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CORRECTIVE SERVICES NSW
ACADEMY
BRUSH FARM & HUNTER CAMPUSES

RATES OF CHARGE POLICY

PURPOSE

This policy document describes the Rates of Charge for Correctives Services NSW Academy and includes training at alternate campuses or external sites.

DEFINITIONS

Academy	Corrective Services NSW Academy, Eastwood campus.
AQF	Australian Qualifications Framework.
CSA	Corrective Services NSW Academy
CSA Scheduled Training	Course included in the CSA training calendar/schedule.
External customers	Other agencies and correctional jurisdictions.
LMS	Learning Management System.
Onsite	Any CSNSW Academy campus, these are 66 Terry Road, Eastwood, or the Hunter Training Facility, 585 Tomago Road, Tomago.
Per day	Per day or there part of.
Resources	Includes learner workbooks and consumables.
UOC	Unit of Competency

PRICING CONDITIONS

All prices quoted are GST exclusive. GST applies to all transactions with external CSNSW customers (including Corrective Services NSW employees undertaking private business with CSA). GST does not apply to transactions with internal CSNSW customers or other government institutions that are GST exempt.

Any discounts applied to these Rates of Charge are at the discretion of the CSNSW Academy Director or their nominated delegate and must be documented in writing for audit purposes.

There is no charge to deliver CSA approved registered training including room hire to internal CSNSW customers.

1. TRAINING COST CALCULATIONS

(i) ONSITE TRAINING

Delivered Onsite – CSA Scheduled Training Course per Learner – AQF
AQF qualification / part qualification fee per learner (as outlined in the Fee Schedule below) + '**variable cost per learner**'.
This fee is inclusive of enrolment, resources, LMS access, facilitation, learner support and assessment.
'**Variable cost per learner**' as required**:**   • Accommodation   • Meals
Note: AQF qualification / part qualification fee includes workshop attendance of one day only. A fee of $200 per learner will be added for each additional day. Excludes learner travel costs.

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Delivered Onsite – CSA Scheduled Training Course per Learner – Non AQF

$200 **'per learner per day'**+ **'variable cost per learner'**.

'Learner per day' cost includes enrolment, resources, LMS access, facilitation and learner support.

'Variable cost per learner' as required:

- Accommodation
- Meals

Note - Excludes learner travel costs.

Delivered Onsite – External Group Training for a CSA Course – Non AQF

$2000 **'per day'** + $1000 for **'additional training days'** (if required) **+ 'variable cost per learner'**.

'Per day' cost includes enrolment, resources, LMS access, facilitation, training room and learner support.

'Variable cost per learner' as required:

- Accommodation
- Meals

Note: This cost is based on one facilitator. Maximum course numbers vary and are determined by the training unit based on course type, room capacity and ability to meet learning outcomes. Excludes learner travel costs.

(ii) OFFSITE TRAINING

Delivered Offsite – CSA Scheduled Training Course per Learner – AQF

AQF qualification / part qualification fee per learner (as outlined in the Fee Schedule below) + **'variable cost per learner'.**

'Per Learner' includes enrolment, resources, LMS access, facilitation, learner support and assessment.

'Variable cost per learner' as required**:**

- Accommodation
- Meals
- Other Travel Costs (i.e. Air/train/taxi Fares, Car Hire, Tolls)

Note: AQF qualification / part qualification fee includes workshop attendance per day. A fee of $200 per learner will be added for each additional day.

Delivered Offsite – External Group Training for a CSA Course per learner – AQF

AQF qualification / part qualification fee (as outlined in the Fee Schedule below) **'per learner'** + $200 per learner for **'additional training days'** (if required) + **'variable cost per trainer'**.

'Per Learner' includes enrolment, resources, LMS access, facilitation, learner support and assessment.

'Variable cost per trainer' includes:

- Accommodation
- Meals
- Other Travel Costs (i.e. Air/train/taxi Fares, Car Hire, Tolls)
- $750 will be charged for additional travel days (i.e. day before and/or after training)

Note: This cost is based on one facilitator and one day only. Maximum course numbers vary and are determined by the training unit based on course type, room capacity and ability to meet learning outcomes. Additional costs apply for training room hire (if applicable).

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Delivered Offsite – External Group Training for a CSA Course – Non AQF

$2000 **'per day'** + $1000 for **'additional training days'** (if required) + **'variable cost per trainer' + 'additional travel days'** (if required).

