



Conduct a Streetscape Access Audit
CPPACC4007A – Conduct a Streetscape Access Audit

A Nationally Accredited and Recognised Unit of Competency for
CPP40811 Certificate IV in Access Consulting and
CPP50711 Diploma of Access Consulting

Course Information Handbook
Video / teleconference and Self-Paced Learning

Presented in conjunction with the
Local Government Association of South Australia

Presented in



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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) – 22404
- the nationally accredited and recognised unit of competency CPPACC4005A - Conduct a Building 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 Building 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

Access Institute is the Training Division of Achievability 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.

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 Building Access Audit course is delivered to incorporate one of the units of competency from these qualifications - CPPACC4005A- Conduct a Building 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:

- 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?

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, Occupational 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 skill required to perform access audits of the urban streetscape. The streetscape audit may be conducted on behalf of developers or local government for the purposes of reviewing compliance, or on behalf of local government for precinct accessibility upgrades. The assessments are made using relevant codes and standards. The unit requires the ability to communicate developers, traffic engineers and local government personnel on the interpretation and implementation of the *Disability Discrimination Act (DDA)* and relevant legislation.

CPPACC4007A – Conduct a Streetscape Access Audit is 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

The CPPACC4007A, Conduct a Streetscape Access Audit is a nationally accredited and recognised unit 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 Building Access Audit.

Course Delivery Timetable

In order for students to complete the course, they will be required to attend 2 'face to face' (delivered via video/teleconference) classroom 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 2020** 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 the CPPACC4007A Conduct a Streetscape Access Audit, students will have also completed 1 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. 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 need access to a computer (or similar) and their own internet connection suitable for accessing the internet during the online sessions.

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:

- 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

There are no prerequisites for entry into the CPPACC4007A Conduct a Streetscape 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

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- 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.

CPPACC4007A is a nationally recognised unit 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 2020

In addition, to attending all scheduled sessions, students must also successfully complete all required assignments and assessment tasks within 12 months from the conclusion of the face to face (video/teleconference or webinar) sessions

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 2020:

- **Video/teleconference** 20th & 21st July 2020, 9am – 4.30pm Melbourne Time

Fees, Charges and Refunds

Course fee: \$1,300.00 (No GST is applicable)

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

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 RPL 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.

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)
- reissuing a Statement of Attainment
- external counseling services.

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.

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 Guide, Assessment Section 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 Guide, Assessment Section and reference materials; or
- Your computer on which you've downloaded the Learner Guide, Assessment Section 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 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** and **The C Plan** as back-ups. 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 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 in the afternoon prior to each days sessions. (This will be a different link for each day, as each day is deemed by Zoom to be a different meeting).

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.

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Resource materials required in class will be uploaded to the Student Portal no later than 24 hours prior to session delivery. Relevant PowerPoints for each 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.

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 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.

Extension of Time to Submit Assessment Material Policy

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 2 month timeframe.

Students are therefore given the opportunity to apply for **one** extension of time to submit assessment material beyond the prescribed 2 month timeline, if any of the following factors apply:

1. The student has been ill for more than 1 month within the prescribed 2 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 2 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 2 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 2 months from the initial assessment due date.

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).

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 or vomiting to exclude yourself from class and 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.

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

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 CPPACC4007A – Conduct a Streetscape Access Audit fit in the Australian Qualifications Framework (AQF)?”

The **CPPACC4007A – Conduct a Streetscape Access Audit** unit of competency is one of the core 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 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