



Home Modifications Course

Training Guide



NATIONALLY RECOGNISED
TRAINING

Independent Living Centre NSW

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Purpose of this Training Guide

The purpose of this Guide is to provide an overview of the Home Modifications Course, the nationally accredited unit of competency from CPP40811 Certificate IV in Access Consulting and CPP50711 – Diploma of Access Consulting that make up the course. Information about the Independent Living Centre NSW (ILCNSW) as a Registered Training Organisation (ID# 90707) and the requirements for enrolment in Home Modifications Course.

Prior to enrolling in Home Modifications Course, please read this Training Guide. If you have any questions, please phone (02) 9912 5800 or email welcome@ilcnsw.asn.au.

Independent Living Centre NSW – Registered Training Organisation

ILCNSW is a registered training organisation, providing competency-based training for allied health professionals and environment professionals. The ILCNSW vision is to provide endless possibilities for all. The purpose of the ILCNSW is to provide impartial advice, information and leadership on assistive technology that builds possibilities for choice. The need for accessible, universally designed built environment to suits people of all ages & abilities have been reflected in the ILCNSW vision & mission statements for more than 30 years.

ILC NSW Training Services and Courses

Information about ILC NSW Training programs can be found by:

- calling our office on telephone 02 9912 5800
- requesting a brochure mailed to your home or workplace
- visiting the ILC NSW website: www.ilcnsw.asn.au

Our staff will provide personalised advice to help with training needs. All training is interactive and practical, creating an environment where candidates learn with, and from each other.

Home Modifications Course

Program's Aim

The aim of the training program is to expand the knowledge of builders, building consultants and building designers to have the requisite skills and knowledge to create and modify existing private dwellings to suite the specific needs of the client, and where appropriate, the family and/or carers.

In December 2005 ILC NSW and the Master Builders Association of NSW (MBA) and the Building Designers Association of NSW Inc (BDA) signed an agreement in principle to develop a training program to address the current lack of industry specialists in designing and constructing housing and public facilities to suit people of all ages and abilities. Such training would conform to DEET and be nationally recognised.

In 2014 the ILCNSW signed an MOU with the National Roads and Motorists Association (NRMA) to develop this training to specifically address the needs of the building industry in addressing the home modification needs of senior Australians.

Program's Objectives

- The course must be promoting a greater understanding of the current and progressive housing and access needs of people with a disability.
- It must promote the potential of this market due to the advent of the ageing baby boomer generation.
- It must promote a clearer understanding of public policy relating to the design and construction of the home environment especially for people with a disability.
- it must have multiple assessment methods to balance theory against practice

Background

With a major ageing population bulge imminent, it is imperative that skills and knowledge be widely disseminated so that homes do not impede the ability to live at home and participate in the community.

There are many ways to disseminate information about the need to create more inclusive and suitable environments, but the skills and knowledge to do so are still lacking in the construction and design industries.

The power to design and construct buildings suitable for all abilities is largely in the hands and minds of builders and building designers. Legislation provides minimum standards but does not necessarily change the design mind-set required for universally accessible environments.

Disability discrimination legislation applies only to public buildings and facilities, and does not apply to private dwellings. The advent of the ageing baby boomer generation is providing the impetus for change through market forces. Builders and designers are gradually recognising this, but are generally unsure of how to meet the demands of the new market.

The need for universally designed built environments to suit people of all ages and abilities has been reflected in the Independent Living Centre NSW (ILC NSW) vision and mission statements for more than ten years.

This training program is the first time nationally recognised training utilising existing competency standards related to universally inclusive home environments has been implemented.

Whilst disability discrimination legislation supports the design and construction of accessible public buildings and facilities, this legislation does not cover private dwellings. Moreover, the legislation has proved insufficient in itself to ensure that all public buildings and facilities are accessible because it relies on complaint mechanisms for compliance with the legislation.

