

ChemCert Accreditation

There's only one ChemCert card!



Student Handbook

April 2019



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Welcome

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

CTG is a Registered Training Organisation (RTO) 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. CTG is continuously expanding and providing competency based training to students in rural communities, through to large metropolitan areas.

ChemCert Courses

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

ChemCert AQF2 Courses

The AQF2 Chemical Awareness program has been developed in response to demand from a wide range of pesticide users who use small quantities of pesticides either at home or under supervision in the workplace.

On successful completion of this course students will receive the AQF2 units of competency:

- AHCCHM101 – Follow Basic Chemical Safety Rules
- AHCCHM201 – Apply Chemicals Under Supervision

Entry requirements: We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student

Course cost: cost is based on inhouse quotation. Call 1800 444 228 for a quote

Course duration: 6 hours face to face, plus 2 hours pre-course work

ChemCert AQF3 Courses

ChemCert AQF3 Chemical Accreditation enables students to purchase, transport, use, and spray restricted chemicals and pesticides unsupervised.

See the legislation page on the ChemCert website for state specific licensing and legislation.

Successful students will receive the following units:

- AHCCHM303 – Prepare and Apply Chemicals
- AHCCHM304 – Transport and Store Chemicals

Face to face entry requirements: We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student. This is due to licencing requirements and also because the assessment requires a certain level of reading to interpret the chemical label.

Face to face course cost (per student): Initial students \$350, Refresher students \$275

Online entry requirements: We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student. This is due to licencing requirements and also because the assessment requires a certain level of reading to interpret the chemical label.

For additional requirements, go to this link <http://bit.ly/2mqOVHv>

Online course cost (per student): \$350 per student

Course duration: Face to face- 8 hours face to face, plus 2 hours pre-course work. Online- Approximately 10 hours, at student own pace (depending on student's prior knowledge and skills). Up to 2 months to complete the course from enrolment commencement.

ChemCert Control Weeds course

The Control Weeds program has been developed in response to demand from workers in agriculture, horticulture and land management who are required to carry out the control of weed infestations. The course explains how to combine cultural, biological and chemical methods to provide effective, economical control of weeds while minimising damage to the environment.

Successful students will receive the following unit:

- AHCPMG301 - Control Weeds

Face to face entry requirements: Requires students to have attained the AQF3 units AHCCHM303A Prepare and Apply Chemicals and AHCCHM304A Transport, handle and Store Chemicals or the newer units AHCCHM303 Prepare and Apply Chemicals and AHCCHM304 Transport and Store Chemicals

We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student.

You will also need access to 6 weeds which you can collect

Face to face course cost (per student): \$120 (when purchased with an AQF3 course) or \$195

Online entry requirements: Requires students to have attained the AQF3 units AHCCHM303A Prepare and Apply Chemicals and AHCCHM304A Transport, handle and Store Chemicals or the newer units AHCCHM303 Prepare and Apply Chemicals and AHCCHM304 Transport and Store Chemicals

We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student.

You will also need access to 6 weeds which you can collect

For additional requirements, go to this link <http://bit.ly/2pojDQc>

Online course cost (per student): \$120 (when purchased with an AQF3 course) or \$195

Course duration: face to face- Optional add-on after Chemcert course, with 2 hours pre-course home study.

Online: Approximately 6 hours to complete (depending on student's prior knowledge and skills). Up to 2 Months to complete the course from enrolment commencement.

ChemCert 1080 course (Victoria Only)

ChemCert 1080 course aims to provide 1080 pest animal bait users with the knowledge to use these products in a safe manner.

Successful students will obtain the following unit:

- 22275VIC – Minimising risks in the use of 1080 pest animal bait products for Vertebrate pest control

Entry requirements: Requires students to have attained the AQF3 units AHCCHM303A Prepare and Apply Chemicals and AHCCHM304A Transport, handle and Store Chemicals or the newer units AHCCHM303 Prepare and Apply Chemicals and AHCCHM304 Transport and Store Chemicals. These units can be undertaken the same day as the 1080 course if students do not have prior competency.

