

Learn, Grow, Inspire, Accompany, Transform



Catholic Regional College Institute Of Training  
RTO 22427

# Student

# Handbook



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## Introduction

Welcome to Melbourne Archdiocese Catholic Schools (MACS) school-based RTO “Catholic Regional College Institute of Training” (CRCIT). Thank you for choosing CRCIT to be part of your learning journey. We are committed to assisting you in reaching your learning and future career goals.

This handbook is designed to provide you with information about CRCIT and our approach to learning and assessment.

CRCIT is a Registered Training organisation. Our registration allows us to be eligible to issue qualifications and statements of attainment under the Australian Qualifications Framework.

CRCIT has designed this handbook to ensure that prior to enrolment, you the prospective student receive adequate information regarding the course, training, assessment, and services provided by the Institute, to enable you to make an informed decision about the suitability of the course and the Institute for your Individual needs.

This handbook provides information regarding:

- Our commitment to supporting you through to the completion of your course,
- Student results and how to access information relating to your progress
- Issuing qualifications & statements of attainment
- Student support mechanisms
- Attendance requirements
- Steps we take to support students at risk
- Fees payable
- Student enrolment procedure
- Recognition of AQF qualifications & statements of attainment
- What to do if you have a complaint or would like to appeal an assessment judgment
- Information regarding programs offered by CRCIT
- Code of conduct
- Health and safety
- Access equity and anti-discrimination
- Child safety
- Compliance with legislations and guidelines

## Our Commitment

At CRCIT our learners are very important to us, and we seek to understand, anticipate and be responsive to your needs.

We are committed to supporting you through to the completion of your course, we encourage you to remain actively engaged and meet the participation requirements.

We ensure that learners' complaints/concerns are dealt with in an efficient, effective and friendly manner. We will always strive to resolve complaints/concerns with the best possible outcomes for all concerned.

We have management systems in place to ensure effective student services from enrolment to the completion of your course. We take every opportunity to provide you with as much information as possible before enrolment such as course content; credit transfer opportunities; fees and charges, assessment processes and vocational outcomes. We disseminate this information in a number of ways: -

- CRCIT Website – [www.crcit.com.au](http://www.crcit.com.au)
- Course information sessions
- Phone or face-to-face enquiries
- Student handbook

### Course Continuity

Once you have commenced your qualification, the RTO will deliver the training and assessment outlined, unless unforeseen circumstances (like program closure) make this impossible. This includes a commitment to finish the course as per the training plan, even if curriculum updates occur.

### Alternative Arrangements

If the RTO is unable to continue delivering the course due to external factors, like loss of a trainer or industry changes, the RTO could transfer students to another training provider, facilitate course completion at another site, or offer the option to withdraw with credit for completed units.

## Student Results

### Student Results

Students can approach their Trainers/Assessors and or the RTO at any time to access information regarding their program progress. Past students can contact administration staff to obtain a printout of the results.

#### CRCS Students:

An interim report will be available via SEQTA (LMS) in terms 1 & 3. A more detailed end-of-semester report is issued in June and at the end of the year.

#### BVC Students:

An interim report will be delivered to the home school via the BVC portal at the end of Terms 1 & 3 and an end of Semester report issued in June and the end of the year.

Trainers/Assessors keep individual records of attendance and progress via SEQTA

## Issuing Qualifications & Statements of Attainment

A testamur is defined by the Australian Qualifications Framework (AQF) as an “official certification document” confirming that a qualification has been awarded to an individual.

A statement of attainment is an official document that shows the units of competency or module that a student completes as part of a nationally recognised course.

CRCIT will issue the following documents to you based on the level of program completion:

#### Certificate/Testamur

Issued to students who successfully complete an entire program of study offered by CRCIT, resulting in an AQF qualification.

#### Record of Results

Provided along with a certificate or testamur for students who complete a full qualification. This document lists each unit studied, including the unit’s full name, code, and final result.

#### Statement of Attainment (SOA)

Issued to students who successfully complete one or more units of competency or modules within a program. The SOA certifies the specific units completed successfully.

## Student Support Mechanisms

CRCIT is committed to creating an equitable and caring environment. We understand that each learner has different levels of learning skills, and some may require additional assistance. Through access to our Student services faculty, we can offer additional support for CRC Students. You can contact a CRCIT administrator, speak to your Trainer/Assessor or your home school VET learning convenor if you think you may need assistance.

Students from the BVC schools requiring further support/assistance or career guidance should contact their VET coordinator or careers counsellor for guidance.

### Learning Support at Catholic Regional College Sydenham

Catholic Regional College Sydenham provides a variety of learning support programs.

#### Program Support Group (PSG) meeting and Personalised Learning Plans (PLPs)

Students with diverse learning needs are supported through Program Support Group (PSG) meetings and Personalised Learning Plans (PLP). PSG meetings typical occur every term and are a way for the Program Support Group to discuss, implement and review educational adjustments to the student's learning program. These may include modified learning tasks, modified assessments, the level of one-on-one support and special provisions for SACs and examinations. Personalised Learning Plans consist of a series of long-term and short-term goals designed to address the student's learning needs across the curriculum.

#### Additional academic support

For eligible students, VCE Group Support (VCEGS) is a class which is designed to facilitate more direct one-on-one assistance for students who require additional learning support. Additionally, a team of Learning Support Officers (LSOs) provide in-class one-on-one learning support for students with diverse learning needs. LSOs also make contributions to PSG meeting.

#### Students Services

Students Services is located near the college green, above the Manna restaurant. The services provided by Student Services include learning support, careers and course advice, counselling, cognitive and academic assessment.

#### Learning Common

All Students also have access to our learning common.

Opening Hours:                      Monday – Friday                      8:30 am – 4:30 pm

The learning common aims to provide support and assistance to Students with their research and curriculum needs. The learning common has a range of services and facilities to support the school community and curriculum.

## Attendance requirements

To maximise your learning opportunity, it is strongly recommended you attend every session of the course. Students are permitted two absences a Semester or four for the year. An additional two approved absences will be allowed for school camps, excursions, or illness with a medical certificate.

Student attendance will be marked every lesson. Students may receive a 'N/NYC' (not satisfactory/not yet competent) result for a unit of study if they are continuously absent, it may also be recommended they repeat the unit of competency to meet the assessment criteria.

### Student Absences

Should you be ill or know that you will not be able to attend a class it is your responsibility to phone your home school to notify them prior. The home school then marks this approved absence on the college student management system (SEQTA)

### Late Arrivals

You are expected to arrive on time to class. Students who are consistently late or leave early on a regular basis may be asked to make up the missed class time outside of regular class hours. An attendance alert will be forwarded to your home school to notify you of all absences. Any Student that is late is required to sign in at the CRC Sydenham front reception.

### Illness whilst at CRCIT

Students who are ill or suffer an injury during class should immediately inform their Trainer/Assessor. The Student will be sent to the front office and a college staff member will contact the next of kin or emergency contact person listed on the medical form.

It is your responsibility to ensure that the CRCS and CRCIT has an accurate record of your personal and emergency contact details.

### Excursions

Students attending VET program excursions or industry visits must complete an excursion form issued to them by the Trainer/Assessor. The form is to be signed by a parent or guardian.

Failure to provide a signed permission slip will result in the student being unable to attend.

## Students at Risk

CRCIT implements intervention strategies, including student support services, to help students complete their qualifications within the expected time frames. Students who are at risk of not meeting these timelines are identified as early as possible. Those who fail to progress according to the CRCIT course progression policy and procedure, or who do not meet the requirements of any unit of competency assessment, are automatically classified as "Students at Risk." These students are then provided with a tailored intervention strategy designed to address their specific needs and support their successful completion of the program.

