

Unit of Competency

CPPACC5019 Coordinate the development and implementation of DDA Action Plans

Modification history

Release	Comments
1	Supersedes and is equivalent to CPPACC5019 Coordinate the development and implementation of Disability Discrimination Act Action Plans. 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 coordinate the development and implementation of *Disability Discrimination Act 1992* (DDA) Action Plans or similar plans required by state/territory anti-discrimination legislation. It includes working with the management of government departments, companies, building owners or service providers to develop Action Plans for lodgement with the Australian Human Rights Commission (AHRC) or state/territory agency, ensuring client ownership and effective implementation.

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. Establish client relationship.	1.1 Negotiate to confirm contractual arrangements with client, and document and store agreement according to regulatory and workplace requirements. 1.2 Work with client to develop a comprehensive client brief for Action Plan development and implementation. 1.3 Obtain information on client's business operations, services offered, staff profiles and business premises according to workplace requirements. 1.4 Negotiate with client to document a work plan for the coordination and implementation of the Action Plan.
2. Engage senior management in development process.	2.1 Consult with relevant persons to develop a strategy and processes for communicating with, and engaging, senior management in the development of the Action Plan. 2.2 Obtain agreement from senior management to take a lead role in the development of the Action Plan.

	<p>2.3 Identify training needs and resources required to assist senior managers in taking a lead role in the development of the Action Plan.</p> <p>2.4 Deliver training to assist senior managers in developing the Action Plan according to workplace requirements.</p>
3. Work with client to coordinate Action Plan development.	<p>3.1 Identify organisational staff required to facilitate development of the Action Plan.</p> <p>3.2 Identify training needs and resources required to assist staff to facilitate development of the Action Plan.</p> <p>3.3 Develop and deliver training to assist staff to facilitate Action Plan development according to workplace requirements.</p>
4. Work with client to monitor progress of Action Plan development.	<p>4.1 Assist client to develop Action Plan and provide expert advice required to ensure satisfactory progress.</p> <p>4.2 Assist client to develop policies and programs to support Action Plan according to regulatory and workplace requirements.</p> <p>4.3 Assist client to review draft Action Plan to ensure readiness for formal endorsement by senior management and subsequent lodgement according to regulatory requirements.</p>
5. Work with client to monitor Action Plan implementation.	<p>5.1 Assist client to implement Action Plan according to regulatory and contractual requirements.</p> <p>5.2 Assist client to monitor achievement of milestones identified in Action Plan according to regulatory and contractual requirements.</p> <p>5.3 Assist client to manage regular review of the Action Plan according to regulatory and contractual 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 CPPACC5019A Coordinate the development and implementation of Disability Discrimination Act Action Plans

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 CPPACC5019 Coordinate the development and implementation of DDA Action Plans

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by coordinating the development and implementation of an Action Plan which:

- meets the requirements of the *Disability Discrimination Act 1992* (DDA) (or its successor) or relevant state/territory anti-discrimination legislation
- includes goals and targets to ensure results are measurable, and timeframes and evaluation strategies are achieved.

Knowledge Evidence

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

- Commonwealth DDA and similar state and territory anti-discrimination legislation and regulations requiring the completion of Action Plans or similar documents and relevant to access advice:
 - anti-discrimination and disability discrimination
 - building control including local government regulations and by-laws
 - 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
- consultation processes
- 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
- methods for facilitating group processes
- methods for identifying training needs and developing and delivering training programs to support Action Plan development
- principles and techniques associated with:
 - change management
 - coaching
 - communication
 - goal setting
 - group dynamics
 - motivation

- negotiation
- planning
- processes for developing policies and programs to achieve legislative objectives of the DDA or similar state and territory legislation
- range of presentation formats for conveying information to participants of the Action Plan development process
- relevant industry codes of practice and ethics
- types of disability and limitations that each disability places on an individual's ability to access the environment
- workplace requirements for facilitating the development of DDA or similar Action Plans:
 - client service
 - documentation, reports and records administration
 - Action Plan format, lodgement and implementation requirements
 - 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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