

Unit of Competency

CPPACC4014 Facilitate the development of DDA Action Plans

Modification history

Release	Comments
1	Supersedes and is equivalent to CPPACC4014A Facilitate the development 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 facilitate the development of *Disability Discrimination Act 1992* (DDA) Action Plans or similar plans required by state/territory anti-discrimination legislation. It includes working with clients to develop Action Plans for lodgement with the Australian Human Rights Commission (AHRC) or relevant state/territory anti-discrimination agencies. Action Plans cover the accessibility of the service provided, the level of disability awareness of staff and accessibility of buildings and grounds.

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. Respond to client enquiry.	1.1 Identify client requesting access advice to facilitate development of Action Plan and establish their authority to act according to workplace requirements. 1.2 Consult with client to clarify requirements for access advice and confirm own competence and organisational capability to respond to client needs. 1.3 Obtain and document client authority to proceed with work activities according to workplace requirements.
2. Establish client relationship.	2.1 Negotiate to confirm contractual arrangements with client, and document and store agreement according to regulatory and workplace requirements. 2.2 Negotiate and finalise written client brief, including detailed work instructions, according to workplace requirements. 2.3 Obtain information on client's business operations, services offered, staff profiles and business premises according to workplace requirements. 2.4 Negotiate and document a work plan for Action Plan development in conjunction with client.

3. Assist client to review business practices.	3.1 Collect data to develop a comprehensive customer profile according to client, regulatory and workplace requirements. 3.2 Analyse customer profile data to identify shortcomings in accessibility according to client, regulatory and workplace requirements. 3.3 Use customer profile data to establish a benchmark for assessing improvements in service provision in conjunction with client. 3.4 Collaborate with client to identify and document communication, attitudinal and physical barriers impeding relationship between client and customers.
4. Facilitate planning processes to achieve Action Plan and regulatory objectives.	4.1 Use information collected through the review of business practices to develop policies and programs to achieve regulatory objectives in collaboration with client. 4.2 Assist client to establish and document all Action Plan strategies and processes required to achieve regulatory objectives. 4.3 Assist client to integrate Action Plan into overall business planning processes.
5. Assist client to develop processes to review and update Action Plan.	5.1 Assist client to establish and document processes to regularly review Action Plan goals. 5.2 Assist client to establish and document processes to regularly update the Action Plan to reflect current and future business practices.
6. Assist client to document and lodge Action Plan.	6.1 Assist client to document and finalise all aspects of the Action Plan according to workplace requirements. 6.2 Assist client to collate Action Plan documentation into suitable format and retain copies for future reference, monitoring, review and update according to workplace requirements. 6.3 Lodge Action Plan with AHRC or state/territory agency according to relevant guidelines, regulatory and workplace requirements.

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 CPPACC4014A Facilitate the development 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 CPPACC4014 Facilitate the development 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 working with one client to facilitate the development of a *Disability Discrimination Act 1992* (DDA) Action Plan.

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:
 - anti-discrimination and disability discrimination
 - 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
- 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
- types of communication, attitudinal and physical barriers that may impede relationships between clients and customers
- 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 and lodgement 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.

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