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**Introduction**

CBD College is committed to being a successful Registered Training Organisation (RTO).

Our policies and procedures will ensure that CBD College will operate as a successful Registered Training Organisation offering high quality training programs.

This Student Handbook outlines information on our procedures that you may require as a student of CBD College.

**Attendance**

CBD College courses require students to be in attendance for 100% of the classroom face to face days of training, unless:

- The trainer has confirmed with the student their attendance is not required due to the previous achievement of content of the course;
- Other circumstances that are acceptable to the trainer prevent the student from attending. Attendance for the missed course content will be organised between the student and the trainer.

**Access and Equity**

We do not discriminate against any individual on the basis of race, colour, sex or religion. All students are treated equally. Our instructors will assist and support students where appropriate, especially those students with language, literacy, numeracy or physical disabilities, (as long as the nature of the disability does not preclude them from completing the training and assessment). We do not tolerate discriminatory behaviour from students in any of our classes.

Any issues or questions that arise regarding access and equity can be directed to the CEO.

**Access to Student Files**

Students or past students may inspect their own files under supervision by arrangement with CBD College. If a student wishes to inspect his/her own file, they may apply in writing to CBD College for permission to do so, stating the reasons for the request. Information can only be supplied to the student, not another person, unless the student has given written permission which can be verified.
**Anti - Discrimination**

CBD College is committed to providing a training environment free of discrimination of any type. We all have a responsibility for treating each other fairly, equally, with integrity, trust and respect for the individual.

CBD College will not tolerate discrimination of any sort or in any manner, and is committed to taking disciplinary action where breaches occur.

For the purpose of this procedure, discrimination is defined as behaviour that leads to the prejudice against any person or group of persons. This behaviour is unwelcome and may be construed as offensive, intimidating or humiliating to the person or group of persons on the receiving end of said behaviour.

CBD College shall take all reasonable action to ensure prevention of any form of discrimination.

CBD College will treat all reports of discrimination seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee, contractor or student found guilty of discrimination.

If you feel you are being discriminated against or know of someone who is, it is important that you report it to your trainer/assessor, or, if preferred, the CEO to discuss the situation. Action will be initiated when a complaint is made in writing stating specific details. A report of the facts will be made in complete confidence.

Where appropriate, CBD College will not hesitate to report discrimination allegations to the Australian Human Rights Commission where it has been established that an offence has been committed, it may result in immediate dismissal of the offender or removal from the training program.

**Appealing Assessment Results**

All students have the right to appeal any decision made if they:

- believe that the assessment is invalid
- feel that the process was invalid, inappropriate or unfair

Before making a formal appeal we encourage students to discuss the matter directly with their assessor. In the event that the issue regarding the student assessment is not able to be resolved in the above manner, the following procedure is to be followed:

1. All formal appeals must be received in writing. Appellants must use the *CBD College Appeals Form*. This can be obtained by emailing info@cbdcollege.edu.au or by clicking here.

2. CBD College will acknowledge receiving the appeal form within 3 working days of a student emailing it back to the email stipulated on the *CBD College Appeals Form*. 
3. CBD College will appoint a representative from the CBD College management team to work with an independent assessor from CBD College to examine the appeal and make a decision.

4. Following completion of an investigation, the decision will be emailed to the appellant.

**Assessment Requirements**

**Coffee Students**

Students will be assessed by trainers with the relevant qualifications as set down by the Standards for Registered Training Organisations (RTOs) 2015. This assessment will take the form of direct observation of practical tasks and written or online questioning.

**First Aid Students**

Students will be assessed by trainers with the relevant qualifications as set down by the Standards for Registered Training Organisations (RTOs) 2015. This assessment will take the form of written questioning (online quiz and in-class multiple choice questions) direct observation of practical tasks, role plays and scenarios.

**Certificate IV TAE Students**

There are 6 integrated Assessments as part of the CBD College Cert IV in Training and Assessment. The assessment methods to be used during this program will be practical tasks, scenarios, written questioning and role plays.

