



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC4004A Communicate effectively as an access consultant

Release: 1

CPPACC4004A Communicate effectively as an access consultant

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit specifies the competency required to communicate effectively with clients and stakeholders involved in the provision of access consulting services. Access consultants are required to communicate effectively about compliance with the Disability Discrimination Act (DDA) Premises Standard, the Building Code of Australia (BCA) and other relevant commonwealth, state and territory legislation with respect to access to buildings and services. These work functions are carried out without supervision, in an environment where appropriate methods of communication are vital to efficient assessment of facilities and services. They ensure effective relationships between access consultants, clients and other stakeholders.

Application of the Unit

Application of the unit

This unit of competency supports the full range of access consulting services. It will support all aspects of the work of access consultants.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively with clients and other stakeholders.	1.1 The information needs of clients and other stakeholders are explored and assessed with empathy and in accordance with organisational requirements. 1.2 Information is accessed from appropriate sources and reviewed for compliance requirements in accordance with relevant standards, codes and legislative requirements. 1.3 Information is provided to clients and other stakeholders in a clear, accurate and appropriate manner using effective interpersonal skills and communication techniques in accordance with legislative and organisational requirements. 1.4 Reports are prepared for clients and other stakeholders in a timely and appropriate manner in accordance with organisational requirements. 1.5 Meetings are arranged with clients and other stakeholders to facilitate the provision and/or exchange of information and advice.
2 Communicate effectively with others in the work environment.	2.1 Requests for information from clients, colleagues and other stakeholders are responded to in a prompt and positive manner and in accordance with organisational requirements. 2.2 Conflict between clients and other stakeholders is resolved by negotiation in accordance with organisational requirements.
3 Maintain workplace records and documentation.	3.1 Reports, client records and other workplace documentation are prepared and completed legibly and promptly in accordance with client and organisational requirements. 3.2 Advice and information that comply with relevant standards, codes and legislative requirements are included in reports, client records and other workplace documentation. 3.3 Reports, client records and other workplace documentation are recorded, retained and stored in accordance with legislative and organisational requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required knowledge and understanding include:

- commonwealth, state and territory anti-discrimination legislation and regulations
- communication techniques, including:
 - active listening to clarify and confirm understanding
 - appropriate body language
 - constructive feedback
 - control of tone of voice and body language
 - culturally aware/sensitive use of language and concepts
 - effective presentation aids (e.g. audiovisual slides, diagrams, photographs and pictures)
 - feedback to confirm understanding of needs
 - flexibility and a willingness to negotiate
 - language that is:

accurate, articulate and concise

positive, confident and cooperative

verbal or non-verbal

- presenting options and consequences
 - reflection
 - summarising and paraphrasing to check understanding
- disability awareness
- efficient and effective customer service
- how to source and access documentation to meet the requirements of the relevant standards, codes and legislation
- industry codes of practice and ethics
- limitations of work role, responsibility and professional abilities
- organisational and professional procedures and business standards
- principles of the communication process
- processes for recording data and administering records
- relevant commonwealth, state and territory legislation applying to the specific area of work e.g. building legislation, codes and Australian standards
- writing reports and other workplace documentation.

Required skills and attributes include:

- analytical skills to:
 - interpret and apply legislative requirements pertaining to disability access
 - interpret the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
 - interpret how the full range of environmental barriers impacts on people with disabilities (who may have any of many impairments)

- evaluate the information and advice needs of clients and other stakeholders
- application skills to:
 - apply relevant codes of practice and other legislative requirements to work processes
 - apply disability awareness to work processes
- communication skills to:
 - be culturally aware and use language sensitively
 - consult effectively with clients and colleagues
 - exercise control of tone of voice and body language
 - explain clearly information on issues relating to the provision of access
 - impart knowledge and ideas through oral, written and visual means
 - lead discussion to determine client and other stakeholder concerns and identify client needs
 - practise reflection
 - present options and explain consequences
 - provide constructive feedback
 - seek feedback to confirm understanding of needs
 - summarise and paraphrase to check understanding
 - use active listening to clarify and confirm understanding
 - use effective presentation aids (e.g. audiovisual slides, diagrams, photographs and pictures)
 - use effective telephone techniques
 - use language that is:

accurate, clear and concise

positive, confident and cooperative

- use questioning effectively to clarify understanding
- interpersonal skills to:
 - relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
 - provide advice in a sensitive and appropriate manner
 - facilitate change for greater awareness of disability access
 - analyse own work practices and process outcomes critically
 - adapt to new workplace situations
- literacy skills to:
 - assess and use workplace information
 - produce accurate and legible reports and other forms of written communication
 - read and record data
 - process written and verbal information
- numeracy skills to:
 - perform basic calculations related to the job
- organisational skills to:
 - collect, organise and collate information
 - implement organisational policies and procedures
 - respond to requests from clients and other stakeholders
 - respond to customer service expectations
 - prepare and administer documentation

