

Learner Information Handbook

Corrective Services NSW Academy

RTO 90075



Acknowledgement of Country

Corrective Services NSW (CSNSW) Academy acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Published by CSNSW Academy
First published: 2023

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The contents of this handbook are accurate at the time of publication and are updated regularly to ensure the information contained within is the latest version. All documentation posted on the CSNSW Academy website is considered the current version, including this Learner Information Handbook. It is the responsibility of the user of this document to ensure that they are accessing the most current version.

Welcome from the Director of CSNSW Academy

Welcome to training and professional development at Corrective Services New South Wales (CSNSW) Academy. We are excited to have you join us on this learning journey. Our goal is to equip you in the knowledge and skills needed to excel in your role. We hope that you find the training you undertake engaging, informative, and valuable.

CSNSW Academy is an enterprise Registered Training Organisation (RTO: 90075) delivering nationally recognised qualifications from Certificate III to Advanced Diploma level alongside operationally specific training for all CSNSW staff.

We specialise in providing innovative learning opportunities towards training CSNSW staff, aligning current industry standards towards best practice, enhancing existing professional capabilities, supporting implementation of safe and secure correctional services, and contributing to a safer community by means of training in rehabilitative interventions for offenders. Our face-to-face, virtual, and e-learning programs are available to provide a learning experience that meets organisational goals for a professional workforce, skilled in the requirements to effectively meet their role expectations. Our learning philosophy is strongly linked to continued professional development and demonstrated through a learn, practice, apply, reflect and repeat approach.

Located in Eastwood, the historically significant Brush Farm Estate is close to the geographic centre of Sydney. The Academy contains well-equipped training environments enhancing quality educational outcomes, on-site accommodation facilities, large conference spaces available for hire and catering options.

I am proud that the Academy is recognised as a leading provider of correctional training within Australia, and I look forward to continuing to lead a culture of continuous improvement that contributes NSW to being a world class correctional service.

I look forward to seeing you in training soon.

Michelle Micallef

Director of CSNSW Academy and Operational Training
(Chief Executive Officer, RTO)



Image 1. Director, CSNSW Academy and Operational Training

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1. Introduction

CSNSW Academy is a Registered Training Organisation (RTO) delivering Nationally Recognised Training (NRT) in the Vocational Education and Training (VET) sector since 1996.

We specialise in training and assessment of corrective services related competencies, offering a diverse range of training products designed to:

- improve staff skills
- build greater organisational capability and capacity
- support safe corrective services
- contribute to the community.

As an enterprise RTO, CSNSW Academy specialises in the delivery of NRT to CSNSW staff but welcomes learners from external organisations.

Published on our website, this Learner Information Handbook provides key information you need prior to enrolling with CSNSW Academy. It is essential that you read it in its entirety prior to enrolling and commencing your learning with us.



Image 2. Learners of CSNSW Academy on Parade Day 2025

2. Contact Us

2.1. General Inquiries

- Address 66 Terry Road, Eastwood, NSW, 2122, Australia
- Telephone 02 9804 5444
- Email Contact_BFCSA@correctiveservices.nsw.gov.au
- Website <https://correctiveservices.dcj.nsw.gov.au/academy>

2.2. Training Inquiries

- Community and Workplace Training Unit (CWTU) cwtu@correctiveservices.nsw.gov.au
- Correctional Services Training Unit (CSTU) cstu@correctiveservices.nsw.gov.au
- Custodial Training Unit (CTU) ctu@correctiveservices.nsw.gov.au
- Domestic, Family and Sexual Violence Advanced Practice Team DFVtrainingspecialists@FACS365.onmicrosoft.com

2.3. Other Inquiries

- Enrolments enrolments@correctiveservices.nsw.gov.au
- Complaints and appeals CSACA@correctiveservices.nsw.gov.au
- Learning Management System thrive@dcj.nsw.gov.au
- Library Services librarycsnsw@correctiveservices.nsw.gov.au

3. Training Products

CSNSW Academy delivers Nationally Recognised Training (NRT) from the Correctional Services Training Package at various levels of the Australian Qualifications Framework (AQF). A full list of the training products available at CSNSW Academy can be found on our website and on the National Register:

<https://training.gov.au/organisation/details/90075/summary>

All information related to our training products including duration, modes of delivery, delivery locations, training commencement dates, scheduling, entry requirements and assessment requirements are published on CSNSW Academy's [website](#).

CSNSW Academy also delivers non-accredited training. These training products are short, specialised courses that are not nationally recognised. Details can be found on CSNSW Academy's [website](#).



Image 3. Certificate IV Learner 2025



Image 4. Certificate III Learner 2025

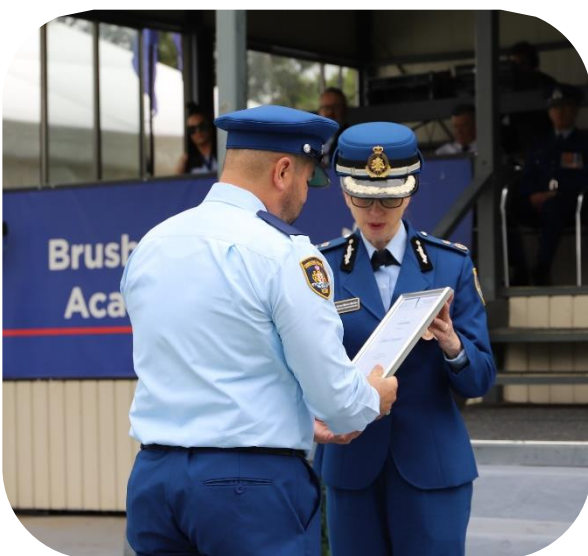


Image 5. Certificate III Learner 2025



Image 6. Certificate IV Learners 2025

4. Delivery Locations

4.1. CSNSW Academy

CSNSW Academy delivers primary at the Brush Farm Campus located on Wallumedegal land of the Eora Nation. The campus can be accessed through the main entrance located at 19 Lawson Street, Eastwood, NSW, 2122, next to Brush Farm House. For navigation assistance, refer to the map below:



Image 7. Map of CSNSW Academy

The Brush Farm Campus is located in Eastwood and is approximately a twenty (20) minute walk from Eastwood Train Station. Alternatively, a short bus ride from Eastwood Train Station can take you directly in front of Brush Farm Campus.