Please note that there is 1 x 40 minute training session that will need to be filmed in students' own time in front of at least 3 adults, however preparation time will be given in class for this. All other training sessions and presentations will be delivered in-class. Also note that this class is intensive and being a Certificate IV course, the assessment tasks are numerous and students who enrol will need to expect to work hard.

Students are required to complete all assessment activities. You will need time outside of class to complete your assessments. We give candidates 6 months from the end-date of their course to submit their assessment tasks. Note: For extension requests and important re-enrolment information see the re-enrolment and extension policy contained within this handbook.
Certificate IV WHS Students

There are 5 integrated Assessments as part of the CBD College Cert IV in Work Health and Safety. The assessment methods to be used during this program will be a “toolbox” meeting role play, review of templates, reviews of project reports and written questioning based on scenarios and a risk register. Students are required to complete all assessment activities. You will need time outside of class to complete your assessments. Certificate IV students are expected to complete their assessments within 6 months from the date of their course finishing. Note: For extension requests and important re-enrolment information see the re-enrolment and extension policy contained within this handbook.

Diploma of WHS

There are 5 integrated Assessments as part of the CBD College Diploma of Work Health and Safety. The assessment methods to be used during this program will be a health safety committee role play, review of templates, reviews of project reports, creating consultation policy and written questioning based on scenarios.

Important prerequisite information for this qualification:

Candidates will need to bring their current BSB41415 CIV WHS Transcript with the completed units as follows;

BSBWH502 Assist with compliance with WHS laws

BSBWH503 Contribute to implementing and maintaining WHS consultation and participation processes

BSBWH504 Contribute to WHS hazard identification, risk assessment and risk control

BSBWH505 Contribute to implementing and maintaining WHS management systems

BSBWH506 Assist with responding to incidents

Candidates who sat the BSB41415 Certificate IV in Work Health and Safety with CBD College will qualify for an automatic credit transfer for the unit BSBWH505 Investigate WHS incidents, which is one of the core units in the CBD College Diploma of WHS. This will mean that out of the 5 integrated assessments, candidates will only need to submit Assessments 1-4.

You will need time outside of class to complete your assessments. We give candidates 6 months from the end-date of their course to submit their assessment tasks. Note: For extension requests and important re-enrolment information see the re-enrolment and extension policy contained within this handbook.
Advanced Diploma of WHS

There are 3 integrated Assessments as part of the CBD College Advanced Diploma of Work Health and Safety. The assessments related directly to your place of work and students need commitment from their management as well as access to workplace health and safety documentation. Assessment methods to be used during this program will include evaluation of current health and safety practices, creation of policies and procedures as well as creating an Occupational Health and Safety Management System, establishing a Risk Management System and carrying out a full audit of these systems once established.

Important prerequisite information for this qualification:

Candidates will need to bring their current BSB51315 Diploma WHS Transcript with the completed units as follows;

- BSBWHS502  Manage effective WHS consultation and participation processes
- BSBWHS503  Contribute to the systematic management of WHS risk
- BSBWHS504  Manage WHS risks
- BSBWHS505  Investigate WHS incidents
- BSBWHS506  Contribute to developing, implementing and maintaining WHS management systems

You will need time outside of class to complete your assessments. We give candidates 12 months from the end-date of their course to submit their assessment tasks. Note: For extension requests and important re-enrolment information see the re-enrolment and extension policy contained within this handbook.

Cancellation and Refunds

Coffee /First Aid/RSA and RCG Students –

We are unable to refund monies for students who do not turn up for coffee / first aid or RSA/RCG classes or decide later after booking that they do not want to attend. Changes to class times are allowed, but not within 48 hours of the class commencing.
All other courses –

Where CBD College cancels a class:

Students are entitled to a full refund or transfer of funds to a future training program.

