

CHEMCERT STUDENT HANDBOOK

FEBRUARY 2020



CHEMCERT.COM.AU
RTO#90855



WELCOME

We are delighted that you have chosen to complete your training with ChemCert Training Group (ChemCert). ChemCert conducts training for individuals and businesses working with chemicals in order to ensure their safe transport, storage and application.

ChemCert is a Registered Training Organisation (RTO90855) monitored by the Australian Skills Quality Authority (ASQA), that delivers

nationally recognised accreditation across Australia. Our Trainers/Assessors are from within the industry and assist in keeping the course relevant to changing industry standards. ChemCert is continuously expanding and providing competency-based training to students in rural communities, through to large metropolitan areas.

CONTACT US

ChemCert Head Office

Postal Address: PO Box 547, St Leonards NSW 1590

Phone: 02 9439 7910

Fax: 02 9460 9087

Email: info@ChemCert.com.au

Website: www.ChemCert.com.au

ChemCert Training Group Enrolment Centre:

Freecall: 1800 444 228

Email: enrol@ChemCert.com.au



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ABOUT CHEMCERT COURSES

Nationally Recognised

The Units of Competency delivered in the ChemCert Courses are nationally recognised under the Australian Qualifications Framework (AQF). The mandatory training requirements for pesticide use vary for each state depending on government legislation. For further information on training requirements in your state please visit our website www.ChemCert.com.au

Trainers/Assessors Quality Assurance

ChemCert is committed to ensuring the quality and continuous improvement of Trainers/Assessors. Only Trainers/Assessors who fulfill ChemCert's Trainer/Assessors' quality assurance and trainer policies and procedures will be able to conduct ChemCert courses.

Facilities, Materials and Equipment

ChemCert's facilities, materials and equipment have been developed in consultation with industry stakeholders. All training venues are subjected to a pre-course venue check to ensure suitability. Students feedback and Trainers/Assessor's quality mechanisms ensure that ChemCert is monitoring its facilities, materials and equipment in line with new and improved technologies.

Work Health and Safety

ChemCert has an obligation to provide a safe environment for all students, persons accompanying students, Trainers/Assessors, employees and subcontractors. ChemCert is committed to WHS and/or OHS legislation, Duty of Care and compliance. Trainer/Assessors are responsible for the implementation of ChemCert WHS Policy during courses. This includes the use of pre-course risk assessment checklists for all venues. Students are also required to observe WHS guidelines and policies.



CHEMCERT COURSES

For more information on ChemCert Courses listed below including entry requirements please refer to our website.



AQF2 CHEMICAL AWARENESS

AQF3 CHEMICAL ACCREDITATION

CONTROL WEEDS

AQF4 CHEMICAL RISK MANAGEMENT

BEFORE YOU START

Unique Student identifiers (USI)

ChemCert complies with the government requirements of Unique Student Identifiers (USI). From 1st of January 2015, all students need to have a USI. Students can apply for one themselves at www.usi.gov.au or they can elect that ChemCert makes one on their behalf. ChemCert is not able to release their accreditation documents until we have received your USI.

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning. ChemCert offers an Assessment Only pathway of RPL where Students are required to complete written or practical Assessments to demonstrate competency.

How to apply

If you have not informed us of your interest in applying for RPL, please contact our ChemCert Enrolment Centre on Free call 1800 444 228 or send an email to enrol@ChemCert.com.au.

Credit Transfer

Credit transfer is a process that provides students with credit for equivalent units of competencies. A student may have previously obtained an equivalent unit of competency from another Registered Training Organisation (RTO) which can be mutually recognised as equivalent. A student must provide certified certificates and/or transcripts from previously attained qualifications/statement of attainments with the equivalent unit of competency.

How to apply

If you have not informed us of your interest in applying for Credit Transfer, please contact our ChemCert Enrolment Centre on Free call 1800 444 228 or send an email to enrol@ChemCert.com.au.

Be prepared for your Face to Face course

The class must start on time therefore, Students that arrive more than 1-hour late need to arrange to do the course at the next suitable training date. Please bring your payment, a pen, highlighter, calculator and lunch along with you to the course. Students may also bring someone to help them with their LLN needs if required; see ChemCert's Access and Equity Policy.

