



**Access
Institute**

Creating exceptional
opportunities.

Livable Housing Design Standard Assessor (LHDS)

Course Information Handbook 2024

Contents

1. Purpose of this Course Information Handbook	4
2. Access Institute	4
3. Livable Housing Design Standard Assessor Course Aims	5
4. Role of a LHA Design Guideline Assessor	5
5. Who Can Undertake the Course?	6
6. Prerequisites	7
6.1 Prerequisites for Architects	7
6.2 Prerequisites for Building Surveyors/Certifiers.....	7
6.3 Prerequisites for Access Consultants	8
6.4 Prerequisites for Occupational Therapists	8
6.5 Prerequisites for Building Designers.....	8
6.6 Prerequisites for Builders.....	9
7. Insurances	9
8. Course Overview.....	9
9. Required Reference Materials.....	10
10. After Course Completion	11
11. About the Online Exam.....	11
10.1 Length of the Online Exam	12
10.2 Online Exam Fee:.....	12
12. Course Administration	12
13. Invoices	12
14. Refunds	13
15. Cancellation of Course by Access Institute	13
16. Internet access and Wi Fi and Zoom	13
17. Accessing the Online Training Sessions	14
18. Access Institute Policies	14
Access, Equity and Anti-Discrimination	14
Appeals and Complaints.....	15
Confidentiality	15
Student Records	15
Discipline	16
Illness Policy.....	16

Course Information Handbook
Livable Housing Design Standard Assessor

Financial Management	16
Marketing	16
National Recognition.....	17
Workplace Health and Safety	17
Online Learning and Distance Learning.....	17
Privacy	18
Provision of Information	18
Quality Control/Continuous Improvement	18
19. Course Enrolment Process.....	19

This Course Information is designed for the Livable Housing Design Standard (LHDS) Assessor Course only.

Anyone can undertake the course and the online exam process. However, in order to issue a LHDS Statement of Compliance candidates must:

- Have successfully completed the Access Institute LHDS Assessor approved training program,
- Have successfully completed an open book, online exam; administered by Access Institute.
- Hold Professional Currency (see Specified Professionals below)
- Hold current Professional Indemnity and Public Liability Insurances
- Utilise the relevant Assessment Form and Assessor Logo

1. Purpose of this Course Information Handbook

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

- Access Institute as a Registered Training Organisation (RTO) – Provider No - 22404
- the Livable Housing Design Standard Assessor training program
- policies and procedures relevant to enrolment in the LHDS Assessor Course

Prior to enrolling in the course please read this Course Information Handbook. If you still have any questions, please contact Access Institute as per the contact details in the back of this Handbook. Email contact is preferred.

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

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

2. Access Institute

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

We are leaders in access to the built and outdoor environment and acknowledged as experts in access advice relating to buildings, facilities, services and programs.

We develop and deliver nationally recognised training programs. Our training programs attract Continuing Professional Development (CPD) points from a wide range of professional organisations.

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

Access Institute is accredited as a Registered Training Organisation (RTO 22404) with the Australian Skills Quality Authority (ASQA). An RTO is a training organisation registered by a state/territory registering body in accordance with the Australian Quality Training Framework (AQTF). Each RTO has a defined scope of registration. Access Institute's current scope of registration includes delivery of the nationally accredited CPP50711 Diploma of Access Consulting and CPP40811 Certificate IV in Access Consulting.

The benefits of successfully completing a nationally accredited course are:

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

As an RTO, Access Institute provides students with:

- knowledge and skills to work effectively in a rapidly expanding industry
- training delivery by qualified and accredited practitioners who are currently working in the access industry and other relevant fields
- a commitment to providing support and services conducive to achieving competency
- inclusive and innovative training methods
- a pathway to career development.

3. Livable Housing Design Standard Assessor Course Aims

The aims of the LHDS course are to provide appropriate training to candidates wishing to undertake assessments of both Designs and Final as-built dwellings to determine compliance with Part G7 of the NCC Volume One and Part H8 of the NCC Volume Two and the referenced ABCB Livable Housing Design Standard requirements to confirm compliance with these.

4. Role of a LHA Design Guideline Assessor

The role of the Assessor is to undertake assessment of Designs and Final as-built dwellings to determine compliance against Part G7 of the NCC Volume One and Part H8 of the NCC Volume Two and the referenced Livable Housing Design Standard requirements.

Each assessment involves a review of the Design or Final as-built dwelling using the relevant Assessment Form. (Assessment Form will be provided to Assessors when

they have completed the course and successfully completed the online exam and submitted their required professional prerequisites and Certificates of Currency for insurances to Access Institute for validation).

Assessors systematically collect, analyse and record information to support their assessment, before they can verify compliance. Once the Assessor has completed their assessment, they complete the Statement of Compliance (incorporated into the Assessment Form) and issue this to their client.

The same Statement of Compliance template can be used for either Design or a Final as-built assessment by ticking the relevant box on the front page of the Statement of Compliance template.

