



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC5020A Undertake research on access issues

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit specifies the competency required to undertake research for the purposes of defining the performance and outcomes of building innovations and alternative solutions as well as investigating a range of other issues concerning access. It requires the ability to identify a range of appropriate sources of information within Australia and internationally, apply sound research techniques, analyse the content of resources and document sources and findings for use in addressing specific access issues.

Application of the Unit

Application of the unit

This unit of competency supports the full range of access consulting services where there is a breadth, depth and complexity of tasks and often the requirement to make decisions and provide recommendations involving non-routine situations. The unit will support all the functions of access consulting that require research into access issues.

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 Define the purpose, scope and nature of the research.	1.1 Details of the research purpose, scope, aims, expected outcomes and potential uses and benefits are clarified and agreed with the <i>client</i> in accordance with <i>organisational requirements</i> . 1.2 Details of available resources and the research timeframes are confirmed with the client. 1.3 The most suitable research methodology is identified according to the resources available. 1.4 <i>Issues related to the appropriate use of research data</i> are identified with the client and managed effectively in accordance with organisational requirements. 1.5 Details of evaluation mechanisms and procedures are clarified through consultation and negotiation with the client.
2 Search information sources.	2.1 Appropriate <i>research methods</i> are implemented and a sufficient number of relevant sources of information are investigated to ensure reliable conclusions. 2.2 Information is recorded accurately according to research protocols and current industry best practice and is easily retrievable in accordance with organisational requirements. 2.3 Collections and associated data resulting from research are recorded and stored appropriately in readiness for analysis in accordance with organisational requirements.
3 Analyse and interpret information.	3.1 <i>Methods of data analysis</i> appropriate for the nature and subject of the research and in accordance with research protocols and industry best practice are selected. 3.2 Analysis of research data is conducted to meet time, resource and quality constraints in accordance with organisational requirements. 3.3 Research findings, along with relevant sources and references, are recorded and documented thoroughly for use in the preparation of a report to the client. 3.4 Research findings and associated documentation are recorded and stored appropriately for future reference in accordance with confidentiality, legislative and organisational requirements.

ELEMENT

PERFORMANCE CRITERIA

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
- industry codes of practice and ethics
- limitations of work role, responsibility and professional abilities
- managing research projects
- organisational and professional procedures, ethical practices and business standards
- organisational requirements for documenting and presenting research findings, and for storing and retrieving documentation
- planning and setting research priorities
- privacy legislation and confidentiality requirements
- report writing for presenting research findings, including referencing protocols
- research methodology, procedures and protocols
- sources of information that may support the research effort e.g. relevant commonwealth, state and territory legislation, such as building legislation and codes, and Australian and international standards; and publications and other materials/resources on access issues produced by Australian or other governments, international agencies, and professional or academic bodies

techniques for analysing information, collecting data and documenting findings.

Required skills and attributes include:

- analytical skills to:

analyse, evaluate and apply legislative requirements pertaining to disability access
analyse and evaluate the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
analyse and evaluate how environmental barriers impact on people with disabilities
analyse and evaluate the performance and outcomes of building innovations and alternative solutions
interpret non standard situations and analyse results to establish suitable methods for responding

- application skills to:

apply relevant codes of practice and other legislative requirements to research processes
apply disability awareness to research processes
maintain knowledge of current codes, standards, regulations, practices and industry updates
use workplace equipment and communication methods

- communication skills to:

explain clearly research findings on issues relating to the provision of access and relevant legislation

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
consult and provide advice in a sensitive and appropriate manner
analyse own work practices and process outcomes critically
adapt to new workplace situations

- literacy skills to:

assess and use workplace information
locate and interpret legislation and other written documentation
search databases and catalogues
conduct web-based searches

- organisational skills to:

prepare and manage documentation
plan and set priorities
coordinate technical and human resource inputs to research activities
work within time and resource constraints
develop and implement organisational policies and procedures
meet client expectations

- research and evaluation skills to:

develop innovative solutions for the provision of access, based on rigorous research processes
source, analyse and evaluate legislative requirements for the provision of access

- technical skills to:

analyse information and document findings
reference, store and retrieve data
recommend solutions to access issues based on the accurate interpretation of legislation, standards, publications and other materials and resources

- technology skills to:

apply information technology and computer skills to analyse data and prepare reports and other documents based on research findings.

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
- accurately interpreting the research requirements of the client and confirming own understanding of the requirements
- displaying a knowledge of a range of research methodologies, procedures and protocols and their application in research situations
- effectively identifying a range of suitable information sources able to provide meaningful data relevant to the research project
- conducting an analysis of data from a range of information sources, identifying the relevant information as per the requirements of the research project and interpreting the data to provide the basis of advice and recommendations
- documenting and storing the research findings using research protocols and industry best practice to facilitate easy future retrieval of the information
- managing time and resource constraints and workplace priorities effectively
- managing client expectations within agreed parameters
- effectively using information technology to conduct searches of data sources and to store and retrieve information
- applying organisational management policies and procedures, including quality assurance.

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:

- architect and builder
- building designer
- building owner and manager
- educational services provider

Organisational requirements may be outlined and reflected in:

- organisation developing a Disability Discrimination Act Action Plan
- other access consultant
- owner and manager of transport conveyances.
- 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
- occupational health and safety 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.

Issues related to the appropriate use of research data may include:

- copyright
- ethical standards
- intellectual property
- ownership of the finished research
- rights and responsibilities of all parties involved in the research.

Research methods will include:

- documentary research of:
 - Australian and international standards
 - Australian and other national governments

international agencies/organisations

professional and academic journals and papers

conference presentations and papers

- other appropriate techniques as required such as:

field study

interview

observation or experiment

questionnaire or survey.

Methods of data analysis
may:

- require the application of specific analytical techniques e.g. statistics
- utilise the more general ability to make sound judgements in the face of appropriate evidence.

Unit Sector(s)

Not Applicable

Competency field

Competency field

Access Consulting