

CPPHSA4003A Assess household water use

Release: 1



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Modification History

Not Applicable

Unit Descriptor

This unit of competency specifies the outcomes required to collect and analyse information on household water use and provide advice on ways to improve water efficiency and conservation in the home.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	This unit of competency supports the work of home
	sustainability assessors engaged in assessing household
	water use and providing advice on ways to improve water
	efficiency and conservation in the home.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent
	with the evidence guide.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA	
Plan and organise the assessment.	1.1 Need for assessing water use in a residential building is clarified with client.	
	1.2 <i>Effective communication strategies</i> are employed to assist in establishing rapport with client and in responding to client questions and concerns.	
	1.3 Assessment is planned in line with commonwealth, state or territory, and local government legislation and regulations, and industry ethical and conduct standards.	
	1.4 <i>Issues</i> relating to state and territory legislation and regulations and industry ethical and conduct standards are identified and clarified with client.	
	1.5 Plan is established for the assessment in line with enterprise practice and client requirements.	
	1.6 Potential <i>hazards</i> are identified to ensure risks are suitably managed.	
	1.7 Assessment activities are planned to ensure they do not compromise the health and safety of self and others.	
	1.8 Assessment documentation is prepared in a manner consistent with enterprise practice.	
	1.9 <i>Tools</i> , <i>equipment and other requirements</i> for the assessment are identified and arrangements are made to ensure their availability on day of assessment.	
	1.10 Client is advised of <i>information that should be obtained prior to assessment</i> and <i>details of assessment</i> are confirmed.	
	1.11 Authority to proceed is obtained from client prior to commencement and reconfirmed as appropriate during the assessment.	
Gather data on household water use and	2.1 <i>Information</i> to be gathered on household water use and costs is confirmed.	
costs.	2.2 <i>Information on household water use and costs</i> is collated.	
	2.3 <i>Information on internal water services</i> is gathered from resident, and from measurements and observations made during inspection of the residence.	
	2.4 <i>Information on external water services</i> is gathered from resident, and from measurements and observations	

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ELEMENT	PERFORMANCE CRITERIA
	made during inspection of the residence.
	 2.5 Information on behaviour and preferences of household members that impact on water use is gathered from resident, and from observations made during inspection of the residence. 2.6 Information is verified for accuracy and recorded
	using the relevant <i>data collection tool</i> .
Analyse data on household water use, costs and emissions.	3.1 Information is analysed to identify key characteristics of household water use, costs and emissions.
	3.2 Government rebates and other assistance programs related to improving efficiency of household water use are identified.
	3.3 Options for improving efficiency of water use and reducing costs and emissions are evaluated.
	3.4 Cost of options for improving household water efficiency is estimated in line with enterprise procedures.
	3.5 Estimated water, emissions and cost savings generated from improving household water efficiency are estimated in line with enterprise procedures.
Assess opportunities for rainwater harvesting, greywater use and other water conservation measures on the property.	4.1 Sources of technical advice on incorporating rainwater harvesting, greywater technologies and other water conservation measures in residential buildings are identified.
	4.2 Advantages and disadvantages of rainwater harvesting, greywater technologies and other water conservation measures are identified.
	4.3 Rainwater harvesting, greywater technologies and other water conservation measures suitable for use in residential buildings are identified.
	4.4 Government rebates and other assistance programs for incorporating rainwater harvesting, greywater technologies and other water conservation measures in residential buildings are identified.
	4.5 Opportunities for rainwater harvesting, greywater technologies and other water conservation measures are <i>evaluated</i> .
	4.6 Estimates of cost of installing rainwater harvesting, greywater technologies and other water conservation measures are produced and associated impact on household

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ELEMENT	PERFORMANCE CRITERIA	
	water efficiency and costs is determined in line with enterprise procedures.	
Report outcomes of water use assessment.	5.1 Results and recommendations, along with supporting evidence, are collated and documented in line with enterprise and client requirements.	
	5.2 Estimated cost of proposed recommendations, associated reductions in household water costs and emissions, and improvements in household water efficiency are documented in line with enterprise procedures.	
	5.3 Results and recommendations, including estimated costs and improvements in household water efficiency, are explained to client in line with enterprise, legislative and client requirements.	

