



**Australian Government**

# **CPPSPS3011A Use and maintain business technology related to swimming pool and spa servicing**

**Release: 1**

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## **Modification History**

<b>Version</b>	<b>Comments</b>
1	This version first released with CPP07 Property Services Training Package Version 13.

## **Unit Descriptor**

This unit of competency specifies the outcomes required to select, use and maintain a range of business equipment related to swimming pool and spa maintenance. This includes the effective use of business technology to organise information and data, handle client payments, and monitor swimming pool and spa conditions.

## **Application of the Unit**

This unit of competency supports the work of swimming pool and spa technicians engaged in servicing domestic, commercial and public swimming pools and spas.

## **Licensing/Regulatory Information**

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

## **Pre-Requisites**

Nil

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

## Elements and Performance Criteria

- |          |                            |   |
|----------|----------------------------|---|
| <b>1</b> | <b>Select equipment.</b>   | 1.1 <b><i>Equipment</i></b> is selected to achieve task requirements.   |
|          |                            | 1.2 Equipment is handled, transported and stored in line with manufacturer recommendations and enterprise procedures.   |
| <b>2</b> | <b>Operate equipment.</b>  | 2.1 Equipment is operated in line with manufacturer instructions and enterprise policy and procedures.  |
|          |                            | 2.2 Workplace health and safety (WHS) issues relating to equipment operation are identified and addressed in a timely manner in line with enterprise procedures.  |
|          |                            | 2.3 Manuals, training booklets and/or online help or help-desks are accessed to overcome basic difficulties with applications in line with enterprise procedures. |
|          |                            | 2.4 Results of equipment use are interpreted correctly in line with manufacturer instructions and enterprise requirements.  |
| <b>3</b> | <b>Maintain equipment.</b> | 3.1 Equipment is maintained to manufacturer specifications and enterprise policy and procedures.  |
|          |                            | 3.2 <b><i>Routine maintenance</i></b> of equipment is conducted or organised according to schedule and within area of work responsibility.                        |
|          |                            | 3.3 Repairs to equipment are organised with the <b><i>appropriate person</i></b> as soon as practicable in line with enterprise procedures.                       |

- 3.4 Equipment failure is reported to the appropriate person as soon as practicable in line with enterprise procedures.
- 3.5 Equipment is stored in line with manufacturer recommendations and enterprise procedures.

## Required Skills and Knowledge

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

### Required skills

- communication skills to interact in an ethical manner with clients from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to select appropriate business technology to perform work tasks related to swimming pool and spa servicing
- literacy skills to interpret and follow instructions provided in manuals, training booklets and online help facilities dealing with swimming pool and spa servicing business technology
- numeracy skills to interpret numerical information obtained from using the business technology used in swimming pool and spa servicing
- research skills to identify and access sources of information on business technology related to swimming pool and spa servicing
- technology skills to use business technology related to swimming pool and spa servicing

### Required knowledge

- enterprise policies, protocols and procedures relating to:
  - information technology
  - use of business technology
- equipment use and maintenance procedures:
  - general business technology:
    - computer technology, i.e. laptops and personal computers
    - digital cameras
    - digital tablets
    - electronic diary or scheduler
    - global positioning system (GPS)
    - modems
    - printers
    - scanners
    - smart phones
    - tablets and other mobile devices
  - point-of-sale equipment:
    - cash register
    - EFTPOS
    - scanners
  - swimming pool and spa-specific equipment:

- digital water testing devices
- photometers
- pool management software packages
- WHS implications of using business technology
- swimming pool and spa product and service knowledge

## 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.

<b>Overview of assessment</b>	This unit of competency could be assessed by demonstration of the use and maintenance of business technology related to swimming pool and spa servicing.
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>A person should demonstrate the ability to:</p> <ul style="list-style-type: none"> <li>• select appropriate business technology for use in completion of work tasks associated with swimming pool and spa servicing</li> <li>• demonstrate safe use of business technology used in swimming pool and spa servicing</li> <li>• perform routine maintenance of business technology used in swimming pool and spa servicing.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with relevant regulatory and Australian standards' requirements.</p> <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>• relevant codes, standards and government regulations</li> <li>• a technical reference library with current publications on business technology used in swimming pool and spa servicing.</li> </ul>
<b>Method of assessment</b>	<p>Assessment methods must:</p> <ul style="list-style-type: none"> <li>• satisfy the endorsed Assessment Guidelines of the CPP07 Property Services Training Package</li> <li>• 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 knowledge required for practical application</li> <li>• reinforce the integration of employability skills with workplace tasks and job roles</li> <li>• confirm that competency is verified and able to be transferred to other circumstances and environments.</li> </ul> <p>This unit could be assessed on its own or in combination with other units relevant to the job function.</p>
<b>Guidance information for assessment</b>	<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</p>

	candidate in relation to the competency being assessed.
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## 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.

<b><i>Equipment</i></b> may include:	<ul style="list-style-type: none"> <li>• general business technology:             <ul style="list-style-type: none"> <li>• computer technology:                 <ul style="list-style-type: none"> <li>• digital cameras</li> <li>• electronic tablets</li> <li>• laptops and personal computers</li> </ul> </li> <li>• electronic diary or scheduler</li> <li>• GPS</li> <li>• modems</li> <li>• printers</li> <li>• scanners</li> <li>• smart phones</li> <li>• tablets and other mobile devices</li> </ul> </li> <li>• point-of-sale equipment:             <ul style="list-style-type: none"> <li>• cash registers</li> <li>• EFTPOS equipment</li> <li>• scanners</li> </ul> </li> <li>• swimming pool and spa-specific equipment:             <ul style="list-style-type: none"> <li>• chlorometers</li> <li>• digital water testing devices</li> <li>• electronic stopwatches</li> <li>• electronic thermometers</li> <li>• photometers</li> <li>• pool management software packages.</li> </ul> </li> </ul>
<b><i>Routine maintenance</i></b> may include:	<ul style="list-style-type: none"> <li>• in-house cleaning and servicing of equipment according to manufacturer guidelines</li> <li>• periodic servicing by qualified or manufacturer-approved technicians</li> <li>• regular checking of equipment</li> <li>• replacing consumables.</li> </ul>



<i>Appropriate person</i> may include	<ul style="list-style-type: none"><li>• business owner</li><li>• contractor</li><li>• manufacturer</li><li>• other staff</li><li>• supervisor.</li></ul>
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## Unit Sector(s)

### Competency field

**Unit sector** Swimming pools and spas

## Custom Content Section

Not applicable.