



**Conduct Streetscape Access Audits**  
**CPPACC4007 – Conduct Streetscape Access Audits**  
**A Nationally Accredited and Recognised Unit of Competency for**  
**CPP40821 Certificate IV in Access Consulting and**  
**CPP50721 Diploma of Access Consulting**

**Course Information Handbook**  
**Delivered Live Online via Zoom and Self-Paced**  
**Learning**



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## **Purpose of this Course Information Handbook**

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

- the Access Institute as a Registered Training Organisation (RTO) – 22404
- the nationally accredited and recognised unit of competency CPPACC4007 - Conduct Streetscape Access Audits, as part of qualification CPP40821 Certificate IV in Access Consulting and CPP50721 Diploma of Access Consulting
- Policies and procedures relevant to enrolment in the Conduct a Building Access Audit course.

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

## **Access Institute**

Access Institute is 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 CPP40821 Certificate IV in Access Consulting and CPP50721 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.

## **Student Identification / Proof of Identity**

It is a mandatory requirement for students to supply current legible photographic identity evidence with their Enrolment documentation, in the form of government-issued photo identification, e.g. passport, driver's licence, proof of age card, working with children check or Australia Post Keypass.

## **Unique Student Identifier**

### **Do you need a USI?**

From January 2015 it is compulsory for all students enrolling in nationally recognised training to obtain a Unique Student Identifier (USI). This number will be your own personal student number which can be used across all educational institutions.

If you do not already have a USI, you will need to create one prior to enrolment. Please create a USI by visiting <http://usi.gov.au>.

Access Institute is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI).

If you would like Access Institute to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf> .

## **Legislative Compliance**

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

## Competency of Facilitators and Assessors

Access Institute training Facilitators and Assessors are industry experts with relevant experience and qualifications in both the access and training industries. In addition to their current industry practice, they also hold qualifications and/or accreditation by registering bodies. Facilitators and Assessors work in the field of access consulting and also participate in continuous professional development programs to maintain currency in their areas of expertise.

## Course Overview

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

CPPACC4007 – Conduct Streetscape Access Audits is recognised as part of the packaging rules for qualifications to ensure that they meet industry requirements and reflect the broad range of working environments of Access Consultants. The unit is part of the CPP40821 Certificate IV in Access Consulting and CPP50721 Diploma in Access Consulting qualifications.

## Professional Recognition of the Qualification

The CPPACC4007 - Conduct Streetscape Access Audits is a nationally accredited and recognised unit of competency. A range of professional associations accept these qualifications under their professional development programs and allocate Professional Development Points (CPD) for students who have completed them. Further details are available from each professional association in relation to their CPD programs. Students who complete the course successfully will receive a Statement of Attainment in Conduct Streetscape Access Audit.

## Course Delivery Timetable

In order for students to complete the course, they will be required to attend 2 'face to face' (delivered live online via Zoom) classroom days as well as successfully complete an assignment and assessment tasks. A timeframe of four months has been allocated for students to complete all requirements of the course commencing from the last allocated classroom session. See **Dates and Location** section of this handbook for more information.

## Course Structure

To attain the Statement of Attainment, each student must be deemed competent in the unit of competency.

This unit is determined by the Training Package associated with the course and approved under the Australian Qualifications Framework. The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia.

## Learning Pathway

Upon successful completion of the CPPACC4007 Conduct Streetscape Access Audits, students will have also completed 1 of the units required to successfully complete the CPP40821 Certificate IV in Access Consulting and CPP50721 Diploma in Access Consulting.

## Learning Materials

Access Institute will provide students with learning materials relevant to the unit of competency. Any learning materials provided by Access Institute in soft copy can be printed and downloaded but not transmitted or altered.

If people other than students wish to use any of the learning materials, they will need written permission from Access Institute to do so or undertake the relevant course.

Materials cannot be distributed across organisations for use by multiple users.

Students will need access to a computer (or similar) and their own internet connection suitable for accessing the internet during the online sessions.

Students will also be required to undertake an assessment task as part of the learning process. Students will need access to a computer suitable for use in the development of an access audit report as part of the course assessment process.

## Learning Support

During the course, students will be supported by:

- Trainers and assessors during the 'face to face' sessions and available by phone and email outside of 'face to face' sessions, as well as Zoom if necessary; (*Students can contact the relevant trainer via email to make a time for a phone call if necessary*)
- Extensive Learner Guide incorporating comprehensive learning materials and resources;
- Administrative support in relation to understanding of any administrative requirements relating to courses.

Students are encouraged to use the support services offered by Access Institute.

## **Entry Requirements and Language, Literacy and Numeracy**

There are no prerequisites for entry into the CPPACC4007 Conduct Streetscape Access Audits course. However, to undertake the course, students will need to be able to:

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

A student's language, literacy and numeracy skills may be assessed by Access Institute for the purpose of ascertaining their likely ability to cope with the requirements of the course.

