



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC4022A Work effectively as an access consultant

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit specifies the competency required to work effectively as an access consultant. It covers the basic entry-level functions that enable compliance with legislative and procedural requirements. It requires the ability to identify potential risks associated with a range of activities within access consulting, and opportunities for own professional development.

Application of the Unit

Application of the unit

This unit of competency supports the full range of access consulting services. In order to commence work, access consultants must be aware of regulatory requirements, ethical standards and their own roles and responsibilities. Access consultants must also manage their professional development and be able to identify risks, provide quotes, prepare contracts and promote the provision of access for people with disabilities. The unit addresses these areas and will support all aspects of the work of access consultants.

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
<p>1 Interpret and comply with legislative, financial and procedural requirements.</p>	<p>1.1 <i>Legislative, financial and procedural requirements</i> relevant to access consulting services are identified and interpreted in accordance with <i>client</i> needs and <i>organisational requirements</i>.</p> <p>1.2 Key principles relating to disability access are identified and interpreted in accordance with legislative and industry requirements.</p> <p>1.3 Own interpretation and application of legislative, financial and procedural requirements are confirmed with <i>relevant persons</i> to ensure consistency and accuracy.</p> <p>1.4 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required in accordance with organisational requirements.</p>
<p>2 Interpret and comply with ethical practices and codes of conduct.</p>	<p>2.1 <i>Regulatory, industry and association standards, codes of ethics, practice and/or conduct</i> are identified and interpreted in accordance with organisational requirements.</p> <p>2.2 Key principles relating to organisational ethical values are identified and interpreted in accordance with legislative and industry requirements.</p> <p>2.3 Own interpretation and application of ethical and conduct requirements are confirmed with relevant persons to ensure consistency and accuracy.</p> <p>2.4 Situations requiring specialist advice are identified and assistance is sought as required in accordance with organisational requirements.</p>
<p>3 Interpret work role and responsibilities.</p>	<p>3.1 Own role and responsibilities are identified and confirmed with relevant persons in accordance with organisational requirements.</p> <p>3.2 Work tasks are identified, scheduled and completed within designated timeframes in accordance with client and organisational requirements.</p> <p>3.3 Understanding of and respect for individual differences is reflected in all work, and work practices are adapted as appropriate to meet the <i>specific needs</i> of relevant persons.</p> <p>3.4 <i>Feedback</i> from clients and colleagues is sought in regard to own professional competency and performance, and used to identify key areas for improvement.</p> <p>3.5 Information regarding learning and professional</p>

ELEMENT	PERFORMANCE CRITERIA
4 Identify risks involved in working as an access consultant.	<p>development is recorded and maintained in accordance with organisational requirements.</p> <p>4.1 Potential <i>risks</i> are identified and reported to relevant persons in accordance with organisational requirements.</p> <p>4.2 Recommendations on appropriate strategies to minimise risks and complaints are discussed with relevant persons.</p> <p>4.3 <i>Limitations</i> in identifying risks are identified and assistance is sought from relevant persons in accordance with organisational requirements.</p> <p>4.4 Appropriate <i>information collection processes</i> are used to access information from individuals and groups on potential risks.</p>
5 Develop understanding of industry employment requirements.	<p>5.1 Industry employment requirements, including <i>competency standards and other relevant benchmarks</i>, are identified and interpreted to establish future <i>professional development</i> needs and priorities to ensure own continuous professional development.</p> <p>5.2 Employee and employer rights and responsibilities, including remuneration and awards, are accessed and interpreted.</p> <p>5.3 Key industry and statutory organisations able to assist own professional development are identified and assistance is sought as required.</p>
6 Promote the provision of access for people with disabilities.	<p>6.1 Opportunities are identified during the performance of the access consulting role to inform and educate <i>people</i> on issues relating to the provision of access for people with disabilities.</p> <p>6.2 <i>Legislative requirements for the provision of access</i> for people with disabilities are advised in a positive manner using effective <i>interpersonal skills and communication techniques</i>.</p> <p>6.3 Requests for further advice and information on the provision of access for people with disabilities are responded to in accordance with <i>organisational requirements</i>.</p>
7 Prepare a quotation.	<p>7.1 Scope of the proposed service requirement is analysed to understand the extent of the task.</p> <p>7.2 The capability to provide the proposed service is assessed against personal and organisational competencies.</p>

