Catholic Regional College Institute Of Training
RTO 22427

Student

Handbook

FAITH SEEKING UNDERSTANDING
REGIONAL
CATHOLIC
COLLEGE
SYDENHAM

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
- Course information sessions
- Phone or face-to-face enquiries
- Student handbook

Course Continuity

One 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

- Student has produced an assessment task (e.g. written questions) as part of the unit of competency (UOC) that is Not Satisfactory (NS).

- Note to Trainer. Provide reasonable adjustment or instruct student to undertake second attempt with a new due date to resubmit.

Second Attempt

- Student fails the second attempt or missed the due date for resubmission.

- 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.

- Using SEQTA send **VET FINAL REASSESSMENT NOTIFICATION** as described by the school.

- **BVC** - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET Final Resubmission Notification information from SEQTA

Third Attempt

- Assessment task has been marked as NS. The UOC is now at risk of failure (NYC).

- Using SEQTA send **NOT YET COMPETENT NOTIFICATION** as described by the school.

- **BVC** - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET **NYC Notification** information from SEQTA

- Note to Trainer. In some circumstances discretion should be applied with further reasonable adjustments.

Non-Attendance/No Attempt

- Student has not attempted the assessment task at all during the time frame allocated or has missed critical classes (practical).

- Using SEQTA send **NOT YET COMPETENT NOTIFICATION** as described by the school.

- **BVC** - Trainers are to update AROF comment on the BVC Portal - copy and paste in VET NYC Notification information from SEQTA

- Note to Trainer. In some circumstances discretion should be applied where possible.

VET Student at risk

- Refer to course overview – as an overall rule students need to complete 180 hours in year 1 and 180 hours in year 2.

- Note to Trainer. If a student is at risk of not attaining these hours, discuss issue with Cluster Coordinator and BVC Coordinator.

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 28th of February. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

CRCIT Refunds

A full refund of the VET tuition fee will apply if a student withdraws from a program before the scheduled commencement date of the semester. If a student withdraws more than four weeks after the scheduled commencement date, the student may not be eligible for a refund. Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation.

Refer to the Fees and Refunds Policy/Procedure at 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)

As an RTO, collecting and reporting our students' USI numbers is a requirement under Commonwealth legislation and a condition of our registration.

This applies to:

- new students
- pre-enrolled students
- continuing students
- school students completing nationally recognised training

The USI initiative requires that the RTO:

- collects a USI from each student
- verifies a USI supplied by a student
- ensure a student has a valid USI before issuing a qualification or statement of attainment for any nationally recognised training
- ensure the security of USIs and related documentation
- destroy any personal information which you have collected solely for the purpose of creating a USI on behalf of a student
- adhere to all USI legislative requirements

The RTO does not create a USI on behalf of a student, however students requiring assistance in attaining a USI are encouraged to seek assistance through the RTO.

If students do not have a USI, CRCIT **will not** issue a qualification or statement of attainment.

To create a USI, go to 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@crcs.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@crcs.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.

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

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 **AHC20422 Certificate II in Horticulture** will also have access to **SCAPES@CRC,** where they develop practical horticulture skills while supporting the school's gardening team and gaining hands-on workplace experience

Students enrolled in **ICP20120 Certificate II in Printing and Graphic Arts** will also have access to **SYDPAD**, a professional, industry-style workshop open to the public. Students develop practical skills in a realistic working environment while delivering training and services to real customers."

Students enrolled in **MSF20122 Certificate II in Furnishing** will also have access to **FRAMES@CRC** a real-world workshop with a shop front open to the public, where they can develop practical skills in a professional, hands-on environment

Students enrolled in **MSF20522 Certificate II in Furniture Making** will have also have access to **Design 380** Furniture Making Workshop at CRCS. The workshop is fully equipped with workbenches, tools, and machinery, giving students a realistic, hands-on environment to design, make, and assemble furniture like in a professional woodworking shop.

