



**Access
Institute**

Creating exceptional
opportunities.

Livable Housing Australia

Design Guideline Assessor

Course Information Handbook 2021

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This Course Information is designed for the Livable Housing Australia (LHA) Design Guideline Assessor Course only.

Anyone can undertake the course. However, in order to become a LHA Design Guideline Assessor that can issue the LHA Quality Mark candidates must:

- Have successfully completed the LHA Design Guideline Assessor approved training program,
- Hold Professional Currency (see Specified Professionals below)
- Hold current Professional Indemnity Insurance
- Have successfully completed an open book, online exam; administered by Access Institute on behalf of Livable Housing Australia.

1. 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) – Provider No - 22404
- the LHA Design Guideline Assessor training program
- policies and procedures relevant to enrolment in the LHA Design Guideline Assessor Course

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.

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.

2. Access Institute

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

We are leaders in access to 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 provide an extensive range of access audits, access appraisals, research and evaluation projects, consultations, advisory and training services across Australia.

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 CPP50711 Diploma of Access Consulting and CPP40811 Certificate IV in Access Consulting.

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.

3. LHA Design Guideline Assessor Course Aims

The aim of the LHA Design Guideline Assessor course is to provide appropriate training to candidates wishing to work with the LHA Design Guidelines and to assess plans and dwellings that meet LHA Design Guidelines.

The objectives of the training are:

- to ensure that candidates can undertake relevant assessments of plans and As-Built designs to determine their compliance with the requirements of the relevant LHD Guidelines;
- to ensure that candidates understand and can complete the LHA Design Guideline Assessor process;
- to ensure that candidates can successfully complete the LHA Design Guideline Assessor exam;
- to ensure that candidates understand and can successfully comply with all of the requirements of an LHA Design Guideline Assessor.

4. Role of a LHA Design Guideline Assessor

Assessors conduct assessments of dwelling design features against the Elements described in the Livable Housing Design Guidelines.

Each assessment involves a review of plans or as built dwellings against the Elements in the Guidelines.

Assessors systematically collect, analyse and record information about a dwellings' design features to allow a dwelling to be certified as meeting the guidelines.

All specified professionals can make an assessment of a design of a dwelling against the Guidelines, however only LHA Design Guideline Assessors can issue the LHA Quality Mark to certify a design or as built structure complies with the requirements of the LHA Design Guidelines. The definition of a 'specified professional is outlined below.

Scope of Assessments

LHAs approach reinforces the separate and distinct roles of Assessors and LHA.

It should be noted that LHA **could** come to a different conclusion about compliance of a design or as built structure to the Assessor.

Assessors must consider this carefully when communicating the results of their assessment to clients.

5. Who Can Undertake the Course?

Anyone can undertake the course. However, only **Specified Professionals** (*listed below*) who have professional currency and current professional indemnity insurance (*\$1M for any single claim and \$2M in aggregate during any one insurance period*) and have undertaken the LHA Design Guideline Assessor course and successfully completed the online exam and are registered with LHA are able to confirm whether a project has met all the requirements.

Only LHA Design Guideline Assessors who meet the course prerequisites **and** have successfully completed the LHA Design Guideline Assessor course **and** online exam **and** are registered with LHA, can award a project the LHA Quality Mark. Only candidates who meet the prerequisites can undertake the online exam.

LHA has determined that the following **Specified Professionals** who undertake the course and successfully complete the online exam can award the LHA Quality Mark.

Specified Professionals are:

- Architects
- Building Surveyors
- Building Designers

- Access Consultants
- Occupational Therapists
- Builders

These 'specified professionals' are required to meet the following prerequisites.

(Please note: Access Institute has no discretion in relation to this and cannot provide exemptions for candidates who are not specified professionals and who do not meet the specified LHA prerequisites.)

6. Prerequisites

6.1 Prerequisites for Architects

Architects wishing to apply to become Assessors must be currently registered in a practising category with the relevant Architects' Board in their State or Territory.

6.2 Prerequisites for Building Surveyors/Certifiers

Building Surveyors wishing to apply to become Assessors must be accredited in their State or Territory under the National Accreditation Framework, as:

- Building Surveyor (Level 1);
- Building Surveyor Limited (Level 2) or;
- Assistant Building Surveyor (Level 3).