Where compliance with legislation is recognised by developers, architects and builders, it is based on minimum provisions and design features are often unlinked such that continuous access still remains elusive to people with a disability. This is because the designers are focused on the legislation and not on the design needs of people with a disability.

It is the view of ILC NSW that a change in design thinking will bring better outcomes than creating additional legislation. Designing for the whole of population needs to be considered in the same way as occupational health and safety issues – it needs to be built into the DNA of design thinking. Changes in thinking can be brought about through education programs especially if reinforced by prevailing market forces.

The market forces of the ageing baby boomer generation are gaining impetus and are expected to drive the necessary change in design thinking. However, whilst builders and designers are connecting with this new market, many recognise they are not skilled to deal with it, and more importantly, are unsure where to go for help.

The Association of Consultants in Access, Australia Inc recognised that education is the most likely means by which to bring about the necessary changes in the built environment. In 2003-04 they set about developing competency standards to deal with this issue.

Competency standards in accessible and adaptable buildings were nationally endorsed at the end of 2004 and now form part of the Property Development and Management training packages. Although these competencies were initially aimed at providing skills and knowledge to meet disability discrimination legislation in the built environment, the content and underpinning philosophy of the competencies can be successfully applied more broadly.

ILC NSW Trainers and Assessors

ILC NSW trainers and assessors:

- have the TAE40110 Certificate IV in Training and Assessment qualification along with extensive training and assessment experience.
- are qualified in their discipline.
- have a history of working with the building industry and/or as Access consultants
- have participated in a training program induction giving them a sound understanding of the complete training package and all ILC NSW Training policies and procedures.
- participate in continuous professional development programs to maintain currency in their areas of expertise.

ILC NSW is a leader in its field. All staff employed to deliver training and conduct workplace assessments meet the curriculum requirements for vocational training qualifications including OH&S, access and equity awareness and also have recent industry experience. Most are qualified Occupational Therapists/Access Consultants.

Course Overview

The **Home Modifications Course** training program covers the knowledge and skills needed to achieve the unit of competency from the CPP40811 – Certificate IV in Access Consulting and CPP50711 – Diploma of Access Consulting.

The Unit of Competency has been contextualised for this course so that they specifically reflect the requirements of the building and construction industry.

COMPETENCY NAME	NUMBER	LEARNING OUTCOMES
Provide expert access advice on renovations to private dwellings	CPPACC5016A	<ul style="list-style-type: none">• Identify client's particular needs• Assess building capacity in relation to the client's needs• Formulate response to client's current and long-term needs• Prepare report for the client and complete documentation

At the end of the course you will:

- recognising the needs and desires of a person with a disability to undertake daily living activities in their own home, and their right to do so
- interpreting accurately information from reports and interviews to assist in determining the client's needs to live in their own home and developing home renovation strategies that optimise their capacity to do so
- interpreting building legislation and applying it to the provision of appropriate renovation solutions to meet the client's needs
- interpreting construction methodologies and applying them to the design of home renovation
- developing effective and practical home renovation solutions to meet the client's needs
- complying with OHS regulations applicable to workplace operations
- applying organisational management policies and procedures, including quality assurance requirements.

Professional Recognition

Members of the Master Builders Association of NSW and the Building Designers Association of NSW who gain the Statement of Attainment should contact the Association for information on professional development benefits associated with this training.

Home Modifications Course – Units of Competency

The *Home Modifications Course* comprises of one unit of competency from the CPP40811 Certificate IV in Access Consulting and CPP50711 – Diploma of Access Consulting training package.

These units are nationally recognised and will provide you with future opportunities to complete Certificate IV level qualifications.

The following table provides a list of key topics covered in the unit of competency.

CPPACC5016A: Provide expert access advice on renovations to private dwellings

This unit specifies the competency required to work with people with disabilities, members of their family, and their carers to achieve appropriate building renovations to private dwellings (homes) to suit their needs. The unit focuses on ensuring the home environment is modified to suit the specific needs of the client, and where appropriate, the family and/or carers.

