



Australian Government

**Assessment Requirements for
CPPACC4021 Provide access advice on the
provision of services**

Release: 1

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Modification History

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

Supersedes and is equivalent to CPPACC4021A Provide access advice on the provision of services.

Unit updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by providing written access advice to two different clients on their rights and obligations under the *Disability Discrimination Act 1992* (DDA) and relevant state and territory anti-discrimination legislation applicable to their service provision.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- Commonwealth, state and territory legislation, regulations, codes and standards relevant to providing access advice on service provision:
 - anti-discrimination and disability discrimination
 - building control including local government regulations and by-laws
 - National Construction Code (NCC) building classifications and access requirements
 - National Disability Insurance Scheme (NDIS) Specialist Disability Accommodation Design Standard (or its successor)
 - Livable Housing Australia Livable Housing Design Guidelines (or its successor)
 - principles of universal design
 - privacy and confidentiality
- consultation processes
- interpersonal skills and communication techniques used to:
 - effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
 - facilitate the exchange of ideas and information on issues related to the provision of services
- methods for identifying issues associated with the provision of services
- research techniques and methodologies

- types of disability and limitations that each disability places on an individual's ability to access the environment
- ways to address areas of regulatory non-compliance associated with the provision of services
- workplace requirements for providing access advice on the provision of services:
 - client service
 - documentation, reports and records administration
 - content and format of access reports on provision of services
 - work role boundaries - responsibilities, limitations and professional abilities.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

Links

Companion Volume implementation guides are found in VETNet -

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