

90075 CSNSW Academy Enrolments Policy and Procedure

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1. Purpose

Corrective Services NSW (CSNSW) Academy is committed to ensuring that its enrolment practices comply with the requirements of the Vocational Education and Training (VET) Quality Framework. The purpose of this policy and procedure is to establish a transparent, consistent, timely and fair enrolment process for enrolling learners in Nationally Recognised Training (NRT).

2. Scope

This policy and procedure applies to learners and prospective learners of CSNSW Academy enrolled or enrolling in NRT products as well as all staff involved in the enrolment process.

3. Legislative Context

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

- 2025 Standards for Registered Training Organisations (RTOs)
 - National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
 - National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
 - Credential Policy
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Privacy and Personal Information Protection Act 1998
- Student Identifiers Act 2014.

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 the 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

- **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.
- **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.
- **Chief Executive Officer (CEO)** means the Director, CSNSW Academy and Operational Training.
- **Credit Transfer (CT)** means the process of recognising and awarding credit for prior successful completion of an equivalent unit of competency.
- **Electronic Document Record Management System (EDRMS)** refers to the record management system used by CSNSW to upload, store and access electronic documents.

- **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.
- **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.
- **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 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.
- **Student identifier** has the same meaning as the term 'USI' that is, an identifier assigned to an individual by the Student Identifiers Registrar.
- **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).
- **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.
- **Wellbeing support services** means support services and resources to assist with VET learners' physical, mental, and emotional wellbeing.

6. Policy Statement

CSNSW Academy provides an efficient and equitable enrolment process to support all learners commencing any NRT product.

7. Responsibilities

7.1. Learners

Learners and prospective learners are responsible for:

- completing the Online Enrolment Form by providing accurate information including their Unique Student Identifier (USI)
- completing any suitability assessments and/or reviews as required by CSNSW or CSNSW Academy
- applying for recognition where applicable to their circumstances
- providing any evidence to support enrolment decisions where requested.

7.2. Training Operations Unit

7.2.1. Enrolments Officer

The Enrolments Officer is responsible for:

- processing the Online Enrolment Form
- communicating and confirming with Training Units to ensure that minimum requirements for entry into NRT products are met by applicants
- enrolling learners in all applicable systems including the Learning Management System (LMS)
- supporting learners and prospective learners throughout the enrolment process by answering questions and providing general information
- communicating with learners and prospective learners on any changes in availability for their proposed training product
- following up with any sponsoring manager for approval for enrolments to progress.

7.2.2. Scheduling Officer

The Scheduling Officer is responsible for:

- creating and maintaining the annual Training Calendar and individual rosters for each Training Unit
- monitoring current and future enrolments for each training product
- consulting with the Training Units to determine whether a class will proceed or be cancelled
- notifying the Enrolments Officer where there are changes to a scheduled class including where it is cancelled
- notifying the Finance & Administration Unit of any changes in facility or classroom bookings.

7.3. Training Units

Training Unit Managers (TUMs), or their appointed delegates, are responsible for:

- ensuring that accurate and current information is made available for learners and prospective learners on each NRT product
- consulting with learners or prospective learners on the suitability of the NRT product.

7.4. 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 the Commitment to VET Quality Policy and Procedure and include but are not limited to:

- 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.

7.5. 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. Informing and protecting learners

Prior to enrolment, CSNSW Academy ensures that prospective and current learners, have access to clear and accurate information so that they are able to make informed decisions about the NRT product and enrolling with CSNSW Academy.

CSNSW Academy makes publicly available, through publication on its website and the Learner Information Handbook, key information needed by prospective learners, including:

- the training product code and title as per the National Register
- the duration of the training product
- the mode(s) of delivery
- training delivery locations
- training commencement dates
- scheduling
- entry requirements
- completion requirements including assessment requirements
- work placement requirements (if applicable)
- whether any licencing or occupation licence requirements apply (if applicable)
- details of any third-party arrangements that apply to the delivery of training (if applicable)
- training support services that are available and how to access them
- wellbeing support services that are available and how to access them
- all fees, costs and charges associated with the provision of the training product which the learners may incur including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidy arrangements
- any obligations or liabilities which may be imposed on learners including costs and processes associated with withdrawing from a training product and obtaining a USI.