Alternatively, participants must have completed training which meets the requirements of the Victorian ACUP, COL, PCL or PCRL. For more information on these requirements see the Agriculture Victoria website <http://bit.ly/2oRjnwr>

Students will also need to show to prove identity with one of the items below:

- Australian Birth Certificate (not Birth Extract)
- current Australian Passport
- current New Zealand Passport
- naturalisation certificate
- current green Medicare Card
- formal documentation issued by the Commonwealth Department of Immigration and Border Protection confirming permanent residence
- signed declaration by a relevant referee (in absolute exceptional circumstances only).

Course cost (per student): \$200

Course duration: 2 hours pre-course work, plus 1 hour face to face from 3pm - 4pm

ChemCert AQF4 Chemical Risk Management Courses

ChemCert AQF4 course is for managers and supervisors who take responsibility for developing and implementing pest management programs and chemical use strategies in workplaces and who want to attain a higher level of accreditation.

ChemCert AQF4 Chemical Risk Management is underpinned by national competency standards and will enable you to demonstrate competency in the following units:

- AHCCHM401 – Develop procedures to minimise risks in the use of Chemicals
- AHCCHM402 - Plan and Implement a Chemical Use Program

ChemCert AQF4 Chemical Risk Management:

- Helps managers to demonstrate their Duty of Care and Due Diligence in chemical management;
- Assists in the implementation of risk management;
- Assists in the implementation of best practice in chemical management; and
- Provides an extra step on vocational career pathways.

Face to face entry requirements: Requires students to have attained the AQF3 units AHCCHM303A Prepare and Apply Chemicals and AHCCHM304A Transport, handle and Store Chemicals or the newer units AHCCHM303 Prepare and Apply Chemicals and AHCCHM304 Transport and Store Chemicals

We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student.

The student will also need a workplace that they have access to as some questions require a current workplace to answer. They will also need at least 3 Chemical labels and SDSs that they use in the workplace.

Face to face course cost (per student): cost is based on inhouse quotation. Call 1800 444 228 for a quote

Online entry requirements: Requires students to have attained the AQF3 units AHCCHM303A Prepare and Apply Chemicals and AHCCHM304A Transport, handle and Store Chemicals or the newer units AHCCHM303 Prepare and Apply Chemicals and AHCCHM304 Transport and Store Chemicals

We require all students to be a minimum of 16 years old and to have a reading level of a year 10 student.

The student will also need a workplace that they have access to as some questions require a current workplace to answer. They will also need at least 3 Chemical labels and SDSs that they use in the workplace.

For additional requirements, go to this link <http://bit.ly/2q8PKYB>

Online course cost (per student): \$399

Course duration: face to face - 17 hours pre-course home study prior to an 8 hours Face to Face session with the trainer. *Online* - Approximately 25 hours work, at student own pace (depending on student's prior knowledge and skills).

Mutual Recognition of Qualifications

CTG recognises and accepts the qualifications and Statements of Attainment issued by other RTOs in accordance with national regulations. If students want to have valid qualifications recognised, they must provide suitable forms of evidence, i.e. a certified copy of the most recent Statement of Attainment or a copy of the Industry recognised chemical card. The Statement of Attainment must have the units of competency:

- AHCCHM303 – Prepare and Apply Chemicals
- AHCCHM304 – Transport and Store Chemicals

CTG also offers students have attained the above two units with another provider or institution who would like a ChemCert card, showing their accreditation and expiry, can purchase one for \$50.00. CTG requires a JP signed copy of their statement of attainment or transcript. The expiry shown on the card will be 5 years from when the accreditation was granted from the original provider/institution.

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

If a student believes that they have qualifications or have undertaken training that may affect their training requirement, they can call the CTG Enrolment Centre on Free call 1800 444 228 or send an email to enrol@ChemCert.com.au to discuss any RPL or RCC options.

