

90075 CSNSW Academy Quality Training and Assessment Policy and Procedure

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1. Purpose

Corrective Services NSW (CSNSW) Academy is committed to delivering quality training and assessment that complies with the Vocational Education and Training (VET) Quality Framework and the Australian Qualifications Framework (AQF). The purpose of this policy and procedure is to outline how CSNSW Academy delivers training and assessment to its learners who are enrolled in Nationally Recognised Training (NRT).

2. Scope

This document applies to the training and assessment of NRT products provided to CSNSW Academy's learners and all staff involved in its delivery and administration.

3. Legislative Context

This policy and procedure ensures that CSNSW Academy meets the legislative and regulatory requirements of the following:

- Australian Qualifications Framework 2013
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015 or its successor.

4. Communication, Implementation and Monitoring

The development of this policy and procedure involved consultation with relevant stakeholders, ensuring consideration of organisational systems, improvements and impacts, RTO compliance, and the corrective services context.

This policy and procedure, and associated documents, are communicated and made accessible to CSNSW Academy learners through the following measures:

- email notifications
- publication on CSNSW Academy's website
- reference in the Learner Information Handbook
- provision prior to completion of the Online Enrolment Form.

This policy and procedure, and associated documents, are communicated and made accessible to CSNSW Academy staff in addition to above, through the following measures:

- internal broadcasts
- staff meetings
- workshops (where applicable)
- upload into the Electronic Document Records Management System (EDRMS).

This policy and procedure will be reviewed three (3) years from the date of implementation, or earlier should a review be warranted.

This policy and procedure is also subject to ongoing revisions to reflect continued alignment with regulatory requirements and RTO operational improvements. Users of this document are responsible for ensuring that the most current version is being applied. The most current document version is available on EDRMS.

Adherence and collaboration to RTO policies and procedures is essential to the experience of learners. Where CSNSW Academy learners or staff have any questions or require assistance, they may contact Contact_BFCSA@correctiveservices.nsw.gov.au.

5. Definitions

- **Academic integrity** is the demonstration of acting with the values of honesty, trust, fairness, respect and responsibility while undertaking or delivering training and assessment.
- **Academic misconduct** refers to any breach of academic integrity including but not limited to plagiarism, collusion, academic cheating and unauthorised use of AI.
- **Appeal** means a dispute raised by a learner against a decision that has been made by CSNSW Academy in relation to NRT.
- **AQF certification documentation** refers to official documentation confirming that an AQF qualification or a VET statement of attainment has been issued by CSNSW Academy, another registered training organisation or any other entity authorised to do so.
- **Assessment** means the process by which CSNSW Academy, or a third party delivering services on its behalf, collects evidence for the purposes of determining whether a VET learner is competent to perform to the standard specified in the training product.
- **Assessment judgement** means a determination of whether competency has been achieved by a VET learner consistent with the training product and the Standards for RTOs 2015 or its successor.
- **Assessment system** means a coordinated set of documented policies, procedures and tools designed to ensure that assessment, including recognition of prior learning, produces consistent and valid judgements of VET learner competency and meets the requirements of the Standards for RTOs 2015 or its successor.
- **Assessment tools** mean the instrument, instructions and methods used to gather and interpret assessment evidence for the purposes of determining VET learner competency, including the:
 - context and conditions of assessment