CSNSW Academy also informs prospective learners, as soon as practicable, of any changes to training products or CSNSW Academy's operations that may affect them during their enrolment including where they may be affected by the transition of superseded, deleted or expired training products.

CSNSW Academy, at all times, ensures the clarity, accuracy and currency of information provided to learners, including where this is disseminated by a third party. The information published, including the Learner Information Handbook, is reviewed systemically and regularly to ensure accuracy.

8.2. Assessing suitability for enrolment

8.2.1. All applicants

Taking into account the requirements of the training product, including the AQF level, CSNSW Academy reviews, prior to enrolment, the skills and competencies of each prospective learner including:

- Language, Literacy, Numeracy and Digital Skills (LLND) skills
- information provided about highest existing competencies
- information provided about any disabilities, medical conditions or additional needs that may impact an applicant's learning (if they choose to do disclose)
- the applicant's past studies and experiences which may lead to recognition in accordance with the Recognition Policy and Procedure.

Based on the outcomes of the review, CSNSW Academy provides advice to each prospective learner about whether the training product is suitable for them.

8.2.2. Applicants employed by CSNSW

Where an applicant is employed by CSNSW, the sponsoring manager consults with the applicant on the suitability of enrolling in a NRT product with CSNSW Academy. The sponsoring manager must approve the enrolment and may consult with the relevant TUM, or their appointed delegate, to inform their decision.

8.2.3. Applicants external to CSNSW

Where an applicant is external to CSNSW, the relevant TUM, or their appointed delegate, consults with the applicant or their sponsoring manager on the suitability of the NRT product.

8.3. Applying for a training product

All prospective learners must submit an application for enrolment by completing the Online Enrolment Form available on CSNSW Academy's website. Applicants provide personal information including statistical details as part of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data. These include:

- address
- gender
- date of birth
- current employment status
- highest completed school level and year of completion
- successfully completed qualifications since school
- country of birth
- languages spoken other than English
- disability information
- whether the learner is Aboriginal or Torres Strait Islander
- reasons for enrolling into the selected training product.

All applicants must also provide their USI which is to be verified by CSNSW Academy during the enrolment process. Where an applicant does not hold a USI, the Enrolment Officer assists the learner in obtaining a USI. Where an applicant does not wish to obtain a USI, the Enrolment Officer will inform the applicant of the need to seek an exemption with the Student Identifiers Registrar. The Enrolment Officer must inform the applicant, prior to the completion of enrolment or commencement of training and assessment (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Student Identifiers Registrar.

As part of completing the Online Enrolment Form, applicants must also provide the email address of a sponsoring manager for the enrolment to progress.

Newly recruited CSNSW staff are allocated to NRT products by CSNSW Talent Acquisition in consultation with the relevant Training Unit and sponsoring manager. On commencement, and prior to any training and assessment, newly recruited staff are to complete the Online Enrolment Form.

In completing and submitting the Online Enrolment Form, all applicants are to confirm that they:

- have verified that the details provided are correct
- acknowledge that they will attend the full program
- have read, understood and will abide by all CSNSW Academy's policies and procedures.

8.4. Assessing applications

On receipt of the Online Enrolment Form, the Enrolment Officer reviews the information and provides written advice to the prospective learner in consultation with the TUM or Training Coordinator that the proposed training product is:

- suitable and the enrolment is confirmed
- not suitable as the prospective learner does not meet entry requirements.

Where relevant, learning needs may be identified and support plans may be developed.

Where the date selected by the applicant is not available, including where a training product has reached the maximum enrolment number, the enrolment request will be processed for the next available date and the applicant is notified in writing.

To progress an enrolment for a prospective learner the Enrolments Officer must request an approval email from the relevant sponsoring manager. Once the approval has been received from the sponsoring manager, the enrolment is processed by the Enrolments Officer. An email is sent confirming the applicant's enrolment with a copy of this emailed to the sponsoring manager nominated in the Online Enrolment Form. The enrolment is confirmed within seven (7) calendar days. If an approval email is not received from the sponsoring manager, despite follow-up from the Enrolments Officer, no action will be taken to progress the enrolment.

8.5. Issuing Learner Contracts

Prior to enrolment or before any fees are required to be paid (where applicable), CSNSW Academy provides the prospective learner with the Learner Contract which contains written information on:

- the training to be provided
- all fees, costs and charges to be paid by the learner
- any obligations or liabilities which may be imposed on the learner.

