

CHEMWATCH



CHEMWATCH

LEARNER HANDBOOK

RTO 40617

VERSION 8

CONTENTS

| | |
|--|----|
| Welcome to Chemwatch Training | 4 |
| Code of practice | 5 |
| Independence of training services | 5 |
| Compliance with legislation and guidelines | 5 |
| Course delivery | 6 |
| Staff qualifications | 6 |
| Training environment | 7 |
| Opening hours | 7 |
| Learner information | 8 |
| Fees, charges and refunds | 8 |
| Language, literacy, numeracy and digital (LLND) support | 9 |
| Learner rights and entitlements | 9 |
| Learner responsibilities | 10 |
| Learner wellbeing support | 11 |
| Feedback and continuous improvement | 13 |
| Recognition of prior learning (RPL) and credit transfer (CT) | 14 |

| | |
|--|----|
| Learner and assessment policy | 16 |
| Learner code of conduct policy | 21 |
| Learner complaints and appeals Procedure | 24 |
| Privacy information | 27 |
| Fees, charges and refund policy | 30 |
| Appendix | 32 |
| Student grievance and complaint notification | 32 |
| Contact information | 33 |

WELCOME TO CHEMWATCH TRAINING

Chemwatch is an Australian Registered Training Organisation (RTO) committed to delivering high-quality education and training in chemical management and safety. Our mission is to empower individuals and organisations to handle chemicals safely, reduce risks, and protect both the environment and human health.

At Chemwatch, we recognise the importance of keeping pace with evolving industry standards, regulations, and best practices. That's why we offer a range of accredited and non-accredited courses, along with tailored training solutions designed to meet our clients' specific needs.

Our team of experienced trainers and assessors are experts in the field and are dedicated to delivering engaging, practical, and relevant training. Whether you're aiming to upskill, advance your career, or gain a deeper understanding of chemical safety, Chemwatch is here to support you every step of the way.

Thank you for choosing Chemwatch as your training provider. We look forward to helping you achieve your learning goals.

LOCATION

Head Office: 1227 Glen Huntly Rd, Glen Huntly, VIC 3163.

Phone: +61 3 9573 3114

MISSION STATEMENT

To produce and deliver high-quality, professional, and goal-oriented educational services, enabling learners to achieve competency in their respective fields.

Chemwatch is committed to continuously improving the quality of its educational services in response to learner needs and the requirements of the Australian Qualifications Framework (AQF).

CODE OF PRACTICE

Chemwatch is committed to providing training and assessment services that uphold the principles of fairness, equity, and compliance. We do not discriminate on the basis of culture, background, ethnicity, gender, disability, or age. All learners and staff have the right to a safe and respectful environment, free from discrimination and harassment, and to be treated in a fair, equitable, and inclusive manner.

Chemwatch complies with the Standards for RTOs 2025 and relevant legislation including the Victorian Equal Opportunity Act 2010.

If at any time you feel Chemwatch is not meeting its obligations under this Code, please raise your concern via the Learner Complaints and Appeals Procedure, available within this handbook.

INDEPENDENCE OF TRAINING SERVICES

Chemwatch operates an RTO division that provides nationally recognised training. While Chemwatch offers chemical management software as part of its commercial services, the training offered through the RTO is independent of any software product. Use or purchase of Chemwatch products is not required, promoted, or linked in any way to enrolment or successful completion of training.

COMPLIANCE WITH LEGISLATION AND GUIDELINES

Chemwatch is committed to delivering vocational education and training that meets the highest standards of quality and compliance. We comply with all relevant legislation, regulations, codes of practice, and national standards, including both Commonwealth and State laws that affect training, assessment, and business operations.

This includes, but is not limited to:

- The Standards for RTOs 2025.
- Work Health and Safety (WHS) legislation.
- Privacy legislation.
- Equal opportunity and anti-discrimination laws.

