



Access Consulting Program Course Guide

CPP40821 Certificate IV in Access Consulting and CPP50721 Diploma of Access Consulting

Including:

- Standard Course Pathways
- Building Surveyor Pathway
- Architect Pathway
- Building Designer Pathway
- Occupational Therapist Pathway



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Welcome to Access Institute

A Message from (Ms) Joe Manton - Director of Access Institute

For more than three decades, I have had the privilege of working alongside professionals who are committed to creating more inclusive communities.

During that time, I have been involved in leading the Access Consulting profession in its growth from a specialised area of practice into a recognised profession that plays an important role in shaping the built environment.

One of the most rewarding aspects of delivering these qualifications has been seeing graduates apply their knowledge to make a genuine difference in the lives of others. Every accessible building, every well-designed public space and every thoughtful design solution has the potential to improve independence, dignity and participation for countless people.

Whether you are taking your first steps into Access Consulting or expanding an already successful career, this program is designed to provide you with the knowledge, confidence and practical skills to achieve your professional goals.

On behalf of everyone at Access Institute, thank you for considering us as your training provider. We look forward to welcoming you to the Access Consulting Program and supporting you throughout your learning journey.

(Ms) Joe Manton
Director
Access Institute

Inaugural Fellow of the Access Consultants Association

Williamson Fellow

Diploma of Access Consulting

Universal Design Professional

Certificate IV in Training and Assessment

Grad. Dip. Welfare Administration

Specialist Disability Accommodation Assessor

Livable Housing Design Guidelines Assessor

Livable Housing Design Standard Assessor

Changing Places Assessor

1. About this Course Guide

Thank you for your interest in the Access Consulting Program delivered by Access Institute.

This Course Guide has been designed to provide you with the information you need before enrolment. It explains the Access Consulting profession, the qualifications we offer, the different learning pathways available, how the program is delivered, and what you can expect throughout your learning journey.

We encourage you to read this guide before completing your Enrolment Form. If you have any questions after reading it, our team will be pleased to assist you.

2. Why Study with Access Institute?

Access Institute (RTO 22404) is Australia's leading specialist Registered Training Organisation dedicated to Access Consulting, Universal Design and access to the built environment.

For more than 30 years, we have worked with governments, industry, building professionals and the disability sector to improve accessibility and inclusion throughout Australia. Our nationally recognised qualifications have been developed in consultation with industry and are designed to prepare graduates for real professional practice.

Unlike many training organisations that deliver qualifications across numerous industries, Access Institute specialises exclusively in access and Universal Design in the built environment. This specialist focus enables us to continually update our courses to reflect changes in legislation, Australian Standards, industry practice and policy, ensuring our students receive training that is current, relevant and practical.

Learn from Industry Professionals

Our trainers are highly experienced practitioners and industry leaders who continue to work within the industry. Throughout the course, they draw on real projects and practical examples to explain how access requirements are applied in professional practice.

Training sessions encourage discussion, questions and the sharing of experiences, allowing students to learn not only from the trainers but also from the diverse professional backgrounds of other participants.

Practical Learning

Access Consulting is a practical profession requiring technical knowledge, problem-solving skills and professional judgement.

For this reason, our courses focus on applying knowledge rather than simply learning theory. Throughout the program you will work through:

- practical examples;
- real-world case studies;
- group discussions;
- workplace scenarios;
- problem-solving activities.

Our goal is to help you develop the confidence to apply your knowledge immediately in professional practice.

Designed for Working Professionals

Most of our students balance study with employment, business and family commitments.

Our programs have therefore been designed to provide flexibility while maintaining a high standard of learning. Students benefit from:

- live online training;
- comprehensive learning resources;
- flexible assessment completed over a 12-month period;
- experienced trainers with current industry expertise;
- ongoing administrative and academic support.

A Diverse Learning Community

Students come from a wide range of backgrounds, including:

- Access Consulting;
- Architecture;
- Building Surveying;
- Building Design;

- Occupational Therapy;
- Local Government;
- Construction;
- Project Management;
- Housing;
- Disability Services;
- Facilities Management;
- Property Development;
- Lived experience of disability and access challenges.

This diversity enriches the learning experience by providing opportunities to share different perspectives and practical experiences from across the built environment.

Our Commitment to Students

We are committed to providing a learning experience that is professional, practical and supportive.

When you study with Access Institute you can expect:

- nationally recognised training;
- experienced industry practitioners;
- practical learning resources;
- fair and transparent assessment;
- responsive student support;
- a respectful and inclusive learning environment.

Our objective is not simply to help you complete a qualification. We aim to equip you with the knowledge, practical skills and professional confidence to contribute to creating more accessible and inclusive communities.

3. The Access Consulting Profession

A Profession That Makes a Difference

Legislation, Standards and Universal Design - The Role of an Access Consultant

Access Consulting is a specialised profession that helps create buildings, facilities and public spaces that are accessible, inclusive and usable by the widest possible range of people.

Access Consultants advise architects, designers, building surveyors, developers, governments and community organisations on how to achieve equitable access within the built environment. They interpret and apply legislation and relevant Australian Standards to help ensure buildings comply with legal accessibility requirements.

However, compliance is only part of the role.

Professional Access Consultants also apply the principles of Universal Design to improve the functionality, usability and inclusiveness of the built environment. Rather than simply meeting minimum technical requirements, Universal Design encourages environments that can be used safely, comfortably and independently by people of all ages, abilities and backgrounds.

