CBD College

RTO ID: 91399

STUDENT HANDBOOK

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Introduction

CBD College is committed to being a Registered Training Organisation (RTO) which delivers quality training programs. Our policies and procedures ensure that CBD College operates in this way. This Student Handbook outlines information on our procedures that students may require when enrolled at CBD College.

Attendance

CBD College courses require students to be in attendance for all face to face/classroom days of training, unless;

• The trainer has confirmed with the student their attendance is not required due to previous achievement of content of the course;

• Other circumstances that are acceptable to the trainer and that prevent the student from attending.

Attendance for the missed course content will be organised between the student and the trainer.

Access and Equity

CBD College does not discriminate against any individual on the basis of race, colour, sex or religion. All students are treated equally. Our trainers and assessors will assist and support students where appropriate, especially those students with language, literacy 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 raised regarding access and equity should be emailed to info@cbdcollege.edu.au

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.

This request should be emailed to info@cbdcollege.edu.au

Anti - Discrimination

CBD College is committed to providing a training environment free of discrimination of any type. Staff, students and visitors have a responsibility to treat each other fairly, equally, with integrity, trust and respect.
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 students feel they have or know of someone who has been discriminated against, it is important to report it to a CBD College trainer/assessor, or, if preferred, management 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 Human Rights and Equal Opportunity Commission. If 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.

Any issues or questions raised regarding discrimination should be emailed to info@cbdcollege.edu.au

**Appealing Assessment Results**

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

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

Before making a formal appeal, students are encouraged 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** (Appendix 1). This can be obtained below or by emailing info@cbdcollege.edu.au
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 (email address for assessment submission – details are found in assessment files)

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3. CBD College will appoint a representative from CBD College management 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.

5. An appellant not satisfied with the written outcome provided by the independent assessor may seek further assistance from the VET regulator, ASQA.

**Assessment Requirements**

For all courses, students will be assessed by assessors with the relevant qualifications as per Standards for RTOs 2015.

For all TAE and WHS courses, extension requests and important re-enrolment information can be found in the re-enrolment and extension policy contained within this handbook.

**Coffee, First Aid, RSA, RCG, White card**

Assessments will take the form of direct observation of practical tasks, role plays and written questioning (completed online for Coffee and First Aid students).

**TAE40116 Certificate IV in Training and Assessment**

There are 7 integrated assessments as part of the CBD College Certificate IV in Training and Assessment. The assessment methods used are direct observation of practical tasks, role plays, scenarios, review of documents and written questioning.

We ask that TAE students complete two online learning modules prior to attendance as this knowledge will be essential during the course. This online learning is accessed from our own online learning platform. Students will need internet connection to access this material. Students will receive an email prior to their course with the URL, username and password for the online material. This material includes reading material, listening to PowerPoint slide presentations and participating in online questioning.

Please note that this class is intensive and there are homework expectations throughout the course. Students who enrol will need to expect to work hard.

Students are enrolled for 12 months from the first day of their face to face course. Students are required to complete all assessment activities and will need time outside of class to complete assessments.

**TAE One Day Workshops (TAELLN411, TAEASS502, TAE40116 Upgrade)**

Students are enrolled for 3 months from the first day of their face to face course. Students are required to complete all assessment activities and will need time outside of class to complete assessments.
TAELLN411, TAEASS502, TAE40116 Upgrade Online

Students are enrolled for 12 months. Students are required to complete all assessment activities and submit within this timeframe.

BSB41415 Certificate IV in Work Health and Safety

There are 5 integrated Assessments as part of the CBD College Cert IV in Work Health and Safety. The assessment methods to be used are direct observation of a role play (“tool box” meeting), review of templates and of project reports and written questioning based on scenarios and a risk register.

Students are enrolled for 12 months from the first day of their face to face course or from enrolment (online). Students are required to complete all assessment activities and will need time outside of class to complete assessments.

BSB51315 Diploma of Work Health and Safety

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

Important prerequisite information for this qualification:

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

- BSBWHS402 Assist with compliance with WHS laws
- BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes
- BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
- BSBWHS405 Contribute to implementing and maintaining WHS management systems
- BSBWHS406 Assist with responding to incidents

Students who completed BSB41415 Certificate IV in Work Health and Safety with CBD College will qualify for an automatic credit transfer for the unit BSBWHS505 and BSBWHS410 (face to face students and online students) and BSBWHS408 (face to face students only), which are units in the CBD College Diploma of WHS. This will mean that out of the 5 integrated assessments, face to face students only need to submit Assessments 1-3 and online students only need to submit Assessments 1-4.

Students are enrolled for 12 months from the first day of their face to face course or from enrolment (online). Students are required to complete all assessment activities and will need time outside of class to complete assessments.

