



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC8003A Provide advice on solutions to access and use issues

Release: 1

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Modification History

New unit

Unit Descriptor

This unit of competency specifies the outcomes required to analyse a range of access and functional use issues, and develop advice on solutions – especially where accessibility compliance requirements conflict with other regulations or no standards exist, or where a customised individual solution is required.

The unit includes assessing and managing the risk associated with providing advice on access issues.

Application of the Unit

This unit of competency supports access consultants in the role of providing accurate and objective advice on solutions to an array of related professionals, such as architects, building designers, building surveyors, policy makers, and building owners and developers.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

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

Elements and Performance Criteria

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| 1 | Determine and manage scope of advice to be offered and associated risk. | 1.1 | <i>Advice offered by access consultants</i> with a range of <i>specialist fields</i> is researched and instances of associated litigation are analysed. |
| | | 1.2 | Own professional expertise is defined and range of <i>individuals and organisations</i> that can be offered advice is determined. |
| | | 1.3 | Levels of risks associated with giving a range of professional advice are determined, strategies for <i>risk management</i> developed, and <i>appropriate insurance</i> is arranged. |
| | | 1.4 | Risks associated with specific requests for advice are analysed and protocols applied or requests declined as appropriate. |
| 2 | Analyse and report on access and use issues. | 2.1 | Documentation relating to access and use issues is reviewed and broad outline of issues is defined in consultation with clients. |
| | | 2.2 | Timeframes, scope of work, service levels and fees for advice are negotiated in consultation with clients. |
| | | 2.3 | Other parties involved in or affected by access and use issues are identified and consulted as required. |
| | | 2.4 | Detailed compliance requirements relating to access and use issues are interpreted from applicable <i>legislation, codes, standards</i> and premises owner or developer specifications. |
| | | 2.5 | Gaps in, and conflicts and interactions between, applicable compliance requirements are analysed and interpretations are considered and noted. |

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| | | 2.6 | Professional network is consulted to inform technically accurate interpretations of requirements as necessary. |
| | | 2.7 | Detailed analyses of access and use issues are communicated to clients in agreed format and queries are addressed. |
| 3 | Develop solutions to access and use issues. | 3.1 | Existing best practice solutions to comparable access and use issues are reviewed and options selected for possible application to issue at hand. |
| | | 3.2 | New ideas for National Construction Code (NCC)-compliant alternative solutions to access and use issues are developed, and costs and practicalities of implementation are explored. |
| | | 3.3 | Management plans are developed to support alternative solutions, as required. |
| | | 3.4 | Outline of solutions that could resolve access and use compliance issues is prepared and communicated to clients in appropriate format. |
| | | 3.5 | Consultation with parties involved in access and use issues is undertaken on behalf of the client, as requested, to negotiate acceptable solutions. |
| | | 3.6 | Impact of different solutions is discussed with clients and best solution is selected. |
| | | 3.7 | Conflicts between statutory compliance requirements are analysed and expert opinion is provided to resolve issues. |
| 4 | Formalise advice on access and use issues. | 4.1 | Report is prepared on scope and implications of access and use issues, with reference to access and use principles and technical and compliance requirements. |
| | | 4.2 | Strengths and weaknesses of options considered for resolving access and use issues are recorded and rationale for selection of solution is explained. |
| | | 4.3 | Specifications for selected solution are prepared in consultation with other relevant technical professionals, as required. |

- 4.4 Risks and liabilities associated with implementing or not implementing solutions to access and use issues are clearly defined.
 - 4.5 Formal report is compiled and submitted in appropriate format to client and other parties as required.
- 5 Provide ongoing advice and support.
 - 5.1 Explanation of elements of formal report is provided, within scope of agreed service level.
 - 5.2 Additional agreements for providing ongoing advice and support are negotiated and finalised with clients.
 - 5.3 Detailed advice on elements of the formal report is provided on request throughout planning and implementation of the solution, within scope of service agreement.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interpret non-verbal communication, such as facial signs indicating lack of understanding
- initiative and enterprise skills to:
 - apply knowledge of disabilities to access and use issues
 - conceptualise creative and practical access solutions
 - develop strategies for risk management
- language and literacy skills to:
 - exchange complex information with people from diverse backgrounds using relevant language and format, such as:
 - advice notes on interpretation of standards
 - expert opinion reports
 - technical reports
 - interpret complex legal and technical documents regarding accessibility, for example:
 - Australian and international standards
 - NCC
 - legislation
 - specifications
 - present information in a range of formal and informal settings
- learning skills to:
 - participate in debate on interpretation of compliance requirements
 - undertake appropriate professional development, including maintaining own knowledge base
- numeracy skills to test cost-effectiveness of access and use solutions
- planning and organising skills to:
 - develop and manage business processes relating to the provision of advice
 - ensure completeness of compliance requirement analysis, including organising diverse references
 - provide accurate and timely advice
- problem-solving skills to:
 - analyse and apply compliance requirements to develop buildable and cost-effective solutions
 - negotiate, persuade and resolve conflicts between parties involved in access and use issues and promote practical and cost-effective access solutions
- self-management skills to:

- apply diplomacy, professional judgement, empathy and patience to build and manage client relationships
- maintain task orientation and focus on complex access and use issues
- technical skills to sketch design solutions

Required knowledge

- access and use compliance requirements, including but not restricted to:
 - codes
 - guidelines
 - legislation
 - local authority policies
 - protocols
 - regulations
 - standards
- accessibility requirements relating to equipment used by people with disabilities, such as:
 - assistance animals
 - audio frequency induction loops
 - braille and tactile signage
 - long white canes
 - TTY telephones
 - walking frames
 - wheelchairs
- best practices in access and use, including measures that exceed compliance requirements
- building and construction industry processes, roles and terminology
- gaps and trends in, interrelation of, and conflict between compliance requirements
- policy development, legislative and regulatory frameworks relating to access to and use of the built environment
- principles of access to and use of the built environment, including:
 - adaptable design
 - best practice solutions to access and use requirements
- principles of risk management and strategies for the management of risk associated with giving compliance advice
- requirements of people with different disabilities, and the aids and solutions available to meet them, such as:
 - audio frequency induction loop systems to enhance communication for people with hearing impairment
 - passenger lifts for vertical access for people with mobility impairment
 - tactile ground surface indicators for vision orientation
- scope of functions of the human body, including:

- auditory and visual processing
- cognitive functions
- mobility
- psychiatric conditions
- types of disabilities and combinations of disabilities and related range of functional limitations, including:
 - auditory
 - cognitive
 - mobility
 - muscle wasting and weakness
 - psychiatric
 - vision

Evidence Guide

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

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 the required skills and knowledge specified in this unit. In particular, the person should demonstrate the ability to: • define scope of advice to be offered and develop risk management strategies • provide consultation and give advice on at least five different access and use issues according to agreed service levels • provide alternative solutions to access and use issues where relevant • provide detailed reports on access and use issues and proposed solutions.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with regulatory and Australian standards' requirements. Resource implications for assessment include access to: • documentation outlining access and use issues for five different types of issues • relevant legislation, codes, standards and guidelines • relevant specialists.

Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the CPP07 Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should, as far as is practical, take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

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, if used in the performance criteria, is detailed below. 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) may also be included.

<i>Advice offered by access consultants</i> may include:	• appropriate means of overcoming existing barriers to access and use identified during access audits • cases referred by Australian Human Rights Commission (AHRC) • correct application of access and use design principles, relevant legislation and codes • expert judgment as defined by the NCC • home modifications suitable for individuals with disabilities • information to assist clients in resolving disputes about the application of the NCC as it applies to building accessibility • reasonable adjustments to workplaces for people with specific
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	- disabilities - renovations of commercial and domestic buildings to meet compliance requirements.
Specialist fields may include:	- access product supply - architecture - building design - building surveying - education provision - engineering - ergonomics - human movement - law - medicine - mobility - occupational therapy - orientation - vision orientation - wayfinding.
Individuals and organisations may include:	- access officers - access and equity officers - architects - builders - building designers - building surveyors - councils - developers - engineers - lawyers - occupational therapists - owners and managers - planners - policy makers - surveyors - users of the built environment - welfare rights and advocacy groups.
Risk management may include:	- applying quality assurance systems - declining to give advice - obtaining third-party advice.
Appropriate insurance may include:	- business risk policies, such as loss of profits - personal accident and injury - professional indemnity

	• public liability • vehicle • workers compensation.
<i>Legislation, codes and standards</i> may include:	• Australian and international standards • Australian and international guideline documents • Disability (Access to Premises – Buildings) Standards, known as the Premises Standards (PS) • Disability Discrimination Act and regulations and amendments • Disability Standards for Accessible Public Transport (DSAPT) • Disability Standards for Education • NCC • state, territory and local authority legislation, regulations and planning requirements.

Unit Sector(s)

Access consulting

Custom Content Section

Not applicable.