



**Access
Institute**

Creating exceptional
opportunities.



Essential Auslan - Conversations and Culture
(Mapped to PSP20218 Certificate II in Auslan)
Course Information Handbook

**Delivered via Self-Paced Learning with
Live online Zoom Support and Assessment**

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Disclaimer

Disclaimer and Limitation of Liability

The information contained in this Course Learner Handbook is provided in good faith and is intended as a general guide only. While every effort has been made by **Access Institute** and **Auslan Hub** to ensure the accuracy, currency, and relevance of the content at the time of publication, no warranty is given, either express or implied, as to the completeness, accuracy, or suitability of the information for any particular purpose.

This course is designed for educational and professional development purposes only. It does not constitute legal, professional, regulatory, or compliance advice. Participants are responsible for applying the knowledge and skills gained through the course in a manner appropriate to their own role, workplace, and professional responsibilities, and for ensuring compliance with any applicable legislation, standards, policies, or organisational requirements.

To the fullest extent permitted by law, **Access Institute and Auslan Hub disclaim all liability** for any loss, damage, injury, cost, or expense (whether direct, indirect, consequential, or otherwise) arising from or in connection with participation in the course, reliance on the course content, or the use or application of any information provided, except where such liability cannot be excluded by law.

Accreditation, Recognition and Prior Learning

Whilst the units of competency identified in this Course Learner Handbook align with the requirements of the nominated nationally recognised units of competency, **successful completion of this course does not result in the issuance of a formal Statement of Attainment or nationally recognised qualification.**

This course follows the same structure, content and skill progression as the relevant accredited qualification and has been mapped to that qualification. On this basis, Access Institute and Auslan Hub believe that the course would be suitable for consideration by registered training organisations (RTOs) as evidence to support an application for Recognition of Prior Learning (RPL).

However, neither Access Institute nor Auslan Hub provides any guarantee that a nationally recognised training organisation will accept this course, or any part of it, as equivalent to accredited training or assessment requirements. Acceptance of RPL is entirely at the discretion of each individual RTO, which is responsible for determining its own course content, assessment methods, evidence requirements, and compliance obligations under the Standards for RTOs.

Participants seeking formal recognition or credit transfer are encouraged to contact their chosen RTO directly to confirm eligibility and requirements if they are wishing to pursue formal accreditation.

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Purpose of this Course Information Handbook

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

- the Essential Auslan - Conversations and Culture course
- policies and procedures relevant to enrolment in the course
- an overview of Access Institute and Auslan Hub.

Prior to enrolling in the course please read this Course Information Handbook. If students still have any questions, please contact Access Institute as per the contact details in the back of this Handbook. Email contact is preferred and is admin@accessinstitute.com.au

Note: Students may enrol in the course at any time. There is no minimum number of enrolments required for the course to proceed.

Course Overview

What is involved in completing the Essential Auslan - Conversations and Culture Course?

The **Essential Auslan - Conversations and Culture** course covers content from Certificate II in Auslan.

This engaging and practical program provides the essential skills to hold everyday conversations in Auslan - the language of Australia's Deaf community. Guided by qualified and experienced Auslan educators, you will build a strong foundation in both language and cultural understanding.

You'll explore Auslan grammar, visual - gestural communication, finger spelling, number systems, depicting signs, and non-manual features, all while gaining a deeper appreciation for Deaf culture, history, and communication protocols.

Through a blend of self-paced online learning and live interactive Zoom sessions, you'll practice real-world conversations, expand your vocabulary, and develop both expressive and receptive signing skills. Personalized feedback ensures you make steady, confident progress.

Trainers provide in-depth instruction through recorded modules and live interactive Zoom sessions. Each unit is supported by a detailed Learner Guide, with video examples to reinforce learning.

The course also includes complementary content that supports the use of Auslan in community settings.

This course is delivered **holistically**—language skills are developed in context, not in isolation. Each topic interconnects to build strong expressive and receptive Auslan skills, with a focus on practical use in real-world environments.