'Per day' cost includes enrolment, resources, LMS access, facilitation (one day and/or online) and learner support.

'Variable cost per trainer' includes:

- Accommodation
- Meals
- Other Travel Costs (i.e. Air/train/taxi Fares, Car Hire, Tolls.
- $750 will be charged for additional travel days (i.e. day before and/or after training)

Note: This cost is based on one facilitator. Maximum course numbers vary and are determined by the training unit based on course type, room capacity and ability to meet learning outcomes. Additional costs apply for training room hire (if applicable).

(iii) AQF & OTHER TRAINING PROGRAM / COURSE FEE SCHEDULE

AQF Full Qualification Fee

- CSC30122 Certificate III in Correctional Practice (Adult Custodial) - $2750 pp

- CSC40122 Certificate IV in Correctional Practice - $3250 pp

- CSC60120 Advanced Diploma of Correctional Management - $3750 pp

AQF Part Qualification Fee

- CSC30122 Certificate III in Correctional Practice - $225 per Unit of Competency (UOC)

- CSC40122 Certificate IV in Correctional Practice - $300 per UOC

- CSC60120 Advanced Diploma of Correctional Management - $650 per UOC

- HLTAID011 Provide First Aid - $175 pp

Online Short Courses – Non AQF

A flat fee of $150 '**per learner'** is charged for all Non AQF online short courses

The above fee includes - enrolment, LMS access, learner support etc.

Additional Development Costs

A flat fee of $80 '**per hour'** is charged for development costs.

Fees relating to development of a training program (development costs) are:

(a)   50% of the quoted fee is payable at the commencement of the development phase.

(b)   The remainder of the fee is payable upon completion of the program.

Should the customer not proceed with the fully developed training program, a refund will not be issued.

Full Cost for Australian Correctional Leadership Program (ACLP)

$5500 per participant (ex GST) – excluding CSNSW participants

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(iv) COURSE CANCELLATIONS AND REFUNDS

Cancellations and Refunds
Customers must provide at least 7 calendar days' notice before the commencement of a course to avoid a cancellation fee. Customers providing more than 48 hours but less than 7 calendar days' notice of cancellation of training will be charged 25% of the training fee. Customers providing less than 48 hours' notice of cancellation prior to the commencement of training or after a training course has commenced will be charged the full training fee. Customers may submit a written request to the CSNSW Academy Director for consideration to waive the cancellation fee, within 7 calendar days of the course commencement. The request must detail extenuating circumstances that prevented the required notice period being met. The CSNSW Academy Director will review and respond to the request within 7 calendar days. The Academy will not collect more than AU$1500 per learner in prepaid fees for Nationally Recognised Training (NRT) products that are listed on its scope of registration for RTO 90075 at the time of learner enrolment. If the Academy is unable to provide the services that have been paid for, learners will be: • Placed into an equivalent training product without having to pay any additional fees for the portion of the product that was paid in advance, or • A full refund of all fees paid in advance will be returned.

(v) COURSE GUARANTEE

Our Guarantee to Customers
Should CSA not fulfill its service agreement with a customer, CSA must issue a full refund for any services not provided (if paid in advance). If prepaid fees are collected and CSA is unable to provide the services, learners will be: • Refunded for all fees paid in advance or • In consultation, placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance

2. FACILITY HIRE

CSA, Eastwood (External Customers Only)	
Conference Room	$550 per day
Classrooms	$330 per day
Yarning Circle	$330 per day
Marsden Boardroom	$220 per day
Mobbs/Quarry/Stewart	$110 per day
Marsden/Mobbs/Quarry (Open Plan Format)	$385 per day
Bistro (venue only)	Quote provided on request
Catering	Quote provided on request

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Hunter Training Facility, Tomago (External Customers Only)	
Classrooms	$330 per day
Catering	Quote provided on request

Facility Hire Cancellations and Refunds
Where cancellations are made with less than 48 hours working days' notice, 100% of the total fee will be charged to the customer. Customers may submit a written request to the CSNSW Academy Director for consideration to waive the cancellation fee, within 7 days of the booking. The request must detail extenuating circumstances that prevented the required notice period being met. The CSNSW Academy Director will review and respond to the request within 7 calendar days.

3. ACCOMMODATION AND MEALS

(i) (CSA) EASTWOOD

External Customers	
Accommodation:	Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night
Meals:	All meals to be paid for by the customer at point of sale unless arranged to be charged to the customer via an invoice. CSNSW Academy Catering Options Available via Website
Note: Executive Level accommodation is only available to staff above Clerk Grade 7/8, Assistant Superintendent or equivalent.	