- report-writing skills to:
 - prepare access reports to meet the contractual requirements of the client
 - prepare access reports that meet organisational requirements
- teamwork skills to:
 - work effectively with other people
- technical skills to:
 - facilitate meetings
 - use conflict resolution techniques
- technology skills to:
 - apply information technology and computer skills to prepare working documentation and materials for presentation.
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Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- This unit of competency could be assessed on its own or as part of an integrated assessment activity involving other competencies relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - recognising the needs and desires of people with disabilities to engage fully in all aspects of society, and their right to do so
 - interpreting accurately the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
 - interpreting accurately how the full range of environmental barriers impact on any of the impairments that people with disabilities might have
 - collecting information from appropriate sources to prepare advice to clients on issues related to the provision of access and compliance requirements
 - communicating effectively with clients and other stakeholders to assess access requirements and to ensure that legislative, client and other stakeholder requirements are addressed
 - communicating effectively with others in the workplace to achieve workplace objectives and

Context of and specific resources for assessment

- applying appropriate conflict resolution techniques to resolve issues of conflict
 - facilitating meetings with clients and other stakeholders
 - recording, storing securely, maintaining and updating client and other stakeholder data and documentation
 - applying organisational management policies and procedures, including quality assurance requirements.
- Resource implications for assessment include:
 - a registered provider of assessment services
 - competency standards
 - assessment materials and tools
 - suitable assessment venue/equipment
 - workplace documentation
 - candidate special requirements
 - cost and time considerations.
 - Validity and sufficiency of evidence requires that:
 - competency will need to be demonstrated over a period of time reflecting the scope of the role
 - where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
 - all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
 - where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
 - assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Organisational

requirements may be outlined and reflected in:

- access and equity policy, principles and practices
- business and performance plans
- client service policies, procedures and standards
- codes of conduct and codes of practice
- communication channels and reporting procedures
- communication of services offered
- complaint and dispute resolution procedures
- compliance with legislation, codes and workplace standards
- continuous improvement processes and standards
- defined resource parameters
- duty of care
- employer and employee rights and responsibilities
- ethical standards
- legal policies and guidelines
- occupational health and safety policies, procedures and programs
- organisational mission statement, goals, objectives, plans, systems and processes
- policies and procedures relating to the setting of fees and the negotiation and management of contracts
- policies and procedures relating to own role, responsibilities and delegation
- privacy and confidentiality policies and procedures
- quality assurance and/or procedures manuals
- records and information management systems and processes

style guides and other guides used to prepare documents.

Appropriate sources may include:

- Australian standards
- BCA, including updates and interpretations
- building certifier requirements
- clients and other stakeholders
- commonwealth DDA and state and territory anti-discrimination legislation and regulations
- electrical codes
- enterprise operating procedures
- other commonwealth, state and territory, and local

- government legislation and regulations, including:
- building
 - environmental
 - commonwealth, state and territory human rights, equal opportunity and disability discrimination agencies
 - industry codes of practice and ethics
 - plumbing codes
 - product manufacturers' technical manuals and data sheets
 - workplace codes of practice.
- Relevant standards, codes and legislative requirements*** may include:
- Australian standards
 - BCA, including updates and interpretations
 - building certifier requirements
 - commonwealth DDA and state and territory anti-discrimination legislation and regulations
 - electrical codes
 - enterprise operating procedures
 - other commonwealth, state and territory, and local government legislation and regulations, including:
 - building
 - environmental
 - industry codes of practice and ethics
 - plumbing codes
 - product manufacturers' technical manuals and data sheets
 - workplace codes of practice.
- Communicating in an appropriate manner*** may include:
- written correspondence:
 - formal (e.g. memorandums)
 - informal (e.g. company message pads)
 - completion of pre-drafted templates
 - electronic (e.g. email)
 - verbal communication with written follow up.
- Interpersonal skills and communication techniques*** may include:
- active listening to clarify and confirm understanding
 - control of tone of voice and body language
 - culturally aware/sensitive use of language and concepts
 - demonstrating flexibility and a willingness to negotiate
 - presenting options and consequences
 - providing constructive feedback
 - reflection

- seeking feedback to confirm understanding of needs
- summarising and paraphrasing to check understanding
- using effective presentation aids (e.g. audiovisual slides, diagrams, photographs and pictures)
- using language that is:
 - accurate, articulate and concise
 - positive, confident and cooperative
 - verbal or non-verbal.

Clients and other stakeholders may include:

- agents and agent representatives
- builders and allied trades people
- building architects and designers
- building owners and occupiers
- building certifiers
- engineers
- commonwealth, state and territory, and local government authorities
- industry associations
- maintenance providers
- manufacturers and suppliers of disability access products
- other appropriate bodies or organisations
- project managers and site managers.

Client records may include:

- computer files and online data
- hard copy client history files including plans, drawings, specifications and previous reports.

Unit Sector(s)

Unit sector

Access consulting