



ChemCert Training Group
ChemCert Training / Farmcare Training / GM Rural Training

ABN 71 102 334 636
RTO NTIS 90855

Information for Students

By ChemCert Training Group

ChemCert Training Group

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Information for Students

For ChemCert Training Groups full policies manual please see http://www.chemcert.com.au/qa_policy.htm or make a request to ChemCert Training Group on 02 9380 7271.

Access & Equity Policy

Language problems:

ChemCert Training Group asserts the right of all students to access training and assessment services in a language and format that they readily understand. This may mean some or all of the following:

- Plain English is used for the course.
- Extra tuition is available if needed.
- 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 competency-based and on-the-job.
- The course may be presented and assessed in participants' primary language(s).
- The course may be presented and assessed in a combination of the participants' primary language(s) and English.

Disabilities:

ChemCert Training Group 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.

Reasonable adjustments should be based upon the individual student's needs and abilities. They should ensure that learning and assessment strategies are accessible, appropriate and adjusted to meet individual needs. Examples of reasonable adjustments include: providing interpreters, readers or scribes; ensuring a students have access to an adjustable desk or providing ramps for wheelchair access.

For ChemCert Training Group's full disability policy, please see http://www.chemcert.com.au/qa_policy.htm

If you think you may require extra assistance because of problems with English or a disability, please call ChemCert Training Group on 02 9380 7271 to discuss or send an email to info@ChemCert.com.au Please include your contact details in the email.

Anti-discrimination

ChemCert Training Group will not discriminate against anyone on the grounds of race, religious affiliation, gender, age, disability or sexual persuasion.

Assessment Policy

ChemCert Training Group will ensure that every student receives appropriate, constructive and fair assessment for competency qualification.

Assessments may take the form of

- Observation,
- Use of worksheet assessment
- Verbal or written questioning of knowledge.

Assessment tools have been designed to collect evidence and make judgements about a person's competency. Qualified assessors will conduct the assessment in accordance with the government certified training packages relevant to the course.

Assessment is usually conducted at the completion of a training workshop; however, if this is not possible arrangements can be flexible. Students may request assessment on the basis of Recognition of Prior Learning or Recognition of Current Competencies. Please see RPL and RCC policy for more details.

If a student is unhappy with the mode or result of their assessment they may make a complaint or appeal to ChemCert Training Group. Please see 'complaints policy for more information'.

Complaints and Appeals Policy

- ChemCert Training Group's complaints and appeals policy has been developed to the guidelines given in the *Australian Quality Training Framework 2007*.
- All complaints about ChemCert Training Group's services will be handled in a equitable, fair, transparent, objective and timely manner. Confidentiality and anonymity will be preserved when appropriate or when possible.
- ChemCert Training Group will attempt to whenever possible to resolve complaints at the level of the trainer/assessor and ChemCert Training Group management.

- Records will be kept of all complaints, appeals and feedback and any actions taken by ChemCert Training Group to resolve the issue. ChemCert Training Group will use this information to insure continuous improvement in quality of service.
- Students can request notification of the outcome of their complaint or appeal in writing.

How to make a complaint:

1. Complaints about courses, trainers and assessments should preferably be expressed through the general course feedback mechanism that all course participants will be presented with at the conclusion of a course.

NB. The general feedback mechanism is an anonymous process.

2. Course participants and other members of the community may lodge a complaint or assessment to the manager of ChemCert Training Group in the following ways:

Email: info@chemcert.com.au

Mail: The Manager
ChemCert Training Group
PO Box 2600
Bondi Junction NSW 1355

Phone: (02) 9380 7271

Fax: (02) 9380 7471

3. The manager of ChemCert Training Group will contact you within approximately 1 week of receiving your complaint to discuss outcomes.
4. If you are unsatisfied by how your complaint or appeal was handled by the manager of ChemCert Training Group, you may request in writing that your complaint be heard by the ChemCert Training Group Training Board of Directors.
5. If you are unsatisfied with the way in which your issue has been handled after the matter has been heard by the ChemCert Training Group Board of Directors, you can take the following action:
 - Register a complaint with the NSW Vocational Education and Training Accreditation Board (VETAB)
 - Register a complaint on the National Training Complaints Hotline: 1800 000 674

Course Fees & Charges

ChemCert Training Group 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

ChemCert Training Group has an obligation to provide a safe working environment for all employees. Employees and subcontractors should not be adversely 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 to 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 ChemCert Training Group.