Students enrolled in **MSL30122 Certificate III in Laboratory Skills** will also have access to the **CRCS Laboratory**, a specialised learning environment equipped with tools, equipment, and safety features. Students perform experiments, analyse data, and develop practical technical skills in a hands-on, real-world setting

Students enrolled in **SHB20121 Certificate II in Retail Cosmetics** will also have access to **CRC Beauty**, our fully equipped salon. They gain hands-on experience across all aspects of the beauty industry and have the opportunity to interact with the community while developing practical skills.

Students enrolled in **SHB20216 Certificate II in Salon Assistant** will also have access to **The Village Style** Salon, a modern, fully functioning salon serving the community, where they develop practical skills in a real-world hair salon environment.

Students enrolled in **SIS30122 Certificate III in Sport, Aquatics and Recreation** will also have access to **CRC FIT**, our fully equipped gym. They will be coached, trained, and assessed on-site, with excursions providing additional hands-on experience in real-world sport and recreation settings.

Students enrolled in **SIT20322 Certificate II in Hospitality and SIT20421- Certificate II in Cookery** will also have access to **QUATREFOILS** restaurant, a fully functioning kitchen with commercial-standard equipment. Students are coached, mentored, trained, and assessed on-site, developing their culinary and front-of-house skills while serving staff, the school community, and external guests

Students enrolled in **SIT20421 Certificate II in Cookery** will also have access to **MANNA** restaurant, a fully functioning kitchen with commercial-standard equipment. They are coached, mentored, trained, and assessed on-site, developing their culinary skills while serving staff, the school community, and external guests.

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

Year 1	Year 2
AHCPCM204 Recognise plants	AHCNSY205 Pot up plants
AHCPMG201 Treat weeds	AHCPMG202 Treat plant pests, diseases and disorders
AHCSOL203 Assist with soil or growing media sampling and testing	AHCNSY206 Care for nursery plants
AHCMOM203 Operate basic machinery and equipment	AHCNSY208 Maintain indoor plants
AHCWRK211 Participate in environmentally sustainable work practices	AHCPGD207 Plant trees and shrubs
AHCWHS202 Participate in workplace health and safety processes	AHCPGD209 Prune shrubs and small trees
AHCNSY207 Undertake propagation activities	AHCWRK212 Work effectively in the industry
AHCPHT215 Plant horticultural crops	
Career Pathways	**Further Education Pathways**
Horticulture worker	AHC30722 Certificate III in Horticulture
Horticulture assistant	
Timetable	**Assessment Methods**
Classes for year 1 and year 2 are conducted on a Wednesday	Written Questions
	Practical Assessments
	Observations

*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

Year 1	Year 2
MSMWHS200 Work safely	MSFPF2011 Mount artwork
MSFGN2001 Make measurements and calculations	MSFPF2012 Cut mat boards
MSFPF2013 Cut and handle glazing materials for framing	MSFPF3016 Assemble complex artwork packages
MSFPF2009 Cut mouldings to length	MSMSUP102 Communicate in the workplace
MSFPF2010 Join mouldings	TLIA0020 Package goods
MSFPF2014 Assemble basic artwork packages	
MSMSUP106 Work in a team	
Career Pathways	**Further Education Pathways**
Production assembler	MSF30518 Certificate III in Picture Framing
Trades Assistant	MSF30322 Certificate III in Cabinet Making and Timber Technology
Timetable	**Assessment Methods**
Year 1 Classes are conducted Tuesday and Wednesday	Written Questions
Year 2 Classes are conducted Thursday	Practical Assessments
	Observations
Dress Code	
Furnishing students are required to wear the business uniform supplied to them.	

*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

Year 1	Year 2
MSFFP2012 Join furnishing materials	MSFFM2013 Use furniture making sector hand and power tools
MSFFP2019 Source and review information about kitchen, bathroom and laundry design	MSFGN2001 Make measurements and calculations
MSMPCI103 Demonstrate care and apply safe practices at work	MSFFP2020 Undertake a basic furniture making project
MSFFP2018 Source and review information about furnishing product materials	MSFFM2019 Assemble furnishing products
MSFFP2017 Develop a career plan for the furnishing industry	
MSMENV272 Participate in environmentally sustainable work practices	
MSFFP2014 Use basic finishing techniques on timber surfaces	
MSMSUP106 Work in a team	

Career Pathways	Further Education Pathways
This program provides entry-level employment prospects for apprenticeships, traineeships or general employment in a furniture manufacturing environment or related workplace	MSF30122 Certificate III in Furniture Finishing MSF30322 Certificate III in Cabinet Making and Timber Technology MSF30722 Certificate III in Upholstery

Timetable	Assessment Methods
Year 1 Classes are conducted Tuesday and Wednesday Year 2 Classes are conducted Thursday	Written Questions Practical Assessments Observations

Dress Code
Furnishing students are required to wear the business uniform supplied to them.

