



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO4025A Provide quotation for cleaning services

Release: 1

CPPCLO4025A Provide quotation for cleaning services

Modification History

Revised unit

Unit updated and equivalent to PRMCL25B Provide quotation for cleaning services

Unit Descriptor

This unit of competency specifies the outcomes required to calculate the cost of services accurately and to present quotations to clients. The unit also covers responding to a client request to vary specifications.

The unit requires the ability to assess the client's requirements, calculate costs of the service options, and provide the client with a quotation detailing cost of proposed service and conditions. Comprehensive knowledge and understanding of the range of cleaning methods available and their associated use of equipment and chemicals, as well as the company's quoting policies and procedures, are essential to perform this task.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|--|---|
| 1 | Calculate costs of services. | <p>1.1 <i>Client record</i> is created to administer client's details and requirements according to company requirements.</p> <p>1.2 Product and costing information is sourced, selected and interpreted according to <i>company requirements</i>.</p> <p>1.3 Costs, taxes and profit margin are calculated according to company requirements.</p> <p>1.4 Calculations are checked and detailed and legible records of methods of calculations are kept according to company requirements.</p> |
| 2 | Provide quotation to client. | <p>2.1 Accurate details of cost of service and <i>conditions and limitations of quotation</i> are included in quotations according to company and <i>legislative requirements</i>.</p> <p>2.2 Quotations are provided to client in company format according to company requirements.</p> <p>2.3 Options, with secondary quotations, are offered according to company requirements.</p> <p>2.4 Details of quotations are recorded accurately and legibly and are retained on file according to company requirements.</p> |
| 3 | Respond to request for variation of existing contract. | <p>3.1 <i>Appropriate person</i> with authority to respond to client request for <i>variation</i> is determined according to company requirements.</p> <p>3.2 Requests are assessed against existing contract conditions, additional work required, and capacity to</p> |

respond according to company requirements.

- 3.3 Accurate costing is prepared and quotation for requested changes is provided according to company requirements.
- 3.4 Client record is updated and all details of quotation are recorded according to company requirements.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - identify client expectations
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
 - communicate clearly and concisely verbally and in writing
 - perform mathematical calculations required for:
 - planning and allocating resources data sheets
 - preparing quotations for cost of services
 - preparing quotations for service variations
 - prepare concise and accurate written quotations and associated business correspondence
 - read existing contracts and site plans
 - request advice or further information
 - seek and receive feedback
 - source, organise and record information
- planning and organising skills to manage time
- problem-solving skills to manage alterations to services
- self-management skills to work alone and in a team

Required knowledge

- consumer protection issues relevant to cleaning operations and fair trading and trade practices requirements
- contractual requirements, including variation requests
- company management structure and procedures, including:
 - client records
 - emergency response and evacuation procedures
 - environmental protection procedures
 - OHS procedures
 - purchasing policy and processes
 - quality systems
 - reporting procedures
- legislation, regulations, codes of practice and industry advisory standards that apply to providing quotations for cleaning services, including OHS legislation and its budgetary

implications

- mathematical methods for calculating costs, taxes and profit margins
- product and services knowledge, including:
 - effective and compatible cleaning methods for various surface types
 - chemicals and their uses
 - cleaning equipment and its uses
 - work order specifications

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing practical demonstrations of providing quotations for cleaning services involving at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • assess client's service requirements • determine resource implications of particular cleaning methods being proposed • assess equipment, chemical and consumable requirements of work order • calculate costs of providing services • comply with company and legislative requirements • implement company policies and procedures for preparation of quotation • present service offer, costing and conditions • achieve outcomes in relation to customer service and company requirements for preparing and presenting quotations.
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> • company policy documents and procedures for preparing and documenting quotations • relevant databases and information sources • plain English version of relevant procedures • work order instructions, work plans and schedules • assessment instruments, including personal planner and assessment record book.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning

	<p>knowledge required for practical application</p> <ul style="list-style-type: none"> reinforce the integration of employability skills with workplace tasks and job roles confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	<p>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function.</p>

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Client records</i> may include:	<ul style="list-style-type: none"> contact details customer files and databases details of previous quotations details of previous service provision contractors used and their details.
<i>Company requirements</i> may include:	<ul style="list-style-type: none"> business and performance plans client communication procedures client confidentiality procedures client service standards communication channels and reporting procedures company goals, objectives, plans, systems and processes company issued identification badges, cards or passes company policies and procedures, including: <ul style="list-style-type: none"> access and equity policy, principles and practice OHS policies and procedures, including control procedures maintenance procedures for equipment and PPE those relating to own role, responsibility and delegation

	<ul style="list-style-type: none"> • work site access security clearance procedures • company service standards • dress and presentation requirements • duty of care, code of conduct, and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection procedures • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • use of contractors.
<p><i>Conditions and limitations of quotations</i> may include:</p>	<ul style="list-style-type: none"> • dates of quotations • general conditions and rules • inclusions and exclusions • life and expiry dates of quotations • payment details • rise and fall of costs.
<p><i>Legislative requirements</i> may include:</p>	<ul style="list-style-type: none"> • Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: <ul style="list-style-type: none"> • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including: <ul style="list-style-type: none"> • anti-discrimination and diversity policies • chemical controls • chemical registers and manifests • consumer protection • energy conservation • environmental protection • equal employment opportunity • freedom of information • industrial equipment certificates of competency or licences • industrial relations • OHS Acts and regulations • privacy • public health • trade practices • water conservation

	<ul style="list-style-type: none"> workplace consultative arrangements.
<i>Appropriate persons</i> may include:	<ul style="list-style-type: none"> managers self supervisors.
<i>Variation</i> requests may occur due to:	<ul style="list-style-type: none"> change in level of client's business contractor requirements emergencies irregular requirements, such as shampoo carpet or window cleaning new building work.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.