



Australian Government

BSBXDB502 Adapt organisations to enhance accessibility for people with disability

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to identify access requirements and barriers for people with different types of disability within organisational design, environments, and processes. It involves planning processes of organisational change to ensure people with disability experience equal access and inclusion within an organisational setting.

This unit applies to organisational managers and leaders across various industries with administrative responsibilities. Their roles and responsibilities would include planning, changing and evaluating organisational environments, processes, facilities and resources to enhance accessibility for people with disability.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine current accessibility of an organisation	1.1 Assess current organisational compliance with accessibility legislation and standards 1.2 Identify current barriers to access within environmental and operational aspects of an organisation
2. Identify how barriers to access can be addressed	2.1 Identify access solutions to address identified organisational access barriers

	2.2 Seek feedback from internal and external stakeholders to confirm viability of proposed access solutions 2.3 Outline accessibility changes to be made to the environmental and operational aspects of an organisation
3. Implement accessibility improvements	3.1 Develop plan to implement changes within scope of own role 3.2 Communicate changes and ongoing access responsibilities to members of the organisation whose roles are impacted 3.3 Seek approval from management for accessibility changes outside the limits of own role
4. Evaluate accessibility plan and update as required	4.1 Evaluate accessibility plan against identified goals, consulting internal and external stakeholders as required 4.2 Document and implement any further improvements to be made to ensure organisational accessibility

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	Undertakes research activities to understand access needs and obligations
Reading	Sources, analyses and interprets detailed information related to access needs and organisational obligations
Writing	Structures content and documents in a logical, detailed and accurate manner which incorporates recommendations
Navigate the world of work	Identifies, confirms and takes responsibility for adherence to legal and ethical requirements, organisational policies and procedures relevant to own role
Interact with others	Uses inclusive and collaborative techniques to seek feedback, negotiate and consult with a range of stakeholders

Get the work done	• Uses systematic and analytical processes to gather information and identify and evaluate options against criteria • Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement • Organises and completes work according to defined requirements, taking responsibility for decisions, planning and implementing activities, and sequencing tasks to achieve efficient outcomes
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Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXDB502 Adapt organisations to enhance accessibility for people with disability

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including, on at least one occasion, evidence of the ability to:

- determine organisational obligations under current accessibility and anti-discrimination legislation, and standards
- determine to what extent an organisation is currently meeting compliance requirements
- analyse and confirm requirements for access and use for people with differing disabilities, specific to the organisational context
- outline barriers to access that must be addressed within an organisation
- apply the Principles of Universal Design to the environmental and operational aspects of an organisation
- develop practical solutions that effectively address identified opportunities to improve accessibility, leveraging research findings and technological developments where appropriate
- consult with internal and external stakeholders, such as customers, colleagues or access experts, as required to test solutions, confirm suitability, and develop implementation plan for changes
- review and update implementation plan as required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- current access and anti-discrimination legislation and standards, including:
 - Disability Discrimination Act
 - State and Territory anti-discrimination legislation
 - United Nations Convention on the Rights of Persons with Disabilities
 - Disability Services Act
 - National Disability Strategy

- The Web Content Accessibility Guidelines
- accessibility compliance requirements for organisations
- persons covered by the Disability Discrimination Act and associated accessibility requirements
- features of the social model of disability as compared to the medical model
- where barriers to access and inclusion exist within the organisational environment
- typical barriers to access within an organisation, including:
 - premises and facilities
 - environmental and sensory factors
 - organisational information resources
 - communication systems and contact points
 - organisational processes
 - operating systems
 - technological platforms
 - organisational culture and behaviours
- Principles of Universal Design
- tools and tests that can be utilised to test the accessibility of websites and other online content or digital platforms
- different communication techniques and methods of presenting information, including:
 - alternative and augmentative communication strategies
 - use of plain English
- assistive technologies, design developments and solutions that can help address access needs
- access experts and resources that can assist with addressing accessibility requirements.

Assessment Conditions

Skills must have been demonstrated in the workplace. The following conditions must be met for this unit:

Use of facilities, equipment and resources, including:

- access to details regarding the environmental and operational aspects of the organisation
- legislation, standards and organisational policies relevant to accessibility and inclusion
- internal or external organisational stakeholders to consult regarding access solutions
- information regarding the impact and outcomes of implemented accessibility changes
- opportunities for consultation or collaboration with real accessibility stakeholders, to support the implementation of access improvements.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

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