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

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

*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

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

*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

Year 1	Year 2
BSBWHS201 Contribute to health and safety of others	SHBXIND001 Comply with organisational requirements within a personal services environment
SHBHIND001 Maintain and organise tools, equipment and work areas	SHBHDES002 Braid hair
SHBXCCS003 Greet and prepare clients for salon services	SHBXCCS001 Conduct salon financial transactions
SHBHBAS001 Provide shampoo and basin services	SHBHIND002 Research and use hairdressing industry information
SHBHDES001 Dry hair to shape	SIRRINV001 Receive and handle retail stock(*)
SHBHBAS002 Provide head, neck and shoulder massages for relaxation	SIRRMER001 Produce visual merchandise displays
SHBXIND002 Communicate as part of a salon team	*(*) Additional elective*
Career Pathways	**Further Education Pathways**
Salon Assistant	SHB30416 Certificate III in Hairdressing
	SHB30516 Certificate III in Barbering
	SHB40216 Certificate IV in Hairdressing
Timetable	**Assessment Methods**
Year 1 Classes are conducted Tuesdays and Wednesdays	Written Questions
Year 2 Classes are conducted Wednesday or Thursday	Practical Assessments
	Observations
Dress Code	
Students are required to wear the business uniform supplied to them.	

*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

Year 1	Year 2
SISXIND011 Maintain sport, fitness and recreation industry knowledge SISSPAR009 Participate in conditioning for sport SISXIND012 Select and use technology for sport, fitness and recreation work HLTWHS001Participate in workplace health and safety SISXEMR003 Respond to emergency situations SISXFAC006 Maintain activity equipment. SISXCCS004 Provide quality service SXPLD005 Facilitate inclusion for people with disability SISSSOF002 Continuously improve officiating skills and knowledge HLTAID011 Provide first aid	SITEEVT022 Provide event production support SISSSCO001 Conduct sport coaching with foundation level participants SISXPLD004 Facilitate groups SISXPLD002 Deliver recreation sessions BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes
Career Pathways Recreation Officer Activity Operation Officer Sport and Recreation Attendant	**Further Education Pathways** SIS40122 Certificate IV in Sport, Aquatics and Recreation
Timetable Year 1 Classes are conducted Tuesday and Wednesday Year 2 Classes are conducted Wednesday or Thursday	**Assessment Methods** Written Questions Practical Assessments Observations

*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.

Hospitality Career Pathways Bar Attendant Cafe Attendant Catering Assistant Food and Beverage Attendant Front-Office Assistant Porter	**Cookery Career Pathways** Catering Assistant Sandwich hand Breakfast cook Fast food cook Kitchen hand
Further Education Pathways SIT30622 Certificate III in Hospitality	**Cookery Further Education Pathways** SIT30821 Certificate III in Cookery
Timetable Year 1 Classes are conducted Tuesday and Wednesday Year 2 Classes are conducted Thursday Students will be working in the College restaurant as part of the course requirements, which will reflect the nature of the hospitality industry.	**Assessment Methods** Written Questions Practical Assessments Observations
Dress Code 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.	