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interact with clients from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to make recommendations based on analysis of household water use
- literacy skills to:
 - complete standard forms
 - generate business correspondence
 - interpret water accounts
 - prepare reports
 - read and interpret a variety of texts, including legislation, regulations, and codes of conduct and ethical standards
- numeracy and data analysis skills to:
 - extract and interpret data from water accounts and interpret water plans and tariff structures
 - read, calculate and interpret water meter data
- planning, organising and scheduling skills to undertake work-related tasks, such as collecting data required for assessing household water use and costs

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REQUIRED SKILLS AND KNOWLEDGE

- research skills to identify and locate documents, reports and information on key matters associated with water use, such as:
 - ratings of appliances
 - water consumption of appliances
 - use of rainwater harvesting, greywater technologies and other water conservation measures
- technology skills to enter data and use the functions of water use calculators and general purpose software packages
- time-management skills to complete assessment tasks in a time and cost efficient manner

Required knowledge

- commonwealth, state or territory, and local government legislation and regulations impacting on household water use and management related to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - environment protection
 - health
 - household rainwater harvesting, greywater use and other water conservation and restriction measures
 - occupational health and safety (OHS)
 - privacy
 - water restrictions
- government rebates and other assistance programs related to improving water efficiency in residential buildings
- greenhouse gas emissions:
 - relationship between water use and greenhouse gas emissions
 - ways of reducing greenhouse gas emissions through improving water efficiency
- household internal and external water services
- household water use:
 - trends in household water consumption and factors impacting on those trends
 - sustainable domestic water use
 - units of measurement
 - water bills
 - water consumption
 - water restrictions
 - water tariffs
- impact of attitudes, behaviour and preferences of household members on water use
- options for improving efficiency of household water use:

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REQUIRED SKILLS AND KNOWLEDGE

- behaviour change
- internal and external water services
- leak detection
- water efficient gardening practices
- rainwater harvesting, greywater technologies and other water conservation measures:
 - criteria for assessing feasibility
 - rebates and other forms of financial support
 - system risks
 - types and features of systems
- sources of information on water measuring tools:
 - types
 - uses
- sources of data on domestic water use and cost:
 - water bills
 - water meters
- water efficiency and labelling standards (WELS)

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Evidence Guide

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The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed by conducting an assessment of water use in a residence that involves collecting and analysing information on household water use and providing advice on ways to improve water efficiency.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular, the person should demonstrate the ability to:

- collect and analyse information on household water use and on ways to improve water efficiency in the home
- assess opportunities for incorporating rainwater harvesting, greywater technologies and other water conservation measures in a residential building
- comply with OHS requirements when conducting household water assessment
- apply knowledge of:
 - trends in household water use and costs
 - ways of gathering information on household water use and costs
 - ways to improve household water efficiency.

Context of and specific resources for assessment

Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with relevant regulatory and Australian standards' requirements.

Resource implications for assessment include:

- data collection tools
- relevant codes, standards and government regulations
- access to residential buildings for conducting an assessment of water use
- technology suitable for generating reports
- technical reference library with current publications on:
 - Australian climatic zones
 - greywater technologies and other water conservation measures
 - manufacturers' product information on domestic

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	appliances	
	 rainwater harvesting 	
	 water rating schemes for appliances 	
	water use and measurement.	
Method of assessment	Assessment methods must:	
	satisfy the endorsed Assessment Guidelines of the CPP07 Property Services Training Package	
	include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application	
	reinforce the integration of employability skills with workplace tasks and job roles	
	confirm that competency is verified and able to be transferred to other circumstances and environments.	
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function, for example:	
	 CPPHSA4001A Assess household energy use CPPHSA4002A Assess household waste generation and management CPPHSA4004A Assess thermal performance of existing residences using non-rating tools and techniques. 	
	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.	
	Assessment processes and techniques should, as far as is practical, take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating

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conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Need for assessing water use may include assessment for: Residential building refers to:	 determining water profile opportunities for reducing water use and improving water efficiency legislative, regulatory and compliance purposes providing building design advice. any building categorised as Class 1, 2, 4 and 10a of the Building Code of Australia or in accordance with jurisdictional requirements. 	
Client may include:	 builder community organisation construction manager government agency house owner landlord 	
	 property developer property manager real estate agent tenant water authority. 	
Effective communication strategies may include:	 active listening being non-judgemental exploring problems expressing an individual perspective providing sufficient time for questions and responses providing summarising and reflective responses in conflict situations using appropriate words, behaviour and posture using clarifying, summarising questions using clear and concise language using culturally appropriate communication using plain English using verbal and non-verbal communication. 	
Commonwealth, state or territory, and local government legislation and regulations, and industry ethical and conduct standards may include:	 environment protection ethical behaviour fair trading and consumer protection: confidentiality conflict of interest duty of care 	

