



Australian Government

CPPSPS3008A Work in the swimming pool and spa servicing industry

Release: 1

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Modification History

Version	Comments
1	This version first released with CPP07 Property Services Training Package Version 13.

Unit Descriptor

This unit specifies the competency required to work effectively as a swimming pool and spa technician. It covers the basic entry-level functions that enable compliance with legislative requirements and industry and enterprise ethical standards and codes of conduct. It requires the ability to work independently and in team situations, identify workplace risks, and be aware of the environmental regulations and employment arrangements that apply to swimming pool and spa technicians.

Application of the Unit

This unit of competency supports the work of swimming pool and spa technicians engaged in servicing domestic, commercial and public swimming pools and spas.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

- | | | |
|--|--------------------------|--|
| 1 Comply with legislative requirements relating to swimming pool and spa servicing. | 1.1
1.2
1.3
1.4 | <p>Legislative requirements are identified and applied in line with client needs and enterprise requirements.</p> <p>Own awareness of legislative requirements is confirmed with <i>relevant persons</i>.</p> <p>Situations requiring <i>specialist advice</i> are identified and assistance is sought as required in line with enterprise requirements.</p> <p>Breaches or potential breaches of requirements are reported to appropriate personnel in line with enterprise requirements.</p> |
| 2 Comply with ethical practices and codes of conduct. | 2.1
2.2
2.3 | <p><i>Regulatory, industry, business and association standards, codes of ethics, practice and/or conduct</i> are identified and applied in line with enterprise requirements.</p> <p>Own awareness of ethical and conduct requirements is confirmed with relevant persons.</p> <p>Situations requiring specialist advice are identified and assistance is sought as required in line with enterprise requirements.</p> |
| 3 Identify work role and responsibilities. | 3.1
3.2 | <p>Own work role and responsibilities are identified and confirmed with relevant persons in line with enterprise requirements.</p> <p>Work tasks are identified, scheduled and completed</p> |

- within designated timeframes in line with client and enterprise requirements.
- 3.3 **Feedback** from clients and colleagues is sought in regard to personal competency and performance and used to identify areas for improvement.
- 3.4 Information regarding learning and professional development is recorded and maintained in line with enterprise requirements.
- 4 Participate in a team.**
- 4.1 Team goals and responsibilities are confirmed in line with enterprise requirements.
- 4.2 Strategies to identify own role in team, support team members and prevent conflict within the team are applied in line with enterprise procedures.
- 4.3 Feedback to assist in meeting own, team and enterprise goals is given and received in line with enterprise procedures.
- 5 Identify risks involved in working as a swimming pool and spa technician.**
- 5.1 Potential **risks** are identified and reported to relevant persons in line with enterprise requirements.
- 5.2 Workplace policies and procedures for minimising risks are identified and applied in line with enterprise requirements.
- 5.3 Information is routinely provided to all clients on compliance of swimming pool or spa and environs with safety legislation in line with enterprise requirements.
- 5.4 **Limitations** in identifying risks are identified and assistance is sought from relevant persons in line with enterprise requirements.
- 6 Identify industry employment requirements.**
- 6.1 Industry employment requirements, including **competency standards and other relevant benchmarks**, are identified and clarified with appropriate personnel to establish own continuous professional development needs and priorities.
- 6.2 Employee and employer rights and responsibilities, including remuneration and employment conditions, are

accessed and clarified with appropriate personnel in line with legislative and enterprise requirements.

- 6.3 Personal presentation is maintained in line with enterprise requirements.

