

Student Information Guide

Chubb Training Group



RTO: Chubb Training Group (CTG)
RTO registration code: 21411
Implementation date: July 2025
Authorised by: Training Quality Manager (TQM)

Version control			
Version:	Date:	Purpose/Changes:	Approved:
3.0	01/07/2023		TQM
4.0	01/07/2025	Updated in line with new Standards for RTO	NQM
4.1	24/11/2025	Updated in line with consultant feedback	NQM

Copyright Notice

Copyright © 2025, Chubb Fire & Security Pty Ltd - All rights reserved.

This work is protected by the copyright laws of Australia. When you access this work, you agree that except as permitted by the Copyright Act 1968:

- you may not distribute or commercially exploit the content of this work;
- you may not reproduce, modify, store in a retrieval system, broadcast or transmit any part of this work without our express written permission; and
- you must include this copyright notice in any copy you make.

Disclaimer

Chubb Fire & Security makes no representations about the content and suitability of this work for any purpose. It is provided "as is" without express or implied warranty.

Chubb Fire & Security disclaims all warranties with regard to this work, including all implied warranties or merchantability and fitness. In no event will Chubb Fire & Security be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, whether in an action of contract, negligence or other tortious action, rising out of or in connection with the use of this work.

Table of Contents

Student Information Guide	1
Chubb Training Group.....	1
Welcome to Chubb Training Group	4
Our Vision	5
Our Mission	5
Our Values	5
Chubb's Code of Ethics	6
Choosing the right training course	7
Nationally Recognised and Industry-Standard Training.....	7
Checking Your Suitability	8
Booking/Enrolment Process.....	9
How to enrol in a Chubb Training course – Group.....	9
How to enrol in a Chubb Training course - Individual	9
Chubb Learner Portal	9
Unique Student Identifier.....	10
International Students	10
Chubb Support and Wellbeing Services	11
Getting Support During Your Training.....	11
Looking After Your Wellbeing.....	11
Fees, Charges and Cancellations	12
Cancellations	12
Other fees	12
Consumer Protection.....	12
Learning and Assessment	13
Flexible learning	13
Assessment	13
Recognition of Prior Learning (RPL)	14
Recognition of certificates issued by another RTO	14
Certification.....	14
Access to student records	15
Appeals and Complaints	15
Student Code of Conduct.....	16
Access and Equity	16
Maintaining a Respectful Workplace	16
Academic Integrity	16
Privacy Policy	17
Workplace Health and Safety	19
Staying Safe at Chubb – Our Commitment & Yours	19
First aid.....	19
Smoking.....	19
Chubb Facilities	19
Parking	20
Feedback	20
Enquiries	20

Welcome to Chubb Training Group

Chubb Training is part of Chubb Fire & Security Pty Ltd, which belongs to the global Chubb Fire and Security network. Chubb has been protecting people and property in Australia since 1896 and is now one of the world's leading providers of fire safety and security solutions. We help businesses and organisations protect what matters most, backed by a team of over 12,000 specialists delivering services through more than 200 branches worldwide.

Chubb Training is a National Vocational Education and Training Regulator Registered Training Organisation (NVR RTO).

Our registration code is 21411, and our details are recorded in the National Training Register at: <https://training.gov.au/organisation/details/21411/summary>

As an NVR RTO, we maintain compliance with the *Standards for Registered Training Organisations 2025 (Standards for RTOs)*, comprising:

- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*
- *Credential Policy*

The *Standards for RTOs* sets out the standards required for the delivery of nationally recognised training and assessment.

Our Student Information Guide

This Student Information Guide provides information about Chubb's policies and administrative procedures, including how to enrol, the support offered to you, and what you can expect during your training with us. Please familiarise yourself with this information before enrolling.

Our Vision

The number one trusted partner to protect the world's most valued resources — people, property and assets

Our Mission

For every one of us to go the extra mile for our team and our industry. We lead the way in designing, delivering and supporting safe, reliable and innovative solutions.

Our Values

#1 Protect people first

*That's all there is to it. Without question, it's **people we prioritise**, always.*

Every hour of every day, 365 days a year, **we keep people safe**. We never compromise on our **customers' safety or security**. That's what we're here to do. We're also here to keep each other safe. We look out for each other. We **help and care** for our colleagues – their mental, physical and emotional wellbeing. We continually **strive to create a positive, safe and healthy** working environment where we all have a voice.