5. Who Can Undertake the Course?

Anyone can undertake the course and Online Exam. However, only **Specified Professionals** (*listed below*) who have professional currency and current insurances, have undertaken the LHDS Assessor course, successfully completed the Online Exam and have been issued with the Access Institute Assessment Form, Statement of Compliance Template and current Assessor Logo, are able to confirm whether a project has met all the requirements.

The following **Specified Professionals** who undertake the course and successfully complete and meet all requirements, can utilise the Assessment Form, current Assessor Logo and issue the Statement of Compliance.

Specified Professionals are:

- Architects
- Building Surveyors
- Building Designers
- Access Consultants
- Occupational Therapists
- Builders

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

(Please note: Access Institute cannot provide exemptions for candidates who are not specified professionals and who do not meet the specified prerequisites.)

6. Prerequisites

6.1 Prerequisites for Architects

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

6.2 Prerequisites for Building Surveyors/Certifiers

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

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

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

- NSW - Building Certifiers wishing to apply must have Accreditation (Unrestricted, Restricted) with Fair Trading NSW.
- Western Australia - Building Certifiers wishing to apply must be registered with the Building Services Board as a Building Surveying Practitioner Level 1 or 2, or be registered as a Building Surveyor Practitioner: Technician.
- Victoria - Building Certifiers wishing to apply must be registered with the Victorian Building Authority (VBA) as a Building Surveyor Unlimited or Building Surveyor Limited.
- Tasmania - Building Certifiers wishing to apply must be registered with Department of Justice as a Building Surveyor, a Building Surveyor Limited, or an Assistant Building Surveyor.
- ACT – Building Certifiers wishing to apply must be registered with Access Canberra as Principal Building Surveyor or Principal Building Surveyor employee class; or General Building Surveyor or General Building Surveyor employee class.
- QLD – Building Certifiers wishing to apply must be registered with Queensland Building and Construction Commission (QBCC) as a Building Certifier (Level 1, Level 2, or Level 3)

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

6.3 Prerequisites for Access Consultants

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

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

6.4 Prerequisites for Occupational Therapists

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

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

6.5 Prerequisites for Building Designers

Registration of Building Designers varies from state to state in Australia. Accordingly Building Designers who wish to apply to become LHA Design Guideline Assessors must comply with the following prerequisites.

- Hold a qualification in building design- Diploma level or above or Accreditation with the Building Design Association of Australia (BDAA) and meet one of the following criteria:
- In Queensland, Victoria and Tasmania must be registered with their relevant state registration authority
- In other states and territories not listed above, must be a full member of either the Building Design Association of Australia, or Design Matters National.

This prerequisite must be checked on a case by case basis by the RTO for them to allow the candidate to undertake the online exam.

6.6 Prerequisites for Builders

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

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

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

7. Insurances

All Assessors must provide evidence of valid Professional Indemnity and Public Liability Insurances. The policies must provide a **minimum** limit of:

- Public Liability Insurance (Min \$10M) and
- Professional Indemnity Insurance (Minimum \$5M)

8. Course Overview

The Livable Housing Design Standard Assessor course is delivered over 2.5 hours, delivered live online via Zoom in a class environment.

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

- Background to the livable housing provisions in the NCC;

- Part G7 of the NCC Volume One and Part H8 of the NCC Volume Two;
- Livable Housing Design Standard;
- Certification Process;
- Assessment Form;
- Documentation Requirements;
- Assessor Competency Online Exam Overview;
- Use of Forms and Assessor Logo;
- Where to find Additional Information.

9. Required Reference Materials

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

1. This Access Institute – LHDS Assessor Course Learner Handbook;
2. The ABCB Livable Housing Design Standard;
3. Part G7 of the NCC 2022 Volume One;
4. Part H8 of the NCC 2022 Volume Two;
5. Livable Housing Design Handbook.

Candidates must have access to all five of these documents whilst they are undertaking the Course and Online Exam. Documents 1, 2 and 5 will be made available on the Access Institute Student Portal.

Documents 3 and 4 i.e. The NCC is available for download for no fee from the ABCB website at <https://ncc.abcb.gov.au/editions-national-construction-code>

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

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

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

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

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

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

10. After Course Completion

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

Candidates will then be eligible to undertake the Online Exam.

Candidates must contact Access Institute at admin@accessinstitute.com.au and request access to the Online Exam.

Candidates must attach a copy of their training program Certificate of Participation which will be provided to them by Access Institute after they complete the training program, in order to undertake the Online Exam.

Once the candidate pays the Online Exam fee - currently \$150 plus GST, and this is cleared in the Access Institute bank account the link to the Online Exam and instructions for undertaking the Online Exam will be forwarded to the candidate via email.

Please note, candidates have 4 months from course completion to successfully undertake the Online Exam.

If this does not occur, candidates must undertake the course again in order to undertake the Online Exam.

Once a candidate successfully completes the Online Exam a Certificate of Completion will be emailed to them by Access Institute.

