



# TRAINING HANDBOOK

A Guide to the CHM Alliance  
Training Policy and Programs

January 2021



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# CHM ALLIANCE OFFICES AND TRAINING LOCATIONS

## CHM Alliance Group Offices

**Australia:** CHM Alliance  
PO Box 564  
Dalby  
Qld 4405  
Ph: 07 4662 0165

**New Zealand:** PIC NZ  
PO Box 43019  
Darfield 7541  
Ph: 03 317 9035

## Training locations

**SunPork Farms South**  
3/85 Mount Barker Road  
Stirling, SA 5152

**SunPork Farms North**  
Beelbee Road  
Warra, Qld 4411

**Cameron Pastoral Company**  
60 Sandhurst Street  
Goondiwindi, Qld 4390

**DA Hall Group**  
Gore Highway  
Millmerran, Qld 4357

**McLean Farms Pty Ltd**  
385 Felton Road  
Pittsworth, Qld 4356

**PIC Australia**  
314 Grong Grong River Road  
PIC Grong Grong, NSW 2652

**PIC New Zealand**  
5 Ross Street  
Darfield, 7541

## **WELCOME!**

Welcome to CHM Alliance training programs. Education opens the door to new opportunities and supports you in the workplace. Here at CHM Alliance we are dedicated to offering you the best education within the pork industry.

## **CHM ALLIANCE PROFILE**

The CHM Alliance, part of the SunPork Group, consists of six independent companies which, in addition to their substantial poultry, beef and cropping operations, are directly involved in the production, slaughtering, processing and marketing of pork in Australia and New Zealand.

These companies own and operate a significant number of pig farms throughout Australia and New Zealand. The farms consist of PIC sows which incorporate every level of PIC's breeding pyramid in Australasia, from the genetic nucleus at Grong Grong in Australia, through daughter nucleus herds and multiplication level herds in New Zealand and Australia. They further include commercial herds of Camborough sows involved in slaughter-pig production in Australia and New Zealand. Significant expansion of the group's commercial operations in both Australia and New Zealand is anticipated.

As well as these wholly owned herds, additional sows are connected to the Alliance through affiliated gilt multiplication for PIC. These are based on a range of indoor and outdoor units that are located strategically around Australia and New Zealand. PIC is also involved in the management of a number of commercial indoor and outdoor Camborough herds in Australia under the provisions of its technical management services.

In association with their pig production enterprises, the members of the Alliance own and operate or are strategically linked to bacon, ham and smallgoods manufacturing units and feed mills in Australia and New Zealand.

Together, members of The CHM Alliance employ more than 500 production and maintenance staff on their piggeries, with substantially larger numbers than this over the rest of their livestock, cropping, feed milling, slaughterhouse and meat processing businesses.

Members of the CHM Alliance are committed to the welfare and ongoing development of their employees. They regard management of their combined piggeries' workforce, along with the staff connected with their contract growing and affiliated PIC gilt multiplication businesses, as a key aspect of their quest for excellence in the profitable production of pork.

The group provides professional, formal and structured training to its staff as a means of meeting its and their requirements and aspirations for supervisory positions. It gives priority to its own trainees and staff for internal promotion to group management positions.

The training program is based on a comprehensive set of formal training documents that have been developed by the alliance and includes on and off-site training. Employees are given the opportunity to "rotate" between sites in order to further broaden their experience and education.

## **CHM TRAINING AND DEVELOPMENT**

The training program is owned, operated and funded by the Sunpork Group. For the new recruit in particular, it aims to provide a unique opportunity for training and development in a wide variety of professionally operated pig breeding and pork production and processing operations throughout Australasia, with real promotional opportunities for career minded individuals.

### **CHM ALLIANCE TRAINING POLICY**

#### **1. General**

- 1.1. To develop and operate in-house training programs appropriate to the identified needs of the organisation.
- 1.2. To provide staff with ongoing opportunities for training and development in a wide variety of professionally operated pig breeding and pork production operations within the CHM Alliance group of companies throughout Australasia.
- 1.3. To provide career and training prospects for CHM Alliance employees, and to improve the group's chances of attracting, developing and retaining skilled employees.
- 1.4. To provide professional, formal and structured training to CHM Alliance staff as a means of meeting both company and staff requirements and aspirations for supervisory and management positions.
- 1.5. To fill all supervisor and manager vacancies from the CHM Alliance's own internally trained recruits, and in so doing to provide a clearly defined career path for its employees.
- 1.6. To provide in-house training that includes on and off site instruction leading to CHM Alliance qualifications or nationally accredited qualifications at all levels in the workforce.

