

# IATA

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## **CPP40811 Certificate IV in Access Consulting**

**A Nationally Accredited and Recognised Training Program**

### **Course Information Handbook**



**NATIONALLY RECOGNISED  
TRAINING**

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

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

- the Institute of Access Training Australia (IATA) as a Registered Training Organisation (RTO) – 22404
- the nationally accredited and recognised training program and qualification CPP40811 Certificate IV in Access Consulting
- policies and procedures relevant to enrolment in the CPP40811 Certificate IV in Access Consulting.

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

## **Institute of Access Training Australia**

The Institute of Access Training Australia (IATA) is a leader in disability and barrier free access consultancy, auditing and training services, successfully providing services to a wide range of community, government and business organisations since 1993.

IATA is accredited as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). An RTO is a training organisation registered by a state/territory registering body in accordance with the Australian Quality Training Framework (AQTF). Each RTO has a defined scope of registration. IATA's current scope of registration includes delivery of the nationally accredited CPP40811 Certificate IV in Access Consulting. This includes 20 units of competency.

### **The benefits of successfully completing a nationally accredited course are:**

- receipt of a nationally accredited qualification
- attainment of knowledge and skills that are recognised throughout Australia.

As an RTO, IATA provides students with:

- knowledge and skills to work effectively in a rapidly expanding industry
- training delivery by qualified and accredited practitioners who are currently working in the access industry and other relevant fields
- a commitment to providing support and services conducive to achieving competency
- inclusive and innovative training methods
- a pathway to career development.

## Unique Student Identifier

### Do you need a USI?

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

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

## Legislative Compliance

IATA 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. IATA has policies that reflect relevant legislative requirements, including, but not limited to, Occupational Health and Safety, Harassment, Anti - Discrimination, Equal Opportunity and Vocational Education and Training legislation.

## Competency of Facilitators and Assessors

IATA training Facilitators and Assessors have relevant experience and qualifications. In addition to their current industry practice, they also hold qualifications and/or accreditation by registering bodies. Facilitators and Assessors participate in continuous professional development programs to maintain currency in their areas of expertise.

## Course Overview

The aim of the course is to provide students with the skills required to provide advice on the provision of access to people with disabilities and their families as well as to governments, the building industry, designers, and owners and managers of buildings and facilities.

The first national qualifications and units of competency for access consulting were endorsed in 2005 in recognition of the emergence of this significant industry sector and were included in PRD01 Property Development and Management Training Package.

The access consulting sector offers services across nineteen main areas of activity. People working as Access Consultants, and organisations providing access consulting services, may provide the full range or may choose to offer only some of these services.

The range of Access Consulting services are:

- Facilitate the development of Disability Discrimination Act Action Plans
- Assist in the development of policy planning
- Conduct building access audits

- Assess building plans
- Work with building development teams
- Provide advice on renovations
- Provide advice on renovations to private dwellings
- Develop designs for accessible buildings
- Provide advice on accessible transport buildings and conduct access audits
- Provide advice on accessible transport conveyances and conduct access audits
- Provide advice on accessible educational facilities and conduct access audits
- Provide advice on accessible aged care facilities and conduct access audits
- Provide advice on accessible playgrounds and conduct access audits
- Provide advice on accessible urban streetscape design and conduct access audits
- Provide advice on accessible rural and national parks and conduct access audits
- Teach, lecture and present seminars
- Prepare expert witness reports and give evidence in court
- Provide expert judgement, information and advice
- Serve on a Building Code of Australia Access Panel.

The packaging rules for the qualifications ensure that they meet industry requirements and reflect the broad range of working environments of Access Consultants.

Access Consultants holding the Certificate IV in Access Consulting may work alone or as part of a team and would typically conduct access audits and provide advice on a range of access issues, depending on their area of expertise. Access Consultants working in the building industry would provide access advice in relation to the Deemed to-Satisfy provisions of building legislation.

## **Professional Recognition of the Qualification**

The Certificate IV in Access Consulting is a nationally accredited and recognised training program. A range of professional associations accept these qualifications under their professional development programs and allocate Professional Development Points (CPD) for students who have completed them. Further details are available from each professional association in relation to their CPD programs. Students who complete the course will hold a qualification in Access Consulting.