Where a student wishes to cancel a booking prior to course commencement:

For students who decide after booking that they do not want to attend, we do offer a refund of the course fee less a $499 charge for administration and credit card/bank fees. A refund of this kind, however, will not be granted if the cancellation occurs within 7 days of course commencement. Students who wish to make a cancellation within 7 days of course commencement will not be eligible for any refund. Changes to class times are allowed, but not within 7 days of course commencement.

Where a student requests a refund after course commencement:

Once students have commenced a training program/workshop and program materials have been dispatched, no refund is available to those who choose not to finish the program, competency and/or unit unless exceptional circumstances have occurred to prevent the student doing so (in which case, we may consider a refund of the course fee less a $499 charge for administration and credit card/bank fees). CBD College cannot accept any responsibility for changes in personal circumstances or work commitments which result in non-completion of a program.

Fees and refunds are payable by direct credit payments.

Complaints

1. All formal complaints must be received in writing. Complainants must use the CBD College Complaints Form. This can be obtained by emailing info@cbdcollege.edu.au or by clicking here.

2. CBD College will acknowledge receiving the complaint form within 3 working days of a student emailing it back to the email stipulated on the CBD College Complaints Form.

3. Management will investigate complaint?

4. Following completion of an investigation, a written outcome by the National Training Management will be emailed back to the complainant.

Appealing the Outcome of a Complaint

1. If a complainant is not satisfied with the outcome of the investigation, a complaint appeal to the CBD College Chief Executive Officer (CEO) can be undertaken.

2. Appellant to forward CBD College Complaints Form containing the written outcome provided by CBD Management along with reasons for the appeal to matthew@cbdcollege.edu.au
3. A written outcome will be provided by the CBD College Chief Executive Officer (CEO) following completion of an investigation.

4. If a complainant is STILL not satisfied with the outcome of the investigation, a complaint can be made directly to ASQA

**Computer literacy**

**Coffee Students**

No computer skills are required for the classroom course. Basic computer skills required for online class

**First Aid Students**

Students will need to complete online learning as part of this course and will therefore have to be computer-literate.

**Other Students:**

A laptop with Microsoft Office installed is essential for this course (Microsoft Office 2007 or later version for PC, Office 2010 or later version for Mac) with unzip program and PDF reader installed.

All assessment documents are written in Microsoft Word.

TAE students will also need to be able to use PowerPoint, which is included in Microsoft Office. Students will need to be competent using these programs.

It is essential that if you do not know how to use these programs that you seek tuition before your course commences. The laptop needs to be Wi-Fi enabled so that you can access the internet wirelessly from the training room using our Wi-Fi connection. You will be required to bring a laptop on every day of the course.

**Conflict of Interest**

It is a conflict of interest where an assessor assesses a student with whom they have a personal or professional relationship.

Any potential conflict of interest issue must be flagged with CBD College prior to course commencement.

In the case of an established conflict of interest, an alternative assessor will be nominated for that student.
Smoking, Alcohol and Illegal Drugs Policy

Tobacco smoking by staff, students and visitors to CBD College is NOT permitted whilst at CBD College.

The consumption of alcohol or illegal drugs by staff, students and visitors is NOT permitted at CBD College.

Staff / Students must NOT be intoxicated or be affected by illegal drugs, before or during work/training.

CBD College management reserve the right to dismiss staff / students instantly if found in breach of this policy. Visitors to CBD College will be asked to leave the premises.

Fees

Fees for each training program are as noted in course advertising materials.

Course commencement begins as soon as a student enrolls with CBD College. Students are given access to our student portal with resources (including readings) and assessments and can begin their work straight away, with full support offered online or by phone immediately.

Food and Drink

No food, drink or rubbish is to be left in the venue at the completion of the day’s program.

Inappropriate Conduct

Inappropriate conduct will not be tolerated. This includes using bad language and any type of behaviour which compromises the safe learning environment that we strive to create for all of our students / staff and guests of CBD College.

Students and visitors to CBD College are expected to demonstrate ethical behaviour standards. This means demonstrating respect for other people, not using coarse language towards or in the presence of others and being courteous.

