



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC4021A Provide access advice on the provision of services

Release: 1

CPPACC4021A Provide access advice on the provision of services

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit specifies the competency required for the access consultant to work with individuals and the management and staff of organisations when providing advice on their rights and obligations under the Disability Discrimination Act (DDA) and relevant state and territory anti-discrimination legislation.

Access consultants must be able to interpret the DDA and relevant state and territory anti-discrimination legislation applicable to service delivery. Access consultants must also be able to interpret the commonwealth, state and territory legislation regarding educational, building and transport services.

The unit requires the ability to communicate effectively on a wide range of service provision issues with individuals and the management and staff of organisations.

Application of the Unit

Application of the unit

This unit of competency supports the access consulting service of facilitating the development of DDA Action Plans.

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 client needs.**
 - 1.1 The *client* requesting access advice on the provision of services is identified and their authority to act is established in accordance with *organisational requirements*.
 - 1.2 Client needs are discussed and confirmed using effective *interpersonal skills and communication techniques* in accordance with organisational requirements.
 - 1.3 Personal competence and organisational capability to respond to client needs are determined and assessed.
 - 1.4 Authority to proceed is negotiated with client and documented in accordance with organisational requirements.
- 2 Establish client relationship.**
 - 2.1 Contractual arrangements are negotiated, confirmed, documented and stored in accordance with client, organisational and *legislative requirements*.
 - 2.2 A *client brief* providing the required level of detail is requested in accordance with organisational requirements.
 - 2.3 *Access arrangements* for meeting with key personnel are negotiated and *relevant person* is identified in accordance with client, organisational and legislative requirements.
 - 2.4 Copies of all existing documentation relevant to the project are identified and obtained.
- 3 Research the relevant context.**
 - 3.1 General information on client's business operations, services offered, staff profiles and business premises is obtained in accordance with organisational requirements.
 - 3.2 Access to the client's *customer profile data* is obtained and the data analysed to gain a comprehensive understanding of the client's customer base.
- 4 Identify relevant legislation.**
 - 4.1 Commonwealth, state and territory legislation with regard to educational services, building and transport is reviewed to determine relevance to the services provided by the client's organisation.
 - 4.2 Sections of the legislation relevant to the service delivery of the client's organisation are identified and documented.

ELEMENT	PERFORMANCE CRITERIA
5 Provide advice to client on the provision of services.	5.1 <i>Advice</i> is provided to individuals, and the management and staff of organisations, on their rights and obligations under the relevant legislation using effective <i>Interpersonal skills and communication techniques</i> in accordance with organisational requirements. 5.2 Training programs to impart information to individuals, and the management and staff of organisations, on their rights and obligations under the relevant legislation are suggested in accordance with organisational requirements.
6 Prepare access report on the provision of services.	6.1 A service provision access report incorporating the advice identified for individuals, and the management and staff of organisations, on their rights and obligations under the relevant legislation is prepared in accordance with contractual and organisational arrangements. 6.2 The draft service provision access report is reviewed with <i>appropriate persons</i> in accordance with organisational requirements. 6.3 Feedback received from the review process is incorporated and the access report on the provision of services is completed.
7 Distribute and store the access report on the provision of services.	7.1 Access report documentation on the provision of services is prepared in accordance with organisational arrangements. 7.2 Access report documentation on the provision of services is forwarded to the client in accordance with contractual arrangements. 7.3 A copy of the access report on the provision of services and associated documentation are recorded and retained for future reference in accordance with organisational and legislative 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
- efficient and effective customer service
- limitations of work role, responsibility and professional abilities
- occupational health and safety (OHS) legislation and procedures
- organisational and professional procedures, ethical practices and business standards
- privacy legislation and confidentiality requirements
- processes for recording data and administering records
- relevant commonwealth, state and territory legislation, local government regulations and Australian standards
- report writing
- 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)
 - evaluate the provision of access in relation to legislative requirements
- 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:
 - explain clearly information on issues relating to the provision of access
 - identify client needs
 - consult effectively with clients and colleagues
 - impart knowledge and ideas through oral, written and visual means
 - respond to customer service expectations
- interpersonal skills to:
 - relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities

- provide advice in a sensitive and appropriate manner
- facilitate change for greater awareness of disability access
- analyse own work practices and process outcomes critically
- adapt to new workplace situations
- literacy skills to:
 - assess and use workplace information
 - read and understand instructions concerning OHS at client's premises
 - read and record data
- organisational skills to:
 - prepare and administer documentation
 - implement organisational policies and procedures
 - respond to customer service expectations
 - prepare contracts and meet contractual obligations
- problem-solving skills to:
 - develop appropriate strategies for addressing areas of access non-compliance
- report-writing skills to:
 - prepare an access report on the provision of services to meet the contractual requirements of the client
 - prepare an access report on the provision of services that meets organisational requirements
- research skills to:
 - source information to assist in developing potential solutions to the provision of appropriate access
- teamwork skills to:
 - work effectively with other people
- technical skills to:
 - advise on strategies to overcome aspects of non-compliance
 - facilitate group processes to identify strategies to address non-compliance
 - encourage and facilitate planning processes
 - provide guidance during the change-management process
- technology skills to:
 - apply information technology and computer skills to prepare working documentation and reports.

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
 - interpreting accurately the requirements of the commonwealth DDA and state and territory anti-discrimination legislation
 - identifying the issues associated with the provision of services in the client's organisation and identifying any issues of non-compliance
 - using effective *Interpersonal skills and communication techniques* to facilitate the exchange of ideas and information on issues relating to the provision of services
 - providing practical and effective advice on how to address identified areas of non-compliance to meet legislative requirements and business objectives
 - preparing an access report on the provision of services that complies with legislative requirements and fulfils contractual requirements
 - complying with OHS regulations applicable to workplace operations
 - applying organisational management policies and procedures, including quality assurance requirements.

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.

Client may include:

- building owner and manager
- building certifier
- professional
- provider of services to the public e.g. shop
- public utility
- commonwealth, state and territory, and local government department and agency.

Organisational requirements may be outlined and reflected in:

- access and equity policy, 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 procedures manuals
- records and information management systems and processes

style guides and other guides used to prepare documents.

Interpersonal skills and communication techniques may include:

- active listening to clarify and confirm understanding
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- demonstrating flexibility and a willingness to negotiate
- presenting options and consequences
- providing constructive feedback
- reflection
- seeking feedback to confirm understanding of needs
- summarising and paraphrasing to check understanding
- using effective presentation aids (e.g. audiovisual slides, diagrams, photographs and pictures)
- using language that is:

- accurate, articulate and concise
 - positive, confident and cooperative
 - verbal or non-verbal.
- 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
 - codes of practice
 - local government regulations and by-laws
 - privacy legislation
 - quality assurance and certification requirements
 - trade practices laws and guidelines.
- Client brief** will include:
- written instructions detailing requirements of the access consultant.
- Access arrangements** may include:
- access and egress points
 - keys, passes and security clearances
 - OHS requirements, including personal protective equipment
 - timing of access.
- Relevant person** may include:
- identified contact
 - owner and manager
 - site supervisor.
- Customer profile data** may include:
- information on the range of potential customers
 - the changing nature of the potential customer base
- the frequency of known use of services by customers with disabilities.
- Advice** may:
- be written or oral
- include referral to other experts or sources of information.
- Appropriate person** may be:
- another member of the access team
 - business partner or colleague
 - staff member.

Unit Sector(s)

Unit sector

Access consulting