Good access benefits everyone, not only people with disability, but also older people, families with young children, people with temporary injuries and those with diverse cultural and communication needs. By considering the changing needs of people throughout their lives, Access Consultants help create environments that are practical, welcoming and inclusive for the whole community.

Throughout your course, you will develop the knowledge and practical skills required to interpret access legislation and technical standards, assess building designs and existing facilities, identify access barriers and provide practical recommendations that support both compliance and inclusive design outcomes.

By contributing during the planning and design stages of a project, Access Consultants can help project teams avoid costly redesign, improve usability and create environments that are inclusive by design rather than relying solely on compliance after decisions have already been made.

At its heart, Access Consulting is about creating environments that enable people to participate fully, independently and with dignity in everyday life.

Why Access Matters

Most of us take access for granted until we experience a barrier ourselves.

For a person using a wheelchair, a single step can prevent access to a building. For someone with low vision, poor signage may make it impossible to find their destination. For an older person, a handrail or a well-designed ramp can mean the difference between independence and reliance on others. For a person who can't read English, signage without symbols makes wayfinding very difficult.

Parents pushing prams, people recovering from injuries, delivery workers, travellers with luggage, older Australians and people with temporary or permanent disabilities all benefit from environments that have been thoughtfully designed.

As Australia's population ages and community expectations continue to evolve, accessible and inclusive design is becoming an increasingly important part of planning, designing and managing the built environment.

Good access benefits everyone.

What Does an Access Consultant Do?

Access Consultants provide advice across a broad range of projects and building types.

Depending on their role and area of expertise, they may:

- undertake access audits of existing buildings and facilities;
- review architectural drawings and development proposals;
- provide advice on access legislation, the National Construction Code (NCC), the Disability Discrimination Act (DDA) and Australian Standards;
- prepare professional reports and recommendations;
- assess Specialist Disability Accommodation (SDA);
- undertake Livable Housing Design assessments;
- provide advice on home modifications;
- assist with refurbishment and upgrade projects;
- provide advice that incorporates Universal Design principles and considerations
- work collaboratively with project teams to achieve practical and compliant solutions.

Where Do Access Consultants Work?

Access Consultants work in many different sectors throughout Australia.

Some Access Consultants operate their own consulting businesses, while others work within multidisciplinary teams or specialist organisations.

Graduates of the Access Consulting Program have gone on to work in:

- specialist Access Consulting practices;
- architectural firms;
- building surveying companies;
- local, state and Australian Government agencies;
- disability organisations;
- community housing organisations;
- hospitals and health services;
- universities;
- construction and project management companies;
- property development organisations;
- facilities management; and
- independent consulting businesses.

Many professionals also incorporate Access Consulting into their existing careers, expanding the services they offer to clients and employers.

A Growing Profession

The demand for skilled Access Consultants continues to increase as governments, industry and the community place greater emphasis on access and inclusion.

Access Consultants contribute to projects ranging from single dwellings and apartment developments through to hospitals, schools, transport infrastructure, sporting facilities, public buildings and major urban developments.

As awareness of access and Universal Design continues to grow, so too do the opportunities for professionals with specialist knowledge and nationally recognised qualifications.

Whether your goal is to establish an Access Consulting practice, expand your existing professional services or broaden your career opportunities, the Access

Consulting Courses have been designed to provide the practical knowledge and skills needed to support your professional development.

Applying Knowledge Learned Whilst working

Most students who enrol in the Access Consulting Program continue working in their existing profession while studying. The knowledge and skills gained throughout the course can often be applied immediately in the workplace, allowing students to build confidence and experience as they progress through the course.

4. The Access Consulting Program

One Integrated Learning Program

Access Institute delivers an integrated Access Consulting Program leading to two nationally recognised qualifications:

- **CPP40821 Certificate IV in Access Consulting**
- **CPP50721 Diploma of Access Consulting**

The program has been designed to accommodate students from a wide range of professional backgrounds and levels of experience.

While the Certificate IV and Diploma are separate qualifications, they are delivered as one integrated learning program. This means students learn together throughout much of the course, sharing knowledge and experience while completing the qualification appropriate to their individual pathway.

This integrated approach reflects the way Access Consultants work in practice, collaborating with professionals from many different disciplines to achieve the best outcomes for their clients.

CPP40821 Certificate IV in Access Consulting

The **CPP40821 Certificate IV in Access Consulting** is the entry-level qualification for people wishing to develop the knowledge and practical skills required to work as an Access Consultant.

The qualification provides a comprehensive introduction to:

- access legislation;
- the National Construction Code (NCC);

- Australian Standards relating to access;
- access auditing;
- Universal Design principles;
- accessible building design;
- report writing; and
- professional access consulting practice.

It is suitable for:

- people commencing a career in Access Consulting;
- professionals wishing to broaden their existing skills; and
- those seeking a nationally recognised qualification in Access Consulting.

Upon successful completion, graduates will have the knowledge and practical skills to undertake a broad range of Access Consulting activities across the built environment.

The units of competency contained within the **Certificate IV in Access Consulting** are listed in **Appendix C**.

CPP50721 Diploma of Access Consulting

The **CPP50721 Diploma of Access Consulting** is designed for professionals seeking advanced knowledge and specialist expertise in working on improving access and Universal Design in the built environment.

