



Australian Government

**Assessment Requirements for
CPPCLO4025 Provide quotation for
cleaning services**

Release: 1

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Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4025A Provide quotation for cleaning services.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- prepare a quotation for cleaning services for two different new work sites, where each quotation must:
 - comply with company requirements
 - reflect company policies and procedures
 - present service offer, costing and conditions, and limitations of the quotation
- respond to two different requests for variations to existing contracts for cleaning services.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- consumer protection issues and fair trading and trade practices requirements relating to cleaning operations
- contractual requirements, including processes for handling and responding to requests to vary contracts
- company processes and procedures, including those relating to:
 - client records
 - environmental protection procedures
 - health and safety procedures
 - purchasing policy and processes
 - reporting procedures
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to providing quotations for cleaning services, including:
 - chemical controls
 - chemical registers and manifests
 - energy conservation
 - environmental protection

- privacy
- public health
- water conservation
- work health and safety (WHS)
- mathematical methods for calculating costs, taxes and profit margins
- product and service knowledge, including:
 - effective and compatible cleaning methods for various surface types
 - chemicals and their uses
 - cleaning equipment and its uses
- work order specifications.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- contingencies:
 - two requests for variations to contracts
- specifications:
 - company policies and procedures relating to developing quotations
 - costing information, including costs for human resources and equipment required to meet client requirements
- physical conditions:
 - two cleaning work sites to assess
- relationship with client:
 - client consultation required.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcfl3d9b>