Parking is also available in the main car park adjacent to the Administration Building noting that parking spaces are limited. Learners may also park in the overflow parking area next to the Lawson Street entrance. Where no parking is available, street parking is available off-site. Learners are to be aware that the Brush Farm House is not part of CSNSW Academy grounds and council fines will be imposed for unauthorised parking in that area.

4.1.1. Training Facilities



Image 8. Classroom 11 in the Wentworth Building

CSNSW Academy has fully equipped training rooms that can seat up to forty (40) learners. Our training rooms feature projectors, in-room audio, laptop ports, interactive white boards and complimentary Wi-Fi. Two of our training rooms are also dedicated computer rooms that feature up to twenty (20) networked PCs that can be utilised by learners.

Learners employed by CSNSW who require a laptop may be supplied one to support them in their learning.

4.1.2. Accommodation



Image 9. Common Area in the Terry Building

CSNSW Academy offers on-site accommodation. There are a mix of standard rooms with shared bathroom facilities and executive rooms with private ensuites. All guests have access to laundry, kitchen areas and airconditioned lounges. The campus can also accommodate guests with impaired mobility. To apply for accommodation services please visit our website and complete the:

- [Accommodation Form \(Internal\)](#) if you are employed by CSNSW, or
- [Accommodation Form \(External\)](#) if you are not employed by CSNSW.

All guests are required to comply with CSNSW Academy's Accommodation Residential Regulations which is available on CSNSW Academy's website.

4.1.3. Conference Facilities



Image 10. Conference at CSNSW Academy

CSNSW Academy has a modern conference facility capable of seating one hundred (100) participants.

The conference space has dual 90" LCD displays, video conferencing capabilities (including MS Teams & Cisco), dedicated PC, laptop HDMI inputs, wireless microphones, ceiling speakers and audio system and an audio-visual touch panel control system.

The conference room has adjoining access to an undercover courtyard area for event catering.

4.1.4. Library CSNSW



Image 11. CSNSW Academy Library

Library CSNSW services are available to all staff of CSNSW, inmates of NSW correctional centres, and to external users by arrangement.

Library CSNSW has a collection that covers a wide range of print and online resources on criminology, penology, psychology, sociology, management, education, and communication.

Located on the lower level of the Blaxland Building, the library is open on weekdays from 8:30 am – 4:30 pm.

Registration is required to access the full complement of services, including online databases and resources on the OpenAthens portal. More information about the library can be found on CSNSW's [website](#).

4.1.5. Fitness Centre

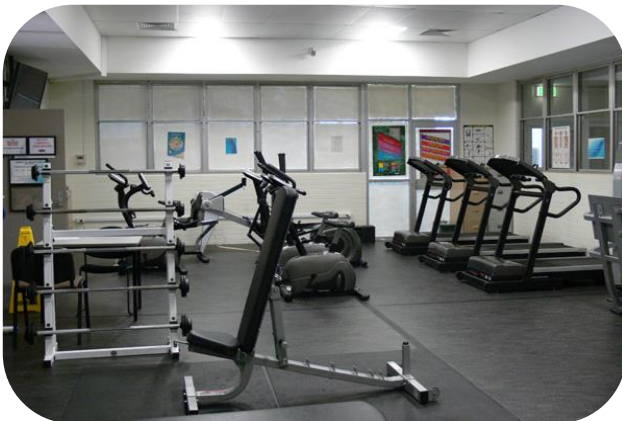


Image 12. Fitness Centre

CSNSW Academy has on-site a fully equipped fitness centre available for use by learners, guests, and CSNSW Academy staff. The fitness centre hours of operation are Monday to Friday, 6:30 am - 8:00 pm.

To have access to the fitness centre, the Gym Membership Form, available by emailing contact_bfcsa@correctiveservices.nsw.gov.au, must be completed and returned. Learners also receive the Gym Membership Form as part of their Welcome Pack prior to commencement of training.

4.1.6. Prayer and Lactation Space



Image 13. Prayer and Lactation Space

CSNSW Academy has a dedicated prayer space located in Brush Cottage near the Bistro that is equipped with prayer mats and comfortable furniture that is available for all staff and learners to meditate, pray and uphold religious practices. A Friday prayer service is also available for learners to attend at CSNSW Academy.

Equipped with a fridge, the space may also be used to lactate.

4.1.7. Bistro



Image 14. Bistro Outdoor Area

CSNSW Academy's bistro offers a wide selection of menu options and specialty catering including barbeques, morning and afternoon teas, formal luncheons, and dinners. Our bistro can accommodate specific dietary requests including, gluten free, dairy free, halal, kosher and vegetarian options. The bistro hours of operation are outlined below:

- breakfast on Mondays to Fridays between 7:00 am - 8:00 am
- lunch on Mondays to Fridays between 11:30 am - 12:30 pm
- dinner on Mondays to Thursdays between 5:30 pm - 6:30 pm.

Coffee facilities are also available at the bistro on Mondays to Friday between 7:00 am – 6:00 pm.

4.1.8. Ovals and Grounds



Image 15. Oval at CSNSW Academy

The oval at CSNSW Academy is the perfect location for team building and social sporting activities or for personal fitness purposes.