#### **Entry Requirements**

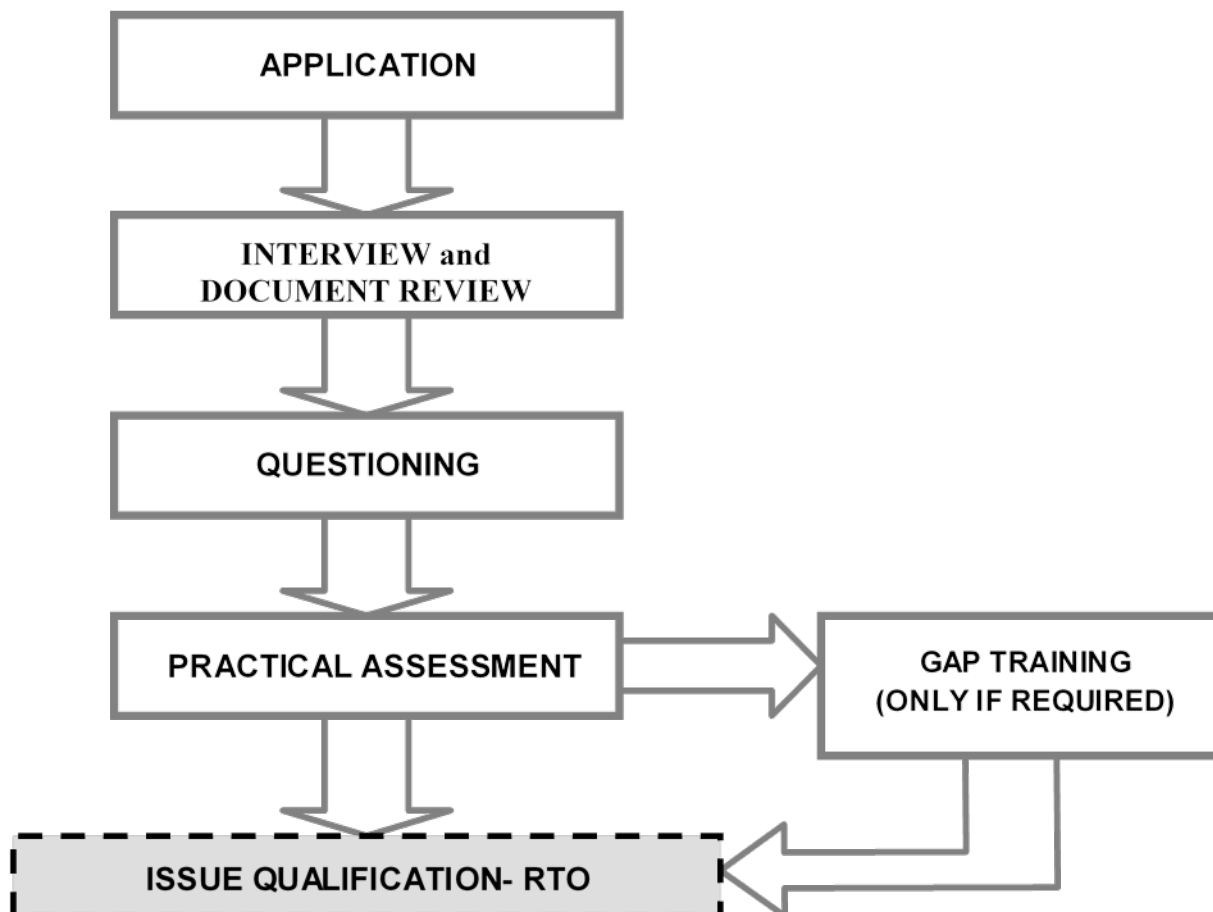
- 2.1. The CHM Alliance training programs are open to all staff employed on the CHM Alliance's piggeries. Indeed, staff are strongly encouraged to fully participate in the training programs.
- 2.2. The stockperson level training program is open to all staff who are currently employed as stockpeople on the CHM Alliance's piggeries. No previous piggery experience is required.
- 2.3. The supervisor and manager level training programs are open to staff who are currently employed in supervisory positions on the CHM Alliance's piggeries or who wish to attain such a position. Previous supervisory experience is not a prerequisite.
- 2.4. The manager level training program is open to staff who are currently employed in management positions on the CHM Alliance's piggeries or staff currently employed in supervisory positions who wish to attain a management position in the future.

## Credit Transfer

- 3.1. CHM Alliance recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Learners are not required to repeat any unit of competency in which they have been assessed as competent, unless a license requires this. You may need to provide evidence that your skills are current.

## Recognition of Prior Learning

- 4.1. All staff will have the opportunity to gain credit toward or achieve CHM qualifications through the recognition of prior learning process. This means that a person's skills and knowledge gained while working at their job in the past can be recognised and credited toward the achievement of the CHM qualifications.
- 4.2. Practical skills at both stockperson and supervisor and manager level will be recognised by evidence from and assessment by the manager or supervisor who was/is in charge when the person worked in their department. The relevant practical skills can be signed off in the record books. Evidence of competence from previous employers will also be considered.
- 4.3. Evidence of theory knowledge can be provided through a written test or, alternatively, the person can do the theory course of the CHM training program and submit the relevant assignments. Evidence of theory knowledge from other courses and training providers will also be considered.