*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

Year 1	Year 2
SITXFSA005 Use hygienic practices for food safety	SITHCCC028 Prepare appetisers and salads(*)
SITXWHS005 Participate in safe work practices	SITHCCC030 Prepare vegetable, fruit, egg and farinaceous dishes(*)
SITHKOP009 Clean kitchen premises and equipment(*)	SITHCCC029 Prepare stocks, sauces and soups(*)
SITHCCC023 Use food preparation equipment(*)	SITHCCC034 Work effectively in a commercial kitchen(*)
SITHCCC024Pprepare and present simple dishes(*)	
SITHCCC025 Prepare and present sandwiches(*)	
SITXCCS011 Interact with customers	
SITHCCC027 Prepare dishes using basic methods of cookery(*)	
SITXINV006 Receive, store and maintain stock(*)	
Career Pathways	**Further Education Pathways**
Catering Assistant	SIT30821 Certificate III in Cookery
Sandwich hand	
Breakfast cook	
Fast food cook	
Kitchen hand	
Timetable	**Assessment Methods**
Year 1 Classes are conducted Tuesday and Wednesday	Written Questions
Year 2 Classes are conducted Thursday	Practical Assessments
	Observations

Dress Code
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.

(*)Unit has prerequisites

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

ICP20120 Certificate II in Printing and Graphic Arts

Course Description

This dynamic qualification provides students with the foundational skills and knowledge to explore careers in the fast-paced and creative world of print and design. Delivered through practical, hands-on learning and industry-aligned projects, students will build capabilities in both traditional and digital printing techniques, design fundamentals, and workplace practices.

Whether you're passionate about graphic design, digital media, or print production, this course opens the door to exciting career opportunities and further study options tailored to your interests.

Course Proposed Delivery Plan

Year 1	Year 2
ICPSUP2030 Prepare and maintain the work area	ICPPRN2870 Use digital processes
ICPSUP2160 Inspect quality against required standards in a production environment	ICPPRN3840 Set up and produce basic digital print
ICPPRP2110 Develop basic design concepts	ICPPRN2850 Use digital workflow
ICPPRP2210 Select and apply type	ICPCBF2820 Produce basic laminated product
ICPPRP2250 Produce graphics using graphics applications	ICPDMT3220 Edit digital images
ICPPRP3210 Produce typographic images (*)	ICPPRP2320 Electronically combine and assemble data for page layouts
Career Pathways	**Further Education Pathways**
Graduates may pursue entry-level roles across the printing and graphic arts industry, such as:	This certificate can lead to higher-level qualifications, including:
Print Technician – Operate printing equipment across various print environments	ICP31220 Certificate III in Printing
Graphic Designer – Assist in creating promotional materials, packaging, or digital assets	ICP31420 Certificate III in Prepress Graphic Design Production
Pre-Press Technician – Prepare artwork and layouts for print production	ICP40120 Certificate IV in Printing and Graphic Arts Management
Production Assistant – Support the production process in print or digital studios	ICP50120 Diploma of Printing and Graphic Arts Business Management
Packaging Designer – Contribute to creative and functional packaging solutions	
Timetable	**Assessment Methods**
Year 1 Classes are conducted Tuesday and Wednesday	Written Questions
Year 2 Classes are conducted Thursday	Practical Assessments
	Observations
Dress Code	
Students are required to wear the business uniform supplied to them.	

(*)Unit has prerequisites

Code of Conduct

CRCIT fosters a learning environment where students are encouraged to take responsibility for their learning, demonstrate respect for others, and develop the skills and values needed to succeed academically and personally.

Student Expectations

All students enrolled at CRCIT are expected to:

Learning and Participation:

- Support a learning environment free from disruption.
- Attend all scheduled classes, be punctual, and come prepared with all required materials.
- Follow all lawful instructions from staff and trainers.

Integrity and Academic Standards:

- Maintain academic integrity; cheating, collusion, and plagiarism are strictly prohibited.

Respect and Conduct:

- Respect the CRCIT environment, staff, and property of others.
- Refrain from violence, bullying, harassment, or intimidation.
- Comply with no-smoking, alcohol, and drug policies during all CRCIT activities and travel.
- Follow the prescribed dress code or uniform requirements.

Academic Integrity: Cheating, Collusion, and Plagiarism

CRCIT upholds ethical academic standards. Academic dishonesty undermines learning and will not be tolerated.