First Attempt	Second Attempt	Third Attempt
<ul style="list-style-type: none"> <li>• Student has produced an assessment task (e.g. written questions) as part of the unit of competency (UOC) that is Not Satisfactory (NS).</li> <li>• Note to Trainer: Provide reasonable adjustment or instruct student to undertake second attempt with a new due date to resubmit.</li> </ul>	<ul style="list-style-type: none"> <li>• Student fails the second attempt or missed the due date for resubmission.</li> <li>• Note to Trainer: Provide reasonable adjustment or instruct student to undertake third attempt with a new due date to resubmit – due date should be no longer than two weeks.</li> <li>• Using SEQTA send <b>VET FINAL REASSESSMENT NOTIFICATION</b> as described by the school.</li> <li>• <b>BVC</b> - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET Final Resubmission Notification information from SEQTA</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment task has been marked as NS. The UOC is now at risk of failure (NYC).</li> <li>• Using SEQTA send <b>NOT YET COMPETENT NOTIFICATION</b> as described by the school.</li> <li>• <b>BVC</b> - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET NYC Notification information from SEQTA</li> <li>• Note to Trainer: In some circumstances discretion should be applied with further reasonable adjustments.</li> </ul>
Non-Attendance/No Attempt	VET Student at risk	
<ul style="list-style-type: none"> <li>• Student has not attempted the assessment task at all during the time frame allocated or has missed critical classes (practical).</li> <li>• Using SEQTA send <b>NOT YET COMPETENT NOTIFICATION</b> as described by the school.</li> <li>• <b>BVC</b> - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET NYC Notification information from SEQTA</li> <li>• Note to Trainer: In some circumstances discretion should be applied where possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to course overview – as an overall rule students need to complete 180 hours in year 1 and 180 hours in year 2.</li> <li>• Note to Trainer: If a student is at risk of not attaining these hours, discuss issue with Cluster Coordinator and BVC Coordinator.</li> </ul>	



## Fees Payable

The Principal has delegated power to set and vary fees of Catholic Regional College Sydenham (CRCS) and the school-based RTO, Catholic Regional College Institute of Training (CRCIT).

Before enrolment, the Catholic Regional College Sydenham – Finance Department, will provide CRCS students with a statement of fees, which will itemise all fees, levies, materials and uniform charges under one VET charge appearing on their school fee account.

Fees and charges vary depending on the course of study and the level of funding available. Ordinarily, CRCIT provides training to federation schools and schools from the Brimbank VET Cluster. Fees for students from the Brimbank cluster are subject to the arrangement held with each school and are billed directly to the school

As a school-based RTO parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses.

### CRCS Refunds

A full refund of the VET tuition fee will apply if students withdraw before the 28<sup>th</sup> of February. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

### CRCIT Refunds

Where CRCIT invoices students directly for the delivery of training assessment, students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled
- the course is rescheduled to a time and location that is unsuitable for the student
- a student is not given a place due to the class being full

A 50% refund applies if students withdraw for personal reasons beyond their control, prior to attending the third scheduled session of the course.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at the RTO's discretion

Refer to the Fees and Refunds Policy/Procedure at [www.crcit.com.au](http://www.crcit.com.au) for further information on how to apply for a refund

## Student Enrolment Procedure

Recruitment of students will be responsible, ethical, and consistent with the training package requirements at all times. CRCIT Australia is committed to non-discrimination and at all times complies with equal opportunity and anti-discrimination legislation. There may be prerequisites to your chosen course of study due to health and safety, language literacy and numeracy requirements or the nature of the program.

Once you have completed your enrolment the College and the RTO will support you in completing your chosen qualification.

### Enrolment Process

Completion of the Enrolment Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion. Enrolment data is collected and stored electronically. CRCIT accepts all Students' right to privacy and will treat all Student information provided at enrolment confidentially.

### All enrolments **MUST** have a USI number.

Before you decide to enrol in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery
- course costs
- the learning outcomes including any pathway opportunities.

### How do I obtain an enrolment form?

Enrolment forms can be completed using the [CRCIT Online Enrolment](#)

Enrolment forms can be obtained through the CRCIT website

For any further information or if you are unclear about your enrolment, please do not hesitate to contact us.

## Unique Student Identifier (USI)

In January 2015, the Australian Government introduced a new way for learners undertaking nationally recognised training to be able to find and collate their Vocational Education and Training (VET) achievements in one place.

A USI is a reference number made up of 10 digits (numbers and letters), it creates a secure online record of your nationally recognised training that can be accessed anytime and anywhere, and it is yours for life. Creating a USI is free of charge.

The USI is linked to the National Centre for Vocational Education and Research (NCVER) Data Collection, this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept in one place.

The USI will:

- link a Student's VET achievements, regardless of where in Australia they did the course.
- let Students easily access secure digital transcripts of their achievements that can be used for gaining credit recognition towards other VET courses.
- give students more control over their VET information.

To create a USI, go to [www.usi.gov.au](http://www.usi.gov.au). It takes approximately 5 minutes. When applying, make sure you have some identification on hand to verify who you are as you go through the application process. Examples of ID include a passport, Birth Certificate, driver's licence or Medicare card.

## Language, Literacy and Numeracy

All students enrolling at Catholic Regional College Sydenham (CRCS) and CRCIT will be invited to complete academic testing and/or an LLN (Language, Literacy, and Numeracy) assessment prior to starting their training.

- Academic testing will be conducted prior to enrolment, and learning plans will be uploaded to SEQTA before the course induction.
- The results of the LL&N assessment will be emailed to Trainers and Assessors and will be used to further enable CRCIT to provide additional assistance where required.

To successfully undertake the qualification, students enrolling in the qualification should ideally have the minimum language, literacy and numeracy skills that align with the program AQF level.

The results of the LL&N assessment will be used to further enable CRCIT to provide additional assistance where required. For Students from CRC Sydenham that require extra support, assistance is available via the Student services department. For Students from the federation schools or the BVC schools, assistance will be sought via the home school following communication from the Trainer/Assessor.

## Recognition of AQF Qualifications & Statements of Attainment

One of the most important features of the Australian Qualifications Framework is the mutual recognition of training organisations and qualifications including Statements of Attainment. As a registered training organisation, CRCIT must accept the credentials issued by another registered training organisation based in any State/Territory of Australia. All original and certified copies of Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid once authenticity can be confirmed. Equally, the Qualifications and Statements of Attainment issued by CRCIT will be recognised Australia-wide under these arrangements.

### Credit Transfer

**“Credit Transfer** is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications”.

Credit transfer allows learners to count relevant, completed studies at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward their current course or qualifications. The authentication of the unit of competency for a credit transfer is required prior to granting a credit transfer.

### Applying for Credit Transfer

If you think that you might be able to apply for Credit Transfer, talk to your Trainer/Assessor preferably before or at the start of course commencement. You will be provided with an application and instructions related to the evidence to support your application.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is designed to assess and recognise an individual’s existing skills, knowledge, and experience, typically gained through formal, informal, or workplace learning. CRCIT has identified that RPL is not a suitable option for secondary school students from years 10 to 12 for the following reasons:

**Limited Prior Experience:** Secondary School Students from years 10 to 12 are in the early stages of their learning journey and typically do not have the substantial workplace or industry experience required to demonstrate competency against the units of a qualification.