## CHM CERTIFICATES

CHM ALLIANCE STOCKPERSON UNITS		
Qualification Title	Module No.	Description
Compulsory Modules	1.1	Health and Safety in the Workplace
	1.2	Quality Assurance
	2.1	Move and Handle Pigs
	3.1	Pig welfare, including Pig Production
	3.2	Pig Health
	3.3	Farm Biosecurity
Generic Modules	1.3	Teamwork and Communication
	1.4	Recording and Monitoring Performance
	2.2	Identify and Draft Pigs
	3.6	Pig Anatomy
	4.1	Feeding Pigs
	5.1	Environment and Housing
	3.4	Euthanase Livestock
	3.5	Treat Rectal Prolapse
	4.2	Maintain and Monitor Feeding Pigs
	4.3	Maintain Water Supplies
	5.2	Effluent Management
	5.3	Vertebrate Pest Management
	6.1	Dry Sow Husbandry
	6.2	Artificial Insemination
	6.3	Natural Mating of Sows
	6.4	Pregnancy Testing of Pigs
	6.5	Collection and Processing of Semen
	7.1	Farrowing Sows & Gilts
	7.2	Colostrum Management
	8.1	Weaner Husbandry
	9.1	Grower and Finisher Husbandry
	10.1	Operate Tractors

CHM ALLIANCE QUALIFICATIONS		
Qualification Title	Module No.	Description
Certificate in AI and Dry Sow Husbandry	<b>Compulsory + Generic +</b>	
	6.1	Dry Sow Husbandry
	6.2	Artificial Insemination
	6.4	Pregnancy Testing of Pigs
Certificate in Farrowing Husbandry	<b>Compulsory + Generic +</b>	
	7.1	Farrowing Sows & Gilts
Certificate in Weaner Husbandry	<b>Compulsory + Generic +</b>	
	8.1	Weaner Husbandry
Certificate in Grower Husbandry	<b>Compulsory + Generic +</b>	
	9.1	Grower and Finisher Husbandry
Certificate in Stockpersonship	<b>Compulsory + Generic +</b>	
	6.1	Dry Sow Husbandry
	6.2	Artificial Insemination
	7.1	Farrowing Sows & Gilts
	8.1	Weaner Husbandry
	9.1	Grower and Finisher Husbandry



## **Induction**

- 5.1. The companies will provide a comprehensive and appropriate induction program for all new employees.
- 5.2. The piggery manager and section supervisor (if appropriate) will be responsible for carrying out the stockperson induction program.
- 5.3. All those involved in carrying out induction programs will receive appropriate training.

## **Workplace Trainers and Assessors**

- 6.1. Qualified enterprise trainers and assessors will be responsible for carrying out on-the-job training delivery and assessment in the workplace.
- 6.2. The staff members selected for carrying out on-the-job training delivery and assessment in the workplace will have qualifications and/or the experience, skills and knowledge at least equal to the qualification that they are responsible for providing on-the-job training and assessing trainees in.
- 6.3. All those involved in and responsible for carrying out on-the-job training delivery and assessment in the workplace will receive appropriate training and induction.

## **Assessment Appeals Procedure**

- 7.1. After assessment, the candidate shall have the right to appeal if they do not agree with the results of their assessment. Candidates should be informed of this right and of the appeals procedure.
- 7.2. The CHM Alliance assessment appeals procedure is as follows:
  - Candidate takes up the matter with the workplace assessor responsible for the assessment explaining why they do not agree with the assessment - this must occur within 30 days of the assessment taking place.
  - If no agreement or solution is reached, then the matter can be referred to the unit manager (if they did not carry out the assessment).
  - If no agreement or solution is reached, then the matter is referred to the RTO Manager.
  - Again, if no satisfactory solution is arrived at, then the matter is referred to the CHM Quality Committee, whose decision is final.
  - A written record of the appeal decision is provided to the trainee.

## **Off-Job Training Delivery**

- 8.1. Trainers selected for delivering off-job training will have qualifications and/or the experience, skills and knowledge at least equal to the qualification for which they are providing training and, if applicable, qualifications for assessing trainees.

## **Ownership of Training Materials**

- 9.1. All training materials provided to staff as part of the CHM Alliance training programs, remain the property of the CHM Alliance.
- 9.2. When a staff member leaves the employment of the CHM Alliance group of companies, all training materials in their possession are to be returned to the piggery manager prior to leaving.
- 9.3. All training materials are copyright of the CHM Alliance. No part of the training materials can be reproduced in any way without the permission of the CHM Alliance.

## **Evaluation and Review of Training Programs**

- 10.1. Trainees will complete evaluations covering the following training activities:
  - off-job training delivery
  - on-job training instruction
  - workplace assessment
  - course content and material
- 10.2. Training programs will be reviewed in the light of trainee evaluations and appropriate action will be taken if required.
- 10.3. Training programs will be reviewed and revised to ensure they remain up-to-date and relevant to the identified needs of the CHM Alliance and their employees.
- 10.4. Training programs are assessed annually using Training Evaluation and Employer Evaluation forms. Feedback given is then analysed and steps taken to address any relevant issues raised.

## **Current Modules available from the 1/03/2019**

### **Compulsory Modules**

The modules in this category are important for the safety of our employees, the quality program and pig welfare and apply across all piggery sections and departments. They are important pig skills and knowledge modules. Regardless of which section or department the trainee works in, they will need these skills and knowledge.

#### **Module 1.1 Health and Safety in the Workplace**

A practical and theory module covering statutory rights and responsibilities, hazard identification and control, safe working practices, and emergency actions.

#### **Module 1.2 Quality Assurance**

A practical and theory module covering quality assurance specific to the pig industry, focusing on meat safety and quality.

#### **Module 2.1 Stockpersonship and Pig Behaviour, Handling and Movement**

A practical and theory module covering the importance of stockpersonship and the characteristics of a good stockperson, pig behaviour and its effect on movement and handling, prediction of pig behaviour, and handling and movement techniques.