## **Mandatory Qualification required for new Access Consultants**

The Certificate IV in Access Consulting is a mandatory minimum level qualification required for people wishing to become Associate Members of the Association of Consultants in Access Australia (ACAA). This means that going forward, Access Consultants who wish to achieve accreditation with ACAA must have successfully completed the Certificate IV in Access Consulting or demonstrate evidence of recognised prior learning (RPL). *(In order for a candidate to become an Accredited Member of ACAA they must first be an Associate Member).*

## Course Structure

To attain the CPP40811 Certificate IV in Access Consulting, each student must be deemed competent in 20 units of competency as follows:

Unit	Unit Number	Unit Name
1	BSBMED301	Interpret and apply medical (access) terminology appropriately
2	CPPACC4001A	Apply disability awareness to assessing access situations
3	CPPACC4015A	Follow site occupational health and safety requirements
4	CPPACC4016A	Manage risk
5	CPPACC4002A	Apply building control legislation to assess small-scale buildings
6	CPPACC5005A	Interpret and apply building control legislation when assessing large scale buildings for access
7	CPPACC5004A	Apply building codes and standards to accessible large-scale buildings
8	CPCCCM2001A	Read and interpret plans and specifications
9	CPPACC4003A	Assess construction plans
10	CHCPOL403C	Undertake research activities
11	PSPREG004	Promote client compliance
12	CPPACC4005A	Conduct a building access audit
13	CPPACC4009A	Conduct a transport premises access audit
14	CPPACC4010A	Conduct an aged care facility access audit
15	CPPACC4012A	Conduct an outdoor recreation area access audit
16	CPPACC4017A	Prepare access reports
17	CHCDIV001	Work with diverse people
18	BSBLDR403	Lead team effectiveness
19	CPPACC4022A	Work effectively as an access consultant
20	CPPACC4004A	Communicate effectively as an access consultant

These units are determined by the Training Package associated with the course and approved under the AQTF. The AQTF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. Go to [www.training.gov.au](http://www.training.gov.au) website to access more details about the content of each of the units.

## Course Delivery Timetable

In order for students to complete the course, they will be required to attend 8 'face to face' class room days as well as successfully complete a range of assignments and assessment tasks associated with each unit of competency. A timeframe of 12 months has been allocated for students to complete all requirements of the course commencing from the first allocated classroom session. See course **Dates and Location** section of this handbook for more information.

## Learning Pathway

Upon successful completion of the CPP40811 Certificate IV in Access Consulting, students will have also completed 18 of 25 units required to successfully complete the CPP50711 Diploma in Access Consulting.

## Learning Materials

IATA will provide students with learning materials relevant to each of the units of competency contained in the course. Students will also be required to undertake research and development of a range of materials as part of the learning process. Students will need access to a laptop computer (or similar) suitable for accessing the internet during some classroom and out of class sessions as well as a wireless internet connection device. These must be provided by the student.

## Learning Support

During the course, students will be supported by:

- training sessions by qualified facilitators
- email and telephone support.

Students are encouraged to use the support services offered by IATA.

## 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, IATA provides students with assessment guidelines so they are aware of what they need to demonstrate to be deemed competent. Evidence of competency must be authentic, sufficient, valid and current.



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

- the ongoing testing of knowledge in relation to access to the built environment including legislation, codes and other regulatory requirements, industry terminology and technical requirements
- observations by the facilitators (in the classroom and/or the workplace)
- applied and research based assignments assessment tasks
- written workplace-based tasks/assignments
- class exercises, role plays, presentations, group work.

All materials submitted by students for assessment will be retained by IATA for a period of 12 months from the course completion date. If students wish to have their assessment materials returned after this date, they must submit a 'request for return of assessment materials' via letter or email to [admin@accessinstitute.com.au](mailto:admin@accessinstitute.com.au) within 14 months of the course completion date. If this does not occur student assessment materials may be destroyed.

Any 'request for return of assessment materials' must include the students name, course name, location of delivery and date of completion, as well as the postal address where the student assessment materials are to be returned.

If students wish to have their assessment materials returned, a fee will apply to cover the cost of administration and postage. This fee will be provided to the student upon receipt of their 'request for return of assessment materials'.

