



ChemCert™

TRAINING GROUP



Student Handbook

Industry's Choice



ChemCert Training Group

02 9380 7271

www.ChemCert.com.au

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Welcome

We are delighted that you have chosen to undertake your training through ChemCert Training Group Pty Ltd (CTG).

CTG is a Registered Training Organisation (RTO), NTIS 90855 that delivers nationally recognised Vocational Education and Training (VET) units of competency based on nationally endorsed Training Packages.

Qualifications offered are accredited by the Australian Skills Quality Authority (ASQA) and are competency based which helps the students develop the required skills, knowledge and attitudes to meet the competency standards. Assessment is a fundamental part of competency based training, as it provides constant feedback on the direction and the rate of progress and eventually confirms that the student has gained the competencies.

We hope we have anticipated most of your queries about our courses in the following pages, however if there is anything more you need to know, please contact us using the contact information below.

Contact Information

ChemCert Training Group Office
PO Box 2600
Bondi Junction NSW 1355

Enrolment Centre: 1800 444 228
For Enrolments: enrol@ChemCert.com.au

Phone: 02 9380 7271
Fax: 02 9380 7471

Email: info@ChemCert.com.au
Website: www.ChemCert.com.au/CTGhome.html

ChemCert Courses

ChemCert AQFII Courses

The ChemCert AQF Level II course enables participants to meet the minimum legal training requirements for the commercial use of pesticides as specified in the Pesticide Act 1999 (NSW) .

On successful completion of this course students will receive the units of competency:

- AHCCHM101A (formerly RTC1701A) – Follow basic chemical safety rules
- AHCCHM201A (formerly RTC2706A) – Apply Chemicals under supervision

Pesticide users trained to AQF Level II should work under supervision of someone trained to AQF Level III. The AQF Level II Course does not require pesticide users to read or interpret a chemical label and therefore the course is suitable for users who do not have extensive language, literacy or numeracy skills.

ChemCert AQFIII Courses

Most ChemCert Courses are at AQF Level III. ChemCert AQFIII Accreditation meets the training requirements mandated under the Pesticides Act (NSW) 1999 for those who wish to purchase restricted chemicals and spray pesticides unsupervised.

Successful students will receive a ChemCert Accreditation which is valid for five years from the date of the course and the units of competency:

- AHCCHM101A (formerly RTC1701A) – Follow basic chemical safety rules
- AHCCHM201A (formerly RTC2706A) – Apply chemicals under Supervision,
- AHCCHM303A (formerly RTC3704A) – Prepare and apply chemicals
- AHCCHM303A (formerly RTC3705A) – Transport, handle and store chemicals

Students who do not achieve competency at AQF Level III may still be found competent at AQF Level II.

ChemCert AQFIV Courses

ChemCert AQF IV Accreditation is for managers and supervisors who take responsibility for developing and implementing pest management programs and chemical use strategies in workplaces and who wish to attain the higher level Accreditation.

ChemCert AQF IV Accreditation is underpinned by national competency standards and will enable you to demonstrate competency in the following units:

- AHCCHM401A (formerly RTC4702A) - Minimise risks in the use of chemicals
- AHCCHM402A (formerly RTC4703A) - Plan and implement a chemical use program

ChemCert Supervisors AQF Level IV Accreditation has the benefits of:

- Helping managers to demonstrate their Duty of Care and Due Diligence in chemical management.
- Assisting in the implementation of risk management.
- Assisting in the implementation of best practice in chemical management.
- Providing an extra step on vocational career pathways.

NOTE: The prerequisite for ChemCert Supervisors AQF Level IV Accreditation is a current AQF Level III Accreditation

What to Expect

The ChemCert AQF Level III course requires the candidate to complete a written assessment covering the critical components of the two AQF Level III units that underpin the ChemCert Accreditation. These components include:

- Label reading and interpretation
- Risk Assessments

- Spray Record and Chemical Store Manifest
- Calibration

The written assessment is ‘Open Book’ and all answers can be drawn from the National Training Resource (included in the course fee and provided at the course), the course material and chemical labels and MSDS provided. There is also a general knowledge section which fills in any of the gaps not covered in the critical components section.

On pre-enrolling for a course Initial Accreditation Students will be sent:

- Pre-Course Supplement
- Pre-Course Assessment; and
- Enrolment and ChemCert Accreditation Card Application Form

Where there are Learning, Literacy or Numeracy (LLN) difficulties, the Trainer / Assessor may, at his discretion, use examination for competency by means of observational checklists (OC) and oral questioning (OQ).