To achieve appropriate home renovations for clients, access consultants typically work in collaboration with professional construction and/or health personnel. To provide advice on renovations to private dwellings access consultants should, with the client's permission, obtain relevant construction and/or health professional reports relating to the design requirements of the client.

Access consultants will need to apply anthropometric, ergonomic and physiological principles in the performance of their role.

Element	Key Topics
1 Identify client's particular needs	<p>1.1 Relevant health professionals and medical reports are consulted in regard to the client's functional abilities, using ethical practices .</p> <p>1.2 Client's current level of functioning is identified and discussed with the client and relevant health professionals.</p> <p>1.3 Functional features critical to maintaining independence are identified in consultation with the client using anthropometric, ergonomic and physiological methodology.</p> <p>1.4 Assistive equipment required by the client is identified.</p> <p>1.5 Situations requiring specialist advice are identified and assistance is sought.</p> <p>1.6 Client's current and long-term lifestyle needs are identified and discussed with the client and relevant health professionals.</p> <p>1.7 Client's understanding of the need for renovations is confirmed in accordance with ethical practices.</p>
2 Assess building capacity in relation to the client's needs	<p>2.1 Existing building is audited against client's needs and in accordance with relevant legislative requirements .</p> <p>2.2 The capacity of the building and surrounds to meet the</p>

	<p>client's functional needs is determined and documented.</p> <p>2.3 The capacity of the building and surrounds to meet the requirements of the client's assistive equipment is determined and documented.</p> <p>2.4 Building renovation strategies that meet the client's needs are developed and documented.</p>
3 Formulate response to client's current and long-term needs .	<p>3.1 Client's immediate needs are analysed with relevant health professionals and/or construction personnel.</p> <p>3.2 The client's changing longer-term needs are analysed in collaboration with relevant health professionals and/or construction personnel.</p> <p>3.3 The client's identified needs are documented in accordance with organisational requirements .</p> <p>3.4 Appropriate strategies for maximising client's independence in their home are identified.</p> <p>3.5 Specific fixtures, fittings, equipment and associated spatial requirements needed by the client are incorporated into the design of renovations.</p> <p>3.6 Proposed building renovations are discussed with the client and their feedback is incorporated into the proposed building strategies.</p> <p>3.7 Identified methodologies are communicated to appropriate personnel for implementation of design and construction of the renovations.</p> <p>3.8 Referral to other service providers is arranged in response to specific client requirements and instructions.</p>
4 Prepare report for the client and complete documentation .	<p>4.1 A report including associated documentation detailing the agreed building renovations is prepared to enable the client to communicate their access requirements to building and/or design professionals.</p> <p>4.2 A report and associated documentation are forwarded to the client and/or referring health professionals in accordance with contractual arrangements.</p> <p>4.3 A copy of the report and associated documentation are recorded and retained for future reference in accordance with organisational and legislative requirements.</p>

Delivery Strategies

A flexible approach to training delivery is used where you are able to undertake all or a selection of the units of competency, which make up the program.

The trainer will work with you to facilitate the completion of the candidate manual along with the applicable assessment tasks. This will be completed in a classroom setting.

The program has been designed to take into account your work and family commitments and range of learning styles.

The flexible delivery model includes:

- Face to face training sessions
- Unit reviews to ensure understanding
- Set reading
- Written assessment
- Individual and small group problem solving activities
- Presentations of research and reports

Delivery Plan

Unit of Study	Duration of face to face delivery hours	Approximate private study and coursework outside of class hours
Pre-course reading/preparation		4
CPPACC5016A Provide expert access advice on renovations to private dwellings	14	16
Subtotal	14	20

TOTAL HOURS: 34

Program Information

No one unit of study is a prerequisite for another. All units of competency are stand alone and as such can be taken on a needs basis after consultation and approval from the ILC NSW Training Manager.

You will be required to undertake learning and assessment tasks outside the allocated training session time in preparation for training and summative assessment. On average, an additional 20 hours per unit of study will need to be dedicated to completing these tasks over the duration of the course.

