



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

CORRECTIVE SERVICES NSW
ACADEMY
BRUSH FARM & HUNTER CAMPUSES



Learner Information Handbook

CSNSW Academy | RTO 90075



Inspire through education



2023 © This document is subject to copyright.
No part may be reproduced by any process without the permission of Corrective Services NSW Academy.
Requests and enquiries concerning reproduction and rights should be addressed to:

Director, CSNSW Academy and Operational Training
Corrective Services NSW Academy
Corrective Services NSW
66 Terry Road, Eastwood NSW 2122
Telephone: (02) 9804 5444 Fax: (02) 9804 5428

Table of Contents

1	Acknowledgement of Country	4
2	Welcome from the CSNSW Academy’s Director	4
3	Introduction	5
4	CSNSW Academy Contact Details	5
5	CSNSW Academy Services	6
5.1	Brush Farm Campus, Eastwood NSW	6
5.2	Accommodation	6
5.3	Brush Farm Bistro	7
5.4	CSNSW Library.....	7
5.5	Conference Facilities	7
5.6	Training Facilities	7
5.7	Prayer and Lactation Space.....	7
5.8	Fitness Centre.....	7
5.9	Hunter Campus, Tomago NSW	8
6	CSNSW Academy Teams	8
6.1	Community and Workplace Training Unit (CWTU).....	8
6.2	Continuous Improvement and Compliance Unit (CICU).....	9
6.3	Correctional Services Training Unit (CSTU).....	9
6.4	Custodial Training Unit (CTU)	9
6.5	Finance & Administration Unit.....	10
6.6	Library Team.....	10
6.7	Project Officers	10
6.8	Protocol Unit	10
6.9	Trainers and Assessors	11
6.10	Training Operations Unit	11
7	Work Health and Safety (WHS)	11
8	Learner Rights and Responsibilities	12
9	Vocational Education and Training / Nationally Recognised Training	12
10	Legislation and Standards	12
11	Privacy	12
12	Unique Student Identifier (USI)	13
13	Enrolment	13
13.1	Reasonable Adjustment	13
13.2	Withdrawal	14
13.3	Cancellations	14
14	Recognition	14
15	Learner Support	15
15.1	Learning Support	15
15.2	Technology Support.....	15
15.3	Thrive Learning Management System (LMS).....	15
15.4	CSNSW Library.....	15
15.5	Converge International Employee Assistance Program (EAP)	16
16	Assessment	16
16.1	Plagiarism	16
17	Learner Feedback	17
18	Complaints and Appeals	17
18.1	Complaints	17
18.2	Appeals	17
19	Graduation	18
20	References	19
21	Document Information	19

1 Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander people as the First Nations peoples of the lands and the ongoing connection they have to this land.

We acknowledge the traditional owners and custodians of country throughout NSW and pay our respects to Elders past and present.



2 Welcome from the CSNSW Academy's Director

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.

With two campus locations at Tomago and Brush Farm, the historically significant Brush Farm Estate 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, CSNSW Academy and Operational Training.



3 Introduction

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.

The information in this handbook provides guidance to learners to assist them on their learning journey. This handbook contains information relating to enrolment, training, and assessment processes, CSNSW Academy's policies and procedures, and the administration of learner records. Each Training Unit will provide learners with training specific information on enrolment.

We recommend that learners take the time to read this handbook in its entirety prior to commencing your training.

After reading this handbook, learners who require clarification or have any questions should contact their relevant Training Unit.

4 CSNSW Academy Contact Details

CSNSW Academy general enquiries:

CSNSW Academy (Brush Farm) address: 66 Terry Road, EASTWOOD NSW 2122

Hunter Training Facility (Tomago) address: 585 Tomago Road, TOMAGO NSW 2322

Telephone: 02 9804 5444

Email: Contact_BFCSA@dcj.nsw.gov.au

Website: www.bfcsa.nsw.gov.au

For training specific enquiries please contact the relevant Training Unit:

Community and Workplace Training Unit: CWTU@dcj.nsw.gov.au

Correctional Services Training Unit: OMTU@justice.nsw.gov.au

Custodial Training Unit: CTU@justice.nsw.gov.au



5 CSNSW Academy Services

5.1 Brush Farm Campus, Eastwood NSW

Located on Wallumedegal land of the Eora Nation, the CSNSW Academy facilities at Brush Farm include dedicated training rooms, the CSNSW Library, on-site accommodation, a bistro, conference facility, parade ground and the reception and administration building. Our main entry is at 19 Lawson Street next to Brush Farm House. For navigation assistance, please refer to the map below:



On arrival, learners can park in the main car park adjacent to the administration building; however, spaces are limited. Learners may also park in the overflow parking area next to the Lawson Street entry. Where no parking is available, street parking is available off-site. Brush Farm House is not part of the Academy grounds, council fines will be imposed for unauthorised parking in that area.