Building on the skills developed through the Certificate IV, the additional Diploma units explore more complex aspects of professional practice and prepares graduates for higher-level consulting roles.

Additional areas of study include:

- advanced access consulting;
- anthropometric principles;
- ergonomic principles;
- mechanics of human body function;
- home modifications;
- complex building assessments;
- providing expert professional advice; and

- advanced accessibility solutions.

The Diploma is particularly suited to professionals who wish to expand their consulting services, undertake more complex projects or develop specialist expertise within the industry.

Many graduates tell us that learning alongside professionals from different disciplines is one of the most rewarding aspects of the program.

The units of competency contained within the **Diploma of Access Consulting** are listed in **Appendix D**.

Flexible Learning Pathways for Specified Professionals

Access Institute recognises that students come to the program with different qualifications and levels of professional experience.

To acknowledge this, **Specified Professional Pathways** have been developed for eligible professionals.

These pathways recognise existing knowledge and may reduce the amount of training or assessment required in areas where competency has already been demonstrated.

Approved pathways are available for eligible:

- Architects;
- Building Surveyors;
- Building Designers;
- Occupational Therapists.

Additional Recognition of Prior Learning (RPL) and Credit Transfer (CT) is available for all pathways where appropriate and must be applied for at least 2 weeks prior to course commencement to allow time for assessment.

5. Choosing Your Course Pathway

One Program – Multiple Pathways

To recognise previous learning and avoid unnecessary duplication, Access Institute offers the following **Specified Professional Pathways**. These pathways incorporate RPL, allowing eligible students to receive credit for selected learning outcomes,

while still completing all requirements necessary to achieve their qualification. The information below outlines the available pathways you can choose from.

Standard Pathway

The Standard Pathway is designed for students who are new to Access Consulting or who do not meet the eligibility requirements for one of the Specified Professional Pathways.

Students complete the full learning program, developing knowledge and practical skills in:

- access legislation;
- the National Construction Code (NCC);
- Australian Standards;
- Universal Design;
- access auditing;
- accessible building design;
- report writing;
- professional consulting practice.

Architect Pathway

Designed for candidates who hold an architectural qualification relating to building design and can demonstrate experience working as an Architect in the past 12 months.

Eligible Architects receive Recognition of Prior Learning (RPL) for selected components of the qualification.

Building Surveyor Pathway

Designed for registered Building Surveyors who are qualified in Australia and have held registration/accreditation as a Building Surveyor that allows them to work on Class 2 – 9 buildings, within their state or territory, within the past 3 years. They also must be able to demonstrate experience working as a Building Surveyor in the past 12 months.

Eligible Building Surveyors receive Recognition of Prior Learning (RPL) for selected components of the qualification.

Building Designer Pathway

Designed for candidates who hold a Building Design qualification (Diploma or above) and can demonstrate experience working as a Building Designer in the past 12 months.

Eligible Building Designers may receive Recognition of Prior Learning (RPL) for selected components of the qualification.

Note: Interior Designers are not eligible for this pathway.

Occupational Therapist Pathway (Diploma only)

Designed for candidates who hold an Occupational Therapy qualification, are registered to practice in their state or territory, and can demonstrate experience working as an Occupational Therapist in the past 12 months.

Eligible Occupational Therapists receive Recognition of Prior Learning (RPL) for selected components of the Diploma of Access Consulting.

Recognition of Prior Learning (RPL)

RPL allows eligible students to have existing knowledge and skills assessed against the requirements of the qualification.

Evidence may include previous study, professional qualifications, employment experience or demonstrated workplace competency.

Where competency can be demonstrated, students may receive credit for part of the qualification, reducing unnecessary duplication of learning.

Students wishing to apply for RPL, that is in addition to the Specified Professional Pathway requirements, will be provided with an **RPL/CT Student Guide** to assist with this process. Students should note this on the relevant section in their **Enrolment Form**.

Note: RPL submissions must be received at least 2 weeks prior to course commencement to allow time for assessment.

Credit Transfer (CT)

CT applies where a student has previously completed nationally recognised units of competency that are equivalent to units within the qualification.

Unlike RPL, CT recognises previously completed nationally recognised training rather than workplace experience or professional knowledge.

Where equivalency is confirmed, CT will be granted in accordance with national training requirements.

Need Help Choosing?

All student's circumstances are different.

If you are unsure:

- which qualification and pathway are right for you;
- whether you are eligible for a Specified Professional Pathway;
- whether you may qualify for RPL;
- whether you are eligible for CT;

Please contact Access Institute before enrolling.

Additional Opportunities – Unique to Access Institute Students

Completing your qualification is often the beginning of your professional journey.

Many graduates continue their professional development through unique Access Institute specialist courses including:

- Specialist Disability Accommodation (SDA) Assessor;
- Livable Housing Design Guidelines (LHDG) Assessor;
- Livable Housing Design Standard (LHDS) Assessor;
- Changing Places Assessor;
- Universal Design;
- Home Modifications for Occupational Therapists;
- Continuing Professional Development (CPD).

For Diploma students, the learning outcomes required for the **SDA and Livable Housing Design Assessor programs have been added to the Diploma curriculum**. This eliminates the need for students completing the Diploma to attend (and pay for) these courses separately.

Graduates who meet the Specified Professional prerequisites will be eligible to undertake the separate online examinations required for registration as an SDA Assessor or Livable Housing Design Assessor.