#2 Think steps ahead

*We use our **insights and innovation** to ensure peace of mind and business resilience for our people and our customers.*

Anticipating risks and threats and being **proactive for our customers** is core to our service. It's why they trust us to protect them. But also we need to be as **strategic** for our own success, **looking ahead** to what's on the economic, technological and business horizon, and **thinking about things differently**. That's how we build a strong Chubb. A business that can offer great opportunities to all our stakeholders.

#3 Own what we do

*We define and uphold **standards of excellence** and commit to **best - in - class performance**.*

We don't only set and maintain standards for ourselves, we **lead the way** in our industry, informing regulatory standards, highlighting **new challenges** and **putting forward effective solutions**. We are proud of the role we play for our customers and within our industry and **strive for excellence** in everything we do. We **take accountability**, share our learnings and commit to **continuous improvement**.

#4 Bring energy to challenges

*We step up to the **responsibility** we have to make the world a safer place and **build on great ideas** from everyone.*

While we're a business with a long and proud heritage, we have never been a business that stands still. Now with an exciting new era ahead we are even more energised about our work, excited about how we can **use technology** for even greater protection and **expand the range of services we offer our clients**. This energy is present in our everyday work, as we **engage in problem solving** within our teams, **collaborate with our suppliers** and **work in partnership** with our customers.

#5 Win with integrity, together

*We are one Chubb. We **collaborate, respect and empower** one another, with a common drive for the **highest levels of performance**.*

We focus on achieving our goals with high levels of **commitment and responsibility**. While we want to win, we balance our goals with **doing the right thing**, and work together **openly and transparently** to achieve the milestones that will **make a difference** to our business, our customers and the wider world.

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.

Choosing the right training course

Nationally Recognised and Industry-Standard Training

At Chubb Training Group, we offer two types of training: nationally recognised and industry-standard.

Nationally recognised training products are accredited under the Australian Qualifications Framework (AQF). They meet national standards and are recognised by employers and other training organisations across Australia. When you complete one, you'll receive a qualification or Statement of Attainment with the Nationally Recognised Training logo.

Industry-standard training products are non-accredited programs developed by Chubb to meet specific workplace or regulatory needs. They reflect current industry practices and compliance requirements but don't result in a nationally recognised qualification.

Both types of training are designed to build your skills and knowledge. The key difference is whether the training is nationally accredited or developed to meet specific industry standards.

Nationally Recognised Training

Product	Units of Competency
Warden	<ul style="list-style-type: none"> PUAFER005 Operate as part of an emergency control organisation
Chief Warden	<ul style="list-style-type: none"> PUAFER005 Operate as part of an emergency control organisation PUAFER006 Lead an emergency control organisation
Fire Safety Adviser (QLD only)	<ul style="list-style-type: none"> PUAFER001 Identify, prevent and report potential facility emergency situations PUAFER002 Ensure facility emergency prevention procedures, systems and processes are implemented PUAFER003 Manage and monitor facility emergency procedures, equipment and other resources PUAFER004 Respond to facility emergencies PUAFER005 Operate as part of an emergency control organisation PUAFER006 Lead an emergency control organisation PUAFER007 Manage an emergency control organisation PUAFER008 Confine small emergencies in a facility
Confine Small Emergencies	<ul style="list-style-type: none"> PUAFER008 Confine small emergencies in a facility
Perform Low Voltage Rescue	<ul style="list-style-type: none"> UETDRMP018 Perform rescue from a live low voltage panel HLTAID009 Provide cardiopulmonary resuscitation
Provide CPR	<ul style="list-style-type: none"> HLTAID009 Provide cardiopulmonary resuscitation
Provide First Aid	<ul style="list-style-type: none"> HLTAID009 Provide cardiopulmonary resuscitation HLTAID010 Provide basic emergency life support HLTAID011 Provide First Aid

Industry-standard Training

Warden

Chief Warden

General Occupant / Evacuation Training

Fire Awareness and Extinguisher

Emergency Management

Emergency planning audits

Emergency Plans

Evacuation Diagrams

Checking Your Suitability

Before you enrol, we'll help you work out if the course is the right fit for you.

You'll receive a Course Information Sheet that explains what the course involves, including the content, workload, delivery, and any language, literacy, numeracy, digital, or physical requirements. It also includes a Student Suitability Statement, which describes the skills and abilities needed to participate successfully in the course.

You can then compare your own skills and experience with this information and complete a short Suitability Self-assessment to help you decide whether the course matches your goals and current skill level.

If the course isn't quite right, we'll talk with you about other training options or the support available to help you get ready.

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.

Detailed information on each of our courses is available on our website, www.chubbfs.com.

Booking/Enrolment Process

Chubb Training offers courses as either a group corporate booking, or individually through our public course offerings.