**Assessment Evidence Requirements:** RPL requires comprehensive evidence of prior learning, such as workplace documentation, third party reports, or examples of completed work. Our target audience of secondary school students from years 10 to 12 often lack access to such evidence due to their limited exposure to real-world industry environments.

**Development of Employability Skills:** VET programs in secondary schools aim to develop employability skills, including teamwork, communication, and problem-solving, through classroom and workplace learning activities. These skills are best developed through active participation rather than recognition of prior, often insufficient, experience.

For these reasons, the use of RPL is not suitable for secondary school students. Instead, the focus remains on providing structured training and assessment to build their knowledge and skills from the ground up, ensuring they are well-prepared for future education or employment opportunities.

## Complaints and Appeals

### Purpose

Catholic Regional College Sydenham is a school which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS). Catholic Regional College Sydenham (CRCS) and Catholic Regional College Institute of Training (CRCIT) values and encourages open and positive relationships with our College community.

In the first instance, student, parents/guardians/carers or members of the college community should refer to the [College Complaints Handling Policy](#).

The CRCIT Complaints and Appeals Policy/Procedure policy is designed to ensure the RTO meets the Australian Quality Training Framework (AQTF) standards and VRQA Guidelines for VET Providers.

### Complaints and appeals covered by the CRCIT policy

The CRCIT Complaints and Appeals Policy covers complaints and appeals in the following areas:

- Enrolment process – Ensuring fair and transparent enrolment procedures.
- Training and assessment quality – Addressing concerns about course delivery, assessment methods, and outcomes.
- Student progress and support – Allowing students to appeal issues related to academic progress, support services, or assessment requirements.
- Assessment results – Giving students the right to appeal if they believe their result is unfair or incorrect.
- Complaint decisions – Ensuring a clear and timely process for appealing responses to complaints.

If the complaint involves issues not listed in this document, the complaint must be referred to the college as per the [College Complaints Handling Policy](#).

### What is a complaint?

A complaint is a type of feedback that lets us know when someone is unhappy with a product, service, or experience at Catholic Regional College Institute of Training (CRCIT).

Complaints can be made in any way—verbally or in writing—and don't need to be formally documented to be addressed. However, to help resolve issues more efficiently, students, parents/guardians/carers, or other members of the college community are encouraged to submit their complaints in writing using the Complaints and Appeals Form. Including details like dates, relevant people, and any supporting evidence can make the process smoother.

You can access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office. Once submitted, complaints will be handled fairly, transparently, and in line with CRCS and CRCIT's complaints resolution process. If needed, the complaint may be referred back to CRCS under the [College Complaints Handling](#) Policy.

### What is an appeal?

An appeal is a formal request to review a decision made during training or assessment. Students, parents/guardians/carers, or other members of the college community can appeal if they disagree with a decision that affects their progress, results, or experience at CRCIT.

Appeals can be made for:

- An assessment result
- A response to a complaint
- Any other CRCIT decision impacting training or assessment

CRCIT is committed to handling appeals fairly, confidentially, and with integrity.

To submit an appeal, complete the Complaints and Appeals Form with details like dates, relevant people, and any supporting evidence. The form is available on the CRCIT website or from the RTO office.

If needed, the appeal may be referred to the college under the College Resolution Procedures.

## Formal complaint handling procedure

### Initiating a Complaint

- You can easily access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office.
- Completed forms can be submitted to the RTO office in person or emailed to [rtoadmin@crccs.vic.edu.au](mailto:rtoadmin@crccs.vic.edu.au).
- When a Complaints and Appeals Form is submitted, it's immediately recorded in the Complaints and Appeals Register.
- Complaints made through other channels (like phone, email, or in person) are also documented and added to the register with relevant details.

### Procedural fairness in a complaint

Procedural fairness ensures that complaints are handled in a transparent, unbiased, and just manner. The following principles must be applied when managing complaints within the RTO:

We're committed to making sure complaints are handled fairly, openly, and without bias. Here's what you can expect from the process:

- The RTO Manager may speak with relevant staff to gather information and ensure a fair decision. If needed, the complaint may be referred to the college under the College Complaints Handling Policy.
- You'll receive written confirmation that your complaint has been received, along with details on what happens next and key timelines.
- Everyone involved will be informed about how the complaint will be reviewed, who's involved, and what outcomes might be possible.
- You'll have a chance to share your side of the story, including any supporting evidence.
- The staff member involved will also have a chance to respond to ensure fairness.
- Both sides will have access to relevant information that affects the outcome.
- The RTO Manager will remain impartial throughout the process, ensuring a fair and unbiased review.
- Decisions will be based on facts, evidence, and policies—not opinions or assumptions.
- All discussions and decisions will be documented to keep things clear and transparent.
- You're welcome to bring a support person or representative to any meetings.
- We aim to resolve complaints as quickly as possible. If there are any delays, we'll keep you updated.
- The RTO Manager will provide a written response within 10 working days, outlining:
  - A summary of the review process.
  - Findings and any actions taken.
  - The final outcome.
  - Steps to appeal if you're not satisfied with the decision.
- Your complaint will be kept confidential, and we'll only share information with those who need to know.

## Formal appeals procedure

### Initiating an Appeal

- You can easily access the Complaints and Appeals Form on the CRCIT website or request a copy from the RTO office.
- To appeal a decision or finding, you must submit a written request explaining the reason for your appeal.
- Completed forms can be submitted to the RTO office in person or emailed to [rtoadmin@crs.vic.edu.au](mailto:rtoadmin@crs.vic.edu.au).
- Appeals should be submitted within 28 days of receiving the decision or finding. However, the RTO will still review all assessment outcome appeals, even if they fall outside this timeframe.

### Procedural Fairness in an Appeal

Procedural fairness ensures that appeals are handled in a transparent, unbiased, and just manner. The following principles must be applied when managing appeals within the RTO:

- The Complaints and Appeals Form will be sent to the RTO Manager, who will review the appeal and decide on the best course of action.
- The RTO Manager may speak with relevant staff members to gather more information and make sure the recommendation is well-informed.
- You will receive an email confirming that your appeal has been received, with details about the process and expected timelines.
- The RTO Manager will clearly explain how the appeal will be handled, who will be involved, and what possible outcomes are.
- Everyone involved will be given the same information and will understand their rights and responsibilities in the process.
- All parties, including the complainant/appellant and the respondent (the person the appeal is against), will have a fair chance to present their side of the case.
- The RTO Manager will provide you with access to the assessment records and any relevant evidence used in the original decision.
- The RTO Manager will also ensure the party against whom the appeal is made has enough notice and access to the necessary documents to prepare their response.
- You will have a reasonable opportunity to present your case in a fair and respectful way.
- A formal meeting will be arranged by the RTO Manager where both sides can present their views.
- Support persons are welcome to attend the meeting with either party.
- The meeting or discussion will be conducted in a neutral, respectful, and professional environment.
- The RTO Manager must remain impartial and avoid any conflicts of interest.
- If the original decision-maker is involved in the appeal, an independent College representative will review the appeal to ensure fairness.
- Decisions should be based on facts, policies, and assessment criteria rather than opinions or assumptions.
- The RTO Manager will finalise a response and provide the appellant with a written resolution within ten (10) working days of receiving the complaint. The response must include:



- A summary of the review process undertaken.
  - Findings and any actions taken in response to the appeal.
  - Identified outcomes or resolutions.
- If you are satisfied with the outcome, the appeal is closed in the Complaints and Appeals Register. The Complaints and Appeals Register must be kept up to date, reflecting:
    - The date the appeal was received.
    - Actions taken to address it.
    - The date of resolution.