What to bring

All students should bring payment, a pen, highlighter, calculator and lunch along with them to the course. Initial Accreditation students should also bring their Enrolment and ChemCert Accreditation Card Application Form and their completed Pre-Course Supplement. A candidate may also wish to bring someone else along to help with LLN skills. Some candidates bring along a magnifying glass in order to read the fine print of product labels.

Late Arrivals

Students that arrive at training more than 1 hour late, without prior approval, need to arrange to do the course at the next suitable training date, rather than delay the entire class while the Trainer / Assessor guides the late entrant through the whole introduction process and missed content again.

Cross Border Recognition

The ChemCert AQF Level III Accreditation Course is recognised as the appropriate accredited training for pesticide use in all the states and territories of Australia.

In NSW it is mandatory for those who wish to spray pesticides under supervision to be accredited at AQF Level II and those who wish to spray pesticides unsupervised need to be accredited at AQF Level III.

Mandatory training requirements for pesticide use vary for each state. For further information on training requirements in other states please visit our website: www.ChemCert.com.au/CTGhome.htm

Access and Equity Policy

Language and Literacy Support

Please call our Enrolment Centre Freecall number on 1800 444 228 if you wish to discuss any assistance you may need regarding the language of your course.

Assistance Available:

- Extra tuition may be available (when necessary).
- Presentation and assessment may be verbal rather than requiring reading and writing. (However, assessment of reading and interpreting label information will involve the use of a chemical label written in English)
- Assessment may be a mix of competency-based written assessments and on-the-job.
- The course may be presented and assessed in participant's primary language(s)
- The course may be presented and assessed in a combination of the participants' primary language(s) and English
- Students are allowed to bring a companion on the course free of charge to assist them with understanding the language.

Disabilities – 'Reasonable Adjustment'

CTG supports the principle of reasonable adjustment, sometimes called 'reasonable accommodation', to ensure equal treatment for people with disabilities. This means that, wherever possible, 'reasonable' adjustments will be made to meet the individual needs of a person with a disability.

Where required, CTG will make 'reasonable adjustment' to accommodate your needs.

Adjustment is reasonable if 'it balances the interests of all parties affected'. The test for 'reasonableness' takes account of the:

- participant's needs
- participant's views
- effect of the adjustment on the participant
- effect of the adjustment on anyone else

Examples of reasonable adjustments include: providing interpreters, readers or scribes; ensuring a student has access to an adjustable desk or using venues with wheelchair access.

If you require extra assistance, please call the CTG Enrolment Centre on Freecall 1800 444 228 to discuss your questions or send an email to enrol@ChemCert.com.au. Please include your contact details in the email.

If you do require special assistance or a reasonable adjustment, please inform us when you enrol in a course and please try to do so at least one week before the course. Depending on what your requirements are CTG may not be able make a reasonable adjustment to accommodate you without adequate notice.

Anti-Discrimination

CTG does not discriminate against anyone on the grounds of sex, gender, race, age, religious affiliation, disability, or sexual persuasion.

Assessment Policy

CTG ensures that every student receives appropriate, constructive and fair assessment for competency qualification.

Assessments may take the form of:

- Observation
- Use of written assessment
- Verbal or written questioning of knowledge

Assessment is usually conducted throughout the training workshop by qualified Trainer /Assessors; however, if needed, other arrangements can be made. Students may request assessment on the basis of Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC). Please refer to RPL and RCC policy for more details.

If a student is not satisfied with the result of their assessment they may lodge a complaint or appeal to CTG. Please refer to the complaints policy for more information.

Issuing of ChemCert Cards and Statements of Attainment

Students hand their completed Assessment Workbook to their Trainer/Assessor at the end of the course. If students require extra time to complete their Assessment Workbook, they send their completed Assessment Workbook to the Trainer/Assessor as soon as possible after the course and within a maximum of twenty-one days after the course.

If students do not return their completed Assessment Workbook to their Trainer / Assessor within twenty-one days of the course, they will have to attend another course.

CTG will endeavour to process all students' results and issue Statements of Attainment and ChemCert Accreditation Cards within twenty-one days of the course. If completed Assessment Workbooks are not handed in to the Trainer/Assessor on time it will mean a delay before students receive their Statements of Attainment and ChemCert Accreditation Cards.

Where an employer has paid for a student to attend the course, the Statements of Attainment and ChemCert Cards are sent directly to the employer. Employers also receive the Statements of Attainment and ChemCert Cards within twenty-one days of the course or until payment is made.