COURSE DELIVERY

Chemwatch will

- Provide prospective learners with accurate and timely information, including course requirements, fees, support services, and expected outcomes.
- Deliver training and assessment in line with national training package requirements.
- Ensure learning materials are current and relevant.
- Where applicable, customise delivery to meet specific learner or enterprise needs, ensuring compliance with licensing or regulatory requirements.

STAFF QUALIFICATIONS

Trainers and Assessors of Chemwatch will:

- Demonstrate vocational competency and current industry skills relevant to the training and assessment they deliver.
- Engage in ongoing professional development and industry engagement to maintain currency and capability.
- Possess a valid Certificate IV in Training and Assessment as required under Section 1 of the credential policy of the Standards for RTOs 2025.

Chemwatch is committed to employing qualified professionals to ensure learners receive high-quality training and support.

TRAINING ENVIRONMENT

Chemwatch ensures:

- All learning environments, including online platforms, comply with relevant laws (e.g. OHS, anti-discrimination, privacy).
- Training premises are safe, well-equipped, and accessible.
- Online systems are maintained with minimum 99.9% uptime. Temporary alternate servers will be made available in the event of outages.

OPENING HOURS

Administration and learner support services are located at the Chemwatch Head Office:

Address: 1227 Glen Huntly Road, Glen Huntly, VIC 3163

Hours: Monday to Friday, 8:30am to 5:30pm (AEST)

Phone: +61 3 9573 3114

Email: learning@chemwatch.net

LEARNER INFORMATION

Before enrolment, Chemwatch will provide clear, accessible information about:

- Entry requirements and enrolment process.
- Course structure, delivery, duration, and outcomes.
- Fees, refunds, and payment terms.
- Recognition of prior learning (RPL) and credit transfer (CT).
- Support services including LLND assistance.
- Complaints and appeals processes.
- Learner rights and responsibilities.

FEES, CHARGES AND REFUNDS

Chemwatch is committed to fair and transparent fees and refund processes for all learners enrolling in the Course in Chemicals Management.

- Course fees are published on our website and may vary during special offers.
- Payment is required before enrolment, but you'll remain in a pre-enrolment stage until you complete the enrolment form and a short LLND assessment.
- Refunds are only available during the pre-enrolment stage, including:
 - Withdrawing within 72 hours (and before accessing course materials), or
 - Being deemed unsuitable for the course after LLND review and consultation.

Once course access is granted, no refunds are available unless required under exceptional circumstances or if Chemwatch cancels the course.

For full details, including how to request a refund or what optional fees may apply, see the Fees, Charges and Refund Policy in this handbook.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SUPPORT

Chemwatch is committed to ensuring all learners have equitable access to training by identifying and supporting LLND (Language, Literacy, Numeracy, and Digital) needs.

LLND Assessment

All learners complete a short LLND quiz as part of the pre-enrolment process. The purpose of the quiz is to identify learners who may benefit from additional support, especially in self-paced online learning environments.

Support Options

If LLND results suggest a learner may need extra help, Chemwatch may offer:

- Additional guidance from trainers.
- Supplementary learning materials.
- Referrals to external support services (e.g. Reading Writing Hotline, TTS options).

Learners can also request support at any time by emailing learning@chemwatch.net.

Commitment to Equity

Chemwatch does not discriminate based on LLND ability.

We are committed to equal access to training and will make reasonable adjustments where possible to support learner success.

LEARNER RIGHTS AND ENTITLEMENTS

As a Chemwatch learner, you have the right to:

- Receive training and assessment that complies with the accredited course and relevant training package.
- Access up-to-date information about your course, learning resources, and available support services.
- Learn from trainers with current industry experience and relevant training qualifications.

- Apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) and have your application assessed fairly.
- Study in a respectful environment free from harassment and discrimination.
- Receive regular and constructive feedback on your performance.
- Be issued with a qualification or Statement of Attainment upon successful course completion.

