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**New South Wales
Police Force**

Accommodation Guidelines & Booking Procedures NSWPF Academy

**Business & Planning
Education Training Command**

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Accommodation Guidelines & Bookings Procedures

The purpose of the NSWPF Academy accommodation guidelines and booking procedures is to compliment the NSWPF Academy Accommodation Policy Statement by providing a process for the fair and equitable allocation of residential accommodation to New South Wales Police Force (NSWPF) employees, Associate Degree in Policing (ADPP) students and visitors to the NSW Police Academy

Further, it details the process to be adopted by all, in regards to the reservation and booking requirements and obligations in maintaining the accommodation in “good order and condition”, meaning no obvious damage or shortage of items

Essential Summary

- These guidelines apply to any staff member required to reserve and/or book accommodation for themselves or others at the NSWPF Academy
- Provides a summary of the various accommodation categories available on-site at the NSWPF Academy:
 - ADPP Policing Student Towers
 - Redfern Academy Village
 - Residential Towers
 - Motels
 - Flats
- Details the guidelines for the allocation of accommodation at the NSWPF Academy
- Explains the requirements necessary for the reservation and booking of accommodation at the NSWPF Academy:
 - Course participants must use iLearn
 - Other guests and visitors must use appropriate request forms
- Cost impacts for commands when staff cancel bookings less than 24 hours or fail to show for pre-arranged bookings
- No booking, No Bed arrangements
- Guests requiring special dietary needs are required to contact Campus Management for further instructions 72 hours prior.
- Provides information for the reporting accommodation faults and maintenance.

Document Control Sheet

Document Properties

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|-------------------------------|---|
| Title | Accommodation Guidelines and Booking Procedures, 2014 |
| Subject | Guidelines as to the available accommodation and subsequent reservation and booking process at the NSW Police Academy |
| Command responsible | Education Training Command |
| Authorisation | Commander, Education Training Command |
| Available to | Unrestricted. Available to all NSWPF employees |
| Publication date | 12 March 2015 |
| Current version number | Version 2.0 |
| Review date | June 2019 |
| Document number | D/2015/90033 |
| Copyright statement | Copyright of this document is vested in the Commissioner of Police. © 2014 |

Modification History

| Version # | Version approval date | Author/Position | Summary of changes |
|-----------|-----------------------|------------------------------------|---|
| 0.1 | N/A | A/Business & Planning Manager, ETC | Not Applicable – First Version |
| 0.2 | N/A | Manager, Campus Management | Update of process to match iLearn Update categories of accommodation |
| 0.3 | N/A | Principal, NSW Police Academy | Enhanced detail to ensure improved understanding of requirements |
| 1.0 | 18 February 2015 | Command Leadership Group | N/A |
| 2.0 | 1 June 2017 | Manager, Campus Management | Emergency Evacuation Inclusion. |

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1. Scope

The purpose of the NSWPF Academy Accommodation Guidelines and Booking Procedures are to assist individuals understand the differing accommodation styles at the NSWPF Academy and the principals pertaining to the room allocations

It details the process to be adopted for the reservation and booking of residential accommodation using the automated system (iLearn) by individuals, the process to be adopted upon arrival and at time of departure as well as detailing the steps to be undertaken should accommodation faults be identified

Information is also provided for those residential guests who require a special dietary meal during their stay on campus

These guidelines apply to the following:

- All NSWPF employees (Sworn, Administrative Officers, Contractors, VIP's)
- All Session 1 and Session 2 students engaged in the ADPP through tertiary partners
- Visitors and Guests of the NSWPF

The NSW Police Force has contract arrangements for the provision of services at the NSWPF Academy, specifically relating to accommodation/meals (Sodexo) and property maintenance (Brookfield Johnson Controls). All employees, policing students, guests and visitors must comply with these guidelines to ensure additional costs are not incurred.

2. Categories of Accommodation

The NSWPF Academy has a number of differing categories of accommodation and allocation will be based on the following principles.

Residential Towers 1, 2, 4, 5, 7 and 8

These towers consist of sixteen (16) study bedrooms, one (1) common bathroom and two (2) common rooms located on each floor of the tower. These towers are managed on a gender basis.