6. Your Learning Journey

Designed for Working Professionals

The Access Consulting Program has been designed to provide a flexible learning experience that enables students from across Australia to undertake nationally recognised training while continuing their professional and personal commitments.

Most of our students continue working throughout the program. Our delivery model combines live online training with self-directed learning and assessment, allowing you to study at a pace that fits around your work and family responsibilities.

The program is designed to develop not only your technical knowledge, but also your confidence in applying that knowledge in professional practice.

Learning Through Professional Practice

Access Consulting is a profession that requires you to draw on knowledge from many different areas at the same time.

A typical project may require you to:

- interpret legislation;
- apply the National Construction Code (NCC);
- reference Australian Standards;
- understand building design;
- consider human movement and functional needs;
- communicate with clients and project teams; and
- prepare practical recommendations.

These skills are not used independently, they work together.

For this reason, Access Institute delivers the program using a **holistic learning approach**.

Rather than teaching one unit of competency at a time, related topics are integrated throughout the course. This reflects the way Access Consultants work in practice and provides a more meaningful and engaging learning experience.

Live Online Training

Training is delivered live online via Zoom. Live online delivery enables students from anywhere in Australia to participate without the need to travel.

Each training session combines:

- trainer presentations;
- practical examples;
- real project case studies;
- group discussions;
- question and answer sessions;
- demonstrations; and
- activities that reinforce your learning.

Students are encouraged to participate actively throughout each session by asking questions, contributing to discussions and sharing their own professional experiences.

Learning from Experienced Professionals

Our trainers are practising professionals who continue to work within the industries they teach.

This means the examples, discussions and advice provided throughout the course are based on current industry practice rather than theory alone.

Students benefit from learning not only the technical requirements, but also how experienced Access Consultants approach complex situations, communicate with clients and apply professional judgement when developing practical solutions.

Your Learning Resources

Following enrolment, you will receive access to a comprehensive range of learning resources that have been specifically developed for the Access Consulting Program.

These resources are designed to support your participation during the live training sessions and to assist you when completing your assessment.

Your learning resources include:

- Learner Guides;
- Assessment Guide;

- Assessment Sections;
- Student Support Guide;
- Student Portal Guide;
- Course Timetable;
- Personal Training Plan;
- Presenter PowerPoints;
- Videos;
- Reference documents and templates.

Each resource has been developed for a specific purpose and works together to support your learning throughout the program.

Australian Standards

The following required Australian Standards must be purchased by Students

The Australian Standards listed below must be purchased from Standards Australia and provided by students for use throughout the Course. Use of these will commence on Day 2 of the course.

Access Institute is not permitted to provide these directly to students as they are Copyright © to Standards Australia.

Note: It is critical that the exact Standard name and date listed below are purchased.

Australian Standard 1428.1- 2001 and 2021 - Standards Australia,

www.standrards.org.au

Australian Standard 1428.2 – 1992 - Standards Australia - www.standrards.org.au

Australian Standard 1428.4.1 – 2009 - Standards Australia - www.standrards.org.au

Australian Standard 1428.4.2 – 2018 - Standards Australia - www.standrards.org.au

Australian Standard 2890.6 – 2009 - Standards Australia - www.standrards.org.au

Australian Standard 1735.12 – 1999 - Standards Australia - www.standrards.org.au

Australian Standards may be obtained from Standards Australia on a user-pays basis, and from public and some university libraries. Consumers who have complex needs or issues can contact the Commonwealth Department of Industry, Science and Resources to seek advice and assistance to access referenced Australian Standards on a case-by-case basis.

In its Distribution and Licensing Policy Framework (November 2019), Standards Australia outlined a commitment to make Australian Standards for personal, domestic or household use available at no cost to end users. In August 2023, Standards Australia launched the Reader Room platform, which offers free read-only access for non-commercial (personal, domestic, or household) use to Australian Standards' publications, including AS 1428.1.

The Student Portal

Your learning resources are accessed through the Access Institute Student Portal.

The Student Portal is your online library, providing convenient access to the course materials you will use throughout your studies.

You can download your learning resources at any time and refer to them whenever you need them.

A separate **Student Portal Guide** explains how to access the portal and locate the resources relevant to your qualification and pathway.

Assessment

Assessment has been designed to reflect the way Access Consultants work in professional practice.

Rather than completing separate assessments after each training session, you will progressively develop your knowledge throughout the course before applying that knowledge within integrated assessment activities.

This approach allows you to demonstrate your ability to apply legislation, technical standards and professional judgement in practical situations, rather than simply recalling information.

Information about the assessment process is provided in the Assessment Guide issued after enrolment.

Students submit **one integrated assessment portfolio** at the end of the course.

Students have up to **12 months from course commencement** to complete and submit their assessment portfolio

Support Throughout Your Studies

We recognise that returning to study can sometimes be challenging, particularly when balancing work and personal commitments.

Throughout your enrolment, our training and administration team are available to provide support with:

- course administration;
- navigating the Student Portal;
- understanding assessment requirements;
- clarification of learning resources;
- reasonable adjustment, where appropriate; and
- general guidance throughout your studies.

If you need assistance, we encourage you to contact us as early as possible. Our aim is to help you successfully complete your qualification.

7. Course Dates and Confirmation

The following are the currently scheduled course dates for the remainder of 2026.