LEARNER RESPONSIBILITIES

As a Chemwatch learner, you are expected to:

- Complete your own work honestly and avoid plagiarism or cheating (see Learner Code of Conduct).
- Participate actively in online training and take ownership of your learning.
- Use the required technology confidently (e.g., computer, internet, LMS, and course-specific tools).
- Treat all members of the Chemwatch community with respect.
- Value diversity and maintain a harassment- and discrimination-free environment.
- Follow all safety guidelines, policies, and procedures.
- Use Chemwatch facilities and resources responsibly.
- Keep your personal and contact details up to date.
- Ask questions and seek help if you're unsure about any part of your learning.
- Manage your time effectively to ensure consistent progress throughout the course.
- Provide feedback and participate in continuous improvement when requested.

LEARNER WELLBEING SUPPORT

At Chemwatch, we understand that student wellbeing plays a vital role in your success during training. Challenges related to mental health, physical health, emotional wellbeing, or financial hardship can affect your ability to engage in and complete your course. We are committed to supporting your wellbeing by providing information, referrals, and access to services that can help. If you are feeling overwhelmed or need support, please know that help is available.

Available Support Services

Mental Health and Emotional Support

| Service | Description | Contact Information |
|--------------------|--|--|
| Lifeline | 24/7 crisis support and suicide prevention | Call: 13 11 14 Visit: lifeline.org.au |
| Beyond Blue | Mental health support, counselling and resources | Call: 1300 22 4636 Visit: beyondblue.org.au |
| Headspace | Youth mental health and wellbeing (ages 12–25) | Visit: headspace.org.au |
| 13Yarn | Culturally safe crisis support for Aboriginal and Torres Strait Islander peoples | Call: 13 92 76 Visit: 13yarn.org.au |

General Counselling Services

| Service | Description | Contact Information |
|--------------------|--|--|
| 1800RESPECT | 24/7 support for those impacted by sexual assault, domestic or family violence | Call: 1800 737 732 Visit: 1800respect.org.au |
| QLife | Support for LGBTQIA+ students | Call: 1800 184 527 Visit: qlife.org.au |

Disability Support

| Service | Description | Contact Information |
|---------------------------|---|--|
| Disability Gateway | National info and referral for people with disability | Call: 1800 643 787 Visit: disabilitygateway.gov.au |
| JobAccess | Workplace adjustment info and support | Visit: jobaccess.gov.au |
| NDIS | Funding for disability support services (if eligible) | Visit: ndis.gov.au |
| CYDA | Advocacy and info for young people with disability | Visit: cyda.org.au |

Financial Assistance

| Service | Description | Contact Information |
|-------------------------------|---|--|
| National Debt Helpline | Free financial counselling and stress support | Call: 1800 007 007 Visit: ndh.org.au |
| Centrelink | Income support and student payments | Visit: servicesaustralia.gov.au |

Emergency and Practical Help

| Service | Description | Contact Information |
|-----------------|---|---|
| Ask Izzy | Find nearby food, housing, financial and health support | Visit: askizzy.org.au |

If you are unsure where to start or would like confidential support in accessing any of these services, please contact our Student Administrator at: **learning@chemwatch.net**

FEEDBACK AND CONTINUOUS IMPROVEMENT

Chemwatch is committed to maintaining and improving the quality of our training through regular feedback from learners and staff.

Learners are encouraged to raise any concerns through the formal complaints procedure if needed. In addition, at the end of each module, learners are invited to complete a feedback form via the Learning Management System (LMS). Upon successful completion of the course, a final course evaluation form will also be provided.

All feedback is confidential and reviewed by senior management to improve training delivery, resources, and support services. Data is only shared with third parties where required or where consent is given, in accordance with the Chemwatch Privacy Policy. Chemwatch values your input and encourages learners to contact us at any time during their studies—whether to provide feedback or request support. This includes requesting a trainer call-back to clarify content, ask questions, or discuss assessment feedback.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT)

Chemwatch recognises that learners bring with them a wide range of skills, knowledge, and previous education. To support fair and flexible training pathways, we offer both Recognition of Prior Learning (RPL) and Credit Transfer (CT) in line with national training standards.

