

Student Hand Book





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 Training Group Enrolment Centre:

Freecall: **1800 444 228**

Email: **enrol@ChemCERT.com.au**

ChemCERT Head Office

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**

About ChemCERT Courses	4	Assessment Submission and Extension Policy	13
ChemCERT Courses	5	Assessment Re-submission	13
Before you Start	6	Marking of Assessments	13
Enrolment	7	Assessment Appeal	13
Enrolment Form	7	Student Services Support	14
Admission Requirements	7	Enrolment Centre	14
Learning Literacy and Numeracy (LLN)	7	e-Learning Support	14
Recognition of Prior Learning (RPL)	8	Language and Literacy Support	15
Credit Transfer	8	LLN Quiz	15
Payments, Refunds and Cancellations	8	Reasonable Adjustment	15
Prepare for your Course	9	Student Wellbeing	15
Studying Face to Face	10	Keeping Students Informed	15
About the Day	10	Student Code of Conduct	16
Written Assessments	10	Student Responsibilities	16
Practical Assessments	10	Breach of the code	16
Assessment Resources	10	Investigation	17
Students first attempt at Assessment	11	Major Instances of Student Misconduct	17
Students deemed 'Not Yet Satisfactory'	11	Studying Rights and Responsibilities	18
Students deemed 'Not Yet Competent'	11	Complaints and Appeals	19
Assessment Appeal	11	Privacy	20
Studying Online	12	Access and Equity Policy	20
About Studying Online	12	Legislation	20
Assessment Resources	12	Issuance of Documents	21
Written Assessments	12	Contact us	22
Practical Assessments	12		



About ChemCERT Courses

Nationally Recognised Training

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 (WHS)

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



 **AQF3 Chemical Accreditation**

[I'm Interested](#)



 **AQF4 Chemical Risk Management**

[I'm Interested](#)



 **Control Plant Pests, Diseases and Disorders**

[I'm Interested](#)



 **Control Weeds**

[I'm Interested](#)



 **1080 Course**

[I'm Interested](#)

1. Select the right ChemCERT course for you

All of ChemCERT Course information is located on our website at www.chemcert.com.au including information on Recognition of Prior Learning (RPL) and credit transfer. Things to think about when making your decision:

- Which units of competency will you attain from the training?
- What jobs may the training lead to?
- Does the course meet the requirements for the licence you intend to apply for?
- What is the duration of the course?
- Does the mode of study suit you?
- Do you meet the course requirements?

2. Understand your fees

As ChemCERT is a not-for-profit company, we are committed to keeping our fees competitive. Any fees and charges will be advised before you commence the course. We prefer upfront payment upon enrolment, or an invoice can be generated for employers or companies.

ChemCERT course fees can be found on our website under each course.

If a student wants to apply for a refund, to cancel or transfer their course this can be done in accordance with ChemCERT's [P7 Payment, Cancellation and Refund policy](#). It is important to read and understand the policy prior to making a request.

3. Read and understand your student handbook

The purpose of the Student Handbook is to provide essential information to students on ChemCERT policies, procedures and students rights and responsibilities so that you can make an informed decision on studying with ChemCERT.

Students will need to read through this document carefully and understand the contents prior to enrolment.

You will be asked to declare that you have read and understood the Student Handbook when completing your enrolment form.

If you have any questions, please don't hesitate to contact ChemCERT.

4. Get your Unique Student Identifier (USI)

To enrol in a ChemCERT Course you must provide a Unique Student Identifier (USI). This is issued by the Federal Government and creates an online record of all your training and qualifications attained in Australia. If you don't already have one or can't remember what it is, you can apply for or confirm your USI [here](#).

ChemCERT is not able to release accreditation documents until we have received your USI.



Enrolment

Enrolment form

This form contains questions students must be asked when enrolling to enable us to deliver courses to you, and to comply with our obligations as a Registered Training Organisation (RTO).

This information could be to confirm your identity, to communicate with you or your employer or parent/guardian and facilitate your learning.

For more information, please access our [Privacy policy](#).

Your enrolment form needs to be completed prior to the course start date. At the end of the enrolment form it asks for you to agree to the terms and conditions of enrolment. You will

need to ensure you have read and understood ChemCERT's policies and procedures prior to signing the form.

ChemCERT may make changes to the agreed services or terms and conditions as reasonably required. Current students have the right to be informed about any changes.