It is also available for passive leisure activities and outdoor training sessions and is also used as the location for all graduation parades.

4.1.9. People On Legal Orders

All learners, staff and visitors are to be aware that there may be people on legal orders on site from time to time who are engaged to work at the Bistro or on the grounds.

4.1.10. Smoking

The CSNSW Academy Campus is smoke-free. Learners, staff and other visitors must not smoke on site. Designated smoking areas are assigned outside the campus as identified on the map. For residents of CSNSW Academy's accommodation facilities, there is a designated smoking location on-site for use between 6:00 pm and 6:00 am.

4.1.11. Onsite Restrictions

All learners, staff and visitors should be aware of the following restrictions:

- alcohol and other drugs are not permitted on site

- smoking is not permitted on site
- pets are not permitted on the site.

4.2. Other Delivery Locations

CSNSW Academy may at times, deliver training and assessment at correctional centres across NSW or other delivery locations upon request.

5. CSNSW Academy Teams

CSNSW Academy has dedicated staff providing quality training and support services to learners at every stage of their learning journey. All teams are located at CSNSW Academy in Eastwood.



Image 16. CSNSW Academy Administration Building

5.1. Community and Workplace Training Unit

The Community and Workplace Training Unit (CWTU) provides a range of courses open to staff in all areas of CSNSW. CWTU's main focus is to provide staff with the underpinning knowledge and practical skills to work with offenders in reducing their offending behaviour, providing entry level training in:

- Community Corrections

- Services and Programs
- Case Management.

CWTU also offer a range of short courses for more experienced officers and staff of CSNSW working with offenders.

All CWTU training staff have industry training qualifications as well as extensive experience in corrections. Our staff have a variety of backgrounds and areas of interest and work to ensure the currency and operational relevance of course content.

All trainers and assessors are fully qualified and hold the required credentials.

5.2. Correctional Services Training Unit

The Correctional Services Training Unit (CSTU) offers a comprehensive range of training programs designed to meet the diverse needs of both uniformed and non-uniformed staff at CSNSW. CSTU's training suite includes:

- induction programs
- integrated rehabilitation training
- short operationally specific programs.

CSTU training emphasises working with diverse populations and developing the human-centred skills necessary to deliver services using best practice techniques. CSTU's primary goal is to equip learners with the capabilities and knowledge to effectively build working relationships with offenders, with a strong focus on rehabilitation.

All trainers and assessors are fully qualified and hold the required credentials.

5.3. Custodial Training Unit

The Custodial Training Unit (CTU) is responsible for delivering high-quality, fit-for-purpose training to staff working in custodial environments across CSNSW. CTU's programs span the entire professional lifecycle, from foundational training for new Correctional Officers through to advanced leadership development for senior operational staff.

CTU's offerings include:

- entry-level custodial training, including Weapons & Officer Survival Training
- operationally specific short courses
- accredited first aid and CPR training
- leadership and management development programs.

Through the Professional Development stream, CTU, working in partnership with leading Australian university educators, delivers the Manager of Security Leadership Course, the Senior Correctional Officer Leadership Course, and Advanced Diploma level training, the highest industry-specific education product in the country.

CTU also collaborates with the International Program Unit to design, develop and deliver bespoke correctional training solutions to overseas jurisdictions on a commercial basis.

By equipping staff with the knowledge, capability, and ethical grounding to work effectively with inmates and lead within secure settings, CTU plays a critical role in reducing offending behaviour, supporting rehabilitation, and enhancing community safety.

CTU also includes the overseers working at the Bistro and on the grounds to support the operations of CSNSW Academy.

5.4. Domestic, Family and Sexual Violence Advanced Practice Team

Building upon foundational knowledge of Domestic and Family Violence, the Domestic, Family and Sexual Violence Advanced Practice Team provide advanced practice training that emphasises practice improvement as a core learning outcome. The team comprises of six (6) specialist trainers who deliver an experiential and immersive training package across six (6) months allowing learners to embed the framework of learn, practice, apply, reflect and repeat. The training is focused on improving staff confidence, capability and provides essential resources and tools to upskill staff in both interviews with users of violence and engagement with victims and survivors of abuse.

5.5. Finance & Administration Unit

The Finance & Administration Unit provide a wide range of financial, administrative and support services that are essential to CSNSW Academy operations including accommodation services. The team work with a variety of stakeholders to ensure that services and facilities are maintained to high standards. The Finance & Administration Unit also supports CSNSW by organising and hosting various departmental, public, and private events including international delegates, parades, and remembrance services.

5.6. Library Services Team

Professional library staff maintain a wide range of print collection and online resources at the CSNSW Library. They also maintain a significant print collection in the correctional centre libraries statewide and the legal information portal for inmates' information and recreation. The Library Team assist CSNSW staff with learner education in using the online library systems, access to collections, literature searches, document delivery and research and reference support. The team selects and acquires books and other reading resources for all CSNSW correctional centres, including handling and assisting inmates with legal information.

5.7. Training Unit Administration Team

The Training Unit Administration Team (TUAT) assures the seamless operation of the Training Units through effective resource management and logistical support. The TUAT manages resources and equipment including laptops and other technological devices, coordinates printing, manages records and provides general administrative support to ensure the delivery of high-quality training and assessment to learners.

5.8. Training Operations Unit

The Training Operations Unit is responsible for management, development, and delivery of innovative learning solutions for CSNSW, primarily within the Department of Communities and Justice (DCJ) Learning Management System (LMS). The team works with key stakeholders to ensure innovative learning outcomes are aligned to organisational requirements and objectives. Additionally, the team is responsible for CSNSW learning data management, reporting and provision of LMS support for management and employees.