Recognition of Prior Learning (RPL)

At Chemwatch, we offer Recognition of Prior Learning (RPL) in accordance with national standards. RPL is a formal process that allows learners to have their existing skills and knowledge assessed without completing the structured learning components of the course.

However, because our online, self-paced Chemicals Management course includes both eLearning modules and a written learner guide covering the same content, most learners find it more time efficient to complete the regular course rather than gather evidence for an RPL application.

If you have significant prior experience or formal qualifications in the subject area, you're welcome to apply for RPL. Each application is considered individually.

Please note:

- You must complete an *RPL-CT Application Form* and an *RPL Mapping Guide*, which maps your evidence against the course requirements.
- You are still required to complete and submit the same assessment tasks as other learners. This ensures your competency is assessed using the same benchmarks and standards.
- No alternative or reduced assessments are offered for RPL applicants.

Our goal is to assess all learners fairly while recognising relevant prior knowledge or experience.

If you believe you may qualify for RPL and wish to begin the process, please contact learning@chemwatch.net to request an application.

RPL Costs

The RPL application fee is the same as the course fee (standard RRP or discounted price, if applicable).

Credit Transfer (CT)

If you have already completed a unit of competency at another registered training organisation (RTO), you may be eligible for Credit Transfer (CT). This means you do not need to be re-assessed for that specific unit.

Important Notes:

- Our Chemicals Management course uses clustered assessments, meaning tasks may cover more than one unit at a time.
- If CT is granted, we do not remove questions from the assessment, as this could impact the logical flow of the assessment.

Instead:

- You will not be required to answer questions related to units that have been granted CT.
- These questions will be clearly marked or blocked out.
- You will be assessed only on units for which CT has not been granted.

How to Apply for Credit Transfer

To apply for CT, you must first request the *RPL-CT Application Form* from Chemwatch. Once received, follow these steps:

1. Complete the *RPL-CT Application Form*.
2. Submit the form with a copy of your verified Award or Statement of Attainment for the relevant units.
3. You may also be asked to provide access to your USI transcript so we can verify your qualifications.

If you need help with the application or are unsure whether you are eligible, please contact your trainer or email learning@chemwatch.net.

LEARNING AND ASSESSMENT POLICY

1. Purpose and Scope

This policy outlines Chemwatch's approach to competency-based learning and assessment in accordance with the Standards for RTOs 2025. It explains the expectations of learners and assessors and defines key principles and processes to ensure assessment is valid, fair, and consistent.

2. What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Standards are statements of the required workplace levels of performance.

3. Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

4. The Principles of Assessment

In an Australian vocational education and training context, developing and conducting assessment, is founded on a number of basic conventions:

Validity

- Assessment must include the full range of skills and knowledge needed to demonstrate competency.

- Assessment must include the combination of knowledge and skills with their practical application.
- Assessment, where possible, must include judgements based on evidence drawn from a number of occasions and across a number of contexts.

Reliability

- Assessment must be reliable and must be regularly reviewed to ensure that assessors are making decisions in a consistent manner.
- Assessors must be trained in national competency standards for assessors to ensure reliability.

Flexibility

- Assessment, where possible, must cover both the on and off the job components of training within a course.
- Assessment must provide for the recognition of knowledge, skills and attitudes, regardless of how they have been acquired.
- Assessment must be made accessible to learners through a variety of delivery modes, so they can proceed through modularised training packages to gain competencies.

Fairness

- Assessment must be equitable to all groups of learners.
- Assessment procedures and criteria must be made clear to all learners before assessment.
- Assessment must be mutually developed and agreed upon between assessor and the assessed.
- Assessment must be able to be challenged. Appropriate mechanisms must be made for reassessment as a result of challenge.

5. The rules of evidence

When collecting evidence, there are certain rules that apply to that evidence. All evidence must be valid, sufficient, authentic, and current.

Valid

- Gathered evidence should meet the requirements of the unit of competency. This evidence should match, or at least reflect, the type of performance that is to be assessed, whether it covers knowledge, skills or attitudes.