### Escalation Process

If the you are dissatisfied with the outcome of the internal appeal process, you may escalate the matter externally:

#### Victorian Registration and Qualifications Authority (VRQA)

Students, parents/guardians/carers or members of the college community who believe CRCIT has not fulfilled its obligations or handled their appeal appropriately can submit a complaint to the **VRQA**:

<https://www2.vrqa.vic.gov.au/make-complaint>

#### National Training Complaints Hotline

After fully utilising the College's internal complaints and appeals process, the complainant or appellant may choose to contact the National Training Complaints Hotline at 13 38 73 (Monday to Friday, 8:00 am – 6:00 pm) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au).

### Student Support Services

CRCIT recognises that the complaints and appeals process may be stressful for students. To support students throughout the process, the following services are available:

- RTO Administrator – Available to provide guidance on the appeals process and assist with completing forms.
- Pastoral Care & Wellbeing Support – For students experiencing stress or anxiety related to their appeal, the college student support services can offer assistance.
- Students have the right to be supported by a third party, such as a parent, guardian, friend, or external advocate, throughout the appeal process.

**Continuous Improvement and Follow-Up**

- Any opportunities for improvement identified through the complaints and appeal process will be recorded in the Continuous Improvement Register.
- These items will be discussed at the next RTO Governance Meeting to assess potential procedural enhancements.
- At the RTO Manager's discretion, the applicant may receive an update on any improvement actions taken as a result of their appeal.

## CRCIT Qualification and Courses

CRCIT currently offers training programs in Cookery, Furnishing, Furniture Making, Horticulture, Hospitality, Laboratory Skills, Retail Cosmetics, Salon Assistant, Signage and Graphics, Sport, Aquatics and Recreation, CPR, First Aid.

The nationally recognised qualifications and accredited courses currently offered by CRCIT are accessible on [www.training.gov.au](http://www.training.gov.au)

CRCIT have training and assessment strategies and practices that are consistent with the requirements of the training packages and VET-accredited courses and enable each learner to meet the requirement for each Unit of Competency for which they are enrolled.

### Competency-Based Assessment

All accredited training conducted by CRCIT requires students to complete assessment tasks that demonstrate competency. Your Trainer/Assessor will explain the specific assessment requirements at the start of your course.

Assessments related to the unit of competency will be released to the student as they progress through the content. Most units of competency assessments are made up of a variety of assessment tasks.

All assessments are marked by a qualified assessor within our organisation. If you are deemed to be not yet competent (NYC) the assessor will give you constructive feedback regarding what you need to do further to gain competency.

If a student is deemed to have not satisfactorily met the assessment requirements after the first attempt, they will be given some assistance by the Trainer/Assessor and then permitted a second and third attempt.

If after that attempt competence is still not achieved, a re-evaluation may take place which may include a discussion with an independent assessor, a review of the assessment outcome and then a decision about whether a further attempt may be made at the assessment.

If at any stage a student feels that they are not being treated fairly in this process, an appeal can be lodged (see appeals details in this handbook).

### Reasonable adjustment

Where Students are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject, alternative forms and times of assessment may be negotiated with the Trainer/Assessor prior to the assessment date.

## Work Placement

Some VET programs require learners to undertake a work placement as a compulsory part of the course requirements, while other courses will be a voluntary component.

CRCIT courses offer all students the opportunity to undertake their practical assessments within fully operating business units.



Students enrolled in **SIS30122 Certificate III in Sport, Aquatics and Recreation** have access to **CRC FIT** a fully functioning gym with up-to-date industry equipment and are coached, mentored, trained and assessed on premises with excursions to sport and recreation-specific settings so they can obtain “real-world” experience.



Students enrolled in **SHB20121 Certificate II in Retail Cosmetics** have access to **CRC Beauty**. The Salon offers students experience across the many facets of the beauty industry and the opportunity to interact with the community.

With both spacious classrooms and portable services, our salon has all the facilities to create a wonderful and safe working environment for the students.



Students enrolled in **AHC20422 Certificate II in Horticulture** have access to **SCAPES@CRC**. The business unit provides its students with state-of-the-art gardens and landscaped areas, with commercial industry equipment to accommodate real-life workplace experience opportunities.

Students are trained, assessed, coached, and mentored on-premises utilising their horticulture skills to support the school's full-time gardener and the gardening team.



Students enrolled in **MSF20122 Certificate II in Furnishing** have access to **FRAMES@CRC**. This business unit is a realistically set up training and work environment with a shop front and a fully equipped workshop open to the public.



Students enrolled in the dual **SIT20322 Certificate II in Hospitality and SIT20421 Certificate II in Cookery** have access to **QUATREFOILS** restaurant, which is a fully functioning kitchen, with commercial standard equipment.

Students are coached, mentored trained, and assessed, within the restaurant utilising their culinary and front-of-house skills by serving and cooking for staff, the school community, and external parties.



Students enrolled in **SIT20421 Certificate II in Cookery** have access to **MANNA** restaurant, which is a fully functioning kitchen, with commercial standard equipment. Students are coached, mentored trained, and assessed by the restaurant utilising their culinary skills by serving and cooking for staff, the school community and external parties.



Students enrolled in **22573VIC Certificate II in Signage and Graphics** have access to **SYDSIGNS@CRC Sydenham**. This business unit is near true to the industry environment, set up to deliver training and a professional working environment with a fully equipped workshop open to the public. The training is carried out by industry professionals using the participation of the general public as genuine paying customers



Students enrolled in **SHB20216 Certificate II in Salon Assistant** have access to **The Village Style**. This business is a fully functioning hair salon, registered as a business with Brimbank Council. The salon has the equipment to accommodate real work experience for its students, with a welcoming ambience and modern décor servicing paying customers.



Students enrolled in **MSF20522 Certificate II in Furniture Making** will have access to **Design 380** Furniture Making Workshop at CRCS.

The Workshop is equipped with workbenches, tools, and machinery necessary for designing, making and assembling furniture. The setup is designed to mimic a professional woodworking shop, providing students with a realistic environment to create furniture.

## AHC20422 Certificate II in Horticulture

### Course Description

This qualification provides students with a broad range of knowledge and skills necessary for employment within the horticultural industry. CRCIT provides its students with state-of-the-art gardens and landscaped areas, with commercial industry equipment to accommodate real-life workplace experience opportunities. Students are trained, assessed, coached, and mentored on-premises utilising their horticulture skills to support the school's full-time gardener and the gardening team.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>AHPCPM204 Recognise plants</p> <p>AHCPMG201 Treat weeds</p> <p>AHCSOL203 Assist with soil or growing media sampling and testing</p> <p>AHCMOM203 Operate basic machinery and equipment</p> <p>AHCWRK211 Participate in environmentally sustainable work practices</p> <p>AHCWHS202 Participate in workplace health and safety processes</p> <p>AHCNSY207 Undertake propagation activities</p> <p>AHCPHT215 Plant horticultural crops</p>	<p><b>Year 2</b></p> <p>AHCNSY205 Pot up plants</p> <p>AHCPMG202 Treat plant pests, diseases and disorders</p> <p>AHCNSY206 Care for nursery plants</p> <p>AHCNSY208 Maintain indoor plants</p> <p>AHCPGD207 Plant trees and shrubs</p> <p>AHCPGD209 Prune shrubs and small trees</p> <p>AHCWRK212 Work effectively in the industry</p>
<p><b>Career Pathways</b></p> <p>Horticulture worker</p> <p>Horticulture assistant</p>	<p><b>Further Education Pathways</b></p> <p>AHC30722 Certificate III in Horticulture</p>
<p><b>Timetable</b></p> <p>Classes for year 1 and year 2 are conducted on a Wednesday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## MSF20122 Certificate II in Furnishing

### Course Description

This qualification describes the skills and knowledge required to perform basic furnishing industry tasks used in a range of industry job roles. The CRCIT program aims to provide its Students with the basic essential skills and knowledge for those working within the picture framing specialist area.