Who Should Enrol?

The course is ideal for:

- educators, support staff, and professionals wanting to enhance inclusive communication;
- family and friends of Deaf and hard of hearing individuals;
- anyone seeking a meaningful new language skills for personal or community engagement.

What are the benefits of completing this course?

Completing this course offers participants a range of personal, professional, and educational benefits, including:

- **Recognition of existing Auslan proficiency** through an assessment process based on that required for to national endorsement;
- **Formal acknowledgment of skills and knowledge** aligned with the Australian Qualifications Framework (AQF);
- **Expanded employment opportunities** in education, community engagement, and roles where Auslan competency is valued;
- **Increased confidence** in using Auslan across personal, professional, and educational settings;
- **Pathways for further study**, including eligibility to meet prerequisite requirements for higher-level qualifications or teaching roles requiring Auslan skills;
- **Recognition of prior learning (RPL)** opportunities through a Registered Training Organisation, providing a pathway to achieving a nationally recognised Certificate II in Auslan.

Course learning outcomes include:

- Building a foundation of **core Auslan vocabulary** for everyday interactions;
- Developing an **understanding of Deaf culture and communication etiquette**;
- Gaining the **confidence to initiate and participate in basic Auslan conversations**.
- Achieving skills and knowledge **comparable to Certificate II level** (without formal accreditation).

Whether you are learning for work, community involvement, or personal interest, this

course will give you the tools to communicate respectfully, confidently, and effectively in Auslan.

How is the Course delivered?

The course is delivered **on-demand** via Auslan Hub's secure student portal, allowing you to complete the learning content at your own pace.

Live 1:1 assessment and support sessions are conducted via Zoom, providing personalised feedback and guidance from experienced trainers. Students receive a Zoom link before each session, which students can access directly from their device—**no software download required**.

Auslan Hub is available to assist with any technical support you may need.

To fully participate, students will need a **camera and microphone** to engage in interactive assessments and discussions.

This flexibility allows students to begin anytime. Guidance on accessing content and scheduling assessments is included in this Course Information Handbook.

Equivalency with Certificate II in Auslan (PSP20218) Auslan Certificate II Equivalency Course?

The **Essential Auslan - Conversations and Culture** Course is a professional learning program designed to reflect the key learning outcomes of the nationally recognised Certificate II in Auslan (PSP20218).

While it does not result in a formal Statement of Attainment, this course follows the same structure, vocabulary sets, and skill progression as the accredited qualification. It is ideal for educators, support staff, and professionals seeking structured, practical Auslan training without enrolling in a formal RTO course.

This equivalency course includes:

- A wide-ranging Auslan vocabulary aligned with Certificate II themes;
- Instruction in grammar, classifiers, depicting signs, and non-manual features;
- A focus on receptive and expressive skills;
- Deaf culture and community understanding;
- Live 1:1 Zoom assessments and personalised feedback;
- A Certificate of Equivalency upon satisfactory completion of the course and all assessment requirements.

This course provides students with the confidence and skills to communicate in Auslan at a level comparable to Certificate II, and lays a strong foundation for further language development or work in inclusive education and support roles.

This course has been mapped against the requirements for the Certificate to Auslan II PSP20218. It provides the opportunity to gain recognised prior learning from a Registered Training Organisation delivering the nationally recognised qualification, in order to gain the qualification.

Are there any prerequisites for the course?

There are **no formal prerequisites** for this course however, it is ideally suited to students who already have basic Auslan skills but is also suitable for those with no experience and are looking to:

- Learn, refine or polish their signing;
- Learn or expand their vocabulary;
- Learn or strengthen their understanding of Auslan as a structured language;
- Learn about or deepen their awareness of Deaf culture and community protocols.

This course provides a comprehensive yet flexible learning experience, making it an initial step or an excellent next step for those who have completed an introductory course or have informal Auslan experience (e.g. through work or community involvement).