Full payment for the Course, completed Assessment Workbooks and completed and signed Enrolment forms must be received before ChemCert Cards or Statements of Attainment are issued.

ChemCert Cards and Statements of Attainment are important documents. Please keep them in a safe place.

Mutual Recognition

CTG understands and will recognise and accept the qualifications and Statements of Attainment issued by any other RTO in accordance with Condition 7 of the AQTF Essential Standards and Conditions for Continuing Registration.

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) Policy

CTG is committed to recognising students' prior training or qualifications if they are relevant to their CTG Course.

Students are asked to describe any prior chemical training or other qualifications on their initial CTG Pre-Enrolment Form.

If you believe you have qualifications or have undertaken training that may affect your training requirement, please mark 'yes' in the appropriate box on your Pre-Enrolment Form. If you are unsure please mark 'yes' and write 'unsure'.

If you mark 'yes' on your form please call the CTG Enrolment Centre on Freecall 1800 444 228 or send an email to enrol@ChemCert.com.au and arrange a consultation time to discuss the qualification requirements and options for Recognition of Prior Learning.

CTG's Enrolment Centre staff will clarify with the students what units of competency or qualifications they have received from another RTO.

All CTG's potential students who enquire about RPL, are contacted by one of our Enrolment Centre staff prior to being enrolled in a course; ensuring students have an opportunity to inform CTG if they wish to have prior qualifications or experience recognised.

If students wish to have qualifications from other RTOs recognised, they must provide CTG with a certified copy of their Statement of Attainment.

If the RTO which issued the Statement of Attainment has a valid NTIS number and if the Statement of Attainment bears the NRT logo, CTG will credit the units of competency which the students have already received to their CTG Course.

CTG does not charge the student an additional administrative fee for recognising the qualifications or units of competencies issued by another RTO.

If this is the first time you are doing a Course with CTG and you wish to enrol for a ChemCert AQF Level III Reaccreditation Course, you must provide evidence that you have completed a chemical training course at AQF Level III before. Suitable

forms of evidence would be a certified copy of your Statement of Attainment or a copy of your chemical card. This can be done when you enrol in a course.

If you have done a course with CTG before please provide your ChemCert Accreditation number when enrolling. If you are unsure of the details of your previous ChemCert Accreditation please email info@ChemCert.com.au or ring 02 9380 7271.

Our RPL and RCC process is:

- Designed to minimise the time and cost to participants
- Provide adequate information and support to enable applicants to gather and present valid, authentic and reliable evidence to support their claim for skills recognition
- Offered to all applicants on enquiry about courses

The following forms of evidence may be useful for requesting RPL or RCC:

- Employer nomination
- Candidate's CV
- Evidence of relevant qualifications (certified copies are required)
- Candidate's job description
- Approved third party assessment
- Self-assessment of competency
- Record of discussion of some critical aspects of assessment with a CTG Trainer/Assessor
- On-site visit and assessment by a CTG Trainer / Assessor
- Recognition of AQF Qualifications and Statements of Attainment issued by any other RTO (certified copies are required).

Complaints and Appeals Policy

CTG's complaints and appeals policy has been modelled on the guidelines given in the AQTF National Guideline for Responding to Complaints about VET Quality.

The objective is to resolve difficulties, grievances, complaints and appeals in a prompt, impartial and just manner. In circumstances where it is not possible to arrive at a resolution an independent adjudicator may be appointed.

All complaints about CTG's services are handled in an equitable, fair, transparent, objective and timely manner. Confidentiality and anonymity is preserved when appropriate or when possible.

CTG does whenever possible attempt to resolve complaints at the Trainer/Assessor level; failing that the complaint will be addressed by the Head Trainer or CEO of CTG.

Records are kept of all complaints, appeals and feedback and any actions taken by CTG to resolve any issue. CTG uses this information to ensure continuous improvement in the provision of its training services.

Students can request notification of the outcome of their complaint or appeal in writing.

If students or employees / subcontractors have any concerns they should call the CTG Office on 02 9380 7271 and speak to the CEO, Mark Kunnen.

How to make a complaint

1. Complaints about Courses, Trainer/Assessors and assessments, where appropriate are expressed through the general course feedback forms that all students will be presented with at the conclusion of a course.

NB. The general feedback mechanism is an anonymous process.