FRAMES @ CRC is a realistically set up training and work environment with a shop front and a fully equipped workshop open to the public. The training and assessment of all units of competency are carried out using industry-standard equipment in an environment that reflects industry standards. The Students have access to computer facilities, internet, machinery and equipment that meets industry standards.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>MSMWHS200 Work safely</p> <p>MSFGN2001 Make measurements and calculations</p> <p>MSFPP2013 Cut and handle glazing materials for framing</p> <p>MSFPP2009 Cut mouldings to length</p> <p>MSFPP2010 Join mouldings</p> <p>MSFPP2014 Assemble basic artwork packages</p> <p>MSMSUP106 Work in a team</p>	<p><b>Year 2</b></p> <p>MSFPP2011 Mount artwork</p> <p>MSFPP2012 Cut mat boards</p> <p>MSFPP3016 Assemble complex artwork packages</p> <p>MSMSUP102 Communicate in the workplace</p> <p>TLIA0020 Package goods</p>
<p><b>Career Pathways</b></p> <p>Production assembler</p> <p>Trades Assistant</p>	<p><b>Further Education Pathways</b></p> <p>MSF30518 Certificate III in Picture Framing</p> <p>MSF30322 Certificate III in Cabinet Making and Timber Technology</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Furnishing Students are required to wear the business uniform supplied to them.</p>	

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## MSF20522 Certificate II in Furniture Making

### Course Description

This qualification offers a portable qualification that is acknowledged across Australia. It equips students with a comprehensive set of skills and knowledge, preparing them for careers or further training in various furnishing industries, including cabinet making, wood machining, polishing, upholstery, and picture framing.

Students enrolled in Furniture Making will have access to Design 380 Furniture Making Workshop at CRCS. The Workshop is equipped with workbenches, tools, and machinery necessary for designing, making and assembling furniture. The setup is designed to mimic a professional woodworking shop, providing students with a realistic environment to create furniture.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>MSFFP2012 Join furnishing materials</p> <p>MSFFP2019 Source and review information about kitchen, bathroom and laundry design</p> <p>MSMPCI103 Demonstrate care and apply safe practices at work</p> <p>MSFFP2018 Source and review information about furnishing product materials</p> <p>MSFFP2017 Develop a career plan for the furnishing industry</p> <p>MSMENV272 Participate in environmentally sustainable work practices</p> <p>MSFFP2014 Use basic finishing techniques on timber surfaces</p> <p>MSMSUP106 Work in a team</p>	<p><b>Year 2</b></p> <p>MSFFM2013 Use furniture making sector hand and power tools</p> <p>MSFGN2001 Make measurements and calculations</p> <p>MSFFP2020 Undertake a basic furniture making project</p> <p>MSFFM2019 Assemble furnishing products</p>
<p><b>Career Pathways</b></p> <p>This program provides entry-level employment prospects for apprenticeships, traineeships or general employment in a furniture manufacturing environment or related workplace</p>	<p><b>Further Education Pathways</b></p> <p>MSF30122 Certificate III in Furniture Finishing</p> <p>MSF30322 Certificate III in Cabinet Making and Timber Technology</p> <p>MSF30722 Certificate III in Upholstery</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Furnishing Students are required to wear the business uniform supplied to them.</p>	

*Course information is subject to change according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.*



## MSL30122 Certificate III in Laboratory Skills

### Course Description

This qualification reflects the range of work functions and job roles that can lead to a Laboratory assistant qualification. This nationally accredited course is delivered by industry experts within an industry-standard laboratory classroom environment and will teach students the fundamentals of performing basic laboratory tests using laboratory equipment, recording and storing data, preparing and handling samples and working solutions, microbiological techniques such as preparing culture media aseptically and identify conformances as well as laboratory safety and how to follow work health and safety (WHS) policies and procedures.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>MSL943004 Participate in laboratory or field workplace safety</p> <p>MSL933005 Maintain the laboratory/field workplace fit for purpose</p> <p>MSL933007 Apply critical control point requirements</p> <p>MSL922002 Record and present data</p> <p>MSL973025 Perform basic tests</p> <p>MSL973017 Assist with fieldwork</p> <p>MSL913004 Plan and conduct laboratory/field work</p> <p>BSBCMM211 Apply communication skills</p>	<p><b>Year 2</b></p> <p>MSL973026 Prepare working solutions</p> <p>MSL973028 Perform microscopic examination</p> <p>MSL933009 Contribute to the achievement of quality objectives</p> <p>MSL973015 Prepare culture media</p> <p>MSL973027 Perform techniques that prevent cross-contamination</p>
<p><b>Career Pathways</b></p> <p>Laboratory technician</p> <p>Laboratory assistant in a school</p> <p>Instrument operator</p>	<p><b>Further Education Pathways</b></p> <p>MSL40122 Certificate IV in Laboratory Techniques</p> <p>MSL50122 Diploma of Laboratory Techniques</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## SHB20121 Certificate II in Retail Cosmetics

### Course Description

This qualification reflects the role of retail sales personnel involved in a defined range of tasks to sell and demonstrate beauty or cosmetic products. Training and assessment of all units of competency are carried out within the Beauty Services Centre, the Centre provides a state-of-the-art physical workplace environment reflective of current industry standards. The training is carried out by industry professionals and with the participation of the general public as paying clients.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>SHBXWHS003 Apply safe hygiene, health and work practices</p> <p>SHBBINF002 Maintain infection control standards</p> <p>SHBBCCS004 Demonstrate retail skin care products</p> <p>SIRXIND003 Organise personal work requirements</p> <p>SHBXCCS007 Conduct salon financial transactions</p> <p>SIRRINV001 Receive and handle retail stock</p> <p>SHBXIND005 Communicate as part of a salon team</p> <p>SHBBMUP009 Design and apply make-up</p>	<p><b>Year 2</b></p> <p>SHBBCCS005 Advise on beauty products and services</p> <p>SHBBRES003 Research and apply beauty industry information</p> <p>SIRRMER001 Produce visual merchandise displays</p> <p>SHBXIND003 Comply with organisational requirements within a personal services environment</p> <p>SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms</p> <p>SHBBFAS004 Provide lash and brow services</p> <p>SHBBBOS007 Apply cosmetic tanning products</p>
<p><b>Career Pathways</b></p> <p>Retail cosmetics assistant</p> <p>Retail sales consultant</p> <p>Make-up artist</p>	<p><b>Further Education Pathways</b></p> <p>SHB30121 Certificate III in Beauty Services</p> <p>SHB30221 Certificate III in Make-Up</p> <p>SHB30321 Certificate III in Nail Technology</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesdays and Wednesdays</p> <p>Year 2 Classes are conducted Wednesday or Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Students are required to wear the business uniform supplied to them.</p>	

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## SHB20216 Certificate II in Salon Assistant

### Course Description

This preparatory qualification provides the opportunity for students to develop a range of basic skills and knowledge used in hairdressing salons by individuals who assist with client services. CRCIT possesses a fully functioning hair salon, The Village Style, registered as a business with Brimbank Council. The salon has the equipment to accommodate workplace simulation for its students, with a welcoming ambience and modern decor.