Payments, Refunds and Cancellations

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 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 students: ChemCert will offer a full refund for all reasonable reasons, even after the time of the course has passed. If a student has attended the course, a refund will not be given.

Online students: Students who have logged in and completed any coursework or 30 calendar days have passed, will not be given a refund. The student can be moved into a face to face course at any time, at no cost (subject to course location availability). If no face to face course is available, students can get a refund (minus \$50 admin fee).

Approved refunds take up to 10 business days, from when accounts have all of the bank details.

Please note there is a 10 day cooling off period (after enrolment) that applies to the online course, if students have not logged in.

Employer/Employee payment and privacy policy

Face to Face Courses

- If a company enrolls and pays for an employee into a face to face course and the course hasn't gone ahead yet, the company can unenrol the student and get their money back or enrol a different employee
- If a company enrolls and pays for an employee into a face to face course and the course has gone ahead and the student attended the course, the student must be issued the Statement of Attainment (or attend another course if they did not achieve competency) and no refund will be given

eLearning Course

- If a company enrolls and pays for an employee into e-Learning and the student hasn't logged in (within 30 days of enrolment), the company can un-enrol them and get their money back or enrol a different employee
- If a company enrolls and pays for an employee into e-Learning and the student has completed the course and is made competent, the student must be issued the Statement of Attainment and no refund will be given
- If the student has logged in and started the course and has been enrolled for more than a calendar month, regardless of the level of coursework, no refund will be given.

Regardless of who has paid for the course, 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

What to Expect

What to Bring

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 CTG's Access and Equity Policy.

Late Arrivals

Students that arrive more than 1-hour late need to arrange to do the course at the next suitable training date.

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 one.

Training Development and Delivery

CTG's training services and units are compliant with the relevant government certified training package, the Agriculture, Horticulture and Conservation AHC10 Training Package (Version 8). This package has been developed and maintained by the Agrifoods Industry Skills Council of Australia. CTG supports flexible training delivery and assessment.

Trainers/Assessors Quality Assurance

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

Facilities, Materials and Equipment

CTG'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 CTG is monitoring its facilities, materials and equipment in line with new and improved technologies.

Assessments (Face to Face)

The assessments are 'Open Book' and all answers can be found in the Chemical Users Handbook, the course material, chemical labels and SDS, which are provided at the course.

Assessments may take the form of:

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

The ChemCert AQF3 course requires students to complete assessments including these critical components:

- Label reading and interpretation
- Risk assessments
- Spray record and chemical store manifest
- Calibration

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.

Where students experience Learning, Literacy or Numeracy (LLN) difficulties, the Trainer/Assessor may, at his or her discretion, assess competency using observational checklists (OC) and oral questioning (OQ). See the Access and Equity section for more information about CTG's LLN and 'Reasonable Adjustment' policies.

CTG ensures that every student receives appropriate, constructive and fair assessment for competency qualification. If a student is not satisfied with the result of their assessment, they should first speak to their Trainer/Assessor. If still unsatisfied, the student may appeal or lodge a complaint to CTG. Please refer to CTG's Complaints and Appeals Policy for more information.

Issuing of ChemCert Cards and Statements of Attainment

CTG will endeavor to process all competent and paid 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, there will be a delay in students receiving their Statements of Attainment and ChemCert Accreditation Cards. It should be noted that failure to provide CTG with a Unique Student Identifier (USI) before the end of the course will also delay student documentation.

Full payment for the Course, Unique Student Identifier (USI), 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.

ChemCert is only able to issue the accreditation documents directly to the student who was made competent in the course.

e-Learning Policies

CTG makes every effort to provide positive, quality training and assessment for online students. Due to the self paced learning aspect, we expect students to understand what is expected of them whilst undertaking e-learning courses with us to ensure prompt completion.

Student Integrity:

Students have a responsibility to maintain strict standards of academic integrity whilst carrying out their work. Students **must not** cheat during assessments. This applies to students copying other students answers (these students may be completing the course alongside others, or may be past students allowing access to their submissions).

