



PEER STUDENT HANDBOOK

RTO CODE: 7027

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1. Introduction

1.1 Welcome

Welcome to PEER and congratulations on choosing to undertake training to further enhance your skills, knowledge and career options. PEER will provide you with support and guidance throughout your learning journey to assist you in your education development.

This handbook provides you with information about PEER, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. PEER will also provide information pertaining to the regulations governing training organisations.

We look forward to providing you support and assistance throughout your training. Please feel free to contact PEER with any queries.

2. About PEER

2.1 History

PEER was established in 1986 with a total of 12 apprentices. Our commitment to industry has facilitated our growth and we now employ and train in excess of 500 apprentices and trainees, making us the largest employer within the Building and Construction Industry in South Australia.

Our Vision

To be Australia's leading learning organisation.

Our Mission

To address Australia's skills development through the attraction, training and employment of quality people, in partnership with industry.

Our Board

The members of our Board are the people who are the pulse of the Building and Construction Industries in South Australia. PEER's Board has a wealth of experience and knowledge that allows our organisation to stay in touch with what's happening in the industries for which we are training and employing Apprentices and Trainees.

2.2 Our Training Scope

PEER deliver a range of Nationally Accredited and Non-Accredited Qualifications and short courses through the approval of the Australian Skills Quality Authority (ASQA). This requires PEER to adhere to a number of strict national standards. This gives our learners and stakeholder's confidence in the training that PEER deliver is the highest standard available.

Our RTO code is 7027. For the list of qualifications and units of competency PEER are scoped to deliver, please following this link: <https://training.gov.au/Organisation/Details/7027>

PEER is responsible for the compliance of training and/or assessment for all qualifications and units of competency listed on our scope above. PEER is also responsible for issuance of AQF certification documentation, including qualifications and Statement of Attainments.

2.3 Location and Contact Details

Albert Park

1042 Port Road, ALBERT PARK SA 5014
Phone: (08) 8348 1200
Fax: (08) 8348 1201
Payroll Fax: (08) 8348 1202

Office hours:
7.30am to 5.00pm Monday to Friday

Postal address:
PEER
PO Box 2160
Port Adelaide Business Centre, PORT ADELAIDE SA
5015
Email: customerservice@peer.com.au
Web: www.peer.com.au

How to get to PEER Albert Park

- **By bus:** PEER is located on a major bus route. If travelling from the city take Bus 150 and disembark at Stop 27.
- **By train:** Catch the 'Outer Harbor' train and disembark at Cheltenham station. It is about a 10-minute walk from there.



2.4 Facilities

PEER's training facilities consist of:

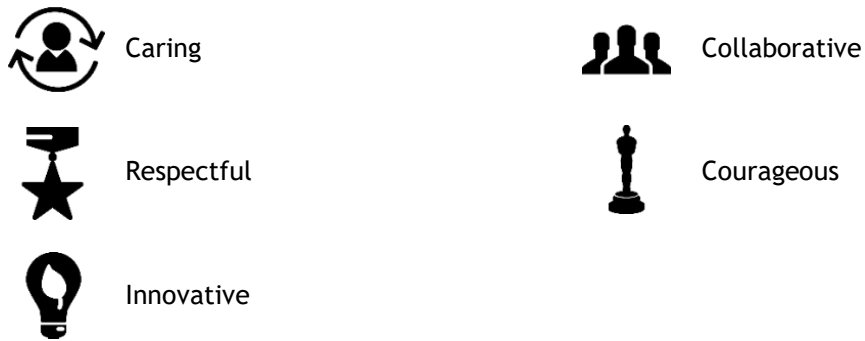
- Refrigeration & Air Conditioning Practical Learning Resource Centre
- Plumbing Practical Workshop
- Electrical Practical Workshop
- Data and Communication Practical learning facility
- Classrooms/computer labs for theory

PEER has invested a substantial amount of funds into the upgrade of our facilities and PEER is now the leader in Vocational training in South Australia.

