



**Access
Institute**

Creating exceptional
opportunities.

CPP40821 Certificate IV in Access Consulting

A Nationally Accredited and Recognised Qualification

Course Information Handbook

Video / teleconference and Self-Paced Learning



**NATIONALLY RECOGNISED
TRAINING**

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Purpose of this Course Information Handbook

The purpose of this Handbook is to provide an overview of:

- Access Institute as a Registered Training Organisation (RTO) – 22404
- the nationally accredited and recognised training program and qualification CPP40821 Certificate IV in Access Consulting
- policies and procedures relevant to enrolment in the CPP40821 Certificate IV in Access Consulting.

Prior to enrolling in the course please read this Course Information Handbook. If you still have any questions, please contact Access Institute as per the contact details in the back of this Handbook. Email contact is preferred and is admin@accessinstitute.com.au

Note: There must be a minimum number of enrolments received by Access Institute, 2 weeks prior to course commencement, in order for this course to proceed. This number varies according to the course type and location.

Confirmation that a course will or will not proceed as scheduled, will be provided to each enrolled student, via email, no later than 2 weeks prior to course commencement date.

Access Institute

Access Institute is recognised as the key provider of education relating to access and Universal Design in the built and external environment in Australia.

Our qualified and Accredited Access Consultants and trainers are leaders in addressing access and Universal Design in the built and outdoor environment and acknowledged as experts in access advice relating to buildings, facilities, services and programs.

We develop and deliver nationally recognised training programs. Our training programs attract Continuing Professional Development (CPD) points from a wide range of professional organisations.

We have provided an extensive range of access audits, access appraisals, research and evaluation projects, consultations, advisory and training services across Australia for more than 30 years.

Access Institute is accredited as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). An RTO is a training organisation registered by a state/territory registering body in accordance with the Australian Quality Training Framework (AQTF). Each RTO has a defined scope of registration. Access Institute's current scope of registration includes delivery of the nationally accredited CPP40821 Certificate IV in Access Consulting. This includes 20 units of competency.

The benefits of successfully completing a nationally accredited course are:

- receipt of a nationally accredited qualification;
- attainment of knowledge and skills that are recognised throughout Australia.

As an RTO, Access Institute provides students with:

- knowledge and skills to work effectively in a rapidly expanding industry
- training delivery by qualified and accredited practitioners who are currently working in the access industry and other relevant fields;
- a commitment to providing support and services conducive to achieving competency;
- inclusive and innovative training methods;
- a pathway to career development.

Student Identification / Proof of Identity

It is a mandatory requirement for students to supply current legible photographic identity evidence with their Enrolment documentation, in the form of government-issued photo identification, e.g. passport, driver's licence, proof of age card, working with children check or Australia Post Keypass.

Unique Student Identifier

Do you need a USI?

From January 2015 it is compulsory for all students enrolling in nationally recognised training to obtain a Unique Student Identifier (USI). This number will be your own personal student number which can be used across all educational institutions.

If you do not already have a USI, you will need to create one prior to enrolment. Please create a USI by visiting <http://usi.gov.au>.

Access Institute is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI).

If you would like Access Institute to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf> .

Legislative Compliance

Access Institute conducts regular reviews to ensure ongoing compliance with Commonwealth and State's/Territory legislative and regulatory requirements that govern the delivery of accredited training programs. Access Institute has policies that reflect relevant legislative requirements, including, but not limited to, Workplace Health and Safety, Harassment, Anti - Discrimination, Equal Opportunity and Vocational Education and Training legislation.

Competency of Facilitators and Assessors

Access Institute training Facilitators and Assessors have relevant experience and qualifications. In addition to their current industry practice, they also hold qualifications

and/or accreditation by registering bodies. Facilitators and Assessors participate in continuous professional development programs to maintain currency in their areas of expertise.

Course Overview

The aim of the course is to provide students with the skills required to provide advice on the provision of access to people with disabilities and their families as well as to governments, the building industry, designers, and owners and managers of buildings and facilities.

The first national qualifications and units of competency for access consulting were endorsed in 2005 in recognition of the emergence of this significant industry sector and were included in PRD01 Property Development and Management Training Package.

The access consulting sector offers services across nineteen main areas of activity. People working as Access Consultants, and organisations providing access consulting services, may provide the full range or may choose to offer only some of these services.