For students who have prior learning or experience, may be eligible for **adjusted assessment requirements**. Auslan Hub reviews students background and determines possible reductions in required sessions or tasks, based on **Recognised Prior Learning (RPL)** process.

Assessment is required across a range of skills and knowledge areas, with a **holistic approach** taken to reflect real-life communication rather than isolated tasks. For example, expressive signing tasks may incorporate multiple skills such as vocabulary use, grammar, depicting signs, and cultural protocols within one task. Receptive sign skills will also form as part of these assessments.

Assessment methods include:

- Live one-on-one Zoom assessments;
- Video submissions of signed tasks;
- Short written reflections or quizzes on signed content for receptive practice, Deaf culture and Auslan concepts.

Students have **up to 12 months** from the time of enrolment to complete all assessment tasks. The time required will vary depending on students **prior Auslan experience and confidence**.

Rather than a traditional pass/fail system, assessments determine whether students

are **'competent' or 'not yet competent'**. If a student is assessed as 'not yet competent', the trainer/assessor will provide **constructive feedback and opportunities for resubmission**, ensuring students are supported to achieve the expected outcomes.

Ongoing guidance is available throughout the course to help students succeed and build confidence in using Auslan effectively.

Who administers and delivers the course?

Access Institute

Access Institute administers the course.

Access Institute is widely recognised as Australia's leading provider of education and training in access and Universal Design for the built and external environment.

Access Institute's team of qualified and credentialed Access Consultants and trainers are acknowledged leaders in the field, delivering expert advice on accessibility and Universal Design across buildings, facilities, services, and programs.

For more than 30 years, Access Institute have provided access audits, appraisals, research and evaluation projects, consultations, advisory services, and training to organisations nationwide.

Access Institute is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). As an RTO, Access Institute delivers nationally recognised qualifications, ensuring quality outcomes in line with the Australian Quality Training Framework (AQTF). Access Institute courses also attract Continuing Professional Development (CPD) points from a wide range of professional bodies.

Access Institute is working in partnership with **Auslan Hub** who will deliver an innovative on-demand course in Auslan, equivalent to the Certificate II in Auslan, which incorporates 3 nationally recognised units of competency.

Auslan Hub

Auslan Hub delivers the course.

Auslan Hub is a nationally recognised leader in Auslan language education, Deaf culture, and inclusive teaching practices.

Auslan Hubs highly experienced team includes accredited Auslan educators, assessors, and curriculum developers with specialist expertise in Auslan methodology, linguistics, Deaf Studies, and inclusive education. They are widely acknowledged as national leaders in Auslan education and curriculum

implementation across primary, secondary, and adult learning settings.

Auslan Hub design and deliver high-quality training and professional learning programs that strengthen teacher capability, support curriculum planning, and foster inclusive communication practices. Our programs are aligned with the Australian Curriculum and attract strong interest from education departments, schools, and professionals seeking to expand their Auslan teaching expertise.

For more than a decade, Auslan Hub has provided:

- Curriculum consultation and development
- Resource creation for F–10 and VCE Auslan
- Professional learning for educators and support staff
- Tutoring and mentoring for Auslan learners
- Advocacy for the Deaf community and inclusive education

Our team of qualified assessors and educators with expertise in Auslan methodology, linguistics, and curriculum development, this program ensures a high-quality, inclusive training experience for participants.

In summary, **Access Institute**, in partnership with **Auslan Hub** administers and delivers:

- Expert guidance from highly qualified assessors with specialist expertise in Auslan methodology, linguistics, and education;
- A supportive assessment process designed to recognise and validate real-world Auslan communication skills;
- Inclusive and culturally responsive practices that reflect the norms, values, and lived experiences of the Deaf community;
- Flexible, on-demand access to assessment tasks and resources, allowing participants to learn and demonstrate skills at their own pace;
- A clear pathway to formal recognition, opening opportunities for career progression and ongoing professional 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.