- tasks to be administered to the VET learner
 - outline of the assessment evidence to be gathered from the VET learner
 - criteria used to judge VET learner competency, and
 - the administration, recording and reporting requirements for assessments and assessment evidence.
- **Assessor** means a person who determines a VET learner's competency for, or on behalf of, CSNSW Academy.
- **Australian Qualifications Framework (AQF)** means the national policy and framework for regulated qualifications in the Australian education and training system.
- **Chief Executive Officer (CEO)** means the Director, CSNSW Academy and Operational Training.
- **Competency based assessment** is the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as specified in a training package or VET accredited course.
- **Complaint** means an expression of dissatisfaction by a VET learner with any NRT product or service provided by CSNSW Academy, staff, or a third party acting on its behalf.
- **Electronic Document Record Management System (EDRMS)** refers to the record management system used by CSNSW to upload, store and access electronic documents.
- **Extenuating circumstances** are circumstances out of the learner's control that affect their ability to participate in training and assessment and can be demonstrated through supporting evidence including but not limited to:
 - illness or injury
 - death, illness or injury of a close family member
 - permanent or temporary disability
 - witnessing or being the victim of a serious crime or incident.
- **Mode of delivery** means the methods adopted by CSNSW Academy to deliver training and assessment to VET learners.
- **National Register** means the register maintained by the Department of Employment and Workplace Relations (training.gov.au).
- **Nationally Recognised Training (NRT)** any program or training that leads to vocational qualifications and credentials recognised across Australia.
- **Reasonable adjustments** include any adjustments for a VET learner with a disability made by CSNSW Academy in a matter consistent with the Disability Standards for Education 2005.
- **Reassessment** is the resubmission of assessment tasks in the event where a learners' original submission was graded as Not Yet Satisfactory (NYS).
- **Recognition** is the process of assessing and acknowledging competencies of a learner that may have been acquired through formal and informal learning as well as work or life experiences

- **Registered Training Organisation (RTO)** means a training organisation that is registered by the National VET Regulator.
- **Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation as reflected on the National Register.
- **Services** means:
 - training and assessment,
 - training support services (but excludes counselling, mediation, and information and communication technology services), and
 - any activities related to the recruitment of VET learners including marketing, enrolment, induction, or the collection of fees.
- **Summative assessment** assessment that is primarily used to evaluate learner performance and contributes to their competency outcome.
- **Third party** means any person who has an arrangement with CSNSW Academy to deliver services, but does not include:
 - employees of CSNSW or CSNSW Academy,
 - experts engaged by CSNSW Academy, or
 - government agencies and government funded agencies that refer VET learners to the organisation and do not receive any payment from the organisation for doing so.
- **Trainer** means a person who undertakes training for, or on behalf of, CSNSW Academy.
- **Training** means the process by which CSNSW Academy, or a third party delivering services on its behalf, facilitates learning and the acquisition of competencies consistent with the requirements specified in the training product.
- **Training product** means an AQF qualification, a skill set, a unit of competency, accredited short course or module, as listed on the National Register (training.gov.au).
- **Training support services** means services and resources designed to support and skill VET learners to meet training product requirements and complete the training product in which they are enrolled.
- **Unit of competency** means the specification of the standards of performance required in the workplace as defined in a training product.
- **Validation** means the review of the assessment system to ensure that:
 - assessment tools are consistent with the training product and the requirements set out in the Standards for RTOs 2015 or its successor, and
 - assessments and assessment judgements are producing consistent outcomes.
- **VET** means vocational education and training.
- **VET Regulator** means:
 - the National VET Regulator, and
 - a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

- **VET statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit(s) of competency specified in the statement.
- **Vocational competency** consists of broad industry knowledge and experience, usually combined with a relevant industry qualification.
- **Wellbeing support services** means support services and resources to assist with VET learners' physical, mental, and emotional wellbeing.

6. Policy Statement

CSNSW Academy delivers quality training to its learners that is engaging, well-structured and relevant to the current industry, to ensure that learners can attain the required skills and knowledge for the training product as outlined in the National Register. CSNSW Academy ensures at all times that it has sufficient resources to deliver quality training to learners.

CSNSW Academy ensures an assessment system that is fit for purpose and consistent with the requirements of the training product as outlined in the National Register. It conducts assessment in a fair and appropriate way that enables accurate assessment judgements by upholding the Principles of Assessment and justifying assessment judgements based on the Rules of Evidence, as outlined in Annexure A.

CSNSW Academy ensures learners are supported throughout their enrolment through the provision of training support and wellbeing support.

To ensure quality, CSNSW Academy systematically and continuously improves its training and assessment strategies and practices.

