

## Unit of Competency

### CPPACC4004 Communicate effectively as an access consultant

#### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPACC4004A Communicate effectively as an access consultant. 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 communicate effectively with clients and stakeholders involved in the provision of access consulting services to ensure effective relationships and compliance with relevant legislation, regulations, codes and standards for 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. Communicate effectively with clients and other stakeholders.	1.1 Identify information needs of clients and other stakeholders according to workplace requirements. 1.2 Source information that can be used to provide current and reliable client advice on issues related to the provision of access and compliance according to workplace requirements. 1.3 Use effective interpersonal skills and communication techniques to provide clear and accurate information to clients and other stakeholders according to workplace requirements. 1.4 Use technologies to prepare written reports for clients and other stakeholders in a timely manner according to workplace requirements. 1.5 Arrange and conduct meetings with clients and other stakeholders to provide information and advice according to workplace requirements.
2. Communicate effectively to achieve workplace objectives and resolve conflict.	2.1 Respond to requests for information in a prompt and positive manner to meet client and workplace objectives. 2.2 Negotiate with relevant persons to resolve conflict according to workplace requirements.

3. Maintain workplace records and documentation.	3.1 Complete workplace documentation, reports and client records legibly and promptly according to workplace requirements. 3.2 Include access advice and information that complies with relevant standards, codes and legislation in reports, client records and other workplace documentation. 3.3 Maintain client records, reports and other workplace documentation for future reference according to regulatory and workplace requirements.
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### 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 CPPACC4004A Communicate 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>

## Assessment Requirements for CPPACC4004 Communicate 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 communicating effectively to provide access consulting services to two different clients.

### 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:
  - anti-discrimination and disability discrimination
  - *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
  - 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
- communication techniques:
  - active listening
  - demonstrating flexibility and willingness to negotiate
  - negotiation to resolve conflict
  - providing opportunities to clarify understanding
  - questioning and seeking feedback
  - summarising and paraphrasing to check understanding
  - using culturally sensitive language and concepts
  - using appropriate body language
  - using effective presentation aids
  - using effective questioning and responding to establish rapport
- 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 meetings with clients, colleagues and other stakeholders to exchange information
- principles of the communication process
- 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 communicating with clients and other stakeholders:
  - client service
  - documentation, reports and records administration
  - 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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