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. Whilst this course **is not a nationally recognised qualification**, it should be noted that Access Institute policies will apply. These 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

Auslan Hub facilitators and assessors who are responsible for the delivery and assessment of the course, are experienced Auslan educators with extensive backgrounds in language teaching, Deaf culture, and education. They hold relevant qualifications and are active within the Auslan teaching community, many as Deaf professionals or long-term practitioners. All facilitators participate in ongoing professional development to ensure their teaching remains current, culturally appropriate, and aligned with best practice in Auslan education.

All Auslan Hub programs are delivered by qualified educators holding the TAE40122 Certificate IV in Training and Assessment, ensuring compliance with national training and assessment standards.

Course Structure

Unit Number	Equivalent To	Unit Name
1	PSPLAN001	Engage in basic conversations using Auslan
2	PSPLAN002	Identify and explain key differences between Auslan and English grammar and sentence structure
3	PSPLAN003	Research aspects of Deaf culture and interact using appropriate Deaf community protocols

The learning outcomes and topics for this Essential Auslan - Conversations and Culture course are informed by the nationally endorsed Training Package for Auslan and reflect the skills and knowledge expected at a Certificate II level. While this is not a nationally recognised qualification, the course is designed to provide equivalent learning experiences and assessment tasks.

For more information about the nationally recognised units, visit the official

www.training.gov.au website and search for **PSP20218 Certificate II in Auslan**.

All course assessments must be completed and submitted within **12 months** from the date of enrolment.

Course Delivery Timetable

The course is self-paced and delivered entirely online. You can book live Zoom sessions to complete required assessment tasks after finishing the course content.

What learning materials are provided?

Each unit is supported by comprehensive learning materials and a range of resources designed to build both language proficiency and cultural understanding. These include:

- Auslan video demonstrations;
- Practice activities and resource documents;
- Weblinks to relevant Auslan content and Deaf community resources;

All course materials are provided through the Auslan Hub Student Portal, with step-by-step instructions to help you navigate the platform easily.

Students are not required to purchase additional Auslan-specific textbooks. However, you are encouraged to explore community-based resources and engage with the Deaf community to deepen your learning through real-world examples.

Through the Auslan Hub Student Portal, you will also have access to online video lessons and digital learning resources aligned with the course content. Materials supplied in soft copy can be downloaded and printed for personal use, but must not be shared, altered, or distributed without permission.

As part of the course, students may be asked to conduct independent research and develop their own materials to support assessment tasks.

To participate fully, students will need access to a computer (or similar device) with a reliable internet connection for streaming videos, accessing resources, and completing online assessments. Some assessments may also involve video recording or live online sessions via Zoom.

Learning Support

During the course, students will be supported by:

- Trainers and assessors during the live online Zoom sessions, (video/teleconference) and available by phone and email outside of the

session delivery times, as well as via Zoom if necessary; (Students can contact the relevant trainer via email to make time for a phone call or Zoom meeting if necessary);

- Extensive Learner Guides 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 and Auslan Hub.

Entry Requirements and Language, Literacy and Numeracy and Experience

There are no prerequisites for entry into the 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, captioned, or signed instructions, including some unfamiliar material within a variety of contexts;
- be able to use basic digital tools such as word processing, spreadsheets, and internet research to complete learning activities, participate in online sessions, and prepare assessment tasks.

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

Although Auslan Hub 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 Auslan Hub will assist the student, where possible, to find a suitable alternative.

If it is determined by Auslan Hub that the student will not be able to successfully complete the course due to a particular learning need, after the student has commenced the course, Auslan Hub will provide a refund of the paid fees less any costs incurred by Access Institute in administering the students enrolment. See the **Fees, Charges and Refunds** section of this Handbook for further information.

Fees

Total Course Fee **\$2,400 plus GST**

The total course fee must be paid prior to course commencement.

Non-course Fees and Charges

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

- reissuing a Certificate of Equivalency.

Invoices

Once an enrolment form is completed, Access Institute will forward invoices to each student via email. All fees must be received by Access Institute prior to receiving access to course materials on the student portal.