Admission Requirements

To gain admissions into courses offered at ChemCERT, potential students will need to meet the following requirements as specified per course:

- Minimum age (16 years old)
- Specific computer requirements (online students)

- Proficiency in using audio-visual equipment (online students)
- Minimum LLN requirement. All students are directed to complete ChemCERT's Learning, Literacy and Numeracy Quiz. This is highly recommended to students as all reference and assessment materials are in English.

Learning, Literacy and Numeracy (LLN)

Participants are assumed to possess the English reading and writing ability of a Year 10 student (Australian Core Skills Framework Level 2).

All students are directed to complete ChemCERT's Learning, Literacy and Numeracy Quiz.

The LLN quiz will help gauge your Learning, Literacy and Numeracy levels, in relation to the course you are about to undertake. The quiz results are not to stop you from attending the course and will be passed onto your trainer so they can give you more assistance on the day if required. The quiz can be accessed through the following link: [ChemCERT LLN Quiz](#). For further information, refer to LLN Quiz on [Page 16](#).

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 RPL where students are required to complete written or practical assessments to demonstrate competency.

How to apply for RPL

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 and 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. A fee will apply to the issuance of new documents.

How to apply for Credit Transfer

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.

Payments, Refunds and Cancellations

Course fees are due and payable at the time of enrolment. Payments are accepted online during registration, over the phone via ChemCERT's payment gateways, by direct deposit or cheque (cash is not receivable).

Statements of Attainment will not be issued unless full payment is received, and enrolment requirements have been met per RTO Standards 2015. For more information please refer to our [P7 Payment, Cancellation and Refund policy](#).



Prepare for your course

Face to Face

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 and calculator. You may need to bring lunch with you.

If you are unsure of your ability to complete the course we recommend completing our [Learning, Literacy and Numeracy Quiz.](#)

Online

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.



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.

Written Assessments

Written assessments are open book and completed in the classroom. If additional evidence is required the trainer will discuss this with you.

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

At the course reference material, assessment, chemical labels and SDS are provided in English. These are in conjunction with direct instruction and resources to assist with assessment completion. Equipment and suitable workspace will be provided by the Trainer/Assessor on the day. The Assessment tool is provided to students in the workbook.

Students first attempt at Assessment

- The Trainer will Mark Assessments completed on the same day of the course and address any minor gaps.
- Should a student need additional time to complete the Assessment and has demonstrated substantial progress and understanding in the course during the day, they may be granted a seven (7) day extension.
- Trainer will review assessments throughout the course and identify any discrepancies. If minor these may be amended on the day at the discretion of the Trainer/ Assessor
- If students do not complete the assessment on the day, the trainer may offer a 7 day extension. The student will be given a Workbook Extension form and a due date will be provided. The Trainer will discuss with the student options on returning the completed workbook; whether it is scanned and emailed or sent via the post.

Students deemed 'Not Yet Satisfactory'

- Students deemed 'Not Yet Satisfactory' at their first attempt will be provided with written feedback from their Trainer and provided with an opportunity to resubmit a second attempt to address the gaps identified. This will be assessed by the Head Trainer or delegated Trainer.
- The Marking of the second attempt is expected to be completed within ten (10) working days.

Students first attempt at Assessment

- If a student's first attempt at the assessment reveals significant gaps and fails to demonstrate their ability to address them on the day and have not demonstrated the foundation skills required for the course, they will be marked as 'Not Yet Competent.' This determination is reinforced by the Trainer's efforts to provide extensive support to the student throughout the day.

- If a student submits a second attempt but fails to address the identified gaps, they will receive a 'Not Yet Competent' outcome.
- Students in this category will be advised to contact the ChemCERT enrolment centre and can re-enroll in another course at no extra cost

Assessment Appeal

An appeal constitutes a review of any decision made by ChemCERT that a student disagrees with. An appeal must be made within ten (10) business days of the decision made by ChemCERT. This can be done by contacting ChemCERT on 1800 444 228 or you can submit your appeal in writing to complaints@chemcert.com.au. This will be assigned to an impartial staff member or trainer for an academic appeal who will consult with the Appeals Committee to review and discuss the case. A response of the outcome of appeal from the Appeals Committee will be sent to the student in writing within ten (10) business days from the receipt of the student's appeal.