Trainers / Assessors and CBD Management have the authority to terminate a training session or program and / or request that the individual(s) leave CBD College premises in the event of serious misconduct. Incidents of serious misconduct may include but not limited to:
• Theft;
• Assault;
• Fraud;
• Harassment;
• Bullying;
• Intimidation;
• Also being at training or on CBD College premises whilst,
  a) under the influence of liquor or a drug;
  b) causing an imminent risk of serious bodily injury or work caused illness or a dangerous event happening or;
  c) behaving in a way that is inconsistent with the continuation of a registered training contract.

The details of the incident should be recorded in an incident report which will form part of the CBD Management investigation into the incident.

We ask any student who encounters any of the above issues to please notify your trainer / CBD College management within 24 hours of the event so that the matter can be investigated.

**Classroom Behaviour**

Socially unacceptable behaviour will not be tolerated. This includes using bad language and any type of behaviour which compromises the safe learning environment that we strive to create for all of our students. The use of social media and non-course related activities e.g. conducting business activities, during class time may result in the student being removed from the class. We request that students commit themselves to the intensive daily requirements of the course and inform their place of work of the commitment they are making.

**Language, Literacy and Numeracy**

**Coffee / First Aid Students**

Students will need to be able to follow and recall instructions and information provided by the trainer so that they can complete activities that will be assessed. The activities will include demonstrating practical skills competently and recording answers to written questions. With First Aid, these written questions are asked via a pre-course online workbook and also via multiple choice questions given in class. In the case of Coffee, written questions are asked via multiple choice questions, true/false questions and short answer questions given in class.
## All Other Courses

The Australian Qualifications Framework (AQF) stipulates that expected skills and knowledge are displayed at each level of qualification required before Certificates and Diplomas can be issued. Our courses are designed to meet these criteria. The underlying skill and knowledge requirements of the TAE Training and Education Training Package and BSB07 Business Services Training Package qualifications are listed below.

### AQF Level 4 / Certificate IV Criteria

<table>
<thead>
<tr>
<th>Summary</th>
<th>Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning</th>
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<tbody>
<tr>
<td>Knowledge</td>
<td>Graduates at this level will have broad factual, technical and some theoretical knowledge of a specific area or a broad field of work and learning</td>
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</table>
| Skills | Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to:  
  - complete routine and non-routine activities  
  - provide and transmit solutions to a variety of predictable and sometimes unpredictable problems |
| Application of Skills and Knowledge | Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited of knowledge responsibility in known or changing contexts and within established parameters |

### AQF Level 5 / Diploma Criteria

<table>
<thead>
<tr>
<th>Summary</th>
<th>Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning</th>
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<tbody>
<tr>
<td>Knowledge</td>
<td>Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning</td>
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</tbody>
</table>
| Skills | Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:  
  - analyse information to complete a range of activities  
  - provide and transmit solutions to sometimes complex problems  
  - transmit information and skills to others |
| Application of Skills and Knowledge | Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters |
AQF Level 6/ Advanced Diploma Criteria

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<tr>
<th>Summary</th>
<th>Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning</th>
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<tbody>
<tr>
<td>Knowledge</td>
<td>Graduates at this level will have broad theoretical and technical knowledge of a specific area or a broad field of work and learning</td>
</tr>
<tr>
<td>Skills</td>
<td>Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:</td>
</tr>
<tr>
<td></td>
<td>• analyse information to complete a range of activities</td>
</tr>
<tr>
<td></td>
<td>• interpret and transmit solutions to unpredictable and sometimes complex problems</td>
</tr>
<tr>
<td></td>
<td>• transmit information and skills to others</td>
</tr>
<tr>
<td>Application of Skills and Knowledge</td>
<td>Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility:</td>
</tr>
<tr>
<td></td>
<td>• in contexts that are subject to change</td>
</tr>
<tr>
<td></td>
<td>• within broad parameters to provide specialist advice and functions</td>
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</table>

Candidates are advised that they will need to possess effective language, communications and interpersonal skills and have the ability to write a range of documentation.