7. Responsibilities

7.1. Learners

Learners are responsible for:

- managing their learning and assessment workload to ensure submission of assessments by the due date outlined in the Learner Guide and/or Learning Management System (LMS) unless an extension has been granted by the relevant Training Coordinator or their appointed delegate
- ensuring that any assessment submitted is their own work and complies with the Academic Integrity Policy and Procedure which is available on CSNSW Academy's website
- retaining a copy of all submitted assessments for their own records.

7.2. Training Units

7.2.1. Trainers

Trainers are responsible for:

- facilitating learning in a manner that is engaging
- advising learners of and providing learners with continued support
- maintaining accurate learner attendance records
- providing learners with sufficient information on academic integrity to assist in minimising the occurrences of academic misconduct

- ensuring that learners are provided with clear guidance in relation to training product outcomes and expectations including assessment requirements.

7.2.2. Assessors

Assessors are responsible for:

- making assessment judgements in accordance with the Assessor Guide and training product requirements
- recording assessment outcomes on the assessment tool and the Summative Assessment Record (SAR)
- providing consistent, constructive and sufficient feedback to learners
- providing further assessment support to learners where required
- uploading learner assessment records in the LMS and/or EDRMS.

7.2.3. Training Coordinators

The Training Coordinator is the lead trainer and assessor for the training product being delivered and is responsible for ensuring that the following tasks are allocated and completed:

- all administrative matters for the training product
- coordinating workplace arrangements (where required)
- managing the marking of assessments
- arranging support for learners
- assessing and providing outcomes for extension requests
- determining reasonable adjustments in consultation with the individual learner
- retaining and ensuring accuracy of assessment records for each learner
- confirming learners' assessment records and updating records in the Student Information System (SIS) in preparation for final authorisation
- drafting and maintaining the Training and Assessment Strategy
- conducting industry engagement or consultation activities
- coordinating the continuous improvement of training products
- managing amendments and updates required for training products.

The Training Coordinator is the key point of contact for learners while enrolled with CSNSW Academy.

7.2.4. Training Unit Managers

Training Unit Managers (TUMs) for each Training Unit are responsible for:

- leading the design, development and implementation of training programs
- leading the assessment, review and evaluation of training programs
- providing the final authorisation of learner results in SIS.

7.3. Continuous Improvement and Compliance Unit

The Continuous Improvement and Compliance Unit (CICU) is responsible for conducting regular quality assurance activities to ensure compliance with legislative requirements and this policy and procedure. Quality assurance activities undertaken by the CICU are outlined in CSNSW Academy's Commitment to VET Compliance Policy and Procedure and include but are not limited to:

- coordinating assessment validation activities
- conducting ad hoc checks
- undertaking scheduled internal audits
- reviewing compliance through undertaking an annual self-assessment.

The CICU is also responsible for the development, review and monitoring of this policy and procedure.

7.4. Chief Executive Officer, RTO

The Chief Executive Officer (CEO) is responsible for the management and execution of this policy and procedure.

8. Procedure

8.1. Developing Training and Assessment Strategies

CSNSW Academy develops a Training and Assessment Strategy (TAS) for each training product on its scope of registration to ensure the training product is consistent with the requirements outlined on the National Register. Each TAS includes the following:

- training product overview
- learners and training product outcomes
- delivery strategies including details of assessment
- the volume of learning
- resources
- details of assessment validation
- recognition
- pathways
- support services
- transition arrangements
- industry engagement.

The TAS is developed in accordance with the Training Product Development Plan (TPDP) and undergoes quality checks prior to implementation.

Once implemented, each TAS is reviewed regularly by the Training Units and the CICU as part of CSNSW Academy's quality assurance processes and as outlined in the Compliance Calendar. The review of each TAS occurs every three (3) years or earlier should it be warranted due to changes in training package requirements or as a result of legislative or regulatory changes.

8.2. Conducting industry engagement

CSNSW Academy ensures training reflects current industry practice by engaging effectively with industry, employer and community representatives to seek meaningful advice and feedback. The advice and feedback inform changes to the TAS and practices and is sought in accordance with CSNSW Academy's Industry Engagement Policy and Procedure.