Facilities, materials and Equipment Policy:

- ChemCert Training Group'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.
- ChemCert Training Group ensures suitable facilities, materials and equipment for all training courses by providing trainers with a detailed handbook that details ChemCert Training Group's procedures and standards.
- Student feedback and trainers quality mechanisms will ensure that ChemCert Training Group is aware of what facilities, materials and equipment are being used on all courses.
- All training venues will be subjected to a pre-course venue check to ensure suitability.

To view the full facilities, materials and equipment policy please see http://www.chemcert.com.au/qa_policy.htm or make a request to ChemCert Training Group.

Financial Management

The Executive Manager will be responsible for ensuring that ChemCert Training Group complies with its financial management policies.

ChemCert Training Group currently has an annual financial audit undertaken by a qualified independent accountant with membership of CPA Australia and/or the Institute of Chartered Accountants of Australia. ChemCert Training Group will obtain and make available to VETAB upon request, the full audit report.

Legislation

ChemCert Training Group will endeavour to keep abreast of all new and pending legislation that affects the company's operations and core business.

Privacy / Disclosure of Information

ChemCert Training Group collects the information on the registration form so that course results can be mailed to participants. 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. ChemCert Training Group may forward statistical information about courses and industry involvement but not personal information about participants. ChemCert Training Group will not release any personal information to any other Organisation for direct marketing purposes however ChemCert Training Group will provide personal information to *ChemCert* Ltd for the purposes of issuing a *ChemCert* Australia Accreditation Card and a reminder notice every 5 years.

Occupational Health and Safety

ChemCert Training Group Training is committed to OH&S legislation, Duty of Care and compliance.

Trainers and Assessors are responsible for the implementation of ChemCert Training Group OH&S Policy during training workshops. This includes the use of pre-workshop risk assessment checklists for all venues. A range of Risk Assessment guidelines have been developed and are issued to Trainers/Assessors. Risk Assessments are reviewed at least annually.

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

- ChemCert Training Group is committed to recognizing students' prior training or qualifications if they are deemed to be relevant to their ChemCert Training Group training course.
- Students are asked to describe any prior chemical training or other qualifications on their initial ChemCert Training Group 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 enrolment form. If you are unsure please mark 'yes' and write 'unsure'.

If you mark 'yes' on your form please call ChemCert Training Group training on 02 9380 7271 or send an email to info@ChemCert.com.au and arrange a consultation time to discuss the qualification requirements and options for recognition of prior learning. You can view ChemCert Training Group's full RPL and RCC policy online at www.ChemCert.com.au

Records Policy

Hard copies of student records will be stored on site for 10 years and then destroyed. An electronic copy of all data records 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.

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

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

ChemCert Training Group staff will conduct the processing and maintenance of all student records strictly in accordance with ChemCert Training Group's detailed and carefully monitored records procedure. All staff will be well trained in ChemCert Training Group records policies and procedures before being given authority to access student record.

Refunds

When ChemCert Training Group, cancels courses due to unforeseen circumstances, clients will receive a full refund.

ChemCert Training Group reserves the right to withhold 20% of the course fee, for participants who withdraw from a course without providing adequate notice.

Student Disciplinary Action

ChemCert Training Group trainers and 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 has

access to an appeal. The appeal process is detailed under the “Appeals and Grievances Policy and Procedure”

Student feedback policy

ChemCert Training Group is committed to meeting and responding to the changing needs of students through the provision of continuously improving training services. ChemCert Training Group will achieve this outcome through a comprehensive system of student feedback, data collection and monitoring.

This system of will take place within ChemCert Training Group’s wider quality assurance and continuous improvement framework.

Training Development and Delivery Policy

ChemCert Training Group’s training services and units are compliant with the relevant government certified training package. The RTE03 Rural Production Training Package has been developed and maintained by the Agrifoods Industry Skills Council of Australia on behalf of the Department of Education, Science and Training.

ChemCert Training Group supports flexible delivery and assessment modes therefore providing both training and assessment pathways and assessment only pathways.

Trainers Quality Assurance Policy

ChemCert Training Group has a commitment to ensure the quality and continuous improvement of trainers and assessors. Only trainers’ who fulfill ChemCert Training Group’s trainers’ quality assurance policies and processes will be able to conduct ChemCert Training Group courses.

Welfare and Guidance Services

Course trainers and assessors or a course coordinator are responsible for ensuring the comfort of clients during workshops. This may include the provision of refreshments and providing advice on the location of rest rooms and emergency exits and procedures.

Employers, trainers and assessors are required to negotiate and appoint delegates to ensure the welfare and guidance services are provided when training and or assessment is provided in the workplace.

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