Dates for future courses are released once the current advertised course has commenced.

To provide the best possible learning experience, each course requires a minimum of 15 enrolments before it can proceed.

Students are encouraged to enrol as early as possible, as course places are allocated in order of enrolment and payment of the Enrolment deposit.

Access Institute reviews enrolment numbers on an ongoing basis. Once the required minimum enrolment number has been reached, all enrolled students will be advised by email that the course has been confirmed.

If the minimum enrolment number has not been reached earlier, Access Institute will make a final decision no later than two weeks prior to the scheduled commencement date. All enrolled students will then be advised by email whether the course will proceed as scheduled or, if necessary, be offered the opportunity to transfer to the next available course.

Note: In addition, to attending all scheduled sessions, students must also successfully complete all required assessments and submit these within 12 months of course commencement.

CPP40821 Certificate IV in Access Consulting:

Standard Pathway (8 days): 13, 14, 27, 28 October, 10, 11, 18, 19 November 2026

Architects Pathway (7 days): 13, 14, 27, 28 October, 10, 18, 19 November 2026

Building Designers Pathway (7 days): 13, 14, 27, 28 October, 10, 18, 19 November 2026

Building Surveyors Pathway (5 days): 13, 14, 27, 28 October, 10 November 2026

CPP50721 Diploma of Access Consulting:

Standard Pathway (11 days): 13, 14, 27, 28 October, 10, 11, 18, 19, 30 November and 1, 2 December 2026

Architects Pathway (10 days): 13, 14, 27, 28 October, 10, 18, 19, 30 November and 1, 2 December 2026

Building Designers Pathway (10 days): 13, 14, 27, 28 October, 10, 18, 19, 30 November and 1, 2 December 2026

Occupational Therapists Pathway (9 days): 13, 14, 27, 28 October, 10, 11, 18, 19, 30 November 2026

Building Surveyors Pathway (8 days): 13, 14, 27, 28 October, 10, 30 November and 1, 2 December 2026

8. Your Learning Journey Summary

The following outlines the typical student journey from enquiry through to graduation.

Stage	What Happens
1. Enquiry	Discuss the course, pathways and enrolment options with Access Institute.
2. Enrolment	Submit your Enrolment Form and any required supporting documentation.
3. Welcome	Receive your Getting Started Pack, Personal Training Plan, and access to the Student Portal.
4. Training	Attend the scheduled live online training sessions.
5. Learning	Review your learning resources and progressively complete your Assessment Sections.
6. Assessment	Submit your completed assessment portfolio, that includes all your completed Assessment Sections, for evaluation.
7. Completion	Receive feedback and, where necessary, complete any required resubmissions.
8. Graduation	Receive your nationally recognised qualification or Statement of Attainment.

9. Important Information Before You Enrol

Making an Informed Decision

Choosing to undertake a nationally recognised qualification is an important decision. Before enrolling, it is essential that you understand what is expected of you as a student and what you can expect from Access Institute.

Below is a summary of the key information you should know before enrolling. It is not intended to replace Access Institute's policies and procedures, but rather to provide an overview of the matters that are most relevant to prospective students.

If you have any questions after reading this guide, we encourage you to contact us before submitting your enrolment documentation.

Entry Requirements

There are no formal educational entry requirements for the Access Consulting qualifications.

However, to successfully complete the program you should:

- have appropriate language, literacy and numeracy skills;
- be comfortable using a computer and common software applications;
- have reliable internet access suitable for live online training;
- have access to a computer with a webcam and microphone; and
- be able to participate in live training sessions and complete assessment activities.

Specified Professional Pathways have additional eligibility requirements based on existing qualifications, experience and/or professional registration. Specific details of the documents required to provide evidence of these requirements are outlined in the Enrolment Form.

Course Fees and Payments

Current course fees are outlined in the **Schedule of Fees and Charges** in **Appendix B**.

Your enrolment confirmation will outline:

- the course fee;
- payment due dates; and
- the available payment options.

Unless alternative arrangements have been approved by Access Institute, course fees must be received prior to course commencement. For students enrolling from government agencies a Purchase Order from the organisation prior to course commencement will be accepted to confirm enrolment.

If you have any questions regarding fees or payment arrangements, please contact us before enrolling. Enrolment is not confirmed until the enrolment deposit is received.

Attendance

The live training sessions are an important part of the learning experience. Attendance at these sessions is required.

They provide opportunities to:

- learn directly from experienced trainers;
- participate in discussions;
- ask questions;
- work through practical examples; and
- learn from the experiences of other professionals.

If exceptional circumstances prevent you from attending a scheduled session, please contact Access Institute as soon as possible so we can discuss the options available.

Student Support

Access Institute is committed to supporting students throughout their learning journey.

Support may include:

- administrative assistance;
- clarification of assessment requirements;
- access to trainers during the course;
- reasonable adjustment where appropriate;
- additional learning support where reasonably practicable; and
- referral to external support services where appropriate.

Further information is provided in the **Student Support Guide** provided after enrolment.

Academic Integrity and Artificial Intelligence (AI)

Access Institute expects all assessment work submitted by students to be their own.

You are encouraged to use learning resources to support your studies. Artificial Intelligence (AI) tools may also assist with research, brainstorming or improving your understanding of a topic.

However, assessment submissions must demonstrate **your own knowledge, understanding and professional judgement**.

Students may be asked to discuss or explain submitted work to verify its authenticity.

