

IATA

IATA

Institute of Access Training Australia

professional  development  training

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CPP 40808 Certificate IV in Access Consulting
A Nationally Accredited and Recognised Training Program
Course Information Handbook

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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 CPP40808 Certificate IV in Access Consulting
- policies and procedures relevant to enrolment in the CPP40808 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 the training division of Access Audits Australia (AAA), leaders 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 was accredited as a Registered Training Organisation (RTO) with the Victorian Registration and Qualifications Authority (VRQA) in June 2010. 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 CPP40808 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

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- inclusive and innovative training methods
- a pathway to career development.

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

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- 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.

Course Structure

To attain the CPP40808 Certificate IV in Access Consulting, each student must be deemed competent in 20 units of competency as follows:

Unit	Unit Number	Unit Name
1	BSBMED301B	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 access
6	CPPACC5005A	Interpret and apply building control legislation when assessing large scale buildings for access scale buildings
7	BCGCM2001B	Read and interpret plans and specifications
8	CPPACC4003A	Assess construction plans
9	CHCPOL3A	Undertake research activities
10	PSPREG402C	Promote client compliance
11	CPPACC4005A	Conduct a building access audit
12	CPPACC4006A	Conduct a playground access audit
13	CPPACC4007A	Conduct a streetscape access audit
14	CPPACC4012A	Conduct an outdoor recreation area access audit
15	CPPACC4017A	Prepare access reports
16	CPPACC4014A	Facilitate the development of DDA Action Plans
17	CHCCS405A	Work effectively with culturally diverse clients and co-workers
18	BSBWOR402A	Promote 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.

Course Delivery Timetable

In order for students to complete the course, they will be required to attend 10 '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 CPP40808 Certificate IV in Access Consulting, students will have also completed 13 of 25 units required to successfully complete the CPP50708 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.

Entry Requirements and Language, Literacy and Numeracy

There are no prerequisites for entry into the CPP40808 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.

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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 and Location 2012

Dates

The next Certificate IV in Access Consulting, Melbourne will be presented in 2012 as follows:

- **September** Wednesday 5th, Thursday 6th, Friday 7th, Monday 10th, Tuesday 11th.
- **October** Wednesday 17th, Thursday 18th, Friday 19th, Monday 22nd and Tuesday 23rd.

In addition, to attending all classroom sessions, students must also successfully complete all required assignments and assessment tasks within 12 months of course commencement.

Location

The Multicultural Hub, 506 Elizabeth St, Melbourne

Accessible venue, public transport and parking close by.

Accommodation options within walking distance include:

Jasper Hotel, Elizabeth Street. www.jasperhotel.com.au and

Ibis Hotel, 15-21 Therry Street. <http://www.ibishotel.com>

Fees, Charges and Refunds

Course fee: \$5,500.00 (No GST is applicable)

Total fee can be paid on enrolment or alternatively paid in the following installments:

Upon Enrolment: \$1,000

Installment 1: (by July 2nd 2012) \$1,500

Installment 2: (by September 5th 2012) \$1,500

Installment 3: (by October 12th 2012) \$1,500

Total Fee: **\$5,500** (No GST is applicable)

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.

In the case of early withdrawal from the course, where 20% or less of the course has been provided to the student an 80% refund of fees paid, less \$200.00 administration fee will apply. Where less than 50% of the course has been provided to the student a 30% refund less \$200.00 admin fee will apply. Where 50% or more of the course has been provided to the student no refund will apply. No refunds will be provided for RPL assessment already undertaken by IATA.

Cancelation of Course by IATA

In the event of a course being cancelled, IATA reserves the right to cancel the training if a minimum number of 10 participants is not reached. IATA does not take responsibility for any participants costs associated with any such cancellation including airfares, travel or accommodation.

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.

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.

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 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 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)

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- being under the influence of alcohol or drugs
- smoking in any IATA building or training centre
- consistently arriving late to classes
- using mobile phones during class (either text or talk).

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 CPP40808 Certificate IV in Access Consulting fit in the Australian Qualifications Training Framework (AQTF)?”

The CPP40808 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 CPP40808 Certificate IV in Access Consulting fits into the AQTF.

Vocational Graduate Diploma
Vocational Graduate Certificate
Advanced Diploma
Diploma
Certificate IV
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 Statement of Attainment and a Certificate?”

Statements of Attainment and Certificates are issued in accordance with AQTF 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 Certificate 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

Forward this to IATA by email to admin@accessinstitute.com.au or fax to 03 9431 3046 or send by mail to 92 Old Eltham Road, Lower Plenty 3093.

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

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