Definitions and Examples

Academic Dishonesty	Obtaining or attempting to obtain academic advantage by unfair means or assisting another student to do so.
Cheating	Using unauthorised resources or assistance to complete work. Examples: • Copying another student's work or allowing your work to be copied • Using notes, textbooks, or formula lists without permission • Collaborating on individual assessment tasks without approval • Having another person complete your work
Collusion	Assisting or contributing to another student's work that is meant to be completed independently, including sharing answers or jointly completing tasks without approval.
Plagiarism	Presenting another person's words, ideas, or work as your own without proper acknowledgment. Examples include: • Quoting or paraphrasing without referencing the source • Copying directly from online resources • Misrepresenting sources in assignments

All instances of academic dishonesty will be managed in accordance with the CRCS Student Wellbeing and Behaviour Management policies and CRCIT assessment procedures.

Refer to the Student Code of Conduct Policy at www.crcit.com.au for more information

Health and Safety

As a school-based RTO, CRCIT complies with the requirements of the Occupational Health and Safety Act 2004 (Victoria) and all other relevant legislation, regulations, codes of practice and advisory standards.

CRCIT operates within the broader workplace health and safety framework established by Catholic Regional College Sydenham (CRCS) and Melbourne Archdiocese Catholic Schools (MACS) and adheres to all applicable organisational policies, procedures and guidelines.

CRCIT also ensures that workplace health and safety considerations are integrated into the delivery of all training and assessment activities, including those undertaken in classrooms, workshops, simulated learning environments and external workplaces.

Staff and Student Responsibility

All staff and students have a responsibility to take reasonable care for their own health and safety and to ensure that their actions do not adversely affect the health and safety of others.

Staff and students are expected to:

- Follow all workplace health and safety policies, procedures and instructions.
- Use equipment and facilities safely and in accordance with instructions.
- Report hazards, incidents and unsafe practices as soon as reasonably practicable.
- Participate in health and safety training and induction activities where required.
- Cooperate with CRCIT and CRCS in maintaining a safe learning and working environment.

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

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@crcs.vic.edu.au or in person to the RTO administration.

Refer to the Privacy Policy at 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, or the VRQA (Victorian

Registration and Qualifications Authority) on 9637 2806 or visit the website at vrqa.vic.gov.au and complete the online form.

Refer to the Access Equity and Anti-Discrimination Policy at 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, and as per the VRQA Guidelines (Guideline 6) 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.

Legislative and Regulatory Framework

CRCIT acknowledges and complies with:

- Child Wellbeing and Safety Act 2005 (Vic.) – Establishes Child Safe Standards.
- Education and Training Reform Act 2006 (Vic.) – Governs education providers, including RTOs delivering to minors.
- Ministerial Order No. 1359 – Outlines seven Child Safe Standards.
- VRQA Guidelines (Guideline 6) – Requires school-based RTOs to have child-safe policies and procedures.
- AQTF Standards 1 & 8 – Governance, administration, and third-party compliance.

Purpose

The purpose of this Policy is to demonstrate the strong commitment 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.

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 Procedures
- Child Safety and Wellbeing Recordkeeping Procedures
- Child Safety Recruitment Procedures
- Engaging Families in Child Safety Policy
- MACS Commitment to Child Safety
- 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
- Reportable Conduct Procedures

- Refer to the Child Safety Policy at *www.crcit.com.au* for more information

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.

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

Legislative Overview

CRCIT ensures all operations comply with relevant legislation, including (but not limited to):

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011 (Cth) – RTO registration and compliance
- Privacy Act 1988 (Cth) – collection, storage, use and disclosure of personal information
- Disability Discrimination Act 1992 (Cth) – access and equity
- Age Discrimination Act 2004 (Cth) – student inclusion and fair treatment
- Racial Discrimination Act 1975 (Cth) – cultural safety

Victorian Legislation:

- Education and Training Reform Act 2006 (Vic) – school and VET compliance
- Child Wellbeing and Safety Act 2005 (Vic) – child safety and mandatory reporting
- Equal Opportunity Act 2010 (Vic) – anti-discrimination
- Occupational Health and Safety Act 2004 (Vic) – workplace safety

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@crcs.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*

RTO Administrator:

Kathy Bacic-Smith

rtoadmin@crcs.vic.edu.au

RTO Manager

Patricia Browne

pbrowne@crcs.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 (from 9:00 am–5:00 pm, Monday–Friday)

Email: vrqa@education.vic.gov.au

RTO office located in Portable 3