The range of Access Consulting services are:

- Facilitate the development of Disability Discrimination Act Action Plans
- Assist in the development of policy planning
- Conduct building access audits
- Assess building plans
- Work with building development teams
- Provide advice on renovations
- Provide advice on renovations to private dwellings
- Develop designs for accessible buildings
- Provide advice on accessible transport buildings and conduct access audits
- Provide advice on accessible transport conveyances and conduct access audits
- Provide advice on accessible educational facilities and conduct access audits
- Provide advice on accessible aged care facilities and conduct access audits
- Provide advice on accessible playgrounds and conduct access audits
- Provide advice on accessible urban streetscape design and conduct access audits
- Provide advice on accessible rural and national parks and conduct access audits
- Teach, lecture and present seminars
- Prepare expert witness reports and give evidence in court
- Provide expert judgement, information and advice
- Serve on a Building Code of Australia Access Panel.

The packaging rules for the qualifications ensure that they meet industry requirements and reflect the broad range of working environments of Access Consultants.

Access Consultants holding the Certificate IV in Access Consulting may work alone or as part of a team and would typically conduct access audits and provide advice on a range of access issues, depending on their area of expertise. Access Consultants working in the building industry would also provide access advice in relation to the Deemed to-Satisfy provisions of building legislation.

Professional Recognition of the Qualification

The CPP40821 Certificate IV in Access Consulting is a nationally accredited and recognised training program. A range of professional associations accept these qualifications under their professional development programs and allocate Professional Development Points (CPD) for students who have completed them. Further details are available from each professional association in relation to their CPD programs. Students who complete the course will hold a qualification in Access Consulting.

Mandatory Qualification required for Access Consultants

The Certificate IV in Access Consulting or the Diploma of Access Consulting is a mandatory minimum level qualification required by many organisations wishing to engage Access Consultants across Australia. This includes the National Disability Insurance Agency (NDIA) in relation to Specialist Disability Accommodation Assessors.

The Certificate IV qualification underpins the entry level for Access Consultants wishing to operate in the profession of access consulting and provides surety to organisations that the graduate holds the minimum skillset relevant to access consulting.

The Certificate IV in Access Consulting or the Diploma of Access Consulting are minimum requirements for both Associate and Accredited Membership of Association of Consultants in Access Australia (ACAA).

Course Structure

To attain the CPP40821 Certificate IV in Access Consulting, each student must be deemed competent in 20 units of competency as follows:

Unit Number	Unit Name
BSBMED301	Interpret and apply medical terminology appropriately
CPPACC4001	Apply disability awareness to assess and determine access solutions
CPPACC4015	Follow WHS requirements when working at client sites
CPPACC4016	Manage risk to access consulting requirements
CPPACC4002	Apply building control legislation to accessibility assessment of small-scale buildings
CPPACC5016	Provide expert access advice on renovations to private dwellings
CPPACC5004	Apply building codes and standards to accessible large-scale buildings

CPCCCM2001	Read and interpret plans and specifications
BSBINS401	Analyse and present research information
PSPREG004	Promote client compliance
CPPACC4005	Conduct building access audits
CPPACC4006	Conduct playground access audits
CPPACC4007	Conduct streetscape access audits
CPPACC4012	Conduct outdoor recreation area access audits
CPPACC4017	Prepare access reports
CHCDIV001	Work with diverse people
BSBLDR414	Lead team effectiveness
CPPACC4022	Work effectively as an access consultant
CPPACC4004	Communicate effectively as an access consultant
CPPACC4003	Assess accessibility of construction plans

These units are determined by the Training Package associated with the course and approved under the AQTF. The AQTF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. Go to www.training.gov.au website to access more details about the content of each of the units.

All assessments must be completed and submitted within 12 months of course commencement.

Course Delivery Timetable

The CPP40821 Certificate IV in Access Consulting is delivered live via video/teleconference using Zoom, over a total of 8 days. Online events are available for live viewing only. In addition, a range of assessment tasks are required to be completed post course.

See Course Dates 2022 section of this handbook for more information.

Delivery online starts at 10.00am - Melbourne time and usually concludes at approximately 4.30 p.m. Delivery days can incorporate online presentations as well individual or group activities, depending on the units being covered on a particular day.

For example, some days you will be participating in presentations for the whole session (with short breaks in between) other days you may have a presentation and then a break for you to undertake assessment tasks and then come back for discussion and feedback.

A timetable for each day will be provided prior to course commencement.

Learning Pathway

Upon successful completion of the CPP40821 Certificate IV in Access Consulting, students will have also completed 18 of 25 units required to successfully complete the CPP50721 Diploma in Access Consulting.