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 and received enrolment confirmation from Access Institute and paid the course fee, no refund is applicable.

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

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

Cancelation of Course Access by Access Institute or Auslan Hub

Access Institute and Auslan Hub reserves the right to cancel course access at any time. If course access is cancelled by Access Institute or Auslan Hub. ALL course fees paid by a student will be refunded. Access Institute and Auslan Hub reserves the right to change the mode of course delivery as required. i.e. webinar, teleconference, face to face etc.

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

Funding

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

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

Prospective students will need to investigate this option directly with the relevant department or funding body.

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 information 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:

- Comprehension tasks
- Conversations with a trainer, including asking and answering questions
- Signed presentations (recorded and submitted)
- Written reflections
- Informative written responses
- The ongoing testing of knowledge in relation to access to the built environment, including Legislation, codes, and other regulatory requirements, industry terminology 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.

Records of assessment will be retained by Auslan Hub for a period of 5 years from the course competency date.

Extension of Time to Complete Assessment

Access Institute and Auslan Hub acknowledges that on occasions there may be factors that can impact on a student's ability to successfully complete their studies within the prescribed 12 month timeframe.

Students are therefore given the opportunity to apply for **one** extension of time to submit assessment material beyond the prescribed 12 month timeline, if any of the following factors apply:

1. The student has been ill for more than 1 month within the prescribed 12 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 12 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 12 month timeframe – this does not include 'being too busy'.

Any extension is granted at the prerogative of the Auslan Hub Assessor and Auslan Hub 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 6 months from the initial assessment due date. All decisions are final.

Auslan Hub Student Portal

Auslan Hub uses a learning management system which is a user-friendly way for students to access information about their training via the internet. Students will have access to all required learning content and assessment requirements via the Auslan Hub Student Portal.

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

Upon course enrolment and payment confirmation from Access Institute, Auslan Hub will supply enrolled students with log in details to the Auslan Hub Student Portal, via email.

For any queries regarding the Auslan Hub Student Portal please contact

studentsupport@auslanhub.com.au or telephone 0422 114 416.

Accessing the Online Training Sessions

Internet access and Wi Fi and Zoom

Online sessions will be conducted via **Zoom**. Students are not required to download Zoom in order to participate; however, they may choose to install the program on their computer and test it in advance to become familiar with its functions. Zoom is a free platform and can be accessed at <https://zoom.us/>.

Please note that neither **Access Institute** nor **Auslan Hub** can guarantee continuous internet access. In the event of an internet disruption during a live session, enrolled students will be provided with instructions on how the session will proceed.

Access details:

- Auslan Hub will provide students with information on how to access each online session.
- A unique Zoom link will be sent to enrolled students via email prior to the scheduled session.

About Zoom sessions:

- Sessions function as live, online meetings.
- Students will be able to see the trainer, as well as view any relevant training materials shared on screen.
- Students may ask questions and participate in discussions, with full two-way communication available, similar to an in-person meeting.

Technical support:

If students experience difficulties accessing Zoom during a session, they may contact the **Auslan Hub office** using the email address and phone number provided in this handbook. A team member will make every effort to assist.

Access Institute Policies

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

These include:

Academic Integrity Policy

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

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

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

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

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

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

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

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

- a) about the originality of the work;
- b) that the student has not been assisted by any other person (collusion);
- c) that the student has not used any sources without proper acknowledgment (plagiarism); and
- d) that indicates the student's individual contribution to the assignment.

Access, Equity and Anti-Discrimination

Access Institute is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation. In the event of a situation that is considered by

either staff or students to be in violation of Access Institute's Access and Equity Policy, staff and students are required to report the situation to Access Institute management. Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all prospective students.

Appeals and Complaints

Access Institute has a documented policy and process for lodging a formal complaint/appeal should the need arise. A complaint/appeal is any expression of dissatisfaction reported by a student. This can be service related e.g. communications with administrative staff, training related, safety related or purely dissatisfaction regarding Access Institute or a staff member in general.