These rooms are generally allocated to:

- Session 1 (1a + 1b) and Session 2 Students engaged in the ADPP program through our tertiary partners;
- When the Academy experiences critical accommodation shortages, these towers may be used for other non-sworn personnel. In these circumstances, Campus Management will negotiate with the appropriate facilitator or individual prior to allocation

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Redfern Academy Village (RAV)

These rooms are generally allocated to:

- Session 1 (1a + 1b) and Session 2 Students engaged in the ADPP program through our tertiary partners;

When the Academy experiences critical accommodation shortages, these rooms may be used for other non-sworn personnel. In these circumstances, Campus Management will negotiate with the appropriate facilitator or individual prior to allocation

Residential Towers 9, 10, 11, 12, 16, 17, 18 and 19

These towers consist of sixteen (16) single study bedrooms and two (2) common rooms located on each floor of the tower. Every two (2) bedrooms share an adjoining bathroom

These rooms are generally allocated to:

- Lecturers, instructors and senior ranking police not able to be accommodated in Tower 20, motels or flats due to demand;
- Course participants, event delegates, other visitors; and
- ADPP students unable to be accommodated in 'student accommodation' when demand exceeds availability.
- On occasion of high demand for academy accommodation other visitors and NSWPF employees may be accommodated in the same towers as ADPP students; on these occasions, employees / visitors will be separated from ADPP students by allocating accommodation on different floors. This is not a general practice, but a last resort option.

Residential Tower 20

This tower consists of eight (8) single study bedrooms and a common room located on each floor of the tower. Every two (2) bedrooms share an adjoining bathroom. On some occasions if demand permits, only every second bedroom is used to provide one (1) bathroom per one (1) bedroom.

These rooms are generally allocated to:

- Senior ranking course participants and event delegates;
- Lecturers and senior instructors;
- Senior ranking personnel when motels and/or flats are fully booked; and
- Course participants when demand exceeds availability in other categories

Motel Rooms

The Academy has thirty (30) motel style rooms with en-suites

These rooms are generally allocated to:

- Senior ranking course participants, event delegates and other visitors;
- Course facilitators;
- Guest Lecturers;
- Long term course instructors for a stay of more than 4 weeks;

Flats

The Academy has nine (2) two bedroom flats and One (1) one bedroom self contained flats.

These particular facilities are generally reserved for:

- NSW Police Force Executives;
- Special guest of the NSWPF or VIP guest lecturers;
- International visitors;
- Requirements by Commander, Education Training Command.

3. Responsibility for Room Allocations

The Commander, Education Training Command has delegated the Manager, Campus Management Unit the responsibility for all room allocations

4. Accommodation Reservation

The following process is to be adopted when reserving accommodation at the NSWPF Academy.

For Education and Training Command Sponsored courses:

- Course participants must book accommodation through iLearn at least 7 days in advance of the course commencing.
- Facilitators and/or instructors should book through the Program Liaison Officer (PLO), 14 days in advance of the course.

Non ETC courses/meetings/conferences/workshops/other events

- Contact the Facilities Coordinator, Campus Management Unit to determine availability. Eagenet: 24983
- Complete an "Application to use facilities and accommodation for NSWPF" form, ensuring Cost Centre is nominated and endorsed by an officer with delegation authority to incur expenditure
- Complete details of staff and guests to be provided on the "accommodation Template" provided and email to #campusaccomm no later than 7 days prior to arrival.
- Amendments to accommodation requirements are to be submitted through the updated "Accommodation Template" to #campusaccomm

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- Contact the Facilities coordinator for amendment to facility requirements through #facilities.

Individuals requiring ad hoc work related accommodation

- Complete an “Application for Casual Accommodation and Meals” form
- Ensure Cost Centre is nominated and endorsed by an officer with delegation authority to incur expenditure, or
- Payment details are provided for alternate payment accommodation options.
- Email the form to the Accommodation Officer at the Campus Management Unit through #accommservices

Accommodation and facility booking forms are available on the intranet:

http://intranet.police.nsw.gov.au/organisational_units/corporate_services/education_training/business_and_planning/campus_management_unit

5. No Booking – No Bed

All employees attending an Education Training Command sponsored course at the NSWPF Academy **must** complete their accommodation reservation/booking by using the online system (iLearn). Employees must ensure they accurately complete the request and nominate the exact dates for their accommodation needs.

