

Student orientation page ONLINE

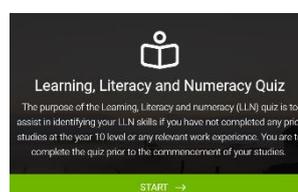
Let's Start!

Please read the [Student Handbook](#) thoroughly to ensure you are aware of ChemCert's policies, terms and conditions. The information in this handbook will assist you throughout your course and provide many answers to common questions.



LLN Requirements

It is a requirement of entry that every student must possess a Year 10 or equivalent English level in reading, writing and interpreting (you will need to be able to read and interpret a chemical label without assistance).



Any student who has Learning, Literacy and Numeracy (LLN) considerations should **notify us prior to enrolling in their online course**. Our friendly enrolment team will discuss your learning needs with you and offer you several supportive options. Contact our Head Office on **1800 444 228**.

Please complete our online LLN quiz to identify if you have any LLN requirements prior to the course ([click here to begin](#)).

Enrolment Confirmation (Your login details)

You will receive a confirmation email with your login details and trainer information **24-48 hours after your payment has been processed**. If you have not received your login details after this time, please check the junk folder of your email inbox or contact Head Office on **1800 444 228**.

Please save the details of your confirmation email as it contains important information for accessing your course online.

Navigate to <https://chemcert.coassemble.com> and login using the details supplied in your log in email.

Click on the relevant course tile and select "Start course" to begin.

Note: If your home screen is blank, please check that you are using an up-to-date internet browser (i.e. [Chrome](#), [Firefox](#), [Safari](#)). Internet explorer is not supported.

If you are having difficulty logging into your course, please contact us using the live chat on the [ChemCert website](#) (bottom-right corner icon) or calling Head Office on **1800 444 228**. Remember to provide your full name and student number (usually begins with STU or PACHE).

Update your Contact Information

Students must provide a unique personal email address and phone number so we can update your student record and contact you directly if required. Please do not use a shared contact (i.e. email/phone not your own) as it is in breach of our privacy policy.

All information you supply us will be kept secure in accordance with our privacy policy ([read here](#)). **Students who wish to notify their employers about their course must complete a privacy release form ([download](#))** which is to be sent to our administration team at Head Office (admin@chemcert.com.au).

Support and Assistance

We are here to help! In the first instance please consult your [Student Handbook](#) for information about your enrolment. If you have a question about your e-Learning course work, please send us a message using the live chat (for the fastest response) or other options below:

- **Use the chat function in the portal (bottom-right)**
- Email your trainer or elearning@chemcert.com.au
- SMS or phone call to your trainer
- For all Complaints: complaints@chemcert.com.au

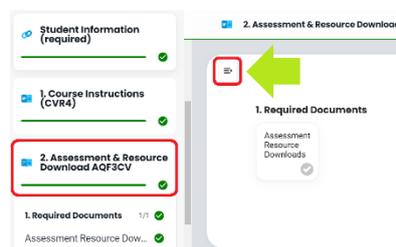


Where can I download my Assessment Resources?

Your course manual, workbooks and other learning resources can be found in the Assessment & Resource Download page of the online portal.

You can access this page by clicking on the “menu” icon (top-left corner) during your course and then navigating to the Assessment & Resource Download section in the left-hand column.

If you are having difficulty finding a particular document for your course, please contact us using the chat.



Technical Requirements (IT)

To complete your course online **you must have access to a personal computer (PC/Mac)** that meets the minimum hardware and software requirements below:

Windows users:	Mac users:
Microsoft Windows 7 or higher	Mac OSX v10.6 or higher
1 Ghz or faster processor (2GHz recommended)	1 Ghz or faster processor (2GHz recommended)
2GB of RAM (4GB recommended)	2GB of RAM (4GB recommended)
Unrestricted Broadband internet connection	Unrestricted Broadband internet connection
Up-to-date browser (Chrome , Firefox , Safari) <i>Note: Internet Explorer is not supported.</i>	Up-to-date browser (Chrome , Firefox , Safari) <i>Note: Internet Explorer is not supported.</i>
Microsoft Office/Word 2010 or higher	Microsoft Office/Word 2010 or higher
Adobe Reader DC or equivalent (free download)	Adobe Reader DC or equivalent (free download)
Phone or camera able to capture photos/video	Phone or camera able to capture photos/video
Access to a printer and scanner (for students filling out workbooks by hand)	Access to a printer and scanner (for students filling out workbooks by hand)
(Optional) Screen reader (NVDA)	(Optional) Screen reader (VoiceOver)

Can I use a Tablet/Smartphone to complete the course work?

We do not recommend completing your course work on a tablet/smartphone.

Some sections of the course will require you to download documents which must be opened on a computer with Microsoft Word and Adobe Reader installed. We recommend using a laptop (PC/Mac) for the best learning experience.