An approximate guide for the study time that will be required for a successful outcome is further outlined within the Delivery plan above.

Assessment

How is the program assessed?

Students' competence will be assessed by a fully qualified Workplace Assessor and will be assessed against the units of competency listed earlier.

Assessment of performance will be *competency based* and is portfolio based and completed after the conclusion of face-to-face training.

The assessment process commences with a number of activities to develop your skills in preparation for the final assessment. These activities are listed below:

- Gathering and documenting workplace examples
- Simulations and role-plays
- Oral questioning
- Short answer quiz
- Assignments
- Interviewing
- Presentations
- Group discussions and activities
- Individual and group problem solving
- Meeting participation
- Report writing

Final Assessment

- The portfolio, which is the assessment that deems you competent, covers the unit of competence.
- Candidates will be given advance warning of the due date for completion of their portfolio.
- When submitting the final assessment the Portfolio Cover Sheet must be attached

- The portfolio simulates the real world, whereby you are working with a client to set up an environment that is conducive for managing disabilities. Therefore you can use the resources provided to you to assist you in the development of your portfolio.
- Interactions with your assessor are highly recommended during the development of your portfolio.
- Please note that all parts that make up the portfolio must be completed to a satisfactory level in order to be deemed competent for the unit.
- You can resubmit your portfolio two times if the assessor deems your work unsatisfactory. After the third submission if your work is still unsatisfactory the ILC NSW will discuss the most appropriate strategy for you.
- If you believe that the decision made by the assessor is unfair, then you need to contact ILC NSW in writing stating your concerns.

The training assessor will assess the work, record feedback on the cover sheet and return the submitted work directly to the candidate. Any incomplete or unsatisfactory work will be indicated and a new submission date negotiated if required.

How is the Training Evaluated and Reviewed?

The ILC NSW Training Manager in consultation with the appropriate Trainers and Assessors will progressively monitor the training delivery.

Documented evaluations include:

- *Learner Questionnaire* – to be completed by individual candidates at the end of the training. The trainer will submit these forms to the ILC Training Manager. This form is contained within the training resources distributed at the commencement of the program.
- *Employer Questionnaire* – to be completed by the student's employer at the end of training.

We have appropriate policies in place and maintain high professional standards in the marketing and delivery of vocational education and training and safeguard your interests and welfare.

Ongoing evaluation will ensure programming, delivery and assessments processes meet your needs, the national standards for vocational training and the continuous improvement in our delivery of training programs.

Statements and Certificates

Candidates who successfully complete all assessments will receive a Statement of Attainment from ILC NSW for the nationally recognised training unit, which will be a partial completion of the CPP40811 - Certificate IV in Access Consulting and CPP50711 – Diploma of Access Consulting qualification

Those who undertake only part of the training program or who do not successfully complete or choose not to complete the set learning and assessment tasks will be issued with a Certificate of Participation.

Study Support for Candidates

The completed *Enrolment Form* will be used by training staff as a tool for identifying candidates who may potentially require support, for example in language, literacy and/or numeracy. All candidates prior to commencing the course will complete this form.

You may access training support by contacting the ILC NSW Training Manager.

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 ILC NSW.

Clients may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

Prerequisites to Training

There are no specific prerequisites for the course; **however you will need to be able to:**

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts and course documents.
- Read and interpret the appropriate Australian Building Codes and Australian Standards and apply them to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.
- Recognise, interpret and apply building terminology and classifications.

Unique Student Identifier

Do you need a USI?

Students will need a USI when enrolling or re-enrolling in nationally recognised training in Australia from 1 January 2015. The USI will link students to their training records which are held in the national training collection. Students who need a USI are:

- students who are enrolling in nationally recognised training for the first time
- school students completing nationally recognised training; and
- students continuing with nationally recognised training (a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015)

Once you have created your USI you will be able to:

- Give your USI to each training organisation you study with;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- View and update your details in your USI account; and
- View online and download your training records and results in the form of a transcript from 2016.

