

Competency	Performance Criteria	Evidence Guide
<p>1: Understand Disability Services Standards and related legislation</p>	<p>1.1 The intent, requirements and examples of evidence of each DS Standard and associated KPI, in the context of any given service type, are understood and described.</p> <p>1.2 The general intent and requirements of the relevant legislation in the context of a given service are understood and described.</p>	<p>Each Standard and associated KPIs are described and examples of evidence for each KPI are provided.</p> <p>Any given service type refers to:</p> <ul style="list-style-type: none"> <li>• supported employment</li> <li>• open employment</li> <li>• wage phase-in</li> <li>• targeted support</li> <li>• various combinations of the above within an organisation</li> </ul> <p>General intent and requirements of legislation relevant to DSS criteria are described, including the following:</p> <ul style="list-style-type: none"> <li>• Disability Services Act 1986 (Commonwealth)</li> <li>• Disability Discrimination Act 1992 (Commonwealth)</li> <li>• Privacy Act 1988 (C'th) and National Principles of Privacy Amendment (Private Sector) Act 2000</li> <li>• Industrial relations legislation (state/federal) including AWAs, industrial awards, certified agreements, enterprise bargaining agreements, etc.</li> </ul> <p>References:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.facs.gov.au/internet/facsinternet.nsf/disabilities/services-qa_wages_people_disabilities.htm">http://www.facs.gov.au/internet/facsinternet.nsf/disabilities/services-qa_wages_people_disabilities.htm</a></li> <li>• QA Handbook version 2 Section 10</li> <li>• JAS-ANZ Procedure 18 Number 2, sections G.2.2.9a),</li> </ul>

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		<p>2.2.3.2a), G.2.2.10a)</p> <ul style="list-style-type: none"> <li>Disallowable Instrument Numbers S 143 and 144 11 May 2004</li> </ul>
<p>2: Understand disability employment services management practices</p>	<p>2.1: Sector-specific terminology is understood and its use in appropriate context described.</p> <p>2.2. Relevant current government policy, range of service types, funding arrangements, organisational structures in the context of the audit are understood and described.</p>	<p>Appropriate terminology used in DS sector is described.</p> <p>Sector-specific terminology includes but is not exclusive to (and is sometimes specific to organisations):</p> <ul style="list-style-type: none"> <li>Workers or employees with a disability in the context of business services</li> <li>Service users, job seekers, employees in the context of open employment</li> <li>Service recipients for targeted support</li> <li>People/person/s with a disability</li> <li>Consumers in relation to any service type</li> <li>Clients in relation to any service type</li> <li>Other as specifically requested</li> </ul> <p>Knowledge of government policy regarding employment of people with disabilities, range of service types, funding arrangements, organisational structures in the context of the audit is demonstrated.</p> <p>Range of service types includes but is not exclusive to:</p> <ul style="list-style-type: none"> <li>Business services</li> <li>Open employment services</li> <li>Targeted support</li> <li>Wage phase-in</li> </ul>

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		<ul style="list-style-type: none"> <li>• Combinations of the above within an organisation</li> </ul> <p>Funding arrangements could include:</p> <ul style="list-style-type: none"> <li>• Block grant funding</li> <li>• Case based funding</li> <li>• Australian Government funding sources</li> </ul> <p>Organisational structures can refer to those with:</p> <ul style="list-style-type: none"> <li>• Centralised administration</li> <li>• Single outlet organisations</li> <li>• Multiple outlet organisations</li> <li>• Multiple disability type organisation</li> <li>• Single disability type organisations</li> <li>• Different delegation of responsibility at outlet level</li> </ul> <p>References:</p> <ul style="list-style-type: none"> <li>• QA Handbook version 2 Section 10, pages 16-17</li> <li>• JAS-ANZ Procedure 18 Number 2, G.2.2.9b), G.2.2.17</li> </ul>
<p>3: Understand the Australian government’s quality strategy for disability employment services</p>	<p>3.1 The intents and key elements of DESQA (Disability Employment Services Quality Assurance) are understood and described.</p> <p>3.2 Requirements of certification bodies and audit personnel as specified in JAS-ANZ Procedure 18 Number 2 and Annexes 1-5 are understood and</p>	<p>Key requirements defined in DS Quality Assurance Handbook are described.</p> <p>Key elements refer to:</p> <ul style="list-style-type: none"> <li>• Quality assurance</li> <li>• Continuous improvement</li> </ul>