Sufficient

- This rule relates to the amount of evidence gathered. It is imperative that enough evidence is gathered to satisfy the requirements that the learner is competent across all aspects of the unit of competency.

Authentic

- When evidence is gathered, the assessor must be satisfied that evidence is the learner's own work.

Current

- This relates to the recency of the evidence and whether the evidence relates to current abilities.

6. Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate qualification in training and assessment or assessment only as outlined in the standards for RTOs 2025.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

7. External monitoring of learner

Where applicable and with learner consent, Chemwatch trainers may engage with the learner's employer or supervisor to monitor progress and ensure that course principles are being applied in the workplace. This supports industry relevance and continuous improvement of training outcomes.

8. Forms of evidence

In general, basic forms of skills evidence include:

- Direct performance evidence, current or from an acceptable past period from:
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

9. Learners Requiring Additional Support

Chemwatch is committed to ensuring that all learners have equitable access to fair and transparent assessment. Some learners may require additional support to demonstrate their skills and knowledge effectively.

Support needs may relate to disability, language, literacy or numeracy barriers, learning differences, confidence issues, or cultural and linguistic diversity.

These needs should be considered during assessment planning, and reasonable adjustments made where appropriate, in line with the principles of fairness and flexibility.

Assessors must:

- Consult with the learner and, where appropriate, the RTO Manager to determine suitable adjustments.
- Ensure that any adjustments do not compromise the integrity or requirements of the unit of competency.
- Document all agreed adjustments and provide clear feedback to the learner at every stage.
- Seek additional guidance from another assessor or verifier if there is any uncertainty.

Chemwatch encourages learners to notify the RTO of any support needs during the pre-enrolment or training process so that suitable arrangements can be made.

10. Feedback

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

11. Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

LEARNER CODE OF CONDUCT POLICY

1. Purpose and Scope

This policy outlines the expected behaviour of learners participating in Chemwatch Training programs (online or face-to-face). It ensures a safe, respectful, and inclusive learning environment, free from discrimination and harassment, in line with the Standards for RTOs 2025 and relevant legislation such as the Equal Opportunity Act 2010 (Vic).

2. Code of Behaviour

Learners must adhere to the following principles:

- Treat others with respect and fairness, regardless of religious, cultural, racial, sexual, gender, age, disability, or socio-economic background.
- Behave in a way that is free from intimidation or harassment.
- Participate in a safe, clean, and cooperative learning environment.
- Respect personal and organisational property, including computer files and learner work.
- Resolve disputes fairly through the Complaints and Appeals Procedure.
- Support others' right to learn in a disturbance-free environment.
- Ask questions and share ideas in a respectful manner.
- Communicate politely and courteously at all times.

3. Academic Integrity: Cheating and Plagiarism

"Plagiarism" is a broad term referring to the practice of using someone else's ideas or work and representing them as one's own original work. Plagiarism is a form of cheating and is not permitted at Chemwatch. Acts of Plagiarism include:

- Copying the work of another learner, whether that learner is from the same class, an earlier year of the same subject, or from another education institution altogether.
- Copy any section, no matter how brief, from a book, journal, article or other written or electronic source, without duly acknowledging it as a quotation.
- Copying any map, diagram, figure or table without giving credit to the original source.
- Paraphrasing or otherwise using the idea of another author (verbal, written or electronic) without due acknowledgment.
- Claiming someone else's practical work for an observation assessment.

4. Use of AI tools

AI tools are software applications or systems that use artificial intelligence to perform tasks that typically require human intelligence. Chemwatch does not prohibit the use of AI tools for learning but requires learners to use them appropriately and not as a substitute for their own work, particularly in assessments. The following rules apply when completing assessments:

- You may use AI tools to proofread and check your answers.
- You may use AI tools for research but should be aware that they may provide inaccurate or false information.
- You must not copy AI-generated content into your assessment submission or present it as your own work.
- You must not use AI tools to write answers or complete reports/case studies that you submit.
- You are responsible for evaluating the validity and relevance of any AI-generated content used as a basis for your answers.