Students will need to provide their USI on the Home Modifications Course Enrolment Form.

How to get a USI

Visit <http://www.usi.gov.au/create-your-USI/Pages/default.aspx> to create your USI or ask for assistance from ILC NSW when you enrol in the course.

Enrolling in the Home Modifications Course

The Home Modifications Course brochures and the ILC NSW website (www.ilcnsw.asn.au) give specific details with accurate, relevant and current information for employers and candidates.

The Home Modifications Course Training Guide and Enrolment Form can be obtained from the website or you can contact ILC NSW to have a copy forwarded by post or email.

Pre-Enrolment Interview

Before enrolling a meeting / phone interview with the trainer will be conducted to discuss the course details. Once this has taken place, you will need to submit a completed enrolment form and pay the course fee to secure a place in the course.

NB. The Training Guide must be read before signing the declaration on the enrolment form.

Confirmation of enrolment

Once the enrolment has been accepted you will be sent a confirmation letter.

Three weeks before the training date a USB stick containing the pre-course reading will be posted to you. (see Learning Materials for details)

On the first day of the program you will receive a candidate manual, the assessment requirements for completion, a training evaluation form and other learning materials where appropriate.

Study Support for Students

Students may be assessed in order to ascertain if their language, literacy and numeracy skills are sufficient to successfully undertake the training program. This is usually via the Enrolment Form and the pre-enrolment interview.

Students may contact the ILC NSW Training Manager to access training support services. Any costs incurred will be the responsibility of the student.

Recognition of Prior Learning (RPL)

For experienced people already working in industry, one of the ways to achieve National Qualifications is through a Recognition of Prior Learning (RPL) process.

RPL is a form of assessment which relies on the candidate being in a working situation when naturally occurring products and processes can be observed or produced in written form, or explained through a professional conversation and can therefore produce evidence of the candidate's skills, knowledge and competency as described in the unit standards contained in the qualification.

You will need to work with an assessor to identify: the qualification(s) you wish to achieve, the key elements and outcomes of each of the three units which comprise the training program, in relation to the work you are doing and what you would be able to produce to use as evidence of your skills, knowledge and competency.

This evidence would need to demonstrate the following -

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts and course documents.
- Read and interpret the appropriate Australian Building Codes and Australian Standards and apply them to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.
- Recognise, interpret and apply building terminology and classifications.

The ILC NSW organisation has a RPL process to assist you should you have recent educational or professional qualifications that may meet some or all of the competencies within this course.

If you are interested in RPL, please contact the ILC NSW Training Manager prior to enrolment in the course for a copy of our RPL Kit. Application for RPL must be received at least one month prior to course commencement to allow time for assessment. The fee for application for RPL is equivalent to the course fee.

Learning Materials

All students interested in enrolling in Home Modifications Course will receive:

- Training Guide including contact details, overview of training and assessment strategies and ILC NSW policies and procedures.
- Enrolment Form

Pre-Course Reading

We recommend that participants have a general knowledge of Australian Standards and building codes.

These include:

- AS 1428.1-2009;
- AS 1428.1-2001;
- AS 1428.2-1992;
- AS 4299-1995;
- Building Code of Australia; and
- DDA Access to Premises Standards.

Additionally, whilst it won't be specifically referenced in the course, it is recommended that participants are aware of the following design guides:

- Livable Housing Design Guidelines
https://www.dss.gov.au/sites/default/files/documents/09_2012/lhd_guidelines_2012_secondedition1.pdf
- Smart and Sustainable Home Design Objectives – Queensland Government
<http://www.hpw.qld.gov.au/sitecollectiondocuments/smarthousingdesignobjectives08.pdf>
- Universal Housing Design Criteria – South Australian Government
http://dcsi.sa.gov.au/_data/assets/pdf_file/0005/6386/Design-Guide-2_3.pdf
- Housing of the Future: The Livable and Adaptable House
<http://www.yourhome.gov.au/sites/prod.yourhome.gov.au/files/pdf/YOURHOME-6-HousingOfFuture-3-LivableAdaptableHouse-%284Dec13%29.pdf>
- Accessible Housing – Queensland Government
<http://www.dip.qld.gov.au/resources/guideline/pda/guideline-02-accessible-housing.pdf>
- A Guide to Designing Workplaces for Safer Handling of People – WorkSafe Victoria
https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0019/9208/VWA531.pdf