5.2 Accommodation

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 Academy can accommodate guests with impaired mobility.

To apply for accommodation services please visit our website and complete the relevant online accommodation application form. Guests are required to comply with the CSNSW Academy Accommodation Residential Regulations which are included in the online accommodation application forms and are available on the [Policies](#) page of our website.

5.3 Brush Farm Bistro

The Brush Farm Bistro offers a wide selection of menu options and specialty catering including BBQ's, 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 Monday to Friday, for breakfast 7:00am - 8:00am, lunch 11:30am – 12:30 and for dinner Monday to Thursday 5:30pm - 6:30pm.

5.4 CSNSW Library

The CSNSW Library is available to CSNSW staff, inmates, and to external users by arrangement. The collection covers a wide range of print and online resources on criminology, penology, psychology, sociology, management, education, and writing.



The CSNSW Library hours of operation are Monday to Friday, 8:30am - 4:30pm.

5.5 Conference Facilities

CSNSW Academy has a modern conference facility capable of seating 100 participants. The facilities include multimedia equipment, an electronic whiteboard, projector, video conferencing capability, and wireless internet.

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

5.6 Training Facilities

CSNSW Academy has fully equipped training rooms that can seat up to 40 people. Breakout rooms and two networked computer training rooms are also available.

Training rooms have complimentary Wi-Fi, multimedia equipment, projectors, whiteboards, tables, chairs and are air conditioned.

5.7 Prayer and Lactation Space

Located in the Blaxland building behind classroom 10, the prayer and lactation space is available for use by all staff and external learners at the academy. Individuals can meditate, pray, take time out or lactate in the privacy of this dedicated space.