Primary Training Learners Residing Outside 75 km of CSA	
Primary Training Learners whose normal place of residence is *outside* the 75km geographic radius of CSA.	
Accommodation:	Provided by CSA (Standard only).
Meals:	Provided by CSA and will be charged to the relevant Primary Training Learner's cost centre.

Primary Training Learners Residing Inside 75 km of CSA	
Primary Training Learners whose normal place of residence is inside the 75km geographic radius of CSA, may request accommodation for the duration of their training at their own cost, subject to approval by the CSNSW Academy Director and the relevant Training Unit Manager.	
Accommodation:	Standard only. $350 per week (irrespective of whether the Officer uses the room on weekends/public holidays). Officers are to make payment for accommodation through automatic payroll deduction.
Meals:	All meals to be paid for by the staff member at point of sale.

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Staff Residing Outside 75km of CSA Attending an Onsite Course/Conference	
Staff whose normal place of residence is outside the 75km geographic radius of CSA and are attending a course or conferences.	
Accommodation:	Charged to the staff work location if approved by the relevant Cost Centre Manager. Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night
Meals:	All meals charged to the staff work location with approval from the Cost Centre Manager, except for lunch when provided by the CSA Training Unit.

Staff Attending a CSNSW Course/Conference Offsite and Residing Outside the 75km Radius of the Venue	
Staff attending courses/conferences being held at an alternative location in the Sydney Metropolitan area, where their normal place of residence is outside the 75km radius of the event location.	
Accommodation:	Charged to the staff member's work location if approved by relevant Cost Centre Manager. Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night
Meals:	All meals provided are charged to the staff work location if approved by relevant Cost Centre Manager.

Staff Undertaking a Special Project	
Staff undertaking a special project or official business in the Sydney Metropolitan area where their normal place of residence is outside the 75km radius of CSA or the new work location.	
Accommodation:	Charged to the staff member's work location if approved by relevant Cost Centre Manager. Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night
Meals:	All meals provided are charged to the staff work location if approved by relevant Cost Centre Manager.

Staff Placed at CSA on a Return to Work Program	
Staff placed at CSA as part of a rehabilitation return to work program where their normal place of residence is outside the 75km radius of CSA may apply in writing to the CSNSW Academy Director for temporary accommodation for up to 1 month.	
Accommodation:	Charged to the staff member's substantive work location if approved by relevant Cost Centre Manager. Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night
Meals:	All meals to be paid for by the staff member at point of sale.

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Staff Residing Outside the 75km Radius of CSA and Temporarily Appointed to Another Work Location in the Sydney Metro Area.

Staff **temporarily appointed** to the Sydney Metropolitan area where their normal place of residence is outside the 75km radius of CSA, may apply in writing to the CSNSW Academy Director for temporary accommodation for the term of their temporary appointment subject to capacity considerations.

Accommodation:	$420 per week for standard level short term accommodation (irrespective of whether the staff member uses the room on weekends/public holidays) and $350 per week for long term accommodation (over one month). **Payment Option 1:** Officers are to pay weekly via EFTPOS to the finance officer in advance. For extended stays greater than 1 month, payment should be made through an automatic payroll deduction, GST applies. **Payment Option 2:** Payment by the staff member's work location. Written approval from the Cost Centre Manager must be provided together with the myWorkZone Cost Centre number. **Note:** Executive Level accommodation is not available without the express permission of the CSNSW Academy Director. Where approved, the cost is $600 per week for short term and $500 per week for long term (over 1 month) and is payable via the above payment options.
Meals:	All meals to be paid for by the staff member at point of sale.
Note: The above conditions may also apply for any travel burdens placed on staff, who reside inside or outside the 75km radius of CSA, where there is a requirement to work outside normal work hours. Refer to Accommodation and Meals Policy & Procedure Section 4.1 (x) and 4.1 (xi).	

Staff Seeking Alternative Permanent Lodgings

Staff requiring short-term accommodation whilst arranging permanent alternative lodgings, must be supported by the staff member's Manager and with the CSNSW Academy Director's written permission.

