



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC8005A Develop and advise on policies and procedures to enable access for people with disabilities

Release: 1

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Modification History

New unit

Unit Descriptor

This unit of competency specifies the outcomes required to provide consultancy services to senior managers and staff in an organisation and provide input into the development of operational policies and procedures for the organisation's services, processes, premises or facilities, which enable the inclusive participation of people with disabilities.

Operational policies and procedures must be consistent with the objectives of the Disability Discrimination Act (DDA) in the areas of:

- event management to ensure that access for people with disabilities is managed and maintained in a manner that enables inclusive participation
- communication systems to ensure formats are accessible to people with various disabilities
- facility management to ensure policies and procedures are developed and implemented that guarantee maintenance of the accessibility of premises and spaces
- making adjustments in the workplace to enable people with disabilities to maximise their potential
- making adjustments and providing support with educational facilities to enable people with disabilities to maximise their learning potential
- facilitating development of Disability Action Plans specific to an organisation which may be lodged with the Australian Human Rights Commission (AHRC); or similar plans that may be required under state, territory or local government authority legislation and schemes.
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Application of the Unit

This unit of competency supports access consultants in the role of informing executive personnel and staff in a range of organisations about the abilities and potential of people with disabilities in relation to the organisation's environments and services. It also applies to promoting the benefits of providing people with disabilities with access to the organisation's services, processes, premises and facilities, and developing and advising on operational policies and procedures that enable inclusive participation of people with disabilities. Clients may comprise commercial and public organisations.

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

1	Plan policy and procedures consultancy project	1.1	Nature of <i>client organisation</i> is determined and scope of organisational operations analysed to inform project planning.
		1.2	Extent of consultancy services required, stakeholders to be involved, and fees and timelines for project are confirmed with client.
		1.3	<i>Processes and methodologies</i> for providing consultancy on policies and procedures are explored, selected and negotiated with client and relevant stakeholders.
		1.4	Project plan is prepared and negotiated with client and relevant stakeholders.
2	Analyse and report on organisational operations.	2.1	<i>Organisational policies</i> are reviewed and opportunities for inclusion of enabling provisions for people with disabilities are noted.
		2.2	Communication, information and consultation systems and materials are reviewed and alternative formats required by people with sensory and cognitive impairments are proposed.
		2.3	Detailed options for amendments and additions to organisational policies that would enable increased

- participation of people with disabilities are formulated and documented.
- 2.4 Organisational human resources procedures are reviewed and opportunities for improvements in enabling provisions for people with disabilities are analysed and documented.
 - 2.5 Organisational service delivery procedures are reviewed and opportunities for improvements in enabling provisions for people with disabilities are analysed and documented.
 - 2.6 Detailed report on analysis of organisational operations is presented to client and relevant stakeholders and discussed, queries are addressed and actions on proposals negotiated.
 - 2.7 Advice is provided to guide the organisation in the preparation of a Disability Action Plan, if required.
- 3 Contribute to organisational disability awareness.
 - 3.1 Methodologies for raising organisational disability awareness are proposed, and impact on support for changes and improvements across all levels of the organisation is discussed.
 - 3.2 Resources for the development of organisational disability awareness are evaluated and recommended as required.
 - 3.3 Support is provided to client for the implementation of strategies to raise organisational disability awareness.
- 4 Contribute to implementation and testing of improved procedures.
 - 4.1 Advice is provided to client on the implications for organisational policies of agreed changes.
 - 4.2 Support is provided to client for the planning and implementation of changes to human resources procedures.
 - 4.3 Support is provided to client for the planning and implementation of changes to service delivery procedures.
 - 4.4 Advice is provided to client on the testing and evaluation of implemented changes and improvements.

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 organisational policies and procedures
 - conceptualise creative and practical access improvements
 - 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 on application of the DDA
 - applications for exemptions on the grounds of unjustifiable hardship
 - Disability Action Plans
 - technical reports
 - interpret complex legal and technical documents regarding accessibility, for example:
 - Australian and international standards
 - National Construction Code (NCC)
 - legislation
- learning skills to undertake appropriate professional development to maintain currency of technical information and own knowledge base
- planning and organising skills to:
 - develop and manage business processes relating to the provision of consultancy services
 - ensure completeness of document analysis
- problem-solving skills to analyse and apply DDA requirements to organisational policies and procedures
- management skills to:
 - apply diplomacy, professional judgement, empathy and patience to build and manage client relationships
 - maintain task orientation and focus on complex issues
- technical skills to develop and describe enhancements to procedures that will enable inclusive participation of people with disabilities

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
- 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
- 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: • develop a plan for providing consultancy services to two different organisations • analyse and report on organisational operations for two different organisations • propose and contribute to disability awareness for two different organisations • assist in the implementation and evaluation of improved procedures for two different organisations.
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 for two projects requiring access consultancy services to advise on improvements to organisational procedures involving different types of organisations • relevant legislation, codes, standards and guidelines • relevant personnel.
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.
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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>Client organisations</i> may include:	• aged care organisations • commercial enterprises, including: • car parking providers • communication service providers • entertainment providers • facilities management companies • hospitality, retail and tourism enterprises • large and small businesses • public and private companies • educational institutions • government agencies, such as public transport providers • health centres, hospitals and medical practices • industrial designers • internet-based companies and service providers • manufacturing companies • non-government organisations • religious organisations.
<i>Processes and methodologies</i> may include:	• accessibility audit • change management.
<i>Organisational policies</i>	• business and office management • customer relations

may include:	• human resources • organisational safety • quality assurance • service delivery • staff training.
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Unit Sector(s)

Access consulting

Custom Content Section

Not applicable.