Access Institute's Academic Integrity and AI Use requirements are explained in detail within the relevant policy.

Privacy

Access Institute respects your privacy and handles personal information in accordance with Australian privacy legislation.

Personal information collected during your enrolment is used only for purposes associated with:

- your training and assessment;
- student administration;
- issuing qualifications;
- mandatory government reporting; and
- meeting regulatory requirements.

Your information will only be disclosed where authorised by you in writing or required by law.

Complaints and Appeals

Access Institute is committed to providing a fair, respectful and professional learning environment.

If you are dissatisfied with any aspect of your training, assessment or the services we provide, you have the right to access our Complaints and Appeals process.

We encourage students to raise concerns as early as possible so they can often be resolved quickly and informally.

Where this is not possible, formal complaints and appeals procedures are available.

Withdrawals, Deferrals and Extensions

We understand that personal and professional circumstances can change.

If you experience circumstances that affect your ability to continue your studies, please contact Access Institute as soon as possible.

Depending on your circumstances, options may include:

- an extension of time;

- deferral of your studies (where available).

These matters are managed in accordance with Access Institute's policies and the conditions of your enrolment.

Issuing Your Qualification

When you have successfully completed all assessment requirements and any outstanding administrative requirements have been finalised, Access Institute will issue your nationally recognised qualification or, where applicable, a Statement of Attainment.

To enable this, you must have a valid **Unique Student Identifier (USI)**.

If you do not already have a USI, you will need to obtain one before your qualification can be issued. Access Institute can assist you with this if necessary.

10. Frequently Asked Questions

The following are some of the questions we are most frequently asked by prospective students. If your question isn't answered here, please contact Access Institute. We'll be happy to discuss your individual circumstances.

Do I need previous experience in Access Consulting?

No.

Many of our students are entering the profession for the first time, while others are experienced professionals looking to expand their existing knowledge and skills.

The program has been designed to cater for students from a wide range of professional backgrounds.

Which qualification is right for me?

That depends on your qualifications, experience and career goals.

Generally:

- **The Certificate IV** is suitable for people entering the profession or seeking to develop a solid foundation in Access Consulting.
- **The Diploma** is designed for professionals seeking advanced knowledge and specialist expertise.

If you are unsure which qualification is right for you, please contact us before enrolling.

Can I receive Recognition of Prior Learning (RPL)?

Possibly.

If you have relevant qualifications, workplace experience or previous training, you may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer.

Each application is assessed individually against the requirements of the qualification.

If you believe you may be eligible, we encourage you to discuss this with us before enrolling.

How is the training delivered?

Training is delivered live **online using Zoom**.

The sessions are interactive and include trainer presentations, practical examples, group discussions, case studies and opportunities to ask questions.

You'll also receive comprehensive learning resources to support your studies between training sessions.

Will I need to travel?

No.

The program is delivered online, allowing students from throughout Australia to participate without the need to travel.

All you need is a reliable internet connection, a computer with a webcam and microphone, and a suitable place to study.

How much time should I allow for study?

The amount of time varies depending on your previous knowledge and experience.

In addition to attending the scheduled live training sessions, you should allow regular time to:

- review your learning resources;
- undertake additional reading where required;
- complete your assessment activities; and
- prepare your assessment portfolio.

Students who work consistently throughout the course generally find the workload very manageable.

How long do I have to complete the course?

Students have **up to 12 months from the commencement of the course** to complete and submit their assessment portfolio.

This provides flexibility for students balancing study with work and personal commitments.

When do I complete my assessment?

Assessment is completed progressively throughout your enrolment.

Rather than submitting assessment after every training day, you will progressively complete the assessment activities before submitting your **completed assessment portfolio for evaluation**.

This approach reflects the integrated nature of professional Access Consulting practice.

What support is available if I need help?

Throughout your studies you will have access to support from both our training and administration teams.

Support is available for:

- course administration;
- assessment enquiries;
- clarification of learning resources;
- technical questions;
- reasonable adjustment, where appropriate; and
- general guidance throughout your enrolment.

We encourage students to seek assistance as early as possible whenever they need it.

What equipment do I need?

To participate successfully you will need:

- a computer or laptop;
- reliable internet access;
- a webcam and microphone;
- access to email; and
- a quiet place to participate in the live training sessions.

For the best learning experience, we recommend using two screens where possible. This allows you to view the trainer's presentation on one screen while referring to your learning resources or taking notes on the other.

What learning resources do I need to provide?

Australian Standards

The following required Australian Standards must be purchased by Students

The Australian Standards listed below must be purchased from Standards Australia and provided by students for use throughout the Course. Use of these will commence on Day 2 of the course.

Access Institute is not permitted to provide these directly to students as they are Copyright © to Standards Australia.

Note: It is critical that the exact Standard name and date listed below are purchased.

Australian Standard 1428.1- 2001 and 2021 - Standards Australia,
www.standards.org.au

Australian Standard 1428.2 – 1992 - Standards Australia - www.standards.org.au

Australian Standard 1428.4.1 – 2009 - Standards Australia - www.standards.org.au

Australian Standard 1428.4.2 – 2018 - Standards Australia - www.standards.org.au

Australian Standard 2890.6 – 2009 - Standards Australia - www.standards.org.au

Australian Standard 1735.12 – 1999 - Standards Australia - www.standards.org.au

Australian Standards may be obtained from Standards Australia on a user-pays basis, and from public and some university libraries. Consumers who have complex needs or issues can contact the Commonwealth Department of Industry, Science and Resources to seek advice and assistance to access referenced Australian Standards on a case-by-case basis.