Any complaint/appeal to Access Institute must be lodged in writing. All written complaints/appeals lodged will be brought to the attention of Access Institute RTO Manager within 24 hours of being received. We will act on any complaint found to be substantiated.

The complaint/appeal will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required.

Access Institute will ensure that as promptly and as fairly as possible, the student making the complaint is satisfied with the remedial action. The student making the complaint/appeal will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working days of lodging their complaint/appeal.

Grievance and appeal matters of an academic nature are to be resolved within one year of course completion date.

Confidentiality

Access Institute has a strict confidentiality policy. In the event that a student discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the student's consent.

Student Records

Access Institute has a secure record keeping system that utilises both paper and electronic formats. We maintain a record of each student's enrolment, progress, attendance, assessment documentation and any complaints/appeals and resolution for 6 months after completion of the relevant training program. A record of results (for example: transcript, statement of attainment or certificate) is kept for 30 years and will be made available to students on request.

Discipline

Access Institute adheres to the principles of adult learning. The learning environment shall facilitate the learning of all students without interference or disturbance from

others and encourage students to respect and protect the rights of others. Students will uphold the standards of Access Institute when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to good order and discipline. The following forms of misconduct will not be accepted and disciplinary actions apply:

- willful damage or removal of property;
- cheating or attempting to cheat or assisting any other students to cheat by any means, including plagiarism (copying someone else's work and claiming it to be your own) or excessive use of AI to answer assessment questions
- negligent or disorderly conduct towards a staff member or fellow student, including assault or harassment (verbal or physical)
- being under the influence of alcohol or drugs
- smoking in any Access Institute building or training centre
- consistently arriving late to classes
- using mobile phones during class (either text or talk)
- using mobile phones during delivery sessions apart from accessing learning materials or in an emergency (either text or talk)
- bullying or harassment of students, staff or trainers
- disrespectful comments or actions towards another student, staff or trainers

Illness Policy

Access Institute adheres to an Illness Policy for students and staff members. Access Institute advises that if students are experiencing diarrhoea, fever, flu, coughing, weeping wounds, mild respiratory or cold symptoms, vomiting, any symptoms of COVID19 or similar, to exclude themselves from any 'face to face' classroom based sessions and to seek medical attention.

Financial Management

Access Institute applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

Marketing

Access Institute management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all students are provided with timely and necessary information.

National Recognition

Access Institute will at all times abide by the national recognition formed between all states/territory of Australia. Access Institute will recognise all nationally accredited qualifications or Statements of Attainment through the provision of certification showing all requirements as detailed within the Australian Qualifications Framework.

Workplace Health and Safety

Access Institute is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Access Institute is responsible for ensuring that the level of Workplace Health and Safety is not compromised and recognises its obligations under State and Australian Government legislation.

Access Institute will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive work and learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Online Learning and Distance Learning

Access Institute offers online learning for the Certificate IV and Diploma of Access Consulting and associated units of competency as well as other short courses. 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.

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

“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’?”

Auslan Hub 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 Testamur, Statement of Attainment and a Certificate of Equivalency?”

Testamurs and Statements of Attainment 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.

A Certificate of Equivalency is issued when a course is delivered that aligns with Units of Competency from a nationally recognised qualification, but it has not been delivered by a registered training organisation with the qualification on its scope. A Certificate of Equivalency may be used to provide to a registered training organisation as part of a submission for recognised prior learning.

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 or on the Access Institute website.

An enrolment form must be forwarded to Access Institute by email to admin@accessinstitute.com.au or sent 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.

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.

Contact Details

For any queries regarding course enrolment and administration, contact **Access Institute**.

Email: admin@accessinstitute.com.au

Telephone: (03) 9988 1979

Website: www.accessinstitute.com.au

For any queries about course delivery or assessment, contact **Auslan Hub** at:

Email studentportal@auslanhub.com.au

Telephone: 0422 114 416

Website: www.auslanhub.com.au