Chemwatch utilises AI detection software. Any suspected AI-generated content will first be flagged for revision. Repeated violations will be considered learner misconduct and non-compliant with the learner code of conduct.

When using AI tools, be aware of the following risks:

- AI tools may not be region-specific and can provide incorrect information regarding local regulations. For example, WHS regulations vary between states, territories, and countries.
- AI tools are not always accurate and may generate false or misleading information (hallucinations).
- Do not input confidential or personal information into AI tools, as they may use and disclose this data to others.

5. Preventative and Corrective Actions

Plagiarism can be prevented by learners through ensuring that they give credit to the author of whose work they are referencing.

Trainers can prevent plagiarism by ensuring that learners are aware of what constitutes as plagiarism.

Other preventative actions include:

- Separating learners during class assessments.
- Giving out different assignments to ensure their work cannot be copied.
- Regularly update assessment tools.

If plagiarism is suspected, it must be brought to the attention of the RTO manager. If found guilty, this learner's behaviour will be regarded as learner misconduct and will be disciplined in accordance with the non-compliance guide (as outlined below).

6. Misconduct and Non-Compliance Procedure

For non-compliance with the Learner Code of Behaviour the following procedure for discipline will be followed:

Step 1 – Informal Resolution:

A Chemwatch staff member will contact the learner to discuss concerns and seek resolution. This will be documented and placed on the learner's file.

Step 2 – Formal Meeting:

If behaviour continues, the learner will meet with the RTO Manager. A written record will be added to the learner's file.

Step 3 – Final Warning:

If non-compliance persists, a written final warning will be issued with a timeframe for corrective action.

Step 4 – Enrolment Termination:

If unresolved, the learner will be notified in writing that their enrolment has been terminated.

Appeals:

At any stage of this procedure learners can access the RTO Complaints and Appeals Procedure to settle any disputes that may arise.

LEARNER COMPLAINTS AND APPEALS PROCEDURE

1. Purpose and Scope

This procedure outlines the steps available to learners of Chemwatch to lodge a complaint or appeal in a fair, transparent and efficient manner. It ensures that all grievances, whether academic, administrative or personal, are addressed in line with national training standards and principles of natural justice.

It applies to all current and prospective learners enrolled in Chemwatch accredited training.

2. Complaints

- 2.1 Any learner with a complaint may raise the matter with staff of the Registered Training Organisation and attempt an informal resolution.
- 2.2 Anyone lodging a complaint must follow Chemwatch's complaints process before making a complaint about Chemwatch to ASQA.
- 2.3 Should the complaint remain unresolved then the learner should complete the learner complaint form and contact the RTO Manager and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
- 2.4 At this stage:
 - The complaint must be recorded in writing and signed and dated by the complainant and the RTO Manager.
 - The outcome of the complaint must be recorded in writing and signed and dated by the complainant and the RTO Manager.
 - The complaint will be recorded and tracked confidentiality through the Chemwatch CRM system.

- 2.5 The RTO Manager will advise the learner of an appropriate timeframe for addressing the complaint. Timelines may vary depending on the nature, complexity, and urgency of the complaint, but Chemwatch aims to resolve all complaints within 10 working days of receipt wherever possible. If additional time is required, the learner will be informed in writing with the reason for the delay and an updated expected resolution date. All complaints will be handled as efficiently and fairly as possible.
- 2.6 Chemwatch assures learners that accessing the complaints and appeals process will not result in victimisation, disadvantage, or any form of penalty.
- 2.7 All complaints and appeals are recorded and reviewed as part of Chemwatch's continuous improvement process. Trends are monitored to improve training and support services.

3. Appeals

- 3.1 Appeals may arise from a number of sources, including appeals against assessment outcomes, disciplinary actions, and decisions arising from complaints. The essential nature of an appeal is that it is a request by a learner to reconsider a decision made by Chemwatch. All appeals must be lodged through the RTO Manager.
- 3.2 Learners have the right to appeal any decision made by Chemwatch that affects their training, assessment, certification, or course progression. To initiate an appeal, learners must submit their request in writing to the RTO Manager.
- 3.3 When a learner lodges an appeal, Chemwatch will appoint an independent person or body to review the appeal and propose a final resolution.
- 3.4 Learners appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by Chemwatch. The cost of reassessment will be met by Chemwatch.