Although Access Institute will make every effort to accommodate the particular needs of individuals, as a matter of ethical conduct, it will not enroll a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances Access Institute will assist the student, where possible, to find a suitable alternative. If it becomes apparent that the student will not be able to successfully complete it due to a particular learning need, after the student has commenced the course, Access Institute will provide a refund of the paid fees less any costs incurred by Access Institute. See the **Fees, Charges and Refunds** section of this Handbook for further information.

## **Recognition of Prior Learning (RPL) and Credit Transfer**

RPL is the recognition of learning or competencies that have been previously achieved. Once enrolled, students may be able to apply for RPL if they can demonstrate sufficient experience and successfully complete all of the assessment tasks and questions from the relevant units of competency.

Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works by students receiving credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load. Students must provide certified copy of evidence that they have previously completed the relevant units.

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If you are interested in RPL or applying for credit transfer, please contact Access Institute prior to enrolment in the course for further information. Applications for RPL and credit transfer must be received by Access Institute at least one month prior to course commencement, to allow time for assessment. The fee for application for RPL or credit transfer assessment is equivalent to the course fee.

### Course Dates 2026

In addition, to attending all scheduled sessions, students must also successfully complete all required assignments and assessment tasks within 4 months from the conclusion of the face to face (Zoom) sessions

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

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

**Note:** The following are the only dates and locations for this course in 2026 at this time.

### Delivered Live Online via Zoom – 2 days

**14 & 15 July 2026. 10.00a.m. to 4.30p.m. (approx.) each day plus individual tasks**

### Invoices

**Course fee:** \$1,400.00 (No GST is applicable)

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

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

## **Refunds**

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

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

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

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

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

## **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 of your course fees paid will be refunded. Access Institute reserves the right to change the mode of course delivery as required. i.e. webinar, teleconference, face to face etc.

Access Institute does not however take responsibility for any participant's costs associated with any such cancellation related to airfares, travel or accommodation.

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

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

## **Non-course Fees and Charges**

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

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

## Funding

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

Some prospective students may however, be eligible for individual funding under some State or Federal government skill development programs, based upon certain eligibility criteria. Prospective students will need to investigate these options directly with relevant government departments or other relevant funding bodies.

## Course Materials

Access Institute uses VETtrak, an Integrated Student Management System (SMS) which is a user-friendly way for students to access information about their training via the internet. Students will have access to unit Learner Guide, Assessment Section and relevant resources via the VETtrak Student Portal.

Note: These documents are copyright© protected and cannot be forwarded to a third party.

**WARNING:** access to the VETtrak Student Portal requires internet access therefore it should not be relied upon to open these documents during the sessions, particularly if the internet is unstable.

**Students must have access to the following documents for every session:**

Your:

- Printed copy of the Learner Guide, Assessment Section and reference materials; or
- Your computer on which you've downloaded the Learner Guide, Assessment Section and reference materials.
- You will be provided with a timetable for the course and each session, that will include required reference materials for each session.

Upon Course Confirmation, Access Institute will supply enrolled students with log in details via email. It is essential prior to attending the first session that students have done this as they will need these documents in class.

If you have any queries regarding the above, or any other matter, please contact us at [admin@accessinstitute.com.au](mailto:admin@accessinstitute.com.au) , or 03 9988 1979.

## Resources

Students will be required to arrange access to a building i.e. office, shop or similar to undertake an assessment task. Further details will be provided during the course.

## Internet access and Wi Fi and Zoom

Access Institute recommends downloading all required reference documents to a computer for ease of storage.

We will be using Zoom for the online delivery. You don't need to download Zoom to participate in the session but you may wish to download this to your computer and have a try in your own time to get an idea of how it works. It is a free program.

<https://zoom.us/>

Access Institute cannot guarantee internet access at any time. If the internet connection drops out whilst the sessions are being delivered live, enrolled students will be provided with instructions of how the session will continue.

## Accessing the Online Training Sessions

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

We will be using software called **Zoom**. Zoom is stable and has less chance of dropping out during a meeting. We can deliver a meeting and 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](mailto:admin@accessinstitute.com.au) and we will try and assist you.

## Assessment

Assessments are conducted in a fair, reliable, valid and flexible manner in line with regulated requirements, to ensure students can achieve competency in a reasonable timeframe. At the start of the training program, Access Institute provides students with assessment guidelines so they are aware of what they need to demonstrate to

be deemed competent. Evidence of competency must be authentic, sufficient, valid and current.

A mix of assessment methods will be used. These may include:

- the ongoing testing of knowledge in relation to access to the built environment including legislation, codes and other regulatory requirements, industry terminology and technical requirements
- observations by the facilitators (in the classroom and/or the workplace)
- applied and research based assignments assessment tasks
- written workplace-based tasks/assignments
- class exercises, role plays, presentations, group work.
- All materials submitted by students for assessment may be retained by Access Institute for a period of 6 months from the course completion date.
- Students Access Audit Report will be returned once the assessment process has been finalised
- Access Institute recommends that students keep a copy of any assessment materials sent to Access Institute as Access Institute is not responsible for loss of these.
- Further details regarding students results and assessment are detailed in the Access Institute Retention of Student Results and Assessment Records Policy.

