

# Student Information Guide

**Chubb Training Group**

**July 2023**



### Welcome to Chubb Training Group

Chubb Training Group is a Registered Training Organisation (**RTO**). An RTO is a training organisation registered with the Australian Skills Quality Authority (**ASQA**).

As an RTO, Chubb Training Group is a member of Australia's world-leading vocational education and training system. RTOs are the only organisations permitted to deliver nationally recognised training.

Chubb Training Group complies with the requirements of the Vocational Education and Training (VET) Quality Framework which sets out the standards required for the delivery of training and assessment.

This Student Information Guide is designed to help you enrol and study successfully with Chubb Training Group. The Guide introduces you to relevant policies and administrative procedures. The Guide also provides other information about getting the most out of your training and assessment at Chubb Training Group.

Please familiarise yourself with this information before enrolling.

### Choosing the right training course

Chubb Training Group offers a wide range of nationally recognised training and standard short courses in workplace safety and emergency response.

To view the full scope of our nationally recognised training refer to:

<http://training.gov.au/Organisation/Details/21411>

Detailed information on each of our courses is available on our website [www.chubbfs.com](http://www.chubbfs.com) and from each of our state offices.

It's important to choose the course that best suits your training needs. If you require further information, or you need help selecting a course, please contact Chubb Training Group on 1300 650 182, or via email [au\\_chubb.training@chubbfs.com](mailto:au_chubb.training@chubbfs.com)

### Booking/Enrolment Process

#### Corporate Booking

If you wish to book a group course for your company please contact the Chubb Training Group on 1300 650 182 or via email [au\\_chubb.training@chubbfs.com](mailto:au_chubb.training@chubbfs.com). Our sales team will provide you with a detail quote of our services relevant to your needs. Once accepted, our Training Coordinators will work with you to organise a suitable date and time to conduct the training. A client agreement will be sent to confirm the training arrangements. If your course includes nationally recognised training, you will also be sent a link to our online enrolment platform. All participants are required to complete enrolment prior to attending the training and course.

#### Individual enrolment

To enrol in one of our public courses simply enrol online at [ctgenrol.com.au](http://ctgenrol.com.au).

Chubb Training Group will assess your enrolment application to ensure it meets the requirements of the course. Upon acceptance a confirmation email will be sent to you detailing the times and location of your training.

The enrolment secures your place in the course and therefore requires all sections to be completed and signed appropriately. Photo identification is required to confirm identity on commencement of your training.

If you are enrolling in re-certification training evidence of previous training must be provided at the time of enrolment. Enrolment will not be accepted without this evidence.

### Unique Student Identifier

The Australian government requires all students undertaking nationally recognised training to have a Unique Student Identifier (**USI**). You can apply for a USI online at <http://www.usi.gov.au>. Creating a USI only takes a few minutes and it is free.

Chubb Training Group must verify the USI you supply before we can issue your Certificate or Statement of Attainment. To ensure this happens quickly, it's very important that:

1. the name and date of birth you provide on your Chubb enrolment is exactly the same as that supplied when you applied for your USI; and
2. your USI is written neatly and clearly on your Chubb enrolment form.

Your USI includes an online account where you can access a transcript of all the nationally recognised training you have completed since January 2015.

### Fees, Charges and Refunds

Your course attracts a fee and possibly other charges.

Before you enrol please contact Chubb Training Group for information on the fees and charges relevant to the course you're interested in.

Fees and charges can be paid by credit card (Visa and MasterCard), or corporate account at the time of training. A proportion of the fees and charges may be refunded due to course non-attendance or withdrawal in line with the following guidelines.

#### Full Refunds:

You are eligible to receive a full refund of fees paid if:

- Chubb Training Group is unable to provide the training offered, or
- You cancel your enrolment more than ten working days prior to the course commencement.

#### Partial refunds:

You are eligible to receive a partial refund if you cancel your enrolment between 5-10 working days prior to commencement of the course. Partial refunds are considered at the discretion of the relevant State Training Manager who will assess individual circumstances.

#### No Refund:

Refunds are not available if you cancel or withdraw within five working days of the course commencement date or if you do not attend on the agreed training date.

#### Certificate Re-print

On successful completion of either a qualification or unit(s) of competency you will be issued a nationally recognised Certificate or Statement of Attainment. A replacement fee will be charged if you request a re-print of an original certificate.

### Flexible Learning and Assessment

Chubb Training Group acknowledges that there are many different ways of learning and assessing. We offer flexibility in our learning and assessment strategies to ensure that the Training Program is tailored around your learning needs and any suitable adjustments can be made.

#### Flexible learning

Our Trainers can conduct training at your site (if suitable) or the training can be conducted at a Chubb Training Facility. The learning is primarily conducted using face to face delivery although self-paced or online solutions can be provided for some courses. As part of our training we conduct practical demonstrations as well as role play workshops and question and answer techniques.

#### Assessment

Assessment is central to the quality of any educational program. Assessment involves gathering evidence and making judgements on whether a person has achieved the competencies or learning outcomes of a course.

