



Australian Government

CPPACC5018 Provide expert access advice to complainants or respondents

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 CPPACC5018A Provide expert access advice to a complainant or respondent. 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 provide expert advice to clients on their access rights and/or obligations under the *Disability Discrimination Act 1992* (DDA) and relevant state and territory anti-discrimination legislation. It includes interpreting legislation relevant to the complaint or response processes together with the information necessary to substantiate such complaints or responses and preparing reports that comply with the rules of evidence and prescribed formats for expert reports.

This unit is for individuals who are self-directed and have substantial depth of knowledge and skills to make independent judgements in the provision 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 Confirm legal identify of client and other parties according to regulatory and workplace requirements. |
| | 1.2 Determine legal capacity of other parties to respond according to regulatory and workplace requirements. |

- 1.3 Negotiate and document client authority to proceed with advice provision according to regulatory and workplace requirements.
 - 1.4 Request and obtain a written client brief, including detailed instructions, according to regulatory and workplace requirements.
- 2 Review legislation relevant to the case.
 - 2.1 Identify specific legislation applicable to circumstances of case according to workplace requirements.
 - 2.2 Identify appropriate procedures, processes and protocols related to case and advice provision according to workplace requirements.
- 3 Establish existence of relevant documentation.
 - 3.1 Identify, source and access all available documentation relevant to case according to regulatory and workplace requirements.
 - 3.2 Identify and list additional information needed or missing documents and develop strategies for obtaining required information or documents according to regulatory and workplace requirements.
 - 3.3 Negotiate between the parties to agree a staged process for exchanging and collating required documentation.
- 4 Provide expert access advice to client.
 - 4.1 Examine the extent of own competence in relation to the case and seek specialist advice, as required, according to regulatory and workplace requirements.
 - 4.2 Use effective interpersonal skills and communication techniques to provide access advice to the client according to regulatory and workplace requirements.
- 5 Finalise and distribute client access report.
 - 5.1 Review all case documentation for completeness and collate according to regulatory and workplace requirements.
 - 5.2 Finalise client access report according to contractual, regulatory and workplace requirements.

- 5.3 Publish and distribute report to relevant parties according to client, workplace and regulatory requirements.
- 5.4 Maintain copies of the access report 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 CPPACC5018A Provide expert access advice to a complainant or respondent.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>