IATA recommends that students keep a copy of any assessment materials sent to IATA as IATA is not responsible for loss of these.

Further details regarding students results and assessment are detailed in the IATA Retention of Student Results and Assessment Records Policy.

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

There are no prerequisites for entry into the CPP40811 Certificate IV in Access Consulting 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 language including some unfamiliar material within a variety of contexts
- recognise and use some of the conventions and symbolism of formal mathematics including measurement, graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem solving strategies
- be able to use basic computer programs e.g. MS Word, Excel etc. as well as the internet for undertaking research.

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

Although IATA 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 IATA will assist the student, where possible, to find a suitable alternative. If it becomes apparent that the student will not be able to successfully complete it due to a particular learning need, after the student has commenced the course, IATA will provide a refund of the paid fees less any costs incurred by IATA. See the **Fees, Charges and Refunds** section of this Handbook for further information.

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

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

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

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

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

## Course Dates 2017

In addition, to attending all classroom sessions, students must also successfully complete all required assignments and assessment tasks within 12 months from the conclusion of the face to face sessions.

### Perth - 8 days:

**17, 18, 19, 22, 23 May and 13, 14, 15 September 2017**

**Venue** North Metropolitan TAFE, 140 Royal Street, East Perth

**Total Course Fee** **\$5,500.00** (No GST is applicable)

### Installment Plan:

<b>Upon Enrolment Fee:</b>		\$1,000
<b>Installment 1:</b>	(10 <sup>th</sup> December 2016)	\$1,500
<b>Installment 2:</b>	(10 <sup>th</sup> February 2017)	\$1,500
<b>Installment 3:</b>	(10 <sup>th</sup> April 2017)	\$1,500

## **Brisbane - 8 days:**

**14, 15, 16, 19, 20 June and 8, 9, 10 August 2017**

**Venue** Southbank Institute, 66 Ernest Street, South Brisbane

<b>Total Course Fee</b>		<b>\$5,500.00</b> (No GST is applicable)
<b>Installment Plan:</b>		
<b>Upon Enrolment Fee:</b>		\$1,000
<b>Installment 1:</b>	(10 <sup>th</sup> January 2016)	\$1,500
<b>Installment 2:</b>	(10 <sup>th</sup> March 2017)	\$1,500
<b>Installment 3:</b>	(10 <sup>th</sup> May 2017)	\$1,500

## **Sydney - 8 days**

**24, 25, 28, 29, 30 August and 4, 5, 6 October 2017**

**Venue** Portside Centre, 207 Kent Street, Sydney

<b>Total Course Fee</b>		<b>\$5,500.00</b> (No GST is applicable)
<b>Installment Plan:</b>		
<b>Upon Enrolment Fee:</b>		\$1,000
<b>Installment 1:</b>	(10 <sup>th</sup> June 2017)	\$1,500
<b>Installment 2:</b>	(10 <sup>th</sup> July 2017)	\$1,500
<b>Installment 3:</b>	(10 <sup>th</sup> August 2017)	\$1,500

## **Melbourne – 8 days**

**15, 16, 17, 20, 21 November and 6, 7, 8 December 2017**

**Venue** 369 Royal Parade, Parkville

<b>Total Course Fee</b>		<b>\$5,500.00</b> (No GST is applicable)
<b>Installment Plan:</b>		
<b>Upon Enrolment Fee:</b>		\$1,000
<b>Installment 1:</b>	(10 <sup>th</sup> July 2017)	\$1,500
<b>Installment 2:</b>	(10 <sup>th</sup> August 2017)	\$1,500
<b>Installment 3:</b>	(10 <sup>th</sup> September 2017)	\$1,500

## **Refunds**

If a student withdraws from a course after they have confirmed their enrolment. i.e. submitted their enrolment form to IATA, a minimum fee of 20% of the full course fee will apply if withdrawal occurs more than 14 days prior to course commencement.

If a student withdraws from a course within 14 days of the course commencement, 50% of the total course fee will apply.

All fees for any RPL undertaken by IATA for any student who withdraws from a course, after they have confirmed their enrolment, will be payable in full by the student.

All fees and charges must be received by IATA as per the information provided on the Course Enrolment Form in order for a student to participate in the course.