8.3. Ensuring the Sufficiency of Resources

8.3.1. Trainers and Assessors

CSNSW Academy ensures that there are sufficient trainers and assessors who are confirmed to be appropriately qualified in accordance with the Trainers and Assessors Policy and Procedure, for each NRT product on its scope of registration. CSNSW Academy maintains a trainer to learner ratio for each NRT product which is recorded in the TAS.

8.3.2. Facilities

CSNSW Academy ensures it has sufficient and fit-for-purpose facilities available for training and assessment for each NRT product on its scope of registration. Prior to the commencement of each intake for a course, the Security Officer conducts a review of the availability of classrooms and the safety of the facility against the Facility, Equipment and Resources Checklist (FERC). CSNSW Academy also ensures that where assessment is conducted in the workplace, that the workplace facility is also safe and suitable against the FERC.

8.3.3. Equipment and learning resources

CSNSW Academy ensures that it has available sufficient learning resources and equipment as outlined in the TAS and the National Register for each NRT product on its scope of registration. Prior to the commencement of each intake for a course, Training Units ensure that they stocktake, replenish where needed, and confirm the required learning resources and equipment against the Facilitator Guide to ensure that learners have access to the resources and equipment they need to participate in training and assessment. CSNSW Academy also ensures that where assessment is conducted in the workplace, that the workplace has the required equipment and learning resources.

8.4. Informing learners

Prior to commencement, learners are informed of the training and assessment that is to take place through various means including but not limited to the following:

- Learner Guide for the specific training product
- Learner Information Handbook
- email correspondence from the Training Units.

8.5. Providing recognition

CSNSW Academy offers and provides recognition for NRT products. Information on eligibility and applying for recognition is included in the Learner Guide for each course and processed in accordance with CSNSW Academy's Recognition Policy and Procedure. Learners should apply for recognition prior to the commencement of their course as successful recognition may impact enrolment.

8.6. Training learners

8.6.1. Delivery modes

CSNSW Academy delivers training through various modes to enable learners to attain skills and knowledge consistent with the training product, including but not limited to:

- face to face delivery in classrooms
- virtual classroom delivery
- combined face to face and virtual workshops
- self-directed learning activities
- on the job training.

8.6.2. Delivery schedule

CSNSW Academy implements a delivery schedule as outlined in the Learner Guide and the Facilitator Guide to ensure that training is structured and paced to support learners to progress and to ensure that sufficient time is provided for instruction, practice, feedback and assessment.

8.6.3. Attendance

Learners are required to punctually attend all training sessions and participate actively in all training sessions regardless of mode of delivery. Attendance is monitored by trainers and any absence from

training must be only in extenuating circumstances. Where training sessions are missed as a result of extenuating circumstances, CSNSW Academy organises additional support for the learner.

8.7. Assessing learners

8.7.1. Assessment methods

CSNSW Academy assesses learners through various methods including but not limited to:

- direct observation assessments
- scenario-based assessments
- knowledge based assessments
- report writing assessments
- supervisor reports
- operational workplace evidence.

8.7.2. Assessment submissions

Learners submit all assessments through the LMS, Thrive, unless instructed otherwise by the trainer and/or assessor to submit a physical copy of a completed assessment.

8.7.3. Assessment submission extensions

Where extenuating circumstances have prevented the learner from submitting assessments by the required timeframe, learners may request an extension by contacting the Training Coordinator. Learners may be granted an extension for up to two (2) months in extenuating circumstances at the discretion of the Training Coordinator. Any further extension request is at the discretion of the CEO.

8.7.4. Non-submission of assessments

Where a learner does not submit the assessment task within the appropriate timeframe, and an extension has not been granted, the Training Coordinator seeks to engage the learner and provide support. Following attempts to engage the learner and provide support, and where no response and/or action is undertaken by the learner, the learner's enrolment may be closed. Where extenuating circumstances are demonstrated, the learner may be permitted to re-enrol. For learners who are employed by CSNSW, non-submission of assessments may have employment consequences.

