Accredited Specialist Disability Accommodation (SDA)
Assessor Course

Course Information Handbook 2025
V1.7

Contents

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This Course Information Handbook is designed for the **Accredited Specialist Disability Accommodation (SDA) Assessor** course only.

Anyone can undertake the course. However, in order to become an Accredited SDA Assessor that can issue a Certificate of SDA Category Compliance candidates must:

- have met relevant prerequisites for their specified profession;
- have undertaken the NDIA authorised **Accredited SDA Assessors Course** with Access Institute;
- have successfully completed an open book, online exam;
- hold professional currency;
- hold current Professional Indemnity insurance *(minimum $5M for any single claim)* and Public Liability insurance *(minimum $10M).*
- be registered with NDIA as an **Accredited SDA Assessor.**

See further details of **Specified Professionals and relevant prerequisites determined by the National Disability Insurance Agency (NDIA) in this Course Information Handbook.*

The Note: Successful completion of this course contributes to progression through the Access Institute 5-Star Access Professional Credentialing Program. Contact admin@accessinstitute.com.au for further details.

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 Accredited SDA Assessor Course training program
- policies and procedures relevant to enrolment in the Accredited SDA 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 and Universal Design in the built and external environment in Australia.

Our qualified and Accredited Access Consultants and trainers are leaders in addressing access and Universal Design in 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 have provided an extensive range of access audits, access appraisals, research and evaluation projects, consultations, advisory and training services across Australia for more than 30 years.

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 CPP50721 Diploma of Access Consulting and CPP40821 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. Accredited SDA Assessor Course Aims

The aims of the **Accredited SDA Assessor** Course are to provide appropriate training to candidates wishing to work with the SDA Design Standard and to assess

Designs and Final-as-built dwellings to confirm they meet the **SDA Design Standard** requirements.

The objectives of the training are to:

- ensure candidates are aware of and understand the SDA Design Standard;
- ensure candidates can undertake relevant assessments of Designs and Final-as-built dwellings to determine their compliance with the requirements of the SDA Design Standard;
- ensure candidates understand and complete the Accredited SDA Assessor and dwelling certification processes;
- ensure candidates can successfully complete the Accredited SDA Assessor online exam;
- ensure candidates understand and can successfully comply with all the requirements of an Accredited SDA Assessor.

4. Role of an Accredited SDA Assessor

The role of the **Accredited SDA Assessor** is to conduct assessments of Design and/or Final-as-built dwellings against the National Disability Insurance Scheme (NDIS) **SDA Design Standard** to confirm compliance with this Standard.

Each assessment involves a review of the Design or Final-as-built dwelling against the requirements of the SDA Design Standard, utilising a detailed Assessment Form to confirm compliance.

As well as using an **Assessment Form**, Accredited SDA Assessors are also required to gather **evidence** to demonstrate that a dwelling meets the SDA Design Standard. This evidence can include letters, documented compliance statements, plans, designs, photographs or other documentation from relevant product suppliers and/or designers that **demonstrates** compliance with the SDA Design Standard.

Accredited SDA Assessors must keep records of their assessments for a minimum of 7 years. These records must be made available to NDIA at any time on request.

An Accredited SDA Assessor is the **only person** who can issue a **Certificate of SDA Category Compliance,** to confirm that the Design and/or Final-as-built dwelling has met all the requirements of the SDA Design Standard.

Note: Accredited SDA Assessors are not required to provide design advice to applicants. This may be offered as a separate service to the assessment service if the Accredited SDA Assessor has the relevant qualifications and skills.

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5. Who Can Undertake the Course and become an Accredited SDA Assessor?

Whilst anyone can undertake the Accredited SDA Assessors course and undertake the online exam, NDIA has confirmed that only the **Specified Professionals** listed below, that meet nominated **specified prerequisites,** will be eligible to register and to become Accredited SDA Assessors:

- Architects
- Building Surveyors
- Access Consultants
- Occupational Therapists.

In order for an individual Specified Professional to become an Accredited SDA Assessor, they must provide evidence of relevant skills, experience and qualifications in their professional area, that underpin the knowledge required to undertake assessment of SDA and have an appropriate level of Professional Indemnity and Public Liability insurances.