2. Students and other members of the community may lodge a complaint or appeal to the CEO of CTG in the following ways:

Email: mark@ChemCert.com.au

Mail: Chief Executive Officer
ChemCert Training Group
PO Box 2600
Bondi Junction NSW 1355

Phone: 02 9380 7271

Fax: 02 9380 7474

3. The CEO of CTG will contact you within 10 business days of receiving your specific complaint to discuss outcomes.
4. If you are not satisfied by how your complaint or appeal was handled by the CEO of CTG, you may request in writing that your complaint be heard by the CTG Board of Directors.
5. If you are not satisfied with the way in which your issue has been handled after the matter has been heard by the CTG Board of Directors, you can take the following action:
 - Register a complaint with ASQA. Website www.asqa.gov.au.
 - Ring the National Training Complaints Hotline: 1800 000 674

Student Disciplinary Action

CTG Trainer/Assessors work within the guidelines of safe meeting procedures. If a student disrupts the course in a manner which the Trainer/Assessor deems unsafe, the student will be requested to leave the course and not return. The student is entitled to lodge a complaint or appeal if the student feels that his or her dismissal from the course was unjust or unfair. The appeal process is detailed under the "Appeals and Grievances Policy and Procedure".

Student Feedback Policy

CTG is committed to meeting and responding to the changing needs of students by providing high quality training and continuously improving its training services. CTG will achieve this outcome through a comprehensive system of student feedback, data collection and monitoring.

This system will take place within CTG's wider quality assurance and continuous improvement framework.

Course Fees and Charges

CTG is committed to providing cost effective training and assessment services and upholds transparent pricing policies and a competitive fee structure. Fees and charges are reviewed annually in consultation with industry and are reflective of the social and economic position of the largest market.

Drugs and Alcohol

CTG has an obligation to provide a safe environment for all students, persons accompanying students, Trainer/Assessors, employees and subcontractors.

Students who undertake CTG courses are not to be under the influence or affected by drugs or alcohol use during the course. Any student who is suspected of, or proven to be under the influence will be asked to leave the training room and not return until such time as the effects from either the drugs or the alcohol have worn off. Alternatively they will be asked to leave and re-enrol into another course.

Employees and subcontractors are not to be under the influence or affected by drugs or alcohol use during working hours and must, at all times, carry out their duties in a safe manner. Employees or subcontractors suspected of, or proven to be under the influence of either drugs or alcohol will be asked to remove themselves from the workplace and not return until such time as the effects from either the drugs or the alcohol have worn off. Employees or subcontractors who are taking prescription drugs that may affect their performance are to notify the CEO of CTG.

Facilities, Materials and Equipment Policy

CTG's standards of facilities, materials and equipment have been developed in accordance with government certified training packages as well as in consultation with industry stakeholders.

CTG ensures suitable facilities, materials and equipment for all training courses by providing AQTF qualified Trainer/Assessors with their professional Training Handbook that details CTG's policies and procedures.

Student feedback and Trainer/Assessors quality mechanisms ensure that CTG is aware of what facilities, materials and equipment are being used on all courses.

All training venues are subjected to a pre-course venue check to ensure suitability.

Financial Management

The CEO is responsible for ensuring that CTG complies with its financial management policies.

CTG currently has an annual financial audit undertaken by an ASIC registered qualified independent auditor with membership of CPA Australia and/or the Institute of Chartered Accountants of Australia. CTG obtains and makes available to VETAB upon request, the full audit report.

Payments and Refunds

Reaccreditation students should pay on the day of the Course. Students can pay by cash, cheque, credit card or EFT. Please use the Payment Form which will be sent to you with your Confirmation of Registration & Tax Invoice/Receipt. Additional payment forms are available on our website: www.ChemCert.com.au.

Initial Accreditation students need to pay for a course when they pre-enrol and will be sent a Pre-Course Supplement to complete before they attend the training course. Initial Accreditation students may change the date of the course they have chosen to attend, without a fee, if they require additional time to complete the Pre-Course Supplement. Initial Accreditation students may not receive a refund as they would have begun course work prior to attending the training course.

For individual Reaccreditation students who have pre-paid for a course and are unable to attend, CTG will give them a full refund.

When CTG cancels courses due to unforeseen circumstances, students will receive a full refund. CTG will endeavour to place those students in another suitable course or potentially train and assess the student through distance education.

For in-house courses which are cancelled by the company, CTG may withhold part of the course fee according to the agreement with the company.

Privacy

CTG collects information about students on the Enrolment Form so that course results can be mailed to participants and to comply with our responsibilities as an RTO. This information may be used to contact participants about any subsequent issues concerning their results and future training programs. This information is maintained in a database so participants are able to access their records.

