



**Australian Government**

# **Assessment Requirements for CPPSEC2025 Sell security products and services**

**Release: 1**

# Assessment Requirements for CPPSEC2025 Sell security products and services

## Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC2025A Sell security products and services. Updated to meet the Standards for Training Packages.

## Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by selling security products and services to meet the needs of four different clients.

## Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when selling security products and services:
  - client service standards
  - key requirements of Australian consumer law
  - licensing requirements
  - own professional and legal limitations and authority
  - privacy requirements
  - reporting and documentation
  - work health and safety
- common factors influencing client decisions to purchase security products and services
- difference between negative and positive language
- documentation to be completed when selling security products and services
- how to read and use body language to gain the confidence of clients
- how to safeguard confidential information associated with the sale of security products and services
- methods for handling client complaints to resolve issues and find alternative solutions
- methods for obtaining client feedback
- range of available security products and services and special features including warranties and after sales support
- rights and responsibilities of clients associated with the sale of security products and services
- sales techniques:

- trade-up
- trade-in
- tie-ins
- cut-ins
- range-ins
- techniques for matching sales approaches to client behaviour
- typical buy signals and strategies for closing sales.

## Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, security products and services for sale and clients required to achieve the performance evidence
- product sales documentation.

## 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>