



Conduct a Transport Premises, Conveyance and Boarding Device Access Audit

**(CPPACC4008A – Conduct a Transport Conveyance and Boarding Device
Access Audit, and, CPPACC4009A – Conduct a Transport Premises Access
Audit)**

Course Information Handbook



**Nationally Accredited and Recognised Units of Competency for
CPP40811 Certificate IV in Access Consulting and
CPP50711 Diploma of Access Consulting**

Conduct a Transport Premises, Conveyance and Boarding Device Access Audit Course Information Handbook

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Purpose of this Course Information Handbook

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

- the Access Institute as a Registered Training Organisation (RTO) – 41494
- the nationally accredited and recognised units of competency CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit, as part of qualification CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma of Access Consulting
- Policies and procedures relevant to enrolment in the Conduct a Transport Infrastructure and Conveyance Access Audit 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.

Access Institute

The Access Institute is the Training Division of IATA (Aust) Pty Ltd and is recognised as the key provider of education relating to access to the built and external environment.

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 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.

The 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. The Access Institute's current scope of registration includes delivery of the nationally accredited CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma of Access Consulting.

Conduct a Transport Infrastructure and Conveyance Access Audit course is delivered to incorporate two of the units of competency from these qualifications - CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit.

The benefits of successfully completing nationally accredited training are:

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

As an RTO, Access Institute provides students with:

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- 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.

Unique Student Identifier

Do you need a USI?

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

The 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. The Access Institute has policies that reflect relevant legislative requirements, including, but not limited to, Occupational Health and Safety, Harassment, Anti - Discrimination, Equal Opportunity and Vocational Education and Training legislation.

Competency of Facilitators and Assessors

The 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 skill required to perform inspections of transport premises, conveyances and boarding devices to assess

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accessibility. The inspections may be conducted for the purposes of upgrading existing transport premises, conveyances and boarding devices and for providing recommendations on new transport premises and conveyances.

The units require the ability to communicate with transport providers and operators on the interpretation and implementation of the Disability Discrimination Act (DDA), DDA Transport Standard and relevant Australian standards. The assessments are made using current building codes and standards. The access audit report will provide a description of accessibility, advice on compliance with existing legislation and usability by people with disabilities, and suggestions for corrective action.

CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit are recognised as part of the packaging rules for qualifications to ensure that they meet industry requirements and reflect the broad range of working environments of Access Consultants. The unit is part of the CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma in Access Consulting qualifications.

Professional Recognition of the Qualification

CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit are nationally accredited and recognised units of competency. 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 receive a Statement of Attainment in Conduct a Transport Infrastructure and Conveyance Access Audit.

Course Delivery Timetable

In order for students to complete the course, they will be required to attend 2 'face to face' class room days as well as successfully complete an assignment and assessment tasks. A timeframe of two months has been allocated for students to complete all requirements of the course commencing from the last allocated classroom session.

See course **Dates and Location** section of this handbook for more information.

Course Structure

To attain the Statement of Attainment, each student must be deemed competent in the unit of competency.

This unit is determined by the Training Package associated with the course and approved under the Australian Qualifications Framework. The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia.

Learning Pathway

Upon successful completion of CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit, students will have also completed 2 of the units required to successfully complete the CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma in Access Consulting.

Learning Materials

Access Institute will provide students with learning materials relevant to the unit of competency. Students will also be required to undertake an assessment task as part of the learning process. Students will need access to a computer suitable for use in the development of an access audit report as part of the course assessment process.

Learning Support

During the course, students will be supported by:

- training sessions by qualified facilitators
- email and telephone support.

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

Course Materials

All course materials including, pens, writing pads, measuring tapes, checklist etc will be provided by Access Institute on the first day of the course.

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

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- class exercises, role plays, presentations, group work.
- All materials submitted by students for assessment may be retained by Access Institute for a period of 12 months from the course completion date.
- Students Access Audit Report will be returned once the assessment process has been finalised
- 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 the Access Institute Retention of Student Results and Assessment Records Policy.

Entry Requirements and Language, Literacy and Numeracy

There are no prerequisites for entry into the Conduct a Transport Premises, Conveyance and Boarding Device Access Audit 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 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

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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.

CPPACC4008A and CPPACC4009A are nationally recognised units of competency from CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma of Access Consulting.

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 and Locations 2018

The Conduct a Transport Premises, Conveyance and Boarding Device Access Audit Course will be presented in 2018 as follows:

- Melbourne 3 & 4 October 2018,
Venue: 369 Royal Parade, Parkville

Please note that our venues are designated wheelchair accessible.

Please arrive no later than 8.45 a.m. each day. Class times will generally be from 9.00am through 4.30pm each day.

Funding

Access Institute does not receive any external funding for the course development or delivery. 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.

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

The 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 the Access Institute's Access and Equity Policy, staff and students are required to report the situation to the 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

The 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 the Access Institute or a staff member in general.

Any complaint/appeal to the Access Institute must be lodged in writing. All written complaints/appeals lodged will be brought to the attention of the 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.

The 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

The 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

The 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 the Access Institute a written request. Records that have been securely archived may take longer to access.

Discipline

The 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 the 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).

Illness Policy

The Access Institute adheres to an Illness Policy for students and staff members. The Access Institute advises that if you are experiencing diarrhoea, fever, flu, coughing, weeping wounds, mild respiratory or cold symptoms or vomiting to exclude yourself from class and seek medical attention.

Financial Management

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

Marketing

The 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

The Access Institute will at all times abide by the national recognition formed between all states/territory of Australia. The 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.

Occupational Health and Safety

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

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

The 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 environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Privacy

The Access Institute follows strict privacy policies in conjunction with the Privacy Laws. It is important for the Access Institute to collect certain personal information from students so that it can manage enrolment and training progression. The 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). The Access Institute removes personal information from its system where it is no longer required. Students have the right to access the personal information

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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.

The 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

The Access Institute will collect feedback from employers, students, facilitators/assessors and other staff members on a systematic and regular basis. The 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 CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit fit in the Australian Qualifications Framework (AQF)?”

The **CPPACC4008A - Conduct a Transport Conveyance and Boarding Device Access Audit and CPPACC4009A – Conduct a Transport Premises Access Audit** units of competency are two units in both the **CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma in Access Consulting** qualifications.

These qualifications fit into the Vocational Education and Training Sector. The table below shows where a Certificate IV level and Diploma level qualifications fit 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 Statement of Attainment and a Testamur?”

Statements of Attainment and Certificates are issued in accordance with AQF Standards. A Statement of Attainment is evidence that a student has achieved

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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 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 completed Enrolment Forms 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.

The Access Institute Contact Details

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

Email: admin@accessinstitute.com.au

Telephone: (03) 9988 1979

Website: www.accessinstitute.com.au