



Australian Government

CPPACC4021 Provide access advice on the provision of services

Release: 1

CPPACC4021 Provide access advice on the provision of services

Modification History

Release 1 This unit first released with CPP Property Services Training Package Release 14.0.

Supersedes and is equivalent to CPPACC4021A Provide access advice on the provision of services.

Unit updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to work with individuals and the management and staff of organisations to provide advice on their rights and obligations under the Disability Discrimination Act 1992 (DDA) and relevant state and territory anti-discrimination legislation applicable to client service provision. It includes conducting research to understand the client's business operations, services and customer base, and preparing a service provision access report.

This unit is for individuals who work independently using specialised knowledge to conduct a range of access consulting services.

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

Pre-requisite Unit

Nil.

Unit Sector

Access Consulting.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- | | |
|--------------------------|---|
| 1 Identify client needs. | 1.1 Identify client requesting access advice on the provision of services and establish their authority to act according to workplace requirements. |
| | 1.2 Consult with client to clarify requirements for advice and confirm own competence and organisational capability to |

- respond to client needs.
- 1.3 Obtain and document client authority to proceed with project according to workplace requirements.
- 2 Establish client relationship.
- 2.1 Negotiate to confirm contractual arrangements with client, and document and store agreement according to regulatory and workplace requirements.
- 2.2 Negotiate and finalise written client brief, including detailed project instructions, according to workplace requirements.
- 2.3 Obtain copies of all relevant documentation associated with project according to workplace requirements.
- 2.4 Record all documentation received according to workplace requirements.
- 3 Research the services context.
- 3.1 Obtain general information on the client's business operations, services offered, staff profiles and business premises according to workplace requirements.
- 3.2 Obtain and analyse the client's customer profile data to gain a comprehensive understanding of the customer base.
- 4 Identify regulatory requirements for service delivery.
- 4.1 Review Commonwealth, state and territory legislation associated with educational services, building and transport to determine relevance to client service delivery.
- 4.2 Identify and document sections of legislation relevant to client service delivery.
- 5 Provide advice on the provision of services.
- 5.1 Use effective interpersonal skills and communication techniques to provide advice to relevant persons on their regulatory rights and obligations relevant to client service delivery.
- 5.2 Suggest suitable training programs to impart information to relevant persons on their regulatory rights and

obligations relevant to client service delivery.

- | | |
|------------------------------------|---|
| 6 Report on provision of services. | 6.1 Prepare access report on service provision to meet client contractual arrangements and workplace requirements. |
| | 6.2 Review draft access report on service provision in consultation with relevant persons and incorporate feedback into final report. |
| | 6.3 Forward access report on service provision to client according to contractual arrangements. |
| | 6.4 Maintain copies of access report on service provision and associated documentation for future reference according to regulatory and workplace requirements. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPACC4021A Provide access advice on the provision of services.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CPPACC4021 Provide access advice on the provision of services

Modification History

Release 1 This unit first released with CPP Property Services Training Package Release 14.0.

Supersedes and is equivalent to CPPACC4021A Provide access advice on the provision of services.

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 providing written access advice to two different clients on their rights and obligations under the *Disability Discrimination Act 1992* (DDA) and relevant state and territory anti-discrimination legislation applicable to their service provision.

Knowledge Evidence

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

- Commonwealth, state and territory legislation, regulations, codes and standards relevant to providing access advice on service provision:
 - anti-discrimination and disability discrimination
 - building control including local government regulations and by-laws
 - 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
- consultation processes
- interpersonal skills and communication techniques used to:
 - effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
 - facilitate the exchange of ideas and information on issues related to the provision of services
- methods for identifying issues associated with the provision of services
- research techniques and methodologies

- types of disability and limitations that each disability places on an individual's ability to access the environment
- ways to address areas of regulatory non-compliance associated with the provision of services
- workplace requirements for providing access advice on the provision of services:
 - client service
 - documentation, reports and records administration
 - content and format of access reports on provision of services
 - 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>