a period of time, as they progressively acquire more skills, knowledge and confidence rather than by one final examination.

### Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered. The evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

# Student Handbook



At Peach Institute, we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible
- Training and assessment methods that suit most students may hinder access for some students with a disability. Peach Institute is able to present information through a range of methods to assist students with a disability
- Adapt the physical environment and equipment to better suit the student

If you require more details about reasonable adjustment, please speak to your Trainer or the Student Administration Officer. In certain circumstances a student may be referred to the Student counsellor.

- **Unit Outline:** students are given a Training plan with all modules required for the Course they are undertaking. These modules are the units of competency that will need to be completed in order to achieve the qualification. These are comprised of both Core and Elective modules.
- **Timetables:** Timetables may change each study period and students are provided with a Timetable which shows the Session date, time and module.
- **Students** will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not been given time to prepare for. Students will also be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt and have the right to appeal to Peach Institute if they feel that their result is incorrect or unfair

## Head Office

Level 4, 33 Scarborough St.  
SOUTHPORT, QLD 4215

## Contact Information

Tel: +61 7 5551 0132  
Email: [info@peachinstitute.com](mailto:info@peachinstitute.com)  
Web: [www.peachinstitute.com](http://www.peachinstitute.com)

## Important Policies and Forms

As a registered education provider, Peach Institute has set of policies, procedures and related Forms under the regulatory framework. Students are strongly advised to refer to the institute website at [www.peachinstitute.com](http://www.peachinstitute.com) to access key policies, procedures and forms.

If you are unsure about the policies, procedures and forms related to your concern/issue, or the required policy is not listed on the website, you must contact our student services staff at the institute.

**Equity and codes of behaviour:** Peach Institute is committed to fostering equity for all members of its staff and student community and to reflect the cultural diversity of Australia, commitment to equity and cultural diversity, and to providing a caring and supportive environment for students so as to achieve their full potential.

All students are treated equally and valued and respected for their contribution to our learning environment. At Peach Institute students are participating in Adult Education and expected to behave as adults. Students have a responsibility for their course progress, treating trainers, other Peach Institute staff and fellow students with respect and consideration and ensuring that their behaviour in no way inhibits other people from learning.

## Harassment and discrimination

At Peach Institute it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Peach Institute staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Peach Institute policy and procedures to rectify the situation.

All students and staff working with Peach Institute have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Peach Institute policy and procedures.

Peach Institute ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Peach Institute management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

### **Peach Institute staff and students should be aware of the following definitions:**

#### **Racial harassment**

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

#### **Sexual harassment**

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

#### **Bullying**

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

#### **Confidentiality**

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within organisation this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

## Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## Personnel

Refers to all employees and contractors of Peach Institute.

## Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

### Specific principles:

- It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Peach Institute
- When Peach Institute management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Peach Institute management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Peach Institute management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

**Disability:** Peach Institute wishes to ensure that if a student has a disability, they will have access to facilities that will enhance their ability to study. If any student requires adjustments including special arrangements for attending classes, assessment extensions, or any matter they feel will impact on their ability to successfully complete their studies they should speak to their trainer. Trainers are

instructed to assist students by providing the solution or by passing on student concerns to the responsible staff member. In the case of knowledge test adjustments, students should ensure that their request is lodged before the examination period.

**Dress Standards:** At Peach Institute, students are encouraged to develop workplace ethics and practices, therefore dress standards will need to be maintained. They are required to be dressed in a neat, casual manner with acceptable personal hygiene standards. Torn jeans or clothing with politically incorrect slogans (obscene language or racist) will not be permitted.

**Plagiarism:** Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Peach Institute takes a very strict approach to plagiarism and proven incidents will not be tolerated.

## **The copyright act 1968**

Provisions under copyright act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the statutory education license. The copyright agency Ltd (CAL) administers the statutory education license on behalf of the attorney general's department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work.