To view our training facilities at Albert Park [click here](#) or go to PEER's website.

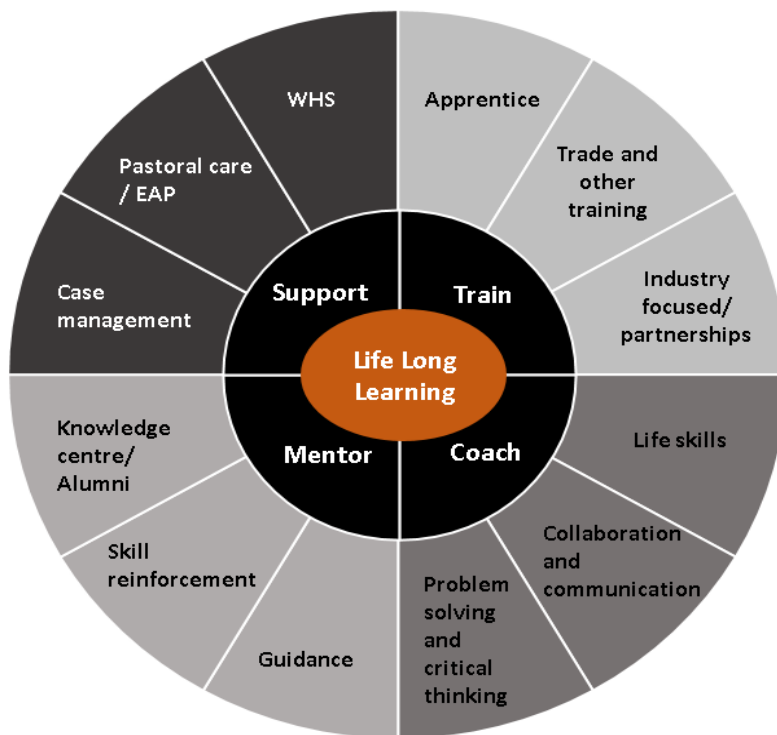
2.5 PEER's Values

PEER's vision to be Australia's Leading Learning Organisation is supported by our values. All PEER's employees and apprentices are required to display these qualities and lead by example.



2.6 Academy Model

PEER's learning model is based of Life Long Learning for all PEER apprentices and students. PEER supports our students in many ways through the Support, Train, Coach and Mentor Philosophy. This ensures PEER produces only the best students to support and grow the industry.



3. Unique Student Identifier - USI

Every year almost four million Australians undertake nationally recognised training. All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) when they are still at school (VET for secondary students).

To create a USI, please follow the link: <https://www.usi.gov.au/students/create-your-usi>

To check if you have a USI or the find your USI, please follow the link: <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

3.1 What is a USI?

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with;
- will give you access to your training records and transcripts;
- can be accessed online, anytime and anywhere;
- is free and easy to create and;
- stays with you for life

3.2 Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

4. Training Information

4.1 The Australian Qualifications Framework

The Australian Qualifications framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF comprises of the following qualifications:

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma and Associate Degree
- Bachelor Degree
- Bachelor Honors Degree
- Graduate Certificate

For students:

- AQF encourages lifelong learning and assists students to plan their careers and learning at whatever stage they are within their lives and wherever they live
- AQF qualifications allow students to start at the level that suits them and then build up their qualifications as their needs and interests develop and change over time
- AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- AQF ensures understanding of what each qualification name and level means

For Employers

- AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- AQF ensures understanding of what each qualification name and level means

For education and training providers

- AQF includes policies and guidelines for credit transfer, articulation and recognition of prior learning
- Policies for issuing qualifications ensures consistency and protections of qualification titles

For accrediting authorities:

- AQF provides the standard for each qualification ensuring consistency for qualification accreditation
- AQF applies to all states and territories

A Registered Training Organisation (RTO) delivers accredited training under the VET sector and complies with the guidelines of the National Skills Framework.

4.2 VET Quality Framework

The VET quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO (such as PEER) meets the requirements for registration. As a compliant organisation, PEER has ongoing registration until our next review in November 2023.