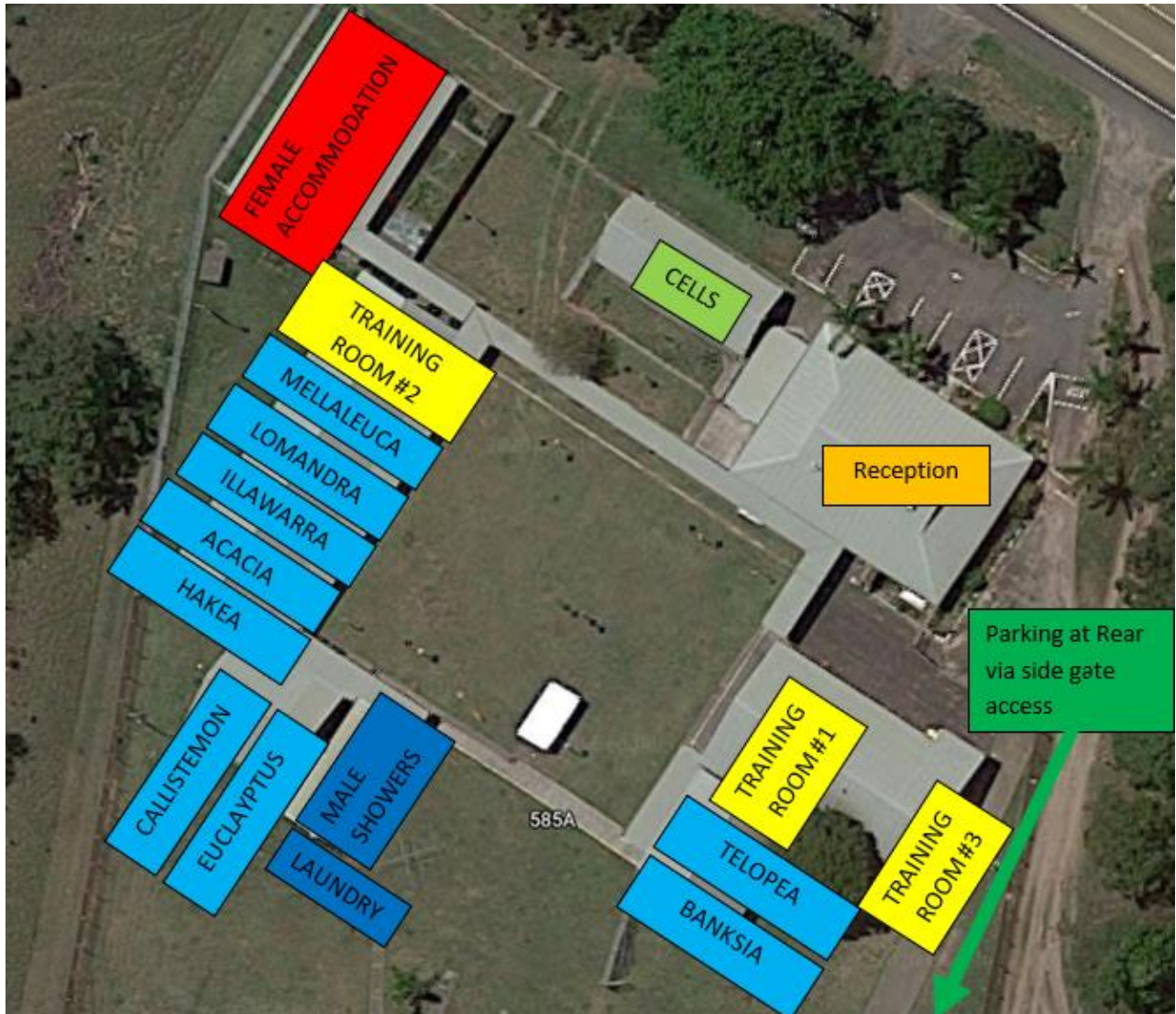


5.8 Fitness Centre

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

5.9 Hunter Campus, Tomago NSW

Located on the lands of the Awabakal and Worimi people in Tomago NSW, the Hunter Training Facility includes dedicated training rooms, cells for custodial scenario training, the reception building, accommodation, kitchen area, laundry facilities and on-site parking. For navigation assistance, please refer to the map below:



6 CSNSW Academy Teams

CSNSW Academy has people working in specialist roles across various teams. Our dedicated staff provide quality training and support services to learners at every stage of their learning journey.

6.1 Community and Workplace Training Unit (CWTU)

The Community Workplace and Training Unit (CWTU) deliver entry level training to Community Corrections Officers to equip them with the knowledge and skills for assessing and supervising offenders on, or to be released to, community-based orders. The training involves skills in risk assessment and management, and engaging offenders in behaviour change interventions.

CWTU trainers come from a variety of professional backgrounds within and adjacent to

Corrections, including Community Corrections, Forensic Psychology Services, Victims Services, and academia. They utilise their multidisciplinary backgrounds to deliver training across a variety of qualifications and skills, including Working with Domestic and Family Violence, Radical and Violent Extremism, Resilience, Trauma-Informed Practice, Mental Health Awareness, Working with Alcohol and Other Drugs, and more.

This training is also delivered to other roles within Corrective Services NSW, outside of Community Corrections.

6.2 Continuous Improvement and Compliance Unit (CICU)

The Continuous Improvement and Compliance Unit (CICU) provide consultancy services and specialist advice to CSNSW Academy training units.

The CICU work collaboratively with 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 Standards for RTOs 2015 and vocational education training requirements.

6.3 Correctional Services Training Unit (CSTU)

The Correctional Services Training Unit (CSTU) deliver entry level, advanced practice skills and leadership training for both Custodial Case Management Officers and Services and Programs Officers. The CSTU also offer a range of operationally specific short training programs to experienced officers and staff of CSNSW who are working with offenders.

Custodial Case Management Officer training provides learners the opportunity to develop a thorough understanding of Case Management principles when working with diverse people and the soft skills required to provide person centred services in a correctional centre.

Services and Programs Officer training equips learners with the skills and knowledge to effectively deliver services and behaviour change programs to offenders, providing information relating to operational procedures and best practice techniques.

All training assists learners to develop skills to effectively build working relationships with offenders, enabling learners to efficiently deliver services and programs to inmates.

