

## Unit of Competency

### CPPACC4022 Work effectively as an access consultant

#### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPACC4022A Work effectively as an access consultant. Unit updated to meet the Standards for Training Packages. This version first released with CPP Property Services Training Package Release 12.0.

#### Application

This unit of competency specifies the skills and knowledge required to work effectively as an access consultant in compliance with the regulatory framework, ethical standards and limitations of own work role and responsibilities. It includes managing own professional development, identifying risks associated with access consulting, providing quotes, preparing contracts and promoting the provision of access for people with disability.

This unit is for individuals who work independently using specialised knowledge to conduct a range of access consulting services.

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

#### Prerequisite Unit

None.

#### Unit Sector

Access Consulting.

#### Elements and Performance Criteria

1. Interpret and comply with regulatory requirements.	1.1 Identify and interpret legislative, financial and procedural requirements relevant to access consulting services. 1.2 Identify and interpret key principles related to disability access according to regulatory requirements. 1.3 Discuss own interpretation of legislative, financial and procedural requirements with relevant persons to ensure compliance and seek specialist advice as required to clarify understanding.
2. Interpret and comply with ethical practices and code of conduct.	2.1 Identify and interpret industry standards for ethical practice and code of conduct in access consulting. 2.2 Identify and interpret key principles related to workplace ethical values. 2.3 Discuss own interpretation and application of ethical and conduct requirements with relevant persons to compliance and seek specialist advice as required to clarify understanding.
3. Interpret work role and responsibilities.	3.1 Identify own role and responsibilities in access consulting and confirm requirements in discussion with relevant persons according to workplace requirements. 3.2 Identify, schedule and complete work tasks within designated timeframes according to client and workplace requirements.

	<p>3.3 Demonstrate understanding of, and respect for, individual differences and adapt work practices as appropriate to meet specific needs.</p> <p>3.4 Seek feedback on own professional competence and performance from clients and colleagues to identify areas for improvement.</p> <p>3.5 Source, record and regularly update information on professional development opportunities relevant to access consulting role.</p>
4. Identify risks involved in working as an access consultant.	<p>4.1 Gather information to identify potential access consulting risks and report identified risks to relevant persons according to workplace requirements.</p> <p>4.2 Consult with relevant persons to discuss recommended risk management strategies and seek specialist advice as required according to workplace requirements.</p>
5. Develop understanding of industry employment requirements.	<p>5.1 Identify and interpret industry competency standards and benchmarks to establish future learning needs and priorities to ensure own continuous professional development.</p> <p>5.2 Access and interpret employee and employer rights and responsibilities including remuneration and awards related to access consulting.</p> <p>5.3 Identify key industry and statutory organisations able to assist own professional development and seek assistance as regard to clarify industry employment requirements.</p>
6. Promote the provision of access for people with disability.	<p>6.1 Identify opportunities through access consulting role to inform and educate relevant persons on issues related to the provision of access for people with disability.</p> <p>6.2 Use effective interpersonal skills and communication techniques to provide advice on regulatory requirements for the provision of access for people with disability.</p> <p>6.3 Respond to requests for further advice and information on the provision of access for people with disability according to workplace requirements.</p>
7. Prepare quotation for access consulting services.	<p>7.1 Analyse scope of proposed service requirement to clarify extent of access consulting task.</p> <p>7.2 Assess proposed service requirements against personal and workplace capabilities to confirm competence and capacity to provide service.</p> <p>7.3 Estimate and document cost of delivering proposed service according to workplace requirements.</p> <p>7.4 Prepare quotation to meet proposed service requirements addressing capabilities and price according to regulatory and workplace requirements.</p>
8. Complete standard contractual documentation.	<p>8.1 Use technologies to complete standard contractual documentation for access consulting operations according to regulatory and workplace requirements.</p> <p>8.2 Ensure written information meets workplace standards for language, accuracy and relevance and is used in a legally appropriate manner.</p> <p>8.3 Securely maintain all documentation and information systems according to regulatory and workplace requirements.</p>

### Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

### Unit Mapping Information

Supersedes and is equivalent to CPPACC4022A Work effectively as an access consultant

### Links

The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

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## Assessment Requirements for CPPACC4022 Work effectively as an access consultant

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### Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by working effectively to provide services for two clients with different access consulting needs selected from the list below:

- construction plan assessment
- access audit of a building, playground, streetscape, transport conveyance/boarding device, transport premises, aged care facility, educational facility or outdoor recreation area
- access advice on building fitout, building renovations or provision of services
- development of an Action Plan as required by the *Disability Discrimination Act 1992* (DDA) or state/territory anti-discrimination legislation.

### Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- commonwealth, state and territory legislation, regulations, standards and codes relevant to access consulting activities:
  - o anti-discrimination and disability discrimination
  - o consumer protection and trade practices
  - o duty of care
  - o *Disability (Access to Premises – Buildings) Standards 2010* and *Disability Standards for Accessible Public Transport 2002* under the *Disability Discrimination Act 1992* (or their successors) - known as the Access to Premises Standards and Transport Standards
  - o National Construction Code (NCC) building classifications and access requirements
  - o National Disability Insurance Scheme (NDIS) *Specialist Disability Accommodation Design Standard* (or its successor)
  - o Livable Housing Australia *Livable Housing Design Guidelines* (or its successor)
  - o principles of universal design
  - o privacy and confidentiality
  - o work health and safety (WHS)
- employee and employer rights and responsibilities, remuneration and awards associated with access consulting
- industry competency standards and benchmarks that can be used to establish future learning needs and priorities
- interpersonal communication strategies and communication techniques used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities

- key industry and statutory organisations related to access consulting
- professional development opportunities and strategies relevant to access consulting
- sources of reliable and current access documentation to meet the requirements of relevant legislation, standards and codes
- types of disability and limitations that each disability places on an individual's ability to access the environment
- workplace requirements for working effectively as an access consultant:
  - o client service
  - o documentation, reports and records administration
  - o industry codes of practice and ethics
  - o organisational goals, objectives and plans
  - o work role boundaries – responsibilities, limitations and professional abilities.

### Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

### Links

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