The VET quality Framework comprises:

- Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

4.3 Training Packages

A training package is a set of nationally endorsed standards, qualifications and guidelines used to recognise and assess the skills and knowledge people need to perform effectively in the workplace. Training packages are developed by industry to meet the training needs of an industry or group of industries.

4.4 Qualification Pathways

The AQF is based on achieving competencies, which can lead to different levels of qualifications issued by RTO's such as PEER.

Certificate II - Graduates at this level will have knowledge and skills for work in a defined context and/or further learning.

Certificate III - Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.

Certificate IV - Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.

Diploma - Graduates at this level will have specialised knowledge and skills for skilled/professional work and/or further learning.

4.5 Training Delivery Method

Training for the above qualifications is available through various pathways, including the following:

Internal Delivery - your training is conducted in a classroom environment and you are required to attend class.

Workplace based Delivery - your training and assessment is conducted at your workplace. You may still need to come to PEER if you are not able to perform all of the training and assessment at your workplace.

Recognition of Prior Learning (RPL) - recognition of skills developed through previous training, work or life experience, which matches a unit(s) of competency in a training course. If you have sufficient evidence and experience, you may be granted recognition and will not have to complete the unit.

4.6 Understanding Terminology

Academic Pass - means you have been deemed competent in the classroom but are awaiting a competent outcome for the workplace assessment (eProfiling).

Apprenticeship Network Providers (ANPs) - Apprenticeship Network Providers are non-government organisations contracted by the Australian Government to help employers and trainees and apprentices to enter into a Training Contract. PEER utilise MEGT, Business SA and MAS National.

Assessment - means the process of collecting evidence and making judgements on whether competency has been achieved. This confirms that a learner can perform to the standard expected in the workplace, as expressed in the relevant training package. PEER use Competent (C) or Not Competent (NC) to record assessment results.

Competent (C) - you will be assessed as competent when your trainer/assessor has collected sufficient evidence that meets all of the performance criteria of the unit.

Continuing - means that a student has begun study and will not complete the study by the end of the year but intends to complete at a later time.

Employability Skills - are non-technical skills which play a significant part in contributing to an individual's participation in the workplace. They may be defined as skills required to gain employment.

Evidence - Your trainer/ assessor is required to collect various forms of evidence in order to assess your competence. This may be in the form of work samples, completed workbooks, questioning and discussions, observation, case studies, projects or other forms of evidence for both practical and theory training.

Not Competent (NC) - if you are assessed as not competent in a unit of competency, this means that you may require further training or provide further evidence to support your competence.

Parchment - Once you have successfully completed your qualification, you will be issued with a parchment which details that you have successfully attained a qualification.

Remedial - This refers to classes that the student is required to attend when they have not been deemed competent and need to complete extra learning activities to be deemed competent outside of the structured learning program.

Resources - This refers to the learning materials, workbooks, text books, or other equipment you need to complete your training in practical and theory units.

Statement of Attainment - is issued when you partially complete a qualification or complete a short course and only lists the unit(s) of competency you have achieved.

Student results - assessment at PEER is conducted by assessing individual tasks that make up a unit of competency. On completion of all assessment tasks, each student is either graded as Competent (C) or Not Competent (NC). Where you have been assessed for a unit of competency that requires eProfiling, you may be graded as Academic Pass (AP) which indicates you have achieved competency within the classroom, but have not completed the associated eProfiling component. Once you have achieved 100% on the eProfiling you will be deemed competent.

Trainer/ Assessor - is a person who has relevant industry experience and qualifications to deliver training and assessment.

Training and Apprenticeship Services (TAS) - TAS is a directorate within the Department of State Development and is responsible for regulating South Australia's traineeship and apprenticeship system. TAS operates the Traineeship and Apprenticeship Information Service. For information, advice or assistance ring 1800 673 097 or email: dsd.tas@sa.gov.au

Training Contract - Whilst attending PEER, you may be under a Contract of Training (Apprenticeship or Traineeship) with either PEER as your employer, or a private employer. All parties to the contract, the

learner, the employer and the RTO are required to work together to successfully complete the contract requirements.

