CPPACC5019A Coordinate the development and implementation of Disability Discrimination Act Action Plans

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor
This unit specifies the competency required to coordinate the development and implementation of Disability Discrimination Act (DDA) Action Plans or similar plans required by state or territory legislation on behalf of a client organisation. The client's staff will have a key role in facilitating the developmental process within the organisation. The unit involves working with the management of government departments, companies, building owners and service providers to develop DDA Action Plans for lodgement with the Human Rights and Equal Opportunity Commission (HREOC), ensuring ownership of the DDA Action Plan by senior management and effective subsequent implementation of the plan. The unit requires the ability to communicate with building owners and managers on the implementation of the DDA and state and territory anti-discrimination legislation.
The access consultant will typically act in an advisory role to the client organisation developing the DDA Action Plan.

Application of the Unit

Application of the unit
This unit of competency supports the access consulting service of facilitating the development and implementation of DDA Action Plans and similar plans as specified in state and territory anti-discrimination legislation.

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 Establish client relationship.	1.1 Contractual arrangements are negotiated and confirmed.
	1.2 A comprehensive *client brief* is developed in conjunction with the client.
	1.3 Information on client's business operations, services offered, staff profiles and business premises is obtained.
	1.4 A work plan for the coordination of the development of the *Action Plan* is prepared in collaboration with the client.
2 Engage senior management in the development process.	2.1 A strategy is developed for communicating with senior management in the preparation of an Action Plan.
	2.2 Processes to engage senior management in the Action Plan development are identified in conjunction with appropriate organisational personnel.
	2.3 The agreement of senior management to take a lead role in the development of the Action Plan is obtained.
	2.4 Training needs and human resources are identified to assist senior managers in taking a lead role in the development of the Action Plan.
	2.5 Identified training is delivered to senior management.
3 Assist the client to coordinate the development of the Action Plan.	3.1 Assist in the identification of organisational staff to facilitate the development of the Action Plan.
	3.2 Training needs to assist staff to facilitate the development of the Action Plan are identified.
	3.3 Identified training is developed and delivered to staff.
4 Work with client to monitor progress in the development of the Action Plan.	4.1 Assist the client in managing the development of the Action Plan by providing expert advice to ensure satisfactory progress.
	4.2 Assist the client in developing *policies and programs* to support the Action Plan.
	4.3 Assist the client review the draft Action Plan in readiness for formal endorsement by senior management and subsequent lodgement with HREOC.
5 Work with client to monitor the implementation of the	5.1 Assist the client to implement the Action Plan.
	5.2 Assist the client to monitor the achievement of the milestones identified in the Action Plan.

ELEMENT	PERFORMANCE CRITERIA
DDA Action Plan.	5.3 Assist the client in managing the periodic review of the Action Plan.

ELEMENT	PERFORMANCE CRITERIA

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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 DDA or similar state and territory anti-discrimination legislation and regulations requiring the completion of Action Plans or similar documents
- consultation processes
- disability awareness
- efficient and effective customer service
- industry codes of practice and ethics
- international codes, standards, regulations and practices
- limitations of work role, responsibility and professional abilities
- occupational health and safety (OHS) legislation and procedures
- organisational and professional procedures and business standards
- privacy legislation and confidentiality requirements
- processes for recording data and administering records
- range of presentation formats for conveying information to participants in the Action Plan development process
- report writing
- research methods
- principles and techniques associated with:
    - change management
    - coaching
    - communication
    - goal setting
    - group dynamics and processes
    - motivation
    - negotiation
    - planning.

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 current Australian and international building codes, standards, regulations and practices

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- apply disability awareness to work processes
- coaching skills to:
  - develop the skills of clients and their staff
- communication skills to:
  - explain clearly information on issues relating to the provision of access
  - identify client needs
  - explain clearly benefits of the Action Plan
  - consult effectively with clients and their representatives
  - impart knowledge and ideas through oral, written and visual means
  - use workplace equipment and communication methods
- 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
  - engage colleagues and share disability access knowledge
  - adapt to new workplace situations
- literacy skills to:
  - assess and use workplace information
  - read and record data
- negotiation skills to:
  - clarify client requirements
  - establish the contractual conditions with the client
- organisational skills to:
  - assist in the implementation of organisational policies and procedures
  - prepare contracts and meet contractual obligations
  - respond to customer service expectations
  - prepare and administer documentation
- problem-solving skills to:
  - develop strategies for addressing areas of access non-compliance for consideration by the client
- report-writing skills to:
  - prepare working documentation and papers
  - assist in the preparation of the Action Plan documentation
- research skills to:
  - collect and interpret valid and reliable data
- teamwork skills to:
  - work effectively with other people
- technical skills to:

- advise on processes to facilitate the development of Action Plans
- facilitate group processes
- encourage and facilitate planning processes
- provide guidance during the change-management process
- develop appropriate policies and programs to achieve the legislative objectives of the DDA or similar state and territory legislation
- 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 or state and territory anti-discrimination legislation covering the development of Action Plans or similar plans • applying an understanding of the access needs of people with disabilities to the Action Plan development process • working with senior management to obtain commitment to the development of a DDA

Action Plan
- using effective interpersonal skills and communication techniques to coordinate the exchange of ideas and information to support the development and implementation of an Action Plan
- 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

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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 brief may include:	• written instructions detailing requirements of the access consultant.

Action Plan:	• includes:
	  • goals and targets to ensure that results are measurable
	  • timeframes
	  • suggested evaluation techniques
	• is developed through:
	  • a review of current business practices
	  • devising policies and programs
	  • setting goals, targets and timeframes
	  • devising and incorporating evaluation strategies
	  • appointing persons to be responsible for the implementation of the Action Plan
	  • communicating the Action Plan to staff in the client's organisation.

Policies and programs may include:	• developing a complaints procedure for staff and customers - supporting programs could include publicising the complaints procedure to staff and customers, and training staff to handle complaints appropriately • incorporating the Action Plan into mainstream business planning - supporting programs could include integrating Action Plan considerations into business marketing, communication and training programs • increased disability awareness amongst staff - supporting programs could include regular disability awareness training for all existing staff, disability awareness training as a component of new staff induction procedures, mentoring staff, and the active recruitment and employment of people with disabilities • informing employees about the Action Plan - supporting programs could include disability awareness training to educate staff about their role in implementing the Action Plan, and supervisors being accountable for the performance of staff in relation

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to the Action Plan

- publicising the organisation's commitment to people with disabilities - supporting programs could include removing physical access barriers, removing communication barriers, marketing the organisation's disability awareness initiatives, employing people with disabilities, and disability awareness training for staff
- removing communication barriers - supporting programs could include providing information in alternative formats, improved information technology, appropriate signage for the vision impaired and training staff in sign language
- removing physical barriers to access - supporting programs could include conducting an access audit and implementing the correctional renovations
- reviewing and evaluating progress of the Action Plan - supporting programs could include monitoring program implementation against targets and timeframes, and evaluating it against Action Plan goals.

Unit Sector(s)

Unit sector
Access Consulting