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	described.	<ul style="list-style-type: none"> <li>• Complaints and referrals</li> <li>• 12 Disability Services Standards and 26 KPIs</li> <li>• Varied DSS Standard 9, related KPIs and evidence guide for wage phase-in</li> <li>• Varied Standards, KPIs and evidence guides for targeted support</li> <li>• Supports available for people with disability in QA system</li> <li>• Role of people with a disability in the QA system</li> <li>• Role of the Australian Government</li> </ul> <p>Requirements defined in JAS-ANZ Procedure 18 Number 2 and Annexes 1-5 are described.</p> <p>The role and responsibilities of audit personnel in the disability service sector are described.</p> <p>References:</p> <ul style="list-style-type: none"> <li>• QA Handbook version 2, Section 2 pages 5-10</li> <li>• JAS-ANZ Procedure 18 Number 2, G.2.2.9c), Annexes 1-5</li> </ul>
4: Understand the disability services sector	<p>4.1 The range of services in the sector and different funding sources are understood and described.</p> <p>4.2 Any recent changes to current legislative requirements relating to the disability service sector and the audit process are understood and described.</p>	<p>The range of services in the sector and different funding sources for these services are described.</p> <p>Range of service types includes but is not exclusive to:</p> <ul style="list-style-type: none"> <li>• Business services</li> <li>• Open employment services</li> </ul>

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		<ul style="list-style-type: none"> <li>• Targeted support</li> <li>• Wage phase-in</li> <li>• Combinations of the above within an organisation</li> </ul> <p>Range of services will also relate to:</p> <ul style="list-style-type: none"> <li>• Size of service</li> <li>• Target group</li> <li>• Multiple funding source</li> <li>• Geographical location</li> </ul> <p>Funding arrangements could include:</p> <ul style="list-style-type: none"> <li>• Block grant funding</li> <li>• Case based funding</li> <li>• Workplace modifications and employer subsidies</li> <li>• Funding from other government sources</li> <li>• Fund raising</li> <li>• Accountabilities of funding reporting</li> <li>• Complexity of multiple funding sources</li> </ul> <p>Knowledge of current legislative requirements relating to the disability services sector is demonstrated.</p> <p>References:</p> <ul style="list-style-type: none"> <li>• JAS-ANZ Procedure 18 Number 2, G.2.2.10b)</li> </ul>

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		<ul style="list-style-type: none"> <li>• Disallowable Instrument Numbers 143, 144 11 May</li> <li>• <a href="http://www.facs.gov.au">http://www.facs.gov.au</a></li> </ul>
<p>5. Understand the diversity of persons using disability services</p>	<p>5.1 The range of people using disability services are understood and described.</p> <p>5.2 The impacts of disability, cultural, religious, and/or social customs on the audit process are understood and described.</p>	<p>The differing needs of people using disability services are described.</p> <p>The potential impacts of any disability, cultural, religious or social customs of the auditee in the conduct of the audit are described.</p> <p>The range of disability types that people have in DESQA includes but is not exclusive to:</p> <ul style="list-style-type: none"> <li>• Intellectual</li> <li>• Psychiatric</li> <li>• Sensory</li> <li>• Physical</li> <li>• Acquired</li> <li>• Combination</li> </ul> <p>The impact may be in relation to:</p> <ul style="list-style-type: none"> <li>• Social, physical, cultural isolation</li> <li>• Inability or difficulty in communicating</li> <li>• Lack of education</li> <li>• Inability to travel independently</li> <li>• Opposite gender cannot be interviewed</li> </ul> <p>Reference:</p>

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<p>6. Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process</p>	<p>6.1 Barriers to effective participation and strategies used to overcome these barriers to ensure effective participation by people with disabilities in the audit process are understood and described.</p> <p>6.2 The requirements of an audit plan that reflects the needs of disability service sector consumers and that meets the requirements of JAS-ANZ procedure 18 are understood and described.</p> <p>6.3 The required involvement of people with disabilities in the audit process is understood and described.</p>	<p>JAS-ANZ Procedure 18 Number 2, 2.2.3.2d), e), G.2.2.16, Annex 3.1</p> <p>Barriers to effective participation and strategies to address issues such as disclosure, empowerment, and communication needs to ensure effective participation are described.</p> <p>Barriers could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Untrained in meeting or interview behaviour</li> <li>• Behavioural issues</li> <li>• Communication needs</li> <li>• Inability to travel independently</li> <li>• Opinion has never been sought previously</li> <li>• Feel threatened</li> <li>• Systematic disempowerment</li> </ul> <p>Requirements of an audit plan to meet the needs of the DS and the requirements of Procedure 18 are described.</p> <p>Reference: JAS-ANZ Procedure 18 Number 2 G.2.2.10c), G.2.2.11a), b), Annex 3</p>
<p>7. Understand effective interpersonal and communication techniques</p>	<p>7.1 Techniques used to facilitate communication during an audit are understood and described.</p> <p>7.2 Strategies to be an active audit team member are described.</p> <p>7.3 Techniques for establishing a positive relationship</p>	<p>Effective communication techniques (verbal, written, and listening) are described.</p> <p>Effective interview techniques to acquire valid evidence are described.</p>