CSTU trainers have extensive experience and are from a variety of backgrounds and areas of interest to ensure the operational relevance and currency of training content.

6.4 Custodial Training Unit (CTU)

The Custodial Training Unit (CTU) deliver entry level training to new Correctional Officers and a range of operational specific short training programs for experienced CSNSW staff working in custodial settings.

The CTU Special Project team evaluate and action updates to Custodial Primary Training to ensure vocational education training requirement currency.

The CTU Prepromotional team, in consultation with industry experts, develop and facilitate Custodial Leadership Programs at Senior Correctional Officer, Senior Assistant Superintendent and Manager of Security levels.

CTU trainers have extensive correctional centre experience. Trainers are adept at providing learners with the knowledge and practical skills to work with offenders in custodial environments. The CTU contributes to a reduction in offending behaviour and recidivism through the delivery of its suite of training products. The CTU delivers training at correctional centres and other locations on request.

6.5 Finance & Administration Unit

The Finance and Administration Unit provide a wide range of administrative and support services that are essential to CSNSW Academy operations. The team work with a variety of stakeholders to ensure that the Academy's services and facilities are maintained to high standards.

The unit supports CSNSW by organising and hosting various departmental, public, and private events including international delegates, parades, and remembrance services. Our friendly team are available to provide customers with resources for successful conferences and meetings and to assist learners with enrolment and booking onsite accommodation services.

6.6 Library Team

Library staff maintain a wide range of print and online resources at the CSNSW Library, including a significant print collection and legal information portal for inmates information and recreation.

The Library team are available to assist CSNSW staff, inmates, and external users by arrangement with access to collections, literature searches, document delivery and research support.

6.7 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 Program Officers expertly liaise with organisations and keynote speakers to coordinate conferences and special events hosted at the Academy.

6.8 Protocol Unit

The Protocol Unit manage events at CSNSW Academy including Anzac Day memorials and the annual CSNSW Remembrance Day. The team provide specialist advice on ceremonial protocol matters, flag display etiquette, graduation parades and correctional centre openings. The 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.

6.9 Trainers and Assessors

Our trainers and assessors hold relevant nationally recognised qualifications. CSNSW Academy takes active steps to ensure learners gain skills which are relevant to the corrective services industry and is delivered by trainers who have current, practical, and industry-based experience.

All training and assessments are conducted by professionals who possess as a minimum but, not limited to:

- Current training and assessment credentials as specified in the Standards for RTOs 2015; Clauses 1.13 to 1.16 - Employ skilled trainers and assessors.
- Relevant vocational competencies for all training delivered or assessed.
- Current industry skills directly related to the training/assessment being delivered.
- Current skills and knowledge in Vocational Education and Training (VET).

6.10 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 LMS support for management and employees.

7 Work Health and Safety (WHS)

CSNSW Academy considers the health and safety of staff, learners, and all visitors to be of utmost importance as this promotes a safe learning environment.

CSNSW Academy actively supports comprehensive safety behaviours by all persons; including taking care of health, wellbeing and a learning environment which is free of discrimination, harassment, and intimidation.



On enrolment, all learners are required to notify the relevant Training Unit and Enrolment Officer in writing of any health-related issues which may impact their work health and safety while undertaking training at the Academy. Learners must 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.

Learners are responsible for promoting a positive culture of WHS reporting and safeguarding compliance while undertaking training.

CSNSW staff have access to the [DCJ WHS policy and procedure library](#) via the departmental intranet. The library contains DCJ's WHS policies, procedures, and associated documents.

8 Learner Rights and Responsibilities

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/or regulatory requirements. Trainers and assessors are available to support learners on their learning journey. Learners are encouraged to reach out to their respective trainer for guidance or assistance when required.

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 the [Policies](#) page of our website.

9 Vocational Education and Training / Nationally Recognised Training

Vocational Education and Training (VET) provides learners with the opportunity to gain qualifications for employment and learn specific skills to support them in the workplace.

CSNSW Academy delivers Nationally Recognised Training that is recognised across Australia and specialises in training and assessment for CSNSW industry related competencies. We offer a diverse range of training products designed to improve staff skills and build greater organisational capability and capacity.

CSNSW Academy offers accredited and non-accredited training products. Training modes include face to face classrooms, virtual classrooms, eLearning, simulated workplace environments, work placements and blended delivery.