Be prepared for your Online Course

Ensure you meet Computer Requirements. In addition to having a device with stable internet access and appropriate software, students are expected to have sufficient competency using electronic devices when enrolling into an online course. Devices may include using a PC, Laptop, Phone. A breakdown of minimum required computer knowledge includes:

- Using web browsers to navigate pages and accessing resources
- Checking and responding to emails
- Downloading and installing basic software such as Adobe acrobat reader, different internet browsers and plugins (as required)
- Filling in and saving .pdf forms using acrobat reader.
- If required: use of a smartphone or digital camera to capture video/photos ready for web upload.

STUDENT CODE OF CONDUCT

What is the student code of conduct?

This sets out the expectations of students in relation to responsibilities, general behavior and academic conduct.

What are my responsibilities as a student?

Student Responsibilities:

- Treat others with respect, dignity, courtesy and sensitivity regardless of gender, age, ethnicity, social background, disability, sexual preference, or religious beliefs and customs.
- Behave appropriately in the learning environment whether face-to-face or online. This includes not to be under the influence or affected by drug or alcohol use during the course.
- Provide up to date, accurate student information when required
- Students have a responsibility to maintain strict standards of academic integrity whilst carrying out their work.
- Respect ChemCert facilities and resources and follow health and safety requirements

What is considered academic misconduct?

Academic misconduct includes, but is not limited to:

- Cheating on assessments
- Copying/plagiarism this applies to copying directly from a text when asked to respond to a question in own words. Plagiarising other students' answers. For example these students may be completing the course alongside others or may be past students allowing access to their submissions.
- Impersonating another student, or a student allowing another individual to impersonate him/her, for the purpose of completing an Assessment task or online activity. For example, Impersonation of a student during video practical assessments will not be tolerated.

What is considered non-academic misconduct?

Non - Academic misconduct includes, but is not limited to:

- Student is disruptive and disrespectful in the learning environment
- Student is placing health and safety of any person at risk
- Deliberate damage made to equipment or property
- Fail to comply with ChemCert policies and procedures
- Student who or employees of ChemCert who is suspected of or proven to be under the influence of drugs or alcohol.

STUDENT CODE OF CONDUCT

What happens if I am suspected of misconduct?

Academic Misconduct A Trainer/Assessor suspects Academic Misconduct.	Investigation This will be investigated, and the student will be notified of the allegation in writing and a phone call will be made for an informal discussion (If appropriate). The student has the right to respond to the allegation. ChemCert will consider the nature of the misconduct and will make an informed decision on the Students enrolment.	Minor and Academic Misconduct Action After a decision has been made depending on the severity of the misconduct. Actions may require a student to re-take the assessment or undertake a substitute Assessment or the student may be required to re-sit the course. Students who are found to be impersonation a student during video practical assessments and refuses to provide photo identification will be withdrawn from the course.
Minor Non-Academic Misconduct If a student disrupts the course but has not posed a threat to any person.		
Major Non-Academic Misconduct If a student disrupts the course in a manner which the Trainer/Assessor deems unsafe.		Major Misconduct Action The student will be requested to leave the course and not return and will be withdrawn from the course. Students are entitled to lodge a complaint if he or she feels that his or her dismissal from the course was unjust or unfair; see Complaints and Appeals Procedure.

Can I appeal the decision made by ChemCert on my enrolment?

Students. may appeal ChemCerts decision in accordance with the Complaints and Appeals procedure

STUDYING FACE TO FACE

About the day

The course is delivered in a one-day workshop with a ChemCert Trainer/Assessor using a classroom-style training method. Firstly, courses may involve a pre-course reading prior to the day of the workshop. On the day the trainer/assessor will facilitate learning through discussions and practical activities in a simulated work environment such as conducting a spill clean-up exercise.

Assessment

Written Assessments

Written assessments are open book and completed in the classroom. If additional evidence is required, this can be gathered through group discussions and oral questioning.

Practical Assessments

Demonstration of skills will be assessed through observational checklists and group discussions in a simulated environment that reflects a real workplace setting. This is usually conducted in a pre-identified location that is safe with access to water which simulates the use of chemicals. Assessments are usually conducted throughout the training workshop by qualified Trainers/Assessors; however, if needed, other arrangements can be made. Please refer to our 'Reasonable Adjustment' Policy.

Assessment Resources

The course material, chemical labels and SDS, are provided at the course. The Assessment tool is provided to students in the workbook. Students are provided with resources to assist in undertaking the assessments. Equipment provided by the Trainer/Assessor for practical assessments.