8.7.5. Assessment results

Learners are assessed on an assessment task level and are graded:

- 'Satisfactory (S)' if they successfully complete all requirements of the assessment, or
- 'Not Yet Satisfactory (NYS)' if they do not successfully complete all requirements of the assessment task.

Upon completion of all assessment tasks, for each unit of competency, learners are assessed as:

- 'Competent (C)' when they have successfully completed all required assessment tasks for a unit of competency, or
- 'Not Yet Competent' (NYC) when they have not successfully completed all required assessments for a unit of competency.

Upon completion of each module, the learner receives a SAR which details the outcomes for the assessments and the associated units of competency.

8.7.6. Reassessment

Following receiving an NYS result, learners have the opportunity for one additional reassessment for each assessment task.

Sufficient feedback on the assessment is provided to the learner to enable them to be effectively reassessed. Reassessment involves re-sitting the same task, presenting further portfolio evidence, answering additional underpinning knowledge questions or another appropriate activity that involves only the NYS assessments. Support is provided by the trainer and/or assessor to assist to prepare for reassessment.

Learners are provided with reasonable time to prepare and/or practice for a reassessment. Reassessments may not occur less than twenty-four (24) hours after a result has been given to the learner but must take place within two (2) months from the date of the original assessment. This timeframe may be extended in extenuating circumstances.

Where necessary due to actual or perceived conflicts of interest, the TUM may arrange for an alternative, independent assessor for the reassessment.

Where a learner receives a NYS result following reassessment, they are notified and provided the opportunity to appeal the assessment decision in accordance with CSNSW Academy's Complaints and Appeals Policy.

Where a learner receives a NYS result for any practical first aid assessment following their first attempt, the learner must undertake remedial training prior to reassessment.

8.7.7. Ensuring academic integrity

Learners must ensure that any assessment submitted is their own work. The identification of any instance of plagiarism or any other academic misconduct will result in disciplinary actions and will be dealt with in accordance with CSNSW Academy's Academic Integrity Policy and Procedure.

8.8. Supporting learners

8.8.1. Providing reasonable adjustments

CSNSW Academy provides reasonable adjustments to accommodate individual learners' needs. Learners with disabilities or long-term or ongoing medical conditions may decide to disclose this information with CSNSW Academy and provide evidence to seek reasonable adjustments. Where learners seek reasonable adjustments, the Training Coordinator consults with the learner to determine reasonable adjustments required to the content, timing and location of each assessment or training activity.

Any reasonable adjustments provided to a learner are recorded in the individual learner's assessment and in the SAR. Any evidence provided by the learner to support the reasonable adjustment is saved in a secure container in EDRMS with access granted only to the TUM and Training Coordinator to protect the privacy of the learner.

Adjustments may not be provided to a learner where they are not reasonable and cause unjustifiable hardship to CSNSW Academy or where they compromise the integrity of the unit of competency or training package. Where reasonable adjustments are not possible, the Training Coordinator communicates the reasons in writing to the learner.

8.8.2. Training support

CSNSW Academy ensures learners have reasonable access to training support services, trainers and assessors and other staff to support their progress through the training product. CSNSW Academy provides learners with various support mechanisms including but not limited to:

- phone and email contact with training units and trainers and assessors
- email contact for technical support and assistance with the LMS

- tutoring and mentoring sessions as required
- in class digital learning support
- library services.

8.8.3. Wellbeing support

CSNSW Academy provides wellbeing support to its learners to support their training and assessment. The Training Coordinator is the first point of contact who can provide information and recommendations to actions that can be taken or further contacts to access wellbeing support services within and external to CSNSW.

8.9. Ensuring continuous improvement

CSNSW Academy undertakes systemic monitoring and evaluation of its services to support the delivery of quality training and assessment, and continuous improvement as outlined in its Commitment to VET Compliance Policy and Procedure and VET Quality Assurance Framework.