How to enrol in a Chubb Training course – Group

To arrange a group training course for your organisation, please contact Chubb Training Group by calling 1300 650 182 or emailing au_chubb.training@chubbsfs.com. Our sales team will work with you to find the right training program for your needs and provide you with a detailed quote.

Once you accept the quote, our Training Coordination team will help you set a date and time that works for your team. You'll receive a client agreement to confirm the training details and guidance on how to enrol your staff in the course.

For nationally recognised training, all participants will get access to our Learner Portal and must complete Chubb's onboarding form before attending the course.

Please ensure all attending staff bring photo identification on the day of training to confirm their identity.

How to enrol in a Chubb Training course - Individual

You can view our public course schedule online at ctgenrol.com.au. Just follow the instructions on the website to register your interest in the course you'd like to attend.

Once we receive your registration, we'll invite you to Chubb's Learning Portal. Here, you'll need to complete your onboarding, which includes:

- Filling in your enrolment details
- Reviewing and agreeing to our terms and conditions
- Completing a short skills assessment

We'll then review your application to make sure it meets the course requirements. If your application is successful, you'll receive a confirmation email with all the details about your training times and location.

Please note:

- Completing the onboarding form secures your place in the course and helps us support your learning needs.
- You must bring photo identification on the day of training to confirm your identity.
- If you're enrolling for recertification, you'll need to provide evidence of your previous training when you enrol. We can't process your enrolment without this.

Chubb Learner Portal

All students have access to the Chubb Learner Portal. This portal makes onboarding easy and gives you everything you need for your course, including course information, learning resources, assessment materials, and your completion or certification records.

The Chubb Learner Portal is hosted on the aXcelerate Learning Management System. If you've trained with another provider that also uses aXcelerate, you can link your accounts to view all your training records in one convenient place.

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 the name and date of birth you provide on your Chubb enrolment is exactly the same as those supplied when you applied for your USI.

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

International Students

The Education Services for Overseas Students (ESOS) Act 2000 is a legislative framework designed to protect the rights of international students studying in Australia.

Under the ESOS framework, only Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)-registered institutions can enrol international students on student visas. Chubb is not a CRICOS registered training organisation.

Unfortunately, Chubb cannot accept your enrolment in a nationally recognised course if you are on a student visa, unless you are completing a First Aid or CPR course ([ESOS exempt course](#)). You may attend one of our industry-standard courses instead.

Chubb Support and Wellbeing Services

Getting Support During Your Training

Once you're enrolled, we'll stay in touch and make sure you have the support you need to succeed.

You'll have reasonable access to your trainers, assessors, and support staff for questions or extra help with your learning.

If you need additional assistance, such as help with language, literacy, numeracy, digital skills, or study skills, we'll connect you with the right support and resources.

We can also make reasonable adjustments if you have a disability or specific learning needs, so you can participate on an equal basis. We encourage you to disclose any disability so we can provide appropriate support and help you participate fully in your course.

If you ever find you're falling behind or struggling, let us know early, we're here to help you get back on track.

Looking After Your Wellbeing

Your wellbeing matters to us. During your training, we'll check in regularly and make sure you know about the support available if you need it.

We can connect you with services that offer help with study skills, time management, mental health, or personal challenges that might affect your training.

If you ever feel stressed, unsafe, or unsure where to turn, you can talk to your trainer, assessor, or support staff in confidence. We'll listen and guide you to the right help.

We want every student to feel safe, respected, and supported throughout their learning journey.

Support and Wellbeing services available

- **Learning Support:** Guidance is available for your studies, including help with course content and online learning. Details about language, literacy, numeracy (LLN), and digital literacy requirements are provided in each course information sheet. If you need help with LLN or digital skills, please contact us before enrolling.
- **Trainer Support:** One-on-one access to a trainer during your training
- **IT Support:** Support is available to create your Learner Portal profile and navigate your Learner Portal so you can complete and submit your assessments.
- **Alternative Assessment Arrangements:** We can work with you to put in place alternative assessment arrangements if you have a disability that could affect how you learn or complete assessments.
- **Wellbeing Assistance:** Referrals and wellbeing support are available if you need personal or professional help during your training. Wellbeing assistance external services and may incur additional costs that are not covered by the Chubb.

For more information or assistance, contact your Trainer or Training Coordinator, or call us on 1300 650 182. We're committed to helping you achieve your training goals.

Fees, Charges and Cancellations

Your course attracts a fee and may be subject to other charges such as travel or accommodation. These fees are advised in your quotation and form part of your client agreement. Before you enrol, please contact Chubb Training Group for a full quotation relevant to the course you're interested in.