5.9. Continuous Improvement and Compliance Unit

The Continuous Improvement and Compliance Unit (CICU) provide consultancy services and specialist advice to CSNSW Academy Training Units. The CICU work collaboratively with the Training Units to monitor and evaluate training and assessment strategies, internal systems, and practices, ensuring CSNSW Academy delivers high quality training and assessment that aligns with the 2025 Standards for RTOs and vocational education training requirements.

5.10. Project Officers

CSNSW Academy Project Officers provide project management and support services that contribute to the development and delivery of education and vocational programs. They are responsible for specialist design concepts including CSNSW mascots and designing training product content. Our Project Officers expertly liaise with organisations and keynote speakers to coordinate conferences and special events hosted at the Academy.

5.11. International Corrections Programs Unit

The International Programs Unit (IPU) provides tailored correctional programs to suit interstate and overseas correctional agencies. International Corrections Programs are focused on improving, enhancing and developing:

- custodial and community-based corrections
- specialised leadership management programs for groups or individual delegates
- interjurisdictional relationships with Australia, whilst providing some consultancy services.

5.12. Protocol Unit

The Protocol Unit manage events at CSNSW Academy including Anzac Day memorials and the annual CSNSW Remembrance Day. The Protocol Unit provide specialist advice on ceremonial protocol matters, flag display etiquette, graduation parades and correctional centre openings. The Protocol Unit oversee CSNSW honours and awards processes including the distribution of medals, the CSNSW Band and Honour Guard, and provide advice on uniform and dress codes.

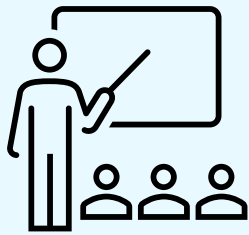
6. Rights and Responsibilities

6.1. Learners



At CSNSW Academy, learners can expect a supportive and safe learning environment where they will receive quality training and assessment that meets organisational, legislative and regulatory requirements. At the same time, learners have a responsibility to treat others with respect and fairness, demonstrate professionalism and follow all CSNSW Academy policies and procedures. All CSNSW Academy's policies and procedures are available on our [website](#). All rights and responsibilities of learners can be found in the Learner Rights and Responsibilities.

6.2. CSNSW Academy



CSNSW Academy delivers NRT in line with Training Package requirements and the VET Quality Framework. CSNSW Academy is responsible for the quality of the training and assessment in compliance with the 2025 Standards for RTOs and for the issuance of AQF certification documentation. As an RTO, CSNSW Academy is regulated by Australian Skills Quality Authority (ASQA), the National VET Regulator. CSNSW Academy's commitments and responsibilities are outlined in the RTO Code of Practice published on CSNSW Academy's [website](#).

7. Enrolment

Your journey with CSNSW Academy starts when you commence the enrolment process with us. CSNSW Academy's Enrolment Policy and Procedure is available on our [website](#).

7.1. Unique Student Identifier

Learners enrolling in an NRT product are required to provide a Unique Student Identifier (USI). Your USI is your lifelong education number and allows you to access your USI transcript which is a record of all your training records from 2015. If you do not hold a USI, you will need to create a USI prior to enrolling in any NRT products with CSNSW Academy.

To be issued AQF certification documentation, you will need to provide your USI. If you do not wish to do so, you may still participate training and assessment but you will need to apply for an exemption with the Office of the Student Identifiers Registrar and provide evidence of the exemption prior to commencement of training and assessment.

For detailed information on accessing or creating a USI please refer to the following links:

- Australian Government Unique Student Identifier website: www.usi.gov.au
- USI Unique Student Identifier: www.usi.gov.au/students/create-your-usi
- USI Student Portal: www.usi.gov.au/students

The Office of the Student Identifiers Registrar is responsible for administration of the USI scheme and the Student Identifiers Registrar is responsible for administering the USI initiative nationally.

7.2. Enrolment Form

To enrol with CSNSW Academy, all prospective learners must complete the Online Enrolment Form on CSNSW Academy's website. As part of completing the form, learners must provide an approving manager's email address for the enrolment to progress. By submitting the Online Enrolment Form, prospective learners are acknowledging that they will attend the full training product and abide by the DCJ Code of

Ethical Conduct, all training and CSNSW Academy requirements and policies. A full list of CSNSW Academy's policies and procedures is available on CSNSW Academy's [website](#).

7.3. Assessment of Suitability

Prior to enrolment, CSNSW Academy ensures that it reviews all prospective learners' existing skills and competencies including Language, Literary, Numeracy and Digital Literacy (LLND) skills. All prospective learners are advised on the suitability of the training product, taking into account their skills and competencies and the AQF level of the proposed training product.

7.4. Learner Contracts

All learners enrolled in NRT are issued a Learner Contract which outlines written information on the training to be provided, the fees to be paid and the learner's obligations. Learners must sign and return the Learner Contract prior to commencement of training and assessment.

7.5. Fees

CSNSW staff are not required to pay any tuition fees to CSNSW Academy. Other fees, including but not limited to accommodation fees, are charged to the relevant cost centre. Learners who are external to CSNSW are required to pay fees in accordance with the Rates of Charge Policy, Costing Policy and Procedure and as outlined in the Learner Contract.

7.6. Withdrawals

A withdrawal occurs where a learner, or their manager, initiates their exit from a training product prior to or after commencement. Where a learner is unable to attend and seeks to withdraw their enrolment, advice must be provided in writing from the learner or their manager, to the Enrolment Officer within seven (7) calendar days of the training commencing.

Where a learner who is employed with the CSNSW withdraws from a training product, no cancellation fees or course fees are required to be paid.

Where a learner is an external, fee-paying learner, the learner must provide written notice of withdrawal at least seven (7) calendar days prior to commencement of the training product. Failure to give this notice will result in tuition fees being charged and payable in accordance with CSNSW Academy's Rates of Charge Policy.

