



# Recognition Policy & Procedure

## 1. Purpose

This policy provides a broad and flexible framework for efficient and equitable recognition services for BFCSA customers. The following principles apply to the Recognition service and Policy:

<b>Principle 1</b>	All participants/trainees in BFCSA are entitled to apply for recognition for education and training programmes in which they are enrolled.
<b>Principle 2</b>	Recognition services will be consistent with and reflect the VET Quality Framework (VQF) standards for assessment.
<b>Principle 3</b>	Recognition services are provided in a timely and customer-focussed manner.
<b>Principle 4</b>	Recognition encourages participation in education and training.
<b>Principle 5</b>	Recognition services are transparent to stakeholders in terms of processes and outcomes.
<b>Principle 6</b>	Recognition services will not place higher language, literacy or numeracy demands on the applicant than would be placed on him/her by the relevant Training Package/Course/Module
<b>Principle 7</b>	Recognition services will be subject to ongoing quality improvement

## 2. Scope

This Recognition Policy & Procedure covers recognition services provided to all enrolled BFCSA participants/customers. It is essential information for both accessing and delivering the recognition service provided by BFCSA. It should be read in conjunction with other relevant policies and procedures.

## 3. Definitions

<b>BFCSA</b>	– Brush Farm Corrective Services Academy
<b>CSNSW</b>	– Corrective Services NSW
<b>LMS</b>	– Learner Management System
<b>NR</b>	– National Recognition
<b>RCC</b>	– Recognition of Current Competence
<b>RPL</b>	– Recognition of Prior Learning
<b>RTO</b>	– Registered Training Organisation
<b>SIS</b>	– Student Information System
<b>VQF</b>	– VET Quality Framework
<b>EDRMS</b>	- Electronic Document Records Management System

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- Assessment** - The process of collecting and making judgments on whether competence has been achieved
- Credit Transfer** - The participant has already achieved/successfully completed a module/Unit of Competence in another course delivered at BFCSA or at another RTO.
- Exemption** - The participant has provided evidence and been assessed as having achieved the Unit of Competence or module outcomes via RPL/RCC
- National Recognition (NR)**  
 - The participant has been assessed as competent in a Unit of Competency by another RTO.  
*Note: BFCSA does not provide a recognition service for any qualifications or units of competency related to firearms, defensive tactics or use of force.*
- Recognition** - A process whereby evidence and making judgments on whether competence has been achieved.
- Recognition of Current Competence (RCC)**  
 - Emphasises the need for the person to be currently competent in the skills and knowledge gained through prior learning and life experiences.
- Recognition of Prior Learning (RPL)**  
 - Focuses on previous learning and how this contributed to an individual's current competence.

#### 4. Policy Statement

All BFCSA customers are entitled to apply for Recognition. CSNSW recognises and values the knowledge, skills, experience and attitudes that all its employees bring to the organisation. CSNSW will provide the opportunity for its employees to be acknowledged for the competencies they may possess through training provided by BFCSA and other RTOs.

BFCSA is committed to providing high-quality, efficient and effective recognition services for its customers. The process for acknowledging current competencies and/or prior learning is called the Recognition Process.

#### 5. Responsibility

It is the responsibility of the user of the document to ensure that the most current version is being applied. It is the responsibility of the Director Operational Training to ensure that policy documents are regularly reviewed and to ensure the most current approved version is available online. See Recognition Procedure (Section 10 below) for detailed responsibilities of BFCSA staff in processing recognition requests.

#### 6. Legislative Context

Vocational Education and Training (Commonwealth Powers) Act 2010  
 National Vocational Education and Training Regulator Act 2011 (NVR Act)

#### 7. Changes and Updates

All policies and procedures are subject to ongoing revisions to reflect systems improvements. All online documentation is considered to be the current version.