Assessment Submission and Extension policy

Students are expected to move through the course on the day. A face-to-face student will only require an extension if leaving difficult questions for when the trainer is available. Students are to hand their workbook to the trainer at the end of the course for marking.

Assessment Re-submission/Re-attempt

Students may re-attempt an Assessment twice (1st time answering and two (2) re-attempts). Students will receive feedback from the Trainer and Assessor on the gaps in knowledge and/or skill before a re-attempt is made.

After the course, if the assessor notices an incorrect answer in the workbook, they are to call the student and use oral questioning to determine competency and understanding of the question. The Trainer /Assessor is to then note in the workbook the correct answer that was given by the student and to then sign and date the time the telephone call was made.

Marking of Assessments

Assessments are marked within 2 days of the date of the course. This arrives at the head office within two weeks for the results to be finalised.

Assessment Decision Appeal

Students can request to appeal the Assessment decision made by their Trainer/Assessor. The Assessment Appeal will be sent to another Trainer/Assessor. This is usually the Head Trainer/Assessor, who will review the marking undertaking by the original Trainer/ Assessor and decide on the outcome of the appeal.

STUDYING ONLINE

About studying online

Students enrolled online will undertake their learning online via co assemble. It approximately takes 8 to 10 hours, at student own pace depending on the course and have up to 2 months to complete the course from enrolment commencement. The learning activities occurs asynchronously, offering students flexibility. Assessments are submitted according to submission deadlines. Learning is scaffolded to achieve the goals of the course, gradually increasing the complexity as students progress through each part of the learning material.

Assessment Resources

The Assessment tool is provided to students via the online portal. Students are provided with resources to assist in undertaking the assessments. The Student must have access to specific equipment depending on the course to undertake practical assessments. Students should view the course requirements on the website.

Written Assessments

Written assessments are open book and completed. If additional evidence is required, this can be gathered through discussions with the Trainer/Assessor and oral questioning.

Practical Assessments (AQF3 and Control Weeds courses only):

Demonstration of skills will be assessed through third party reports in the student's real-life work environment as well as submission of videos that allow students to demonstrate their skills in a simulated work environment.

The online course requires some practical skills to be demonstrated before competency is awarded. ChemCert requires that the student will provide:

a) A video demonstration carried out as per trainers instructions. The video must be supplied with enough clarity to determine the identity of the demonstrator.

Assessment Submission and Extension policy

Students are expected to move through the course, leaving difficult questions for when the trainer is available. Students who have completed most of the work and are awaiting marking will not be penalised or locked out if the trainer is unavailable to mark the work by the completion deadline.

a) You have 2 months to submit all work from the start date of the enrolment. The Assessment due date will be provided in your confirmation email.

b) If you are unable to meet the Assessment deadline you can apply for an extension through the Trainer/Assessor of up to a month (30 days) from the original due date. This is a decision made at your trainer's discretion and is based on your course progression. You will be contacted by ChemCert to help you identify any issues and problems you are experiencing in completing the Assessments.

c) If you have continued to make unsatisfactory course progress you can request a further extension of a month (30 days) and will attract an administration fee of \$50.00. The administration fee is to be paid before access to the course is renewed. Again, this is at your Trainer/Assessors discretion and based on your course progression.

d) You can transfer to a face to face course, at no charge, at any time during your enrolment.

STUDYING ONLINE

e) After a period of 4 months if you have not made further progress, you will be discontinued from the course and marked as Incomplete. You must re-enrol, restart the course and pay the entire enrolment fee.

Note: This policy only applies to online students due to the fact that face to face students complete their Assessments on the day.

Assessment Re-submission.

Once students have completed a module which requires marking, the Trainer/Assessor will provide feedback and indicate if a re-submission is required. Please see Learning Support and Course Progress for more information on Assessment attempts.

Marking of Assessments

ChemCert online Trainer/Assessor set time aside for marking/feedback/support in and around their industry jobs and face to face training. Each trainer's contact availability will be outlined after student's login.

Assessment Decision Appeal

Students can request to appeal the Assessment decision made by their Trainer/Assessor. The Assessment Appeal will be sent to another Trainer/Assessor. This is usually the Head Trainer/Assessor, who will review the marking undertaking by the original Trainer/ Assessor and decide on the outcome of the appeal.

