



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC4016A Manage risk

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit specifies the competency required to assess and manage risk in relation to access consulting operations. It requires the identification and analysis of potential threats to determine the level of risk exposure of access consulting operations, and the implementation of a risk management plan.

Application of the Unit

Application of the unit

This unit of competency supports the full range of access consulting services. The management of risk is a critical issue for access consultants. This unit of competency will support access consultants in ensuring that they manage their risk exposure.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify risks.

- 1.1 **Information** on actual and potential **risks** is collected using relevant **risk assessment tools** and assessed for currency, accuracy and relevance in accordance with **organisational requirements**.
- 1.2 **Terms of reference** are determined in consultation with **relevant persons** and information is updated, modified and maintained in accordance with organisational requirements.
- 1.3 A **structured plan** for identifying and assessing **risk likelihood** is developed in accordance with terms of reference and agreed timeframes.
- 1.4 **Limitations** in identifying and assessing risks are recognised and assistance is sought as required.

2 Analyse risks.

- 2.1 **Assessment criteria** for measuring the level of potential or existing risk, together with an assessment of consequences, are developed in accordance with the terms of reference.
- 2.2 Valid and relevant data is analysed against the assessment criteria to determine the level of potential risk in accordance with organisational requirements.
- 2.3 Any gaps in the assessment methodology are identified and appropriate actions are implemented in accordance with organisational requirements.
- 2.4 **Risk assessment findings** are documented and distributed to relevant persons in accordance with organisational requirements.

3 Develop a risk management plan.

- 3.1 **Regulatory, industry and association standards and procedures** for access consulting are identified and assessed.
- 3.2 Organisational policy on **risk management** is analysed and interpreted.
- 3.3 Organisational capability to either control or reduce the likelihood of actual and potential risks is analysed.
- 3.4 Risk management plan with associated policies and procedures is developed and documented, including provisions for training and education in accordance with organisational and **legislative requirements**.
- 3.5 Procedures for the ongoing identification of risks are established and documented in the risk

ELEMENT**PERFORMANCE CRITERIA****4. Implement a risk management plan.**

- management plan.
- 3.6 Limitations in developing a risk management plan are recognised and assistance is sought as required.
- 4.1 Unacceptable risks are eliminated and other risks are minimised in accordance with organisational requirements.
- 4.2 Access consulting operations are conducted in compliance with regulatory, industry and association standards and procedures.
- 4.3 Opportunities for professional development are identified and accessed.
- 4.4 Access consulting operations are monitored continuously to identify potential risks.
- 4.5 Access consulting operations are modified as necessary to comply with the risk management plan.
- 4.6 Comprehensive relevant documentation is maintained for all service provision in accordance with regulatory and company requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required knowledge and understanding include:

- commonwealth, state and territory anti-discrimination legislation and regulations
- disability awareness
- duty of care
- industry codes of practice and ethics
- limitations of work role, responsibility and professional abilities
- organisational and professional procedures and business standards
- procedures for identifying and assessing risks associated with access consulting operations
- procedures for responding to and monitoring risks associated with access consulting operations
- processes for developing and implementing a risk management plan
- processes for recording data and administering records
- relevant commonwealth, state and territory occupational health and safety (OHS), environmental and risk management legislation, local government regulations and Australian standards
- report writing
- research methods
- risk management hierarchy of control
- risk management policies and procedures
- selection, use and maintenance of appropriate personal protective equipment.

Required skills and attributes include:

- analytical skills to:
 - interpret and apply legislative requirements pertaining to disability access
 - interpret the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
 - interpret how the full range of environmental barriers impacts on people with disabilities (who may have any of many impairments)
 - assess and advise on the validity and sufficiency of resources required to control risks associated with access consulting operations
- application skills to:
 - apply relevant codes of practice and other legislative requirements to work processes
 - apply and adhere to all OHS regulations, policies and processes in the workplace
 - apply disability awareness to work processes
 - maintain knowledge of current codes, standards, regulations, practices and industry updates
- communication skills to:
 - provide clear information and instructions on workplace procedures pertaining to health,