Candidates will also be expected to read and interpret training packages, develop and document learning programs, present information, use technology and prepare various records and documents. Furthermore, cognitive skills in planning, research, interpretation, analysis and synthesis form part of the skills requirements of many units.

Candidates with special needs are advised to email info@cbdcollege.edu.au prior to booking so that reasonable adjustments to training and assessment can be contemplated.

Where a student has an identified need for assistance with language, literacy or numeracy, CBD College’s trainers and assessors will endeavour to provide this assistance directly.
Legislation

CBD College will ensure that we will comply with all relevant legislation. Applicable legislation includes but not limited to the:

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Standards for Education 2005
- Privacy Act 1988
- National Privacy Principles (2001)
- Skilling Australia’s Workforce Act 2005
- Work Health & Safety Act 2011 (NSW)
- OHS Act 2004 (Vic)
- Occupational Safety and Health Act 1984 (WA)
- Children, Youth and Families Act 2005

Outcomes

Coffee Students

For all graduates of Barista Basics and the 5 hour ABS Coffee course, if you have fulfilled all of the requirements of the course and have been deemed as competent, you will receive a nationally recognised Statement of Attainment from CBD College on the day of the course.

First Aid Students

If you have fulfilled all of the requirements of the course and have been deemed as competent, you will receive a nationally recognised Statement of Attainment.

RSA/RCG Students

If you have fulfilled all of the requirements of the course and have been deemed as competent, you will receive a nationally recognised Statement of Attainment.

All Other Courses

After you have submitted your assessments and have been deemed Competent in all of them by your assessor, you will receive a nationally recognised Certificate and Academic Transcript issued by CBD College. Formal acknowledgment of your achievement will be sent to you via a course completion letter to the email address provided at enrolment. Your Academic transcript and Certificate will be sent within 10
working days from the date of this letter to the address entered into the student management system at the time of enrolment.

If you have not heard from CBD College within these timeframes, please email info@cbdcollege.edu.au.

It is also very important to note CBD College’s policy for re-enrolment and extension requests contained within this student handbook.

### Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement. Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from.

We have scan software that can detect plagiarism easily so do not fall into the trap of copying and pasting from the internet. We do not tolerate plagiarism at CBD College and any evidence of it in your work will result in you being deemed NYC in all aspects of this course. You will not be offered a refund of your course fees.

### Privacy

CBD College is committed to providing confidentiality to and protecting the privacy of its students.

CBD College will not provide student personal or training information to unauthorised third parties unless prior written permission has been received from the individual.

Through the processes of providing training services, CBD College may be requested to provide details to governing authorities of the training programs. These authorities include the Department of Education and Communities, Australian Apprenticeship Centres and the Australian Skills Quality Authority.

CBD College may also provide information to the training student’s employer, where applicable.

CBD College is committed to maintaining our adherence to the Privacy Acts as governed by the Australian Commonwealth and State Governments.

We guarantee that we will not sell personal information to any third party.

You have the right to access your personal information, subject to certain exceptions provided for in the Privacy Act. If you require access to your personal information, please contact the CEO or Administration/Accounts Manager. For security reasons, you may be required to put your request in writing and will be required to provide proof of your identity. An Access to Records Form is available for this purpose.
**Punctuality**

Students must arrive ready for class prior to their stated commencement time. Should students be delayed for any reason they must call CBD College on 1300 616 218 prior to the class commencing. Access may be denied if the trainer determines a late arrival as detrimental to the learning and progress of the class. First Aid, RSA/RCG and Coffee classes will not allow students entry if they are more than 15 minutes late to class.

**Recognition of AQF Qualifications**

CBD College recognises the AQF qualifications and statements of attainment issued to students by other Registered Training Organisations.

CBD College may be able to grant credit to the student for training previously completed with another RTO.

CBD College requires copies of relevant qualifications of the applicant prior to the commencement of the training program. It is preferred that these qualifications are certified by a Justice of the Peace. If these are not certified by a JP, then the originals must be shown to CBD College staff upon application for recognition. CBD College management and all trainers and assessors are authorised verifiers of presented qualifications and identification. CBD College administration staff are authorised to verify presented identification.