## **Consumer rights**

### **Consumer protection**

On 1 January 2011, the Australian consumer law commenced and the trade practices act 1974 was repealed and replaced by the [competition and consumer act 2010](#). The Australian consumer law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

### **Contractual agreement**

Students who enrol in a training program with Peach Institute should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Peach Institute will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers

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- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

## Student Behaviour:

Peach Institute management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Where a student seeks to object or lodge an appeal against the disciplinary action taken, he/she has the right and opportunity to follow Peach Institute complaint procedure.

Peach Institute staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Peach Institute, and appropriate action will be taken.

## Relationships

The quality of relationships is crucial to successful learning. At Peach Institute you are expected to foster harmonious interpersonal relationships by:

- being courteous and considerate to others at all times
- co-operating and complying with reasonable requests from others; students, staff and other authorised people
- positively contributing to the international culture of the institute, through co-operative actions, understanding, tolerance and empathy
- communicating with students, staff and visitors in a respectful manner, using polite language and tone
- Keeping our institute community free from harassment, aggression and violence. All forms of harassment (sexual, verbal, racial, physical, intellectual) are totally unacceptable

## Learning and Maintaining Satisfactory Course Progress

Students must demonstrate their intention to learn through their attitude and approach to their studies. They are required to:

- Accept responsibility for their personal learning, seeking help when needed.
- Work efficiently in the classroom and complete assessments on time
- All individual assessment work must be the student's own work (unless it is part of a group project), not copied or plagiarised
- Attend classes on time
- Respect the rights of other students to learn and trainers to train

It is expected that all participants will attend the scheduled classes punctually at all times, submit assessment/assignment/course work and attend test/written test/exam, when required, on time. Trainers may mark the class roll for each class. If any participant leaves a class early or arrives late, this may be reported to the management.

Participants with attendance issues may contact us at any time to arrange a meeting to discuss their attendance. The purpose of this interview is to ensure that the participant is fully aware of his/her responsibilities regarding attendance, while simultaneously providing the participant the opportunity to explain the circumstances that are affecting attendance, and to arrive at a solution.

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Any participant who cannot attend any class is requested to submit an explanatory note as soon as practicable. Applications for leave on medical grounds must be accompanied by a medical certificate.

Any participant who has been inconsistent in attending classes, will be contacted and counselled by our Student Support Officer. Peach Institute Student Support Officer will advise you on improving your class attendance and assist you in arranging to compensate for lost time in subsequent classes or private study sessions.

**Satisfactory course progress for students is defined as successfully completing or demonstrating competency in unit/s as per the signed and agreed training plan.**

*Note: Special Consideration may be given to students who are able to provide proof and documentation to show long term disability, illness or injury which has affected their ability to attend classes. Contact Student Administration for further information.*

## **If you miss an Assessment/Written Test**

If you miss a scheduled assessment you are required to provide proof of Legitimate Absence within Ten (10) working days after the official assessment date, or in exceptional circumstances, proof of Legitimate Absence must be provided as soon as practicable.

- Proof must be provided to the Trainer.
- If the proof is provided the Trainer sets the date of the new assessment.
- No supplementary assessment will be scheduled without proof of Legitimate Absence.
- If Legitimate Absence is refused, the student can appeal to the CEO.

Students must contact the Institute as soon as they become aware that they will not be able to attend the scheduled assessment.

## **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications at another occasion, towards a qualification offered by Peach Institute to the student. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. Credit transfer of a qualification/unit of competence is available to all students enrolling in any training program offered by Peach Institute.

Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence they have successfully completed a unit or module at any RTO, Peach Institute will provide credit for that unit or module.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Peach Institute for verification. Peach Institute will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Peach Institute staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Peach Institute staff will update the student's records accordingly.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

## **Peach Institute recognition of prior learning process**

Recognition of prior learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to Peach Institute RPL policy which is contained in Peach Institute student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to study, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of Peach Institute enrolment policy, trainers will advise students of the availability of RPL, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- Provide the student with information related to RPL process
- Provide the student with information about the types of evidence that can be used to support an RPL application