COURSE PROGRESS

Students are supported by the Trainer/Assessor to progress through the course. Refer to 'Studying Online' or 'Studying face-to-face' for details on Assessments. Student may be required to resubmit/re-attempt an Assessment supported by feedback provided by the Trainer/Assessor. A student with a Not Yet Competent result will be advised by the Trainer/Assessor of the next course of action that is best for the student. These options are as follows:

Face to Face students

- Face to Face students can choose to re-sit another course (at no extra cost)
- The student can take their workbook home and have up to 21 days to complete, and then send it back to the Trainer/Assessor to be marked. Oral questioning may also accompany this option.
- The student can request an Assessment Appeal to have their work reviewed by another Trainer/Assessor

Online students

- The student can choose to re-sit the course face to face (at no extra cost and will depend on course location availability)
- The student can receive an extension of 1 month (30 days). If you are unable to meet the Assessment deadline you can apply for an extension through the Trainer/Assessor of up to a month (30 days) from the original due date. This is a decision made at your trainer's discretion and is based on your course progression. You will be contacted by ChemCert to help you identify any issues and problems you are experiencing in completing the Assessments.
- The student can request an Assessment Appeal to have their work reviewed by another Trainer/Assessor.



LEARNING SUPPORT

Language and Literacy Support

Students are required to meet a certain level of LLN depending on the course. To fulfil this requirement students must indicate on the enrolment form their work experience and educational background. Students meet the LLN requirement if the student has held a relevant position over the period of 6 months or have an educational background above the LLN level required.

LLN Quiz

The LLN quiz is required when the student has indicated on their enrolment form that they have not held a relevant position over a period of 6 months or have an educational background below the LLN level required. The student undertakes the quiz online through the student portal. The LLN quiz will assist the student in identifying if they have the skills to undertake the course and whether further support is needed.

Students with Learning, Literacy or Numeracy (LLN) difficulties may receive the following assistance:

- 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 combination of competency-based written assessments and practical assessments
- Students may be allowed to bring a reader or a scribe. This must be pre-approved by ChemCert prior to the day.

On the day of the workshop Trainers and Assessors observe how students are responding to the activities. LLN support needs may be indicated by the length of time an activity is taking students to complete and the level of collaboration. This interaction can provide a trainer or assessor with some indicative information about that person's LLN skill levels, particularly around oral communication and writing.

If LLN issues are identified on the day Trainers and Assessors will spend additional time with the student to assist in their understanding of the course content in order to prove competency.

Reasonable Adjustment

ChemCert supports the principle of reasonable adjustment, 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. Reasonability is determined by taking into account the:

- student's needs
- student's views
- effect of the adjustment on the student
- 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, using venues with wheelchair access. Students have few options for reasonable adjustment depending on LLN issues. Students may bring a scribe into the course if they require assistance writing. Students can also be given oral questioning as additional evidence of competency.

LEARNING SUPPORT

AQF3 Students must be able to read and understand labels and SDSs as prescribed in the unit. To comply with this, the label Assessments must be completed by the student and cannot be substituted with group discussions.

e-learning Support

ChemCert will make every attempt to help users with e-learning portal specific problems but have limited ability to provide IT support for problems which fall outside this. If your computer or device is not compatible after enrolling, a refund or transfer to a face to face course will be offered.

We encourage students to let their trainer know as early as possible if they feel they are unable to complete the course easily online. Trainers will also advise students early on about course transfer options if they are seen to be struggling. Students can choose to attend a face to face course at no extra cost.

If you are experiencing any technical difficulties or require support in relation to studying online please contact us on Tel: 02 9439 7910, Freecall: 1800 444 228 Monday- Friday 8:30pm – 5.30pm (AEST) or email jonathan@chemcert.com.au

ISSUING OF CHEMCERT CARDS AND STATEMENTS OF ATTAINMENT

ChemCert Cards and Statements of Attainment are important documents, please keep them in a safe place. ChemCert is only able to issue the accreditation documents directly to the student who was made competent in the course.

Processing of statement of attainments and ChemCert cards

ChemCert will process all competent and paid students' results and issue Statements of Attainment and Accreditation Cards within twenty-one days of the finalisation of results.

