



Australian Government

CPPACC4014 Facilitate the development of DDA Action Plans

Release: 1

CPPACC4014 Facilitate the development of DDA Action Plans

Modification History

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

Supersedes and is equivalent to CPPACC4014A Facilitate the development of Disability Discrimination Act Action Plans. Minor change to unit title.

Unit updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to facilitate the development of *Disability Discrimination Act 1992* (DDA) Action Plans or similar plans required by state/territory anti-discrimination legislation. It includes working with clients to develop Action Plans for lodgement with the Australian Human Rights Commission (AHRC) or relevant state/territory anti-discrimination agencies. Action Plans cover the accessibility of the service provided, the level of disability awareness of staff and accessibility of buildings and grounds.

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 Respond to client enquiry.

1.1 Identify client requesting access advice to facilitate development of Action Plan and establish their authority to act according to workplace requirements.

1.2 Consult with client to clarify requirements for access

- advice and confirm own competence and organisational capability to respond to client needs.
- 1.3 Obtain and document client authority to proceed with work activities according to workplace requirements.
- 2 Establish client relationship.
- 2.1 Negotiate to confirm contractual arrangements with client, and document and store agreement according to regulatory and workplace requirements.
- 2.2 Negotiate and finalise written client brief, including detailed work instructions, according to workplace requirements.
- 2.3 Obtain information on client's business operations, services offered, staff profiles and business premises according to workplace requirements.
- 2.4 Negotiate and document a work plan for Action Plan development in conjunction with client.
- 3 Assist client to review business practices.
- 3.1 Collect data to develop a comprehensive customer profile according to client, regulatory and workplace requirements.
- 3.2 Analyse customer profile data to identify shortcomings in accessibility according to client, regulatory and workplace requirements.
- 3.3 Use customer profile data to establish a benchmark for assessing improvements in service provision in conjunction with client.
- 3.4 Collaborate with client to identify and document communication, attitudinal and physical barriers impeding relationship between client and customers.
- 4 Facilitate planning processes to achieve Action Plan and regulatory objectives.
- 4.1 Use information collected through the review of business practices to develop policies and programs to achieve regulatory objectives in collaboration with client.
- 4.2 Assist client to establish and document all Action Plan strategies and processes required to achieve regulatory objectives.

- | | | |
|--|-----|--|
| | 4.3 | Assist client to integrate Action Plan into overall business planning processes. |
| 5 Assist client to develop processes to review and update Action Plan. | 5.1 | Assist client to establish and document processes to regularly review Action Plan goals. |
| | 5.2 | Assist client to establish and document processes to regularly update the Action Plan to reflect current and future business practices. |
| 6 Assist client to document and lodge Action Plan. | 6.1 | Assist client to document and finalise all aspects of the Action Plan according to workplace requirements. |
| | 6.2 | Assist client to collate Action Plan documentation into suitable format and retain copies for future reference, monitoring, review and update according to workplace requirements. |
| | 6.3 | Lodge Action Plan with AHRC or state/territory agency according to relevant guidelines, 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 CPPACC4014A Facilitate the development of Disability Discrimination Act Action Plans

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>