Learning Materials

Access Institute will provide students with learning materials relevant to each of the units of competency contained in the course. Any learning materials provided by Access Institute in soft copy can be printed and downloaded but not transmitted or altered. Some materials **may** also be provided in hard copy.

Students will also be required to undertake research and development of a range of materials as part of the learning process.

Students will need access to a computer (or similar) and their own internet connection suitable for accessing the internet during the online sessions. Information is provided in this Handbook regarding use of Zoom.

Learning Support

During the course, students will be supported by:

- Trainers and assessors during the 'face to face' (video/teleconference or webinar) sessions and available by phone and email outside of 'face to face' (video/teleconference or webinar) sessions, as well as Zoom if necessary; *(Students can contact the relevant trainer via email to make a time for a phone call if necessary)*

- Extensive Learner Guides incorporating comprehensive learning materials and resources;
- Administrative support in relation to understanding of any administrative requirements relating to courses.

Students are encouraged to use the support services offered by Access Institute.

Entry Requirements and Language, Literacy and Numeracy and Experience

There are no prerequisites for entry into the CPP40821 Certificate IV in Access Consulting course. However, to undertake the course, students will need to be able to:

- read, comprehend and write a range of texts within a variety of contexts
- use and respond to spoken English language including some unfamiliar material within a variety of contexts
- recognise and use some of the conventions and symbolism of formal mathematics including measurement, graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem solving strategies
- be able to use basic computer programs e.g. MS Word, Excel etc. as well as the internet for undertaking research.

A student's language, literacy and numeracy skills may be assessed by Access Institute for the purpose of ascertaining their likely ability to cope with the requirements of the course.

Although Access Institute will make every effort to accommodate the particular needs of individuals, as a matter of ethical conduct, it will not enroll a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances Access Institute will assist the student, where possible, to find a suitable alternative. If it becomes apparent that the student will not be able to successfully complete it due to a particular learning need, after the student has commenced the course, Access Institute will provide a refund of the paid fees less any costs incurred by Access Institute. See the **Fees, Charges and Refunds** section of this Handbook for further information.

Recognition of Prior Learning (RPL) and Credit Transfer

RPL is the recognition of learning or competencies that have been previously achieved. Once enrolled, students may be able to apply for RPL if they can demonstrate sufficient experience and successfully complete all of the assessment tasks and questions from the relevant units of competency.

Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works by students receiving credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load. Students must provide certified copy of evidence that they have previously completed the relevant units.

If you are interested in RPL or applying for credit transfer, please contact Access Institute prior to enrolment in the course for further information. Applications for RPL and credit transfer must be received by Access Institute at least one month prior to course commencement, to allow time for assessment. The fee for application for RPL or credit transfer assessment is equivalent to the course fee.

Course Dates 2022

In addition, to attending all scheduled sessions, students must also successfully complete all required assignments and assessment tasks and submit within 12 months of course commencement.

Note: There must be a minimum number of enrolments received by Access Institute, 2 weeks prior to course commencement, in order for this course to proceed. This number varies according to the course type and location.

Confirmation that a course will or will not proceed as scheduled, will be provided to each enrolled student, via email, no later than 2 weeks prior to course commencement date.

Note: The following are the currently scheduled dates for this course in 2022:

Video / teleconference live via Zoom – 8 days

16, 17, 18, 21, 22 February and 23, 24, 25 March 2022

10.00a.m. to 5.00p.m. (approx.) plus individual tasks

Total Course Fee **\$5,500.00** (No GST is applicable)

Instalment Plan:

Upon Enrolment Fee:		\$1,000
Instalment 1:	(14 December 2021)	\$1,500
Instalment 2:	(14 January 2022)	\$1,500
Instalment 3:	(14 February 2022)	\$1,500

Invoices

Access Institute will forward invoices to each student via email, indicating course fees and due dates. All fees must be received by Access Institute by the starting date of your course in order for you to participate in the course.

To support high quality training, numbers of students enrolled in each course are limited. Enrolment is not guaranteed or confirmed until fees are received by Access Institute and Access Institute has confirmed enrolment with the student via email.

Refunds

If a student withdraws from a course after they have confirmed their enrolment. i.e. submitted their enrolment form to Access Institute, a minimum fee of 50% of the full course fee will apply if withdrawal occurs more than 14 days prior to course commencement.

If a student withdraws from a course within 14 days of the course commencement, 100% of the total course fee will apply.

All fees for any Recognised Prior Learning (RPL) or Credit Transfer (CT) undertaken by Access Institute for any student who withdraws from a course, after they have confirmed their enrolment, will be payable in full by the student.