#### **Module 3.1 The Pig Welfare, including Pig Production**

A practical and theory module covering industry history and statistics, industry organisations, world pork production, imports and exports, marketing, research and pig welfare

#### **Module 3.2 Pig Health**

A practical and theory module covering signs of health and ill health, factors influencing pig health, stress, disease, and the control and prevention of disease and ill-health.

#### **Module 3.3 Biosecurity**

A practical and theory module covering biosecurity of pigs and poultry enterprises including assessing on farm biosecurity risks and how to control these risks.

### **Generic Pig Modules**

The modules in this category are generic across all piggery sections and departments. They are the skills and knowledge modules related to all areas of the piggery.

#### **Module 1.3 Teamwork and Communication**

Practical and theory module covering verbal and written communication of information in the workplace, communication process, communication problems, listening skills, non-verbal communication, interpersonal and team communication, and developing positive working relationships within a team. Problem identification, information sources, checklists, problem solving process, taking action, and monitoring results. Planning, organising and prioritising of work tasks to make effective use of time.

#### **Module 1.4 Recording and Monitoring Performance**

A practical and theory module covering identification of pigs, objectives of recording, information to record, recording methods, and using records to monitor unit performance.

#### **Module 2.2 Identify and Draft Pigs**

A practical and theory module covering the principles of pig selection as they affect pig breeding, and the methods used identify and select pigs for sale, weaning and grouping.

#### **Module 3.6 Pig Anatomy, Body Systems and Reproduction**

A practical and theory module covering basic anatomy of the pig, the structure and function of pig body systems, the reproductive process, and factors affecting reproductive output.

#### **Module 4.1 Feeding Pigs**

A practical and theory module covering pig digestion and nutrition, nutrients and nutrient requirements, water requirements, feed ingredients, diets and methods of feeding.

#### **Module 5.1 Environment and Housing**

A practical and theory module covering principles of housing, temperature, ventilation, insulation, stocking rates and floor types and dust.

### **Optional Modules**

The modules in this category are ones that apply to specific piggery sections and departments directly related to pig skills. They are specific skills and knowledge modules that are important in specific departments.

#### **Module 3.4 Euthanase**

A practical and theory module covering euthanasia of pigs including WHS, welfare and a range of techniques.

#### **Module 3.5 Treat Rectal Prolapse**

A practical and theory module covering the treatment of rectal prolapses for all classes of stock using a number of methods.

#### **Module 4.2 Maintain and Monitor Feeding Pigs**

A practical and theory module covering pig digestion and nutrition, nutrients and nutrient requirements, water requirements, feed ingredients, diets this also includes ordering, stocktakes and receiving feed.

#### **Module 5.2 Effluent Management**

A practical and theory module covering the effluent treatment and disposal methods including flushing, scrapping, composting and treatment systems.

#### **Module 5.3 Vertebrate Pest Management**

A practical and theory module covering the identification and control of all vertebrate pests that could be present in a piggery environment.

**Module 6.1 Dry Sow Husbandry**

A practical and theory module covering the condition, health, environment and feeding of breeding stock from weaning to farrowing, oestrus detection and mating, and general husbandry and care of breeding stock.

**Module 6.2 Artificial Insemination**

A practical and theory module covering semen collection, storage and preparation, oestrus detection, timing of insemination, and artificial mating of sows.

**Module 6.3 Natural Mating of Sows**

A practical and theory module covering boar management and the natural mating of gilts and sows.

**Module 6.4 Pregnancy Testing of Pigs**

A practical and theory module covering pregnancy testing of sows using a variety of techniques including real-time ultra sound and Doppler technologies.

**Module 6.5 Collection and Processing of Semen**

A practical and theory module covering collection, storage and processing of quality semen including calculating dose numbers.

**Module 7.1 Farrowing Sows and Gilts**

A practical and theory module covering the condition, health, hygiene, environment and feeding of lactating sows and piglets, farrowing process, farrowing assistance, piglet survival, post-farrowing routines, and general husbandry and care of lactating sows and piglets.

**Module 7.2 Colostrum Management**

A practical and theory module covering collection and feeding of colostrum to piglets including the use of artificial colostrum, selection of donor sows and storage.

**Module 8.1 Weaner Husbandry**

A practical and theory module covering the condition, health, hygiene, environment, feeding and growth of weaner pigs, post-weaning problems, and general husbandry and care of weaner pigs.

**Module 9.1 Grower Husbandry**

A practical and theory module covering the condition, health, environment, feeding and growth of grower and finisher pigs, weighing and stock selection for slaughter and breeding, and general husbandry and care of grower and finisher pigs.

**Module 10.1 Operate Tractors**

A practical and theory module covering tractor operations within the farm including, hitch/unhitch, daily checks, and the use of PTO/attached equipment.

## **CHM ALLIANCE - CODE OF PRACTICE**

The CHM Alliance is committed to the maintenance of high standards in the provision of vocational education and training programs, assessment and other client services. This Code of Practice and other supporting documents detail this commitment.

As a Registered Training Organisation, the CHM Alliance has agreed to operate within the Principles and Standards of the Australian Skills Quality Authority (ASQA). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

### **Legislative Requirements**

The CHM Alliance will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workers' Compensation, Industrial Relations, Equal Opportunity and Anti-discrimination will be met at all times. As a Registered Training Organisation the CHM Alliance implements all the legislative requirements of the Training and Employment Act 2000.