## **Recognition of prior learning fee**

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

## **Qualifications and Statements of Attainment**

Peach Institute will issue certification documentation only to a learner within 30 calendar days of, learner's final assessment being completed or if learner exiting their course or the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and/or issue learners who have completed all units or modules in a qualification with a testamur and a record of results, and/or issue a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with Peach Institute with a statement of attainment (a record of results may also be issued in this case), and providing all agreed/due fees the learner owes to Peach Institute have been paid

## Re-print certification

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00
- Any other certificate \$40

## Environment

Students are expected to be environmentally responsible by respecting the institute's environment and seeking to improve it through:

- respecting property belonging to themselves, others, or Peach Institute, including all teaching and learning materials and resources
- conserving energy, materials and resources by switching off appliances when not in use, not wasting materials, and re-cycling materials as often as possible
- preventing all forms of pollution and property damage by caring for property and the environment and preventing and reporting: stealing, littering, acts of vandalism, consumption of alcohol or illicit drugs within the Institute's campus

## Safety

All students have the right to learn in a safe, caring and orderly environment. Students are expected to accept responsibility for the safety of themselves and others at all times by:

- following safety regulations as per applicable legislation in each area of Peach Institute
- familiarising themselves with Fire and Emergency Evacuation regulations and procedures
- using all equipment in a responsible manner
- avoiding and preventing violence and threats of violence, bullying and fighting
- not possessing potentially dangerous items such as; knives, guns, sling shots or any other potentially dangerous items

## Fee Payments

### Cash payment

On receipt of cash payment, a receipt will be written and issued. The receipt will include, but is not limited to; the amount paid, the date of receipt and the purpose of receipt generation. This payment is then to be entered into deposit books and the cash banked at the earliest.

### EFT, Cheque or money order

On receipt of an EFT, cheque or money order, a receipt will be written and issued on request. The receipt will include, but is not limited to the amount, the date of receipt and the purpose of receipt generation. The person writing the receipt should include the word; 'cheque' or 'money order' as applicable on the receipt.

All due fees must be paid directly to Peach Institute.

### Drugs and Alcohol

Peach Institute is a drug and alcohol, illegal activity free zone. All students are expected to take positive action to prevent and avoid any illicit drug or alcohol consumption at Peach Institute. Students must not ingest, smoke, consume or inject any illicit or non-medically prescribed drugs, or alcohol or take part in any illegal activity at Peach Institute. Students must not have any illicit drugs or alcohol in their possession while studying at or on Peach Institute property, or while participating in any Peach Institute related activity. Students must not offer to sell any illicit drug to other students at Peach Institute. Students must not be in the company of other students who are involved with any activity related to drugs or alcohol as indicated above.

## Student Support Services

This policy ensures that all students are given support while studying at Peach Institute, so that no learner is disadvantaged regardless of their mode of study or location. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

### Procedure

#### Nominated Student Support Officer/s

Whilst all staff member/s employed by Peach Institute have the responsibility to provide support to all students, Peach Institute has appointed several member/s of staff as being dedicated to 'Student Support'. They have been selected due to their regular dealings with, knowledge of and experience with students on a regular basis. These staff member/s are and will be available to all students, on an appointment basis, through the standard Peach Institute hours of business. Students can access student support directly by asking to speak to one of the following nominated student support staff or by placing a written request via student administration (student request forms are available at the reception area) or by email and an appointment will be organised as soon as practical.

The assigned '**Student Support Staff**' members are:

- Kanwal Singh – CEO
- Mandeep Singh – Campus Manager

## Student Support Services

Peach Institute will assist all students in their efforts to complete training programs by all methods available and reasonable. Peach Institute will identify the support needs of individual students and provides access to the support services (at no extra cost, provided the support is internal) necessary for the individual student to meet the requirements of the AQF qualification or unit of competency, skill set or VET course as specified in training packages or VET accredited courses. Peach Institute will continue to develop strategies when required, to make support available where gaps are identified.

To maximise the chance of learners/students successfully completing their training, Peach Institute will:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest), and
- provide access to that support throughout their training.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Peach Institute staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the required resources of Peach Institute to assist them in achieving the required level of competency in all nationally recognised qualifications.