VCAA mandates a minimum of 40 hours of SWL for students undertaking the Certificate II in Salon Assistant. Where the training package requires work periods/shifts, this can be used to satisfy the VCAA SWL placement requirements for the program.

- 20 hours undertaken year 1
- 20 hours undertaken year 2

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>BSBWHS201 Contribute to health and safety of others</p> <p>SHBHIND001 Maintain and organise tools, equipment and work areas</p> <p>SHBXCCS003 Greet and prepare clients for salon services</p> <p>SHHBAS001 Provide shampoo and basin services</p> <p>SHBHDES001 Dry hair to shape</p> <p>SHHBAS002 Provide head, neck and shoulder massages for relaxation</p> <p>SHBXIND002 Communicate as part of a salon team</p>	<p><b>Year 2</b></p> <p>SHBXIND001 Comply with organisational requirements within a personal services environment</p> <p>SHBHDES002 Braid hair</p> <p>SHBXCCS001 Conduct salon financial transactions</p> <p>SHBHIND002 Research and use hairdressing industry information</p> <p>SIRRINV001 Receive and handle retail stock(*)</p> <p>SIRRMER001 Produce visual merchandise displays</p> <p>(*) <i>Additional elective</i></p>
<p><b>Career Pathways</b></p> <p>Salon Assistant</p>	<p><b>Further Education Pathways</b></p> <p>SHB30416 Certificate III in Hairdressing</p> <p>SHB30516 Certificate III in Barbering</p> <p>SHB40216 Certificate IV in Hairdressing</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesdays and Wednesdays</p> <p>Year 2 Classes are conducted Wednesday or Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Students are required to wear the business uniform supplied to them.</p>	

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## SIS30122 Certificate III in Sport, Aquatics and Recreation

### Course Description

This qualification reflects the multi-skilled role of individuals in operational and customer support positions in the sport or community recreation industry. Students have access to CRC FIT a fully functioning gym with up-to-date industry equipment and are coached, mentored, trained and assessed on premises with excursions to sport and recreation-specific settings so they can obtain "real-world" experience.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>SISXIND011 Maintain sport, fitness and recreation industry knowledge</p> <p>SISSPAR009 Participate in conditioning for sport</p> <p>SISXIND012 Select and use technology for sport, fitness and recreation work</p> <p>HLTWHS001 Participate in workplace health and safety</p> <p>SISXEMR003 Respond to emergency situations</p> <p>SISXFAC006 Maintain activity equipment.</p> <p>SISXCCS004 Provide quality service</p> <p>SXPLD005 Facilitate inclusion for people with disability</p> <p>SISSSOF002 Continuously improve officiating skills and knowledge</p> <p>HLTAID011 Provide first aid</p>	<p><b>Year 2</b></p> <p>SITEEVT022 Provide event production support</p> <p>SISSSCO001 Conduct sport coaching with foundation level participants</p> <p>SISXPLD004 Facilitate groups</p> <p>SISXPLD002 Deliver recreation sessions</p> <p>BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes</p>
<p><b>Career Pathways</b></p> <p>Recreation Officer</p> <p>Activity Operation Officer</p> <p>Sport and Recreation Attendant</p>	<p><b>Further Education Pathways</b></p> <p>SIS40122 Certificate IV in Sport, Aquatics and Recreation</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Wednesday or Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## SIT20322 Certificate II in Hospitality and SIT20421 Certificate II in Cookery

### Course Description - (QUATREFOILS)

This dual program is targeted to Students who wish to commence an entry-level vocation in a Hospitality/Cookery Operations environment. The first year of the course covers both Hospitality and Cookery units of competency. In the second year of the course, Students can decide which path they would like to take, either Hospitality (Front of House) or Cookery (Back of House). CRCIT possesses a fully functioning kitchen, with commercial standard equipment to accommodate workplace simulation for its Students. Students are coached, mentored trained, and assessed, within the QUATREFOILS restaurant utilising their culinary and front-of-house skills by serving and cooking for staff, the school community, and external parties.

### Course Proposed Delivery Plan

Once the unit is achieved in the primary qualification it will then be issued as a credit transfer to the secondary qualification.

(\*)Unit has prerequisites

(\*\*) To achieve 3-4 sequence students will undertake an additional unit in Year 2 as part of SIT20322 Certificate II in Hospitality.

#### Year 1

Unit of Competence	SIT20322 Certificate II in Hospitality	SIT20421 Certificate II in Cookery
SITXFSA005 Use hygiene practices for food safety	Credit	Primary
SITXWHS005 Participate in safe work practices	Primary	Credit
SITHKOP009 Clean kitchen premises and equipment (*)		Primary
SITHCCC023 Use food preparation equipment (*)		Primary
SITHCCC027 Prepare dishes using basic methods of cookery (*)		Primary
SITHCCC024 Prepare and present simple dishes(*)		Primary
SITHIND007 Use hospitality skills effectively	Primary	
SITXCCS011 Interact with customers	Primary	Credit
SITHFAB021 Provide responsible service of alcohol	Primary	
SITXINV006 Receive, store and maintain stock(*)		Primary
BSBTWK201 Work effectively with others	Primary	
SITXCOM007 Show social and cultural sensitivity	Primary	Credit
SITHIND006 Source and use information on the hospitality industry	Primary	

#### Year 2

SIT20322 Certificate II in Hospitality	SIT20421 Certificate II in Cookery
SITHFAB024 Prepare and serve non-alcoholic beverages (*)	SITHCCC028 Prepare appetisers and salads (*)
SITHFAB022 Clean and tidy bar areas(*)	SITHCCC030 Prepare vegetable, fruit, egg and farinaceous dishes (*)
SITHFAB036 Provide advice on food(**)	SITHCCC029 Prepare stocks, sauces and soups(*)
SITHFAB027 Serve food and beverage(*)	SITHCCC034 Work effectively in a commercial kitchen(*)
SITXFIN007 Process financial transactions	

Students who complete all Year 1 Hospitality units and choose to pursue Cookery in Year 2 may have their course adjusted in the student management system. This adjustment ensures they have the opportunity to attain the full Hospitality qualification.