All fees and charges must be received by Access Institute as per the information provided in the Course Information Handbook in order for a student to participate in the course.

If a student's internet connection is unstable or drops out during a session delivery, no refund of course fees will be applicable. Alternatives will be provided for completion of any course requirements.

Cancelation of Course by Access Institute

Access Institute reserves the right to cancel any course at any time. If a course is cancelled by Access Institute ALL of your course fees paid will be refunded. Access Institute reserves the right to change the mode of course delivery as required. i.e. webinar, teleconference, face to face etc.

Access Institute does not however take responsibility for any participant's costs associated with any such cancellation related to airfares, travel or accommodation.

Confirmation that a course will or will not proceed as scheduled, will be provided to each enrolled student, via email, no later than 2 weeks prior to course commencement date.

Access Institute will endeavor to notify students as early as possible of any course cancellation.

Non-course Fees and Charges

In addition to course fees, additional fees may be charged for the following services:

- Recognition of Prior Learning (RPL)
- assessment of Credit Transfer (CT)
- reissuing a Statement of Attainment
- external counseling services.

Funding

Access Institute does not receive any external funding for the course development or delivery therefore all training is developed and delivered on a user pays basis.

However some prospective students may be eligible for individual funding under some State or Federal government skill development programs, based upon certain eligibility criteria. Prospective students will need to investigate these options directly with relevant government departments or other relevant funding bodies.

Prospective students will need to investigate this option directly with the relevant department or funding body.

Assessment

Assessments are conducted in a fair, reliable, valid and flexible manner in line with regulated requirements, to ensure students can achieve competency in a reasonable timeframe. At the start of the training program, Access Institute provides students with assessment guidelines so they are aware of what they need to demonstrate to be deemed competent. Evidence of competency must be authentic, sufficient, valid and current.

A mix of assessment methods will be used. These may include:

- the ongoing testing of knowledge in relation to access to the built environment including legislation, codes and other regulatory requirements, industry terminology and technical requirements
- observations by the facilitators (in the classroom and/or the workplace)
- applied and research based assignments assessment tasks
- written workplace-based tasks/assignments
- class exercises, role plays, presentations, group work.

All materials submitted by students for assessment will be retained by Access Institute for a period of 6 months from the course competency date. If students wish to have their assessment materials returned after this date, they must submit a 'request for return of assessment materials' via letter or email to admin@accessinstitute.com.au within this time frame. If this does not occur student assessment materials may be destroyed.

Any 'request for return of assessment materials' must include the students name, course name, location of delivery and date of completion, as well as the postal address where the student assessment materials are to be returned.

If students wish to have their assessment materials returned, a fee will apply to cover the cost of administration and postage. This fee will be provided to the student upon receipt of their 'request For Return of Assessment Materials'.

Access Institute recommends that students keep a copy of any assessment materials sent to Access Institute as Access Institute is not responsible for loss of these.

Further details regarding students results and assessment are detailed in Access Institute Retention of Student Results and Assessment Records Policy.

Extension of Time to Submit Assessment Material

Access Institute acknowledges that on occasions there may be factors that can impact on a student's ability to successfully complete their studies within the prescribed 12 month timeframe.

Students are therefore given the opportunity to apply for **one** extension of time to submit assessment material beyond the prescribed 12 month timeline, if any of the following factors apply:

1. The student has been ill for more than 1 month within the prescribed 12 month timeline; (a medical Certificate is required to verify this occurrence).
2. A direct family member of the student has been ill for more than 1 month within the prescribed 12 month timeline and the student has been required to undertake 'carer' responsibilities for that family member; a Statutory Declaration is required to verify this occurrence.
3. If the student believes there are other significantly unusual or extenuating circumstances that have impacted on the student's ability to submit the assessment material within the prescribed 12 month timeframe – this does not include 'being too busy'.

Any extension is granted at the prerogative of Access Institute Assessor and Access Institute reserves the right to refuse any application for an extension.

No more than one extension will be granted. A fee of \$50 per application applies.

The maximum time for an extension is an additional 12 months from the initial assessment due date. All decisions are final.

Required 'Tool Kit' - Reference Materials

As with all professions a 'Tool Kit' is required to perform all the tasks necessary. To be an Access Consultant you require a 'Tool Kit' that includes the following reference materials

***Students will require access to the following reference materials from Day 2 of the Online Class sessions.**

This can be either in hardcopy or electronically. Students will need to arrange this prior to the course commencement, e.g. a laptop, iPad or similar device with documents stored on these or have documents in hardcopy format.

