



Universal Design and Access in the Built Environment 1 hour CPD Series

Information Handbook



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Purpose of this Information Handbook

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

- Access Institute as a Registered Training Organisation (RTO) – 22404
- the Universal Design and Access in the Built Environment CPD Session descriptions
- Policies and procedures relevant to registration in the Universal Design and Access in the Built Environment CPD Sessions.

Prior to registering in a CPD Session please read this 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 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.

Session Overviews

Access Institute is pleased to announce a series of new short 1 hour Continuing Professional Development (CPD) sessions addressing a range of 'hot topics' relating to Universal Design and Access in the built environment.

These sessions will provide the latest information regarding each of the 'hot topics' identified and will be delivered by industry professionals and specialists with specific expertise in each 'hot topic'.

These sessions will be offered as limited 'One offs' during August, September and October 2021 so get in now and book your spot.

Each session will be delivered live online via Zoom over 1 hour, and relevant handouts and CPD Certificates will be provided directly to each participant who attends.

CPD1 – An Overview of Hearing Augmentation

What is Hearing augmentation? Why is it required? Why is it different from hearing amplification? What are the mandatory requirements in buildings and facilities?

CPD2 – An Overview of Luminance Contrast

What is luminance contrast? Why is it different from colour contrast? Why is it important for people with low vision? How do you test it? What are the mandatory requirements in buildings and facilities?

CPD3 – An Overview of the Specialist Disability Accommodation (SDA) Design Standard

What is the SDA Design Standard? How is it different from the Livable Housing Design Guidelines? How is it applied? Where is it mandatory? How is an assessment of a design or an as-built dwelling undertaken for compliance with the SDA Design Standard?

CPD4 – An Overview of Accessible Adult Change Facilities (AACF) - (Changing Places)

What are AACF? What is the difference between an AACF and a Changing Places Facility? Who uses them? What are the Changing Places Specifications 2020? What are the range of designs available? How do you achieve compliance? Where are they mandatory in buildings?

CPD5 – Designing an Accessible toilet/shower- AS1428.1 2009 V AS1428.1 2021

What are the differences in the old and new Standard? What are good designs? Where are they mandatory in buildings and facilities?

CPD6 – An Overview of Universal Design in the Built Environment

What is Universal Design? What is the difference between Universal Design and Access? Can UD and Access work together? Where can UD be applied? Where is UD it mandatory in buildings and facilities?

CPD7 – An Overview of the new requirements for Liveable Housing in the NCC 2022

What are the new NCC requirements? What are the differences to the Livable Housing Design Guidelines? Who can undertake assessments for compliance? Where and how will the new mandatory NCC requirements be applied?

Professional Recognition

A range of professional associations may accept the Universal Design and Access in the Built Environment CPD Sessions 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 a Session will receive a Certificate of Participation.

Session Dates 2021

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

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

CPD1 – An Overview of Hearing Augmentation, 17 August 2021, 11.00am – 12 noon Melbourne Time

CPD2 – An Overview of Luminance Contrast, 31 August 2021, 11.00am – 12 noon Melbourne Time

CPD3 – An Overview of the Specialist Disability Accommodation (SDA) Design Standard, 17 September 2021, 11.00am – 12 noon Melbourne Time

CPD4 – An Overview of Accessible Adult Change Facilities (AACF) - (Changing Places), 21 September 2021, 11.00am – 12 noon Melbourne Time

CPD5 – Designing an Accessible toilet/shower- AS1428.1 2009 V AS1428.1 2021, 1 October 2021, 11.00am – 12 noon Melbourne Time

CPD6 – An Overview of Universal Design in the Built Environment, 8 October 2021, 11.00am – 12 noon Melbourne Time

CPD7 – An Overview of the new requirements for Liveable Housing in the NCC 2022, 22 October 2021, 11.00am – 12 noon Melbourne Time

Fees, Charges and Refunds

Session fee: \$135.00 pp (plus GST) per session.

If you book multiple sessions the fee reduces to \$120.00 pp (plus GST) per session. This discount cannot be booked online, contact admin@accessinstitute.com.au for further details.

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 Session.

Invoices

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

To support high quality training, numbers of students registered in each Session 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 session after they have confirmed their registration. i.e. submitted their Registration Form to Access Institute, a minimum fee of 50% of the full session fee will apply if withdrawal occurs more than 14 days prior to session commencement.

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

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 session.

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

Cancelation of Session by Access Institute

Access Institute reserves the right to cancel any session at any time. If a session is cancelled by Access Institute ALL of your session fees paid will be refunded. Access

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Institute reserves the right to change the mode of session 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 session will or will not proceed as scheduled, will be provided to each registered student, via email, no later than 2 weeks prior to session commencement date.

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

Session Materials

Prior to Session commencement, Access Institute will supply registered students with information about any required materials 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 session 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.

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

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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 Session Registration Form. This is available on our website <https://accessinstitute.com.au/event/universal-design-and-access-to-the-built-environment-1-hour-cpd-sessions/> this is also available upon request from admin@accessinstitute.com.au.

Forward the Registration Form 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-session materials.

To support high quality training, numbers of students registered in each session 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.

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

Email: admin@accessinstitute.com.au

Telephone: (03) 9988 1979 Website: www.accessinstitute.com.au