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	non-discriminatory practices
	• privacy
	 residential tenancies
	• OHS
	water and water management
	• water use assessment:
	 accreditation
	 assessment procedures
	 certification
	documentation.
Issues may include:	 basis for need to conduct water use assessment
,	 information required by assessor from client
	• information that assessor is required to document
	• objectives of assessment.
Hazards may include:	• appliances:
	 electrocution
	• faults
	• biological waste:
	 black water
	 greywater
	 confined spaces
	 electricity
	 harassment, bullying and/or violence involving
	co-workers or customers
	 hazardous substances:
	 allergens
	• asbestos
	 chemicals
	• fibres
	• fumes
	 insulation
	• heat:
	• burns
	 scalds
	• manual handling:
	 carrying
	 lifting
	 pulling
	 pushing
	machinery, including powered and non-powered

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	equipment
	 skin penetrating injuries:
	knives
	• sharps
	• syringes
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	• access
	• animals
	• dust
	• floor surfaces
	• lighting
	• noise
	• pollen
	• temperature
	 trips and falls
	working alone
	working at heights
	ventilation.
Assessment	building details
documentation may	building plans and specifications
include:	• checklists
	client details
	company promotional materials
	contact details
	existing water bills
	photographic evidence
	• risk assessment
	• site details
	water meter readings.
Tools, equipment and	• bucket
other requirements may	• calculator
include:	• clipboard
	• clock
	• compass
	digital cameraflow meter
	1 11
	ladderpersonal protective equipment (PPE):
	dust masks
	eye protection

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	• headwear
	• gloves
	• overalls
	 safety shoes and work boots
	tape measure
	• thermometer
	• timer
	• torch.
Information that should be obtained prior to assessment may include:	• appliances:
	• age
	• capacity
	• number
	• type
	household members:
	• number
	• age
	• water accounts:
	billing history
	• plans
	• tariffs
	• water reduction, reuse and recycling strategies currently in place:
	greywater collection and use
	water tanks
	other water conservation strategies.
Details of assessment	address of residence
Details of assessment may include:	assessor name and contact details
may merade.	• cost of assessment
	date and time of assessment
	duration of assessment.
Information may	age, type and operation of appliances
include:	• behaviour and preferences of household members that
merade.	impact on water use
	water costs
	water use
	water services:
	internal water services
	 external water services.
Information on	analysis of water meter readings:
Information on household water use and	
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costs may be gathered	smart meters
through:	 analysis of accounts to show daily, seasonal and trend
	data on water use and cost
	analysis of costs of different water plans and tariff
	structures.
Information on internal	characteristics of internal water services:
water services may	• age
include:	average daily use
	• capacity
	• condition
	• flow rate
	greywater collection and use
	 leaks and drips
	 maintenance costs of system
	• number
	 suitability for size of household
	 water efficiency rating
	 water saving features
	• water use
	number and type of internal water services:
	• baths
	 clothes washing machines
	 combination washer/dryer machines
	 dishwashers
	 hot water circulators
	• showers
	• spas
	tap equipment
	• toilets.
Information on external	characteristics of external water services:
water services may	• age
include:	average daily use
	• condition
	• flow rate
	greywater collection and use
	leaks and drips
	 maintenance costs of system
	• number
	• pipe
	• placement
	- Placement

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	suitability for size of household
	water saving features
	water use
	• number and type of external water services:
	 domestic irrigation and reticulation systems
	evaporative coolers
	greywater systems
	• spas
	swimming pools
	• taps and hoses.
	attitudes of other household members not participating
Information on behaviour and	in the assessment process
preferences of	attitudes to reducing, reusing and recycling water
household members that	resident perception of water consumption
impact on water use may	gardening practices
relate to:	• inefficient water use:
	• car washing
	washing of external surfaces
	medical conditions of household
	setting, programming and using timers and other
	controls
	showering times
	use of appliances
	use of evaporative cooling systems
	use of hot water
	use of pools and spas.
Data collection tools	checklists and forms
may include:	• graphs
,	• questionnaires
	• self-assessment forms
	software programs
	water use calculators.
Characteristics of	comparison of water use and costs with similar
household water use,	households
costs and emissions may	components of internal and external water use
include:	daily water use and costs
	occupant behaviour
	seasonal variation in water use and costs
	total water consumption and cost
	trends in water consumption and costs over time.
Options for improving	behaviour and preferences of household members that
Options for improving	1

