



Australian Government

CPPSPS4016 Advise on swimming pool and spa products and services

Release: 1

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Modification History

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

Supersedes and is equivalent to CPPSPS4016A Advise on swimming pool and spa products and services. Added in content from CPPSPS4011A Comply with regulatory requirements for swimming pool and spa servicing and WHS. Updated to meet the Standards for Training Packages.

Application

This unit of competency specifies the skills and knowledge required to provide clients with specialist advice on swimming pool and spa products and services. It involves developing product and service knowledge to advise colleagues and clients on the features and benefits of swimming pool and spa products and services.

This unit of competency supports the work of swimming pool and spa technicians servicing:

- private swimming pools and spas
- public swimming pools and spas, including:
 - hydrotherapy and therapeutic exercise pools
 - wading and receiving pools associated with water slides
 - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

Elements and Performance Criteria

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

essential outcomes.

demonstrate achievement of the element.

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| 1 Develop knowledge of swimming pool and spa products and services. | 1.1 Determine and interpret relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool or spa products and services. |
| | 1.2 Source and review industry resources on swimming pool and spa products and services. |
| | 1.3 Research competitor products, service range and pricing. |
| | 1.4 Collaborate with colleagues to share swimming pool and spa product and service knowledge. |
| 2 Recommend swimming pool and spa products and services. | 2.1 Apply enterprise procedures and industry codes of conduct when advising clients about swimming pool and spa products and services. |
| | 2.2 Evaluate swimming pool and spa products and services against client requirements. |
| | 2.3 Advise clients of the features and benefits of swimming pool and spa products or services. |
| | 2.4 Identify complementary swimming pool and spa products or services to meet client requirements. |
| | 2.5 Respond to client questions regarding swimming pool and spa products and services. |

Foundation Skills

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

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate and compare price and technical features of swimming pool and spa products and services.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4016A Advise on swimming pool and spa 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>