7.7. Cancellations

At times, CSNSW Academy may cancel the delivery of a training product on a specific commencement date. Where an intake for a course is cancelled by CSNSW Academy, we endeavour to advise our learners within seven (7) calendar days prior to the commencement of the course. Where there are extenuating circumstances and it is not possible for us to provide at least (7) calendar days notice, we will notify learners as soon as possible in writing and via call. Where delivery is cancelled by CSNSW Academy, learners will be transferred to the next available intake at the same delivery location and notified in writing.

Where CSNSW Academy ceases its operations as an RTO, we will organise alternative arrangements for all learners enrolled in NRT products.

8. Recognition

All learners are entitled to apply for recognition for competencies from previous studies or work experiences when enrolling in an NRT product with CSNSW Academy. CSNSW Academy provides recognition through:

Credit Transfer (CT)

Recognition of Prior Learning (RPL)

Recognition of Current Competency (RCC)

To apply for any of the above forms of recognition, learners are to submit the Recognition Application Form which is available on CSNSW Academy's [website](#). Learners may apply for recognition prior to enrolment, during the enrolment process and following enrolment but not after the commencement of assessment.

Learners who have been successfully granted recognition will have this reflected in any AQF certification documentation issued. Learners who have successfully been granted recognition will also not be required to complete the assessments for the applicable unit(s) of competency but may be required to attend training to ensure the currency of knowledge.

Learners who are employed by CSNSW will not be charged any fee for any form of recognition. Learners who are external to CSNSW will not be charged any fee for CT but will be charged for RPL and RCC in accordance with the Rates of Charge Policy.

Further details of CSNSW Academy's recognition processes can be found in the Recognition Policy and Procedure available on CSNSW Academy's [website](#).

9. Training and Assessment

CSNSW Academy conducts training and assessment for learners in compliance with the 2025 Standards for RTOs.

9.1. Training

CSNSW Academy delivers quality training to its learners that it 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. Training modes include face to face classrooms, virtual classrooms, eLearning, simulated workplace environments, work placements and blended delivery.

9.2. Assessment

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. Assessment strategies and assessment tools:

- meet the requirements of the relevant Training Package
- are conducted in accordance with the Principles of Assessment and the Rules of Evidence
- developed in consultation with internal and external stakeholders to reflect current industry practices

- provides the opportunity for the learner to provide their feedback on the process or decision
- meets workplace and, where relevant, regulatory requirements
- are systematically validated.

Learners requiring extra time to complete assessments may be provided with opportunities for extension. Learners seeking extension allowances should contact the relevant Training Unit in writing. CSNSW Academy's Quality Training and Assessment Policy and Procedure is available on our [website](#).

9.3. Resources

All required learning resources including Learner Guides, Training Plans and/or Assessment Portfolios will be provided to learners at the start of each training program. Learner Guides for eLearning programs will be electronic.

9.4. Academic Integrity

CSNSW Academy protects the academic integrity of the assessment process by effectively identifying and managing cases of academic misconduct.

Referencing is required whenever the work of others has been used including information from the internet, textbooks, journals, podcasts, newspaper, social media, chat groups, and Artificial Intelligence tools. Referencing is required regardless of whether the information you have used is quoted, summarised or paraphrased. All CSNSW Academy learners and staff are to reference using American Psychological Association (APA) 7th Edition Referencing.

There are various types of academic misconduct that you should be aware of:

- plagiarism
- collusion
- unauthorised use of Artificial Intelligence
- academic cheating.

Where academic misconduct is identified, investigated and confirmed, one or more of the following outcomes may be determined:

- additional support
- resubmission
- assessment grade of 'Not Yet Satisfactory'
- cancellation of enrolment
- revocation of AQF certification documentation
- referral to Professional Standards & Investigations.

Details around academic integrity and academic misconduct can be found in the Academic Integrity Policy and Procedure as well as the following factsheets on CSNSW Academy's [website](#):

- Using AI Factsheet
- Referencing AI Factsheet
- Referencing Correctly with APA 7th Edition Factsheet.

9.5. Transitions of Training Products

From time to time, there may be changes to NRT products due to national updates of training packages. The training product you are enrolled in may be replaced by a newer product that is equivalent or not

equivalent. When this happens, CSNSW Academy informs affected learners as early as possible and ensures that they are able to either:

- complete the training product they commenced,
- be transferred to the new training product, or
- commence training in the new training product if they have not yet commenced their training and assessment.

10. Support Services

During your learning journey at CSNSW Academy, you can access a range of support services to help you successfully complete the training product you are enrolled in.

10.1. Training Support Services

10.1.1. Trainers and Assessors

Trainers and assessors are the first point of contact for learners to seek learning support. Trainers and assessors can be contacted via email or in person. Trainers can provide tutoring and mentoring sessions on an as-needed basis.

10.1.2. Training Coordinators

Training Coordinators are the lead trainer and assessor for each training product and are contactable during 8:30 am – 4:30 pm for all training related inquiries that cannot be resolved by your trainer and assessor.

10.1.3. Reasonable Adjustment

Reasonable adjustment applies to modifying the learning environment or making changes to training delivery to assist learners with a disability or a long-term or ongoing medical condition. Reasonable adjustment may include additional support, virtual training, specific seating arrangements, customised learning materials, using assistive technologies or approved modifications to assessment tasks. Further information about reasonable adjustments can be found below:

[CSNSW Academy's Quality Training and Assessment Policy and Procedure](#)

[ASQA's Factsheet](#)

[Disability Standards for Education 2005](#)

10.1.4. Learning Management System and Technology Support

CSNSW Academy provides support to help learners navigate the Learning Management System (Thrive). In class digital learning support, including step by step instructions to access and use Thrive is available. There is also a designated LMS contact for technical support: thrive@dcj.nsw.gov.au

10.1.5. CSNSW Library

Library services are available to all CSNSW staff and learners. The collection features a wide range of print titles and online resources in criminology, penology, psychology, sociology, management/leadership, education and training. The library provides learners and staff with an online discovery system, several online databases, books and online journals. Other services include:

- loan of books and resources from the collection either in person or via CSNSW internal mail dispatch
- online in-depth literature searches
- document delivery or inter-library loans of resources not held by the CSNSW Library
- monthly 'What's New' in the library newsletter of newly acquired resources
- access to computers, photocopier/scanner, study area and small group meetings.