Building Surveyors in those States or Territories not operating under the National Accreditation Framework should check the requirements identified below:

- NSW - Building Certifiers wishing to apply must have Level A Accreditation (grade 1, 2, or 3) with the Building Professionals Board (BPB).
- Western Australia - Building Certifiers wishing to apply must be registered with the Building Commission/ Building Services Board as a Building Surveying Practitioner Level 1 or 2, or be registered as a Building Surveyor Practitioner: Technician.
- Victoria - Building Certifiers wishing to apply must be registered with the Victorian Building Authority (VBA) as a Building Surveyor Unlimited or Building Surveyor Limited.
- Tasmania - Building Certifiers wishing to apply must be registered with Department of Justice as a Building Surveyor, a Building Surveyor Limited, or an Assistant Building Surveyor.
- ACT – Building Certifiers wishing to apply must be registered with Access Canberra as Principal Building Surveyor or Principal Building Surveyor

employee class; or General Building Surveyor or General Building Surveyor employee class.

- QLD – Building Certifiers wishing to apply must be registered with Queensland Building and Construction Commission (QBCC) as a Building Certifier (Level 1, Level 2, or Level 3)

Individual Building Surveyors/Certifiers not covered by any of the above, should hold professional qualifications that would permit registration in the any of the above jurisdictions. This prerequisite must be checked on a case by case basis by the RTO for them to allow the candidate to undertake the online exam.

6.3 Prerequisites for Access Consultants

Access Consultants wishing to apply to become Assessors must either be:

- Accredited members of the Association of Consultants in Access Australia (ACAA) **and** have successfully completed the ACAA Accreditation Test or the ACAA Continuing Accreditation Test; **or**,
- an Accredited Member of ACAA **and** hold the Certificate IV (or Diploma) in Access Consulting, nationally recognised qualification.

6.4 Prerequisites for Occupational Therapists

Occupational Therapists wishing to apply to become Assessors must be registered in the general registration category (i.e. **not** in the non-practising category) with the National Registration and Accreditation Scheme maintained by Australian Health Practitioner Regulation Agency (AHPRA).

As per the skills set required for the role of an Assessor, Occupational Therapists must also provide evidence that they have completed a recognized course of study relating to reading and interpreting plans and specifications. i.e. a Testamur detailing the units of competency, duration of the course and content covered.

6.5 Prerequisites for Building Designers

Registration of Building Designers varies from State to State in Australia.

Accordingly, Building Designers who wish to apply to become an Assessor must comply with the following prerequisites:

- NSW/ACT: Accreditation with the Building Designers Association of

NSW/ACT.

- Tasmania: Registration with Consumer, Building and Occupational Services in the Architectural - Open, Limited or Restricted classes.
- Queensland: Registration with the Queensland Building and Construction Commission in one of the classes of: Building Design Low Rise, Building Design Medium Rise, or Building Design Open.
- Victoria: Registration with the Victorian Building Authority as a Draftsperson in the category of: Building Design – Architectural (DPAD).

Individual Building Designers from SA, NT, WA who are not covered by any of the above, should hold professional qualifications that would permit registration in any of the above jurisdictions. This prerequisite must be checked on a case by case basis by the RTO for them to allow the candidate to undertake the online exam.

6.6 Prerequisites for Builders

Builders in Australia are regulated on a State by State basis.

Accordingly, Builders wishing to apply to be an Assessor must comply with the following relevant prerequisites:

- In Tasmania, you must be registered with Consumer, Building and Occupational Services as a Construction Manager Low Rise, or Construction Manager Medium Rise or Construction Manager Open class.
- In Queensland, you must be registered with the Queensland Building and Construction Commission as a Builder Low Rise, or Builder Medium Rise or Builder Open class.
- In New South Wales, you are required to be licensed with the Department of Fair Trading as a Building Contractor, a Qualified Supervisor or a Nominated Supervisor.
- In Western Australia, you must be registered either as a Building Practitioner or as a Building Contractor with the Building Services Board of the Building Commission.
- In the Northern Territory, you must be registered with the Building Practitioners Board as a Building Contractor Residential Restricted, or Building Contractor Residential Unrestricted
- In the Australian Capital Territory, you must be licensed as a Class A, B or C Builder by the department of Environment and Sustainable Development.
- In Victoria, you must be registered as a Domestic Builder - Unlimited, with the Building Practitioners Board of the Victorian Building Authority. Builders registered as Domestic Builders - Manager, or Domestic Builders - Limited, may apply and will be assessed on a case by case basis.
- In South Australia, you must be registered as a building work supervisor with the Consumer and Business Services Department of the South Australian Government.