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efficiency of water use and reducing costs and emissions may include:

impact on water use:

- efficient use of appliances
- knowledge of leak detection techniques
- knowledge of WELS ratings
- limit inefficient water use:
 - car washing
 - · washing of external surfaces
- reduce showering time
- use of appliances
- use of hot water
- use of settings, programming, timers and other controls on appliances and irrigation systems
- external water services:
 - domestic irrigation and reticulation systems:
 - check for drips and leaks
 - check for correct placement of system
 - · check timing and duration of use
 - undertake regular maintenance
 - use gardening practices that reduce water usage
 - · use recycled water
 - use timers and control devices
 - use substrata (under the mulch) drip irrigation
 - evaporative coolers:
 - check for drips and leaks
 - check size of appliances relative to household requirements, as appropriate
 - maintain appliances
 - reduce dumping/bleed-off rates
 - reduce water supply pressure
 - reset thermostats and timers, where applicable
 - use discharge water on lawns and grass areas
 - spas and spa pools:
 - check for drips and leaks
 - keep spa or spa pool water in correct condition to avoid emptying polluted water
 - never over-fill a spa pool
 - · use backwash minimisation system
 - use spa pool cover
 - swimming pools:
 - check for drips and leaks

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- ensure pool has suitable overhanging pavers or decking to keep splash-out to a minimum
- install shade sails and wind covers to minimise evaporation
- keep pool water in correct condition to avoid emptying polluted water
- never over-fill a pool
- · use backwash minimisation system
- use pool cover
- water tank to collect rainfall to top up pool as needed
- taps and hoses:
 - check for drips and leaks
 - install pressure valves
 - fit flow restrictors
- internal water services:
 - · appliances:
 - · check for drips and leaks
 - check size of appliances relative to household requirements, as appropriate
 - check WELS ratings
 - consider necessity of having multiple appliances
 - maintain appliances
 - replace with appliances that have different cycles
 - replace with water efficient appliances
 - set timers, where applicable
 - use appropriate program settings
 - use in compliance with manufacturer instructions
 - use with full loads
 - showers, check for:
 - drips and leaks
 - flow cut-off valves
 - flow restrictors
 - low-flow shower heads
 - shower timers
 - smart metering of shower use
 - WELS rating
 - tap equipment, check for:
 - drips and leaks
 - flow regulators

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	tap aerators
	• valves
	WELS rating
	• toilets, check for:
	 drips and leaks
	 dual and reduced flush systems
	 water saving and displacement devices for single flush toilets
	WELS rating
	water efficient gardening practices:
	drought tolerant planting
	• mulching
	replacing lawns
	 lawn alternatives
	 composts and manures on soil
	rainwater and greywater
	water efficient irrigation systems
	water efficient watering practices
	• weeding.
Evaluation takes into	 availability of rebates and other assistance programs behaviour and preferences of householders
account:	• cost
	ownership of building
	• practicality
	type of building.
Sources of technical	• architects
Sources of technical advice on incorporating	building designers
rainwater harvesting,	• colleagues
greywater technologies and other water	• consultants
	• gardeners
conservation measures	government agencies
in residential buildings may include:	professional associations
	research bodies
	• supervisors
	suppliers of domestic greywater, water harvesting and water conservation technologies
	water utilities.
Advantages and	advantages:
disadvantages of	 availability of financial incentives
rainwater harvesting,	higher resale value
greywater technologies	

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and other water conservation measures	isolation for building owners from future water price increases
may include:	 pre-empt future legislative restrictions or penalties, which may force expensive retrofits to inefficient buildings
	 reduce total net monthly cost of living
	 value of building relative to similar conventional building should water costs increase
	disadvantages:
	 effort required to understand, apply and qualify for rebates
	 initial cost
	 overcapitalising on older buildings.
Evaluations are based on:	• climate
	• cost
	• location
	physical features and ownership of building
	• practicality
	• type
	user behaviour and preferences.

Unit Sector(s)

Unit sector Home sustainability assessment.	
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Competency field

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