



Australian Government

**Assessment Requirements for CPPSPS3010
Sell swimming pool and spa products and
services**

Release: 1

Assessment Requirements for CPPSPS3010 Sell swimming pool and spa products and services

Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3010A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Performance Evidence

To demonstrate competency in this unit, a person must successfully sell swimming pool and spa products and services, including each of:

- one swimming pool product
- one spa product
- one swimming pool or spa service.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

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

- requirements of jurisdictional legislation and regulations relating to selling swimming pool and spa products and services, including those for work health and safety (WHS) and protection of the environment
- workplace procedures for selling swimming pool and spa products and services, including interpreting work orders and reporting problems
- Australian Competition and Consumer Commission product safety guidelines
- Commonwealth, state or territory legislation, and local government regulations impacting on the sale of swimming pool and spa products and services relating to:
 - consumer protection
 - dangerous goods
 - swimming pool and spa chemicals
 - environmental protection
 - health
 - work health and safety (WHS)
 - waste disposal
- processes for developing, documenting and demonstrating swimming pool and spa product service knowledge
- techniques for types and timing of sales approaches to customers for swimming pool and spa products and services

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- customer service principles applicable to customers for swimming pool and spa products and services
 - theories of customer types, characteristics and behaviours applicable to customers for swimming pool and spa products and services, including:
 - customer behaviour and cues
 - customer buying motives
 - demographics, lifestyle and income range of potential buyers
 - individual and cultural differences
 - types of customer needs:
 - environmental
 - functional
 - psychological
 - questioning techniques, listening skills and non-verbal communication skills applicable to customers for swimming pool and spa products and services
 - techniques for communicating features and benefits of swimming pool and spa products and services to customers
 - sources of information on swimming pool and spa products and services, including:
 - demonstrations
 - enterprise manuals
 - franchise and business meetings
 - internet
 - product labels
 - product profiles
 - promotional materials
 - staff members:
 - business owner
 - field staff
 - senior sales staff
 - supplier manuals
 - suppliers and their representatives
 - trade displays and trade conferences
 - training programs
 - videos
 - on-line databases, websites and information
 - knowledge of features and benefits of workplace swimming pool and spa product and service range
 - swimming pool and spa products and services, including:
 - components, spare parts and consumable items for swimming pool and spa systems
 - swimming pool and spa equipment and accessories
 - swimming pool and spa maintenance, service and repair
 - swimming pool and spa toys

- swimming pool and spa chemicals
- technical advice on swimming pool or spa
- water testing services
- water testing kits
- swimming pool and spa product and service knowledge, including:
 - after-sales service and support of product or service
 - application of product or service
 - availability of product or service
 - benefits of product or service
 - common faults and troubleshooting of product or service
 - comparative products and services
 - consumer reports on product or service
 - environmental protection relating to product or service
 - features of product or service
 - installation and set-up of product or service
 - legislative and regulatory requirements relating to product or service
 - manufacturer requirements relating to product or service
 - operation of product or service
 - potential hazards of product or service
 - price of product or service
 - risks associated with product or service
 - safe handling, transport, disposal and storage requirements of product or service
 - safety features and requirements of product or service
 - servicing requirements of product or service
 - time-saving features of product or service
 - use-by dates of product or service
 - warranties of product or service
- components, spare parts and consumable items for swimming pool and spa systems, including:
 - circulation and filtration
 - cleaning and vacuuming
 - dosing
 - heating
 - lighting
 - spa equipment
 - swimming pool and spa accessories
 - swimming pool and spa maintenance, service and repair
 - swimming pool and spa toys
 - swimming pool and spa chemicals
 - technical advice on swimming pools and spas

- water testing services
- water testing kits
- techniques for closing sales of swimming pool and spa products and services and for making additional sales
- procedures for processing different methods of placing orders or payment
- operation of point-of-sale systems
- processes for reviewing sales process, outcomes and feedback and using the results to improve sales performance.

Assessment Conditions

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

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- work site/s and specifications to sell swimming pool and spa products and services
- appropriate documents, safety data sheets (SDSs), and product and service information currently used in industry
- access to product and service on-line data
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>