11. About the Online Exam

The online exam is available to candidates who have completed the LHDS Assessor Course.

The exam is an online exam and is comprised of 40 multiple choice questions. The multiple-choice questions have only one correct answer. Online Exam candidates are required to select one correct answer for each question from a range of answers provided.

The questions are clear and concise and may require the candidate to research materials including the Livable Housing Design Standard and the LHDS Learner Handbook.

Online exam candidates are required to gain a 90% positive result for the open-book, online exam.

10.1 Length of the Online Exam

Access Institute anticipates it will take candidates 1 to 1.5 hours to complete the Online Exam, however up to 3 hours is available to complete the Online Exam. Once the Online Exam is started, it must be completed in one sitting. Candidates cannot stop and resume the Online Exam. If candidates are unable to complete the Online Exam in the allotted time, the number of correct answers given at the end of the 3-hour period will be the result recorded for that candidate.

10.2 Online Exam Fee:

In addition to the Course Fee, if you wish to undertake the LHDS Assessor Online exam, fees are as follows:

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

A candidate can only apply to undertake the online exam once they have completed the LHDS Assessor Course.

12. Course Administration

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

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

13. Invoices

Course Fee:

Livable Housing Design Standard Assessor Course Fee is \$400.00 plus GST.

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

To support high quality training, numbers of students enrolled in each course are limited. Enrolment is not guaranteed or confirmed until fees are received by Access Institute and Access Institute has confirmed enrolment with the student via email.

All Session Fees are payable prior to session attendance.

14. 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, no refund will be provided and 100% of the total course fee will apply.

All fees and charges must be received by Access Institute prior to course commencement in order for a student to participate in the course.

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

15. Cancellation of Course by Access Institute

Access Institute reserves the right to cancel any course at any time. If a course is cancelled by Access Institute ALL course fees paid by a student 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 reserves the right to change course dates if necessary.

Access Institute does not take responsibility for any participant's costs associated with any such cancellation or date change 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 or change of date.

16. 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. Students don't need to download Zoom to participate in the session but may wish to download this to their computer and test this in their 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 session is being delivered live, enrolled students will be provided with instructions of how the session will continue.

17. Accessing the Online Training Sessions

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

We will be using software called Zoom. We can deliver a meeting or webinar via this program.

We will forward you a link via email to connect to the Zoom Sessions.

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.

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.

18. 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) or excessive use of AI to answer assessment questions
- 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 students are experiencing diarrhoea, fever, flu, coughing, weeping wounds, mild respiratory or cold symptoms, vomiting, any symptoms of COVID19 or similar, to exclude themselves 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.

Online Learning and Distance Learning

Access Institute offers online learning for the Certificate IV and Diploma of Access Consulting and associated units of competency. These courses are delivered in a variety of ways. Some course delivery is undertaken using Zoom technology in live virtual classrooms. Some is undertaken independently by students.

Therefore, students need access to a computer or similar device and a mobile phone suitable for accessing the course and materials.

Trainers are available after all sessions, and on an ongoing basis throughout the duration of the course completion, to support students.

Students can contact trainers by email with questions or alternatively can contact trainers via email to make a time for a phone discussion or live discussion via Zoom where necessary.

Trainers and students are provided with training on the use of the relevant online technologies.

Course content and assessments are in line with the requirements of relevant ASQA Standards.

Access Institute will proactively contact students, give prompt feedback on work submitted and encourage real-time interaction to enhance and encourage positive communication and maintain student motivation in their studies.

If a delivery mode is changed during a student's enrolment, a refund will be made available for the part of the course where the delivery has changed, if the student does not wish to proceed with the new delivery method.

Privacy

Access Institute follows strict privacy policies in conjunction with the Privacy Laws. It is important for Access Institute to collect certain personal information from students so that it can manage enrolment and training progression. Access Institute collects personal information from students with prior knowledge and consent and uses it only for the purposes for which it was collected.

All forms, files, results and records of any student are deemed confidential. Records are accessible only to relevant staff members of Access Institute and only for relevant and appropriate use. This means student records can only be released to other parties with the student's written permission, (or in circumstances dictated by law). Access Institute removes personal information from its system where it is no longer required. Students have the right to access the personal information Access Institute has about them at any time and provide any necessary corrections. The Privacy Amendment (Private Sector) Act 2000 prevents Access Institute from providing any student details to any person other than the student as required by law. All matters in relation to enrolment, results, fees or any other issue can only be discussed with the student unless a written permission from that student is provided allowing access to the information.

Access Institute has implemented technology systems, policies and measures within its control to protect the personal information that it has from unauthorised access and improper use.

Provision of Information

Clear and accurate advice is provided to all enrolling students at Access Institute. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

Quality Control/Continuous Improvement

Access Institute will collect feedback from employers, students, facilitators/assessors and other staff members on a systematic and regular basis. Access Institute is

committed to continuous improvement, seeking to enhance its services the best it can to meet expectations.

19. Course Enrolment Process

In order to enrol in this course you must:

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

Further Information

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