Required Reference Materials

Students will require access to the publications listed below. This can be either in hardcopy or electronically. Students will need to arrange this prior to the course commencement, e.g. have a laptop, iPad or similar device with documents stored on these or have documents in hardcopy format.

Students will require access to a copy of the following reference materials in order to complete the course: Those publications with an * will be required during some sessions.

Legend: Publication Name, Year, Author, Where to access

***National Construction Code, Current version, Australian Building Codes Board, <https://ncc.abcb.gov.au/ncc-online/NCC>- Free**

Guide to the NCC, Current version, Australian Building Codes Board, www.abcb.gov.au

***Guideline on the Application of the Premises Standards, 2013, Australian Human Rights Commission, www.humanrights.gov.au - Free**

***Disability Discrimination Act, 1992, Government of Australia, <https://www.legislation.gov.au/Series/C2004A04426> - Free**

***Disability (Access to Premises – Buildings) Standards, 2010, Government of Australia, <https://www.legislation.gov.au/Details/F2011C00214> - Free**

***Disability (Access to Premises – Buildings) Amendment Standards 2020 Government of Australia, <https://www.legislation.gov.au/Details/F2020L01245> - Free**

***Disability Access to Premises Standards – FAQs, 2014, Australian Human Rights Commission, <https://www.humanrights.gov.au/frequently-asked-questions-access-premises> - Free**

***Disability Standards for Accessible Public Transport (DSAPT), 2002, Standards Australia, <https://www.legislation.gov.au/Details/F2011C00213> - Free**

Livable Housing Design Guidelines, 4th Edition, Livable Housing Australia,
www.livablehousingaustralia.org.au/ - Free

NDIS Specialist Disability Accommodation Design Standard, 25th October 2019, NDIS,
www.ndis.gov.au – Free

The 'Why's' of Access 2019, Access Institute, www.accessinstitute.com.au – Free

Australian Standards

Australian Standards must be purchased from SAI Global and available for student use throughout the Course

*Australian Standard 1428.1- 2001 and 2009 - Standards Australia, www.saiglobal.com

Australian Standard 1428.2 – 1992 - Standards Australia - www.saiglobal.com

*Australian Standard 1428.4.1 – 2009 - Standards Australia - www.saiglobal.com

Australian Standard 1428.4.2 – 2018 - Standards Australia - www.saiglobal.com

*Australian Standard 2890.6 – 2009 - Standards Australia - www.saiglobal.com

*Australian Standard 1735.12 – current version - Standards Australia - www.saiglobal.com

Pre course Reading

Whilst pre course reading is not mandatory, you will need to be familiar with the contents of the following documents in order for you to successfully complete all course units as well as operate effectively as an Access Consultant.

Access Legislation and Standards

There is a range of legislation and Standards in Australia that are relevant to the provision of equitable, dignified access to buildings and facilities. All of these must be taken into consideration in the design, construction, and upgrade of buildings to ensure that access is available for all users including staff and the public.

Disability Discrimination Act 1992 (DDA)

All organisations have a responsibility, under the *Commonwealth Disability Discrimination Act (DDA) 1992*, to provide equitable access to goods and services and to premises used

by the public. Premises are broadly defined and would include all areas included within a building.

The DDA provides uniform protection against unfair and unfavourable treatment for people with a disability in Australia. It also makes it unlawful to discriminate against a person who is an 'associate' (such as a friend, carer or family member).

For further information go to: www.humanrights.gov.au/brief-guide-disability-discrimination-act

Disability (Access to Premises – Buildings) Standards 2010

The *Disability (Access to Premises- Buildings) Standards* were introduced in line with an updated Building Code of Australia on 1st May 2011.

The aim of these Standards is to provide the building and design industry with detailed information regarding the required access provisions associated with the design and construction of new buildings and upgrade to existing buildings.

These Standards align with the BCA and reference a range of Australian Standards relating to access and other associated matters. The *Disability (Access to Premises – Buildings) Standards 2010* aim to provide certainty for the building industry in relation to meeting the requirements for access in new and upgraded building - (*regarding the elements covered by the Premises Standards. Other elements in buildings are still subject to the provisions of the DDA.*)

The *Disability (Access to Premises – Buildings) Standards 2010*, the Explanatory Statement that assists in interpreting the Standards and the Frequently Asked Questions relating to the *Disability (Access to Premises – Buildings) Standards 2010* are available for free download at: <https://www.humanrights.gov.au/frequently-asked-questions-access-premises> - Free

The guideline on interpreting the Premises Standards is also available for free download [www. www.humanrights.gov.au](http://www.humanrights.gov.au) - Free

National Construction Code (incorporating the Building Code of Australia (BCA))

The Building Code of Australia, in conjunction with the DDA, applies to new buildings and buildings undergoing significant refurbishment or alteration. Sections of the BCA require compliance with a range of access provisions. The BCA outlines a variety of building classifications and the requirements for access to buildings within each classification. The BCA has been updated to align with *Disability (Access to Premises – Buildings) Standards 2010*, and has been incorporated into the National Construction Code.