Services to external users may be made available by arrangement.

Support from the CSNSW Library can be accessed by bookmarking the CSNSW Library web page, emailing libraryCSNSW@correctiveservices.nsw.gov.au or calling (02) 9804 5459.

10.2. Wellbeing Support Services

10.2.1. Converge International Employee Assistance Program

The Employee Assistance Program (EAP) is delivered by Converge International and available to CSNSW employees 24/7. Learners employed by CSNSW can access four (4) free and confidential counselling sessions each year delivered by skilled and trained psychologists and counsellors. Support and counselling services are available for a broad range of personal and work-related issues. Support from the EAP can be accessed in a way that suits you:

Phone

1300 687 327

Live online chat

<https://convergeinternational.com.au/>

Online or face to face sessions

<https://portal.converge-online.com/>

EAP Connect App for Apple and Android

[Use organisation code: NSWKNWN]

Learners not employed with CSNSW do not have access to the Employee Assistance Program and should refer to their own support program provided by their employer.

10.2.2. Staff Support, Culture and Wellbeing

Staff Support, Culture and Wellbeing (SSCW) provide wellbeing support, regarding workplace issues, challenges at work including misconduct, mental health challenges and general advice on culture and wellbeing issues. Learners employed by CSNSW may seek support from SSCW by contacting csnswstaffwellbeing@correctiveservices.nsw.gov.au.

10.2.3. Other Wellbeing Support Services

All learners may access targeted support from external services and helplines to address their individual support needs. Some relevant services have been listed below.

NSW Mental Health Line

1800 011 511

The Mental Health Line is a 24/7 statewide phone service linking people with mental health services from trained professionals.

Lifeline

13 11 14

Lifeline provide 24/7 crisis support and suicide prevention services to those experiencing distress.

Beyond Blue

1300 659 467

Beyond Blue provide 24/7 mental health support through phone and online counselling, support groups and more.

National Alcohol and Other Drug Hotline

1800 250 015

The hotline provides confidential support for people struggling with addiction.

Alcohol and Drug Counselling

Free and confidential online 24/7 support service for people affected by alcohol and drug use.

Stable Ground

Stable Ground is an online alcohol and other drug use portal providing free and confidential support and resources [Use code 2AD4 to access the website].

1800 RESPECT

Phone 1800 737 732 | Text 0458 737 732

1800 RESPECT provide free 24/7 counselling related to family and domestic violence and/or sexual assault.

Griefline

1300 845 745

Griefline provide free telephone support for those experiencing grief and loss.

13YARN

13 92 76

13YARN is a 24/7 national crisis support line operated by Aboriginal and Torres Strait Islander people for mob.

Brother to Brother

1800 435 799

Brother to Brother is a 24/7 crisis support line for Aboriginal and Torres Strait Islander men.

QLife

1800 184 527

QLife offer confidential and free LGBTQIA+ support and referrals related to sexuality, gender, bodies, feelings or relationships.

StandBy

1300 727 247

StandBy provide free face-to face and/or telephone support to those impacted by suicide.

11. Completion

11.1. AQF Certification Documentation

CSNSW Academy securely issues AQF certification documentation to learners whom it has assessed as meeting the requirements of a training product. CSNSW Academy ensures that all AQF certification documentation issued complies with the requirements of the AQF.



Testamur and Record of Results

Learners assessed as having completed all requirements of a nationally recognised qualification listed on CSNSW Academy's scope of registration are issued a testamur and a record of results.



Statement of Attainment

Learners assessed as having completed one or more units of competency that form part of a nationally recognised qualification are issued a statement of attainment.

In the case where you have lost your AQF certification documentation, a replacement may be issued through submission of the Request for Re-issue of Qualification Form located on CSNSW Academy's [website](#). The replacement document will retain all details of the original document including the original date of issuance.



Image 17. Graduation 2025

11.2. Graduation

CSNSW Academy hosts Parade Days where a graduation ceremony is held for all learners who successfully complete a full NRT product. Graduation ceremonies feature the CSNSW Band and Honour Guard and are held on the parade grounds at Eastwood. Graduates are issued with qualification certificates by the CSNSW Executive and the CEO of the CSNSW Academy. Families, friends and CSNSW staff are invited to celebrate the success of our learners. Newly recruited Correctional Officers, who have completed their training, also participate in the Swearing In Ceremony to take their Oath.



Image 18. Graduation Parade 2025

12. Complaints and Appeals

CSNSW Academy acknowledges that from time to time, the need to make a complaint or appeal may arise. CSNSW Academy manages all complaints and appeals with the utmost importance. Detailed information on CSNSW Academy's complaints and appeals processes can be found in CSNSW Academy's Complaints and Appeals Policy and Procedure.

Informal Complaints

Where possible, learners should attempt, in the first instance, to discuss and resolve issues informally with the person whom they have experienced an issue with. Informal complaints can be made by speaking to or sending an email to the trainer, assessor or staff member and describing the outcome sought. Most of the time issues can be resolved by these informal discussions.

Formal Complaints

Where the matter cannot be resolved informally, learners may complete the CSNSW Academy Complaint and Appeal Form available on the CSNSW Academy website and submit this to CSACA@correctiveservices.nsw.gov.au.

