



Australian Government

Assessment Requirements for CPPACC4004 Communicate effectively as an access consultant

Release: 1

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Modification History

- Release 1 This unit first released with CPP Property Services Training Package Release 14.0.
- Supersedes and is equivalent to CPPACC4004A Communicate effectively as an access consultant.
- Unit updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by communicating effectively to provide access consulting services to two different clients.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- Commonwealth, state and territory legislation, regulations, standards and codes relevant to access consulting activities:
 - anti-discrimination and disability discrimination
 - Disability (Access to Premises – Buildings) Standards 2010 and Disability Standards for Accessible Public Transport 2002 under the Disability Discrimination Act 1992 (or their successors) - known as the Access to Premises Standards and Transport Standards
 - National Construction Code (NCC) building classifications and access requirements
 - National Disability Insurance Scheme (NDIS) Specialist Disability Accommodation Design Standard (or its successor)
 - Livable Housing Australia Livable Housing Design Guidelines (or its successor)
 - principles of universal design
 - privacy and confidentiality
- communication techniques:
 - active listening
 - demonstrating flexibility and willingness to negotiate
 - negotiation to resolve conflict
 - providing opportunities to clarify understanding
 - questioning and seeking feedback

- summarising and paraphrasing to check understanding
- using culturally sensitive language and concepts
- using appropriate body language
- using effective presentation aids
- using effective questioning and responding to establish rapport
- interpersonal communication strategies used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
- methods for facilitating meetings with clients, colleagues and other stakeholders to exchange information
- principles of the communication process
- sources of reliable and current access documentation to meet the requirements of relevant legislation, standards and codes
- types of disability and limitations that each disability places on an individual's ability to access the environment
- workplace requirements for communicating with clients and other stakeholders:
 - client service
 - documentation, reports and records administration
 - work role boundaries - responsibilities, limitations and professional abilities.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>