Impersonation of a student during video practical assessments will not be tolerated. Assessments will not be accepted if we cannot validate the ID of the person being recorded against the submitted photo ID.

If a trainer suspects a student is cheating and investigation finds this to be true, the student will need to prove otherwise, or have their enrolment cancelled and their course fee forfeited.

Ability to Complete Online:

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.

CTG 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 paper correspondence 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 either choose to attend a face to face, or complete the course via paper correspondence at no extra cost.

Practical Assessments (AQF3 and Control Weeds courses only):

The online course may require some practical skills to be demonstrated before competency is awarded. CTG requires that the student can provide either:

- a) A third party verifier who can sign and verify a student's skills using a declaration form provided by CTG. Acceptable third party verifiers include: chemical reseller, agronomist, neighbour, employer or supervisor. It is unacceptable to have a family member validate your competency.
- b) A video demonstration carried out as per trainers instructions. The video must be supplied with enough clarity to determine the identity of the demonstrator.

Trainer Availability and Marking Timelines:

CTG online trainers 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 students login.

Students must be patient when awaiting marking/feedback. Abuse of CTG trainers is not tolerated.

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.

Submission Deadlines:

To ensure students who are completing the online training receive timely feedback and marking from their trainers, students are expected to stick to the submission deadline which is defined for each course. Students are given 3 months from the time of enrolment to complete the course work, this includes multiple enrolments carried out at the same time (enrolling into two courses concurrently does not increase the due date of 3 months).

Students who do not make an effort to complete any work will have their account deactivated at the end of the course expiry period.

Trainers make every attempt to help students complete the course. Students who submit their coursework, but fail to respond to trainers requests for amendments (via portal, email or phone) may have their account deactivated, due to non-completion.

Course Progression policy

Students are required to make satisfactory course progression to maintain enrolment.

- 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 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's 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.
- 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.

Student Feedback

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

Complaints Policy

We aim to resolve any difficulties, grievances, complaints and appeals in a prompt, impartial and just manner. All complaints about CTG's services are handled in an equitable, fair, transparent, objective and timely manner. Confidentiality and anonymity is preserved where possible.

CTG attempts to resolve complaints at the Trainer/Assessor level in class. If not resolved, the complaint can be addressed to ChemCert Head Office by the General Manager. In circumstances where it is not possible to arrive at a resolution, an independent adjudicator will be appointed.

Students can fill in a complaint form found on the ChemCert webpage or by calling Head Office and discussing the complaint over the phone.

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.

If students or employees/subcontractors have any concerns they should call the CTG Office on 02 9439 7910 and speak to the General Manager, Brian Halse.

Complaints and Appeals Procedure

1. Complaints about Courses, Trainer/Assessors and assessments, where appropriate, should 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.
2. Students and other members of the community may lodge a complaint or appeal to the General Manager of CTG in the following ways:

Email: Brian@ChemCert.com.au

Mail: General Manager

ChemCert Training Group
PO Box 547
St Leonards NSW 1590

Phone: 02 9439 7910
Fax: 02 9460 9087

3. The General Manager of CTG will contact the student within 10 business days of receiving a specific complaint to discuss outcomes.
4. If the student is not satisfied by how their complaint or appeal was handled by the General Manager of CTG, they may make a complaint Mark Scott, an independent third party. He can be emailed at mandlscott@westnet.com.au.
5. If the student is still not satisfied by how their complaint have been handled, they can contact ASQA:
 - visit their website www.asqa.com.au; or
 - ring the complaints team on 1300 701 801

The complaint will be dealt with procedural fairness by the General Manager and the opportunity for natural justice, so the complainant can assign someone else to represent them.