This includes:

- reading and interpreting plans and specifications;
- identifying key access requirements on plans and in final-as-built structures;
- competency in reading, interpreting and understanding technical access standards and related requirements;
- applying access principles to accommodation;
- understanding of the functional needs or people with disabilities in accommodation settings;
- disability awareness and terminology;
- understanding of access auditing processes.

Therefore, only the following Specified Professionals, who meet the required prerequisites, outlined below, and who can provide relevant evidence of this, will be eligible to apply to become registered Accredited SDA Assessors.

They must also complete the required Accredited SDA Assessor training program and have successfully completed the Accredited SDA Assessor online, open book exam.

In addition to demonstrating the required skills and experience necessary, these prerequisites also **incorporate minimum qualifications in each professional category.**

5.1   Prerequisites for Architects

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

In addition, as per the skill set required for the role of an Accredited SDA Assessor, Architects must also provide evidence that they have completed Access Institute's **CPP40811/CPP40821 Certificate IV in Access Consulting or CPP50711/CPP50721 Diploma of Access Consulting** nationally recognised qualification. (See further details in Appendix 1)

5.2   Prerequisites for Building Surveyors/Certifiers

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

- Building Surveyor (Level 1);
- Building Surveyor Limited (Level 2).

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 Level A Accreditation (grade1 or 2) with the Building Professionals Board (BPB).
- Western Australia - Building Certifiers wishing to apply must be registered with the Building Commission/ 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 as a Building Surveyor Unlimited or Building Surveyor Limited.
- Tasmania - Building Certifiers wishing to apply must be registered with Workplace Standards 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 or Level 2)

Individual Building Surveyors/Certifiers not covered by any of the above, should hold professional qualifications that would permit registration in any of the above

jurisdictions. This prerequisite must be checked on a case by case basis by Access Institute for them to allow registration as an Accredited SDA Assessor.

In addition, as per the skill set required for the role of an Accredited SDA Assessor, Building Surveyors must also provide evidence that they have completed Access Institute's **CPP40811/CPP40821 Certificate IV in Access Consulting or CPP50711/CPP50721 Diploma of Access Consulting** nationally recognised qualification. (See further details in Appendix 1)

5.3   Prerequisites for Access Consultants

Access Consultants wishing to apply to become Accredited SDA Assessors must be Accredited members of the Association of Consultants in Access Australia (ACAA).

In addition, it is mandatory that Access Consultants must be qualified in Access Consulting and provide evidence that they have completed Access Institute's **CPP40811/CPP40821 Certificate IV in Access Consulting or CPP50711/CPP50721 Diploma of Access Consulting** nationally recognised qualification delivered by Access Institute.

5.4   Prerequisites for Occupational Therapists

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

In addition, as per the skill set required for the role of an Accredited SDA Assessor, Occupational Therapists must also provide evidence that they have completed Access Institute's **CPP40811/CPP40821 Certificate IV in Access Consulting or CPP50711/CPP50721 Diploma of Access Consulting** nationally recognised qualification. (See further details in Appendix 1)

6. Insurance

All of the nominated Specified Professionals must provide evidence of valid Professional Indemnity and Public Liability Insurance **to protect the assessor, their clients and the NDIS/NDIA** in the event of unforeseen negative events resulting from SDA assessments.

. The policies must provide a **minimum** limit of:

- Professional Indemnity insurance *(minimum $5M for any single claim)*, and

- Public Liability insurance *(minimum $10M).*

7. Individual Accredited SDA Assessors

It should be noted that Accredited SDA Assessors are Specified Professionals (individuals) only. A company or organisation cannot be an Accredited SDA Assessor.

8. Prerequisite Evidence

All Specified Professionals must provide relevant evidence to support the prerequisites in their relevant professional category, in order to apply to become Accredited SDA Assessors registered with NDIA.

As indicated below, there **are a range of options available for candidates to obtain the Certificate IV and Diploma of Access Consulting including** a **Recognised Prior Learning (RPL)** process for candidates who can provide relevant evidence that demonstrates they can meet the required qualified outcomes.

See below and then contact admin@accessinstitute.com.au for further details.