For further information go to: www.abcb.gov.au/ - Free

Australian Standards

Australian Standards (AS 1428) - Design for Access and Mobility

AS 1428 prescribes the requirements for physical access which should be considered in the planning, development and construction of all buildings and facilities.

Given the comprehensive definitions and requirements of the DDA, the BCA and AS 1428, as well as other relevant regulations relating to specific types of buildings, it is important to ensure that these Australian Standards are considered in any refurbishment, development or changes to any premises.

Australian Standards should be referred to for further detailed information regarding the requirements for access to buildings and facilities.

Currently AS1428 comprises five active parts:

- | | |
|----------------------------------|--|
| AS 1428.1:2001 & 2009 | Design for access and mobility
General Requirements for Access – New Building Work |
| AS 1428.2:1992 | Design for access and mobility
Enhanced and Additional Requirements - Buildings and Facilities |
| AS / NZS 1428.4:1 2009 | Tactile Ground Surface Indicators for the Orientation of People with Vision Impairment |
| AS 1428.4.2: 2018 | Design for access and mobility means to assist the orientation of people with vision impairment - Wayfinding signs |
| AS 1428.5: 2021 | Communication for people who are deaf or hearing impaired |

Part 1 provides a minimum level of access. This Standard is referenced in the Access Code of the *Disability (Access to Premises – Buildings) Standard 2010*, which generally align with the BCA.

Part 2 includes references to many standard items used in the everyday environment including some fixtures and fittings and other elements which are not covered in Part 1. Part 2 provides a level of access above that required in Part 1. Organisations are encouraged, where possible, to use enhanced requirements.

Part 4 contains two Standards. Part 4.1:2009 deals with Tactile Ground Surface Indicators and the requirements for these in buildings and related areas. Part 4.2: 2018 deals with orientation of people with vision impairment, particularly relating to Wayfinding signs.

Part 5 addresses the principles to consider when providing facilities for people who are deaf or hearing impaired, particularly Assistive Listening Devices and communication systems.

Australian Standards are often updated, so care should be taken to ensure that the **most current version of the relevant Standard** is always used. Using an out of date version of a Standard may mean that the information is incorrect and does not meet the current requirements for access and mobility.

In addition a number of other Australian Standards are also relevant to particular access elements e.g. car parking and lifts and should be referenced for further details.

Schedule 1 of the *Disability (Access to Premises – Buildings) Standards 2010* references relevant access standards.

Australian Standards are available for purchase from Standards Australia at www.saiglobal.com

Course Materials

Access Institute uses VETtrak, an Integrated Student Management System (SMS) which is a user-friendly way for students to access information about their training via the internet. Students will have access to unit Learner Guides, Assessment Sections and relevant resources via the VETtrak Student Portal.

Note: These documents are copyright© protected and cannot be forwarded to a third party.

WARNING: access to the VETtrak Student Portal requires internet access therefore it should not be relied upon to open these documents during the sessions, particularly if the internet is unstable.

Students must have access to the following documents for every session:

Your:

- Printed copy of the Learner Guides, Assessment Section and reference materials; or
- Your computer on which you've downloaded the Learner Guides, Assessment Sections and reference materials.
- You will be provided with a timetable for the course and each session, that will include required reference materials for each session.

Upon Course Confirmation, Access Institute will supply enrolled students with log in details via email. It is essential prior to attending the first session that students have done this as they will need these documents in class.

If you have any queries regarding the above, or any other matter, please contact us at admin@accessinstitute.com.au , or 03 9988 1979.

Internet access and Wi Fi and Zoom

Access Institute recommends downloading all required reference documents to a computer for ease of storage.

We will be using Zoom for the online delivery. You don't need to download Zoom to participate in the session but you may wish to download this to your computer and have a try in your own time to get an idea of how it works. It is a free program. <https://zoom.us/>

Access Institute cannot guarantee internet access at any time. If the internet connection drops out whilst the sessions are being delivered live, enrolled students will be provided with instructions of how the session will continue.