You may use a phone camera for the filming of any Practical exercises. Adjusting the quality settings on your phone will provide more efficient file sizes for upload.

Equipment Requirements

As part of your practical assessment you may be asked to film or photograph yourself carrying out necessary skills to provide evidence of competency. This may involve the handling of equipment, records and use of a (simulated) chemical.

Someone may help to film your practical demonstration(s), but they may not perform any activities on your behalf. Group submissions are not permitted.

If you do not have the necessary equipment to do your practical demonstration(s) you will need to borrow or purchase it separately (i.e. from Bunnings).

An example of the equipment needed for the **AQF3 practical assessment** is below:

A) Loading and Unloading: <ul style="list-style-type: none"> ○ Ratchet tie downs ○ Ute or Rectangular Table ○ 2x suitable larger bottles to simulate chemical containers filled 80% with water. ○ Food dye or something to colour the water in the containers 	B) Knapsack Calibration: <ul style="list-style-type: none"> ○ Access to a water tap or water source ○ Measuring tape ○ Concreted area or suitable clear area outdoors ○ Small knapsack 5-15 L or similar hand held sprayer (with interchangeable nozzles) 	C) Mixing Chemicals: <ul style="list-style-type: none"> ○ Glyphosate 450 Label (provided) ○ Water & food dye to simulate Glyphosate 450 ○ PVC elbow length gloves ○ Goggles/Faceshield (or symbolic PPE) ○ Empty knapsack sprayer
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<ul style="list-style-type: none"> ○ 2x Downloadable labels to stick to the containers (provided in the course) 	<ul style="list-style-type: none"> ○ Witches hats/Markers ○ Stopwatch (smart phone with stopwatch function is also acceptable) ○ Measuring jug 1L with 5-10ml increments 	<ul style="list-style-type: none"> ○ Measuring jug with 5-10ml increments ○ Water source
D) Spill Response (and incident report) <ul style="list-style-type: none"> ○ Bucket, vermiculite (sand or kitty litter) ○ Dust pan or shovel ○ Broom or brush ○ Waste bag ○ Water & food dye to simulate Glyphosate 450 ○ PVC gloves ○ Safety Cones 	E) Equipment and PPE Cleanup <ul style="list-style-type: none"> ○ PPE for cleaning (either PVC gloves and/or a Respirator) ○ Chemical sprayer used in practical B Calibration ○ Water source ○ Bucket or larger container (rinse container) ○ Small bucket (PPE washing bucket) ○ Dish washing detergent 	

In some combined courses you may only need to complete the practical assessment for the pre-requisite course. For example, if you are enrolled in the AQF3 + Control Weeds bundle (or have completed the AQF3 certificate with ChemCert in the last 5 years) you will be provided the option to skip the Control Weeds practical.

Due Dates

You have **2 months** to submit all work from the start date of your enrolment.

Please ensure you submit all your work within this time.

All Workbooks and Practical Evidence must be completed in full before submission.

A further 1 month is provided for marking and amendments.

Regularly check your email for feedback from the trainer.

You may be asked to resubmit your work on trainer request.



I need an Extension to my course

If you are unable to meet the Assessment deadline you may apply for an extension through the Trainer of **up to one month (30 days) from your original due date.**

[Submit an extension request here](#)

It is your responsibility to inform us **before your due date** if you experience any difficulties completing the course work on time.

Extension requests made after your access has expired will incur a \$50 fee to reactivate online. Alternatively, you may enquire about the option to transfer to a face-to-face course by calling our Head Office on 1800 444 228.

Submitting via Post

If you are experiencing technical difficulties uploading your practical evidence online (internet too slow/files too large) you can mail your work to us on USB stick by following the instructions below:

Sending your Submission via un-tracked post:

IMPORTANT: Please keep a backup of your files and documents for safety

You may put your video/photo files onto a USB in a watertight ziplock, addressed to the following postage paid address (no payment necessary). Please include your student name and number with contact details within the bag.

**Return Paid 88172
ChemCert
PO Box 547 St Leonards
NSW 1590**

We will send your USB back with your final documents and card.

Transfers

If you find the online course work too difficult or would prefer to do your course with a trainer present, you may choose to transfer to a face-to-face course in your area at any time during your enrolment.

Transfers to face-to-face are Free of charge (subject to availability and location). You may enquire about this option by contacting Head Office on 1800 444 228.

Complaints

ChemCert has a strict “no tolerance” policy for rude or abusive behaviour. Students are expected to conduct themselves respectfully to all staff and their trainers. Any threats (implied or otherwise) will result in the immediate termination of your enrolment and forfeiture of all course fees paid.

If you are dissatisfied with the quality of your training or your trainer’s feedback, please send a message to our Complaints Team at: complaints@chemcert.com.au

Kind Regards,

The ChemCert eLearning Team