#### 8. Monitoring and Evaluation

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

## 9. Associated Documents

- Complaints & Appeals Policy & Procedure ( Document Number D09/073982)
- Assessment Validation Policy & Procedure (Document Number D09/265795)
- Audit Policy & Procedure ( Document Number D09/329993)
- BFCSA Code of Conduct and Ethics (Document Number D11/533771)
- Costing Policy & Procedure ( Document Number D11/481944)
- Customer Feedback Policy & Procedure ( Document Number D09/310893)
- Enrolment Variation Recognition – Non-Standard ( Document Number D11/478651)
- Enrolment Variation Recognition – Standard ( Document Number D11/510692)
- Qualifications & Statements Issuance Policy (TRIM Reference Number D11/545305)
- Standards for Registered Training Organisations (RTOs) 2015

## 10. Procedure

### 10.1. Fees for Recognition

Participants/trainees enrolled/employed with BFCSA are eligible to apply for recognition at no charge. Recognition services carried out for non-CSNSW employees will incur an application fee plus the appropriate enrolment fee. For information regarding enrolment and fees for non-CSNSW applicants, refer to the Costing Policy & Procedure (Document Number D11/481944) and associated documents.

### 10.2. Customer Service and Recognition

BFCSA places a high priority on the provision of customer service. The following practices will ensure that all training and support staff offer good customer service:

- Providing information to participants/trainees prior to enrolment about the full range of recognition services offered by BFCSA, and where this is not possible, then at the commencement of the course/module.
- Providing information and support for participants/trainees to gather reliable and sufficient evidence to support their recognition claim.
- Accepting recognition applications at, or after course/module enrolment date but not after assessment completion date.
- Maintaining records and evidence of assessments.
- Advising applicants in writing of the outcome of the assessment within four (4) weeks of the date that the application was lodged.
- Advising unsuccessful applicants in writing why they were not successful, and informing them of the BFCSA Complaints & Appeals Policy & Procedure

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### 10.3. Recognition Application

Application forms for variations to enrolment via recognition are available on the CSNSW Intranet and on EDRMS. There are two versions of the form depending on the situation of the student:

- Enrolment Variation Recognition – Standard ( Document Number D11/510692): used for National Recognition and the Register of Pre-arranged Credit Transfer
- Enrolment Variation Recognition – Non-Standard ( Document Number D11/478651): used for consideration of Exemptions when recognition is based on work/life experience (RCC), or when formal arrangements do not exist (RPL). The application must be accompanied by documentary and/or non-documentary evidence addressing unit/module learning outcomes – refer Instruction page.

Unsuccessful applicants may appeal against the process by which the recognition decision was reached (refer Complaints & Appeals Policy & Procedure). However an applicant cannot request Recognition for an assessment they have previously failed or for which they have already received a result.

### 10.4. Responsibilities for Implementing and Maintaining the Recognition Service

The Administration and Training Units have specific responsibilities in relation to implementing and maintaining the recognition services. Additionally Training Units have specific responsibilities with regard to standard exemptions/credit transfers.

- Provide applicants with the relevant assessment guidelines, performance and assessment criteria from relevant Training Package accredited course.
- Assist applicants to clarify their objectives in terms of recognition.
- Advise on the amount, type and acceptability of evidence and documentation of their claim.
- Assist applicants with self-assessment to determine likelihood of gaining recognition.
- Maintain records of assessment and evidence submitted.
- Advise applicants in writing of the outcome of the assessment within (4) weeks of the date that the application was lodged.
- Advise unsuccessful applicants in writing why they were not successful and informing them of the BFCSA Complaints & Appeals Policy & Procedure.
- Provide post-assessment guidance as required; document the outcomes including feedback on the recognition service provided to the applicant.

### 10.5. Training Unit Managers' Responsibility

- Ensure all recognition requests are processed on the approved forms and through the Administration Unit - Administration Assistant.
- Develop or amend recognition guides/documents on credit transfer and other recognition services for their courses/modules.

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- Manage and maintain records and evidence of assessment (copies) for validation activities.
- Liaise with other Managers and staff to identify, monitor and review opportunities for establishing standard exemptions.
- Negotiate with external parties where appropriate, to determine the potential for standard exemptions/advanced standing between BFCSA and other training providers.
- Ensure that all standard exemptions once approved are entered and maintained on the BFCSA Student Information System.
- Provide all staff with information on any changes or new negotiations, posting on Intranet/Internet once approved.
- Record the result(s) on the recognition form(s) and submit to the Administration Unit – Administration Assistant, within the specified four-week period.

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