Australian Government

Department of Education, Employment and Workplace Relations

CPPACC4017A Prepare access reports

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CPPACC4017A Prepare access reports

Modification History

Not Applicable

Unit Descriptor

Unit descriptor
This unit specifies the competency required to organise and present information gathered on disability access compliance for people with disabilities. It requires the ability to organise and evaluate gathered information and data, and prepare and present reports and attachments in a format suitable for review and dissemination. This work would be carried out under limited supervision within organisational guidelines.
Access consultants need to know the access requirements of the Disability Discrimination Act Premises Standard, the Building Code of Australia and the relevant Australian standards in order to prepare an access report.

Application of the Unit

Application of the unit
This unit of competency supports the full range of access consulting services. The preparation of access reports is a requirement of most of the types of activities undertaken by access consultants. This unit of competency will support the work of access consultants in preparing reports and associated documentation as part of their overall provision of access consulting services.

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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise information.	1.1 Gathered *information* is organised and prioritised in a logical manner with regard to the intended use of the report and in accordance with *legislative* and *organisational requirements*.
	1.2 Gathered information is assessed for relevance and accuracy, consistent with *client* terms of reference, and *reporting* and organisational requirements.
	1.3 Additional information is sought as required from identified *sources* and verified for relevance and accuracy in accordance with organisational requirements.
	1.4 All information is handled safely and securely in accordance with client confidentiality, and legislative and organisational requirements.
	1.5 *Business equipment* is used to manage information efficiently and effectively in accordance with manufacturers' specifications and organisational requirements.
2 Compile report.	2.1 *Report format*, style and structure are established in accordance with industry standards, and client and organisational requirements.
	2.2 Report content is checked for accuracy and the report is prepared in accordance with client instructions and organisational requirements.
	2.3 Conclusions and recommendations are clearly supported by the information gathered and verifiable evidence.
	2.4 *Attachments* are relevant and consistent with references made in the body of the report in accordance with organisational requirements.
	2.5 Language is used in the final report that is clear, concise, free of inconsistencies and meets client requirements and organisational standards of style, format and accuracy.

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
- editing procedures
- how to source and access documentation to meet the requirements of the report
- industry codes of practice and ethics
- legislative and statutory requirements relevant to the gathering and reporting of information
- limitations of work role, responsibility and professional abilities
- methods of collecting and recording relevant data
- operational principles of business equipment
- organisational procedures for recording and reporting
- organisational requirements with regard to report format, style, structure and presentation
- principles and techniques of effective questioning to obtain specific information
- procedures to maintain the safety and security of information
- providing and presenting evidence to support claims made in the report
- relevant sources of information
- report-writing methods appropriate to own role and responsibilities

research methods.
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)
  - determine the intended purpose of the report and collect, evaluate and organise data to meet the report's intended use
  - interpret and analyse routine and non-routine situations to establish suitable methods of reporting
- application skills to:
  - apply relevant codes of practice and other legislative requirements to work processes
  - apply disability awareness to work processes
  - maintain knowledge of current codes, standards, regulations, practices and industry updates
- communication skills to:
  - apply effective communication and negotiation techniques, including active listening and questioning

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- - apply effective written communication skills to clearly and concisely convey information
  - consult effectively with clients and colleagues
  - impart knowledge and ideas through oral, written and visual means
- interpersonal skills to:
  - relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
  - 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:
  - assess and use workplace information
  - locate and interpret legislation and legal cases on the provision of access
- organisational skills to:
  - prioritise work tasks for completion within designated timeframes
  - collate and organise information in a logical manner
  - check information for relevance and accuracy
  - prepare and manage documentation
  - develop and implement organisational policies and procedures
  - estimate and calculate resource and equipment requirements
- research and evaluation skills to:
  - source, analyse and evaluate legislative requirements for the provision of access
- technical skills to:
  - use a range of business equipment
  - write reports using appropriate format, style, structure and presentation.
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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
- applying organisational management policies and procedures for preparing reports, including quality assurance requirements
- gathering information that is relevant, accurate and organised in a logical manner and seeking additional information from reliable information sources
- incorporating feedback and constructive advice, and presenting the report in a professional manner within designated timeframe
- preparing a report with content that is valid, accurate and free of inconsistencies; complies with legislative requirements; and has recommendations that are clearly supported by verifiable information
- using business equipment effectively to prepare and present reports and attachments in required formats.

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 include:	- results of inquiries and searches - statements of evidence - photographs - sketch plans - physical evidence.

Legislative requirements may relate to:	- relevant commonwealth, state and territory legislation that affects organisational operation:
	  - occupational health and safety (OHS)
	  - environmental
	  - equal employment opportunity
	  - industrial relations
	  - anti-discrimination and diversity
	  - licensing arrangements
	  - trade practices
	  - privacy requirements
	  - freedom of information
	- Australian standards, quality assurance and certification requirements
	- relevant industry codes of practice and ethics
	- award and enterprise agreements.

Organisational	- access and equity policy, principles and practices

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requirements may be outlined and reflected in:	• 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 procedures manuals
	• records and information management systems and processes
	style guides and other guides used to prepare documents.
Clients may be:	• architects
	• builders and developers
	• building owners and managers
	• corporations
	• engineers
	• the general public
	• government agencies
	• loss assessors and adjusters
	• members of the legal profession.
Reporting requirements may include:	• presentation of reports in a timely manner
	• accurate and constructive observations
	• verbal and written mode.
Information *sources* may include:	• colleagues, supervisors and management
	• records, reports and case notes
	• interviews and meetings
	• notices

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	• procedural manuals • specialists • internet • library • industry networks • government departments • other organisations • workshops, conferences and seminars.
Business equipment may include:	• computers and computer applications • modems • personal schedulers • facsimile machines • printers • photocopiers • scanners.
Report format requirements may relate to:	• style • sequence of coverage • length • use of appendices • enclosures and attachments • use of abbreviations • common industry terminology.
Attachments may include:	• documents • photographs • videos • physical evidence • sketch plans.

Unit Sector(s)

Unit sector
Access consulting

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