



Australian Government

CPPCMN4013 Operate a sustainable business

Release: 1

CPPCMN4013 Operate a sustainable business

Modification History

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

Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business.
Unit updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to operate a sustainable business by identifying and implementing products, services and practices that are economically, socially and environmentally sustainable over time.

The unit supports individuals who work independently using specialised knowledge to operate a sustainable business in property services.

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

Pre-requisite Unit

Nil.

Unit Sector

Common.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

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| 1 Seek sustainable business opportunities | 1.1 Research, analyse and document trends in consumer expectations and business practices relating to sustainability. |
| | 1.2 Research developments in sustainable products and services and assess their suitability to meet workplace requirements. |
| | 1.3 Identify and review the sustainable offerings and market position of workplace competitors. |

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| | 1.4 | Consult with existing and new clients to explore sustainable business opportunities and document the findings. |
| 2 | Communicate performance requirements and monitor provision of sustainable products and services. | |
| | 2.1 | Identify and implement performance indicators to manage the delivery of sustainable products or services. |
| | 2.2 | Document required sustainable business outcomes and report progress against performance indicators to business stakeholders. |
| | 2.3 | Identify and respond to opportunities to gain certification or participate in external benchmarking activities to validate sustainable products, services or practices according to workplace requirements. |
| | 2.4 | Monitor and report compliance of products, services or practices with regulatory requirements for sustainability. |
| | 2.5 | Promote successful sustainable business strategies and practices and where possible, recognise regulatory compliance. |
| 3 | Promote a workplace culture that supports sustainable products, services and practices. | |
| | 3.1 | Develop and communicate policies and procedures to establish understanding of, and commitment to, economic, social and environmental sustainability. |
| | 3.2 | Use coaching and mentoring strategies to build the skills and knowledge of staff and contractors to support sustainable products services and practices. |
| | 3.3 | Develop reward and recognition processes to ensure staff commitment to implementing and applying sustainable solutions in the workplace. |
| 4 | Monitor and manage client satisfaction with sustainability policies, practices, products and services. | |
| | 4.1 | Design and implement mechanisms to monitor client satisfaction with sustainable policies, practices, products or services. |
| | 4.2 | Provide effective and timely feedback to staff, contractors and suppliers regarding the efficiency and effectiveness of their service provision. |

- 4.3 Plan and implement strategies to communicate and market the benefits of sustainable strategies according to workplace requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business.

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>