For public courses, the relevant fees are displayed on the enrolment website.

Fees can be paid by credit card (Visa and MasterCard) or corporate account. Fees are charged at the time of training.

Cancellations

A proportion of the fees may be waived due to course non-attendance or withdrawal in line with the following guidelines.

- If the course is **cancelled, rescheduled** or you **withdraw 10 or more** working days before the start of the course, there will be no fee.
- If the course is **cancelled, rescheduled** or you **withdraw between five to ten** working days before start of the course, then a **50% cancellation fee** will be levied.
- If the course is **cancelled, rescheduled** or you **withdraw within five** working days before start of the course, then a **100% cancellation fee** will be levied.
- All cancellation requests should be made in writing and emailed to au_training.coordinator@chubbfs.com
- Non-attendance at the course will be charged at the full cost of the course.
- If Chubb cancels or makes changes to an advertised or agreed course, you will be placed in the next available course and informed accordingly. No fees will be charged until the commencement of the course.

Other fees

- For corporate bookings, additional fees will apply if the total number of attendees exceeds the maximum number detailed in the quotation or client agreement.
- A replacement fee will be charged if you request a re-print of an original certificate.
- Additional fees are charged for travel and accommodation when the delivery site is more than 2-hour drive from the closest Chubb state office.
- Chubb's standard operating hours are 8.30am – 5pm on business days, additional fees are charged for training delivered outside of these hours.

Consumer Protection

As a student with Chubb Training, you have the right to receive quality training that matches what was advertised and agreed to. This includes fair treatment, accurate information about your course, and delivery of services as promised. If something doesn't meet these expectations or you believe you've been misled, please raise this with a Chubb representative.

Chubb does not collect fees in advance above the threshold prepaid fee amount of \$1500.

Chubb's full terms and conditions can be viewed on our [website](#).

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 suitable adjustments can be made where necessary.

Flexible learning

For corporate bookings, our Trainers can conduct training at your facility (if suitable*) or the training can be conducted at your local Chubb Training facility.

All public training courses are delivered at the local Chubb office:

- Brisbane: 41 Pentex Street, Salisbury Qld 4107
- Sydney: Unit 1 23 South Street, Rydalmere NSW 2116
- Melbourne: 314 - 332 Boundary Rd, Dingley Village VIC 3172
- Adelaide: 24 - 30 Crittenden Road, Findon SA 5023
- Perth: 120 Cutler Road, Jandakot WA 6164

Training may also be conducted at one of our regional Chubb offices upon request.

Training 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.

*for onsite delivery we require a suitable room, large enough to comfortably seat the number of attendees, to conduct the training. If practical fire training is being delivered, an open space at least 5m x 5m is also required. Your Chubb Training representative will conduct a risk assessment before commencing any practical fire training.

Assessment

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

During your course, you'll be assessed in different ways to check your knowledge and skills. Assessment methods may include:

Questions

- You may complete written or online questions so your assessor can check your understanding of key concepts.

Observation

- Your assessor may watch you perform a task or ask you to demonstrate how you would complete it in a real or simulated workplace.

Assignment

- You may be asked to complete and submit an assignment or project that shows how you can apply what you've learned.

Assessments are conducted electronically in our Learning Portal. You will need access to an internet-connected device to complete these assessments.

Further information about assessment requirements specific to your course can be found in our course information sheets or from your trainer/assessor.

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.

Completing the units of competency through RPL means you will not have to attend and complete training. You will work with your Chubb assessor to gather evidence of your current skills and knowledge, and judge the evidence against the course requirements.

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 your Chubb assessor is satisfied that your current skills and knowledge meet requirements, you may be granted all or some of the units of competency required.

If you think you might be a suitable candidate for RPL, contact Chubb Training to discuss RPL assessment as an option.

Recognition of certificates issued by another RTO

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

A credit transfer application can be applied for when you have previously achieved a unit of competency and are seeking to enrol in a related course where the same units can assist in meeting the requirements of another course or qualification. A credit transfer may also be applied where units of competency have been superseded and deemed equivalent.

Chubb recognises Qualifications and Statements of Attainment issued by other RTOs.

If you wish to apply for a credit transfer, you should complete Chubb's Credit Transfer Application, detail the units of competency you already hold and which course you wish to transfer the credit to. 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. As part of the application process, Chubb may need to contact the issuing RTO for verification.

Upon receipt of your application for credit transfer, Chubb will review the request and advise you whether credit transfer has been granted.

Chubb delivers compliance training where there is a requirement to complete training at frequent intervals. Whilst credit transfer may be applied to the unit of competency, re-attendance at the training is required to retain compliance with the industry standard.