During your course you may be required to undertake assessments to check your comprehension of learning and achievement of competency. Our assessments are designed in accordance with the Standards for Registered Training Organisations 2015, principles of assessment (fairness, flexibility, validity, reliability) and the rules of evidence (validity, sufficiency, authenticity and currency). The assessments are related to the learning outcomes and assessment criteria as specified in each unit of competency.

You will be assessed with a combination of short answer written questions and practical activities. On successful completion of your assessment you will be issued with a certificate in accordance with the Australian Qualifications Framework (AQF) Qualifications Issuance Policy.

If you are deemed as not yet competent by your Trainer, you will be given the reasons for this outcome and what you need to do prior to reassessment. Reassessment will be arranged at a mutually convenient time.

#### Recognition of Prior Learning (RPL)

We all have a range of skills and knowledge we've developed through life experience, work experience or training. RPL is a form of assessment designed to formally recognise what you already know and can do.

In an RPL assessment, a Chubb Assessor will gather and assess evidence of your knowledge and skills. Your Assessor will then compare and assess the evidence against the requirements of the nationally recognised training course you intend to enrol in.

Evidence may include things such as a reference from an employer or client, a work licence or accreditation, a training certificate, a trade qualification or examples of work you've completed. Your assessor will look for multiple sources of evidence and may ask you questions or ask you to demonstrate a particular task.

If the Assessor judges your current skills and knowledge as meeting the requirements of the course, you will be issued with a nationally recognised Certificate or Statement of Attainment.

If you think you might be a suitable candidate for RPL, contact Chubb Training and discuss RPL assessment as an option. Chubb Training will provide you with information on how to apply.

#### Recognition of certificates issued by another RTO

The underlying principle of nationally recognised training is that a student does not have to repeat training and assessment that has already been successfully completed.

In line with nationally recognised training Chubb recognises Qualifications and Statements of Attainment issued by other RTOs.

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If you wish to apply for a credit transfer, the appropriate evidence to support the request must be submitted to Chubb. You must provide evidence of the qualification/unit of competency previously achieved in the form of either a Certificate of Qualification or Statement of Attainment. Credit transfer will be granted for qualifications/unit(s) of competency achieved in attaining qualifications where these outcomes also form part of the requirements for another qualification. It is necessary for you to demonstrate that the knowledge and skills learned have remained current or relevant. As part of the recognition process Chubb may need to contact the issuing RTO for verification.

### Chubb Support Services

Chubb Training Group provides a number of support services to assist you in completing your training. If you need to access any specific support services then please contact your Trainer or any staff member of Chubb Training Group to discuss.

Details of the language, literacy and numeracy requirements for each course can be found in our course information sheets. If you require assistance with language, literacy or numeracy please contact Chubb prior to enrolment to discuss further. Your Trainer will advise whether reasonable adjustment strategies can be employed to support you through the training or whether additional learning is required.

Consideration is given to students with disabilities. Specific enquiries should be directed to your Trainer or Training Coordinator. For any enquiries please contact 1300 650 182.

### Access to student records

Chubb has a systematic approach to maintaining your training records which ensures accuracy and currency. If you require access to your student records, or progress of current study you are welcome to contact Chubb Training Group on 1300 650 182.

If you require any further information regarding the storage, handling or disclosure of your personal information, we are happy to answer any questions. Email us at [au\\_ctg@chubbfs.com](mailto:au_ctg@chubbfs.com) and we will respond to your enquiry promptly. All requests will be dealt with in accordance with the Chubb Privacy Policy.

### Appeals and Complaints

#### Appeals

All students have the right to appeal their assessment results. Below is a summary of our Assessment Appeals policy, a full copy of the policy is available from any Chubb staff member.

- If you wish to appeal against an assessment decision you should first speak with your Trainer to ensure you understand the reason for the assessment result
- A formal appeal can be made in writing to the Training Manager detailing the reasons for appeal within 10 days of receiving the assessment result
- The Training Manager will acknowledge receipt of the appeal and contact you for further information if required
- The Training Manager will review the assessment to ensure the principles of assessment and rules of evidence were applied appropriately
- Once the review is complete, you will be notified in writing as to the outcome of the appeal
- Where possible appeals will be finalised within 30 days from receipt of the appeal. You will receive regular updates should the process take longer

### **Complaints**

Chubb welcomes feedback and strives to continuously improve its products and services. If you have an improvement observation or complaint related to services or products you are encouraged to identify the issue and to bring it to the attention of a Chubb staff member.

In the first instance you should raise the observation or complaint with your Trainer. If the issue is a complaint and cannot be resolved by the Trainer you can escalate your complaint to the Training Manager or by sending an email to [au\\_ctg@chubbsfs.com](mailto:au_ctg@chubbsfs.com). A copy of our full complaints policy and procedure is available from any Chubb staff member.

### **Student Behaviour**

Students are expected to follow three basic rules when attending Chubb training courses:

- 1) Act with integrity, conduct tasks ethically and safely
- 2) Treat other students and staff members equitably and with respect
- 3) Use Chubb resources in a lawful and appropriate manner

Student misconduct during the duration of training is not tolerated and may result in removal from the course if deemed appropriate by the Trainer. Deliberate breaches of safety during a course will not be tolerated and will result in removal from the course.