Studying Online

About studying online

Students enrolled online will complete their learning online. It approximately takes 8 to 10 hours, at students own pace depending on the course and have up to 2 months to complete the course from enrolment commencement. The learning activities are self-paced, 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 in English. Some assessments require a workplace or a simulated environment to be used for the purposes of assessment.

Practical Assessments

ChemCERT courses may require a demonstration of skills through practical assessments. This could 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. ChemCERT requires that the student will provide a video demonstration carried out as per instructions. The video must be supplied with enough clarity to determine the identity of the demonstrator. The online course requires some practical skills to be demonstrated before competency is awarded.

Assessment Submission and Extension policy

Students are encouraged to reach out to the elearning team if they are having difficulty with any course work via the online chat, or by booking a call with the elearning coordinator or your designated trainer. 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. A further month will be allowed to enable amendments to be made as required by your trainer during the marking process.
- b. If you are unable to meet the Assessment deadline you can apply for an extension of up to a month (30 days) from the original due date. This is a decision made at your Trainer/ Assessor'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.
- 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.

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/Assessor's contact availability will be outlined after student's login.

Assessment Appeal

An appeal constitutes a review of any decision made by ChemCERT that a student disagrees with. An appeal must be made within ten (10) business days of the decision made by ChemCERT. This can be done by contacting ChemCERT on 1800 444 228 or you can submit your appeal in writing to complaints@chemcert.com.au. This will be assigned to a Head Trainer or delegate for an academic appeal, who will consult with the Appeals Committee to review and discuss the case. A response of the outcome of appeal from the Appeals Committee will be sent to the student in writing within ten (10) business days from the receipt of the student's appeal.



Student Services and Support



Enrolment Centre

Enrolment Centre Officers will assist you with any questions or concerns you have about your course.

You can contact us over the phone on 1800 444 228 (Free Call). Alternatively you can email us at info@chemcert.com.au

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/Assessor know as early as possible if they feel they are unable to complete the course easily online. Trainer/Assessors 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 8:30am - 5:30pm (AEST) or email elearning@chemcert.com.au

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 student undertakes this quiz online to determine if they have the necessary skills for the course or if they need additional support.

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. These adjustments must remain within the rule of evidence for assessment and not compromise competency outcomes.

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; ensuring a student has access to an adjustable desk, using venues with wheelchair access.

Students have a few options for reasonable adjustment depending on LLN issues. Students may request a scribe if they physically require assistance writing.

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.

Student Wellbeing

Unforeseen challenges may arise in life.

ChemCERT recognises that such issues can be especially challenging. If you experience any issues related to your course, we recommend reaching out to your trainer or contact ChemCERT on 1800 444 228 (Free Call). If you need more

information or support for your mental health and wellbeing, refer to Head to Health: <https://www.headtohealth.gov.au/>. Whether you are looking for mental health support for yourself, someone you care about, or just trying to improve your wellbeing - Head to Health is a good place to start. Head to Health helps all Australians access the mental health and wellbeing services that are right for them. It makes it easier to navigate and choose the most suitable care options, whether that's face-to-face, via phone, or online.

Keeping Students Informed

ChemCERT will notify students when any change occurs that may affect the services provided by ChemCERT. This includes:

- any changes to the educational and support services.
- any change in ownership of the RTO
- any changes to or new third-party
- arrangements ChemCERT puts in place for the delivery of services to the students.



Student Code of Conduct



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

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 unacceptable behaviour in relation to discrimination, harassment, bullying.

- Students are required to refrain from being under the influence or affected by drug or alcohol use while participating in the course.
- Ensure that the student conducts themselves in a safe manner, preventing harm to others and adhering to all ethical requirements.
- 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.

- Abstain from participating in any form of misconduct.

Breach of the code

Any breaches of the code will be dealt with under Student Misconduct procedures. Students are expected to abide by the Student Code of Conduct. Any breach will be considered misconduct. This includes factors relating to academic and non-academic situations.

Student Code of Conduct

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.

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

- Student is disruptive and disrespectful in the learning environment.

- Student is placing the health and safety of individuals at risk on the premises in which a ChemCERT course is held.
- Deliberate damage made to equipment or property.
- Fail to comply with ChemCERT policies and procedures.
- Student who is suspected of or proven to be under the influence of drugs or alcohol.

Investigation

If a Student is suspected of misconduct this will be investigated, 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 severity and nature of the Misconduct and will make an informed decision on the student's enrolment.