Training Plan - Each student has a training plan which details the qualification and units of competencies that will be undertaken.

Unit of competency - is a statement that refers to the skills and knowledge you need to be able to perform a job. A unit of competency is made up of various elements and performance criteria which explicitly details the tasks that you need to demonstrate to be deemed competent.

4.7 PEER's Responsibilities and Learners rights

If there are any changes to the agreed services, PEER will advise all students affected as soon as practicable. This may include the following changes:

- any new third-party arrangements
- changes to existing third-party arrangements
- change in PEER ownership
- PEER ceasing operations as an RTO

PEER will contact the students initially by face-to-face if the student is currently on campus, then phone, email and letter communication will follow to ensure all students have been informed in a timely manner.

If PEER ceases to operate, PEER will endeavor to:

- ensure that before PEER is no longer registered, you will have either completed your course or transferred to a new training provider
- source an alternative provider for you to consider transferring to
- issue you with your Qualification and/ or Statement of Attainment if you have completed the requirements
- return all unmarked assessments.

If you believe you are owed a refund you should contact PEER immediately and request a refund. You may be directed to Consumer and Business Services to assist you in your enquiry at, <https://www.cbs.sa.gov.au/>

5. Training at PEER

5.1 Facilities and Training Rooms

You may be allocated a work area to complete activities in your training. You are responsible for the tools and equipment, cleanliness and general housekeeping for this area and are required to clean this area at the end of each day. All classrooms must be left clean and tidy and all students are required to take all their rubbish upon leaving the room.

If you are training in the workshop area, you may be asked to remove rubbish and sweep the floor after training to help maintain an environment that complies with Work Health and Safety regulations.

Any participant found stealing or deliberately damaging PEER equipment will face disciplinary action.

If you are entering a workshop area at PEER, you must at all times adhere to the safety requirements, including wearing the appropriate Personal Protective Equipment (PPE).

5.2 Mobile Phones

Mobile phones are to be turned off during training at all times.

5.3 Personal Items

Do not leave valuable items such as money, jewellery, laptops or mobile phones in work areas or training rooms. PEER will not be held responsible for any items lost.

5.4 Smoking/ Drugs/ Alcohol

Smoking is prohibited in all areas at PEER other than the designated smoking areas outside.

PEER is committed to ensuring the health, safety and welfare of all employees, visitors and learners by providing a safe working environment. Learners who are adversely affected by drugs and alcohol are deemed not fit for work as they pose a hazard to themselves, other learners and our trainers and employees.

In line with this, any learner who is adversely affected by either alcohol or drugs, in the opinion of the trainer, will be turned away from training. PEER shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to “Fitness for Work” issues.

5.5 Eating and Drinking

Eating and drinking is not permitted in any classroom or workshop. There is a designated canteen at PEER and dining space available. This area is to be utilised by all learners who wish to eat and drink at PEER.

5.6 Session Times

PEER require our students to be ready to start at the specified time for training, preferably 10 minutes prior to the scheduled time. Return promptly and on time from your designated breaks.

5.7 Attendance

PEER requires our students to attend all sessions unless you are ill or there are extenuating circumstances. If you are absent due to illness, you may be required to provide a medical certificate to PEER if you are our employee.

You must notify PEER as soon as possible of absence from any scheduled classes. If you miss too many classes, you may be required to repeat the training.

5.8 Code of Conduct/ Dress Code

Offensive or socially unacceptable behaviour is not tolerated at any time. Failure to comply will result in the student being removed from the class at their own expense.

Non-synthetic (100% cotton or wool) long sleeve shirts and trousers are required and singlets must not be worn at any time.

All students must wear appropriate, closed-in footwear at all times and safety boots for workshop situations.

Any jewellery, accessory or item of clothing that may be deemed a Work Health & Safety risk, must not be worn during training. Clothing and hair (including facial hair) is to be kept neat and tidy at all times.