Accessing the Online Training Sessions

Access Institute will provide students with details of how to access the online sessions.

We will be using software called **Zoom**. Zoom is similar to Skype but it is more stable and has less chance of dropping out during a meeting. We can deliver a meeting, webinar or video/teleconference via this program.

We will forward you a link via email to connect to the Zoom Sessions.

You do not need to download any software (*You can if you wish, download Zoom, it is not necessary. You may however wish to do this and have a practice in using Zoom before the session, to familiarise yourself with it if you wish*).

Basically we will be having a 'meeting' over the internet. You will be able to see and hear the trainer and also see the PowerPoint or other training material the trainer wishes to show you, on your computer screen.

You will also be able to talk and ask questions and the trainer will be able to talk to you. Everyone will be able to hear and talk to each other just like a live meeting.

If you have trouble with access to Zoom during the meeting you can call our office on 03 9988 1979 or email at admin@accessinstitute.com.au and we will try and assist you.

Access Institute Policies

Access Institute has a range of policies to support the provision of high quality training and assessment and to support the ongoing professional operation of the organisation.

These include:

Access, Equity and Anti-Discrimination

Access Institute is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation. In the event of a situation that is considered by either staff or students to be in violation of Access Institute's Access and Equity Policy, staff and students are required to report the situation to Access Institute management. Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all prospective students.

Appeals and Complaints

Access Institute has a documented policy and process for lodging a formal complaint/appeal should the need arise. A complaint/appeal is any expression of dissatisfaction reported by a student. This can be service related e.g. communications with administrative staff, training related, safety related or purely dissatisfaction regarding Access Institute or a staff member in general.

Any complaint/appeal to Access Institute must be lodged in writing. All written complaints/appeals lodged will be brought to the attention of Access Institute RTO Manager within 24 hours of being received. We will act on any complaint found to be substantiated. The complaint/appeal will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required.

Access Institute will ensure that as promptly and as fairly as possible, the student making the complaint is satisfied with the remedial action. The student making the complaint/appeal will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working days of lodging their complaint/appeal.

Grievance and appeal matters of an academic nature are to be resolved within one year of course completion date.

Confidentiality

Access Institute has a strict confidentiality policy. In the event that a student discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the student's consent.

Student Records

Access Institute has a secure record keeping system that utilises both paper and electronic formats. We maintain a record of each student's enrolment, progress, attendance, assessment documentation and any complaints/appeals and resolution for 5 years after completion of the relevant training program. A record of results (for example: transcript, statement of attainment or certificate) is kept for 30 years and will be made available to students on request.

It is important that students keep a copy of any RPL assessment documentation that they may wish to forward to Access Institute. Students can access their own records at any time by sending Access Institute a written request. Records that have been securely archived may take longer to access.

Discipline

Access Institute adheres to the principles of adult learning. The learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others. Students will uphold the standards of Access Institute when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to good order and discipline. The following forms of misconduct will not be accepted and disciplinary actions apply:

- willful damage or removal of property
- cheating or attempting to cheat or assisting any other students to cheat by any means, including plagiarism (copying someone else's work and claiming it to be your own)
- negligent or disorderly conduct towards a staff member or fellow student, including assault or harassment (verbal or physical)
- being under the influence of alcohol or drugs
- smoking in any Access Institute building or training centre
- consistently arriving late to classes
- using mobile phones during class (either text or talk)
- using mobile phones during delivery sessions apart from accessing learning materials or in an emergency (either text or talk)
- bullying or harassment of students, staff or trainers
- disrespectful comments or actions towards another student, staff or trainers

Illness Policy

Access Institute adheres to an Illness Policy for students and staff members. Access Institute advises that if you are experiencing diarrhoea, fever, flu, coughing, weeping

wounds, mild respiratory or cold symptoms, vomiting, any symptoms of COVID19 or similar, to exclude yourself from any 'face to face' classroom based sessions and to seek medical attention.

Financial Management

Access Institute applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

Marketing

Access Institute management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all students are provided with timely and necessary information.

National Recognition

Access Institute will at all times abide by the national recognition formed between all states/territory of Australia. Access Institute will recognise all nationally accredited qualifications or Statements of Attainment through the provision of certification showing all requirements as detailed within the Australian Qualifications Framework.

Workplace Health and Safety

Access Institute is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Access Institute is responsible for ensuring that the level of Workplace Health and Safety is not compromised and recognises its obligations under State and Australian Government legislation.