Note: It should be noted that Access Institute does not have the authority to change or waive any prerequisites, as these are determined and set by NDIA.

9. Options for Completing the Certificate IV or Diploma of Access Consulting

Access Institute delivers both the Certificate IV and Diploma in Access Consulting courses.

There are **a range of options** available to candidates to obtain these qualifications as follows:

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Option 1 – Face to Face course and assessment tasks

The face to face courses (delivered via video/teleconference/webinar) commence in 2020 as follows:

The following courses are offered simultaneously:
- CPP40821 Certificate IV in Access Consulting - 8 days
- CPP40821 Certificate IV in Access Consulting for Building Surveyors – 5 days
- CPP50721 Diploma of Access Consulting – 11 days
- CPP50721 Diploma of Access Consulting for Building Surveyors – 8 days
- CPP50721 Diploma of Access Consulting for Occupational Therapists – 9 days

(See further details in Appendix 1 including list of Units of Competency)

Note: The courses above for Building Surveyors and Occupational Therapists, incorporate automatic Recognised Prior Learning for some units of competency based on skills and qualifications of these professionals.

Enrolment details are at www.accessinstitute.com.au including Enrolment Forms and Course Information Handbooks. Alternatively contact admin@accessinstitute.com.au **Some places are still available in the dates listed above.**

Option 2 – Recognised Prior Learning (RPL) Pathway for experienced Access Consultants.

You must provide specific evidence of your experience. You **may** be required to attend some face to face sessions and undertake some assessment tasks depending on the RPL evidence you can provide. It is expected that this will be minimal for this target group.
Contact admin@accessinstitute.com.au to enrol and for an **Experienced Access Consultants RPL Kit.** Course Information Handbook Accredited Specialist Disability Accommodation (SDA) Assessor

Option 3 – Combination RPL and video/teleconference/webinar sessions.

For anyone who wishes to enrol that can demonstrate RPL in one or more variety of Units of Competency.

You must provide specific evidence of your experience. You **will** be required to attend some face to face sessions (delivered via video/teleconference/webinar) and undertake some assessment tasks.

Contact admin@accessinstitute.com.au to enrol and for a **General RPL Kit.**
Note: Candidates must enrol and pay relevant course fees prior to attendance at any classes or assessment of RPL. Payment instalment options are available.

10. Course Overview

The recognised Accredited SDA Assessor course is delivered, *(with authority from NDIA)* by Access Institute, a nationally Registered Training Organisation, *(No 22404),* that specialises in training relating to access to the built environment.

The course incorporates a range of learning modules relating to the following:

- What is NDIA?
- What is NDIS?
- What is SDA?
- What is the SDA Design Standard?
- What is an Accredited SDA Assessor?
- Who are Specified Professionals?
- What are the prerequisites for Specified Professionals?
- What is the process to become an Accredited SDA Assessor?
- SDA History
- SDA and the National Construction Code (NCC)
- SDA Design Standard Overview
- Review of the 25 SDA Design Elements
- SDA Certification Process
- Assessment Forms and Records
- Use of the SDA Name and Logo
- Where to find Additional Information.

The course is delivered over 1/2 day, in a 'face to face' (delivered via video/teleconference/webinar) classroom environment.

11. Required Reference Materials

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

1. Access Institute Accredited SDA Assessor Course Learner Handbook;

2. NDIS Specialist Disability Accommodation Design Standard – Edition 1.1-25th October 2019; *Free, https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-design-standard

3. Specialist Disability Accommodation (SDA) Design Standard – Implementation Plan – 31 October 2019;*Free, https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-design-standard

4. AS1428.1 2021: General requirements for access—New building work. Candidates will be required to provide their own copy of AS1428.1 2021. This can be purchased from www.standards.org.au. It is expected that all candidates will have a good working knowledge of, AS 1428.1 – 2021, as this will not be supplied or taught in the course.

References 1-3 will be made available on the Access Institute Student Portal to all enrolled students closer to course commencement.

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

12. After Course Completion

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

Candidates must contact Access Institute at admin@accessinstitute.com.au to request the link to the online exam. Once payment is received by Access Institute, the candidate will be issued with instructions and a link to the online exam.