## **Cancellation of Course by IATA**

IATA reserves the right to cancel any course at any time. If a course is cancelled by IATA ALL of your fees paid will be refunded.

IATA does not take responsibility for any participant's costs associated with any such cancellation including airfares, travel or accommodation.

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

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

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

- recognition of Prior Learning (RPL)
- reissuing a Statement of Attainment
- external counseling services.

## **Funding**

IATA does not receive any external funding for the course development or delivery. However some prospective students may be eligible for individual funding under some State or Federal government skill development programs, based upon certain eligibility criteria. Prospective students will need to investigate these options directly with relevant government departments or other relevant funding bodies.

CPP40811 Certificate IV in Access Consulting is an approved course/qualification by Centrelink for student related payments. Prospective students will need to investigate this option directly with Centrelink.

## Required 'Tool Kit' - Reference Materials

**As with all professions a 'Tool Kit' is required to perform all the tasks necessary. To be an Access Consultant you require a 'Tool Kit' that includes the following reference materials**

**Students will require access to the following reference materials during some class sessions.**

This can be either in hardcopy or electronically. Students will need to arrange this prior to the course commencement, e.g. Bring a laptop, iPad or similar device with documents stored on these or bring documents in hardcopy format.

## Required Reference Materials

**Students will require access to the publications listed below.** This can be either in hardcopy or electronically. Students will need to arrange this prior to the course commencement, e.g. Bring a laptop, iPad or similar device with documents stored on these or bring documents in hardcopy format.

Students will require access to a copy of the following reference materials in order to complete the course: Those publications with an \* will be required during class sessions

**Legend: Publication Name, Year, Author, Where to access**

\*Building Code of Australia, Current version, Australian Building Codes Board, [www.abcb.gov.au](http://www.abcb.gov.au) - **Free**

Guide to the BCA, Current version, Australian Building Codes Board, [www.abcb.gov.au](http://www.abcb.gov.au)

\*Guideline on the Application of the Premises Standards, 2013, Australian Human Rights Commission, [www.humanrights.gov.au](http://www.humanrights.gov.au) - **Free**

\**Disability Discrimination Act*, 1992, Government of Australia, <https://www.legislation.gov.au/Series/C2004A04426> - **Free**

\**Disability (Access to Premises – Buildings) Standards*, 2010, Government of Australia, <https://www.legislation.gov.au/Details/F2010L00668/Download> - **Free**

\*Disability Access to Premises Standards – FAQs, 2014, Australian Human Rights Commission, <https://www.humanrights.gov.au/frequently-asked-questions-access-premises> - **Free**

\*Australian Standard 1428.1- 2001 and 2009 - Standards Australia, [www.saiglobal.com](http://www.saiglobal.com)

Australian Standard 1428.2 – 1992 - Standards Australia - [www.saiglobal.com](http://www.saiglobal.com)

\*Australian Standard 1428.4.1 – 2009 - Standards Australia - [www.saiglobal.com](http://www.saiglobal.com)

\*Australian Standard 2890.6 – 2009 - Standards Australia - [www.saiglobal.com](http://www.saiglobal.com)

Australian Standard 1735.1 – 2003 - Standards Australia - [www.saiglobal.com](http://www.saiglobal.com)

Australian Standard 4685.1 – 2014 - Standards Australia - [www.saiglobal.com](http://www.saiglobal.com)

*\*Disability Standards for Accessible Public Transport (DSAPT)*, 2002, Standards Australia, [www.comlaw.gov.au](http://www.comlaw.gov.au) - **Free**

Review of the *Disability Standards for Accessible Public Transport 2002*, Final Report 2012 - **Free**

Disability Standards for Education, 2005, Standards Australia, [www.deewr.gov.au](http://www.deewr.gov.au) - **Free**

Livable Housing Design Guidelines, 3<sup>rd</sup> Edition, Livable Housing Australia, [www.livablehousingaustralia.org.au/](http://www.livablehousingaustralia.org.au/) - **Free**

*\*The Why's of Access*, Institute of Access Training Australia, 2015 [www.accessinstitute.com.au](http://www.accessinstitute.com.au) - **Free**

## Internet access and Wi Fi

IATA recommends downloading these documents to an Ipad (or similar device) or a PC for ease of storage. IATA cannot guarantee internet access at any venue so students are required to provide a mobile internet access if required. e.g. dongle

## Pre course Reading

Whilst pre course reading is not mandatory, you will need to be familiar with the contents of the following documents in order for you to successfully complete all course units as well as operate effectively as an Access Consultant.