ELEMENT**PERFORMANCE CRITERIA**

- 7.3 The cost of delivering the proposed service is estimated and documented in accordance with organisational requirements.
- 7.4 The quotation to provide the service, addressing capability and price, is prepared in accordance with organisational requirements.
- 8 Complete standard contractual documentation.**
- 8.1 *Standard documentation* for access consulting operations is completed in accordance with legislative and procedural requirements.
- 8.2 *Business equipment/technology* is used as required to complete documentation in accordance with applicable occupational health and safety (OHS) and organisational requirements.
- 8.3 Written information meeting organisational standards of language, accuracy and relevance is used in a legally appropriate manner.
- 8.4 All documentation and information systems are securely maintained in accordance with confidentiality, legislative and organisational 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
- equal employment opportunity, equity and diversity principles
- how to source and access documentation to meet the requirements of the relevant standards, codes and legislation
- industry codes of practice and ethics
- limitations of work role, responsibility and professional abilities
- OHS policies and procedures
- organisational and professional policies and procedures, social and ethical practices and business standards
- organisational goals, objectives and plans
- principles of effective communication
- privacy legislation and confidentiality requirements
- processes for recording data and administering records
- relevant commonwealth, state and territory legislation applying to the specific area of work e.g. building legislation and codes
- relevant commonwealth, state and territory consumer protection and trade practices legislation
- 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)
 - interpret organisational policies and procedures
 - prioritise any personal development needs
- 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
 - 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
 - provide advice in a sensitive, respectful and appropriate manner
 - 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
 - read and record data
 - interpret and understand legal, financial and procedural requirements
- organisational skills to:
 - prepare and administer documentation
 - implement organisational policies and procedures
- respond to customer service expectations
- prepare contracts and meet contractual obligations
 - create a personal professional development plan
- reflection skills to:
 - differentiate between professional and personal values
- writing skills to:
 - prepare reports to meet the contractual requirements of the client
 - prepare reports that meet organisational requirements
- research skills to:
 - source information to assist in developing potential solutions to the provision of appropriate access
- self-evaluation skills to:
 - systematically evaluate own work practices to identify ways to improve performance or understanding
- technology skills to:
 - apply information technology and computing skills to prepare working documentation and reports
- writing skills to:
 - prepare and complete documentation required of access consultants to meet organisational and service delivery requirements.

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
 - complying with OHS regulations applicable to workplace operations
 - applying organisational management policies and procedures, including quality assurance requirements
 - interpreting accurately and complying with relevant legislative requirements and confirming own understanding and application with relevant persons
 - interpreting accurately and complying with ethical practices and codes of conduct and checking own understanding and application with relevant persons
 - identifying a range of potential risks using appropriate information collection techniques, and discussing recommendations on strategies to minimise risks with relevant persons
 - identifying opportunities to promote the provision of access for people with disabilities and providing

Context of and specific resources for assessment

- information and advice based on legislative requirements
- completing standard contractual documentation ensuring adherence to legislative and procedural requirements and maintaining information securely
- interpreting accurately and using industry employment and professional development guidelines and benchmarks, and seeking assistance from key industry and statutory organisations to ensure own continuous professional development
- interpreting and verifying own role and responsibilities and demonstrating an understanding of and respect for individual differences when carrying out work tasks.
- 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.