## **Extension of Time to Submit Assessment Material Policy**

Access Institute acknowledges that on occasions there may be factors that can impact on a student's ability to successfully complete their studies within the prescribed 4 month timeframe.

Students are therefore given the opportunity to apply for **one** extension of time to submit assessment material beyond the prescribed 4 month timeline, if any of the following factors apply:

1. The student has been ill for more than 1 month within the prescribed 4 month timeline; (a medical Certificate is required to verify this occurrence).
2. A direct family member of the student has been ill for more than 1 month within the prescribed 4 month timeline and the student has been required to undertake 'carer' responsibilities for that family member; a Statutory Declaration is required to verify this occurrence.
3. If the student believes there are other significantly unusual or extenuating circumstances that have impacted on the student's ability to submit the assessment material within the prescribed 4 month timeframe – this does not include 'being too busy'.

Any extension is granted at the prerogative of Access Institute Assessor and Access Institute reserves the right to refuse any application for an extension.

No more than one extension will be granted. A fee of \$50 per application applies.

The maximum time for an extension is an additional 4 months from the initial assessment due date.

## **Student Wellbeing**

We acknowledge that some students may need extra social, emotional, or stress management support during their learning pathway, as such, Access Institute has partnered with Australia Counselling Service (ACS) to provide support to students. ACS is the clinical division of the Australian Institute of Professional Counsellors (AIPC). AIPC is the largest and longest established educator of Counsellors in Australia. AIPC has provided specialist Counsellor training for over 30-years. There is currently no charge for this service.

ACS handle every interaction with understanding, empathy and confidentiality. ACS sees you as a whole person, not a patient. They aim to uphold your integrity and privacy at every step. Their process is collaborative and humanistic. They seek to understand your needs and work with you on a plan to ease your burden and optimise your wellbeing. Students can contact ACS directly at [www.acscounselling.com.au](http://www.acscounselling.com.au).

## **Access Institute Policies**

Access Institute has a range of policies summarised below, to support the provision of high quality training and assessment and to support the ongoing professional operation of the organisation.

Further details can be provided via written request to Access Institute.

### **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:

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- 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 2 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 or via the Student Identifier Scheme [www.usi.gov.au](http://www.usi.gov.au) It is important that students keep a copy of any RPL assessment documentation that they may wish to forward to Access Institute

## **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 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.

## Frequently Asked Questions

***“Where does the CPPACC4007 – Conduct Streetscape Access Audits fit in the Australian Qualifications Framework (AQF)?”***

The **CPPACC4007 – Conduct Streetscape Access Audits** unit of competency is one of the core units in both the **CPP40821 Certificate IV in Access Consulting** and **CPP50721 Diploma in Access Consulting** qualifications.

These qualifications fit into the Vocational Education and Training Sector. The table below shows where a Certificate IV level and Diploma level qualifications fit into the AQF.

Vocational Graduate Diploma
Vocational Graduate Certificate
Advanced Diploma
<b>Diploma</b>
<b>Certificate IV</b>
Certificate III
Certificate II
Certificate I

***“What does competency mean?”***

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages consist of a number of units of competency covering such topics as: OHS, technical skills, communications, quality control and many other aspects of a job. Each unit defines the industry benchmark for performing a workplace task.

***“What happens if a student is deemed ‘Not Yet Competent’?”***

Access Institute provides learning and assessment support to students in order to help them achieve competency. After 3 series of coaching and reassessments, if students are still unable to demonstrate competency, it is our suggestion that the student resit the program.

***“What is the difference between a Statement of Attainment and a Testamur?”***

Statements of Attainment and Certificates are issued in accordance with AQF Standards. A Statement of Attainment is evidence that a student has achieved competency set for a unit of competency which forms part of a qualification. A Testamur is issued when a student has been deemed competent in all units that make up a full qualification.

## Enrolment

Each student must complete and submit to Access Institute a Course Enrolment Form. This is available on request from Access Institute at [admin@accessinstitute.com.au](mailto:admin@accessinstitute.com.au)

Forward this to Access Institute by email to [admin@accessinstitute.com.au](mailto:admin@accessinstitute.com.au) or send by mail to P O Box 255, North Melbourne, 3051.

Once enrolled, students will be provided with further details and an invoice, as well as any necessary pre-course materials.

To support high quality training, numbers of students enrolled in each course are limited. Enrolment is not guaranteed or confirmed until fees are received by Access Institute as per the requirements detailed on the Enrolment Form and Access Institute has confirmed enrolment with the student via written (email) communication.

## Access Institute Contact Details

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

Email: [admin@accessinstitute.com.au](mailto:admin@accessinstitute.com.au)

Telephone: (03) 9988 1979