Our focus will be specific to a person-centred approach, and as such, these standards are only used as guides.

The training resources provided during face-to-face training will include:

- Candidate Manual including unit guides, course notes, learning and assessment tasks, attachments, fact sheets and a list of other resources.

- Additional resources and reference materials will be provided for each of the Unit Guides. These include: texts, journals and newspaper articles, videos and websites. Individual trainers will also provide additional materials including articles, business templates, examples of reports, building plans, checklists etc.

What resources will candidates need access to?

- Home PC with access to the Internet and a printer for completion of assessments.

Course Date, Time and Location

The date, time and location of all courses are detailed on the Home Modification Course brochure available from the ILC NSW website and by contacting ILC NSW by phone or email.

Fees and Charges

Normal Course fee \$660.00
Total fee will be paid on enrolment.

Non-Course Fees and Charges

Other fees and charges that may apply include:

- Recognition of Prior Learning (RPL) – need to state how much this will cost, eg same as cost of the course
- Reissuing a lost/damaged Statement of Attainment
- ILC NSW may impose the following administrative charges (GST inclusive) should learning resources need to be replaced:
 - Photocopying - \$2.00 per page.
 - Applicable postage/courier fees and charges.
 - Multi-media and/or workbooks - \$75.00 per item.

Refunds

If a student withdraws from a course after they have confirmed their enrolment, i.e. submitted their enrolment form to ILC NSW, the student may:

- substitute a person at any time. The substitute must be from the same workplace and similar background or position within the organisation.
- request a refund up to 7 days prior to the commencement of the training, less a 10% administration fee.
- request a transfer to another program within the current financial year.

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

Cancellations

ILC NSW reserves the right to cancel a program when there are insufficient enrolments or unforeseen circumstances. Notification of cancellation will be given by phone. If we cannot place the applicant in another program, we will refund the full course fee.

ILC NSW will notify students as soon as possible if a course is cancelled.

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

Key Contacts

Odelle Martin
Training Administration Assistant
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5800
Or 1300 452 679
Fax: 02 8814 9656
E-mail: mgmteam@ilcnsw.asn.au

Odelle assists with general training information, enrolment and RPL/RCC enquiries and coordinates the supply of training equipment, materials and resources.

Hamish Murray
ILC Training Manager
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5888
Fax: 02 8814 9656
E-mail: accessteam@ilcnsw.asn.au

Hamish is responsible for the development and conduct of the program including the training and assessment delivery strategy, evaluation and validation processes.

Robyn Chapman
Chief Executive Director/Privacy Officer
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5807
Fax: 02 8814 9656
E-mail: robyn@ilcnsw.asn.au

Robyn may be contacted should you need to discuss any concerns or to answer any questions you may have about ILC Training's procedures and policies.

Our promise of Quality

A positive learning environment

ILC NSW will maintain a learning environment that supports learning and will lead to positive training outcomes.

Promotional advertising material of ILC NSW training services and courses

ILC NSW will market all training programs including accredited training based on the needs of industry and consumers with integrity, accuracy of information and professionalism. We will not draw false or misleading comparisons with other providers or courses.

Supporting special needs

ILC NSW is committed to access and equity in its training unit and our trainers and assessors will offer assistance to candidates with special needs.

Where special needs are identified, staff will first discuss the opportunities for support with you in a confidential and encouraging manner. Trainers and assessors will ensure that all classes combine written materials with practical demonstrations.