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BSB60615 Advanced Diploma of Work Health and Safety

There are 3 integrated Assessments as part of the CBD College Advanced Diploma of Work Health and Safety. The assessment methods used during this program are observation of role play, review of templates, reviews of project reports and written questioning based on scenarios.

Important prerequisite information for this qualification:
Students will need to bring their current BSB51315 CIV 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

Students are enrolled for 18 months from the first day of their face to face course. Students are required to complete all assessment activities and will need time outside of class to complete assessments.

Cancellation and Refunds

Coffee /First Aid/ RSA and RCG/ White card Students

We are unable to refund monies for students who do not turn up for coffee / first aid/ RSA & RCG/ white card classes or decide at a later date 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 $499. 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, CBD College may consider a refund of the course fee less a $499 charge). 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* (Appendix 2). A copy of this can also be obtained below or by emailing info@cbdcollege.edu.au

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. CBD College Management investigates complaint.

4. Following completion of an investigation, a written outcome by CBD College 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 College 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. An appellant not satisfied with the written outcome provided by the CBD College Chief Executive Officer (CEO) may seek further assistance from the VET regulator, ASQA.

**Computer Literacy**
Coffee and First Aid Students

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

TAE and WHS Students

A laptop with Microsoft Office installed is essential for these courses (Microsoft Office 2007 or later version for PC, Office 2010 or later version for Mac). The laptop needs to be Wi-Fi enabled so that students can access the internet wirelessly from the training room using our Wi-Fi connection. Students will be required to bring a laptop on every day of the course.

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 students do not know how to use these programs that they seek tuition before course commencement.

Conflicts of Interest

It is a conflict of interest when an assessor assesses a student with whom they have a personal or professional relationship. In the case of an established conflict of interest, an alternative assessor will be nominated for that student.

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

Fees

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

Course commencement begins as soon as a student enrols with CBD College. Students are given access to our student portal with resources, online learning and assessments. They can begin their work immediately, with full support offered online or by phone.

Food and Drink

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

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.

Students who feel they are being harassed or know of someone who is should report it to a CBD College trainer/assessor, or if preferred, CBD College management. 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.

**Inappropriate Conduct**

Inappropriate conduct will not be tolerated. This includes use of bad language and any type of behaviour which compromises the safe learning environment that CBD College strives to create for all students, staff and visitors.

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 an 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 in 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.

Students who encounters any of the above issues should notify a CBD College trainer or 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 use of bad language and any type of behaviour which compromises the safe learning environment that CBD College strives to create for all 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 asked to leave the classroom. 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/ RSA & RCG/ White card Students

Students will need to be able to follow and recall instructions and information provided by the trainer so that they can complete assessments. The activities will include demonstrating practical skills competently. For coffee and first aid courses, written questions are asked via a pre-course online course. For RSA, RCG and white card courses, written questions are completed in class.
All Other Courses

There are underlying skill requirements of the TAE Training and Education Training Package and BSB Business Services Training Package units.

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

Students will also be expected to read and interpret training packages (TAE), develop and document learning programs (TAE), 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.

Students 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.

If a student has support requirements that are beyond what CBD College can offer, we have a list of suggested tutors/literacy and numeracy courses which may be of help. Students should either email info@cbdcollege.edu.au or contact their trainer to enquire about this Student Support document.

Legislation

CBD College will ensure that we will comply with all relevant legislation. Applicable legislation includes:

• Australian Human Rights Commission Act 1986
• Children, Youth and Families Act 2005
• Copyright Act 1968
• Disability Standards for Education 2005
• Disability Discrimination Act 1992
• Equal Opportunity Act 2010
• Fair Work Act 2009
• National Privacy Principles (2001)
• OHS Act 2004 (Vic)
• Occupational Health, Safety and Welfare Act 1984 (WA)
• Privacy Act 1988
• Skilling Australia's Workforce Act 2005
• Standards for Registered Training Organisations (RTOs) 2015
• Standards for Registered Training Organisations (RTOs) Amendment 2017
• Work Health & Safety Act 2011
• Work Health and Safety Regulations 2011
• Workers’ Compensation Acts & Injury Management Legislation with regards to each respective state of Australia

**Outcomes**

**Coffee and First Aid Students**

Students who have successfully completed the online component and are found to be competent in the face to face component of the course will receive a nationally recognised Statement of Attainment (SOA) from CBD College on the day of the course, via email. SOA can also be downloaded from the student portal. If the SOA has not been received or cannot be downloaded, students should email info@cbdcollege.edu.au

**RSA and RCG Students**

Students who are found to be competent in the course will receive a nationally recognised Statement of Attainment (SOA) from CBD College on the day of the course, via email. SOA can also be downloaded from the student portal. If the SOA has not been received or cannot be downloaded, students should email info@cbdcollege.edu.au

Students will also receive a Liquor and Gaming NSW interim RSA Certificate, emailed by Liquor and Gaming the day after completing the course successfully. If you currently hold a competency card you must notify CBD College prior to attending the course.