### **Access and Equity**

All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

### **Quality Management Focus**

The CHM Alliance has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programs.

### **Client Service and Welfare**

We have sound management practices to ensure effective client service. In particular, we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy student welfare and guidance services.

Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

## **External Review**

The CHM Alliance has agreed to participate in external monitoring and audit processes required by ASQA. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

## **Management and Administration**

The CHM Alliance has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training or assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. The CHM Alliance has adequate insurance policies.

## **Marketing and Advertising**

The CHM Alliance markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## **Training and Assessment Standards**

The CHM Alliance has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

## **Sanctions**

The CHM Alliance will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

**The CHM Alliance from time to time as necessary will review this Code of Practice.**

# **CHM INTERNAL QUALITY REVIEW PROCEDURE**

## **Purpose**

This procedure outlines the review process for the CHM Alliance's vocational education and training programs. Training program review is an on-going process of self-assessment. The CHM Alliance has a commitment to providing quality training programs to their piggery staff and trainees from other parts of the CHM Alliance businesses.

By regularly reviewing each of the training programs internally, the CHM Alliance ensures that it continues to provide quality training programs to its staff and trainees.

The internal quality review procedure will measure the implementation, delivery and outcomes of training against selected Quality Standards criteria as appropriate to the registration.

## **CHM ACCESS AND EQUITY POLICY**

### **Policy:**

1. The CHM Alliance will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.
2. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
3. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions that affect their lives.
4. We will implement customer oriented conservation programs and target the specific needs of market segments in enhancing the economic development of the organisation.

### **Procedures:**

1. Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for members of underrepresented groups.
2. Ensure access and equity issues are considered during curriculum development.
3. Provide access to staff development to assist trainers/teachers who deliver courses to under-represented groups.

**The CHM Alliance will review this policy as necessary**



# **CHM RECOGNITION OF PRIOR LEARNING (RPL) POLICY**

## **Introduction**

The Recognition of Prior Learning (RPL) system means that a person's skills and knowledge gained while working at their job in the past can be recognised and credited toward the achievement of national units of competency or towards a whole qualification. Someone who has worked in a particular department for a reasonable period of time will be competent in a proportion, and in some cases all, of the skills required in that department. A system will be in place to recognise those skills without the employee having to 're-learn' them.

This process also applies to supervisors who want their stockpersonship skills recognised by achieving the departmental stockperson level qualifications.

## **CHM Recognition of Prior Learning Policy:**

1. All staff will have the opportunity to gain credit toward or achieve national qualifications through the recognition of prior learning process. This means that a person's skills and knowledge gained while working at their job in the past can be recognised and credited toward the achievement of the CHM qualifications.
2. Practical skills at both stockperson and supervisor level will be recognised by evidence from and assessment by the manager or supervisor who was/is in charge when the person worked in their department. The relevant practical skills can be signed off in the record books. Evidence of competence from previous employers will also be considered.
3. Evidence of theory knowledge can be provided through written tests, oral testing where the candidate answers questions from the relevant unit of competency question bank or, alternatively, the person can do the theory course of the training program and submit the relevant assignments. Evidence of theory knowledge from other courses and training providers will also be considered.
4. If recognition cannot be given for whole qualification, gap training will be given.

**The CHM Alliance will review this policy as necessary**

# PRIVACY POLICY STATEMENT

## 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

Personal information collected as a result of your enrolment will be used by CHM Alliance Pty Ltd for general student administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised officers have access to this information.

## Information collected for the purpose of enrolment in a qualification or program

- |   |  |
|---|--|
| <input type="checkbox"/> Name   | <input type="checkbox"/> Language, literacy and numeracy assessments |
| <input type="checkbox"/> Address  | <input type="checkbox"/> Proof of identity – 100 Point ID check      |
| <input type="checkbox"/> Contact details  | <input type="checkbox"/> Unique Student Identifier (USI)             |
| <input type="checkbox"/> Emergency contact                                      | <input type="checkbox"/> Disability / special need requirements      |
| <input type="checkbox"/> Employment history / status                            | <input type="checkbox"/> Schooling / qualifications completed        |
| <input type="checkbox"/> Citizenship, Residency and Visa status and information | <input type="checkbox"/> Verification documentation and evidence     |

## 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.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), 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.

DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.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 CHM Alliance 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

## How personal information is collected and stored

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.

Only information disclosed by the individual is used in the collection of information. Prior to the collection of personal information, the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.

Written and/or verbal consent is obtained prior to collection of personal information and stored appropriately (e.g. in the students/employee file or on the student management system). For individuals under 18 years of age parent/guardian consent is sought/required.

The types of information collected or disclosed by the individual will vary depending on the method of collection, the purpose of that collection and the individual disclosing the information.

Forms used by CHM Alliance to collect personal information from students include;

- Training Records/Contact Forms used by trainers and assessors
- Enrolment forms
- Assessment tasks submission forms
- Training plans/ Individualised learning and assessment plans

Personal information will be stored on our student records management system aXcelerate, which is secured by multiple passwords. CHM employees, authorised by the RTO Manager, can access student data from aXcelerate only to verify student outcomes for the purpose of compliance with administration and HR procedures. Hard copy student files are kept in a locked storage room with access only to CHM Alliance staff.