Student support may include providing:

- Language, Literacy and Numeracy (LLN) support
- assistive technology
- additional tutorials, and/or
- other mechanisms, such as assistance in using technology for online delivery components (where applicable)

In the event that a student's needs exceed the capacity of the support services Peach Institute can offer, they will be referred to an appropriate external agency (may attract additional cost depends upon the support). Extensive information regarding support agencies, resources and services may be sourced online. Peach Institute staff members will assist students to source appropriate support.

## **Peach Institute provides additional support for students via a combination of:**

- Credit transfer
- Mentoring
- Disability support
- IT support
- Telephone, email, networking and tutorial support

## **Flexible delivery and assessment procedures**

Peach Institute recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Peach Institute respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students.

Peach Institute staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards.

## **Reasonable adjustment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered. The evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

## **Access and equity**

Peach Institute is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, employment status, cultural or ethnic background, disability, sexuality etc. or any other perceived difference in class or category. Peach Institute ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Peach Institute will address access and equity matters as a nominated part of operational duties.

Upon induction into Peach Institute, all staff is provided with copies of the policies that they must adhere to throughout all their operations as Peach Institute staff member.

**An emergency telephone number** (07 5551 0132) that will be attended 24 hours a day, 7 days a week is provided to students and is displayed at the institute and is detailed in documents provided at induction.

## **Academic issues**

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to access advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

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All students' progress is monitored and guidance and support provided where non satisfactory results are identified. Students can access Student Support Staff members for all relevant queries. These staff will provide advice and guidance or a relevant referral when required.

A student is able to access a member of our student support staff to discuss academic, social and/or personal issues that may impact on their study at Peach Institute. The student support personnel will be able to provide advice and guidance, or referral, where required.

## Marketing and Recruitment

Peach Institute:

- Recruits students directly, market its courses within the scope of registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course;
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority;
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses; and ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

## Unique Student Identifier [USI]

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AT88DH9U5.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

### **Who needs a USI?**

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;

- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

## How to get a USI

It is free and easy for students to create their own USIs online.

### **Steps to create a USI**

The following steps show how students can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** To make sure that all a student's training records are together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact IIT about other forms of ID they can accept to help a student get a USI.

**Step 2** Have contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [www.usi.gov.au](http://www.usi.gov.au)

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

**Step 7** The student should then write down the USI and keep it somewhere handy and safe.

For more information please visit: [www.usi.gov.au](http://www.usi.gov.au)

Or contact us at Email: [usi@industry.gov.au](mailto:usi@industry.gov.au)

Phone: Skilling Australia Information line – 13 38 73

To view this document online please visit: [www.usi.gov.au](http://www.usi.gov.au)

### **When prospective students apply to study, the following procedure applies:**

1. All the required information is completed on the enrolment form including signature of applicant and date.
2. Admissions officer will assess the applicant's previous educational qualification(s) (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification.

3. An Authorised delegate of Peach Institute will complete the Evidence of Eligibility and Student Declaration form.
4. Eligibility assessment processes will involve informative discussions with applicant, as well as comprehensive assessments of the circumstances against the eligibility requirements of the Service Agreement.
5. The applicant is given an LLN assessment test to determine the required LLN support for the completion of the course, if required.
6. Applicant will be sent an offer letter by the admission's officer.
7. Applicants wishing to accept the offer must pay the fee [If applicable] requested in the letter of offer.
8. The admission officer will confirm the enrolment in Wisenet.
9. Inform the student support officer, if LLN support is required by the student
10. CEO will do a random check on an ongoing basis for the applications to ensure all applications have required supporting documents and the application form are duly signed and dated.
11. Any discrepancies found during the process will be immediately rectified by the Admissions officer

## **Enrolment procedure**

### **Client selection**

Enrolment and admission into Peach Institute training program is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Peach Institute staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Peach Institute management.

### **Enrolment**

To enrol into a training product a student needs to contact Peach Institute expressing interest in a training program/training product. Peach Institute staff will respond by send suitable information an enrolment toolkit, student handbook, literature on the program(s) and any other documentation which may be relevant.

Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the requirement for the selected course will be notified of their unsuccessful enrolment and invited to contact Peach Institute to discuss their training needs and alternative opportunities.

### **Language Literacy and Numeracy**

Peach Institute recognises the importance of basic skills in English language, literacy, and numeracy (LLN) for students in being able to participate actively and effectively in any course of study. Improving basic skills will assist in breaking down barriers for students in communicating with their trainers, peers and in the workplace. To achieve this, Peach Institute will ensure that all participants enrolled in our vocational training course are given the opportunity to learn based on their individual competencies in LLN identified by an LLN assessment test. We recognise that not all individuals have the same skills-set in reading, writing and performing calculations. Peach Institute trainers will endeavour to help and accommodate participants with

difficulties in Language, Literacy or Numeracy. In the event that we are unable to meet the specific needs of the participant, we will refer the participant to an external support provider.

## **Pre-Training Review**

For prospective students a pre-training review is conducted by the admission staff prior to the enrolment before the student is offered a place.

The purpose of this review is to obtain any information about previous education, disabilities and grasp of the English language. The information obtained in these two processes is to determine:

- the appropriateness of Peach Institute course for the individual's own goals and aspirations
- the individual's grasp of English
- Any relevant disabilities that need to be considered when the individual participates in the course.

The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with special needs we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

Peach Institute trainer/staff member will receive and assess each student's pre-training review. Based on the information in the enrolment form and any other relevant correspondence and conversation, Peach Institute staff may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for students with disabilities
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

## **Course Offer and material**

As an additional support to enrolling students, Peach Institute will provide course material to the student prior to the commencement of training. Information may include the time, date and location of training, fee etc. and information on the course to be studied.

## **Induction**

We provide induction to all the students commencing face to face study. Once the student has accepted the offered course, he/she will undergo an induction program including:

- Introduction to Peach Institute training staff
- Confirmation of the course being delivered
- Information on training and assessment procedures including method, format and purpose of assessment
- Qualifications/attainment to be issued
- Student handbook provided



All participants are required to attend and participate in the induction programme organised by Peach Institute prior to the commencement of their course.

During the induction programme, you will have the opportunity to meet Peach Institute training staff and to familiarise yourself with the institute campus, including location of amenities, exits, safety marshalling points, contact details, etc.

At the programme, you will also receive information about Peach Institute training and assessment procedures, including method, format and purpose of assessment. You will learn about the training and practical programme, and the certificate/attainment issued when upon successful completion.

Attendance at induction is compulsory. The induction programme is a valuable opportunity for you to meet and mingle with Peach Institute personnel and new students, to ask questions, and to prepare for the commencement of your study at Peach Institute.

## Equal Access

Access to training must be equal for all participants. Peach Institute does not discriminate against participants whose needs are identified under the standards of LLN with regards to their enrolment in any current or future training courses. Where LLN levels are identified as being lower than the specified requirements for the qualification or course level, Peach Institute will provide advice and information about alternative program choices or on where they can obtain assistance with their LLN issue. Ultimately it is the choice of participants as to whether or not they proceed with the enrolment.

While Peach Institute will provide full training services the student/s has paid for, it does not guarantee that:

- i. a learner will successfully complete a training product on its scope of registration, or
- ii. a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of Standards for Registered Training Organisations (RTOs) 2015, or
- iii. a learner will obtain a particular employment outcome, where this is outside the control of the Peach Institute.

## Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential. Participants will have access to any information gathered by Peach Institute about them.

**Tuition Fee:** Covers the cost of providing the course of study and use of resources at Peach Institute.

**Enrolment Fee:** Covers the administrative costs of enrolment

Any due fees must be deposited direct to Peach Institute Account.

**Agreed Start Date:** for a course means the day on which the course was scheduled to start, or a later day agreed between Peach Institute for the course and the student. Where there are any changes to agreed services, the Peach Institute advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

## Refund Policy

The purpose of this policy is to ensure that Peach Institute adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give Peach Institute sufficient notice, while at the same time protecting Peach Institute from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

Peach Institute will protect fees paid in advance and has a fair and reasonable refund policy. Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by Peach Institute in the event the:

- Arrangement is terminated early, or
- Peach Institute fails to provide the agreed services.