In its Distribution and Licensing Policy Framework (November 2019), Standards Australia outlined a commitment to make Australian Standards for personal, domestic or household use available at no cost to end users. In August 2023, Standards Australia launched the Reader Room platform, which offers free read-only access for non-commercial (personal, domestic, or household) use to Australian Standards' publications, including AS 1428.1.

Can I continue working while studying?

Yes.

Most Access Institute students continue working throughout the course.

The program has been specifically designed to support working professionals by combining scheduled live training with flexible assessment completed over a 12-month period.

What qualification will I receive?

Students who successfully complete all requirements of the course will receive the nationally recognised qualification in which they are enrolled.

What opportunities are available after graduation?

Graduates apply their knowledge in many ways.

Some establish or expand an Access Consulting practice, while others use their new skills within their existing profession.

Graduates work across a wide range of industries, including:

- building surveying;
- building design;
- local government;
- disability services;
- housing;
- construction;
- project management; and
- specialist Access Consulting.

Many graduates also continue their professional development through specialist assessor programs and other industry training.

11. Enrolling with Access Institute

You're Ready to Take the Next Step

When you decide to enrol, our team will guide you through each step of the process and provide the information and support you need to commence your studies with confidence.

We look forward to welcoming you to Access Institute.

The Enrolment Process

Enrolling is straightforward.

Step 1 – Contact Access Institute

If you have any questions about:

- the qualifications;
- learning pathways;
- RPL;
- CT;
- course suitability; or
- your professional background.

We encourage you to contact us before enrolling if you have any questions. We are happy to discuss your circumstances and help you select the most appropriate pathway.

Step 2 – Submit Your Enrolment

Complete and submit the **Enrolment Form** together with any **supporting documentation** that may be required.

Depending on your circumstances, this may include:

- evidence of previous qualifications;
- professional registrations or licences;
- documents supporting a Specified Professional Pathway;.

Note: you can access an Enrolment Form online via our website or contact admin@accessinstitute.com.au for an Enrolment Form. You will need to submit this as well as any required documentation via email.

Step 3 – Enrolment Confirmation

Once your Enrolment Form has been received, Access Institute will confirm:

- your Enrolment Form as been received and send you an invoice;
- once you have paid your deposit Access Institute will forward you further details of your Enrolment.

Step 4 – Receive Your Getting Started Pack

Prior to the commencement of the course, you will receive access to the resources you need to begin your studies.

These include:

1. Getting Stated Guide;
 2. Student Portal Guide;
 3. Course Timetable;
 4. Assessment Guide;
 5. Student Support Guide;
 6. Student Portal Course Materials List;
- Student Portal Login details;
 - Personal Training Plan; and
 - other course resources relevant to your qualification and pathway.

The resources in the Getting Started Pack has been designed to work together and will guide you throughout your learning journey.

Step 5 – Commence Your Learning

On your first training day you will:

- meet your trainers and fellow students;
- receive an overview of the program;
- learn how the course operates;

- become familiar with your learning resources; and
- begin developing the knowledge and skills required for professional Access Consulting practice.

From that point onwards, your learning journey begins.

Staying Connected

Throughout your enrolment, Access Institute is committed to supporting you.

If you need assistance at any stage, we encourage you to contact us promptly. Whether you have an administrative question, need clarification about your studies, or require additional support, our team is here to help.

Our aim is to provide a positive, supportive and professional learning experience from your first enquiry through to the successful completion of your qualification.

Appendix A – Qualification Overview

This appendix provides a high-level overview of the Access Consulting Program. It is intended as a quick reference only. Detailed information about each qualification and pathway is available from Access Institute upon request.

Access Consulting Qualifications

Qualification	CPP40821 Certificate IV in Access Consulting	CPP50721 Diploma of Access Consulting
AQF Level	Certificate IV	Diploma
Purpose	Develop the knowledge and practical skills required to work as an Access Consultant.	Develop advanced technical knowledge and specialist consulting expertise.
Suitable for	Students entering the profession or wishing to formalise their knowledge.	Experienced professionals seeking advanced skills and broader consulting opportunities.
Delivery	Live online training supported by comprehensive learning resources and integrated assessment.	Live online training supported by comprehensive learning resources and integrated assessment.
Assessment	One integrated assessment portfolio submitted after completion of the training program.	One integrated assessment portfolio submitted after completion of the training program.
Completion Time	Students have up to 12 months to complete their assessment following course commencement.	Students have up to 12 months to complete their assessment following course commencement.

Appendix B – Schedule of Fees and Charges

Access Consulting Program

The following fees apply to students enrolling in the Access Consulting Program.

All fees are quoted in Australian Dollars (AUD) and are GST-free where applicable to nationally recognised training.