## **Use of information**

Personal information is only for the purpose for its collection and by staff who require the information in order to complete the tasks associated with their role and function.

Student personal information is used to;

- Identify individuals enrolled in a CHM Alliance program
- Process application and enrolment requests including credit transfer applications
- Monitor student progression and provide individualised support
- Enter student assessment results
- Report data required by government (data provision and contractual data requirements)
- Monitor and evaluate organisational performance.
- Ensure certification documentation is awarded to the correct graduate

## **Accessing and seeking correction of personal information**

CHM Alliance acknowledges the rights of individuals to have access to their personal information under the “Freedom of Information Act” and provides opportunities to review this information on request.

Students and staff are encouraged to update their personal information as it changes to maintain the currency and accuracy of records/data. Where CHM Alliance staff identify/suspect that personal information is inaccurate, out of date, incomplete or misleading they will contact the individual for further clarification and action any rectifications as required.

Students have access to their own personal information via our Student Portal and can check and update their details at any time. Students can also call, email or post a letter with the updated personal information. The Student records will then be update once details are confirmed. There is no charge to an individual who wishes to correct personal information or an associating statement.

Security questions will need to be confirmed by the student before any request to re issue a Certificate or Statement of Attainment is actioned should you misplace your original copy.

## **Destruction of personal information**

Personal information is stored in the organisations electronically (student management system) for a minimum period of 30 years. Hard copy documentation is securely destroyed after 7 years in accordance with the Australian Skills Quality Authority (2015) *“Standards for Registered Training Organisations (RTOs) 2015”*.

## **References**

Australian Skills Quality Authority (2015) *“Standards for Registered Training Organisations (RTOs) 2015”*.

Privacy Act 1988 The Australian Privacy Principles

National Vocational Education and Training Regulator Act 2011

National VET Data Policy December 2020

Office of the Australian Information Commissioner ( ) Australian Privacy Principles

Office of the Australian Information Commissioner (2014) Guide to developing an APP privacy policy

**The CHM Alliance will review this policy as necessary**

## **LEGISLATIVE REQUIREMENTS**

### **Work Health and Safety Legislation 2011**

The Work Health and Safety Act provides a nationally consistent framework for managing health and safety risks across Australia. Nationally uniform laws ensure all workers in Australia have the same standard of health and safety protection, regardless of the work they do. The objective of CHM Alliance is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this legislation, regardless of the types of services and/or products they provide or sell.

CHM Alliance has systems in place for managing and minimising risk for the accredited courses and services we provide. Visit the Queensland Government's Workplace Health and Safety Website for more information on this legislation [www.worksafe.act.gov.au](http://www.worksafe.act.gov.au) or [www.deir.qld.gov.au/workplace/law/whslaws/index.htm](http://www.deir.qld.gov.au/workplace/law/whslaws/index.htm)

### **National Vocational Education and Training Regulator Act 2011**

This legislation aims to provide national consistency in regulation of the VET sector and to this end the legislation enables a national body to regulate RTOs called ASQA, the Australian Skills Quality Authority. This legislation sets the standards for assessments, training, client services, management systems, and governance for RTOs. It also authorises a system of national standards for all RTOs.

### **The Standards for Registered Training Organisations 2015**

The Standards for Registered Training Organisations (RTOs) are the nationally agreed quality arrangements under which all Registered Training Organisations (RTOs) are accredited. These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

CHM Alliance has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of all participants.

Staff members at CHM Alliance believe in continuous improvement and all staff members adhere to the requirements for trainers and assessors outlined in the Standards for Registered Training Organisations 2015, Schedule 1.

[www.asqa.gov.au/standards](http://www.asqa.gov.au/standards).

## **Student Identifier Act 2014**

The Student Identifiers Bill 2014 is an initiative of the Council of Australian Governments (COAG) that provides for the introduction of a student identifier for individuals undertaking a VET course. From 1 January, 2015, all learners will need to have a Unique Student Identifier (USI) to allow the Commonwealth to keep a register of learners completing training. Learners can request a transcript of all their training undertaken after 1 January 2015 from the one website. Learners will have to have a USI in order to receive their certificates.

All RTOs will need to access and verify this number for their students before a Statement of Attainment or Certificate can be issued.

To create your USI online, visit the USI website [www.usi.gov.au/create-your-USI](http://www.usi.gov.au/create-your-USI)

## **The Further Education and Training (FET) Act 2014**

The FET Act 2014 was introduced by the Queensland Government to provide a legislative foundation for flexible, high-quality training to support an innovative Australian workforce. The legislation regulates the apprenticeship and traineeship system and provides a structure for providing advice on vocational education, training and employment matters to the Government. The Academy is familiar with the Act and abides by this legislation in regard to traineeships and Vocational Education.

CHM Alliance has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

You may read the legislation on the following website:

[www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTmgA14.pdf](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTmgA14.pdf)

For further information on the impact of this legislation, visit the Queensland Department of Education and Training website and the policies and procedures around traineeships:

<http://training.qld.gov.au/about/vet-policies-procedures/apprenticeships-traineeships/procedures/index.html>

## **Privacy Act 1988**

The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. The Privacy Act was updated in March 2014 and includes 13 Privacy Principles that apply to the handling of personal information.

<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>.

We at CHM Alliance have earned our client's respect and trust. You have our assurance that your personal information will remain confidential.