CBD College will verify the authenticity of the qualifications provided by contacting the issuing Registered Training Organisation.

**Recognition of Prior Learning**

Recognition of Prior Learning acknowledges the full range of an individual’s skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

CBD College ensures that an individual’s prior learning is recognised, irrespective of where and how the learning takes place. The opportunity to apply for RPL must be offered to every student.

**Record Keeping**

CBD College is committed to maintaining the quality of the products and services provided to students and students.

As such, CBD College ensures the integrity of record keeping processes and the records that are kept.
Records Relating To First Aid/Coffee/RSA and RCG Students

CBD College stores enrolment and completion data for the above courses.

Records Relating To Other Students

CBD College ensures the security of all records and integrity of data by using Vettrak for all students. Vettrak is an internet based database that is maintained Vettrak, with security firewalls and individual logons and passwords. This means that only CBD College staff who are allocated a logon are able to access the data. Data is backed up on a regular and consistent basis.

CBD College will securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student was made.

CBD College will retain student records for a minimum period of thirty (30) years in order to be able to re-issue certificates or statements of attainment where requested.

Retained student records include but are not necessarily limited to; an assessor’s completed marking guide, criteria, and observation checklist for each student. However, the retained evidence must have enough detail to demonstrate the assessor’s judgement of the student’s performance against the standard required.

Data and information is only provided to governing authorities as per appropriate contracts. No other third party is provided with information unless permission is granted as per CBD College’s Privacy Procedure.

Prior to the issue of a Certificate or Statement of Attainment, an audit of the students file and proof of identity will be conducted by CBD management or administration staff to ensure that all required information and documentation has been received and is appropriately completed.

Students or past students may inspect their own files under supervision by arrangement with CBD College. If a student wishes to inspect his/her own file, they may apply in writing to CBD College for permission to do so, stating the reasons for the request. Information can only be supplied to the student, not another person, unless the student has given written permission which can be verified.

Re-Enrolment and Extension Requests

Certificate IV and Diploma students are expected to complete their assessments within 6 months from the date of their course finishing. This is a strict deadline and extensions will only be considered in exceptional circumstances and if made in writing to the email addresses provided at the end of students’ assessment files. Exceptional circumstances include a death in the immediate family or sickness lasting for a prolonged period of time (and accompanied by a doctor's certificate). Work commitments or overseas travel are NOT considered exceptional circumstances. After 6 months, if a student has not completed their assessment requirements and has
therefore not been deemed as competent, their enrolment with CBD College will cease. Students wishing to reactivate their enrolment after 6 months will be required to pay a $400 re-enrolment fee. Note – extra fees and work may be required if the original qualification enrolled into has been amended / superseded.

**Replacement Certificates**

**Coffee/ First Aid and RSA/RCG Students**

CBD College require these key details from any student requesting a replacement certificate: full name, precise date and venue of course. A $35 is charged by CBD College for replacement certificates. Original certificates must be returned to CBD College. Should original certificates be unavailable, a statutory declaration will need to be filled out by the student stating this. Where an original certificate was not received by the student, the fee may be waived. A statutory declaration stating this must be provided at the time of the application. Requests in writing for replacement certificates must be made to info@cbdcollege.edu.au.

**Other Courses**

Requests for replacement Certificates or Statement of Attainments issued for students who enrolled with CBD College from 1 May 2013 onwards can be made to info@cbdcollege.edu.au. A fee of $35 is charged for a replacement Certificate and/or Statement of Attainment. Prior to the issue of a Certificate or Statement of Attainment, an audit of the students file and proof of identity will be conducted by CBD management or administration staff to ensure that all required information and documentation has been received and is appropriately completed.

**RTO Guarantee**

By accepting the terms and conditions at the time of enrolment, CBD College deems this to be a Training Agreement between the student and CBD College.

