Access Institute
Creating exceptional opportunities.

Bridging Diploma

Course Guide

CPP50721 Diploma of Access Consulting

(for Graduates of CPP40811/CPP40821 Certificate IV in Access Consulting)

NATIONALLY RECOGNISED TRAINING

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Welcome Back to Access Institute

Congratulations on successfully completing **CPP40811** or **CPP40821 Certificate IV in Access Consulting**.

This Bridging Course has been developed specifically for Certificate IV graduates who wish to continue their professional development and achieve the nationally recognised **CPP50721 Diploma of Access Consulting**.

Building on the knowledge and skills you have already developed, the Bridging Course focuses on the additional units of competency required to complete the Diploma qualification. The course extends your technical knowledge and consulting capability while preparing you for more complex access consulting projects and professional practice.

This Course Guide explains how the Bridging Course operates, the additional learning you will undertake, the assessment requirements and the support available throughout your studies.

We look forward to welcoming you back and supporting you in completing your Diploma.

1. About this Course Guide

This Course Guide has been specifically designed for graduates of **CPP40811/CPP40821 Certificate IV in Access Consulting** who are enrolling in the **CPP50721 Diploma of Access Consulting Bridging Course**.

Explains how the Bridging Diploma Course is delivered, what is expected of students and the support available throughout the course.

The Guide includes information relating to:

- the purpose of the Bridging Diploma Course
- eligibility requirements
- the additional units of competency completed through the Bridging Course
- course delivery and assessment
- learning resources and student support
- important enrolment information
- frequently asked questions.

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 Return to Complete Your Diploma?

Completing the CPP40811/CPP40821 Certificate IV in Access Consulting provides a strong foundation in the principles and practice of Access Consulting. The Bridging Diploma Course enables you to build on that foundation and achieve the nationally recognised CPP50721 Diploma of Access Consulting.

The Diploma is designed for Access Consultants who wish to further develop their knowledge, strengthen their technical skills and broaden their professional capability in the built environment.

By completing the Diploma, you will expand your understanding of more complex access consulting principles and develop additional knowledge in areas including building legislation, anthropometrics, ergonomics, human body mechanics, research and advanced access advice. These additional competencies support a broader range of professional access consulting services.

The Diploma is suitable for professionals who are committed to continuing their education and enhancing their knowledge of accessible and inclusive design. It also demonstrates a commitment to ongoing professional development and the delivery of high-quality access consulting services.

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. About the Bridging Diploma Pathway

Like the Certificate IV, the Bridging Diploma Course has been developed by experienced Access Consultants with extensive industry knowledge. The course is delivered by experienced Access Consultants and Occupational Therapists who combine extensive industry knowledge with practical training experience. Learning is based on real-world examples, practical discussion and the application of access consulting principles to the built environment.

The course encourages participants to share their own professional experiences, creating a collaborative learning environment that benefits all students.

The Bridging Diploma Course recognises the knowledge and skills already achieved through the Certificate IV and focuses only on the additional units of competency required to complete the Diploma qualification.

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 the Access Institute's Certificate IV in Access Consulting nationally recognised units of competency that are equivalent to units within the Access Institute's Diploma of Access Consulting.

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.

4. Your Learning Journey

Designed for Working Professionals

The Bridging Diploma Pathway 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 Bridging Diploma Pathway.

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.

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 is an important part of the Bridging Diploma Course and provides students with the opportunity to demonstrate the knowledge and skills required to achieve competency in the additional Diploma units of competency.

Access Institute uses an integrated assessment approach that reflects the way Access Consultants work in professional practice. Rather than completing isolated assessment tasks for each unit, students complete assessment activities that enable evidence to be applied across multiple units of competency where appropriate.

This approach reduces unnecessary duplication while ensuring that all requirements of the nationally recognised qualification are met.

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.

5. 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.

Bridging Course for CPP50721 Diploma of Access Consulting:

Bridging Diploma Pathway (3 days): 30 November and 1, 2 December 2026

6. 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.

7. 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

This pathway is for graduates of the **CPP40811/CPP40821 Certificate IV in Access Consulting**.

Student 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.

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 A.**

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.

Technology Requirements

Students will require:

- a reliable internet connection
- access to a computer or similar device suitable for participating in Zoom sessions
- speakers and microphone (or headset)
- access to the required electronic learning materials.

Access Institute will provide information on accessing the Zoom sessions and Student Portal prior to course commencement.

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.

8. 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.

Who can enrol in the Diploma Bridging Course?

The Diploma Bridging Course is available to graduates who have successfully completed **CPP40811** or **CPP40821 Certificate IV in Access Consulting**.

How long is the Bridging Course?

The course is delivered over **three live online training days**. Following the training, students complete the required assessment activities within the assessment period.

How is the course delivered?

Training is delivered **live online via Zoom**, allowing students from anywhere in Australia to participate without the need to travel.

Do I need to attend the live training sessions?

Yes. Students are expected to attend all scheduled training sessions to gain the maximum benefit from the course and to participate in discussions, activities and practical learning.

How long do I have to complete the assessments?

Students have **12 months** from the commencement of the course to complete and submit all required assessment activities.

What learning resources will I receive?

Students receive access to a range of learning resources, including Learner Guides, Assessment Guides, Assessment Sections, supporting reference materials and the Access Institute Student Portal.

Will I receive support during the course?

Yes. Trainers and the Access Institute Administration Team are available to provide guidance throughout your studies. Students are encouraged to seek assistance whenever clarification or support is required.

What qualification will I receive?

Students who successfully complete all additional units of competency will be awarded the nationally recognised:

CPP50721 Diploma of Access Consulting

What happens if I need additional time to complete my assessments?

Students experiencing exceptional circumstances should contact Access Institute as soon as possible. Applications for an extension will be considered in accordance with the Student Extension Policy.

9. 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;

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.

10. Appendix A – Schedule of Fees and Charges

Access Consulting Program

The following fees apply to students enrolling in the Bridging Diploma Pathway.

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

CPP50721 Diploma of Access Consulting

Pathway	Training Days	Course Fee
Standard Pathway	3 Days	$2,500

Note: **Course Fee Payment Requirements**

A deposit of $1,500 is payable upon enrolment. The outstanding balance of the Course Fee must be paid in full prior to Course commencement and before any Recognition of Prior Learning (RPL) or Credit Transfer (CT) evaluation is undertaken.

RPL submissions and payment of the full Course Fee must be received at least 2 weeks prior to course commencement to allow time for assessment.

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 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

- Once enrolled, 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.

11. Appendix B – CPP50721 Diploma of Access Consulting Units of Competency

The Diploma Bridging Course consists of the following additional units of competency required to achieve the **CPP50721 Diploma of Access Consulting**.

Unit Code	Unit Title
BSBOPS504	Manage business risk
CPCCSV5004A	Apply legislation to urban development and building controls
CPPACC5003	Apply anthropometric principles to accessible building design and fitout
CPPACC5004	Apply building codes and standards to accessible large-scale buildings
CPPACC5005	Interpret and apply building control legislation when assessing large-scale buildings
CPPACC5006	Apply ergonomic principles to accessible building design and fitout
CPPACC5007	Apply mechanics of human body functions to accessible building design and fitout
CPPACC5010	Provide access advice on the design of the built environment
CPPACC5020	Undertake research on access issues

12. Appendix C – 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.

13. Contact Information

Access Institute

- P.O. Box 255, North Melbourne Vic 3051
- Phone 03 9988 1979
- Email admin@accessinstitute.com.au
- Website www.accessinstitute.com.au
- RTO Provider 22404