

## Unit of Competency

### CPPACC5018 Provide expert access advice to complainants or respondents

#### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPACC5018A Provide expert access advice to a complainant or respondent. Minor change to unit title. Unit updated to meet the 2012 Standards for Training Packages. This version first released with CPP Property Services Training Package Release 14.0.

#### Application

This unit of competency specifies the skills and knowledge required to provide expert advice to clients on their access rights and/or obligations under the *Disability Discrimination Act 1992* (DDA) and relevant state and territory anti-discrimination legislation. It includes interpreting legislation relevant to the complaint or response processes together with the information necessary to substantiate such complaints or responses and preparing reports that comply with the rules of evidence and prescribed formats for expert reports.

This unit is for individuals who are self-directed and have substantial depth of knowledge and skills to make independent judgements in the provision 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. Identify client needs.	1.1 Confirm legal identify of client and other parties according to regulatory and workplace requirements. 1.2 Determine legal capacity of other parties to respond according to regulatory and workplace requirements. 1.3 Negotiate and document client authority to proceed with advice provision according to regulatory and workplace requirements. 1.4 Request and obtain a written client brief, including detailed instructions, according to regulatory and workplace requirements.
2. Review legislation relevant to the case.	2.1 Identify specific legislation applicable to circumstances of case according to workplace requirements. 2.2 Identify appropriate procedures, processes and protocols related to case and advice provision according to workplace requirements.
3. Establish existence of relevant documentation.	3.1 Identify, source and access all available documentation relevant to case according to regulatory and workplace requirements. 3.2 Identify and list additional information needed or missing documents and develop strategies for obtaining required

	<p>information or documents according to regulatory and workplace requirements.</p> <p>3.3 Negotiate between the parties to agree a staged process for exchanging and collating required documentation.</p>
4. Provide expert access advice to client.	<p>4.1 Examine the extent of own competence in relation to the case and seek specialist advice, as required, according to regulatory and workplace requirements.</p> <p>4.2 Use effective interpersonal skills and communication techniques to provide access advice to the client according to regulatory and workplace requirements.</p>
5. Finalise and distribute client access report.	<p>5.1 Review all case documentation for completeness and collate according to regulatory and workplace requirements.</p> <p>5.2 Finalise client access report according to contractual, regulatory and workplace requirements.</p> <p>5.3 Publish and distribute report to relevant parties according to client, workplace and regulatory requirements.</p> <p>5.4 Maintain copies of the access report and associated documentation for future reference 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 CPPACC5018A Provide expert access advice to a complainant or respondent

### 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>

## Assessment Requirements for CPPACC5018 Provide expert access advice to complainants or respondents

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### Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by providing expert access advice to two different complainants and/or respondents who require advice on their rights and/or obligations under the *Disability Discrimination Act 1992* (DDA) (or its successor).

### Knowledge Evidence

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

- anthropometric and ergonomic principles
- Commonwealth, state and territory legislation, regulations, codes and standards relevant to access consulting activities and rights and obligations of clients:
  - anti-discrimination and disability discrimination
  - building control including local government regulations and by-laws
  - DDA and related Access to Premises and Transport Standards
  - National Construction Code (NCC) building classifications and access requirements
  - National Disability Insurance Scheme (NDIS) *Specialist Disability Accommodation Design Standard* (or its successor)
  - Livable Housing Australia *Livable Housing Design Guidelines* (or its successor)
  - principles of universal design
  - privacy and confidentiality
- environmental issues impacting on material selection relevant to advice being provided
- interpersonal communication strategies used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
- means for seeking judicial or quasi-judicial hearings
- rules of evidence as they relate to expert reports
- types of disability and limitations that each disability places on an individual's ability to access the environment
- workplace requirements for providing expert access advice to complainants or respondents:
  - documentation and records administration
  - prescribed formats for expert reports that may be used in judicial or quasi-judicial hearings
  - quality
  - 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.

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