



Australian Government

Assessment Requirements for CPPACC4014 Facilitate the development of DDA Action Plans

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 CPPACC4014A Facilitate the development of Disability Discrimination Act Action Plans. Minor change to unit title.

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 working with one client to facilitate the development of a *Disability Discrimination Act 1992* (DDA) Action Plan.

Knowledge Evidence

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

- Commonwealth DDA and similar state and territory anti-discrimination legislation and regulations requiring the completion of Action Plans or similar documents:
 - anti-discrimination and disability discrimination
 - privacy and confidentiality
- consultation processes
- 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
- principles and techniques associated with:
 - change management
 - coaching
 - communication
 - goal setting
 - group dynamics
 - motivation
 - negotiation
 - planning
- processes for developing policies and programs to achieve legislative objectives of the DDA or similar state and territory legislation

- range of presentation formats for conveying information to participants of the Action Plan development process
- types of communication, attitudinal and physical barriers that may impede relationships between clients and customers
- types of disability and limitations that each disability places on an individual's ability to access the environment
- workplace requirements for facilitating the development of DDA or similar Action Plans:
 - client service
 - documentation, reports and records administration
 - Action Plan format and lodgement requirements
 - 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>