



Australian Government

CPPACC4004 Communicate effectively as an access consultant

Release: 1

CPPACC4004 Communicate effectively as an access consultant

Modification History

Release 1 This unit first released with CPP Property Services Training Package Release 14.0.

Supersedes and is equivalent to CPPACC4004A Communicate effectively as an access consultant.

Unit updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to communicate effectively with clients and stakeholders involved in the provision of access consulting services to ensure effective relationships and compliance with relevant legislation, regulations, codes and standards for access for people with disability.

This unit is for individuals who work independently using specialised knowledge to conduct a range of access consulting services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Access Consulting.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Communicate effectively with clients and other stakeholders.

1.1 Identify information needs of clients and other stakeholders according to workplace requirements.

1.2 Source information that can be used to provide current and reliable client advice on issues related to the provision of access and compliance according to workplace requirements.

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| | 1.3 | Use effective interpersonal skills and communication techniques to provide clear and accurate information to clients and other stakeholders according to workplace requirements. |
| | 1.4 | Use technologies to prepare written reports for clients and other stakeholders in a timely manner according to workplace requirements. |
| | 1.5 | Arrange and conduct meetings with clients and other stakeholders to provide information and advice according to workplace requirements. |
| 2 | Communicate effectively to achieve workplace objectives and resolve conflict. | |
| | 2.1 | Respond to requests for information in a prompt and positive manner to meet client and workplace objectives. |
| | 2.2 | Negotiate with relevant persons to resolve conflict according to workplace requirements. |
| 3 | Maintain workplace records and documentation. | |
| | 3.1 | Complete workplace documentation, reports and client records legibly and promptly according to workplace requirements. |
| | 3.2 | Include access advice and information that complies with relevant standards, codes and legislation in reports, client records and other workplace documentation. |
| | 3.3 | Maintain client records, reports and other workplace documentation for future reference according to regulatory and workplace requirements. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPACC4004A Communicate effectively as an access consultant.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>