Once the **exam** is successfully completed and **evidence of the Specified Professional prerequisites** has been provided to **Access Institute**, Access Institute will:

- Issue candidates with an Accredited SDA Assessor Certificate;
- Issue candidates with an Assessor Registration Form to complete;
- Issue candidates with the SDA Assessor Code of Conduct and Procedures Agreement to sign;
- Provide candidates details to NDIA.

Please note: In order to register to become an Accredited SDA Assessor, candidates will need to supply NDIA with the following documents:

- Completed Accredited SDA Assessor Registration Form (completed);
- Evidence of Professional Currency relating to the candidates Specified Profession;
- Certificate of Currency for Professional Indemnity Insurance and Public Liability Insurance;
- Access Institute **Certificate of Participation;**
- Access Institute **Accredited SDA Assessor Certificate;**
- Accredited SDA Assessor Code of Conduct and Procedures Agreement (signed).

13. About the Online Exam

The online exam is available to candidates who have completed the course and payment of the appropriate fee is received by Access Institute. It is open book.

The online exam is comprised of 100 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. Online exam candidates are required to gain a **90%** positive result for the open-book, online exam.

All candidates will be advised via email from Access Institute of their result upon completion of the online exam once this has been verified by the Access Institute Exam Assessor.

As the online exam is 'open-book', candidates are permitted to refer to reference materials during the online exam.

Recommended reference materials include:

- Accredited SDA Assessor Course Learner Handbook; and
- NDIS Specialist Disability Accommodation Design Standard – Edition 1.1- 25th October 2019;
- Specialist Disability Accommodation (SDA) Design Standard – implementation Plan – 31 October 2019;
- AS1428.1 2021: General requirements for access—New building work.

13.1 Length of the Online Exam

Access Institute anticipates it will take most candidates approximately **1.5 - 2 hours** to complete the online exam, however **up to 3 hours is available**. 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 three-hour period will be the result recorded for that candidate.

Candidates have 4 months from course completion date to undertake the online exam. If this does not occur, a candidate will be required to undertake the course again in order to undertake the online exam again.

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14. Course Dates 2026

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.

○ **Live online via Zoom**, 19 May 2026, 11.00am – 3.30pm, Melbourne Time

15. Invoices

15.1   Course Fee:

The Accredited SDA Assessor Course fee is $650.00 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.

15.2   Online Exam Fee:

In addition to the course fee, if you wish to undertake the Accredited SDA 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 course.

Please note: An Accredited SDA Assessor Certificate will only be issued to candidates who have successfully completed the online exam and provided evidence to Access Institute that they meet the prerequisites for their Specified Profession as determined by NDIA.

16. 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 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.

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 discussed with the student to support completion of any course requirements.

17. 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.

18. 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.

19.   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.

Plan A

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 48 hours prior to the Course.

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.

Resource materials required in class will be uploaded to the Student Portal no later that 48 hours prior to session delivery. Relevant PowerPoints for the 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.

You also have the option of emailing the trainer with any questions or emailing the trainer to make a time for a phone call or Zoom meeting 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.

20. 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:

Academic Integrity Policy

Access Institute maintains high academic standards in its courses and units of competency and expects students to conduct themselves in a manner which is fair, honest and consistent with the principles of academic integrity, particularly when undertaking assessment and research.

Work submitted for assessment purposes must be the independent work of a student or approved groups of students to demonstrate their proficiency in course and unit objectives and learning outcomes.

Academic integrity means honesty, responsibility and the maintenance of academic standards in scholarship. Honesty in scholarship means that all academic work results from an individual student's own efforts and that credit is given to other peoples' ideas. Maintaining academic integrity involves a student:

- creating and expressing their own ideas in their work;
- acknowledging all sources of information;
- completing assignments independently or acknowledging collaboration;
- accurately reporting results when conducting research and honesty during examinations.

The development of Artificial Intelligence (AI) software has provided a means for students to potentially circumvent the above goals which aim to provide fair and equitable outcomes including a meaningful indication of a student's proficiency.