## Access Legislation and Standards

There is a range of legislation and Standards in Australia that are relevant to the provision of equitable, dignified access to buildings and facilities. All of these must be taken into consideration in the design, construction, and upgrade of buildings to ensure that access is available for all users including staff and the public.

## ***Disability Discrimination Act 1992 (DDA)***

All organisations have a responsibility, under the *Commonwealth Disability Discrimination Act (DDA) 1992*, to provide equitable access to goods and services and to premises used by the public. Premises are broadly defined and would include all areas included within a building.

The DDA provides uniform protection against unfair and unfavourable treatment for people with a disability in Australia. It also makes it unlawful to discriminate against a person who is an 'associate' (such as a friend, carer or family member).

**For further information go to:** [www.humanrights.gov.au/brief-guide-disability-discrimination-act](http://www.humanrights.gov.au/brief-guide-disability-discrimination-act)

## ***Disability (Access to Premises – Buildings) Standards 2010***

The *Disability (Access to Premises- Buildings) Standards* were introduced in line with an updated Building Code of Australia on 1<sup>st</sup> May 2011.

The aim of these Standards is to provide the building and design industry with detailed information regarding the required access provisions associated with the design and construction of new buildings and upgrade to existing buildings.

These Standards align with the BCA and reference a range of Australian Standards relating to access and other associated matters. The *Disability (Access to Premises – Buildings) Standards 2010* aim to provide certainty for the building industry in relation to meeting the requirements for access in new and upgraded building - (*regarding the elements covered by the Premises Standards. Other elements in buildings are still subject to the provisions of the DDA.*)

The *Disability (Access to Premises – Buildings) Standards 2010*, the Explanatory Statement that assists in interpreting the Standards and the Frequently Asked Questions relating to the *Disability (Access to Premises – Buildings) Standards 2010* are available for free download at: <https://www.humanrights.gov.au/frequently-asked-questions-access-premises> - Free

The guideline on interpreting the Premises Standards is also available for free download

[www.humanrights.gov.au](http://www.humanrights.gov.au) - Free

## ***Building Code of Australia (BCA)***

The Building Code of Australia, in conjunction with the DDA, applies to new buildings and buildings undergoing significant refurbishment or alteration. Sections of the BCA require compliance with a range of access provisions. The BCA outlines a variety of building classifications and the requirements for access to buildings within each classification. The BCA has been updated to align with *Disability (Access to Premises – Buildings) Standards 2010*, and has been incorporated into the National Construction Code.

For further information go to: [www.abcb.gov.au/](http://www.abcb.gov.au/) - Free

## Australian Standards

### Australian Standards (AS 1428) - Design for Access and Mobility

AS 1428 prescribes the requirements for physical access which should be considered in the planning, development and construction of all buildings and facilities.

Given the comprehensive definitions and requirements of the DDA, the BCA and AS 1428, as well as other relevant regulations relating to specific types of buildings, it is important to ensure that these Australian Standards are considered in any refurbishment, development or changes to any premises.

Australian Standards should be referred to for further detailed information regarding the requirements for access to buildings and facilities.

Currently AS1428 comprises four parts:

#### AS 1428.1:2001

and 2009

Design for access and mobility

General Requirements for Access – New Building Work

#### AS 1428.2:1992

Design for access and mobility

Enhanced and Additional Requirements - Buildings and Facilities

#### AS/NZS 1428.4:1 2009

Tactile Ground Surface Indicators for the Orientation of  
People with Vision Impairment

#### AS 1428.5: 2010

Communication for people who are deaf or hearing  
impaired

**Part 1** provides a minimum level of access with AS 1428.1 2001 referenced in the BCA. AS 1428.1:2009 is referenced in the Access Code of the Disability Access to Premises - Buildings Standards 2010 which will link to the BCA in May 2011.

**Part 2** includes references to many standard items used in the everyday environment including some fixtures and fittings and other elements which are not covered in Part 1. Part 2 provides a level of access above that which is required in Part 1. Organisations are encouraged, where possible, to use enhanced requirements.