- 3.5 For appeals that do not involve assessment and require independent mediation, the independent mediator will be the Victorian Bar Mediation Centre (<https://vicbarmediation.com.au>). The cost of mediation will be met by the party who elects to escalate the matter to an independent mediator. Learners are also entitled to nominate a person of their choice to support or represent them during the appeal process.
- 3.6 Chemwatch aims to resolve all appeals within 20 working days of receipt. If additional time is required due to the nature or complexity of the case, the learner will be notified in writing with the reason for the delay and a revised timeframe for resolution.
- 3.7 For appeals:
- The appellant must be given the opportunity to formally present their case.
 - The appeal must be recorded in writing and signed and dated by the appellant, the mediator (if applicable), and a representative of the Registered Training Organisation.
 - The outcome of the appeal, including the reasons for the decision, must be recorded in writing and signed and dated by all parties involved.
 - For appeals that do not involve assessment, the appeals procedure determined by the Victorian Bar Mediation Centre will be followed in all other respects.

PRIVACY INFORMATION

1. Purpose and Scope

To outline how Chemwatch collects, stores, protects, and manages personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Standards for RTOs 2025.

2. Introduction

Chemwatch collects personal information for the primary purpose of operating as a Registered Training Organisation (RTO) under the regulatory oversight of the Australian Skills Quality Authority (ASQA).

Information may be disclosed to government authorities for auditing, reporting, or funding purposes, including NCVER and state or federal education departments.

In accordance with the Privacy Act 1988 and the Australian Privacy Principles, individuals have the right to access and request corrections to their personal information. Learners may contact the RTO Manager to request access to their records.

3. Information Privacy Principles

The following information privacy principles are followed by this organisation.

4. Collection of Information

We collect only personal information that is necessary for our organisation to meet its professional and legal obligations. We advise individuals that they can gain access to personal information.

5. Retention and Storage

Chemwatch must comply with a range of record retention requirements including:

- ATO requirements relating to financial records.
- National Centre for Vocational Education Research (NCVER) AVETMISS data.
- ASQA General Direction: Retention requirements for completed student assessment items.

Record of Results / Qualifications / Statements of Attainment: Record of Results / Qualifications and Statements of Attainment will be retained for a minimum of thirty (30) years.

Completed Assessment Resources: Completed assessment resources will be retained for a minimum of two (2) years from the date of student completion of, or withdrawal from training.

Assessment Tools: Assessment tools are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records.

RTO Management Records: RTO management records are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records.

Administrative Records: Administrative records are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records and completed records.

6. Use and Disclosure of Information

We use and disclose personal information only for the primary purpose for which it was collected or a secondary purpose the person would reasonably expect. Use for secondary purposes will have the consent of the person.

7. Data Quality

We audit and review data to make sure personal information is accurate, complete and up to date.

8. Information Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

9. Openness

Chemwatch is committed to open and transparent management of personal information. Our privacy policy clearly explains how personal information is collected, used, stored and disclosed. This policy is publicly available on our website or can be provided upon request.

10. Access and Correction

Individuals have a right to seek access to their personal information and make corrections. The RTO Manager will handle access to files and correction to incorrect or out-of-date information.

11. Cross-Border Access

Chemwatch does not routinely transfer personal information outside of Australia. However, some data may be stored using secure third-party platforms (e.g., cloud-based systems) that host data on international servers. In such cases, Chemwatch ensures that all data is managed in compliance with Australian Privacy Principles.

12. Consent and Access

Consent to collect and use personal information is obtained through the enrolment process and related forms. By enrolling in a Chemwatch course, learners acknowledge and accept these privacy terms.