An application for a refund is addressed according to the notice given by the person making the request:

- Peach Institute fails to provide the agreed services – 100% refund
- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a student account (deposits account) to ensure sufficient funds are always available for refund. The student account is represented in Peach Institute accounting system as a separate repository for funds paid in advance and cannot be accessed until the respective students commence training.

## Procedure

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Form' which the student signs prior to acceptance into a course of study with Peach Institute and prior to money being accepted from the student.

## Refund applications

Any student wishing to apply for a refund must complete a 'Refund Request Form' and submit this form to Student Administration.

## Request for Leave of Absence

Students wishing to apply for leave must inform the institute by filling in a Deferral and Withdrawal Form, available at reception. Peach Institute may grant a Leave of Absence or Deferment in special circumstances. An appropriate reason for wanting to take leave, as determined by the Institute, must be given. You are required to provide evidence (such as medical certificates) before your leave is approved.

If you are travelling overseas, a photocopy of your valid air ticket must be attached to your application form.

Peach Institute will notify you in writing within seven days, after careful consideration of your case. Students who are granted leave are required to organise alternative arrangements for study with the respective trainer to compensate for classes missed. Failure to comply with this policy may result in suspension from the course of study.

## Complaints and Appeals Policy/Procedure

### Complaints policy

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Peach Institute. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Peach Institute management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Peach Institute management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of Peach Institute continuous improvement procedure.

It is the responsibility of Peach Institute management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may access an external complaints process at their own cost. Student must ensure they have accessed the internal processes first. The student have number of external complaint or appeal options including:

#### Consumer Rights

P: 13 74 68

<https://www.qld.gov.au/law/your-rights>

#### Administrative Appeals Tribunal

P: 1800 228 333

<http://www.aat.gov.au>

#### South Queensland Dispute Resolution Centre

P: 1800 017 288

#### Contacting Australian Skills Quality Authority (ASQA)

Please note: ASQA do not investigate complaints about refunds, apprenticeships or traineeships or personal disputes between students and trainers/assessors. ASQA is not able to act as the independent third party for reviewing complaints.

#### Domestic Students:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint--domestic-students1.html>

## Appeals policy

Peach Institute appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Peach Institute for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Peach Institute management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed every 6 month in the management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may request Peach Institute to refer the matter to an independent third party.

## Complaints / appeals procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Peach Institute have access to the following procedure:

### Informal complaint / appeal:

- An initial complaint or appeal will involve the student communicating directly with Peach Institute verbally or by other appropriate means. Peach Institute management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Peach Institute decision may initiate the formal complaint procedure

### Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised

- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Peach Institute management
- On receipt of a formal complaint, complaint committee will convene to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - A representative of Peach Institute management
  - A Peach Institute staff member
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

## Delayed processes

In the unusual circumstance where Peach Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, Peach Institute will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that Peach Institute places on open and transparent processes and communication, the complainants or appellant will be regularly updated on the progress of the matter.

## Discipline/Academic Misbehaviour and General Misbehaviour

Peach Institute makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

## Professional behaviour

Peach Institute management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Where a student seeks to object or lodge an appeal against the disciplinary action taken, he/she has the right and opportunity to follow Peach Institute complaint procedure.

Peach Institute staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Peach Institute, and appropriate action will be taken.

## Academic Misbehaviour

The following gives an indication to the types of behaviour that constitute 'Academic Misbehaviour' with Peach Institute:

- a. Continuous interruptions of the trainer.
- b. Refusing to participate when required, in group activities.
- c. Continued absence or late arrival at required times.
- d. Students must not help or receive assistance from other students during the completion of a assessment
- e. Students must not bring any materials during the assessment other than those specified for that assessment
- f. Students must not use computer software or other devices during an assessment other than those specified by the trainer/assessor.
- g. Other assessment tasks – (cheating or plagiarism)
- h. Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- i. Students must not use another person's concepts, results or conclusions and pass them off as their own
- j. In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- k. Students must not ask another person to produce an assessable item for them.