The following link provides helpful hints in completing this requirement:

http://intranet.police.nsw.gov.au/__data/assets/file/0008/531548/iLEARN_How_to_Book_Accommodation_at_Goulburn.pdf

The Education Training Command will not be responsible for the provision of accommodation for course participants who fail to meet the reservation/booking requirements using the iLearn system.

If a participant arrives at the NSWPF Academy without an accommodation reservation, the participant will be responsible to source alternate accommodation until the Campus Management Unit can process a booking for onsite accommodation. Any costs incurred by the course participant in these circumstances will be reimbursed from the officer's local cost centre.

6. Room Allocations

Room allocations will be based on the principals outlined in Section 2.

Rooms will be prioritised in order of accepted name lists and/or approved casual accommodation forms received by the Campus Management Unit. Rank, special guest status and approved needs will determine the category of accommodation assigned.

Course participants and event delegates are accommodated with their own group (*where possible*) and separated from their Course Facilitators, Lecturers and Instructors.

7. Cancellations and No Shows

Cancellations must be advised to the Campus Management Unit at the earliest opportunity to enable re-allocation of the room (if required).

Cancellations less than 24 hours prior to the proposed arrival time (*or during the course of the weekend*) may result in the NSWPF being liable for a 'cleaning fee' based on current contract specifications.

Where a cancellation incurs a financial penalty (eg: Cleaning Fee) by no fault of the Education Training Command, Campus Management Unit reserves the option to journal the cost of this penalty to the nominated & approved cost centre or for Education Training Command sponsored courses, the participant's home command cost centre.

In the event a course participant does not attend the NSWPF Academy and makes no contact with the Campus Management Unit (commonly referred as a "No Show"), the Education Training Command reserves the right to journal any costs charged as a result of current contractual requirements. In these circumstances, the Campus Management Unit would inform the command of the pending costs.

8. Upon Arrival

When arriving at the NSWPF Academy, all guests should make their way to Reception located on the lower floor of Building A, present identification, register by way of signature and collect the keys.

Keys are available from Noon until 5pm (Monday to Friday). Outside of these hours, guests should attend the Safety & Security desk located in the main corridor, lower level of Building A

9. Departing

All guests are required to vacate their accommodation and return their keys by 9:30am on the nominated day of departure

10. Special Dietary Meals

All guests requiring Special Dietary Meals can generally be catered for with prior notice to the Campus Management Unit. The current contractual arrangements require a minimum of 72 hours notice.

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Guest should contact the Campus Management Unit by email - #accommservices

Where a guest has not complied with the notification in advance, our contractor may not be in a position to meet these special dietary requests.

11. Accommodation Faults

Should guests detect any faults, or identify maintenance requirements for their accommodation, please notify the Campus Management Reception Staff during business hours. Campus Management will then facilitate the required response to ensure the area is returned to “good order and condition”; meaning organising repairs to any damage or replacement of furniture/other items normally located in the room.

Any damage to accommodation or facilities must be notified to the Campus Management Unit. Damage occasioned through negligence may include the Education Training Command seeking reimbursement from the employees local cost centre.

In event of an urgent fault or maintenance requirement, please notify Campus Management during business hours or the Safety & Security desk at all other times

12. Identification

All NSWPF employees, students, visitors, guests and contract providers must wear NSWPF or other approved identification at all times, visible on the upper body whilst on this site

13. Academy Curfew

The Education Training Command has curfew arrangements for all employees, students and visitors staying in on site accommodation at the NSWPF Academy. Guests residing at the NSWPF Academy must comply with these same arrangements when staying on site

14. Emergency Evacuation

In an emergency, leave the area immediately using the nearest exit and proceed to the Oval or Chapel. During business hours, there are trained wardens on site. After hours and in the on-site accommodation, residents are responsible for evacuating themselves.

15. Other

The Education Training Command reserves the right to refuse accommodation bookings or to ask NSWPF employees, students, visitors and guests to vacate their room immediately due to misbehaviour, complaint(s), poor behaviour or unprofessional/irresponsible conduct.

This direction to vacate the premises can be issued by any member of the Education Training Command – Command Leadership Group or the Academy Duty Officer.

{End}