



Australian Government

Department of Education, Employment and Workplace Relations

CPPACC8007A Audit built environment and infrastructure for accessibility compliance and propose solutions

Release: 1

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Modification History

New unit

Unit Descriptor

This unit of competency specifies the outcomes required to assess and evaluate the adequacy of access and use for people with disabilities. The process is conducted in order to determine compliance with legislation, regulations, standards, codes and planning schemes. It includes technical assessment and audit of premises, outdoor and urban spaces and transport infrastructure and related facilities for compliance with predetermined criteria and the provision of advice to owners, managers and clients. The audit process may also involve the provision of advice that would lead to improved access that may meet or exceed minimum legislative requirements.

Application of the Unit

This unit of competency supports access consultants conducting audits of existing premises, outdoor spaces and transport infrastructure to identify whether they comply with legislative, code or planning scheme requirements that are designed to provide access and use for people with disabilities. It applies to:

- domestic, residential, commercial, retail, industrial and public buildings
- outdoor spaces
- transport infrastructure, conveyances, facilities and systems.

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 | Negotiate and finalise the brief to conduct an audit. | 1.1 | <i>Client</i> requirements for conducting an <i>access audit in a range of settings</i> are identified. |
| | | 1.2 | <i>Nature of project</i> , location and demographics of occupants or users are researched and noted. |
| | | 1.3 | Scope of work, timelines for completion, and required service standards are identified and the organisational and personal capacity to respond within these parameters is assessed. |
| | | 1.4 | Levels of risks associated with conducting the access audit are determined, protocols for risk management developed, and appropriate insurance is arranged. |
| | | 1.5 | Tools and <i>techniques</i> used to undertake the audit are evaluated and selected, and the audit process is discussed with client. |
| | | 1.6 | Contract to undertake the audit is negotiated and finalised with the client. |
| 2 | Conduct site analysis and collect evidence of compliance. | 2.1 | <i>Plan</i> is finalised to conduct the audit and assess the compliance of the premises, facilities or service. |
| | | 2.2 | Building and construction plans, specifications, planning permits and other documentation related to the audit site are obtained, read and interpreted. |
| | | 2.3 | Premises, facilities and service operational management practices and procedures are obtained, read and interpreted as appropriate to the site and audit. |
| | | 2.4 | Transport passenger assistance operational policies and procedures are obtained, read and interpreted as |

- appropriate to the site and audit.
- 2.5 Preparations are made with the authorised person to access the site in order to conduct the audit.
 - 2.6 **Auditing tools** required to undertake the audit are gathered and checked for accuracy and serviceability.
 - 2.7 Personnel required to conduct the site visit are briefed and roles are identified.
 - 2.8 Site visit is conducted in line with the audit plan.
 - 2.9 Measurements and photographs are taken and other documentary evidence is recorded and verified according to organisational requirements.
 - 2.10 Gaps in, and conflicts and interactions between, applicable compliance requirements are analysed and interpretations are considered and noted.
 - 2.11 Detailed analyses of access and use issues are communicated to client in appropriate format and queries are addressed.
- 3 Determine risk of non-compliance and identify opportunities to improve access performance.
- 3.1 **Legislation, codes, standards and planning scheme requirements** relevant to the premises, facilities and service being audited, and which prescribe **access and use requirements**, are accessed and reviewed.
 - 3.2 Outcomes of the on-site visit and the premises', facilities' and service's plans and specifications are analysed to identify areas of non-compliance that warrant more detailed analysis.
 - 3.3 Professional expertise in **specialist areas** of compliance is sought as required to finalise advice and inform the development of the audit report.
 - 3.4 Risks of identified non-compliance are evaluated.
 - 3.5 Options for addressing areas of non-compliance are canvassed, taking into account costs and benefits of providing more accessible and useable premises.
 - 3.6 Opportunities to improve access and use and to exceed minimum compliance requirements are identified and evaluated.

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| 4 | Prepare an audit report. | 4.1 | Strengths and weaknesses of options for ensuring compliance or improved access and usage solutions are considered and documented. |
| | | 4.2 | Opportunities are identified to seek exemptions from legislative or other requirements based on hardship grounds. |
| | | 4.3 | Report addressing the compliance of the premises, outdoor spaces and transport infrastructure with legislation, standards and planning scheme requirements is drafted and reviewed for accuracy and completeness before release to the client. |
| | | 4.4 | Discussions are held with the client to review the draft audit report. |
| | | 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 | Explanations of elements of formal report are provided, within scope of agreed service level. |
| | | 5.2 | Additional agreements for providing ongoing advice and support are negotiated and finalised with client. |
| | | 5.3 | Detailed advice on elements of the formal report is provided on request throughout planning and implementation of the solution, according to service agreements. |

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 on interpretation of standards
 - expert opinion reports
 - technical reports
 - interpret complex legal and technical documents regarding accessibility, for example:
 - Australian and international standards
 - National Construction Code (NCC), including specific reference to Class 9b Used for Public Transport
 - Disability Discrimination Act and regulations and amendments
 - Disability (Access to Premises – Buildings) Standards, known as the Premises Standards (PS)
 - Disability Standards for Accessible Public Transport (DSAPT)
 - Disability Standards for Education
 - legislation
 - specifications for buildings
 - interview relevant personnel
 - prepare accurate and comprehensive audit reports
 - review access policies and procedures
- learning skills to:
 - maintain own knowledge base
 - participate in debate on interpretation of compliance requirements
- numeracy skills to test cost-effectiveness of options for improvement to access and use
- planning and organising skills to:
 - develop and manage business processes relating to conducting audits and providing advice