<p><b>Hospitality Career Pathways</b></p> <p>Bar Attendant Cafe Attendant Catering Assistant Food and Beverage Attendant Front-Office Assistant Porter</p>	<p><b>Cookery Career Pathways</b></p> <p>Catering Assistant Sandwich hand Breakfast cook Fast food cook Kitchen hand</p>
<p><b>Further Education Pathways</b></p> <p>SIT30622 Certificate III in Hospitality</p>	<p><b>Cookery Further Education Pathways</b></p> <p>SIT30821 Certificate III in Cookery</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p> <p>Students will be working in the College restaurant as part of the course requirements, which will reflect the nature of the hospitality industry.</p>	<p><b>Assessment Methods</b></p> <p>Written Questions Practical Assessments Observations</p>
<p><b>Dress Code</b></p> <p>Hospitality/Cookery Operations Students are required to wear their home school uniform to and from class and change into either their chef's or front-of-house uniform once they have entered the Trade Training Centre at CRCIT. Health regulations forbid Students from preparing food if they do not have the required uniform. Should the Student forget their uniform they may be required to do theory or be sent home. It is also against health regulations for Students to wear their chef uniform outside of the food preparation area.</p>	

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## SIT20421 Certificate II in Cookery

### Course Description (MANNA)

Certificate II Cookery is targeted to Students who wish to commence an entry-level vocation in a Cookery environment. CRCIT possesses a fully functioning kitchen, with commercial standard equipment to accommodate workplace simulation for its Students. Students are coached, mentored trained, and assessed, within the MANNA restaurant utilising their culinary and front-of-house skills by serving and cooking for staff, the school community, and external parties.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>SITXFSA005 Use hygienic practices for food safety</p> <p>SITXWHS005 Participate in safe work practices</p> <p>SITHKOP009 Clean kitchen premises and equipment(*)</p> <p>SITHCCC023 Use food preparation equipment(*)</p> <p>SITHCCC024Pprepare and present simple dishes(*)</p> <p>SITHCCC025 Prepare and present sandwiches(*)</p> <p>SITXCCS011 Interact with customers</p> <p>SITHCCC027 Prepare dishes using basic methods of cookery(*)</p> <p>SITXINV006 Receive, store and maintain stock(*)</p>	<p><b>Year 2</b></p> <p>SITHCCC028 Prepare appetisers and salads(*)</p> <p>SITHCCC030 Prepare vegetable, fruit, egg and farinaceous dishes(*)</p> <p>SITHCCC029 Prepare stocks, sauces and soups(*)</p> <p>SITHCCC034 Work effectively in a commercial kitchen(*)</p>
<p><b>Career Pathways</b></p> <p>Catering Assistant</p> <p>Sandwich hand</p> <p>Breakfast cook</p> <p>Fast food cook</p> <p>Kitchen hand</p>	<p><b>Further Education Pathways</b></p> <p>SIT30821 Certificate III in Cookery</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Hospitality/Kitchen Operations Students are required to wear their home school uniform to and from class and change into either their chef's or front-of-house uniform once they have entered the Trade Training Centre at CRCIT. Health regulations forbid Students from preparing food if they do not have the required uniform.</p>	

(\*)Unit has prerequisites

Course information is **subject to change** according to Training Package and or Victorian Curriculum and Assessment Authority (VCAA) updates.

## 22573VIC Certificate II in Signage and Graphics

### Course Description

The course will prepare graduates with the basic skills and knowledge to undertake apprenticeship training within the signage and graphics industry.

SYDSIGNS is near true to the industry environment, set up to deliver training and a professional working environment with a fully equipped workshop open to the public. The training and assessment of all units of competency are carried out using industry-standard equipment, in an environment that reflects industry standards. The training is carried out by industry professionals using the participation of the general public as genuine paying customers.

### Course Proposed Delivery Plan

<p><b>Year 1</b></p> <p>CPCCWHS1001 Prepare to work safely in the construction industry (<i>delivered through Service agreement - Star Training &amp; Assessing – Code 21830</i>)</p> <p>CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry</p> <p>HLTAID011 Provide first aid</p> <p>VU23072 Produce basic signs</p> <p>CPCCCM1015 Carry out measurements and calculations</p> <p>VU23071(*) Use sign industry tools and equipment</p>	<p><b>Year 2</b></p> <p>VU23075 (*) Operate a CNC machine to produce signage components</p> <p>CPCCSG3016 Prepare surfaces for signs</p> <p>CPCCCM1014 Conduct workplace communication</p> <p>CPCCCM2010B (*) Work safely at heights</p> <p>VU23073 Produce basic computer aided manufactured vinyl signs</p>
<p><b>Career Pathways</b></p> <p>Signwriter</p> <p>Sign Manufacturer</p>	<p><b>Further Education Pathways</b></p> <p>22573VIC Certificate II in Signage and Graphics is to provide graduates with the basic skills and knowledge to prepare students for an apprenticeship within the signage and graphics industry.</p>
<p><b>Timetable</b></p> <p>Year 1 Classes are conducted Tuesday and Wednesday</p> <p>Year 2 Classes are conducted Thursday</p>	<p><b>Assessment Methods</b></p> <p>Written Questions</p> <p>Practical Assessments</p> <p>Observations</p>
<p><b>Dress Code</b></p> <p>Signage and Graphics Students are required to wear the business uniform supplied to them.</p>	

(\*)Unit has prerequisites

*This program is currently set to expire on 31 December 2025. VRQA-registered RTOs can continue to teach out beyond the transition end date as long as the learner was enrolled before the end date.*



## Code of Conduct

CRCIT expects you to treat all staff, fellow students and to all people, you encounter in a courteous manner at all times and ask you to abide by these simple rules:

- To treat others how you would like to be treated.
- To comply with the rules and regulations of CRCIT.
- To not attend class if affected by alcohol or drugs (prescription or otherwise).
- To be honest and respectful includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- Any form of discrimination (sexual, racial etc.), bullying, any form of harassment or any obscene, offensive or insulting language or behaviour, will not be tolerated

### Academic Dishonesty

CRCIT is committed to creating an environment of honest and ethical academic standards, therefore academic dishonesty in the form of cheating, collusion and plagiarism in any form is not accepted. All incidences will be treated seriously by CRCIT.

Academic Dishonesty means seeking to obtain or obtaining academic advantage by dishonest or unfair means or by knowingly assisting another Student to do so.

Cheating is taking or giving any information or material which will be used to determine academic credit. Examples are listed below.

- Copying from another student's work.
- Allowing another student to copy from your work.
- Using textbooks, notes, or formula lists without Trainer/Assessor permission.
- Collaborating on work for submission with another Student without the Trainer/Assessor's permission.
- Having another Student complete work for you.

Collusion is: when more than one Student contributes to a piece of work that is submitted as the work of an individual.

Plagiarism is the "stealing and publication" of another person's words, thoughts, ideas or expressions and representing them as your own work without the full acknowledgement of the original author. Examples of plagiarism are listed below.

- Quoting word for word from another's work without clear acknowledgement.
- Paraphrasing the work of others by altering a few words, changing their order, or closely following their structure without acknowledgement.
- Cutting and pasting directly from the Internet.
- Failing to acknowledge the sources used to produce your work.
- Inaccurate referencing of another's work.

*Refer to the Student Code of Conduct Policy at [www.crcit.com.au](http://www.crcit.com.au) for more information*

## Health and Safety

Catholic Regional College Institute of Training (CRCIT) recognises the importance of providing a safe and healthy environment for staff, students, contractors and visitors who may be affected by the operations and activities of the RTO.

CRCIT aspires to excellence in workplace health and safety and is committed to providing an environment that is free from risks and conducive to the productivity and efficiency needs of its staff, students and others.

As a school-based RTO CRCIT complies with the requirements of the Occupational Health and Safety Act 2004 (Victoria) and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as relevant policies and procedures of the Catholic Regional College Sydenham.

### Staff and Student Responsibility

All staff and students have a responsibility to take all reasonable care for their own health and safety, and always consider the health and safety of others who may be affected by their actions.

CRCIT is committed to providing you with a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities that may cause injury to yourself or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area.
- Observe hygiene standards, particularly in eating and bathroom areas.

### Reporting

All staff, students and others are required to report any identified hazards and associated risks as soon as they become aware of them.

All staff, students and others are required to report any incident that causes harm to a person during their participation in work and/or training activities with CRCIT.

