Understanding and Applying the SDA Design Standard

Course Information Handbook

Contents

Purpose of this Course Information Handbook

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

- Access Institute as a Registered Training Organisation (RTO) – 22404
- the Understanding and Applying the SDA Design Standard Course description
- Policies and procedures relevant to registration in the Understanding Access Legislation and Universal Design in Buildings course.

Prior to registering 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 Achieveability 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 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 CPP40811 Certificate IV in Access Consulting and CPP50711 Diploma of Access Consulting.

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.

Legislative Compliance

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

Competency of Facilitators and Assessors

Access Institute training Facilitators and Assessors have relevant experience and qualifications. In addition to their current industry practice, they also hold qualifications and/or accreditation by registering bodies. Facilitators and Assessors participate in continuous professional development programs to maintain currency in their areas of expertise.

Course Overview

This course is targeted at professionals who are working with the SDA Design Standard and who wish to gain a better understanding of what it incorporates and how it must be applied. Builders, Designers and SDA Developers as well as professionals who are providing advice to stakeholders regarding the application of the SDA Design Standard. Participants will all benefit greatly from this short course and gain important detail regarding the SDA Design Standard. This will also assist in understanding what Accredited SDA Assessors will be looking for in undertaking assessments of designs and as-built dwellings to ensure they meet compliance with the SDA Design Standard.

The session provides the basis for professionals who do not wish to become, or are not eligible to, become Accredited SDA Assessors, but will be working with the SDA Design Standard to design and develop SDA for a range of clients.

Note: This session is not the Accredited SDA Assessor course. For details of the Accredited SDA Assessor course please contact Access Institute at admin@accessinstitute.com.au

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Professional Recognition

A range of professional associations may accept the Understanding and Applying the SDA Design Standard course 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 Certificate of Participation.

Course Delivery Timetable

In order for students to complete the course, they will be required to attend the 'face to face' (delivered via video/teleconference) classroom day. See **Course Dates 2021** section of this handbook for more information.

Course Structure

- o Introductions and aim of course
- o History and background of the SDA Design Standard
- o Implementation of the SDA Design Standard
- o Break
- o SDA Design Standard Design Categories and Elements
- o How to read the SDA Design Standard
- o Key design requirements of the SDA Design Standards
- o What evidence is required for an Assessment of SDA
- o Summary
- o Finish

Learning Materials

Access Institute will provide students with the SDA Design Standard, SDA Design Standard Implementation Plan and The Why's' of Access Handbook. The Presenters PowerPoint (PDF) will be made available to participants after Course completion.

Any learning materials provided by Access Institute in soft copy can be printed and downloaded but not transmitted or altered as these are copyright. 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. Information is provided in this Handbook regarding the use of Zoom.

Learning Support

During the course, students will be supported by:

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

- The SDA Design Standard, SDA Design Standard Implementation Plan and the Why's' of Access Handbook 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 formal prerequisites for entry into the Understanding and Applying the SDA Design Standard course. However, to undertake the course, students will need to be able to:

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

Course Dates 2021

Note: There must be a minimum number of registrations 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 registered student, via email, no later than 2 weeks prior to course commencement date.

○ **Video/teleconference**, 8 July 2021, 2.30pm – 5.00pm, Melbourne Time

Fees, Charges and Refunds

Course fee: $300.00 (plus GST is applicable)

All fees and charges must be received by Access Institute as per the information provided on the tax invoice 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 registered in each course are limited. Registration is not guaranteed or confirmed until fees are received by Access Institute and Access Institute has confirmed registration with the student via email.

Refunds

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

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

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

All fees and charges must be received by Access Institute as per the information provided on the tax invoice 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.

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 registered student, via email, no later than 2 weeks prior to course commencement date.

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

Non-course Fees and Charges

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

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

Funding

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

Some prospective students may however, 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.

Prior to course commencement Students will have access to the SDA Design Standard, SDA Design Standard Implementation Plan and the Why's' of Access Handbook via the VETtrak Student Portal

After course participation the Presenters PowerPoint (PDF) 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 a stable internet connection will be required to do this.

Prior to Course commencement, Access Institute will supply registered students with log in details to the Student Portal via email.

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

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, registered 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** 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.

The A Plan

As indicated above, 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. We will aim to do this 48 hours prior to the session.

You do not need to download any software.

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 **mute the microphone on your computer,** unless you wish to speak, so others cannot hear any background noise that is happening at your end. If you hold the space bar down on your computer this will temporarily unmute you, so you can talk. When you release the space bar you will be muted again.

Alternatively, you will see a mute button on the Zoom screen so you can use 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 trainer's 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 **schedule a time to talk with the trainer over the phone** after the session. You will need to email the trainer to make a time for this.

We will **upload a copy of any PowerPoint (as a PDF)** that the trainer is using, along with any other resources, to the Student Portal no later than 1 week after the session delivery.

The B Plan

If you have **trouble logging into the meeting via the link** provided, **we will also be providing you with a phone number to call**. 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 will have the option of emailing the trainer with any questions or emailing the trainer to make a time for a phone call 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.

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 work and 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.

Registration

Each student must complete and submit to Access Institute a Course Registration 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 registered, 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 registered in each course are limited. Registration is not guaranteed or confirmed until fees are received by Access Institute as per the requirements detailed on the Registration Form and Access Institute has confirmed registration 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