

 <p>Catholic Regional College Institute Of Training RTO 22427</p>	<h2>Catholic Regional College Institute of Training</h2> <h3>Registration No. 22427</h3>		
<b>Department</b>	Vocational Education & Training		
<b>Quality Controlled Document Title</b>	Privacy and Personal Information Policy	<b>Date</b>	March 2026
<b>Version</b>	9	<b>Review</b>	March 2027

### Purpose

As a Melbourne Archdiocese Catholic Schools (MACS), Catholic Regional College Sydenham (CRCS) and its school-based Registered Training Organisation (RTO), Catholic Regional College Institute of Training (CRCIT) ensures it sets out how personal information provided to or collected by CRCS and CRCIT is managed, to ensure that CRCS and CRCIT acts in accordance with relevant legislative requirements. In the first instance, please refer to the [MACS Privacy Policy and Procedures](#).

This policy/procedure is designed to ensure that the RTO meets:

- the Standards for RTOs, the VRQA Guidelines for VET Providers, and the Australian Qualifications Framework (AQF).
- Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)
- Privacy and Data Protection Act 2014 (Vic)
- National VET Data Policy
- National Vocational Education and Training Regulator Act 2011 (NVETR Act)
- Internal quality frameworks and operational practices as applicable

### Review and Update of Policy

The RTO may, from time to time, review and update this Privacy Policy to account for:

- Changes in legislation, regulations, and technology
- Changes to RTO operations and practices
- Ensuring the policy remains appropriate and effective in protecting personal information

Updates will be documented and communicated to staff and students where relevant.

## **Personal Information**

CRCIT will only collect personal information that is reasonably necessary for one or more of its functions or activities, as conferred by legislation or government arrangements.

Personal information may include, but is not limited to:

- Name, contact details, date of birth, place of employment, place of origin
- Language and cultural diversity indicators, disability indicators
- Previous education, training records, results, and RTO documentation (e.g., Statement of Attainment)
- Unique Student Identifier (USI)

Information about special learning requirements will be collected via enrolment forms, LLN assessments, student support discussions, or written communication.

Students are advised to notify CRCIT of any changes or errors in their personal information. CRCIT may also update personal information from external sources and other RTOs.

## **Sensitive Information**

Recording, collecting, sorting, and disseminating sensitive information will only occur after the collection of necessary personal information and with explicit written consent from the student.

For students under 18, parent/guardian consent is also required for collection and disclosure of sensitive information or photography/videography. Consent forms will be securely retained.

## **Disclosure of Personal Information**

Personal information may be disclosed as required by law, including:

- To third parties through formal agreements or the Brimbank VET Cluster (BVC)
- To law enforcement or courts, as instructed by legislation
- To NCVET for compliance with the NVET Act 2011

All other disclosures require written consent from the student, and where applicable, from the student's parent/guardian.

## **Uses of Personal Information**

CRCIT will use personal information to:

- Provide educational services and assessments
- Administer enrolments and course management
- Obtain feedback and improve services
- Develop and improve RTO business and educational system

## Disclosure to Third Parties

For the purposes set out above, CRCIT may disclose personal information to the following organisations:

- Victorian Registration and Qualifications Authority (VRQA)
- Student's home high school (including BVC)
- NCVET
- Any relevant funding bodies
- Law enforcement officers or courts

CRCIT may also disclose personal information to service providers who assist with managing its services, including information technology, educational services, marketing, and debt recovery institutions. All such service providers are bound by contracts restricting the use of personal information and ensuring it remains in compliance with Australian privacy law.

Personal information will not be disclosed to any other party unless written permission is received. Extreme care is taken by RTO staff to ensure that personal information is only released to authorised parties. All information is treated as strictly confidential.

## Website, Photography, and Videography

Individuals may use sections of the website anonymously; information submitted via email will be treated in accordance with this policy.

Students may be required to submit images of their own work for assessment; these will only be retained for evidence authentication. Students may request reasonable adjustments to omit images if necessary.

For photography or videography of training activities:

- Written consent is required from the student
- For students under 18, parent/guardian consent is required
- Consent records are retained by the College

## Access to Personal Information

Students have a right to access their personal information. Requests can be made in writing, by email, verbally, or in person to the RTO. The RTO will verify the student's identity before providing access and will respond within a reasonable timeframe. Requests can be submitted to [RTOadmin@crs.vic.edu.au](mailto:RTOadmin@crs.vic.edu.au) or in person to the RTO administration.

### Storage

- Digital records are stored securely in VETtrak, with encryption, password protection, backups, and role-based access.
- Physical records are stored in locked cabinets, accessible only to authorized personnel.
- Records are retained for 30 years, in compliance with VET and AVETMISS reporting requirements.

## National VET Data Policy Compliance

CRCIT complies with the National VET Data Policy which outlines the data collection and submission requirements for total VET activity in Australia.

Student enrolment forms include a Privacy Notice explaining:

- Why personal information is collected
- How it will be used
- Legal obligations to disclose information to NCVET and DESE

NCVER and DESE manage personal information according to the Privacy Act 1988 (Cth) and NVET Act. Information is not disclosed overseas.

## Surveys

Students may receive surveys conducted by government departments, NCVET, or other authorised agencies.

- Participation is voluntary
- Sensitive information will not be collected unless consented
- Survey responses are anonymised where possible

## Contact information

At any time, Students may contact CRCIT on 9361 0000 or email [RTOadmin@crs.vic.edu.au](mailto:RTOadmin@crs.vic.edu.au) to:

- Request access to personal information
- Correct personal information
- Make a complaint regarding privacy handling
- Ask questions about this Privacy Notice

## Reporting Privacy Complaints or Breaches

### Internal Reporting

Any complaints, concerns, or suspected breaches concerning the handling of personal information under this policy should first be reported to the Chief Executive Officer.

Mr Brendan Watson OAM, Chief Executive Officer

c/: RTO Manager

Catholic Regional College Institute of Training

PO BOX 2192, Taylors Lakes VIC 3038

Phone: 9361 0000 | Email: [RTOadmin@crs.vic.edu.au](mailto:RTOadmin@crs.vic.edu.au)

### External Escalation

If you are not satisfied with the outcome of CRCIT's internal investigation or response, you may escalate the matter to an external authority:

### 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 has mishandled their privacy complaint may submit a complaint directly to the VRQA: <https://www2.vrqa.vic.gov.au/make-complaint>

## National Training Complaints Hotline

After fully utilising CRCIT's internal complaints process, individuals may contact the National Training Complaints Hotline:

- Phone: **13 38 73** (Monday to Friday, 8:00 am – 6:00 pm)
- Email: **skilling@education.gov.au**

### Notes:

All privacy complaints, whether internal or escalated externally, are taken seriously and treated confidentially.

This process ensures that students, parents/guardians, and community members have a clear pathway for resolution in accordance with the Privacy Act 1988 (Cth), Information Privacy Act 2000 (Vic), and VRQA guidelines.

### Related Policies

- [MACS Privacy Policy and Procedures.](#)
- Records Management

### Related Documents

- Student Handbooks
- Staff Handbook