*Refer to [crs.vic.edu.au](http://crs.vic.edu.au) for all CRCS Safety related policies*

## Privacy and Personal Information Policy

### Personal Information

Catholic Regional College Institute of Training (CRCIT) will only collect personal information which is reasonably necessary for one or more of its functions or activities as conferred either by legislation (including a subordinate legislative instrument) or an executive scheme or arrangement established by the government. Consequently, CRCIT will only collect personal information required for its appropriate functioning as a Registered Training Organisation (RTO).

Your personal information will be used to:

- Provide you with the educational service you require to complete your course.
- Obtain feedback from you about the course, service and facilities we have provided.
- Advise you of upcoming seminars, tutorials, and relevant events.
- Administer and manage these services including billing and collecting debts.
- Further, develop and improve our business and educational systems.
- Inform you about new products and services that we may introduce from time to time.

### Access to Your Personal Information

You have a right to access your personal information. If you would like to do so, please submit your request in writing in accordance with CRCIT's Access to Student Record Request Form.

*Refer to the Privacy Policy at [www.crcit.com.au](http://www.crcit.com.au) for more information*

## Access Equity and Anti-Discrimination

CRCIT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All CRCIT staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

Students who feel that they have been discriminated against or harassed should report this information to a trusted staff member at CRCIT. This will initiate a complaint-handling procedure that will be fair and transparent and will protect your rights as a complainant.

Alternatively, if a Student wishes to report an instance of discrimination, harassment or grievance to an agency external to CRCIT, they are advised to contact the National Training Complaints Hotline on 13 38 73 (select option 4) or by emailing [ntch@education.gov.au](mailto:ntch@education.gov.au), or the VRQA (Victorian

Registration and Qualifications Authority) on 9637 2806 or visit the website at [vrqa.vic.gov.au](http://vrqa.vic.gov.au) and complete the online form.

*Refer to the Access Equity and Anti-Discrimination Policy at [www.crcit.com.au](http://www.crcit.com.au) for more information*

## Child Safety

As a Melbourne Archdiocese Catholic Schools (MACS) school-based RTO, delivering training to persons under 18 years of age, Catholic Regional College Institute of Training (CRCIT) is required to comply with the Child Safe Standards made by the Minister for Child Protection under section 17 of the Child Wellbeing and Safety Act 2005.

In addition, the RTO must also comply with the Education and Training Reform Act 2006 (since 1 January 2023)

- RTOs comply with the Child Safe Standards as a condition of registration.
- Organisations applying for RTO registration must disclose whether they or their high managerial agent(s) has ever failed to comply with the Child Safe Standards.

The purpose of this Policy is to demonstrate the strong commitment of Melbourne Archdiocese Catholic Schools (MACS) to the care, safety and wellbeing of all students at our school. It provides an outline of the policies, procedures, actions and strategies that will be implemented to ensure that a child safe culture is championed and modelled at all levels of the College, to keep students safe from harm, including all forms of abuse in our school environment, on campus, online and in other locations provided by the College.

To demonstrate compliance with Guideline 6, and as a school-based RTO it has clear policies and procedures in place, enabled and supported by suitable governance and operational arrangements, which achieve the outcomes required for each Child Safe Standard and are appropriate for its student cohort and all premises where services are provided to persons under 18 years of age.

The purpose of the Catholic Regional College Sydenham Child Safety and Wellbeing Policy is to demonstrate the strong commitment of Catholic Regional College Sydenham to the care, safety and well-being of all students at our school. It provides an outline of the policies, procedures, actions and strategies that will be implemented to ensure that a child-safe culture is championed and modelled at all levels of the College including the RTO, to keep students safe from harm, including all forms of abuse in our school environment, on campus, online and in other locations provided by the College and RTO.

This Policy takes into account relevant legislative requirements within the state of Victoria, including the specific requirements of the Child Safe Standards as set out in Ministerial Order No. 1359.

Melbourne Archdiocese Catholic Schools (MACS) has prescribed the following guidelines, policies, procedures and notices that Catholic Regional College Sydenham must implement:

- [Child Safety Code of Conduct](#)
- [Child Safety and Wellbeing Policy](#)
- [Child Safety and Wellbeing Recordkeeping Policy](#)
- [Engaging Families in Child Safety Policy](#)
- [PROTECT: Identifying and Responding to Child Abuse – Reporting Obligations Policy](#)
- [PROTECT Procedure – Informing staff of reporting obligations](#)
- [PROTECT Procedure – Police or DHHS Child Protection interviews at school](#)
- [PROTECT Procedure – Responding to all forms of child abuse](#)
- [PROTECT Procedure – Responding to offences under the Crimes Act 1958 \(Vic.\)](#)
- [PROTECT Procedure – Responding to Police and Child Protection requests for further information](#)
- [PROTECT Procedure – Responding to student sexual offending](#)
- [Reportable Conduct Policy](#)

## Compliance with Legislations and Guidelines

Catholic Regional College Institute of Training (CRCIT) will comply with relevant Commonwealth and State legislation and regulatory requirements that relate to operating as a Registered Training Organisation (RTO) in the Vocational Education and Training (VET) sector.

Vocational education and training (VET), in Australia, is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues and safety issues are also covered by a range of Australian, state and territory legislation.

Training organisations must be registered to be eligible to issue qualifications and statements of attainment under the Australian Qualifications Framework.

Registered training organisations (RTOs) with standard registration need to re-register with the VRQA every five years to continue operating in Victoria.

The VRQA audit registered training organisations (RTOs) against the conditions and standards outlined in the:

- Australian Quality Training Framework (AQTF)
- VRQA Guidelines for VET Providers

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. The AQTF was initially established in 2001 for implementation in 2002.

The VRQA Guidelines for VET Providers strengthen the quality of vocational education and training in Victoria. They address the gaps between Victoria's regulatory settings and national standards by including 6 key areas to provide for a nationally consistent approach to VET regulation

CRCIT will also ensure all Legislative codes relevant to its courses are considered in the approach to training and assessment.

All policies and procedures are designed to ensure the RTO meets all relevant standards and guidelines. (Australian Quality Training Framework (AQTF) standards and VRQA Guidelines for VET Providers.

### Legislative Overview

CRCIT complies with all relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration.

## Change of personal details

It is the responsibility of each Student to inform CRCIT staff of any change to their name and or address details. Amendments to Student's personal details can be updated by:

- Emailing the updated details to [rtoadmin@crs.vic.edu.au](mailto:rtoadmin@crs.vic.edu.au)
- Visiting the RTO office.

We must have correct phone numbers and addresses; otherwise, you may not receive results and other important correspondence.

## RTO Contacts

For any further information or if you are unclear about your enrolment with the Catholic Regional College Institute to Training, please do not hesitate to contact us.

All policies and procedures mentioned in this booklet are accessible on our **CRCIT** website [www.crcit.com.au](http://www.crcit.com.au)

### RTO Administrator:

Kathy Bacic-Smith

[rtoadmin@crs.vic.edu.au](mailto:rtoadmin@crs.vic.edu.au)

### RTO Manager

Patricia Browne

[pbrowne@crs.vic.edu.au](mailto:pbrowne@crs.vic.edu.au)

### Office hours:

Monday and Friday

8.30 am – 4:30 pm

Telephone: 03 9361 0000

Facsimile: 03 9390 2096

380 Sydenham Road Sydenham VIC 3037

### VRQA General enquiries

Phone: [+61 3 9637 2806](tel:+61396372806) (from 9:00 am–5:00 pm, Monday–Friday)

Email: [vrqa@education.vic.gov.au](mailto:vrqa@education.vic.gov.au)

### RTO office located in Portable 3