5.9 Safety

For your own safety and the safety of others, you must follow all safe work practices as instructed by your trainer. All Personal Protective Equipment (PPE) that is provided must be worn at all times. If you notice any hazards at PEER, it is your responsibility to ensure your report this to your trainer immediately.

Participants who repeatedly create an unsafe workplace will face disciplinary action and may be exited from class.

At the beginning of training, each participant will participate in a safety induction. Any accident or injury sustained while on campus must be reported immediately.

5.10 First Aid

If you injure yourself in the course of training at PEER, please report immediately to your trainer for assistance. PEER has designated staff members trained in first aid and will assist participants with injuries or illness, or refer to a medical specialist.

6. Training Support

If you require assistance in any training, PEER is happy to support you on your learning journey.

PEER can help you with enrolments, fees, payment options, choosing the right pathway to match your goals and general administrative enquiries.

PEER's trainers are there to provide academic advice and to support your learning experience and they should be your first contact for advice about study and the assessment process.

The Customer Service Team is available for general assistance whilst you are onsite at PEER and, whilst off-site in industry, PEER's Talent Coaches are available. If you have queries relating to your pay and you are a PEER employee, The Payroll Team is there to assist you.

6.1 Disability Support

PEER is committed to providing opportunity to students with disabilities to maximize their learning experience. Commonwealth legislation requires education providers to provide reasonable adjustments that support the inclusion of people with disabilities. Reasonable adjustments can include modification to assessment and provision of additional services, however adjustments are not provided that would undermine the assessment process.

Students with a disability or medical condition are encouraged to talk to PEER to enable PEER to offer the appropriate support.

All of PEER's apprentices must be physically fit and able to carry out manual handling activities and have the ability to work at heights and in minimal spaces.

6.2 Student Counselling

Many students juggle work, study, friends and family commitments and sometimes this can take a toll on us. If you feel this is starting to impact your study, PEER is happy to assist you in providing you with information about counselling services.

6.3 Learning Support

PEER offers a range of learning support services to help students study successfully. This includes planning for assessment, developing research skills, time management, using digital technologies and assignment writing. If you would like to access this, please contact your trainer.

6.4 Delivery and Assessment

All Assessments conducted by PEER will conform to the Principles of Assessment for Standards for Registered Training Organisations 2015. This means that we will consider assessment that reflects the learner's needs; assessing competencies held by the learner and drawing from a range of assessment methods appropriate to the context, the unit of competency and assessment requirements, and the individual.

Assessment usually takes place by way of written assignments and practical assessments; however, it is at PEER's discretion as to what assessment is used. At the beginning of the unit, the learner will be made aware of the assessment method.

PEER will make different assessment methods available to accommodate the student; this forms part of PEER's flexible delivery approach to learning.

If a learner is not happy with an assessment decision, they have the right of appeal. This is outlined in our complaints and appeals policy which is on our website: www.peer.com.au

6.5 Language, Literacy and Numeracy Support

PEER believes that language, literacy and numeracy (LLN) are crucial underpinnings to learning. LLN issues can be a major disadvantage for learners in their training. PEER will ensure our enrolment process captures any LLN issues to maximize the potential to ensure successful completion of your course.

All students are required to undertake LLN testing as part of their apprenticeship or VET in Schools Program.

If you are aware of any issues regarding LLN, please disclose this to PEER to ensure we can tailor our training to support your needs. PEER has access to a range of LLN support programs and we can refer you to these to enhance your skills and have a greater chance of completing your training successfully.

7. Policies

It is crucial that all students are aware of PEER's policies that may impact them as a student of PEER. If you want to access any PEER policy, please contact your trainer and PEER will provide you with the required policy and information.

PEER has the following policies accessible on our website and as such, it is your responsibility to ensure you read and are familiar with these:

- Complaints and Appeals Policy and Procedure
- Complaints and Appeals Form
- Privacy Policy
- Fees and Refund Policy