Legislative, financial and procedural requirements may be outlined and reflected in:

- relevant commonwealth, state and territory legislation and regulations that affect organisational operation including:
 - anti-discrimination and diversity
 - OHS
 - building access
 - environmental
 - equal employment opportunity
 - industrial relations
 - public health
 - taxation
- relevant common law
- trade practices laws and guidelines
- consumer protection laws and guidelines
- Australian standards
- business or occupational licensing requirements
- quality assurance and certification requirements
- relevant industry codes of practice and ethics
- privacy/confidentiality requirements and laws applying to owners, contractors and tenants
- relevant local government policies and regulations
- freedom of information documents
- tribunal and court precedents.

Clients may include:

- building owners and managers
- building designers
- architects
- builders
- owners of transport conveyances
- managers of transport conveyances
- educational services providers
- organisations developing Disability Discrimination Act (DDA) Action Plans
- other access consultants.

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.

Relevant persons may include:

- business partners
- supervisors
- colleagues
- clients
- legal representatives
- industry association representatives
- consumers.

Specialist advice may be sought from:

- supervisors and colleagues
- business partners
- architects
- owners and developers
- builders
- designers
- solicitors
- government officials

Regulatory, industry and association standards and procedures may include:

- industry associations
- OHS representatives.
- 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.

Codes of ethics, practice and/or conduct may relate to:

- maintaining confidentiality
- use of organisational property
- duty of care
- individual behaviour
- non-discriminatory practices
- misrepresentation of personal or business competencies or the nature of the services being offered
- clear communication regarding services offered and fee for services
- clear negotiation of fees.

Specific needs may relate to:

- language (verbal, non-verbal and written)
- traditional practices and observations
- beliefs and values
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes

conventions of gender and sexuality.

Feedback may include:

- formal and informal discussions, reviews and evaluations with:
 - existing and previous clients
 - peers, colleagues and managers
 - information provided by others involved in a professional capacity, both internal and external to the organisation.

Risks may relate to:

- physical, financial or human resources
- competition
- client/staff dissatisfaction (e.g. complaints)
- health and safety
- project control and cash flow
- suppliers and contractors

- changes to regulations and legislation
- time constraints.
- And may be identified through:
- regular formal and informal consultation/meetings with colleagues
- regular housekeeping activities
- ongoing training
- audits and review of audit reports
- inspections in area of responsibility
- checking work area and/or equipment before and during work
- review of OHS records.

Limitations may relate to:

- job role and responsibilities
- quality processes
- own competency level
- industry requirements
- own understanding of risk identification processes
- own interpretation of legislation, regulations and procedures
- complying with OHS requirements
- legal responsibilities.

Information collection processes may include:

- questionnaires
- documentation and reports
- quality assurance data
- regular meetings

comments from business partners, supervisors and colleagues.

Competency standards and other relevant benchmarks may relate to:

- personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day-to-day tasks and duties of the work function and specifically:
 - competency standards for the access consulting industry
 - other relevant industry, cross-industry and enterprise competency standards
 - other benchmarks such as industry codes of practice and ethics, and statutory and legislative requirements for working in the access consulting sector.

Professional development strategies may include:

- formal and informal learning programs
- work rotation to facilitate changing work priorities
- using existing strengths to focus future career

development

- involvement in community/industry activities
- coaching, mentoring and supervision
- updating and maintaining knowledge base on current issues for work/professional practice
- identifying and establishing new career paths.

People may include:

- clients, their staff and contractors
- building owners and managers
- property developers
- service groups
- community groups
- government agencies
- building and construction industry personnel
- building certifiers
- regulatory authorities.

Legislative requirements for the provision of access may include:

- Australian standards
- Building Code of Australia
- DDA
- DDA Premises, Transport and Education Standards
- commonwealth, state and territory anti-discrimination legislation and regulations
- state and territory building legislation.

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.

Capability includes:

- personal competencies
- organisational competencies.

Standard documentation
may include:

- organisational, industry and other contracts
- building codes
- licences
- specifications
- plans and maps.

***Business equipment/
technology*** may include:

- computers
- email
- internet, extranet and intranet
- facsimile machines
- printers, photocopiers and scanners
- data storage devices

software applications such as databases and word applications.

Unit Sector(s)

Unit sector
Access consulting