8.10. Managing conflicts of interest

Where a trainer, assessor or learner identifies that there is a likelihood of real or perceived conflict of interest, they must act in accordance with the Department of Communities and Justice's Ethical Conduct Policy and Procedure and Conflict of Interest Policy. For non-CSNSW learners, conflicts of interest to be raised with the TUM or their appointed delegate.

8.11. Resolving disputes

CSNSW Academy provides learners with the option to:

- submit complaints against trainers, assessors and any other staff member
- request an appeal against any decision including assessment decisions.

Any appeal against an assessment decision must be submitted by the learner within seven (7) calendar day from the date of receipt of results.

All complaints and appeals are managed in accordance with CSNSW Academy's Complaints and Appeals Policy and Procedure.

8.12. Retaining records

CSNSW Academy securely retains completed summative assessment items for each learner for at least two (2) years after the learner has completed or exited the training product. Summative assessment items include but are not limited to:

- assessment task submissions
- completed observation checklists
- workplace supervisor reports
- supplementary documentation
- evidence of the learner confirming their results.

The Training Units retain records of all assessments in the LMS and/or EDRMS.

8.13. Protecting Privacy

Information provided by to CSNSW Academy during training and assessment will be used for the purposes of general administration, enrolment, and communication. and maintained in strict accordance with the thirteen (13) Australian Privacy Principles, the Privacy and Personal Information Protection Act 1998 and the Department of Communities and Justice Privacy Policy.

9. Associated Documents

This policy and procedure should be read in conjunction with the following associated documents.

Document	Reference
CSNSW Academy Academic Integrity Policy and Procedure	CSNSW Website
CSNSW Academy AQF Certification Policy and Procedure	D11/545305
CSNSW Academy Assessment Validation Policy and Procedure	D09/265795
CSNSW Academy Code of Conduct and Ethics	D11/533771
CSNSW Academy Commitment to VET Compliance Policy and Procedure	D25/0691749
CSNSW Academy Complaints and Appeals Policy and Procedure	CSNSW Website
CSNSW Academy Industry Engagement Policy and Procedure	D21/1346309
CSNSW Academy Learner Information Handbook	CSNSW Website
CSNSW Academy Learner Rights and Responsibilities	CSNSW Website
CSNSW Academy Program and Course Development Policy and Procedure	D09/245257
CSNSW Academy Recognition Policy and Procedure	CSNSW Website
CSNSW Academy Records Management Policy and Procedure	D12/445920
CSNSW Academy Trainers and Assessors Policy and Procedure	D25/0574242
CSNSW Academy Transitions Policy and Procedure	D09/251725
CSNSW Academy VET Quality Assurance Framework	D25/0691756
Department of Communities and Justice Code of Ethical Conduct	DCJ Intranet
Department of Communities and Justice Conflict of Interest Policy	DCJ Intranet
Department of Communities and Justice Privacy Policy	DCJ Intranet

10. Document Information

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11. Document History

Version	Date	Reason for Amendment
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13.0	25 May 2025	Updated to reflect changes in legislation and regulatory requirements and as part of CSNSW Academy's continuous improvement processes
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Annexure A

Principles of Assessment and Rules of Evidence

Principles of Assessment	
Fairness	Assessment accommodates the needs of the VET learner, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.
Flexibility	Assessment appropriate to the context, training product and VET learner, and assesses the VET learner's skills and knowledge that are relevant to the training product, regardless of how or where the VET learner has acquired those skills or that knowledge.
Validity	Assessment includes practical application components that enable the VET learner to demonstrate the relevant skills and knowledge in a practical setting.
Reliability	Assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

Rules of Evidence	
Validity	Assessment evidence is adequate such that the assessor can be reasonably assured that the VET learner possesses the skills and knowledge described in the training product.
Sufficiency	The quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET learner's competency in the skills and knowledge described in the training product.
Authenticity	The assessor is assured that a VET learner's assessment evidence is the original and genuine work of that VET learner.
Currency	The assessment evidence presented to the assessor documents and demonstrates the VET learner's current skills and knowledge.

– End of Document –