Course failure/NYC Procedure

If students are made “not yet competent” on the day of their course, the student has a few options:

- The student can switch to another mode of course delivery (eg online to face to face), at no extra cost
- The student 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
- The student can be moved into a lower grade course (eg AQF3 down to AQF2 level) and complete the required course work to attain the accreditation.
- The student can request that their work is looked over by another trainer

All choices may not be available to all students, depending on LLN level or courses in their area. The student’s trainer will advise them of the option they think is best suited to the student.

Legislation and Policies

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

Access and Equity

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. If you do require special arrangements or a reasonable adjustment, please inform us when you enrol in a course at least one week before the course, to allow time for a reasonable adjustment with third party arrangements. Depending on what your requirements are, CTG may not be able to make a reasonable adjustment to accommodate you without adequate notice.

Language and Literacy Support

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 are allowed to bring someone to the course, free of charge, to help them understand 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. 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.

Anti-Discrimination

CTG does not discriminate against anyone on the grounds of sex, gender, race, age, religious affiliation, disability, or sexual orientation. Discrimination by students against another person will not be tolerated. A student who discriminates will be asked to leave.

Welfare and Guidance Services

ChemCert Trainers/Assessors and the Enrolment Centre Coordinator are responsible for ensuring the comfort of students during courses. This may include the provision of refreshments and providing advice on the location of rest rooms, emergency exits and evacuation procedures. Where appropriate, students experiencing difficulties that require professional care may be referred to independent agencies.

Work Health and Safety

CTG is committed to WHS and/or OHS legislation, Duty of Care and compliance. Trainer/Assessors are responsible for the implementation of CTG 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.

Drugs and Alcohol

CTG has an obligation to provide a safe environment for all students, persons accompanying students, Trainers/Assessors, employees and subcontractors. Students who undertake CTG courses and employees of CTG are not to be under the influence or affected by drug or alcohol use during the course. Any student or employee of CTG who is suspected of, or proven to be under the influence of drugs or alcohol will be asked to leave.

Employees or subcontractors who are taking prescription drugs that may affect their performance are to notify the GM of CTG to ensure they are able to carry out their duties in a safe manner.

Student Disciplinary Action

CTG Trainers/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 he or she feels that his or her dismissal from the course was unjust or unfair; see Complaints and Appeals Procedure.

Privacy

CTG collects information about students on the Enrolment Form so that course results can be mailed to participants, and may be used to contact participants about any subsequent issues concerning their results and future training programs. Information CTG asks of students will only be what is necessary for the purposes of course enrolment, learning and study records. This information is maintained in a database so participants are able to access their records, and to comply with CTG’s responsibilities as an RTO.

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 (ASQA)
- 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.

For privacy reasons CTG cannot give out details of someone's accreditation over the phone. Students must fill out a 'Request for Details of ChemCert Accreditation' form to access their records. The form is available on our website www.ChemCert.com.au.

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, follow up correspondence and periodical e-newsletters with AgVet chemical related legislation updates. Students are informed of this on the Enrolment Form which all students are required to sign on the day of the Course.

CTG may publish statistical information about courses and industry involvement but not personal information about participants. CTG will take reasonable steps to destroy or remove identifying details from personal information that is no longer needed for any purpose.

CTG will take reasonable steps to ensure that the personal information it holds is accurate, complete, up-to-date and secure. CTG encourages students to regularly update their information so that we can keep them informed of their accreditation status. You can correct your personal information by contacting CTG on 02 9439 7910 or emailing info@ChemCert.com.au.

Records

Students course work and forms are kept for 6 months and then scanned, with sensitive information shredded. An electronic copy of all student qualifications will be kept for 30 years, after which they will be destroyed.

CTG provides some student information to its parent company, ChemCert Limited. ChemCert Limited operates a database that records all ChemCert accreditation competencies achieved by CTG students. Should CTG cease operating as a RTO, all copies of records will be disposed of in line with current ASQA regulations. CTG's parent company ChemCert Limited will oversee the transfer of information to be readily available should CTG cease to operate.

Contact Information

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

ABN: 71 102 334 636

RTO NTIS: 90855