- ensure completeness of compliance requirement analysis, including organising diverse references
- prepare and negotiate contracts of service
- provide accurate and timely advice
- problem-solving skills to:
 - analyse and apply compliance requirements to develop efficient 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:
 - conduct audits using rigorous and consistent methodologies
 - measure, test and assess compliance with legislative, code and planning requirements
 - photograph and visually display areas of compliance and non-compliance
 - 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 and ramps 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: • determine client requirements for conducting an audit and negotiate the provision of service • scope and plan an audit process for two different projects being:
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	• one premises construction development project • one transport infrastructure, conveyances, facilities and systems development project • conduct thorough site inspections and analyse findings against the requirements of the relevant legislation, codes, standards and permits • apply audit techniques and tools • prepare two audit reports that detail: • level of compliance found • options for ensuring compliance or improved access and usage solutions • recommendations for future action.
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: • design briefs, policies, drawings and other relevant documentation for two projects: • one premises construction development project • one transport infrastructure, conveyances, facilities and systems development project • relevant legislation, codes, standards and guidelines • relevant design and construction specialists • relevant premises, transport infrastructure, conveyances, facilities and systems development projects and work sites.
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</i> may include:	• architect • builder • building certifier and surveyor • building designer • developer • owner and manager (public or private) • potential purchaser of premises, facilities or services.
<i>Access audit in a range of settings</i> may be conducted of:	• domestic, residential, commercial, retail, industrial and public buildings • parks, gardens and open spaces • public byways • public transport stops, stations and vehicles • temporary venues, such as: • home shows • food and wine festivals • tunnels and bridges.
<i>Nature of project</i> may include:	• extent and type of stakeholder involvement • location • timeframe • type, extent and purpose of premises, infrastructure, transport or urban space development project.
<i>Techniques</i> include:	• checklist of minimum requirements for the specific type of built premises, infrastructure or facilities, including components such as: • alarms • automated teller machines • bathtubs and showers • building-accessible paths of travel

	• dressing and fitting rooms • drinking fountains • entrances and exits, including safe havens to await assistance or rescue • fixtures and fittings • gates and doors • government regulatory facilities, such as customs, quarantine, immigration and security • hearing augmentation • historic buildings • interior and exterior access ways • kerb ramps • laundry facilities • lifts • lobbies and corridors (interior access paths) • parking and passenger set-down zones • platform lifts • public address systems • ramps • reception areas • rooms and spaces (e.g. ticket offices, check-in desks, transit lounges and concourses) • signage • site-accessible paths and elements • special purpose facilities in transport hubs, such as: • restaurants • medical facilities • shops • money exchange facilities • car rental desks • parking • stairs • step ramps • swimming pools • tactile ground surface indicators • telephones • threshold ramps • toilets and bathrooms • special purpose technical requirement audit forms, such as for:
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	• assembly areas • cultural facilities • hotels and motels • libraries • medical facilities • parks and gardens • playground areas • public malls and related areas for gatherings • restaurants and cafeterias • retail shops • sporting facilities • train or tram carriages, stops and related facilities • transportation premises • building and facility access audit report forms.
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Plan includes factors that will deliver a quality product and may include:	• methodology to be used • timelines • personnel undertaking the audit and their responsibilities • detailed description of the premises, space, facilities or services to be audited • level of detail to be contained in the audit report • legislation, codes and standards against which the premises, space, facilities or services will be audited.
Auditing tools may include:	• loop receiver • properly calibrated instruments to measure: • door operating forces • gradient • lighting • linear dimensions • luminance contrast • sound • photographic equipment • software and information technology • vernier calipers.
Legislation, codes, standards and planning scheme requirements may include:	• Australian and international standards • Australian and international guideline documents • Disability (Access to Premises – Buildings) Standards • Disability Discrimination Act and regulations and amendments • Disability Standards for Accessible Public Transport (DSAPT) • passenger use areas of buildings classified by the NCC as Class 9b Used for Public Transport • Disability Standards for Education • NCC • state, territory and local authority legislation, regulations and planning requirements.
Access and use requirements may include:	• doors, including: • automatic and manual operating systems • clear widths • closer strength • door furniture • entry control and security system access • thresholds • external approaches to the premises, including: • general safety

	• handrails • lighting • parking • ramps and gradients • steps • surfaces • vehicle setting down • horizontal circulation, including corridor widths, circulation areas, and obstructions • vertical circulation, including platform lifts and stair lifts • sanitary facilities, including: • accessibility of WCs, including size, location and fittings • alerting systems • laundry facilities • shower room • wash facilities • escape and evacuation facilities • lighting, including: • internal and external lighting • lighting for sign language interpreters • acoustics • assistive listening systems • communication access real-time translation (CART) • good listening environments • information and communication systems • finishes • fixtures and fittings • signage and other forms of wayfinding.
Specialist areas may include:	• acoustics and hearing augmentation • architectural or building design • biomechanics • emergency preparedness • gerontology • heritage • legal • occupational therapy • orientation and mobility • provisions in buildings for occupants with the potential for self-harm • psychiatry.

Unit Sector(s)

Access consulting

Custom Content Section

Not applicable.