**White Card Students**

Students who are found to be competent in the course will receive a nationally recognised Statement of Attainment (SOA) from CBD College on the day of the course, via email. SOA can also be downloaded from the student portal. If the SOA has not been received or cannot be downloaded, students should email info@cbdcollege.edu.au

Students will also receive a Construction Induction card:

Victoria— posted to students by WorkSafe Victoria
NSW – posted to students by SafeWork NSW
WA – handed out after class
All Other Courses

After submitting assessments and having been deemed competent, students will receive a nationally recognised Certificate and Academic Transcript or Statement of Attainment issued by CBD College. For long courses, formal acknowledgment of achievement will be sent to students via a course completion letter to the email address provided in the student portal.

Academic transcripts and certificates are posted within 10 working days from the date of the course completion letter to the address entered into the student portal. SOA are sent via email within 5 days of being deemed competent. Please note, this is dependent on students supplying CBD College with their USI, which can be verified.

Students who have not heard from CBD College within these timeframes should email info@cbdcollege.edu.au

It is also 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. The use the words or ideas of another person should be acknowledged within assessments.

CBD College has scan software that can easily detect plagiarism from the internet. Plagiarism is not tolerated at CBD College and any evidence of it will result in students being deemed NYC in all aspects of the course. In this case, students will not be offered a refund of 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 student.

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 and the Australian Skills Quality Authority.
CBD College is committed to maintaining our adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments.

CBD College guarantees that personal information will not be sold to any third party.

Students have the right to access their personal information, subject to certain exceptions provided for in the Privacy Act. For security reasons, students are required to put requests in writing and will be required to provide proof of identity.

If students require access to their personal information, they should contact info@cbdcollege.edu.au

### Punctuality

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

First Aid - phone 1300 628 299  
RSA/RCG - phone 1300 723 056  
Cert IV and Diploma - phone 1300 616 218  
Barista - phone 1300 366 218

### 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 a credit transfer 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 (RPL) is a formal process where a candidate’s existing skills and knowledge are assessed for recognition towards achievement of a unit of competency or qualification. The objective of RPL is to ensure that an individual’s prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

If students feel they are eligible for RPL, they should first contact CBD College on 1300 616 218 to discuss if RPL is an option. Once they have spoken to a qualified assessor, the student may be asked for a scan of relevant Academic Transcripts, current resume, job description etc. before further advice on RPL will be given.

Students will ultimately need to provide sufficient, current, authentic and valid evidence against all aspects of the unit(s) of competency and/or qualification for which RPL is being sort. Where evidence gaps exist, students will be asked to submit additional evidence. They may also be asked to participate in a competency conversation and/or complete gap assessment(s). If students are still not able to provide appropriate evidence to bridge any gaps, they may be asked to attend gap training at CBD College premises, before undertaking further gap assessments. Gap training and gap assessment will incur additional costs.

Record Keeping

CBD College ensures the integrity of record keeping processes and the records that are kept. 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. The retained evidence will 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 student’s 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 should 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 as per the assessment requirements. These deadlines are strict 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.

Extension requests should be made to the course administrator at the assessment submission email address – details are found in assessment files.

Students wishing to reactivate their enrolment 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 or Hard Copies of Certificates**

**First Aid**

CBD College require the following key details from any student requesting a hard copy of a certificate:

- full name
- precise date of course attended
- venue of course

CBD College will need to confirm the participant’s attendance on the stated day before processing any payment. $10 is charged by CBD College for hard copy of certificates.

**Certificate IV and Diploma Students**

For Certificate IV and Diploma courses, a fee of $35 is charged for a replacement Certificate or Statement of Attainment. Prior to the re-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.

Requests in writing for replacement certificates must be made to info@cbdcollege.edu.au

**RTO Guarantee**

*Student handbook, CBD College (91399), v4.5 November 2021*
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.

As per the terms and conditions, Certificate IV and Diploma students understand that after their initial submission of assessments they are allowed two resubmissions. Following this a further $199 fee will be charged each and every time a student wishes to resubmit their assessments.

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, at the discretion of the CBD College, this is within a reasonable timeframe of their course commencement.

**Smoking, Alcohol and Illegal Drugs**

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.

**Stakeholder Feedback**

CBD College collects stakeholder feedback from all courses we deliver. Feedback provided by students contributes to improvements to CBD College’s programs and procedures. All feedback is viewed by management.

For long courses, feedback forms (training evaluation forms) are issued to students on the completion of the training program. This helps gather feedback immediately following the training delivery.