Internal Appeals

All learners have the right to appeal against any decision made by CSNSW Academy including decisions against formal complaints. To submit an internal appeal, learners can complete the CSNSW Academy Complaint and Appeal Form available on the CSNSW Academy website and sending it to CSACA@correctiveservices.nsw.gov.au. The form must be submitted within seven (7) calendar days of receiving the written outcome of the decision made by CSNSW Academy.

External Review of Appeals

Where learners are not satisfied with the outcome of their internal appeal, an external review of the appeal decision can be organised. CSNSW Academy arranges the external review by an impartial and independent body and no fee or additional cost will be charged to the learner for the external review of appeal decisions.

Other External Avenues

Where learners are dissatisfied with CSNSW Academy's complaints and appeals handling process, or seek further avenues, an external complaint or appeal can be submitted to a relevant external body including but not limited to those outlined below. There are no costs associated with accessing services from the external bodies listed here.



Australian Skills and Quality Authority (ASQA)

ASQA is the national VET regulator. Complaints about training providers, including CSNSW Academy, can be submitted through their [portal](#).



National Training Complaints Hotline

The National Training Complaints Hotline can be contacted for complaints relating to experiences whilst undertaking training in the VET sector.

Complaints can be lodged by completing the Complaints Form or by calling their student enquiry line at 13 38 73.



NSW Fair Trading

Complaints related to refunds of fees, consumer rights under Australian Consumer Law, including misleading and deceptive conduct, can be lodged to NSW Fair Trading through submission of a [form](#) or by calling 13 32 20.

13. Learner Feedback

Feedback plays a significant role in developing quality education, directly contributing to CSNSW Academy's continuous improvement. Your feedback is always welcome and can be provided at any time.

Learner Surveys



CSNSW Academy collects feedback from learners enrolled in NRT using the Australian Quality Training Framework (AQTF) Learner Survey Form. This form is a confidential survey containing questions about the quality of the training and assessment. By completing the learner survey and providing feedback on your learning experience, you can help us continuously improve our training products and our delivery.

Customer Feedback Form



At any time, learners, staff and visitors can provide feedback using the Customer Feedback Form available on CSNSW Academy's website and at various locations on campus. This form is to be used when providing feedback on our non-NRT products like our workshops as well as accommodation, bistro, library and all other services.

14. Work Health and Safety (WHS)

CSNSW Academy prioritises providing a safe learning environment and considers the health and safety of staff, learners, and all visitors to be of utmost importance. We actively support safety behaviours by all persons including:

- promoting taking care of health on a personal level
- providing wellbeing services
- ensuring a learning environment that is free of discrimination, harassment and intimidation.

As part of enrolling with CSNSW Academy, learners must notify the relevant Training Unit and Enrolment Officer of any health-related issues which may impact their work health and safety while undertaking training with us by emailing enrolments@correctiveservices.nsw.gov.au. Learners are to detail any medical condition that might be life threatening such as anaphylaxis, asthma or hypersensitivity reactions. The Training Unit and Enrolment Officer will then advise relevant staff so that first aid medical treatment can be administered in the event of exposure.

CSNSW Academy comply with and are governed by CSNSW and Department of Communities and Justice (DCJ) policies and procedures related to work health and safety.

15. Records

CSNSW Academy retains learner records in line with legislative and regulatory requirements. We are required to retain records of:

- assessments for a period of two (2) years after you cease your enrolment with us
- qualifications and statements of attainment for a period of thirty (30) years.

Whilst enrolled as a learner, you may access your records by sending a written request to your Training Unit.

16. Privacy

CSNSW Academy is required by law, under the National Vocational Education and Training Regulator Act 2011 to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

Information provided by to CSNSW Academy 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.

17. Definitions of Terms

- **Academic cheating** refers to any action by a learner that seeks to gain an unfair advantage while undertaking training and assessment.
- **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.
- **Actively working towards** means that the person must:
 - be enrolled in and have commenced training in one of the following training and assessment credentials:
 - TAE40122 Certificate IV in Training and Assessment or its successor, or
 - TAE50122 Diploma of Vocational Education and Training or its successor, and
 - be making satisfactory progress to enable the credential to be completed within two years of commencement.
- **Appeal** means a dispute raised by a learner against a decision that has been made by CSNSW Academy in relation to NRT.
- **Appellant** means a person who appeals a decision made by CSNSW Academy.
- **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.
- **AQF qualification** means an Australian Qualifications Framework qualification type endorsed in a training package or accredited in a VET accredited course as listed on the National Register (training.gov.au).

- **AQF Qualifications Issuance Policy** means the document of that name, comprising part of the Australian Qualifications Framework, listed on the Australian Qualifications Framework website, and as in force from time to time.
- **AQF Qualifications Register Policy** means the document of that name, comprising part of the Australian Qualifications Framework, listed on the Australian Qualifications Framework website, and as in force from time to time.
- **Artificial Intelligence (AI)** is intelligent technology, programs and the use of advanced computing algorithms that can augment decision-making by identifying meaningful patterns in data.
- **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 2025 Standards for RTOs.
- **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 2025 Standards for RTOs.
- **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.
- **Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)** is a national data standard which ensures the consistency and accuracy of vocational education and training information.
- **Authenticated VET transcript** means a document prepared by the Registrar that sets out information that relates to VET undertaken by a VET learner and that is prescribed by the Student Identifiers Act 2014.

