



Agsafe Training

Admin Guide for Participants

V.6 – July 2015

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FOR MORE INFORMATION:
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About Agsafe Accreditation

Agsafe is a non-profit independent subsidiary of CropLife Australia, the national association for the plant science industry in Australia. Agsafe implements an agricultural and veterinary (agvet) chemical industry Accreditation & Training program which aims to:

- Have professional trained and accredited staff, with a commitment to the Agsafe Code of Conduct, throughout the distribution chain at all locations where agricultural and veterinary chemicals are commercially sold.
- Have all premises in the distribution chain where agricultural and veterinary chemicals are stored, handled, dispatched and sold meeting their accreditation obligations by:
 - having all eligible staff accredited
 - meeting all relevant regulations, standards and codes
 - demonstrating their duty of care

The Agsafe Accreditation & Training program ensures that agvet chemicals in the distribution chain - from manufacture, through to sale, to the end user - are handled by industry personnel who:

- Understand all relevant safety and regulatory obligations;
- Can fulfil appropriate 'duty of care' obligations; and
- Can deliver to the end-user appropriate advice on chemical use, consistent with legal obligations and with advice from Departments of Agriculture or Primary Industries, which is increasingly disseminated via retail outlets.

Who Should Attend Agsafe Training

Agsafe training is recommended for all personnel who handle, sell, recommend, advise and/or take responsibility for the safety of agricultural and veterinary chemicals.

This includes sales reps, warehouse managers and staff, agronomists.

Agsafe training does not apply to:

- Vets who prescribe a veterinary product
- Individuals who sell products exclusively for domestic use
- Staff members who work purely in administration
- Farmers and other end users.

Agsafe Training Points System

Agsafe has implemented a new accreditation framework to improve the services it provides to the Agvet chemical industry. The Agsafe 'points' framework provides a more flexible premises accreditation and training environment for current members, enabling them to easily meet Workplace Health and Safety (WHS) obligations.

When training with Agsafe participants are awarded a number of Agsafe training points and given an anniversary date. Each year on your anniversary date your points balance will drop by 100 points, if it drops below a total of 100 points, you will need to update your training. For example, if you are awarded 300 points and an anniversary date on March 2014, in March 2015 your points balance will drop to 200 Agsafe training points. In March 2017 your points balance will drop to 0 (below 100) and you will need to complete further training.

Regardless of your points balance, at least one Agsafe training course must be completed every five years.

Courses Available

Induction Course

This is an entry level course for people brand new to the industry in their first weeks on the job.

This course has been designed in partnership with Tocal College and provides the learner with information that is vital to a new staff member.

The Agsafe Induction course is only available online.

On completion of this course participants will receive 100 Agsafe training points

Agvet Chemical Supplier Course

This course is designed both for individuals who have worked in the Agvet chemical industry for about 12 months as well as those with years of experience in the industry. It is interactive and challenging, and provides an excellent way to learn about your industry. This course replaces the Agsafe Personnel Accreditation (Basic) course.

Participants completing this course will receive 300 Agsafe training points and cover the following modules:

- **Contribute to OHS Processes**
- **Provide information on Products and Services**
- **Transport, Handle and Store Chemicals**

Those using this course for reaccreditation will only need to complete the first two modules and will also receive 300 Agsafe training points.

1080 Retailer Accreditation (VIC)

This course is specifically designed for those stores wishing to supply 1080 pest animal baits in Victoria.

Participants completing this course will receive 200 Agsafe training points.

VOCAM Training Courses

Agsafe offers a range of short, online courses through VOCAM Worldwide Publishing. Topics available include:

- Forklift Safety Essentials
- Hazardous Substances Safety Essentials
- Risk Management Safety Essentials

Participants will receive from 80 to 110 points for successful completion of VOCAM training depending on the course.

Other Courses

If participants have completed any other training in the last 12 months that assists them in doing their jobs safely, Agsafe may be able to recognise this training during the reaccreditation process. Examples of such courses include:

- First Aid
- Defensive Driving
- Fertcare

Agsafe will award up to 200 Agsafe training points for other training depending on the course.

Further Information on Courses

Further information on all of the above options is available on our website or by contacting Agsafe.

Access and Equity

Agsafe is committed to the principles of access and equity in the delivery of training and assessment services, and sensitive to the cultural and learning needs of participants.

Agsafe encourages participation in training that leads to individual achievement and enhanced safe workplace practices. If participants require assistance to complete their training, Agsafe will work with them to provide suitable support where possible.

Agsafe's policies and procedures ensure fair and reasonable access to courses and comply with equity principles through the fair allocation of resources and the creation of learning and working environments that are free from discrimination.

If you require any individual provisions in order to complete your course, please call Agsafe on 02 6230 4799 to discuss your requirements further

Literacy and Numeracy

In order to complete the pre-course work, participants should have literacy and numeracy skills to be able to read a product label and complete basic compliance documentation. Agsafe has a flexible approach to learning requirements and is prepared to discuss options with participants.

Agsafe Code of Conduct

The Code of Conduct and the Agsafe Accreditation program have been developed to assist Agsafe members in meeting a number of Australian laws and industry standards, particularly in relation to workplace health and safety, environmental protection and trade practices. All Agsafe members are required to comply with this code as a demonstration of their commitment to the relevant laws and standards in the supply of Agvet chemical products.

All participants will be supplied with access to the Code of Conduct as part of their enrolment and must agree to abide by its principles.