Accommodation:	Standard accommodation is charged at $420 per week (irrespective of whether the Officer uses the room on weekends/public holidays). Staff are to make payment for accommodation through automatic payroll deductions. Payment is made in advance. **Note: Executive accommodation is only available with CSNSW Academy Director approval and is charged at $600 per week, limited to one month. A one-month extension *may* be granted at the discretion of the CSNSW Academy Director. No further extensions will be granted.**
Meals:	All meals to be paid for by the staff member at the point of sale.

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Staff Visiting Privately	
Staff may request accommodation in writing, if visiting privately in their own time (i.e. as private customers) and will require written approval by the CSNSW Academy Director.	
Accommodation:	Standard Level Accommodation = $70 per night Executive (ensuite) Level Accommodation = $100 per night **Note:** GST applies.
Meals:	All meals to be paid for by the staff member at the point of sale.

Participants Attending International and Executive Programs	
Participants attending an approved executive program sponsored by CSA (e.g. International Visitors, Australian Correctional Leadership Program (ACLP) etc.)	
Accommodation:	$85 (Standard Room) per night. Cost includes the daily servicing of rooms. **Note: GST applies to external participants.** $120 (Executive Room) per night. Cost includes the daily servicing of rooms. **Note: GST applies to external participants.** $500 (Standard Room) per week. Cost includes the daily servicing of rooms. **Note: GST applies to external participants.** $720 (Executive Level) per week. Cost includes the daily servicing of rooms. **Note: GST applies to external participants.** **Note: Accommodation for CSNSW ACLP participants is charged to the relevant cost centre.**
Meals:	All meals related to international and executive programs are to be considered as part of the overall program costs. **Note: Meals for accommodated participants that are not included in the program are invoiced for payment or charged to the relevant cost centre.**

(ii) HUNTER TRAINING FACILITY

External Customers	
Accommodation:	Standard Level Accommodation = $55 per night Note: GST applies. Note: No Executive Accommodation available
Meals:	Eligibility for meals at the Hunter Training Facility is as per the CSA meals criteria. Meals to be priced separately. No onsite Bistro available.

(iii) CANCELLATION POLICY

Accommodation Cancellation Policy
Notice of cancellation must be provided in writing 24 hours prior to the check-in date. Failure to notify of cancellation will result in the full rate of charge being applied. Customers may submit a written request to the CSNSW Academy Director within 7 calendar days, for consideration of a cancellation fee amendment due to extenuating circumstances. The Director will review the request and provide a response within 7 calendar days.

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(iv) CLEANING SURCHARGE

Accommodation Additional Cleaning Charge

An additional cleaning charge of $300 will be levied where there is evidence that occupants have either been smoking or allowed someone else to smoke in their accommodation room.

An additional cleaning charge of up to $300 will be levied for rooms that are left with excessive mess requiring additional cleaning requirements.

This fee is to cover expenses associated with additional laundering, cleaning and delays in room availability.

4. LIBRARY FEES

Library Fee Schedule

Membership fees and other fee structures will be provided on request.

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5. Appendix

1. (i) ON-SITE TRAINING
Delivered Onsite – CSA Scheduled Training Course per Learner – AQF and Non AQF
Example – an external learner joins an already scheduled CSA training course

Delivered Onsite – External Group Training for a CSA Course – Non AQF
Example - an external group requests specific training at an Academy site

1. (ii) OFF-SITE TRAINING
Delivered Offsite – CSA Scheduled Training Course per Learner – AQF
Example – AQF course scheduled by CSA at an offsite location, cost per learner for any external learners joining the class.

- **Per learner costs of Other Travel Costs** - are incurred by the learner as the learner is an additional person to a CSA scheduled class

Delivered Offsite – External Group Training for a CSA Course per learner – AQF and Non AQF
Example – and external group requests an AQF course for a group be delivered at their location.
- **Variable cost per trainer -** is included in the delivery of the training, these courses are not part of the CSA scheduled courses but are an additional course with the addition of variable costs per trainer.

Additional Facilitator Requirement for Off-Site Training – some courses require a second facilitator due to class size and/or complexity, in these cases additional meals/accommodation/travel costs are incurred by the customer and will be included in the quote provided. If a CSA decision is reached to have two facilitators present for any other operational reason, this will not incur any additional cost to the customer.

1. (iii) AQF & OTHER TRAINING PROGRAM / COURSE FEE SCHEDULE
AQF Qualification Fee - The AQF fee includes a one day workshop, additional days are charged at $200 per learner. This cost relates to learner meals/resources/learner support/onsite facilities for the day, and additional costs for facilitators.

AQF Qualification Fees calculations - costs bench marked against industry standards.

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