Following acceptance of the terms and conditions at enrolment CBD College warrants to complete the training and/or assessment once a student has commenced study in their chosen qualification so long as the student remains in their cohort or short course and complies with all assessment requirements. Students understand that they are allowed two resubmissions before they need to pay CBD College a further $199 each and every time they wish to resubmit their assessments thereafter. Where a student has to postpone completion of the face-to-face component of their course due to medical reasons, CBD College extends this warranty so long as, in the discretion of the CBD College, this is within a reasonable timeframe of their course commencement.
**Stakeholder Feedback**

CBD College collects stakeholder feedback from courses we deliver.

Feedback forms are issued to students on the completion of the training program. This helps reflect feedback immediately following the training delivery. CBD College will also seek voluntary feedback post assessment stage via an online survey. The online survey also asks questions mandated by the SNR Quality Indicator requirements.

Information regarding Learner satisfaction received in the form of feedback will be reported to ASQA as per the requirements of the SNR Quality Indicators.

Feedback provided may contribute to improvements to CBD College’s programs and procedures. All feedback is viewed by management.

**Student Support**

Ongoing support can be obtained by calling CBD College on 1300 616 218 or by emailing info@cbdcollege.edu.au. Where necessary, assessors can make themselves available to meet with students.

**Special Needs**

Students with special needs arising from learning difficulties, emotional or behavioural problems, or physical disabilities should contact info@cbdcollege.edu.au prior to course commencement.

**Temporary Visa Holders (TVH)**

All TVH students must check if there visa status enables them to enrol with CBD College before deciding to enrol. Visa status can be checked online via the Visa Entitlement Verification Online (VEVO) service. Visa study eligibility is the responsibility of the student and not CBD College.

**Work, Health and Safety**

CBD College clearly recognises the vital importance of providing all employees and students with a safe and healthy environment in which to work. We aim to achieve a high level of work health, safety and security by adhering to government legislation and taking a personal interest in the well-being of our employees, contractors, students and visitors. CBD College complies with all the Occupational Health and Safety Act and Regulations. (eg in NSW, the WHS Act 2011 and WHS Regulation 2011)
Work, Health and Safety is an awareness of all policies and procedures relating to workplace safety. Using these guidelines, it is possible to recognise and prevent potential hazards occurring and report and monitor all existing hazards to the proper authority. It is essential that regular liaison between employees, students and management occur, either verbally or in a written form, to reduce the risk of hazards in the future.

**CBD College will at all times:**

- Provide a safe and healthy workplace
- Provide or maintain equipment and systems of work that are safe and without risk to health
- Provide information, instruction, training and supervision that ensures the health and safety of employees and students
- Maintain the workplace in a safe condition, including entrances and exits
- Provide adequate information about any research and tests of substances used at work
- Ensure the health and safety of visitors to the workplace

**Students must:**

- Cooperate with CBD staff in their efforts to maintain the required level of health and safety
- Not misuse or interfere with anything provided in the interests of health and safety
- Take responsible care for the health and safety of others
- Not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

**Hazard Management**

An essential step in the management of WHS is ensuring that all hazards are identified; the risks assessed and effective control measures are developed and implemented. A hazard is something that has the potential to harm the work, safety and welfare of people at work.

It is critical to report any potential hazard you see. If you see a potential hazard and fail to report it you could be held partially responsible if an accident were to occur. Report any potential hazard verbally to your supervisor immediately.

If you notice something that is likely to cause an accident, e.g. spilt drink, the area in question should be isolated and guarded to avoid any mishaps occurring prior to cleaning. Place the sign – Caution: Slippery Floor in the area. Although you can’t eliminate or minimise the dangers of every hazard yourself, you do have the responsibility to immediately report to your supervisor anything you notice that could
cause an accident. You also have a responsibility to look after your own safety and that of others around you.

**Incidents**

The Work, Health and Safety Act is designed to reduce the number of injuries and incidents. An incident is any event that results in an injury or damage to property or creates the possibility of injury or damage.