A full list of the training products available at CSNSW Academy and related delivery modes can be found on our website.

10 Legislation and Standards

As an enterprise RTO, CSNSW Academy delivers nationally recognised training in line with Training Package requirements, standards set by the Council of Australian Governments (COAG) and Jobs and Skills Councils (JSCs).

We are regulated by the Australian Skills Quality Authority (ASQA) in alignment with the Standards for RTOs 2015 framework. Comprehensive details of the Standards for RTOs 2015 can be found at: www.legislation.gov.au/Details/F2019C00503

11 Privacy

CSNSW Academy is required by law, under the National Vocational Education and Training Regulator Act 2011 (NVETR Act) 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).

CSNSW Academy retains learner records in line with current RTO legislation and standards. We are required under the standards to retain records of qualifications and statements of

attainment for a period of thirty (30) years. All CSNSW Academy's record retention is strictly managed in accordance with the Privacy Act 1988.

Learners undertaking training at CSNSW Academy can have access upon request to their training records. Learners who would like access to their records should submit their request to the relevant Training Unit Manager in writing.

12 Unique Student Identifier (USI)

Learners undertaking Vocational Education and Training (VET) require a USI to receive their Nationally Recognised Training Qualification. A USI stays with a learner for life. Through their USI account learners can access a secure online training record known as a USI Transcript. USI Transcripts contain nationally recognised training from 2015. Learners can download a copy of their USI Transcript and can share or provide RTO's with online access to their transcript.

Learners who do not have a USI will need to create their own USI prior to enrolment in an Australian Qualifications Framework (AQF) training product. 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

13 Enrolment

Current employees and contractors who hold a CSNSW Employee ID number are required to apply for enrolment in CSNSW Academy training programs by completing the online enrolment form available on our website. An approving Manager email address must be provided for enrolment to progress.

External customers wishing to undertake CSNSW Academy training programs for a fee apply as outlined above, however, are required to provide the email address of an approving Manager within CSNSW for enrolment progression. Additional advice may be sought from the sponsoring Training Unit if required. Some CSNSW Academy training products may require applicants to demonstrate that they meet specific entry requirements prior to enrolment.

Training programs for newly recruited Overseers, Correctional Officers, Case Managers, Services and Programs Officers and Community Corrections Officers are scheduled following the recruitment process managed by Talent Acquisition. This is scheduled in consultation with the sponsoring Training Unit. On commencement, newly recruited CSNSW staff will be required to complete the online enrolment form.

By submitting the enrolment form, prospective learners are acknowledging that they will attend the full training product and abide by the DCJ Code of Ethical Conduct and all training and CSNSW Academy requirements and policies. A full list of CSNSW Academy's Policies and Procedures is available on the [Policies](#) page of our website.

13.1 Reasonable Adjustment

Reasonable adjustment applies to modifying the learning environment or making changes to training delivery to assist learners who have specific needs such as impaired vision/hearing

or a disability. Reasonable adjustment may include additional support, virtual training, specific seating arrangements, customised learning materials, using assistive technologies or approved modifications to assessment tasks.

CSNSW Academy can provide reasonable adjustments to ensure all learners have equal opportunities to participate in training. Learners who would like to submit a request for reasonable adjustment(s), should contact their relevant Training Unit to discuss options.

13.2 Withdrawal

Where a learner is unable to attend, advice must be provided in writing to the Enrolment Officer within seven (7) calendar days of the training commencing. Training Program withdrawals can also be provided by the relevant Training Unit Manager, Supervisor, or Training Coordinator in writing and forwarded via email to the Enrolment Officer.

The Enrolment Officer will update the learner status record in the learner management system to 'Withdrawn'. A copy of the withdrawal will be provided to the approving Manager and learner by email.

13.3 Cancellations

If a decision is made by the sponsoring Training Unit Manager to cancel a training program, a notification email will be sent to learners. Learners will then be transferred to the next available program.

If a training program is cancelled by CSNSW Academy with less than seven (7) calendar days' notice, the Enrolments Officer will advise learners via email and the Training Coordinator will contact each learner to ensure they are aware of the cancellation.

CSNSW Academy's detailed Enrolment Policy is available on the [Policies](#) page of our website.

14 Recognition

Nationally recognised training allows for recognition processes where a learner's evidence of previous experience, knowledge, and skills relevant to a specific task can be applied towards a current qualification or unit of competency.