Required Skills and Knowledge

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

Required skills

- communication skills to interact in an ethical manner with clients and work colleagues from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to:
 - assess personal compliance with legislative requirements, ethical guidelines and codes of conduct
 - determine need for specialist advice on these matters
- literacy skills to access, read and use workplace information
- numeracy skills to:
 - verify accuracy of remuneration and employment conditions
 - check compliance with environmental regulations
 - interpret graphical information in the workplace, such as data on workplace risks
- research skills to identify and locate workplace information, such as information on industry and business ethical standards and codes of conduct

Required knowledge

- Australian Competition and Consumer Commission product safety guidelines
- business goals, objectives and plans
- business policy and procedures in regard to:
 - dealing with grievances
 - environment protection
 - interpersonal conflict
 - work health and safety
 - personal presentation
 - remuneration and employment conditions
 - teams
 - workplace ethics
- commonwealth, state or territory, and local government legislation and regulations, and Australian standards impacting on swimming pool and spa servicing related to:
 - consumer protection
 - dangerous goods
 - discrimination
 - employment
 - environment protection

- environmental health
- equal employment opportunity
- work health and safety
- privacy
- public swimming pools and spas
- waste disposal
- customer service principles
- industry codes of practice and ethics
- principles of effective communication
- principles of effective teamwork
- principles of risk assessment and mitigation
- principles of time management

Evidence Guide

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 demonstration of compliance with legislative requirements and ethical standards relevant to swimming pool and spa technicians; effective work organisation in individual and team contexts; and awareness of the risks, environmental regulations and employment practices that are associated with working as a swimming pool and spa technician.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • comply with relevant legislative requirements relevant to swimming pool and spa servicing, and confirm own awareness and application with relevant persons • comply with regulatory, industry, business and enterprise ethical practices and codes of conduct and check own awareness and application with relevant persons • identify a range of potential risks associated with swimming pool and spa servicing; and apply workplace policies, procedures and strategies to minimise them • verify own role and responsibilities and participate effectively in work teams • identify industry employment arrangements, including compliance with enterprise requirements for personal presentation.
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with relevant regulatory and Australian standards' requirements.</p> <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> • relevant codes, standards and government regulations • a technical reference library with current publications on: <ul style="list-style-type: none"> • ethical practices, codes of conduct and employment arrangements relevant to swimming pool and spa servicing • personal and work team organisation • workplace risks and risk-minimisation strategies.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • 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

	<p>knowledge required for practical application</p> <ul style="list-style-type: none"> 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. <p>This unit could be assessed on its own or in combination with other units relevant to the job function.</p>
Guidance information for assessment	<p>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.</p> <p>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.</p>

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 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.

<i>Relevant persons</i> may include:	<ul style="list-style-type: none"> business owner client colleague consumer industry association representative legal representative supervisor.
<i>Specialist advice</i> includes:	<ul style="list-style-type: none"> business owner colleagues government officials industry associations WHS representatives supervisors.
<i>Regulatory, industry, business and association standards, codes of ethics, practice and/or</i>	<ul style="list-style-type: none"> Australian Competition and Consumer Commission product safety guidelines Australian standards industry codes of conduct and ethical practices

conduct may include:	<ul style="list-style-type: none"> • industry standards • legislative and statutory requirements outlined in relevant legislation (e.g. licensing, anti-discrimination and building access) • WHS standards • tribunal and court precedents.
Feedback may include:	<ul style="list-style-type: none"> • formal and informal discussions, reviews and evaluations with: <ul style="list-style-type: none"> • business owner • colleague • existing and previous client • manager • peer • information provided by others involved in a professional capacity, both internal and external to the enterprise.
Risks may include:	<ul style="list-style-type: none"> • biological • chemical • ergonomic • litigation • physical • psychological • to safety.
Limitations may relate to:	<ul style="list-style-type: none"> • complying with WHS requirements • industry requirements • job role and responsibilities • legal responsibilities • own competency level • own interpretation of legislation, regulations and procedures • own understanding of risk-identification processes • quality processes.
Competency standards and other relevant benchmarks may relate to:	<ul style="list-style-type: none"> • personal and technical competencies required to effectively and efficiently undertake the day-to-day tasks and duties of the work function and specifically: <ul style="list-style-type: none"> • competency standards for swimming pool and spa technicians • other relevant industry, cross-industry and enterprise competency standards • other benchmarks, such as industry codes of practice and ethics, and statutory and legislative requirements for working in the swimming pool and spa servicing industry.

Unit Sector(s)

Competency field

Unit sector Swimming pools and spas

Custom Content Section

Not applicable.