For all courses, CBD College seeks voluntary feedback from students at the conclusion of their enrolment via an online survey.
Student Support

Reasonable adjustment is available to all students in training and assessment. Where necessary, trainers and assessors can make themselves available to meet with students for one on one support.

Student support can be obtained by calling CBD College on 1300 616 218 or by emailing info@cbdcollege.edu.au

If a student has support requirements that are beyond what CBD College can offer, we have a list of suggested tutors/courses which may be of help. Students should either email info@cbdcollege.edu.au or contact their trainer to enquire about this Student Support document.

Special Needs

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

Temporary Visa Holders (TVH)

All TVH students must check if their 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 relevant Health and Safety legislation.

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
• Consult with all stakeholders in regards to the health and safety requirements at CBD College
• Maintain the workplace in a safe and healthy condition, including entrances and exits
• Ensure the health and safety of visitors to the workplace

Students have an obligation to:
• 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 seen. If students see a potential hazard and fail to report it, they could be held partially responsible if an incident were to occur. Students should report any potential hazard verbally to their CBD College trainer/assessor.

If a student notices something which is likely to cause an incident, e.g. spilt drink, the area in question should be isolated and guarded to avoid any mishaps occurring prior to cleaning. A sign should be placed in the area – Caution: Slippery Floor. Although students can’t eliminate or minimise the dangers of every hazard, they have the responsibility to immediately report to CBD College anything that could cause an incident. Students also have a responsibility to look after their own safety and that of others around them.

Incidents
The Work, Health and Safety Act is designed to reduce the number of injuries and incidents. An incident is any event which 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 incident.

In the event of an incident occurring, it is important to ensure the injured person is made as comfortable as possible and notify a CBD College Trainer/Assessor immediately.
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. Any incident should be reported to CBD College.

In the event of an incident, students should:
1. Seek the attention of a First Aid Officer or CBD College staff member
2. Contact trainer/assessor for further instruction so the injury can be recorded
3. Seek medical advice (if required)

Training
Student Responsibilities
- To work in a safe and healthy 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 or faults 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
- To educate students on their responsibilities whilst training with our company;
- To ensure that all trainer/assessors are educated and work in a safe and healthy 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  Advocate for Children and Young People Act 2014
- QLD  Child Protection ACT 1999
- SA  Children and Young People (Safety) Act 2017
- VIC  Working With Children Act 2005
• WA  Working with Children (Criminal Record Checking) Act 2004 (WA)
Appendix 1

CBD COLLEGE APPEALS FORM

<table>
<thead>
<tr>
<th>Name of Participant:</th>
<th>Date:</th>
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<td>Address:</td>
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<tr>
<td>Suburb:</td>
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<td>Telephone:</td>
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<td>Email:</td>
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COURSE DETAILS

Code: Title:
Name of Assessor:
Name of Trainer:

UNITS UNDER APPEAL (if applicable)

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<tr>
<th>#</th>
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PLEASE PROVIDE DETAILS OF YOUR APPEAL

Will you be providing additional information or documents with this appeal? Yes ☐ No ☐

If Yes, please provide details:

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Student handbook, CBD College (91399), v4.5 November 2021

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Have you read the information on the Appeal Process in the student handbook or online frequently asked questions?  

YES ☐ NO ☐

**Email:** Please email this form to your assessment submission email address and place “Appeal Application” in the subject line.

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<table>
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<th>CBD OFFICE USE ONLY</th>
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<tr>
<td>CBD Appeal Decision</td>
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Appendix 2

**CBD COLLEGE COMPLAINTS FORM**

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<td>Telephone:</td>
<td>Mobile:</td>
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<td>Email:</td>
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**Course details (if applicable):**

| Course Name: | |
| Location: | Date course commenced: |

**Complaint details:**

Have you discussed your matter with a staff member:  
YES ☐ NO ☐

If YES, when (Date):  
Staff member name:  

Have you read and understand the Complaints Procedure detailed in the student handbook?  
YES ☐ NO ☐

Please provide details of the complaint and the outcome you are seeking.
Please attach a separate piece of paper if required

<table>
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<tr>
<th>Date:</th>
<th>Signature:</th>
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**Privacy Notice:** The information provided on this form will be used by CBD College to follow up your complaint. The provision of this information is voluntary. It will be stored securely. In no way will you be discriminated against or have your assessment prejudiced by virtue of this complaint being lodged.

Following completion of an investigation by CBD College management, a written outcome will be emailed back to the complainant. If a complainant is not satisfied with the outcome of the investigation, the procedure for an appeal is detailed within the student handbook. Please email this form to [matthew@cbdcollege.com.au](mailto:matthew@cbdcollege.com.au)