**Part 4** deals with Tactile Ground Surface Indicators and the requirements for these in buildings and related areas.



**Part 5** addresses the principles to consider when providing facilities for people who are deaf or hearing impaired, particularly Assistive Listening Devices and communication systems.

Australian Standards are often updated, so care should be taken to ensure that the **most current version of the relevant Standard** is always used. Using an out of date version of a Standard may mean that the information is incorrect and does not meet the current requirements for access and mobility.

In addition a number of other Australian Standards are also relevant to particular access elements e.g. car parking and lifts and should be referenced for further details.

Schedule 1 of the *Disability (Access to Premises – Buildings) Standards 2010* references relevant access standards.

Australian Standards are available for purchase from Standards Australia at [www.saiglobal.com](http://www.saiglobal.com)

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

## IATA Policies

IATA 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:

### Access, Equity and Anti-Discrimination

IATA 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 IATA's Access and Equity Policy, staff and students are required to report the situation to IATA 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

IATA 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 IATA or a staff member in general.

Any complaint/appeal to IATA must be lodged in writing. All written complaints/appeals lodged will be brought to the attention of IATA 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.

IATA 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**

IATA 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**

IATA has a secure record keeping system that utilises both paper and electronic formats. We maintain a record of each student's enrolment, progress, attendance, assessment documentation and any complaints/appeals and resolution for 5 years after completion of the relevant training program. A record of results (for example: transcript, statement of attainment or certificate) is kept for 30 years and will be made available to students on request.

It is important that students keep a copy of any RPL assessment documentation that they may wish to forward to IATA. Students can access their own records at any time by sending IATA a written request. Records that have been securely archived may take longer to access.

## **Discipline**

IATA (Aust) Pty Ltd 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 IATA (Aust) Pty Ltd when they are engaged in training and assessment activities.

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

- willful damage or removal of property

- cheating or attempting to cheat or assisting any other students to cheat by any means, including plagiarism (copying someone else's work and claiming it to be your own)
- negligent or disorderly conduct towards a staff member or fellow student, including assault or harassment (verbal or physical)
- being under the influence of alcohol or drugs
- smoking in any IATA (Aust) Pty Ltd building or training centre
- consistently arriving late to classes
- using mobile phones during class (either text or talk).

## **Illness Policy**

IATA (Aust) Pty Ltd adheres to an Illness Policy for students and staff members. IATA (Aust) Pty Ltd advises that if you are experiencing diarrhoea, fever, flu, coughing, weeping wounds, mild respiratory or cold symptoms or vomiting to exclude yourself from class and seek medical attention.

## **Financial Management**

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

## **Marketing**

IATA 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**

IATA will at all times abide by the national recognition formed between all states/territory of Australia. IATA 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.

## **Occupational Health and Safety**

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

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

IATA will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating,

hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

## **Privacy**

**IATA follows strict privacy policies in conjunction with the Privacy Laws. It is important for IATA to collect certain personal information from students so that it can manage enrolment and training progression. IATA 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 IATA 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). IATA removes personal information from its system where it is no longer required. Students have the right to access the personal information IATA has about them at any time and provide any necessary corrections. The Privacy Amendment (Private Sector) Act 2000 prevents IATA 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.

IATA 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 IATA. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

## **Quality Control/Continuous Improvement**

IATA will collect feedback from employers, students, facilitators/assessors and other staff members on a systematic and regular basis. IATA is committed to continuous improvement, seeking to enhance its services the best it can to meet expectations.

## Frequently Asked Questions

### ***“Where does the CPP40811 Certificate IV in Access Consulting fit in the Australian Qualifications Framework (AQF)?”***

The CPP40811 Certificate IV in Access Consulting is a qualification that fits into the Vocational Education and Training Sector. The table below shows you where a Certificate IV level qualification such as the CPP40811 Certificate IV in Access Consulting fits into the AQF.

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

### ***“What does competency mean?”***

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

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

IATA 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?”***

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.

## Enrolment

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

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

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

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

## IATA Contact Details

For further information about IATA, please contact IATA:

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

Telephone: (03) 9988 1979

Website: [www.accessinstitute.com.au](http://www.accessinstitute.com.au)