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	with the auditee are described.	<p>Techniques to facilitate communication and develop a positive relationship include but are not exclusive to:</p> <ul style="list-style-type: none"> <li>• Appropriate use of open and closed questions</li> <li>• Avoidance of leading questions</li> <li>• Commitment to a line of questioning</li> <li>• Establishing rapport early</li> <li>• Building positive relationship</li> <li>• Clear and simple verbal and written communication</li> <li>• Good listening skills</li> <li>• Flexibility</li> <li>• Re-phrasing for clarification</li> <li>• Body language that makes people relax</li> <li>• Use of surroundings conducive to interview (quiet, private, comfortable, well lit etc)</li> <li>• Confirmation of confidentiality.</li> </ul> <p>Reference: JAS-ANZ Procedure 18 Number 2, G.2.2.10d), G.2.2.11b), 2.2.3.2f)</p>
8. Understand methods for collection, examination, analysis and reporting of evidence against the Disability Service Standards	<p>8.1 Methods used to collect, examine, analyse and report evidence during an audit against the DS Standards are understood and described.</p> <p>8.2 Importance of accurate reporting of findings and observations is understood and described.</p> <p>8.3 Requirements for information security are</p>	<p>Methods used to collect evidence are described.</p> <p>Methods include:</p> <ul style="list-style-type: none"> <li>• Reviewing files and documentation</li> <li>• Observation</li> </ul>

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	<p>understood and described.</p>	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Sampling rules as described in Procedure 18 Number 2 Annexes</li> </ul> <p>Relationship between different sources/types of audit evidence is described.</p> <p>Strategies to support CTEs to collect evidence during an audit are described.</p> <p>Strategies include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Provision of scribes</li> <li>• Provision of interpreters</li> <li>• Appropriate equipment</li> </ul> <p>Requirements for information security are described.</p> <p>Information security is in relation to:</p> <ul style="list-style-type: none"> <li>• Storage of audit notes and reports (hard copies, computer)</li> <li>• Disclosure of audit findings and outcomes</li> <li>• Disposal of audit records.</li> </ul> <p>References:</p> <ul style="list-style-type: none"> <li>• JAS-ANZ Procedure 18 Number 2, G.2.2.10e), 2.2.3.2b), c)</li> <li>• FaCS QA handbook version 2, Section 10</li> </ul>

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<p>9. Understand the processes through which complaints may be made</p>	<p>9.1 Awareness of individual role in relation to any complaint or notifiable issue that arises in an audit is described.</p> <p>9.2 Complaints processes are described that are appropriate to all parties involved in the DESQA scheme, including:</p> <ul style="list-style-type: none"> <li>• Service recipients</li> <li>• Service providers</li> <li>• Certification bodies</li> <li>• JAS-ANZ</li> <li>• RABQSA</li> <li>• FaCSIA</li> <li>• Complainants external to those listed above.</li> </ul> <p>9.3 Possible outcomes of valid complaint following investigation (such as de-registration of certified personnel) are explained.</p>	<p>The processes available for making complaints related to Disability Services auditing process are described.</p> <p>Complaints processes available to service users should include:</p> <ul style="list-style-type: none"> <li>• CRRS</li> <li>• Abuse and Neglect Hotline</li> <li>• DSS Standard 7</li> </ul> <p>Complaints processes available to service providers should include:</p> <ul style="list-style-type: none"> <li>• Departmental contractual complaints processes</li> <li>• Certification Body complaints processes</li> <li>• CRRS</li> <li>• Abuse and Neglect Hotline</li> </ul> <p>Complaints processes available to CTEs should include:</p> <ul style="list-style-type: none"> <li>• Certification Body complaints processes</li> <li>• JAS-ANZ complaints processes</li> <li>• RABQSA complaints processes</li> </ul> <p>Complaint processes relevant to personnel certification are available through:</p> <ul style="list-style-type: none"> <li>• RABQSA</li> <li>• JAS-ANZ</li> </ul>



Competency Unit: **RABQSA-CTE– Consumer Technical Expert**

Effective date: 1 March 2006

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		References: <ul style="list-style-type: none"><li>• JAS-ANZ Procedure 18 Number 2, G.1.3.1 Notifiable Issue, 2.3</li><li>• QA Handbook version 2, Section 8, Section 10 Standard 7</li><li>• RABQSA DS Audit Personnel Certification Scheme Criteria on <a href="http://www.rabqsa.com">http://www.rabqsa.com</a></li></ul>