Major instances of Student Misconduct

ChemCERT reserves the right to immediately withdraw a student's enrolment in their course in the event of a major misconduct, which includes

any form of harassment, endangerment of others safety, or making a false representation concerning the student's identity. For instance; If a student disrupts the course in a manner which the Trainer/Assessor deems unsafe or behaves inappropriately whether face-to-face, online or through other means of communication such as Social Media. Another instance could be If a student studying via the online mode of study who is found to be impersonating a student during video practical assessments and refuses to provide photo identification.

If the student believes that their dismissal from the course was unjust or unfair, they can refer to Complaints and Appeals section of the Student Handbook or directly access the policy using the following link: [P5 Complaints and Appeals policy and procedure](#).



Student Rights and Responsibilities

Students Rights and Responsibilities

- Students have the right to receive quality training and assessment that meets industry standards and complies with the Australian Skills Quality Authority (ASQA) and any other relevant government requirements.
- Students have the right to access accurate and up-to-date information about courses, fees, and any other relevant details provided by ChemCERT.
- Students have the right to confidentiality of their records and personal information in accordance with privacy laws and regulations. This includes access and correction of any of the student's personal information held by ChemCERT.
- Students have the right to provide ChemCERT with feedback at any point of their engagement with ChemCERT. There is also an opportunity to provide feedback at the end of the course through a Learner Engagement Survey
- Students have the right to fair and transparent complaints and appeals process to resolve any issues raised.
- Students are responsible for the payment of all relevant fees associated with their course, and for understanding ChemCERT's P7 Payment, Cancellation and Refund policy
- Students are responsible for complying with ChemCERT's policies and procedures.
- Students are expected to act in accordance with ChemCERT's Student Code of Conduct.

Student Rights and Responsibilities

- Students have the right to a safe learning environment. This includes physical safety, emotional well-being, and protection from any form of discrimination. ChemCERT abides by the following legislative instruments:
 - **Disability Discrimination Act 1992**
The Disability Discrimination Act 1992 plays a crucial role in upholding the rights and safety of students with disabilities. ChemCERT as an RTO is required to provide reasonable adjustments to ensure equal access and participation for students with disabilities.
 - **Age Discrimination Act 2004**
The Age Discrimination Act 2004 safeguards students from discrimination based on age. It ensures that students of all ages have equal opportunities to access education without facing bias or prejudice
 - **Sex Discrimination Act 1984**
The Sex Discrimination Act 1984 prevents discrimination based on sex, gender identity, or intersex status. In the context

of student safety, this legislation ensures that the environment is free from gender-based discrimination and harassment.

- **Racial Discrimination Act 1975**

The Racial Discrimination Act 1975 serves as a foundation for creating a learning environment free from racial discrimination. It prohibits any form of discrimination based on race, ethnicity, or nationality.

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:

- 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.
- You can also raise your concerns by emailing us at complaints@chemcert.com.au.

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](#).

Student Rights and Responsibilities

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](#).

Access and Equity Policy

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.

Failure to provide ChemCERT with a Unique Student Identifier (USI); full payment for the course has not been received; workbook or enrolment form are not signed before the end of the course will also delay student documentation.

Legislation

ChemCERT complies with the requirements and legislative instruments listed below. ChemCERT also aims to keep updated on all new and pending legislation that affects the company's operations and core business.

- Privacy Act 1988 (Cth);
- Agricultural and Veterinary Chemicals Code Act 1994;
- Anti-Discrimination Act 1997;
- Corporations Act 2001;
- National Vocational Education and Training Regulator Act 2011. Registered Training Organisations (RTOs) 2015;

- Copyright Act 1968
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975



Issuance of Documents

Statement of Attainment and ChemCERT cards

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 received a Competent result in the course.

ChemCERT will process all competent and paid students' results and issue Statements of Attainment and accreditation cards within twenty-eight (28) days of the finalisation of results.

Documents may be sent to employers/third-

parties with the prior written consent of the participant, payment on behalf of the student does not remove this requirement.

Delays may occur

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



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](tel:1800444228) or email us at enrol@ChemCERT.com.au

Suite 502, 845 Pacific Highway,
Chatswood, NSW 2067
Monday-Friday - 8:30am - 5:00pm
PO Box 547 St Leonards NSW 1590

COPYRIGHT © 2024

ABN: 71 102 334 636

RTO: 90855

This resource is developed by ChemCERT training group pty ltd do not photocopy