



Australian Government

CPPACC4021 Provide access advice on the provision of services

Release: 1

CPPACC4021 Provide access advice on the provision of services

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.

Application

This unit of competency specifies the skills and knowledge required to work with individuals and the management and staff of organisations to provide advice on their rights and obligations under the Disability Discrimination Act 1992 (DDA) and relevant state and territory anti-discrimination legislation applicable to client service provision. It includes conducting research to understand the client's business operations, services and customer base, and preparing a service provision access report.

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.

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| 1 Identify client needs. | 1.1 Identify client requesting access advice on the provision of services and establish their authority to act according to workplace requirements. |
| | 1.2 Consult with client to clarify requirements for advice and confirm own competence and organisational capability to |

- respond to client needs.
- 1.3 Obtain and document client authority to proceed with project 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 project instructions, according to workplace requirements.
 - 2.3 Obtain copies of all relevant documentation associated with project according to workplace requirements.
 - 2.4 Record all documentation received according to workplace requirements.
 - 3 Research the services context.
 - 3.1 Obtain general information on the client's business operations, services offered, staff profiles and business premises according to workplace requirements.
 - 3.2 Obtain and analyse the client's customer profile data to gain a comprehensive understanding of the customer base.
 - 4 Identify regulatory requirements for service delivery.
 - 4.1 Review Commonwealth, state and territory legislation associated with educational services, building and transport to determine relevance to client service delivery.
 - 4.2 Identify and document sections of legislation relevant to client service delivery.
 - 5 Provide advice on the provision of services.
 - 5.1 Use effective interpersonal skills and communication techniques to provide advice to relevant persons on their regulatory rights and obligations relevant to client service delivery.
 - 5.2 Suggest suitable training programs to impart information to relevant persons on their regulatory rights and

obligations relevant to client service delivery.

- 6 Report on provision of services.
- 6.1 Prepare access report on service provision to meet client contractual arrangements and workplace requirements.
 - 6.2 Review draft access report on service provision in consultation with relevant persons and incorporate feedback into final report.
 - 6.3 Forward access report on service provision to client according to contractual arrangements.
 - 6.4 Maintain copies of access report on service provision and associated 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 CPPACC4021A Provide access advice on the provision of services.

Links

Companion Volume implementation guides are found in VETNet -

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