The assessment process requires learners to provide evidence that demonstrates they have the knowledge, skills and experience to specific standards and assessment criteria of units of competency. Learners that are given recognition for units of competency, are not required to complete that component of their assessment.

CSNSW Academy recognises skills and knowledge learners have gained through formal, non-formal and informal learning. Learners who would like to apply for recognition should contact their Training Unit Manager and request an application form.

CSNSW Academy's detailed Recognition Policy is available on the [Policies](#) page of our website.

15 Learner Support

While undertaking your training and assessment at CSNSW Academy, learners have access to a range of services to assist in optimising their learning experience. Whether it be study assistance, guidance, access to resources or counselling, the following support services are available:

15.1 Learning Support

- Phone and email contact with Training Units, Trainers, and Assessors.
- Email reminders from the Training Unit.
- Tutoring and mentoring, adjusted learning materials, requests for extensions.
- Email elarning@dcj.nsw.gov.au for eLearning technical support

15.2 Technology Support

- Access to the Corrective Services NSW's Learning Management System.
- Connecting to Wi-Fi when at the CSNSW Academy.

Learners not employed with CSNSW will receive support to access online content within their training package.

15.3 Thrive Learning Management System (LMS)

- In class digital learning support, including step by step instructions to access and use Thrive LMS.
- LMS contact and technical support including quick reference guides for learners, viewing your LMS profile including learning history and personal data, and FAQs.
- Assistive technologies including magnification of texts and online content.
- Email Thrive@dcj.nsw.gov.au for Thrive technical support.



15.4 CSNSW Library

- The CSNSW Library services are available to all CSNSW staff and learners and feature more than 100,000 print titles and online resources in criminology, penology, forensic psychology, general psychology, medical research, education, and management and training.
- The library provides learners with an online discovery system, online databases, books and journals and access to a photocopier, scanner, computers, and study area.
- Library staff provide training and assistance with using the online resources and catalogue, support with general reference assistance and in-depth literature searches utilising the CSNSW Library collection and a network of libraries around Australia.
- Bookmark Library Services, or search for Library Services on the Corrective Services NSW website to find their web page.
- To request assistance or register for library membership telephone 02 9804 5459 or email: LibraryCSNSW@justice.nsw.gov.au

Learners not employed with CSNSW will only be able to attend the CSNSW Library in person and are unable to borrow items from the library.

15.5 Converge International Employee Assistance Program (EAP)

- Converge International is available to NSW Department of Communities and Justice (DCJ) Employees 24/7 by calling 1300 687 327, accessing their website www.convergeinternational.com.au or via the EAP App.
- DCJ Employees can access four (4) free and confidential general counselling sessions per issue each year.
- Support and counselling services are available for a broad range of personal and work-related issues.
- Helplines are available including First Nations Helpline, LGBTIQ+, Domestic and Family Violence, Aged Care Support, Disability and Carers, Youth and Student, and Spiritual and Pastoral Care Helpline.



Learners not employed with DCJ do not have access to the DCJ Converge International EAP and should refer to their own Employee Assistance Program provided by their employer.

16 Assessment

CSNSW Academy conducts training and assessment for learners in compliance with the Standards for RTOs 2015.

Assessment strategies and assessment tools:

- Meet the requirements of the relevant Training Package or VET accredited training.
- Are conducted in accordance with the principles of assessment and support 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.

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.

Qualifications will only be issued upon successful completion and achievement of competency in all required units of competency. Statements of Attainment will be issued for successful completion of one or more unit(s) of competency.

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 Assessment Policy is available on the [Policies](#) page of our website.

16.1 Plagiarism

The work of others needs to be appropriately acknowledged. All submitted assessments are systematically checked for authenticity. Learners are to ensure that all work submitted (except for group/collaborative work) is solely the work of the learner independently.

Referencing is required whenever the work of others has been adopted; this includes research information from other sources such as other staff members or colleagues, the internet, textbooks, journals, podcasts, newspaper, social media, chat groups, and/or AI applications.

If a learner is found to have knowingly plagiarised, this will be addressed by the relevant Training Unit Manager and disciplinary action may result.

Occurrences of plagiarism will be investigated and managed according to CSNSW Academy's Plagiarism Policy and Procedures which is available on the [Policies](#) page of our website.