- **Chief Executive Officer (CEO)** means the Director, CSNSW Academy and Operational Training.
- **Collusion** is a type of academic misconduct that occurs when a learner submits an assessment task that has been completed with unauthorised collaboration with other persons.
- **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.
- **Complainant** means a person who makes a complaint about CSNSW Academy.
- **Complaint** means an expression of dissatisfaction by a VET learner with any NRT product or service provided by CSNSW Academy or a third party acting on its behalf.
- **Conditions for the use of the Australian Qualifications Framework Logo policy** means the document of that name, listed on the Australian Qualifications Framework website, and as in force from time to time.
- **Credit Transfer (CT)** means the process of recognising and awarding credit for prior successful completion of an equivalent unit of competency.
- **Diploma or higher-level qualification in adult education or vocational education and training** means a qualification that satisfies the requirements of the Australian Qualifications Framework at level 5 or higher and has a focus on training and assessing adults and relevance to delivery and assessment of VET and competency-based training and assessment.
- **Direction** includes an individual providing oversight, guidance and quality assurance to ensure the quality of training and assessment being delivered by another individual.
- **Electronic Document Record Management System (EDRMS)** refers to the record management system used by CSNSW to upload, store and access electronic documents.
- **Executive officer** means a person who is concerned in, or takes part in, the management of the organisation.
- **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.
- **Generative Artificial Intelligence** is a category of Artificial Intelligence that can generate novel content, rather than simply analysing or acting on existing data.
- **Governing person** means any person responsible for overseeing, directing, or exercising a degree of control or influence over the management or operation of

CSNSW Academy, including executive officers and high managerial agents.

- **High managerial officer** means an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.
- **Industry currency** means the maintenance of a trainer and assessor’s vocational technical skills and knowledge, enabling delivery and assessment relevant to current industry practices.
- **Industry immersion** means the return of a trainer and assessor to a correctional facility or a community corrections office to refresh their understanding of current practices and reinforce vocational competency.
- **Licensed or regulated outcome** means compliance with eligibility requirements for an occupational licence, or any legislative requirements to hold a training product in order to carry out an activity in an industry or occupation.
- **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.
- **Natural justice** refers to the right to be heard, treated without bias and decisions being based on relevant evidence.
- **NRT Logo** means the Nationally Recognised Training Logo used to signify nationally recognised training packages and VET accredited courses.
- **Plagiarism** refers to when a learner deliberately or unintentionally presents work as their own when it is the work of another person without correct referencing.
- **Prepaid fee** means any fee relating to the delivery of services paid to CSNSW Academy by, or on behalf of an individual prior to services to which the fee relates being delivered.
- **Procedural fairness** refers to the process of ensuring a fair and consistent procedure is followed by those involved in the decision-making process.
- **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

- **Recognition of Current Competence (RCC)** is a reassessment process for a unit of competency that has been successfully completed and attained in the past to ensure that competency is being maintained.
- **Recognition of prior learning (RPL)** means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which they meet the requirements specified in the training product.
- **Registered Training Organisation (RTO)** means a training organisation that is registered by the National VET Regulator.
- **Registrar** means the Student Identifiers Registrar.
- **Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation as reflected on the National Register.
- **Secondary teaching qualification** means a credential issued by a higher education provider which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory.
- **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.
- **Skill set** means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement or a defined industry need.
- **Student identifier** has the same meaning as the term 'USI' that is, an identifier assigned to an individual by the Student Identifiers Registrar.
- **Summative assessment** assessment that is primarily used to evaluate learner performance and contributes to their competency outcome.
- **Testamur** an official certification document that confirms that a qualification has been awarded to an individual.
- **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.
- **Unique Student Identifier (USI)** has the same meaning as the term ‘Student Identifier’ that is, an identifier assigned to an individual by the Student Identifiers Registrar.
- **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 2025, and
 - assessments and assessment judgements are producing consistent outcomes.
- **VET** means vocational education and training.
- **VET learner** means a learner enrolled in all or part of a VET training product at CSNSW Academy.
- **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.

18. 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 Commitment to VET Compliance Policy and Procedure	D25/0691749
CSNSW Academy Complaints and Appeals Form	CSNSW Website
CSNSW Academy Complaints and Appeals Policy and Procedure	CSNSW Website
CSNSW Academy Costing Policy and Procedure	D11/481944

CSNSW Academy Customer Feedback Policy and Procedure	CSNSW Website
CSNSW Academy Enrolments Policy and Procedure	CSNSW Website
CSNSW Academy Learner Information Handbook	CSNSW Website
CSNSW Academy Learner Rights and Responsibilities	CSNSW Website
CSNSW Academy Quality Training and Assessment Policy and Procedure	CSNSW Website
CSNSW Academy Rates of Charge Policy	CSNSW Website
CSNSW Academy Recognition Application	CSNSW Website
CSNSW Academy Recognition Policy and Procedure	CSNSW Website
CSNSW Academy Request for Re-issue of Qualification Form	CSNSW Website
CSNSW Academy RTO Code of Practice	CSNSW Website
CSNSW Academy Trainers and Assessors Policy and Procedure	D25/0574242
CSNSW Academy Transitions Policy and Procedure	D09/251725
CSNSW Academy VET Quality Assurance Framework	D25/0691856
Department of Communities and Justice Acceptable Use of AI Policy	DCJ Intranet
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 Financial and Budget Management Framework	DCJ Intranet
Department of Communities and Justice Privacy Policy	DCJ Intranet
USI Information for Students	USI Website

19. Document Information

Title	CSNSW Academy Learner Information Handbook
Document Number	D23/1434808
Policy Owner	Chief Executive Officer, RTO
Maintained by	Continuous Improvement and Compliance Unit
Date of Effect	27 July 2025
Next Review Date	27 July 2028
Contact Email	Contact_BFCSA@correctiveservices.nsw.gov.au

20. Document History

Version	Date	Reason for Amendment
2.0	27 July 2025	Updates to reflect changes in legislation and regulatory requirements and as part of CSNSW Academy's continuous improvement processes