A student may be excluded from an assessment in a unit for any of the following reasons:

- unauthorised absence from class

## General Misbehaviour

The following examples indicate the kinds of behaviour which constitute student misbehaviour. They are for illustrative purposes and are not intended to be exhaustive. Student misbehaviour occurs when a student:

- a. Engages in cheating or plagiarism
- b. Smoking/use alcohol or drug in PI premises.
- c. Being disrespectful to other participants.
- d. Harassment by using offensive language.
- e. Sexual harassment.
- f. Acting in an unsafe manner that places themselves and others at risk.
- g. prejudices the good name or reputation of Peach Institute;
- h. prejudices the good order and governance of Peach Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Peach Institute;
- i. fails to comply with conditions agreed in any contract (where applicable);
- j. fails to reconcile tuition fees (non-payment of fees)
- k. wilfully disobeys or disregards any lawful order or direction from Peach Institute personnel;
- l. refuses to identify him or herself when lawfully asked to do so by an officer of Peach Institute;
- m. fails to comply with any penalty imposed for breach of discipline;
- n. misbehaves in a class, meeting or other activity under the control or supervision of Peach Institute, or other premises to which the student has access as a student of Peach Institute;

- o. obstructs any member of staff in the performance of their duties;
- p. acts dishonestly in relation to admission to Peach Institute;
- q. knowingly makes any false or misleading representation about things that concern the student as a student of Peach Institute or breaches any of Peach Institute rules;
- r. alters any documents or records;
- s. harasses or intimidates another student, a member of staff, a visitor to Peach Institute, or any other person while the student is engaged in study or other activity as an Peach Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- t. breaches any confidence of Peach Institute;
- u. Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Peach Institute premises while acting as an Peach Institute student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- v. steals, destroys or damages a facility or property of Peach Institute or for which Peach Institute is responsible; or
- w. Is guilty of any improper conduct.
- x. Using or getting involved in the use of Drugs and Alcohol or any other type of illegal activities at Peach Institute

Where a student has been identified as having committed an act or acts of Academic or General Misbehaviour, CEO will be informed and a meeting will be held with the student to discuss the misbehaviour and any corrective actions that need to be taken, and will ensure that:

- Each student must be treated fairly, with dignity and with due regard to their privacy
- Each student is to be regarded as innocent of the alleged misbehaviour until they have either admitted to it or been found by proper inquiry by the authorised staff member, to have so behaved.
- Any previous misbehaviour is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misbehaviour will be penalised more leniently than subsequent instances of misbehaviour.
- A written report detailing the student's misbehaviour and the result of the meeting will be provided to the student and a copy placed on the student's file.
- Students are able to access the Institute's Complaints and Appeals Policy/Procedure within 20 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with Peach Institute Complaints and appeals Policy & Procedure. The timeframe for handling appeals is detailed in Peach Institute Complaints and appeals Policy & Procedure.

The corrective actions that the authorised staff can impose are:

- Academic Misbehaviour could include a warning, a reduction in grades, receiving zero for an assessment, being deemed NYC in the unit, or suspension of enrolment
- Temporary exclusion from Peach Institute in the form of suspending enrolment for a period of time

Where the severity of misbehaviour is severe, the authorised staff may decide to cancel the student's enrolment.

## Privacy

Peach Institute considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Peach Institute are made aware of the confidentiality procedures and privacy policies prior to commencing work with Peach Institute.

Peach Institute will comply with all legislative requirements including the privacy act 1988 (commonwealth) and Australian privacy principles (app) (2014). The privacy amendment (enhancing privacy protection) act 2012 (privacy amendment act) made many significant changes to the privacy act 1988 (privacy act). These changes commenced on 12 March 2014. The privacy regulation 2013, made under the privacy act, also commenced on 12 March 2014.

Peach Institute ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SRTO. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

## Continuous Improvement

Any improvement action arising from a student complaint or appeal will be recorded in accordance with the Institute's Continuous Improvement Process.

For further information please contact Peach Institute.