7. Course Overview

The LHA Design Guideline Assessor course is delivered over 2.5 hours, in a video/teleconference class environment.

It incorporates a number of learning modules relating to the following:

- LHA History and Aims
- LHD Guidelines
- LHA Certification Process
- Assessment Forms
- Documentation Requirements
- Rulings
- Assessor Registration Process
- Assessor Competency Online Exam Overview
- Where to find Additional Information.

8. Required Reference Materials

Two key references will be used in the course as follows:

1. Access Institute LHA Design Guideline Assessor Course Learner Handbook;
2. LHA Design Guidelines (Fourth Edition) *Free
http://livablehousingaustralia.org.au/library/SLLHA_GuidelinesJuly2017FINAL4.pdf

Access Institute uses VETtrak, an Integrated Student Management System (SMS) which is a user-friendly way for students to access learning materials linked to their training via the internet.

Student Portal access will be granted 48 hours prior to course commencement.

To gain access to the Student Portal, you will need your details, which will be provided in a separate email - Username and Password. These details will only be provided to students who have met the conditions of enrolment i.e. completed the appropriate Enrolment Form and paid the appropriate Course Fee.

All candidates must have a copy of the required Reference Materials for use in class. These will not be provided in class.

All Courses are subject to a minimum number of enrolments. Access Institute will endeavor to notify students as early as possible of any course cancellation.

To support high quality training, numbers of students enrolled in each course are limited.

9. After Course Completion

After completion of the Access Institute LHA Design Guideline Assessor course, each candidate will receive an **Access Institute Participation Certificate**.

In order to become a Registered LHA Guideline Assessor and to qualify to issue the LHA Quality Mark, candidates who can produce an Access Institute Participation Certificate and meet the LHA Design Guideline Assessor prerequisites relating to their Specified Profession, are required to successfully undertake a multiple choice, open book, online exam.

Access Institute administers the online exam on behalf of Livable Housing Australia. Once a candidate has supplied their prerequisite evidence and it has been validated by Access Institute, Access Institute will email candidates an invoice for the online exam.

Once payment is received by Access Institute, the candidate will be issued with instructions and a link to the online exam.

Upon achieving the required result for the online exam you will receive an **Access Institute Statement of Successful Completion Certificate** and the required Livable Housing Australia Assessor Application Form you will need to submit directly to Livable Housing Australia to become a Registered LHA Guideline Assessor.

Please note: In order to register to become an LHA Guideline Assessor and to qualify to issue the LHA Quality Mark, Candidates must supply Livable Housing Australia with the following documents in their application to become a Registered LHA Guideline Assessor:

- Professional Currency (see 'Specified Professionals' above)
- Current Professional Indemnity Insurance Certificate of Currency
- Access Institute **Participation Certificate**
- Access Institute **Statement of Successful Completion Certificate**
- LHA Assessor Code of Conduct and Procedures Agreement (signed)
- LHA Design Guideline Assessor Registration Application (completed)

10. About the Online Exam

The online exam is available to candidates who have completed the course and meet the relevant prerequisites for their Specified Profession.

The exam is an online exam and is comprised of 50 multiple choice questions. The multiple choice questions have only one correct answer. Online Exam candidates are required to select one correct answer for each question from a range of answers provided.

The questions are clear and concise and may require the candidate to research materials including the LHA Design Guidelines and the LHA Learner Handbook *(Each candidate will be granted access to the Student Portal which contains the Course Learner Handbook and the LHA Design Guidelines).*

10.1 Length of the Online Exam

Candidates should plan to complete the online exam in one (1) hour, however up to three (3) hours is available to complete the online exam. Once the exam is started, it must be completed in one sitting. Candidates cannot stop and resume the online exam. If Candidates are unable to complete the online exam in the allotted time, the number of correct answers given at the end of the three (3) hour period will be the result recorded for that Candidate.