Course Completion and Outcomes

Agsafe's qualified trainers will review and determine whether participants have achieved a satisfactory result or unsatisfactory. Participants notes as satisfactory will receive an Agsafe certificate and 300 Agsafe training points.

Participants noted as unsatisfactory may continue to work with Agsafe to achieve a satisfactory result.

Where a satisfactory result is still not achieved, the participant may be required undertake further training. Where the outcome of the course is in dispute, the participant can apply through Agsafe to have the outcome reviewed.

Agsafe allows a period of up to 6 weeks from completion of the Agvet Chemical Supplier course for initial submission of materials for learners to attain a competent result. Those requiring extra time will need to apply for an extension to this timeframe.

Course Fees

Current fees for all Agsafe training options are available on our website.

Payment of Fees

All fees must be paid in full before training materials will be supplied.

Cancellation Policies

The cancellation policies for our various courses are listed below.

Agsafe recognises that emergencies may arise which cause a participant to cancel training with little or no notice. In the event of such a situation, Agsafe is happy to discuss alternative arrangements with participants and their workplaces.

Agsafe reserves the right to cancel planned training events due to insufficient interest.

Any cancellation requests must be in writing and addressed to the Training Coordinator.

Induction: Once a login has been issued Agsafe is unable to offer any refunds for a cancellation.

Agvet Chemical Suppliers Course: Participants who have been issued with materials for Stage 1 of the course may receive a 75% refund upon cancelling. Once participants have attended a stage 2 workshop or webinar then Agsafe is unable to offer any refunds for a cancellation.

1080 Retailers Course (VIC): Participants who have been issued with a login for the online section of the course may receive a 75% refund upon cancelling. Once participants have received their assessment then Agsafe is unable to offer any refunds.

VOCAM: Agsafe is unable to offer any refunds once a login has been issued.

Points Requests: Applicants will be advised by email of the points to be awarded prior to invoicing and may cancel without penalty within 7 days of receipt of the email. No refunds will be available after this time.

Agsafe Quality Assurance

Course Material

Agsafe is committed to providing training courses of a consistently high standard and as part of that objective it monitors and seeks to improve the quality of its training materials using the following review process:

- Training materials are reviewed by the Agsafe Training Committee, the Agsafe Accreditation & Training Manager or another relevant reviewer considered appropriate
- Revisions based on recommendations made by the training committee are signed off by the Agsafe Accreditation & Training Manager
- Training materials are updated
- Agsafe staff, trainers and assessors are formally notified of revisions to training materials

The Agsafe Training Committee is comprised of the Agsafe Accreditation & Training Manager; at least one Agsafe trainer/assessor and an industry representative where practicable. The committee meets on an ad hoc basis.

Agsafe welcomes and encourages feedback on all aspects of its training materials and presentations. Comments and queries should be directed to the Accreditation & Training Manager. Where appropriate, this feedback will be submitted to the Agsafe Training Committee.

Mentors, Trainers and Assessors

Agsafe works closely with its trainers to ensure a high standard in the delivery of its courses, engaging trainers and assessors who meet the following criteria:

- Tertiary qualifications, or an acceptable equivalent, in an area related to the training program
- A minimum of three to five years of relevant industry experience
- Demonstrated experience in delivering education
- Certificate IV in Training and Assessment (TAE40110)
- Commitment to professional development via attendance at relevant seminars or workshops, including the annual Agsafe Trainers and Facilitators Conference

Agsafe is committed to improving the delivery of its courses. Comments or queries concerning a trainer or the delivery of a course should be directed to the Accreditation & Training Manager.

Grievances and Appeals

All participants of Agsafe courses have rights and responsibilities that are integral to the resolution of problems. In the event that a participant has a grievance with Agsafe or any Agsafe trainer or assessor, Agsafe will endeavour to resolve the issue in one of three ways:

- Informally
- Formally
- Using external resources

Informal resolution

The complainant is encouraged to resolve the matter directly with the supposed and Agsafe will offer assistance to help facilitate this. The complainant is not obliged in any way to agree to an informal resolution.

If the issue is not resolved directly between the two parties or if a formal process is requested:

Formal resolution

Complaints must be sent in writing to the Agsafe Accreditation & Training Manager within five days of completion of the training or as soon as practicable thereafter.

The Accreditation & Training Manager will consider all information received from both parties and may seek advice from appropriate and relevant persons. After due consideration the Accreditation & Training Manager will recommend a resolution to the complaint. If it is agreeable to both parties, written confirmation of this resolution is forwarded to both parties and the matter is considered officially closed.

Resolution using external resources

If the outcome of the formal resolution process is not acceptable to both parties, Agsafe will continue to assist them in seeking resolution, including suggesting mediation.

Improvement action

Wherever possible, Agsafe will endeavour to improve its processes, operations or services as a result of comments and feedback, including the outcome of grievance processes.

Definitions used above

Grievance: a real or perceived cause for complaint, disagreement, conflict, dispute or similar problem.

Complainant: an individual (or several individuals) who claims to have experienced a negative or unfavourable impact arising from a stated grievance.

Supposed: a person or entity against whom a grievance is made.

Agsafe commitment to excellence

Agsafe is committed to continuous improvement of its courses, delivery and administration, and welcomes comments from participants at any time.

Agsafe welcomes your feedback!

By telephone: 02 6230 4799
By email: info@agsafe.com.au