Certification

Upon successful completion of your assessments, you will be issued a certificate in accordance with the Australian Qualifications Framework (AQF) Qualifications Issuance Policy.

Certificates are issued within 30 days of successfully completing your final assessment, provided all fees have been paid.

If you are deemed as not yet competent by your Trainer/Assessor, 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.

Access to student records

Chubb keeps AQF certification records for 30 years. To access your student records or current study progress, call Chubb Training on **1300 650 182**. For questions about how we store, handle, or share your personal information, email au_ctg@chubbfs.com. All enquiries are managed promptly in line with the Chubb Privacy Policy.

Appeals and Complaints

Appeals

If you believe you have been unfairly assessed or believe you have grounds for special consideration, you may choose to appeal the result of the assessment.

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 send an email to au_ctg@chubbfs.com. A copy of our full complaints policy and procedure is available from any Chubb staff member.

Student Code of Conduct

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 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.

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 valid, reliable, flexible and fair
- support is provided to those with additional needs
- grievances are addressed in a fair and equitable manner

If you have any additional support 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 of any sort will not be tolerated. Claims of inappropriate behaviour are taken seriously, 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.

Academic Integrity

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.

Privacy Policy

Personal information is any detail that identifies you, like your name, address, phone number, email, or the company you work for. Chubb collects this when you fill out an enrolment form, so we can provide you with the services requested. You don't have to share it, but if you don't, you may not be able to enrol on the course.

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.

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.

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 is committed to ensuring the security and integrity of Personal Information. Chubb has adopted appropriate physical, technical, and administrative procedures to safeguard your Personal Information when stored within Chubb systems.

A copy of the Chubb Privacy Policy is available on our [website](#), or you can request a copy by contacting au_ctg@chubbfs.com.

Workplace Health and Safety

Staying Safe at Chubb – Our Commitment & Yours

At Chubb, safety isn't just a rule — it's part of who we are. We care about the wellbeing of our employees, contractors, visitors, and the communities we work in. That means giving you the knowledge, tools, and opportunities to make every Chubb space a safe place to learn and work.

Safety is about more than the job — it's a 24/7 personal commitment to preventing injuries and protecting the environment, so we can all enjoy healthy lives both inside and outside of work.

We work hard to reduce risks and protect people and the planet by planning ahead, following proven safety practices, and constantly improving how we do things. But safety is a team effort, and everyone has a role to play.

Your Responsibilities as a Student

When you're at Chubb Training, we expect you to:

- **Act safely** – don't put yourself or others at risk.
- **Follow instructions** – use tools and equipment the way your trainer shows you.
- **Think ahead** – make sure your actions don't create new hazards.

Our Responsibilities as Your Training Team

The Chubb Training Group will:

- Make sure trainers know and follow safe work practices.
- Check that safety rules are being followed.
- Provide and require the use of proper safety equipment when needed.
- Maintain a safe, healthy training environment for everyone.

In short — safety at Chubb is about looking out for yourself **and** those around you. If we all do our part, we can keep our learning spaces safe, productive, and welcoming.

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 well-being of its employees. 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.

Chubb Facilities

If you are attending training on a Chubb site, the following premises rules are applicable:

- 1) All visitors must report and sign in at the facility main reception
- 2) The maximum speed limit onsite is 10kmh
- 3) In the shared zones, both driver and pedestrians need to be observant at all times
- 4) Please use the pedestrian walkways provided
- 5) When using a stairway, please use the handrail

- 6) Do not walk and talk on a mobile phone
- 7) Please observe and follow Emergency Evacuation procedures
- 8) Do not block or obstruct firefighting equipment or emergency exit doors
- 9) Any hazards identified are to be reported to your trainer immediately
- 10) Please be aware that cameras (external & internal) may monitor you whilst on Chubb premises.

Parking

There is limited on-site parking available at our facilities. Please arrive in plenty of time to find on-street parking if required. If parking onsite, please park in designated parking spots only (motorcycles included). No responsibility is accepted for any damage that occurs when parking onsite at Chubb facilities

Our Training Coordinators can advise regarding local public transport services if required.

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 the continuous improvement of our services.

As an RTO, Chubb Training Group undergoes regular audits by our regulator, the Australian Skills Quality Authority (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 confidential and are only used for the purposes of improving the quality of our service to students.

Enquiries

For further information regarding any of Chubb Training Group's policies, please contact us on:

Phone: 1300 650 182

Email: au_ctg@chubbfs.com

Web: <https://chubbfs.com/au-en>

Chubb's office operating hours are 7.30am – 5.00pm AEST

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