17 Learner Feedback

CSNSW Academy collects feedback from learners 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. The survey also supports learners with an opportunity to provide feedback and suggestions for improvement.

Learner feedback is always welcome and can be provided to the CSNSW Academy at any time. This feedback is highly valued and plays a significant role in developing quality education, directly contributing to the ongoing continuous improvement processes at CSNSW Academy.

18 Complaints and Appeals

CSNSW Academy takes all complaints and appeals with the utmost importance. For detailed information on our complaints and appeals processes please refer to the CSNSW Academy's Complaints and Appeals Policy which is available on the [Policies](#) page of our website.

18.1 Complaints

Prior to lodging a written complaint, learners should endeavour to discuss and resolve issues with the CSNSW Academy staff member responsible for their training and assessment and/or respective Training Unit Manager. Most of the time issues can be resolved by these informal discussions.

Complainants are offered additional support including consultation with Direct Line Managers. If the complaint relates to the Training Unit Manager, the learner should contact the Director, CSNSW Academy and Operational Training for guidance and supporting consultation.

If verbal discussions fail to resolve the matter, then a CSNSW Academy Complaint Form or email correspondence outlining the complaint is to be submitted to the respective Training Unit Manager.

A written complaint about a Training Unit Manager is to be forwarded to the Director, CSNSW Academy and Operational Training.

18.2 Appeals

All learners have the right to appeal against a decision made by CSNSW Academy regarding

an assessment result. Learners should always endeavour to speak to their trainer and/or assessor in the first instance to resolve any outstanding issues. If the matter is not resolved, then contact should be made with the Training Unit Manager about their concerns prior to lodging an appeal. Many issues can be easily and quickly clarified and resolved through informal discussion and feedback.

Following feedback discussions if the learner is not satisfied with the outcome, an appeal must be submitted in writing by the learner to the Director, CSNSW Academy and Operational Training (or appointed delegate) on the Appeal Lodgement Form within seven (7) calendar days of receiving written notification of the outcome of the complaint or assessment result from the relevant Training Unit.

19 Graduation

Graduation ceremonies feature the CSNSW Band and Honour Guard and are held on the Academy's Parade grounds.

New recruits are invited to attend the Swearing In Ceremony to take their Oath and successful graduates are issued with qualification certificates by the CSNSW Executive and Academy Director.

Parades include catering prepared by the Brush Farm Bistro and feature demonstrations from the K9 Unit and Security Operations Group.



We wish you all the best in your learning journey at the CSNSW Academy.

20 References

Website and email links:	
CSNSW Academy Email:	Contact_BFCSA@dcj.nsw.gov.au
CSNSW Academy Website:	www.bfcsa.nsw.gov.au
CSNSW Academy Policies:	www.bfcsa.nsw.gov.au/Pages/quicklinks/policies_-and-_accreditation.aspx
CSNSW Library:	www.correctiveservices.dcj.nsw.gov.au/resources/research-and-reports/library-services.html
CSNSW Library Email:	LibraryCSNSW@dcj.nsw.gov.au
Thrive Technical Support:	Thrive@dcj.nsw.gov.au
Converge International:	www.convergeinternational.com.au
Standards for Registered Training Organisations (RTOs) 2015:	www.legislation.gov.au/Details/F2019C00503
National Register of Vocational Education and Training (VET):	www.training.gov.au/Organisation/Details/90075
National Vocational Education and Training Regulator Act 2011:	www.legislation.gov.au/Details/C2021C00430
NSW Department of Communities and Justice Privacy Notice:	www.dcj.nsw.gov.au/statements/privacy.html
NSW Department of Communities and Justice Code of Ethical Conduct:	efaidnbmnnnibpcajpcglclefindmkaj/https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0006/491325/Code-of-Ethical-Conduct.pdf
Australian Government Unique Student Identifier website:	www.usi.gov.au
Australian Qualifications Framework:	www.aqf.edu.au/framework/australian-qualifications-framework
(WHS) Safety First image obtained from Clean PNG website:	www.cleanpng.com

21 Document Information

Title:	CSNSW Academy Learner Information Handbook
Maintained By:	Continuous Improvement and Compliance Unit
Date of Effect:	15 NOV 2023
Next Review Date:	15 NOV 2026
File Reference:	D23/1434808

-End of Document-