Access Institute regards AI as a resource - much like other resources, available on the internet or elsewhere – that can be used to provide background information and opinions of use to students who have to complete assessment tasks. As with other resources, however, unacknowledged use of material that contributes substantially to a student's response to an assessment task, contravenes the policy of academic integrity on which Access Institute relies in its assessment of a student's capabilities.

Access Institute supports an educative response to first-time academic misconduct, plagiarism or collusion incidences where this is appropriate and possible.

All students must complete a declaration when submitting assignments. The declaration must include a statement:

a) about the originality of the work;

b) that the student has not been assisted by any other person (collusion);

c) that the student has not used any sources without proper acknowledgment (plagiarism); and

d) that indicates the student's individual contribution to the assignment.

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 learning 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 Accredited SDA Assessor Course. These courses are delivered in a variety of ways. Some course delivery is undertaken using Zoom or Skype 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.

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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.

Access Institute will proactively contact students, give prompt 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

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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.

21. Course Enrolment Process

In order to enrol in this session 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, delivery mode, session materials and Student Portal details will be forwarded to you upon session 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.

22. Appendix 1

Access Institute CPP40821 Certificate IV in Access Consulting contains 20 units of competency as follows:

Unit number	Unit Number	Unit Name
1.	BSBMED301	Interpret and apply medical (access) terminology appropriately
2.	CPPACC4001	Apply disability awareness to assess and determine access solutions
3.	CPPACC4015	Follow WHS requirements when working at client sites
4.	CPPACC4016	Manage risk to access consulting requirements
5.	CPPACC4002	Apply building control legislation to accessibility assessment of small-scale buildings
6.	CPPACC5016	Provide expert access advice on renovations to private dwellings
7.	CPPACC5004	Apply building codes and standards to accessible large-scale buildings
8.	CPCCOM2001	Read and interpret plans and specifications
9.	BSBINS401	Analyse and present research information
10.	PSPREG004	Promote client compliance
11.	CPPACC4005	Conduct building access audits
12.	CPPACC4006	Conduct playground access audits
13.	CPPACC4007	Conduct streetscape access audits
14.	CPPACC4012	Conduct outdoor recreation area access audits
15.	CPPACC4017	Prepare access reports
16.	CHCDIV001	Work with diverse people
17.	BSBLDR414	Lead team effectiveness
18.	CPPACC4022	Work effectively as an access consultant
19.	CPPACC4004	Communicate effectively as an access consultant
20.	CPPACC4003	Assess accessibility of construction plans

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Access Institute CPP50721 Diploma of Access Consulting contains 25 units of competency as follows:

Unit Number	Unit Code	Unit Name
1	BSBMED301	Interpret and apply medical (access) terminology appropriately
2	CPPACC4001	Apply disability awareness to assess and determine access solutions
3	CPPACC4015	Follow WHS requirements when working at client sites
4	BSBOPS504	Manage business risk
5	CPPACC4002	Apply building control legislation to accessibility assessment of small-scale buildings
6	CPPACC5016	Provide expert access advice on renovations to private dwellings
7	CPPACC5004	Apply building codes and standards to accessible large-scale buildings
8	CPPACC5005	Interpret and apply building control legislation when assessing large-scale buildings for access
9	CPPACC5020	Undertake research on access issues
10	PSPREG004	Promote client compliance
11	CPPACC4005	Conduct building access audits
12	CPPACC4006	Conduct playground access audits
13	CPPACC4007	Conduct streetscape access audits
14	CPPACC4012	Conduct outdoor recreation area access audits
15	CPPACC4017	Prepare access reports
16	CHCDIV001	Work with diverse people
17	BSBLDR414	Lead team effectiveness
18	CPPACC4022	Work effectively as an access consultant
19	CPPACC4004	Communicate effectively as an access consultant
20	CPPACC5001	Assess building work documentation for access compliance
21	CPCCSV5004A	Apply legislation to urban development and building controls
22	CPPACC5003	Apply anthropometric principles to accessible building design and fitout
23	CPPACC5006	Apply ergonomic principles to accessible building design and fitout
24	CPPACC5007	Apply mechanics of human body functions to accessible building design and fitout
25	CPPACC5010	Provide access advice on the design of the built environment

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