All incidents or “near miss” situations are caused by:

(a) an unsafe act: which the injured person or another person (or both) causes the incident.

or

(b) an unsafe condition: where some environmental or hazardous situation caused the accident.

In the event of an incident occurring, please ensure the injured person is made as comfortable as possible, immediately notify your supervisor, and possibly centre management.

It is important that all incidents are reported, regardless of whether or not a person is injured or requires medical assistance. This includes if someone was nearly injured. This could prevent a further reoccurrence from happening. Report any incident to your supervisor. See that the injured person receives appropriate treatment e.g. Call an ambulance if need be.

**If you have an accident:**

1. Seek the attention of a First Aid Officer
2. Contact your trainer / supervisor for further instruction so the injury can be recorded
3. Seek medical advice from your doctor (if required)

**When training Students**

**STUDENT RESPONSIBILITIES**

- To work in a safe manner that will not endanger themselves or others;
- To follow safety instructions and use equipment provided for health and safety reasons as instructed by the trainer/assessor;
- To report any hazards with machinery, tools, other equipment or the workplace to their trainer/assessor as soon as possible;
- To ensure their actions do not create or increase risks.
CBD College Responsibilities are:

- To educate students on their responsibilities whilst training with our company;
- To ensure that all trainer/assessors are educated and work in a safe manner and according to instructions;
- To assess compliance with the workplace health and safety practices;
- To ensure that safety equipment and practices are used where instructed;
- To implement a maintenance program that ensures all safety equipment is kept in good working order;
- To ensure that all employees, students and consultants report hazards as soon as they are detected to their supervisor.

Working with Children

There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks in Australia. Each state and territory has their own procedures. CBD abides by the legislation and guidelines for each training location below;

- NSW Child Protection (Working With Children) Act 2012
- QLD Working with Children (Risk Management and Screening) Act 2000
- SA Children's Protection Act 1993 (SA)
- VIC Working With Children Act 2005 (Vic.)
- WA Working with Children (Criminal Record Checking) Act 2004 (WA)

By adopting a regulated business approach, Barista Basics and First Aid Training employees / contractors are required to complete and maintain the Working with Children Check legislation requirements for their location.

Workplace Harassment

CBD College is committed to providing a training environment free of any form of harassment. No form of harassment will be tolerated under any circumstances and appropriate disciplinary action will be taken against any employee, contractor or visitor who commits harassment.

Harassment is defined as unwelcome behaviour and/or behaviour that may be construed as offensive, intimidating or humiliating to the person on the receiving end of the behaviour.

Behaviour that may be seen as sexual harassment may include displays of offensive or sexual materials or comments, or unwelcome physical contact between persons. This form of harassment may be a single, isolated incident or a repeated set of behaviours.
Sexual harassment may take the form of verbal or non-verbal behaviours and may include bullying or pledges in return for sexual favours.

CBD College shall take all reasonable actions to ensure the prevention of any form of harassment.

CBD College will treat all reports of harassment seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee, contractor or student found guilty of harassment.

If you feel you are being harassed or know of someone who is, it is important that you report it to your trainer/assessor, or if preferred, the CEO, to discuss the situation. Action will be initiated when a complaint is made in writing stating specific details. A report of the facts will be made in complete confidence.

Where appropriate, CBD College will not hesitate to report harassment allegations to the Human Rights and Equal Opportunity Commission. If it has been established that an offence has been committed, it may result in dismissal of the offender or removal from the training program and request to leave the premises.

Links to Course Specifics

For course specific content and details please follow the appropriate link;

CBD College Pty Ltd  www.cbdcollege.edu.au

Certificate IV in Training and Assessment  CIV TAE

Certificate IV in Workplace Health and Safety  CIV WHS

Diploma of Workplace Health and Safety  DIP WHS

Advanced Diploma of WHS  ADV DIP WHS

Barista Coffee Courses  Barista Coffee Courses

First Aid Courses  First Aid Courses

Enquiries  1300 616 218  info@cbdcollege.edu.au