Assessment Requirements for CPPCMN4004 Develop and manage client relations

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Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCMN4004B Facilitate effective client relationships.

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 develop and manage business relationships with three new clients and respond to two client requests.

In doing the above work, the person must:

- identify each client's needs
- explain key features and benefits of company's products and services
- present verbal and written information on products and services to each client.

Knowledge Evidence

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

- processes to identify, establish and maintain business contacts and networks
- company requirements, including:
    - client confidentiality provisions
    - code of ethics
    - company image
- legislative and regulatory requirements relating to the work or service function, including:
    - codes of conduct
    - consumer law
    - environmental law
    - privacy legislation
    - quality and continuous improvement systems, standards and guidelines
- range of products and services available to business contacts
- benefits of maintaining good client communication when delivering customer service
- role of designated personnel in developing and managing client relations.

Assessment Conditions

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

- equipment:
  - computer with internet access
- materials:
  - company policies and procedures relating to client relations
  - legislation and regulatory information relating to job role
- contingencies:
  - two client requests
- specifications:
  - company product and service specifications
- relationship with client:
  - client consultation.

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-b348-205dfcf13d9b

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