- safety and risk management to a work group
- use interviewing and questioning techniques to obtain information
- impart knowledge and ideas through oral, written and visual means
- interpersonal skills to:
 - facilitate change for greater awareness of disability access
 - analyse own work practices and process outcomes critically
 - engage colleagues and share disability access knowledge
 - adapt to new workplace situations
- literacy skills to:
 - document and record findings
 - understand and comply with work procedures
 - identify and report hazards
 - interpret site safety plans
 - read and comprehend product instructions and manufacturers' specifications
 - assess risks and evaluate risk control measures
 - monitor workplace OHS and environmental data
- observation skills to:
 - accurately identify existing or potential risks
- organisational skills to:
 - prepare and administer documentation
 - plan timelines and reporting mechanisms
 - implement organisational policies and procedures
- problem-solving skills to:
 - apply reasoning and logical analysis to measure risk consequence
 - recommend counter-measures or contingency plans
- research skills to:
 - analyse and interpret information
 - form recommendations
- technical skills to:
 - complete risk assessment plans
- technology skills to:
 - apply information technology and computer skills to prepare working documentation and reports
- writing skills to:
 - prepare and complete documentation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- This unit of competency could be assessed on its own or as part of an integrated assessment activity involving other competencies relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - recognising the needs and desires of people with disabilities to engage fully in all aspects of society, and their right to do so
 - interpreting accurately the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
 - interpreting accurately how the full range of environmental barriers impact on any of the impairments that people with disabilities might have
 - obtaining information from a range of sources and consultative processes to ensure an accurate understanding of the operating environment
 - applying risk management procedures (undertaking risk identification, risk assessment, risk treatment and monitoring) in accordance with the hierarchy of control
 - implementing an effective action plan and structure for analysis and assessment
 - assessing the level of risk potential against agreed assessment criteria
 - reviewing and preparing findings in a format suitable for presentation
 - complying with OHS regulations applicable to workplace operations
 - applying organisational management policies and procedures, including quality assurance requirements
 - developing an organisational risk management plan for access consulting operations in response to a risk analysis
 - implementing a risk management plan for access consulting operations.

Context of and specific resources for assessment

- Resource implications for assessment include:
 - a registered provider of assessment services
 - competency standards
 - assessment materials and tools
 - suitable assessment venue/equipment
 - workplace documentation
 - candidate special requirements
 - cost and time considerations.
- Validity and sufficiency of evidence requires that:
 - competency will need to be demonstrated over a period of time reflecting the scope of the role
 - where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
 - all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
 - where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
 - assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised wording** in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Information may relate to:

- government reports
- reports commissioned by the owner or manager

Risks may relate to:

- other reports and relevant documentation
- lines of responsibility
- key personnel
- historical data.
- deliberate, natural, accidental and perceived acts or omissions
- loss, disclosure, destruction or compromise of asset
- loss of goodwill, reputation or credibility
- professional liability
- public liability
- industry-specific risk
- loss of profits
- OHS.

Risk assessment tools may include:

- checklists, worksheets and matrix models
- government and/or industry hazard or safety alerts
- instruments to assess the severity of identified hazards and rank by severity
- job and work system assessment
- job hazard analysis
- job safety analysis
- manufacturers' guidance information and manuals
- reviews of OHS records
- safety and hazard audits
- workplace inspection checklists.

Organisational requirements may be outlined and reflected in:

- access and equity policies, principles and practices
- business and performance plans
- client service policies, procedures and standards
- codes of conduct and codes of practice
- communication channels and reporting procedures
- communication of services offered
- complaint and dispute resolution procedures
- compliance with legislation, codes and workplace standards
- continuous improvement processes and standards
- defined resource parameters
- duty of care
- employer and employee rights and responsibilities
- ethical standards
- legal policies and guidelines
- OHS policies, procedures and programs
- organisational mission statement, goals, objectives, plans, systems and processes

- policies and procedures relating to the setting of fees and the negotiation and management of contracts
 - policies and procedures relating to own role, responsibilities and delegation
 - privacy and confidentiality policies and procedures
 - quality assurance and/or procedures manuals
 - records and information management systems and processes
 - style guides and other guides used to prepare documents.
- Terms of reference*** may relate to:
- operational environment
 - roles and responsibilities
 - security and other clearances
 - limitations and exclusions
 - scale of the task or assessment (whether a full-scale operation or limited to a particular section or operation of the company)
 - client expectations
 - costs
 - agreed timeframes.
- Relevant persons*** may include:
- supervisors
 - colleagues
 - clients
 - legal representatives
 - business partners
 - industry associations.
- A structured plan*** may be constructed by using:
- checklists
 - structured tables
 - structured questionnaires
 - interview question sheets
 - structured planning software
 - spreadsheets, word-processing and other software.
- Risk likelihood*** may be:
- low
 - medium
 - high.
- Limitations*** may relate to:
- job role and responsibilities
 - quality processes
 - own competency level
 - industry requirements
 - own understanding of risk identification processes
 - legal responsibilities.
- Assessment criteria*** may be
- qualitative and/or quantitative factors

based on:

- semi-quantitative factors
- organisational or client requirements
- Australian Risk Management standards.

Risk assessment findings may include:

- tables and information from approved data collection tools
- graphical representations of data
- suggestions
- summary of assessment outcomes.

Regulatory, industry and association standards and procedures may include:

- industry codes of conduct and ethical practices
- legislative and statutory requirements outlined in relevant legislation (e.g. licensing, anti-discrimination and building access)
- tribunal and court precedents
- industry standards
- OHS standards.

Risk management means:

- the process of identifying potential negative events and developing plans to mitigate or minimise the likelihood of a negative event occurring and/or the consequences of the event if it does occur.

Legislative requirements may be outlined and reflected in:

- relevant commonwealth, state and territory legislation that affects organisational operation:
 - OHS
 - building
 - environmental
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards including AS4360 Risk Management
- codes of practice
- local government regulations and by-laws
- privacy legislation
- quality assurance and certification requirements
- trade practices laws and guidelines.

Unit Sector(s)

Unit sector

Access consulting