CHM Alliance collects information on Enrolment forms and Student folders that is required by the Australian Skills Quality Authority (ASQA) and is provided to the government for statistical information only.

Any information collected is stored safely and securely and is not released to anyone at any time without your permission. The only exception is for government auditing purposes.

Information on enrolment forms is information that RTOs are required to gather by the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

CHM Alliance clients can apply to access their files. These are available upon request under the Australian Privacy Principles.

Further information can be obtained from the Office of the Australian Information Commissioner:

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

## **Workplace Relations, Fair Work Act 2009**

Australia's workplace relations system, Fair Work, officially came into effect for employers and employees across Australia from 1 July 2009.

The system is designed to balance the needs of employees, employers and unions and will allow workplaces to become more productive and competitive without taking away workplace rights and basic conditions. Fair Work comprises the national tribunal, Fair Work Australia, and the Office of the Fair Work Ombudsman.

Information on Workplace Relations can be found on the Fair Work website [www.fairwork.gov.au](http://www.fairwork.gov.au)

Entitlements, wages, and information on apprenticeships and trainees for each state can also be found on this website.

## **Copyright Act**

The Copyright Act relates to copyright and the protection of certain material and performances. Generally, one chapter or ten percent of a work can be copied for educational purposes. Specific rules apply to creative works such as music and poetry. This is overseen by CAL (Copyright Agency Limited). If someone wants to use copyrighted material beyond the usual allowance, then permission must be obtained from the copyright owner. [www.copyright.org.au](http://www.copyright.org.au).



# CHM FEES AND REFUND POLICY

## General

Trainees who are employees of the CHM Alliance group of companies are not charged fees. Tuition fees payable under user choice funding is paid by the company. All training materials are provided to the trainees. Training materials remain the property of the CHM Alliance with the exception of the Trainee Record Book that becomes the property of the trainee.

Partners of CHM Alliance Training Programs are charged at a Fee for Service component as set out by the individual training agreements.

From time to time, there may be places available to outside trainees on short courses run by the CHM Alliance.

## Terms and Conditions

Where participants are from outside the CHM Alliance group of companies the fees and refund policy is as follows (short courses only):

- Payment must accompany the registration form and must be made seven days prior to the commencement of the course. Cheques should be made payable to the CHM Alliance.
- Fees include refreshments and course materials as indicated.
- Course registration may be cancelled up to 5 working days prior to commencement of the course with participants either transferring to another course or receiving a refund less a 10% cancellation fee.
- If no cancellation is received, or cancellation is made with less than 5 working days' notice, no refund will be issued. However, a replacement participant may be sent.
- The CHM Alliance reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such a cancellation will receive a full refund or be offered the opportunity to transfer to the next available program.

## Tuition Levy

The Tuition Levy, generally paid by the company, will be charged/invoiced at commencement of the Traineeship. Payments can be made by Cheque or Direct Deposit as per Invoice. Trainees will be charged a Tuition Fee of \$1.60 per nominal hour for each Unit of Competency delivered. (Note this Fee is GST exempt)

Students who are eligible for Partial Exemption will be charged a reduced fee as set out by the state governments. (Note this Fee is GST exempt)

## Partial Exemption Eligibility

- The participant was or will be **under 17** at the end of February in the year that training starts, and the participant has **not completed year 12**
- The participant holds a health care card, pensioner card issued under Commonwealth Law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, **and named on the card**
- The participant issues CHM Alliance Pty Ltd with an **official form** under Commonwealth law that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a health care card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person

## Fee Exemption

- A fee exemption may be given if this would cause the participant extreme financial hardship
- School-based Trainees are exempt from all fees

## Reimbursement/Refund

Tuition Fees will be refunded to the payee on cancellation of the traineeship as follows:

- 100% of nominal hours of the units not commenced
- 50% of nominal hours of units started but not completed

**The CHM Alliance will review this policy as necessary**

## MISCONDUCT POLICY

Student Misconduct includes both academic and behavioural misconduct.

### Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes, but is not limited to ***cheating*** – including supporting others in cheating, ***plagiarism***, ***collusion*** – including working in groups where not approved by the trainer, electronic plagiarism and ***falsifying*** information.

#### ***Plagiarism***

The Macquarie Dictionary defines plagiarism as “the appropriation or imitation of another’s ideas and manner of expressing them ... to be passed off as one’s own”. Unless acknowledged, the following are all forms of plagiarism:

- Copying or using the work of another person, in whole or in part
- Copying an assignment or the work of another student
- Summarising or paraphrasing the work of any other person
- Paying for someone else to complete your work

Plagiarism is easily detectable and is classified as cheating.

Any student found plagiarising risks receiving no marks for the work completed and failing the module. Plagiarism may lead to exclusion from further training.

### Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach student rules. This includes, but is not limited to:

- i. Breaches of commonwealth or state law which impinge on operations
- ii. Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in training
- iii. Refusing or failing to identify yourself truthfully
- iv. Any act or failure to act that endangers the safety or health of another person
- v. Actions that impair any person’s participation in a legitimate training activity or, by act or omission disrupts the peace or good order of the organisation
- vi. Acting in a way that causes students or training staff or other persons within the organisation to fear for their personal safety
- vii. Acting in a way that causes damage to the organisation

## Immediate Consequences of Misconduct

- i. Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority
- ii. If a trainer or supervisor believes you are involved in academic misconduct (ie plagiarism, cheating, collusion etc) during assessment:
  - a. You will be instantly informed, but if in the process of an assessment item you will be allowed to finish
  - b. The trainer or supervisor will prepare a written report on the alleged academic misconduct and attach the report to your assessment item
  - c. The matter will immediately be referred to the RTO Manager for appropriate action
- iii. A site manager or the RTO Manager may in respect to any misconduct related to a training activity, in any location, immediately suspend you from training participation for a period not exceeding 1 week in the first instance
- iv. If a suspension action is taken, the trainer or supervisor shall advise the RTO Manager and Manager of the relevant company immediately
- v. Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension
- vi. If you are a trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000 and CHM Alliance Pty Ltd Training policies and procedures

## Formal Disciplinary Process

Following receipt of advice of an act of misconduct, the RTO Manager will advise you in writing of the alleged incident of misconduct and commence the following formal disciplinary process:

- i. You have five working days to make oral or written representations regarding the alleged incident of misconduct
- ii. Within five days after this period, the RTO Manager may modify or dismiss the charge  
OR  
Submit a report to the Company Manager recommending one or a combination of the following penalties:
  - a. In the case of misconduct related to assessment, you may fail the assessment or be marked as Not Competent for the competency;  
A supplementary assessment may be provided at the discretion of the relevant company manager.
  - b. Reprimand and warn you against repetition of the breach of discipline
  - c. Exclude you
- iii. Within five working days of the report being submitted to the relevant company manager, the RTO Manager must provide you with a written statement detailing the decision, including information of your right to appeal the decision

## Misconduct Appeals

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the RTO Manager.

- i. A date for Misconduct Review with the RTO Manager and the Site Manager will be set as quickly as possible and you will be notified of the time, date and venue in writing
- ii. You have the right to be accompanied by a representative and you may call witnesses, or you may provide a written submission instead of attending the meeting
- iii. If you do not attend the meeting or provide a written submission, the RTO Manager and Site Manager may assess the matter and where necessary impose a penalty as if you had participated
- iv. The RTO Manager will advise you in writing of the decision within two working days of the date of the decision
- v. The decision of the RTO Manager and the Site Manager is final

Note: If you are an apprentice or trainee, your appeal must be lodged in accordance with the Vocational Education, Training and Employment Act 2000.

## CHM COMPLAINTS AND APPEALS PROCEDURE

If training participants are not satisfied with the outcome of their assessment(s) or any other matter relating to the CHM Alliance vocational education and training programs and services, there is a complaints procedure and appeals procedure that the trainee can go through. Trainees are informed of this right and of the appeals procedure. Informal feedback is welcomed at any time.

The CHM Alliance grievance and appeals procedure is as follows:

1. Trainee takes up the matter with the workplace assessor responsible for the assessment explaining why they do not agree with the assessment - this must occur within 7 days of the assessment taking place.
2. If no agreement or solution is reached, then the matter can be referred to the unit manager (if they did not carry out the assessment).
3. If no agreement or solution is reached, then the matter is referred to the CHM Alliance's RTO Manager, using the complaint form included.
4. Again, if no satisfactory solution is arrived at, then the matter is referred to the Quality Committee of the CHM Alliance, whose decision is final.
5. Where assessment is being carried against national competency standards and the grievance cannot be resolved internally, the final grievance procedure is to take the matter up with the relevant ombudsman.

Refer to Records section for forms.

**The CHM Alliance will review this policy as necessary**

# Complaints Form

## My details

Name: \_\_\_\_\_

Organisation (if appropriate): \_\_\_\_\_

My contact details: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

I am a .....

☐ Current staff member

☐ Former staff member

☐ Other      Description: \_\_\_\_\_

## Complaint details

\_\_\_\_\_  
\_\_\_\_\_

The course/qualification(s) I have concern(s) with: \_\_\_\_\_

\_\_\_\_\_

My complaint is about:      (tick one or more boxes)

☐ The quality of the education/training ☐ The facilities or resources of the provider

☐ The qualifications of trainer(s) / assessor(s) ☐ The RTO's marketing materials, advertising or website

☐ Assessment (including Recognition of Prior Learning) ☐ The RTO not giving student(s) a certificate or results

☐ Fees, charges and refunds ☐ The conduct of trainer(s) / assessor(s)

☐ The provider's complaints and appeals process ☐ The provider not letting student(s) transfer to another provider

☐ Bullying or harassment ☐ Errors on certificate(s) or Statement(s) Attainment

☐ Record keeping ☐ An accreditation or registration issue

☐ The provider not recognising a student's prior qualifications ☐ Workplace Health and Safety

**More details about my complaint:**

Please include as much information and detail as possible.

If you have printed off this form and need more space, please attach another page.

**This issue has affected me/the student(s) because:**

(Optional)

**Supporting documentation:**

- ☐ I have attached supporting documentation or other evidence to submit with my complaint.
- ☐ I do not have supporting documentation (Note: this may impact on the complaint investigation)

**Outcomes sought from making the complaint:**

As a result of making this complaint, I would like:

(Optional)

Please return to:

RTO Manager  
CHM Alliance Pty Ltd  
PO Box 564  
Dalby QLD 4405

Thank you for your feedback, it is important to us. We will respond within 15 working days of receipt of your complaint.