8.6. Paying fees

All 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.

8.7. Applying recognition

As part of the enrolment process, learners are provided the opportunity to apply for Credit Transfer (CT) and/or Recognition of Prior Learning (RPL) in accordance with the Recognition Policy and Procedure. The successful granting of recognition may result in changes to the learner's enrolment including but not limited to the duration of their enrolment and the required training and/or assessment.

The Learning Systems Officer may identify where a learner has previously completed a unit of competency with CSNSW Academy through extracting reports from the LMS and/or SIS and providing these to the Training Units. Where CSNSW Academy identifies that the learner has completed a unit of competency previously, it supports the learner to apply for CT.

8.8. Withdrawing from a training product

Learners may decide to withdraw from a training product. In the case of learners who are already employed by CSNSW, the learner's sponsoring manager may also withdraw the learner from a training product.

Where a learner or their sponsoring manager withdraws them from a training product, notice must be provided in writing to the Enrolments Officer within seven (7) calendar days prior to the commencement of the training product. Following notification from the learner, the Enrolment Officer updates the enrolment status in all relevant systems and informs the learner, their manager (where applicable) and the relevant Training Coordinator.

Where a learner who is employed with the CSNSW withdraws from a training product, no cancellation fees or tuition 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.

8.9. Cancelling delivery of a training product

The relevant TUM, on behalf of CSNSW Academy, may cancel the delivery of a training product on a specified intake date due to:

- insufficient class numbers
- changed organisational needs or priorities as determined by stakeholders or the CEO.

Where an intake for a training product is cancelled by CSNSW Academy, learners are advised no less than seven (7) working days prior to the commencement of the training product. The Scheduling Officer notifies learners in writing and learners are transferred to the next available intake at the same delivery location.

Where an intake for a training product is cancelled by CSNSW Academy, and it is not possible for learners to be advised with at least seven (7) working days due to extenuating circumstances, the Scheduling Officer notifies learners in writing as early as possible and in addition, the Training Coordinator, or their appointed delegate, contacts each learner by calling them to ensure they are aware of the cancellation. Learners' enrolments will be deferred to the next available training product and the learner is notified in writing.

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

8.10. Resolving disputes

Applicants have the opportunity to appeal any decision made by CSNSW Academy including enrolment decisions in accordance with CSNSW Academy's Complaints and Appeals Policy and Procedure.

8.11. Protecting privacy

Under the Data Provision Requirements 2020, CSNSW Academy is required to collect and disclose personal information about enrolling learners to the National Centre for Vocational Education Research (NCVER). CSNSW Academy only provides this information to NCVER with the consent of the learner. As part of completing the Online Enrolment Form, learners and prospective learners are provided a Privacy Notice. The learner provides consent by submitting the Online Enrolment Form and acknowledging that they will attend the full program and abide by the requirements of CSNSW Academy.

Information provided by to CSNSW Academy as part of enrolment process 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.

8.12. Maintaining records

CSNSW Academy maintains records of all enrolment related learner information across the LMS, SIS and EDRMS.

9. Associated Documents

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

| Document | Reference |
|---|-------------------------------|
| CSNSW Academy Commitment to VET Compliance Policy and Procedure | D25/0691514 |
| CSNSW Academy Complaints and Appeals Policy and Procedure | CSNSW Website |
| CSNSW Academy Costing Policy and Procedure | D11/481944 |

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| CSNSW Academy Enrolment Procedure and References | D18/1004929 |
| 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 Online Enrolment Form | CSNSW Website |
| CSNSW Academy Quality Training and Assessment Policy and Procedure | CSNSW Website |
| CSNSW Academy Rates of Charge Policy | CSNSW Website |
| CSNSW Academy Recognition Policy and Procedure | CSNSW Website |
| CSNSW Academy Records Management Policy and Procedure | D12/445920 |
| CSNSW Academy Transitions Policy and Procedure | D09/251725 |
| CSNSW Academy VET Quality Assurance Framework | D25/0691856 |
| Department of Communities and Justice Privacy Policy | DCJ Intranet |
| USI Information for Students | USI Website |

10. Document Information

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11. Document History

| Version | Date | Reason for Amendment |
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| 10.0 | 27 July 2025 | Updated to reflect changes in legislation and regulatory requirements and as part of CSNSW Academy's continuous improvement processes |