### **Plagiarism/Intellectual Property**

Plagiarism occurs when any work is copied from someone else and is presented as being the student's own work. Plagiarism is a form of cheating, and is viewed very seriously by Chubb. All matters of cheating/plagiarism are referred to the Training Manager.

### **Chubb Privacy Policy**

#### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

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The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Chubb Training Group to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Chubb abides by the *Privacy Act 1988* (Cth) and has implemented privacy principles which protect the privacy of student information. A copy of the Chubb Privacy Policy is available online at <http://chubbf.com.au-en/privacy-policy/>, or you can request a copy by contacting [au\\_ctg@chubbf.com](mailto:au_ctg@chubbf.com).

## Chubb's Code of Ethics

All Chubb operations are underpinned by the Code of Ethics. The Code of Ethics describes Chubb's fundamental values of trust, respect and integrity. Chubb Training Group is committed to an ethical training environment and aims to use these values as a basis for all decision making.

## Policy Statements

### Access and Equity

Chubb Training Group is committed to:

- providing equal opportunity and promoting inclusive practices and processes for all students
- providing a learning environment which is free from discrimination and harassment
- integrating the principles of access and equity in its actions

Chubb Training Group has adopted the following principles:

- the client (student) recruitment and admission process is bias-free and non-discriminatory
- curriculum is inclusive of a range of student needs
- the assessment process is fair, valid, reliable and flexible
- support is provided to those with special needs
- grievances are addressed in a fair and equitable manner

If you have any special needs with regard to your learning and/or assessment with Chubb Training Group you should bring them to the attention of the Trainer or administrative staff at the time of enrolment.

### Maintaining a Respectful Workplace

All employees, clients, customers and visitors to our premises are treated with dignity, courtesy and respect. Harassment, discrimination or bullying or any sort will not be tolerated. Claims of inappropriate behaviour are taken seriously and investigated and resolved quickly, sensitively and confidentially.

If you have seen discrimination, harassment or bullying or if you have been the victim of discrimination, harassment or bullying you should notify your trainer or any Chubb staff member on 1300 650 182.

### Workplace Health and Safety

Chubb Training Group aims to provide a safe learning environment for all and this requires the following responsibilities to be met:

Students are required to:

- Behave in a safe manner that will not endanger themselves or others while on the premises
- Follow safety instructions and use equipment as instructed by the trainer
- Ensure that the actions do not create or increase risks while on the premises

Chubb Training Group will:

- Ensure that all training/assessment staff are educated and work in a safe manner
- Assess compliance with workplace health and safety practices
- Ensure that safety equipment and practices are used where required
- Ensure and enforce a safe and healthy training environment

### First aid

If you require first aid while attending training please notify the Trainer so that appropriate assistance can be provided.

### Smoking

Chubb Training Group is committed to providing a safe and healthy workplace and promoting the health and wellbeing of its employees. In an effort to provide a healthy work environment all Chubb Training Group facilities are tobacco free. Tobacco products are not permitted to be used on any Chubb Training Group site.

### Premises Rules

The following premises rules are applicable to all Chubb Training Group sites:

- 1) All visitors must report and sign in at the facility main reception
- 2) Maximum speed limit onsite is 10kmh
- 3) Only park in designated parking spots (motorcycles included)
- 4) Limited onsite parking is available
- 5) No responsibility is accepted for any damage that occurs when parking onsite at Chubb facilities
- 6) In the shared zones, both driver and pedestrians need to be observant at all times
- 7) Please use the pedestrian walkways provided
- 8) When using a stairway, please use the handrail
- 9) Do not walk and talk on a mobile phone
- 10) Please observe and follow Emergency Evacuation procedures
- 11) Please do not block or obstruct fire extinguisher equipment and emergency exit doors
- 12) Any hazards identified are to be reported to your trainer immediately
- 13) Please be aware that cameras (external & internal) may monitor you whilst on Chubb premises.

### Feedback

Chubb is continuously striving to improve the quality of our training services. Feedback from students is a fundamental part of improving our training services. You may receive an email on completion of your training requesting that you complete a learner satisfaction survey.

As an employer, you may receive an employer survey that questions how well your employees have improved as a result of the training and your experience dealing with Chubb. We hope that you will take the opportunity to complete the survey to assist us in continuous improvement of our services.

As an RTO, Chubb Training Group undergoes regular audits by the ASQA. These audits contribute to the ongoing improvement of our training services. Should you be contacted by ASQA, please provide genuine and comprehensive feedback of your experience with Chubb Training Group.

Please be assured that any comments you provide as part of this process are totally confidential and are only used for the purposes of improving the quality of our service to students.

### Enquiries

For further information in regards to any of Chubb Training Groups policies please contact us:

Phone: 1300 650 182

Email: [au\\_ctg@chubbfs.com](mailto:au_ctg@chubbfs.com)

Web: [www.chubbfs.com](http://www.chubbfs.com)

For information relating to ASQA contact 1300 701 801 or go to <http://www.asqa.gov.au/>