With permission, a candidate's special needs, where relevant, may be raised with the employer to organise appropriate support during our training programs and workplace assessments. With prior notice from the education and training unit, staff will ensure that additional notes or time is provided.

Workplace assessments may be arranged with an interpreter or other support person in consultation with the employer. Where these circumstances arise, the trainer/assessor should refer to the education and training unit manager who will negotiate the additional support arrangements.

Facilities and equipment

With a focus on access and equity issues across all services, ILC Training will ensure adequate facilities and appropriate methods and materials for training delivery are built into its education and training program.

Our main venue at Blacktown is modern, well equipped and accessible, including accessible visitor parking and sanitary facilities.

Occupational Health and Safety

It is our policy to provide a safe and healthy environment for all staff, consumers, visitors and volunteers, in compliance with the Occupational Health and Safety Act 1983 (NSW), including any subsequent amendments to this Act.

Complaint and Grievance Procedures

Assessment appeals

In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

- Discuss the matter with the trainer or assessor.
- If not resolved the candidate should complete a Student Feedback and Complaints form and submit this to the Training Manager. The Manager will discuss the appeal with the candidate, teacher/assessor, and review the assessment decision against the internal assessment validation processes. These validation processes set up by ILC NSW draw on experienced assessors and assessment standards moderated with ILC NSW on a regular basis.
- If the matter is still unresolved, the ILC NSW Chief Executive Officer will nominate an independent arbitrator to examine the matter. ILC NSW will consult with an industry lead organisation and registered training organisation such as Master Builders (NSW) Association or the Australian Association of Occupational Therapists Inc.
- If the matter remains unresolved, then the candidate should take the matter to an appropriate statutory body, such as the NSW Department of Fair Trading.

Grievance policy

In the event that you have a problem concerning the delivery or assessment, or some other matter concerning the operations of ILC NSW, the following procedure applies:

- Discuss the matter with the trainer or assessor.
- Then if necessary take the grievance to the Training Manager. The training staff are required to complete a Student Feedback and Complaints form and bring your complaint to the attention of the ILC NSW Chief Executive Officer if the matter is not resolved within the training unit.
- If the matter is unresolved, the ILC NSW Chief Executive Officer will ask the parties to document the issues and appoint an independent arbitrator to examine the matter. ILC NSW will consult with an industry lead organisation and registered training organisation such as Master Builders (NSW) Association or the Australian Association of Occupational Therapists Inc.
- If the matter remains unresolved, then the candidate should take the matter to an appropriate statutory body, such as the NSW Department of Fair Trading.

ILC NSW Privacy Policy

Information provided by candidates is entered into the ILC NSW database for the purpose of processing enrolments, registrations, results, Statement of Attainment, certificates, payment and disseminating course information.

For the complete ILC NSW Privacy statement that applies to all ILC NSW activities including training administration please contact ILC NSW and request a copy of our privacy policy.

Appendix a: Pre-Assessment Checklist

You will be asked to complete and sign this form on the first day of the course.

Candidate Name:	Assessor Name:
Date:	Location:
UNIT/S TO BE ASSESSED DURING THIS ASSESSMENT CPPACC5016A	
Checklist for Conducting the Assessment	<input checked="" type="checkbox"/>
Candidate confirms readiness to be assessed	
Time and date of the assessment was diarised and agreed to by the candidate Date: Time: Location:..	
Criteria against which the candidate's performance will be assessed are explained to the candidate.	
Assessment method, process and documentation have been explained to candidate.	
Has candidate any special requirements? _____	
Confidentiality of assessment outcome has been explained.	
Right to appeal assessment decision has been explained to the candidate.	
All hygiene, Work Health Safety requirements have been met?	
Comments:	
In signing this form the candidate acknowledges that s/he is ready for assessment and that the assessment process has been fully explained. The assessment information gathered (including candidate name, but no other personal details) will be used by the training organisation for specific record keeping purposes	
Candidate's Signature:	
Assessor's Signature:	