FEES, CHARGES AND REFUND POLICY

Course: Course in Chemicals Management

1. Purpose

This policy outlines the fees, charges, and refund arrangements for students applying to or enrolling in the Accredited Course in Chemicals Management delivered by Chemwatch, a Registered Training Organisation (RTO). It ensures compliance with national standards and promotes transparency and fairness for all learners.

2. Scope

This policy applies to all prospective and enrolled learners in the Accredited Course in Chemicals Management, as well as Chemwatch training staff responsible for course administration.

3. Course Fees

The current course fee is published on the Chemwatch Learning website:

<https://chemwatch.net/products/accredited-course-in-chemicals-management>

Chemwatch reserves the right to vary course fees at its discretion. This includes price changes made during special offers or promotional periods. All fees are listed in Australian Dollars (AUD) and include GST where applicable.

4. Pre-enrolment Stage and Payment

Payment is required at the time of application. Once payment is made, the learner enters the pre-enrolment stage, during which the following steps must be completed:

- Submission of the Learner Enrolment Form
- Completion of the Language, Literacy, Numeracy and Digital (LLND) Skills Assessment

Before proceeding to full enrolment, all applicants must complete a short LLND assessment. This assessment helps Chemwatch determine whether the course is appropriate for the learner's current skill level and whether any reasonable adjustments or additional support may be required.

Chemwatch is committed to supporting all learners. Where LLND results suggest the course may not be suitable, Chemwatch will consult with the learner to explore available support options. If, after consultation, the learner is still not considered suitable for the course, enrolment will not proceed.

A learner is only considered enrolled once they have completed both the enrolment form and LLND assessment and have been granted access to the course content. Until then, the learner remains in the pre-enrolment stage.

5. Refund Conditions

Refunds are available only during the pre-enrolment stage and are subject to the following conditions:

- A full refund will be issued if the learner formally withdraws within 72 hours of payment, provided they have not yet been granted access to course content.
- A full refund will be issued if the learner is deemed unsuitable for the course following LLND assessment and consultation with Chemwatch.

To request a refund, the learner must submit a written request to the Student Administrator at learning@chemwatch.net during the pre-enrolment stage.

Once the learner has completed the pre-enrolment stage and gained access to course materials, no refunds will be issued, including in cases of change of mind. This is due to the immediate availability of all course content upon enrolment.

Chemwatch may, at its discretion, consider refund requests outside the above terms in cases of genuine hardship or exceptional circumstances. Such requests must be submitted in writing with appropriate supporting documentation.

In the event Chemwatch is unable to deliver the course or cancels it, a full refund will be offered.

6. Additional Fees

There are no additional charges for standard learning materials or assessments. Optional services such as extensions, reassessment, or reissuing of certificates may incur a fee. Any such fees will be clearly communicated in advance.

7. Consumer Rights

Chemwatch complies with the Australian Consumer Law under the Competition and Consumer Act 2010. Learners are entitled to full consumer protections and may seek resolution through our internal complaints process or relevant authorities if unsatisfied with any decision made.

Student Grievance and Complaint Notification Form

Contact Details

| | | | |
|---------|--|-------|--|
| NAME | | | |
| ADDRESS | | | |
| PHONE | | EMAIL | |

Course Details

| | |
|--------------|--|
| COURSE NAME | |
| TRAINER NAME | |

Please state the nature of your complaint including dates, times and people involved.

| |
|--|
| |
|--|

Desired outcome:

| |
|--|
| |
|--|

| | | | |
|-----------|--|------|--|
| SIGNATURE | | DATE | |
|-----------|--|------|--|

Please send completed form to cedric@chemwatch.net.

CONTACT INFORMATION

Chemwatch

T/A Ucorp Pty Ltd

ABN: 38 062 768 094

1227 Glen Huntly Road

Glen Huntly

Victoria 3613

AUSTRALIA

Telephone: +61 3 9573 3114

Fax: +61 3 9572 4777

Email: learning@chemwatch.net

Website: www.chemwatch.net



CHEMWATCH