Delays may occur:

- If completed Assessment Workbooks are not handed into the Trainer/Assessor on time therefore, results will not be finalised until they are received.
- Failure to provide ChemCert with a Unique Student Identifier (USI) before the end of the course will also delay student documentation.
- Full payment for the course has not been received.
- Workbook or enrolment form are not signed by the student on the day of the course.

PAYMENTS, REFUNDS AND CANCELLATIONS

ChemCert 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 as needed to ensure they remain competitive. Any fees and charges will be advised to the student before they commence the course. We prefer upfront payment upon enrolment or an invoice will be generated for the employer/company.

Face to face courses

- The Payer (Student or Employer who has paid for the course) may apply for a refund if the Student or Employee has not attended the course. The Employer may un-enroll the Employee and receive a refund or the Employer may choose to enroll a different Employee.
- A refund will not be offered if a student has attended the course.
- If a student is unable to attend the face to face course, the student may cancel the course and another date will be offered.

Online Course

- A cooling off period of ten (10) calendar days applies to the online course. This period commences from the date the student receives login details. The Payer (Student or Employer who has paid for the course) may apply for a refund during this period. After the cooling off period has passed any request for a refund will be considered if the Student or Employee has not logged in or circumstances have made it impracticable for the student or Employee to continue with the course. The Employer may enroll a different Employee if the previously enrolled Employee has not logged in.

- A refund will not be considered if the student has logged in and completed any course work and/or thirty (30) calendar days have passed.
- Students have the option to transfer to a face to face course at any time, at no extra cost and is subject to course location availability. If a face to face course is unavailable, students may receive a refund minus a \$50 administration fee. This is at ChemCerts discretion.

Requests for refunds or cancellations

Students can contact the ChemCert head office on 1800 444 228 or email their request to accounts@ChemCert.com.au. Approved refunds take up to 10 business days to process, once all bank details are confirmed.

Student Privacy

Regardless of who the payer is, the contract is between ChemCert and the enrolled student. ChemCert can only discuss course work, competency and other matters with the enrolled student due to privacy. ChemCert abides by federal and state government privacy laws and respects students personal and private information. Employees can fill in a form that will allow their employers access to information if required.

STUDENT RIGHTS

COMPLAINTS AND APPEALS

ChemCert values its students and where a student believes that their learning experience does not meet their expectations, students are able to raise their concerns through the following avenues:

- Complaints Form on the ChemCert website.
- Students can discuss their concerns in a respectful manner with the Trainer/Assessor in class. If it cannot be immediately resolved, the Trainer/Assessor will direct the informal complaint to the ChemCert Head Office. Students will be contacted by a designated staff via phone.
- Online students will be able to direct their concerns to the Trainer/Assessor via email.

- Complaints about Trainer/Assessors and assessments, where appropriate, can be expressed through the general course feedback forms that all students are presented with at the conclusion of a course. This general feedback mechanism is an anonymous process.

All complaints about ChemCert services are handled in an equitable, fair, transparent, objective and timely manner. Confidentiality and anonymity are preserved where possible.

For more information please refer to our Complaints Appeals policy on our website.

PRIVACY

ChemCert recognises the importance of protecting student's privacy and personal information. ChemCert Training Group Pty Ltd is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988(Cth) (the Privacy Act), which regulates how agencies collect, use,

disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. This is outlined in detail under the ChemCert Privacy Policy on our website under 'Student Info'.

ACCESS AND EQUITY

ChemCert is responsive to the individual needs of students and staff whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location

may present a barrier to access, participation and the achievement of suitable outcomes. This is outlined in detail under the ChemCert Access and Equity Policy on our website under 'Student Info'.

LEGISLATION AND POLICIES

ChemCert complies with the Standards for Registered Training Organisations (RTOs) 2015.

ChemCert also aims to keep updated on all new and pending legislation that affects the company's operations and core business such as:

- Privacy Act 1988;
- Agricultural and Veterinary Chemicals Code Act 1994;
- Anti-Discrimination Act 1997;
- Corporations Act 2001;
- Work Health and Safety Act 2011; and
- National Vocational Education and Training Regulator Act 2011.



CONTACT US

For further information on corporate courses and how ChemCert can tailor to suit your company's needs, please contact our enrollment centre on **1800 444 228** or email us at **enrol@chemcert.com.au**

Suite 502, 845 Pacific Highway, Chatswood, NSW 2067
Monday-Friday
8:30am - 5:00pm (AEST)

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