10.2 Online Exam Fee:

In addition to the course fee, if you wish to undertake the LHA Guideline Assessor Online exam, fees are as follows:

Online Exam Fee:	\$150.00 (plus GST)
Online Exam Resit Fee:	\$50.00 (plus GST).

A candidate can only apply to undertake the online exam once they have completed the course and provided evidence to Access Institute that they meet the prerequisites for their Specified Profession, as determined by LHA.

11. Course Administration

All Courses are subject to a minimum number of enrolments. Access Institute will endeavor to notify students as early as possible of any course cancellation. The relevant enrolment fee is required to be paid before any enrolment is confirmed.

To support high quality training, numbers of students enrolled in each course are limited.

12. Invoices

Course Fee:

Total LHA Design Guideline Assessor Course fee is \$380.00 plus GST.

Access Institute will forward invoices to each student via email, indicating course fees and due date. 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.

All Session Fees are payable prior to session attendance.

13. 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 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 students' 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.

14. Cancellation 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.

15. 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.

16. Accessing the Online Training Sessions

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

We understand that remote learning may be new for some students and could be a bit daunting, so we have provided **The A Plan**, which we are planning on as our first preference, but we have also provided **The B Plan** as a back-up. At this unprecedented time of internet use, with so many people now working from home and being online, the biggest threat is that we or you lose internet connection, as it could be overloaded.

Please take the time to **read all of the information below** to make it easier to access the online sessions.

Plan A

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 meeting 48 hours prior to Course commencement.

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. Therefore, when you are just listening, we ask you to **turn the microphone off on in the Zoom tool bar**, so others cannot hear any background noise that is happening at your end. Just hold down the space bar when you want to talk and when you release it, you will automatically mute again.

We also suggest that you **stop your video in Zoom** so that everyone can't see you or others in the room you are in.

When you have the Zoom screen open, you will see a **'mute' button** for the microphone and a **'stop video' button** on the bottom left hand side of the screen, so you can do this.

If you don't wish to talk, or your computer does not have a microphone, that is also fine. You can ask questions by typing these into a Chat Box. These will appear on the trainers screen but may not be answered straight away. Typically, these would be parked until a suitable break time in the presentation, and then answered by the trainer via audio. The trainer will not be typing replies during the session.

Alternatively, you can **email questions to the trainer after the session** or **make a time to talk with the trainer for a phone call** after the session. You will need to email the trainer to make a time for this.

Resource materials required in class will be uploaded to the Student Portal no later than 48 hours prior to session delivery. Relevant PowerPoints for the session will be loaded onto the Student Portal for viewing in the week after each session.

(If for any reason Zoom dropped out at our end during the meeting, we would need to send you a new link to join a new meeting, so keep an eye on your emails if this were to happen.)

Back up plans if you have internet issues

Plan B

If you have **trouble logging into the meeting via the link** provided **we will also be providing you with a phone number to call in the Zoom invitation**. This will allow you to join the meeting via audio. This may also mean that you can't see the PowerPoint or training materials whilst they are being presented. *(This depends a bit on the internet bandwidth you have and how much load is on the internet at the entire of the meeting).*

However you will be able to hear the presenter. You will still be able to ask questions and join in discussion.

You also have the option of emailing the trainer with any questions or emailing the trainer to make a time for a phone call or Zoom meeting to discuss any questions.

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.

17. 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 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 learning 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 LHA Design Guideline Assessor Course. 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.

Access Institute will proactively contact students, give prompt 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.

18. Course Enrolment Process

In order to enrol in this course you must:

- **Complete the attached Enrolment Form**
- Send the Enrolment Form by email to admin@accessinstitute.com.au or send by mail to P O Box 255, North Melbourne, 3051.
- An invoice will be sent to you via email.
- Once payment is received by Access Institute, confirmation of enrolment will be sent to you via email.
- Further details, course location, course materials and Student Portal details will be forwarded to you upon course confirmation via email.

Further Information

Further information is available at www.accessinstitute.com.au or contact Access Institute at admin@accessinstitute.com.au or Telephone: (03) 9988 1979