



**Australian Government**

# **CPP40811 Certificate IV in Access Consulting**

**Release 3**

# CPP40811 Certificate IV in Access Consulting

## Modification History

Version	Comment
1	
2	Updating of superseded equivalent imported units in the core and elective lists.
3	<p>Update to superseded non-native elective units to equivalent current unit:</p> <ul style="list-style-type: none"><li>• BSBSMB401A to BSBSMB401</li><li>• BSBSMB402A to BSBSMB402</li><li>• BSBSMB403A to BSBSMB403</li><li>• BSBSMB404A to BSBSMB404</li><li>• BSBSMB405A to BSBSMB405</li><li>• BSBSMB406A to BSBSMB406</li><li>• BSBSMB407A to BSBSMB407</li><li>• LMFFT4010B to MSFFT4010</li><li>• TAEDEL401A to TAEDEL401</li><li>• TAEDEL402A to TAEDEL402</li><li>• TAEDEL403A to TAEDEL403</li><li>• TAEDES401A to TAEDES401</li><li>• TAEDES402A to TAEDES402</li></ul> <p>This version released with CPP07 version 14.4</p>

## Description

Not Applicable

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

## Employability Skills Summary

<b>Employability Skills Qualification Summary</b>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• displays sensitivity to disability issues</li> <li>• displays empathy when eliciting client needs</li> <li>• uses appropriate techniques to give clear and accurate information to clients</li> <li>• relays information and provides feedback to team members</li> <li>• interprets relevant regulations, legislation and definitions, relevant codes, organisational policies, industry standards, safety signs, financial requirements, plans, drawings and specifications, and project documentation</li> <li>• consults with others to determine terms of reference</li> <li>• researches and prepares a variety of reports, including access audits, and maintains company documentation</li> <li>• is sensitive to individual, social and cultural differences</li> <li>• discusses interpretation and implementation of relevant legislation with appropriate people</li> <li>• prepares and presents a range of documents, including contracts, quotes, briefs, discussion papers, policy documents and action plans</li> <li>• facilitates meetings with a range of audiences and makes public educational presentations</li> <li>• uses effective interpersonal skills and communication techniques to provide advice on fitout, renovations and services</li> <li>• uses active listening skills and appropriate techniques to manage and resolve conflict</li> <li>• prepares and presents evidence suitable for use in legal proceedings</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• works effectively with others</li> <li>• consults with others to determine team roles and responsibilities</li> <li>• supports and encourages team members to accept responsibility for their work and resolve problems</li> <li>• seeks specialist advice and feedback where</li> </ul>

<b>Employability Skills Qualification Summary</b>	
	<ul style="list-style-type: none"> <li>required</li> <li>maintains effective working relationships</li> <li>understands team dynamics and causes of conflict and stress within teams</li> <li>facilitates meetings</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>assesses environmental barriers and develops appropriate access solutions</li> <li>negotiates and resolves conflict between clients and stakeholders</li> <li>seeks satisfactory resolution of issues raised by team members</li> <li>uses appropriate strategies to identify, mitigate and eliminate risks</li> <li>uses appropriate strategies and options to address access non-compliance issues and makes suitable recommendations</li> <li>estimates the cost of service provision</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>facilitates change for greater awareness to disability access</li> <li>analyses own work practices and process outcomes critically</li> <li>engages colleagues and shares disability access knowledge</li> <li>adapts to new workplace situations</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>prepares and administers documentation and implements organisational policies and procedures</li> <li>collects, organises and collates information</li> <li>contributes to team planning</li> <li>develops risk management plans, research plans, personal development plans, Disability Discrimination Act action plans</li> <li>gathers information and resources necessary to undertake access audits and provides input into strategic policy development</li> <li>establishes policy and program monitoring and evaluation processes</li> <li>prepares educational presentations</li> <li>plans processes needed to achieve renovated building space compliance</li> <li>coordinates meeting arrangements</li> <li>prepares evidence for presentation in legal</li> </ul>

<b>Employability Skills Qualification Summary</b>	
	proceedings
<b>Self management</b>	<ul style="list-style-type: none"> <li>understands limitations of role, responsibilities and abilities and follows ethical practices, regulatory and organisational requirements and business standards</li> <li>works without supervision</li> <li>acts as a role model for others</li> <li>uses feedback to improve own performance</li> <li>uses personal presentation, manner and language consistent with protocols</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>identifies and accesses professional development opportunities</li> <li>maintains knowledge of current codes, standards, regulations, practices and industry updates</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>uses information technology to undertake research, complete business documents, and deliver presentations</li> <li>calibrates relevant tools and equipment</li> </ul>

Due to the high proportion of electives required by this qualification, the detail of the above employability skills is representative of the property services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

## Packaging Rules

<b>Packaging rules</b>
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> <li>20 units of competency:             <ul style="list-style-type: none"> <li>12 core units</li> <li>8 elective units.</li> </ul> </li> </ul> <p>The elective units are chosen as follows:</p> <ul style="list-style-type: none"> <li>8 units may be chosen from Group A</li> <li>2 of the units may be chosen from Group B or a Diploma qualification in CPP07 or CPC08 or a current state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational</li> </ul>

outcome.	
<b>Core units</b>	
BSBMED301B	Interpret and apply medical terminology appropriately
BSBWOR402A	Promote team effectiveness
CHCPOL403B	Undertake research activities
CPPACC4001A	Apply disability awareness to assessing access situations
CPPACC4002A	Apply building control legislation to assess small-scale buildings for access
CPPACC4004A	Communicate effectively as an access consultant
CPPACC4015A	Follow site occupational health and safety requirements
CPPACC4016A	Manage risk
CPPACC4017A	Prepare access reports
CPPACC4022A	Work effectively as an access consultant
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
PSPREG402C	Promote client compliance
<b>Elective units – Group A</b>	
CPCCCM2001A	Read and interpret plans and specifications
CHCPOL402B	Contribute to policy development
CPPACC4003A	Assess construction plans
CPPACC4005A	Conduct a building access audit
CPPACC4006A	Conduct a playground access audit
CPPACC4007A	Conduct a streetscape access audit
CPPACC4008A	Conduct a transport conveyance and boarding device access audit
CPPACC4009A	Conduct a transport premises access audit
CPPACC4010A	Conduct an aged care facility access audit
CPPACC4011A	Conduct an educational facility access audit

CPPACC4012A	Conduct an outdoor recreation area access audit
CPPACC4013A	Contribute effectively to building development teams
CPPACC4014A	Facilitate the development of Disability Discrimination Act Action Plans
CPPACC4018A	Prepare, deliver and evaluate public education sessions on access
CPPACC4019A	Provide access advice on building fitout
CPPACC4020A	Provide access advice on building renovations
CPPACC4021A	Provide access advice on the provision of services
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPSEC3009A	Prepare and present evidence in court
MSFFT4010	Identify and calculate production costs
TAEDEL401	Plan, organise and deliver group-based learning
TAEDEL402	Plan, organise and facilitate learning in the workplace
TAEDEL403	Coordinate and facilitate distance-based learning
TAEDES401	Design and develop learning programs
TAEDES402	Use training packages and accredited courses to meet client needs
<b>Elective units – Group B</b>	
BSBHRM402A	Recruit, select and induct staff
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB402	Plan small business finances
BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning
BSBSMB405	Monitor and manage small business operations
BSBSMB406	Manage small business finances



BSBSMB407	Manage a small team
BSBWRK410A	Implement industrial relations procedures