



Australian Government

CPPSEC2025 Sell security products and services

Release: 1

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.

Application

This unit specifies the skills and knowledge required to sell security products and services to clients. It includes engaging with clients to clarify their security needs, matching security products and services to client requirements, demonstrating and describing products, and assisting clients to make final purchase decisions to close sales. The unit includes handling client complaints and using client feedback to identify opportunities for repeat business and improved sales.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Technical

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1 Confirm client needs and legal compliance requirements.

1.1 Review and follow workplace policies and procedures and comply with legal rights and responsibilities when selling security products and services.

1.2 Approach client in a timely and professional manner.

- 1.3 Use oral communication skills to engage client and establish rapport.
 - 1.4 Use questioning and active listening to clarify security needs and preferences of client.
 - 1.5 Recognise own limitations in addressing client needs and seek required assistance from relevant persons.
- 2 Match client with security products and services and close sale.
- 2.1 Provide client with information about suitable available security products and services and assist them to select preferred options.
 - 2.2 Describe and demonstrate product features and benefits according to product information.
 - 2.3 Offer solutions to address specific client requirements or where dissatisfaction with products and services is identified.
 - 2.4 Confirm prices and quotations on preferred products and services in consultation with relevant persons.
 - 2.5 Encourage client to make purchase decision and close sale.
- 3 Finalise sale of security products and services.
- 3.1 Record sale and provide written follow-up information to client according to workplace requirements.
 - 3.2 Promptly communicate to client information about problems and delays associated with purchased product or service.
 - 3.3 Handle client complaints courteously and record and report details following workplace procedures.
 - 3.4 Obtain client feedback and identify opportunities for repeat business and improved sales in consultation with relevant persons.

Foundation Skills

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

- reading skills to understand key requirements of product information that may be in written and diagrammatic formats
- numeracy skills to calculate service timeframes, costs and quotations for security products.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2025A Sell security products and 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>