Information CTG asks you to provide will only be what is necessary for the purposes of your course enrolment learning and study records.

CTG is obliged to:

- Tell you the purpose of collecting personal information
- Tell you who receives this information and where it is held
- Protect your personal and private information and not disclose it without your approval
- Allow you to access your information and make corrections if necessary.

Specific records are kept for external reporting to the following government agencies:

- Australian Skills Quality Authority NSW Vocational Education and Training Accreditation Board (VETAB)
- NSW Department of Education and Training (DET)
- Department of Education, Employment and Workplace Relations (DEEWR)
- National Centre for Vocational Education Research (NCVER) for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting

ChemCert may disclose information about an individual's accreditation status (e.g. possession of accreditation or not, certificate number and expiry date) to another person if:

- The individual has consented to disclosure of this information, and
- The other person has a legitimate reason for requiring this information.

ChemCert will take reasonable steps to ensure that the personal information it holds is accurate, complete, up-to-date and secure.

For privacy reasons CTG will not give out details of someone's accreditation over the phone. If someone wants to know the details of their accreditation or wants to authorise another person to have their accreditation details, they should fill out a '*Request for Details of ChemCert Accreditation*' form and send it to us. The form is available on our website: www.ChemCert.com.au

ChemCert will take reasonable steps to destroy or remove identifying details from personal information that is no longer needed for any purpose.

CTG may forward statistical information about courses and industry involvement but not personal information about participants.

CTG will not release any personal information to any other organisation for direct marketing purposes. CTG may provide personal information to ChemCert Limited for the purposes of issuing a ChemCert Australia Accreditation Card and follow up correspondence. Students are informed of this on the Enrolment Form which all students are required to sign on the day of the Course.

CTG encourages students to regularly update personal information with us so that we may keep them informed of their accreditation status. You may correct any personal information provided at any time by contacting CTG on 02 9380 7271 or by email to info@ChemCert.com.au.

Legislation and Policies

CTG will endeavour to keep abreast of all new and pending legislation that affects the company's operations and core business such as:

- Corporations Act 2001;
- Agricultural and Veterinary Chemicals Code Act 1994;
- Anti-Discrimination Act 1997;
- Privacy Act 1988;
- Pesticides Act 1999 (NSW);
- Occupational Health and Safety Act 2000 (NSW);
- Vocational Education and Training Act 2005 (NSW); and
- National Vocational Education and Training Regulator Act 2011

CTG also complies with the Australian Quality Training Framework's *Essential Conditions and Standards for Continuing Registration* for RTOs.

Records Policy

Hard copies of student records are stored for five years and then destroyed. An electronic copy of all student qualifications will be retained for 30 years, with one copy stored on site and one copy stored off site. After 30 years the records will be destroyed.

CTG shares some student information with its parent company, ChemCert Limited. ChemCert Limited operates a database that records all ChemCert accreditation competencies achieved by CTG students. This applies to the majority of CTG students.

Should CTG cease operating as a Registered Training Organisation, all copies of records will be disposed of in line with current ASQA regulations. CTG's parent company ChemCert Limited has undertaken to oversee the transfer of information to be readily available should CTG cease to operate.

Occupational Health and Safety

CTG is committed to OH&S legislation, Duty of Care and compliance.

Trainer/Assessors are responsible for the implementation of CTG OH&S Policy during training workshops. This includes the use of pre-workshop risk assessment checklists for all venues. Risk Assessment guidelines have been developed and are issued to Trainer/Assessors. Risk Assessments are reviewed annually. Students should also be required to observe OH&S guidelines and policies.

Training Development and Delivery Policy

CTG's training services and units are compliant with the relevant government certified training package. The Agriculture, Horticulture and Conservation and Land Management, AHC10 Training Package (Version 2) has been developed and maintained by the Agrifoods Industry Skills Council of Australia.

CTG supports flexible delivery and assessment modes providing both training and assessment pathways and assessment only pathways.

Trainer/Assessors Quality Assurance Policy

CTG has a commitment to ensure the quality and continuous improvement of Trainers/Assessors. Only Trainer/Assessors who fulfill CTG's Trainer/Assessors' quality assurance policies and procedures will be able to conduct CTG courses.

Welfare and Guidance Services

Course Trainer/Assessors or the Enrolment Centre Coordinator are responsible for ensuring the comfort of students during workshops. This may include the provision of refreshments and providing advice on the location of rest rooms and emergency exits and procedures.

Where appropriate, clients experiencing difficulties may be provided with referral to independent agencies.

