



Australian Government

CPPCLO4101 Estimate and quote cleaning service

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services.

Application

This unit specifies the skills and knowledge required to assess client and job requirements, determine resources needed and calculate costs in order to develop quotations for regular, periodic or specialised cleaning services. Comprehensive knowledge is required of the range of cleaning methods available, the use of cleaning equipment and cleaning products, the associated human resource requirements, and the organisation's quoting policies and procedures.

The unit supports cleaning personnel who liaise with clients. It applies in a range of commercial and domestic worksites.

This unit is suitable for cleaning industry personnel who use well-developed cognitive, technical and communication skills and a broad knowledge base to select and apply specialist methods, tools, materials and information in operational cleaning management contexts. They complete routine and non-routine activities and provide and transmit solutions to a variety of predictable and sometimes unpredictable problems.

All work must be carried out in accordance with relevant state/territory legislation and regulations, including work health and safety (WHS), and codes of practice as well as organisational procedures.

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

Pre-requisite Unit

Nil

Unit Sector

Cleaning

Elements and Performance Criteria

Elements describe the Performance criteria describe what needs to be done to

essential outcomes.	demonstrate achievement of the element.
1 Assess and calculate cost of services.	1.1 Obtain and record client and worksite location details, and, if needed, insurance contact details. 1.2 Scope cleaning requirements and record details noting inclusions and exclusions according to job and organisational requirements. 1.3 Develop and document a proposed work schedule and performance standards for the job. 1.4 Estimate required labour, materials and equipment according to job and organisational requirements. 1.5 Calculate costs, taxes and profit margin according to organisational requirements. 1.6 Check and record calculations according to organisational requirements.
2 Provide quotation to client.	2.1 Write up quotation that includes details of service deliverables and performance indicators, costs, conditions and limitations according to organisational requirements. 2.2 Present quote to the client according to organisational requirements. 2.3 Respond to client feedback and offer options, with secondary quotations if needed, according to organisational requirements. 2.4 Record details of quotations and file according to organisational requirements.
3 Respond to request for variation of existing contract.	3.1 Confirm authorisation to respond to a client request for variation to contract according to organisational requirements. 3.2 Assess variation requests against existing contract conditions, additional work required and capacity to respond according to organisational requirements. 3.3 Prepare costing and quotation for requested changes according to organisational requirements.

- 3.4 Update client record and details of quotation according to organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret company policies and procedures related to estimating, costing and quoting for cleaning services, cleaning terminology, safety procedures and equipment manuals.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>