



66 Terry Road EASTWOOD NSW 2122  
Tel: (02) 9804 5444 Fax: (02) 9804 5428  
WWW.BFCSA.NSW.GOV.AU

**BRUSH FARM**  
CORRECTIVE SERVICES ACADEMY  
CORRECTIVE SERVICES NSW

## Registered Training Organisation (RTO) Code of Practice



*'Inspire through Education'*



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## Introduction

This RTO Code of Practice does not replace the DCJ Code of Ethical Conduct; however, provides guidance on interpreting the context of your work as an RTO professional towards quality vocational education and training in the field of NSW corrections.

The purpose of this Code is to support you in working with the CSNSW Academy and the Adult Education and Vocational Training Institute (AEVTI). This document provides a framework that guides our behaviour professionally and ethically when representing RTO services to learners, colleagues, and the community.

As Corrective Services NSW (CSNSW) employees, we are to always act attentively to the highest levels of quality. Our service must be in accordance with current industry standards, as outlined in (the Standards) Standards for Registered Training Organisations (RTOs) 2015 and all relevant CSNSW Academy organisational policies, procedures, and guidelines.

You should always strive to act with courtesy and fairness, relate professionally to all stakeholders you interact with, and ensure that you assist and support CSNSW in maintaining its status as a world class service provider of correctional training within Australia.

This document sets out the commitment required of you in providing quality service delivery to CSNSW and all other stakeholders.

## Associated Definitions

Conduct	This refers to the behaviour and/or actions of staff.
Discrimination	Treating a person unfairly on grounds such as race, age, religion, sexual orientation, and/or disability.
Harassment	Any unwanted behaviour that offends, humiliates, and/or intimidates another person.
Intimidation	Intentional behaviour that would cause a person to fear injury and/or harm but may not constitute a violent act.
Manager	Applies to any role which supervises staff

## RTO Definitions

Australian Skills Quality Authority (ASQA)	The regulating agency of Australian Vocational Education and Training (VET).
Registered Training Organisation (RTO)	A training provider listed on the National Register for Nationally Accredited Training <a href="http://Training.gov.au">Training.gov.au</a>
Vocational Education and Training (VET) qualification	An award given to a person confirming that they have achieved learning outcomes and competencies that satisfy all requirements under the Australian Qualifications Framework (AQF).

## Responsibility

Understanding and complying with this Code and the broader DCJ Code of Ethical Conduct is your responsibility.

The following sections of the Code specify the Standards of professional behaviour expected of you as a CSNSW employee and reflect DCJ core values of:

- Service
- Trust
- Accountability
- Integrity; and
- Respect

## Professional Conduct

As a CSNSW employee you represent the CSNSW enterprise RTO services and must ensure that you conduct yourself appropriately in all aspects of your work by:

- Demonstrating awareness of all DCJ policies and procedures.
- Making honest and ethical judgements in all aspects of your role.
- Behaving professionally with all stakeholders whom you may interact with in your daily activities (example; learners, colleagues, third-party stakeholders, and/or members of CSNSW Academy management).
- Maintaining professional boundaries with colleagues / learners and treating them with fairness and respect.
- Ensuring a work and learning environment that is free from discrimination, harassment, and intimidation.
- Avoiding abusive, obscene, or offensive language to learners unless it is part of a simulation exercise.

## RTO Compliance Commitment

As a CSNSW employee you are to support the CSNSW Academy in the implementation of quality, compliance, and continuous improvement through your professional training and assessment practices. This is demonstrated by a consistent application of CSNSW Academy recommendations on continuous improvement, best practice, and requirements of the VET Quality Framework to training and assessment activities.

You will demonstrate such through the following:

## Learner/Client Support

- Recognising the existing skills and knowledge of learners to deliver fair and effective learning outcomes.
- Supporting learners by providing reasonable, constructive, and timely feedback on their training and assessment outcomes.
- Providing reasonable adjustment towards Language, Literacy, Numeracy and Digital (LLND) support; and
- Supporting learners and clients to make informed choices by ensuring accuracy of information regarding all educational services.

## Training and Assessment

- Providing learners with the most up-to-date skills and knowledge.
- Supporting learner progression by providing timely, accurate and valid assessment outcomes.
- Ensuring accuracy in learning outcomes by supporting the Standards towards the Principals of Assessment and the Rules of Evidence.
- Providing learners with fair reassessment opportunities, if required.
- Applying the Standards to record keeping relating to all aspects of training and assessment delivery; and
- Ensuring all evaluations and feedback are recorded appropriately in support of a continuous improvement culture and mandatory Quality Indicator Reporting.

## Continuous Improvement

- Collaborating and networking across CSNSW and other industries to develop, implement and maintain your vocational competency, industry currency, VET knowledge, skills, and experience.
- Active participation in all scheduled CSNSW Academy professional development, continuous improvement, and best practice activities.
- Supporting a continuous improvement culture through active participation in CSNSW Academy scheduled validation activities; and
- Supporting the CSNSW Academy through active participation in developing training and assessment materials that are contextualised to meet operational needs, whilst at the same time adhering to all copyright requirements.

## Breaches of the Code

You must report suspected breaches of this Code to your manager/supervisor.

In circumstances where the manager/supervisor may be implicated in the suspected breach, it must be reported to the Director, CSNSW Academy and Operational Training and/or Professional Standards and Investigations (PSI).

Please refer to the department's procedures for managing misconduct.



## Associated Documents

DOCUMENT	REFERENCE
CSNSW Academy Policies and Procedures	<a href="http://bfcsa.nsw.gov.au">bfcsa.nsw.gov.au</a>
DCJ Code of Ethical Conduct	<a href="http://intranet.dcj.nsw.gov.au">intranet.dcj.nsw.gov.au</a>
Standards for Registered Training Organisations (RTOs) 2015	<a href="http://asqa.gov.au">asqa.gov.au</a>

# Acknowledgement of RTO Code of Practice

I \_\_\_\_\_ acknowledge that I have read and agree to comply  
(Print your name)

with all sections of the CSNSW Academy RTO Code of Practice as outlined in this document.

\_\_\_\_\_  
(Signature and date)



## 1 Document Information

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## 2 Document History

<b>Version</b>	<b>Date</b>	<b>Reason for Amendment</b>
V2	19 OCT 2021	Update and review to align with the DCJ Code of Ethical Conduct.
V3	12 MAY 2023	Update to align with implementation of new operating models in support of the strategic priorities of as part of the Towards 2030 Strategic Plan at the CSNSW Academy.

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