Access Institute will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive work and learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Online Learning and Distance Learning

Access Institute offers online learning for the Certificate IV and Diploma of Access Consulting and associated units of competency. These courses are delivered in a variety of ways. Some course delivery is undertaken using Zoom or Skype technology in live virtual classrooms. Some is undertaken independently by students.

Therefore, students need access to a computer or similar device and a mobile phone suitable for accessing the course and materials.

Trainers are available after all sessions, and on an ongoing basis throughout the duration of the course completion, to support students.

Students can contact trainers by email with questions or alternatively can contact trainers via email to make a time for a phone discussion or live discussion via Zoom where necessary.

Trainers and students are provided with training on the use of the relevant online technologies.

Course content and assessments are in line with the requirements of relevant ASQA Standards.

Access Institute will proactively contact students, give prompt feedback on work submitted and encourage real-time interaction to enhance and encourage positive communication and maintain student motivation in their studies.

If a delivery mode is changed during a student's enrolment, a refund will be made available for the part of the course where the delivery has changed, if the student does not wish to proceed with the new delivery method.

Privacy

Access Institute follows strict privacy policies in conjunction with the Privacy Laws. It is important for Access Institute to collect certain personal information from students so that it can manage enrolment and training progression. Access Institute collects personal information from students with prior knowledge and consent and uses it only for the purposes for which it was collected.

All forms, files, results and records of any student are deemed confidential. Records are accessible only to relevant staff members of Access Institute and only for relevant and appropriate use. This means student records can only be released to other parties with the student's written permission, (or in circumstances dictated by law). Access Institute removes personal information from its system where it is no longer required. Students have the right to access the personal information Access Institute has about them at any time and provide any necessary corrections. The *Privacy Amendment (Private Sector) Act 2000* prevents Access Institute from providing any student details to any person other than the student as required by law. All matters in relation to enrolment, results, fees or any other issue can only be discussed with the student unless a written permission from that student is provided allowing access to the information.

Access Institute has implemented technology systems, policies and measures within its control to protect the personal information that it has from unauthorised access and improper use.

Provision of Information

Clear and accurate advice is provided to all enrolling students at Access Institute. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

Quality Control/Continuous Improvement

Access Institute will collect feedback from employers, students, facilitators/assessors and other staff members on a systematic and regular basis. Access Institute is committed to continuous improvement, seeking to enhance its services the best it can to meet expectations.

Frequently Asked Questions

“Where does the CPP40821 Certificate IV in Access Consulting fit in the Australian Qualifications Framework (AQF)?”

The CPP40821 Certificate IV in Access Consulting is a qualification that fits into the Vocational Education and Training Sector. The table below shows you where a Certificate IV level qualification such as the CPP40821 Certificate IV in Access Consulting fits into the AQF.

Vocational Graduate Diploma
Vocational Graduate Certificate
Advanced Diploma
Diploma
Certificate IV
Certificate III
Certificate II
Certificate I

“What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages consist of a number of units of competency covering such topics as: OHS, technical skills, communications, quality control and many other aspects of a job. Each unit defines the industry benchmark for performing a workplace task.

“What happens if a student is deemed ‘Not Yet Competent’?”

Access Institute provides learning and assessment support to students in order to help them achieve competency. After 3 series of coaching and reassessments, if students are still unable to demonstrate competency, it is our suggestion that the student resit the program.

“What is the difference between a Testamur, Statement of Attainment and a Certificate?”

Testamurs and Statements of Attainment are issued in accordance with AQF Standards. A Statement of Attainment is evidence that a student has achieved competency set for a unit of competency which forms part of a qualification. A Testamur is issued when a student has been deemed competent in all units that make up a full qualification.

Enrolment

Each student must complete and submit to Access Institute a Course Enrolment Form. This is available on request from Access Institute at admin@accessinstitute.com.au

Forward this to Access Institute by email to admin@accessinstitute.com.au or send by mail to P O Box 255, North Melbourne, 3051.

Once enrolled, students will be provided with further details and an invoice, as well as any necessary pre-course materials.

To support high quality training, numbers of students enrolled in each course are limited. Enrolment is not guaranteed or confirmed until fees are received by Access Institute as per the requirements detailed on the Enrolment Form and Access Institute has confirmed enrolment with the student via written (email) communication.

Access Institute Contact Details

For further information about Access Institute, please contact Access Institute:

Email: admin@accessinstitute.com.au

Telephone: (03) 9988 1979

Website: www.accessinstitute.com.au