CPP40821 Certificate IV in Access Consulting

Pathway	Training Days	Course Fee
Standard Pathway	8 Days	\$5,500
Architect Pathway	7 Days	\$5,000
Building Designer Pathway	7 Days	\$5,000
Building Surveyor Pathway	5 Days	\$4,000

Note: a deposit of \$1,500 is due upon enrolment

CPP50721 Diploma of Access Consulting

Pathway	Training Days	Course Fee
Standard Pathway	11 Days	\$7,000
Architect Pathway	10 Days	\$6,500
Building Designer Pathway	10 Days	\$6,500
Building Surveyor Pathway	8 Days	\$5,500
Occupational Therapist Pathway	9 Days	\$6,000

Note: a deposit of \$1,500 is due upon enrolment

Recognition of Prior Learning (General Applications) – Applicable to students applying for RPL outside an approved Specified Professional Pathway.

RPL is only assessed once enrolled.

RPL fees **may** apply where a student seeks formal assessment of existing knowledge and skills. We will inform you if there are any RPL fees prior to assessment of RPL.

Credit Transfer

There is **no charge** for assessing applications for Credit Transfer.

Replacement Documents

Item	Fee
Replacement Qualification Certificate	\$100
Replacement Statement of Attainment	\$100

Extension Fees

Students are normally provided with **12 months** to complete all assessment requirements. Fees may be applicable as per Access Institutes **Course Extension Policy**.

Conditions of Enrolment

- Course fees must be received in accordance with the Access Institute Fee Schedule and the student's Tax Invoice.
- Unless otherwise agreed in writing, course fees must be received prior to course commencement.
- Students approved for a payment arrangement must comply with the agreed payment schedule with all fees received prior to course commencement

Refunds

- Students who withdraw **more than 14 days before course commencement** are liable for a **minimum cancellation fee of 50% of the full course fee**.
- Students who withdraw **within 14 days of course commencement**, or after the course has commenced, are **not eligible for a refund**, and **100% of the course fee remains payable**.
- Any applicable Fees for **RPL** and **CT** must be paid before assessment.
- Once an RPL or CT assessment has been undertaken, **no refund of course fees will be provided** if the student withdraws at any time.

- All course fees must be paid (or Government Purchase Order provided) **prior to course commencement** for a student to participate in training and access learning materials.
- Students are responsible for ensuring they have a suitable internet connection for online delivery. Where technical issues prevent participation, refunds will not be provided; however, reasonable alternative arrangements will be offered where possible to enable completion of course requirements.

Course Changes and Cancellation by Access Institute

- Access Institute reserves the right to cancel, postpone, reschedule or change the mode of delivery of any course where necessary.
- If Access Institute cancels a course, **all Course fees paid will be refunded in full.**
- Access Institute is not responsible for any costs incurred by students relating to travel, accommodation, airfares or other associated expenses resulting from course changes or cancellations.
- Enrolled students will be advised by email of course confirmation **no later than two weeks prior to the scheduled commencement date.**
- If Access Institute cancels a Course every effort will be made to provide notification as early as practicable.

Notes

- Fees are reviewed periodically and may change for future intakes.

Appendix C - CPP40821 Certificate IV in Access Consulting Units of Competency

To attain Access Institute's CPP40821 Certificate IV in Access Consulting, each student must be deemed competent in 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

Appendix D – CPP50721 Diploma of Access Consulting

Units of Competency

To attain Access Institute's CPP50721 Diploma of Access Consulting, each student must be deemed competent in 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

Appendix E – Student Resource Guide

To support your learning, Access Institute provides a comprehensive suite of resources. Each document has been developed for a specific purpose and together they provide a structured and supportive learning experience.

Resource	Purpose
Course Guide	Helps prospective students understand the qualifications, pathways and enrolment process before making an enrolment decision.
1. Getting Started Guide	Provides important information to help students prepare for their first day of training and understand how the course operates.
2. Student Portal Guide	Demonstrates how to access and navigate the Student Portal and locate course resources.
3. Course Timetable	Lists all training dates, delivery times, topics and trainers throughout the program.
4. Assessment Guide	Explains the assessment process, submission requirements, assessment outcomes and academic integrity expectations.
5. Student Support Guide	Explains the support services available and where students can obtain assistance during their studies.
6. Course Materials List	Lists all Learner Guides, Assessment Sections and resource documents, by unit of competency, in the Student Portal
Personal Training Plan	Helps students monitor their progress throughout the qualification and record key milestones.
Learner Guides	The primary learning resources containing the knowledge and information required throughout the course.
Assessment Sections	The assessment activities completed by students to demonstrate competency across the qualification.
Presenter PowerPoints	Copies of trainer presentations used throughout the live online training sessions.
Videos	Supplementary learning resources that reinforce key concepts and provide additional explanation.
Reference Documents	Standards extracts, legislation summaries, technical information and other supporting resources used throughout the course.

Resource	Purpose
Templates and Forms	Practical documents used during learning, assessment and course administration.

How These Resources Work Together

Each document has been designed to perform a specific role.

- **Before the course**, the **Course Guide** helps you decide whether the qualification is right for you.
- **At enrolment**, the **Getting Started Pack** (documents 1-6) and **Personal Training Plan** provides everything you need to know to commence your Course.
- **Throughout the Course**, the **Learner Guides**, **PowerPoints**, **videos** and reference documents support your learning.
- **When completing assessment**, the **Assessment Guide and Assessment Sections** explain what is required and how to prepare your assessment portfolio.
- **Whenever you need assistance**, the **Student Support Guide** explains the support available and how to access it.

Together, these resources have been designed to provide a structured, consistent and supportive learning experience from your initial enquiry through to the successful completion of your qualification.

Contact Information

Access Institute

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- Website www.accessinstitute.com.au
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