



Australian Government

CPPSPS4010A Manage own role as a swimming pool and spa technician

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 of competency specifies the outcomes required to manage own role, professional development and ethical behaviour as a swimming pool and spa technician. It includes managing own work performance, setting and meeting own work priorities, developing and maintaining personal competence, modelling ethical practice, meeting accreditation and licensing arrangements, and complying with organisational quality assurance arrangements.

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

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|---|---|
| 1 Manage own work performance. | <p>1.1 <i>Personal qualities</i> appropriate to the swimming pool and spa servicing industry are identified and demonstrated.</p> <p>1.2 <i>Effective communication strategies</i> are used to establish rapport with clients, determine client needs, give accurate advice to clients, and provide follow-up services.</p> <p>1.3 <i>Personal work responsibilities, priorities and accountabilities</i> are met within required timeframes.</p> <p>1.4 Stable work performance is consistently maintained in a range of <i>work situations</i>.</p> <p>1.5 Difficult workplace situations are recognised; addressed promptly, safely and sensitively; and concluded positively.</p> <p>1.6 Situations in which specialist advice is required are identified and <i>sources of specialist advice</i> in relation to swimming pools and spas are obtained.</p> |
| 2 Develop and maintain professional competence. | <p>2.1 Personal strengths and weaknesses in swimming pool and spa servicing are <i>assessed</i> to determine personal development priorities and action where necessary.</p> <p>2.2 Feedback on performance is regularly sought from clients and others and is used to improve professional competence.</p> <p>2.3 Management skills relevant to work as a swimming pool and spa technician are identified and developed to</p> |

- enhance performance.
- 2.4 Participation in professional networks and associations is used to enhance knowledge, skills and relationships.
- 2.5 Opportunities for continuing professional development to maintain competence and develop *skills and knowledge related to swimming pool and spa servicing* are identified, planned and implemented.
- 3 Model ethical practice.**
- 3.1 Ethical and conduct standards relevant to swimming pool and spa technicians are identified and applied in providing services to clients.
- 3.2 Personal understanding of ethics and conduct standards is verified with relevant people.
- 3.3 Situations in which specialist advice is required are identified and sources of advice on matters related to ethical practice are determined.
- 4 Follow business quality procedures.**
- 4.1 Appropriate quality procedures are identified in line with organisational quality system.
- 4.2 Quality assurance systems and practices are implemented in line with organisational requirements.
- 4.3 Work is monitored and completed against agreed standards and sustainability principles, and clarified with appropriate personnel in line with organisational requirements.
- 4.4 Information is routinely provided to clients on compliance of swimming pool or spa and environs with safety legislation in line with enterprise requirements.
- 4.5 Improvements and changes to quality procedures are identified and communicated to appropriate personnel in line with organisational requirements.

Required Skills and Knowledge

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

Required skills

- communication skills to relate in an ethical manner to a broad range of people from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to analyse situations and make decisions consistent with client needs and enterprise procedures
- literacy skills to:
 - read and interpret a variety of texts, including regulations and codes of practice
 - prepare reports and complete standard forms
- planning, organising and scheduling skills to complete work-related tasks associated with swimming pool and spa servicing in a given timeframe
- research skills to identify and locate technical manuals related to swimming pool and spa servicing in order to complete work activities
- technology skills to access online information on sustainability, quality practices, and professional development opportunities
- time-management skills to plan and complete swimming pool and spa servicing activities in a time and cost efficient manner

Required knowledge

- business technologies for improving efficiency and effectiveness in managing work priorities and commitments
- principles and techniques of:
 - performance measurement
 - personal behaviour, self-awareness and personality trait identification
 - personal development planning
 - personal goal setting
 - personal presentation
 - time management
 - work methods and practices that improve personal performance
- professional development:
 - assessment of personal professional development needs
 - professional network and associations
 - training related to sustainability
- quality system:
 - quality manual

- quality plan
- quality records
- quality system documentation
- quality system processes
- relevant commonwealth, state or territory, and local government legislation and regulations related to:
 - anti-discrimination
 - consumer protection
 - equal opportunity
 - fair trading and trade practices
 - privacy
 - swimming pools and spas
 - work health and safety (WHS)
- risk mitigation documentation
- roles and functions of industry bodies in providing:
 - education and training
 - industry advocacy
 - marketing and promotion
 - technical advice
- sources of specialist advice related to swimming pool and spa servicing

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 demonstrating evidence of ethical practice, planning and priority setting, compliance with organisational quality requirements, as well as the preparation of a personal development plan.
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"> • demonstrate personal motivation and commitment to the work role • manage day-to-day responsibilities and conflicting demands as a swimming pool and spa technician in an efficient and cooperative manner • relate positively to clients, fellow workers and the management team • assess personal strengths and weaknesses and plan and implement an appropriate personal development plan • demonstrate ethical practice and compliance with the regulatory requirements that apply to swimming pool and spa servicing • comply with enterprise quality assurance requirements.
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 • computer equipment suitable for generating reports • a technical reference library with current publications on: <ul style="list-style-type: none"> • work organisation • goal setting • time management • ethical practice and quality assurance.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • satisfy the endorsed Assessment Guidelines of the 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

	<p>tasks and job roles</p> <ul style="list-style-type: none"> 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>Personal qualities</i> may include:	<ul style="list-style-type: none"> appropriate interpersonal communication commitment to maintaining appropriate personal presentation commitment to use of sustainable work practices environmental awareness honesty integrity probity timeliness and punctuality.
<i>Effective communication strategies</i> may include:	<ul style="list-style-type: none"> active listening being non-judgemental exploring problems in a positive manner 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 and summarising questions using clear and concise language using culturally appropriate communication

	<ul style="list-style-type: none"> • using plain English • using verbal and non-verbal communication.
<p><i>Personal work responsibilities, priorities and accountabilities</i> may include:</p>	<ul style="list-style-type: none"> • completing and explaining to client enterprise risk mitigation documentation: <ul style="list-style-type: none"> • disclaimers • product information • complying with security procedures • conducting swimming pool and spa servicing • dealing with conflicting goals • determining work and personal needs • meeting duty of care requirements • meeting individual and team goals and targets • meeting quality assurance requirements • meeting WHS requirements • mentoring and supporting others • modelling sustainable practice • personal presentation requirements, including: <ul style="list-style-type: none"> • company uniform • corporate image • dress • footwear • greeting and farewell • grooming • hygiene • identity badge • personal hygiene • positive image • punctuality • planning new work • prioritising and scheduling work and other activities • promoting corporate image of enterprise • reassessing performance • reporting on work performance • working in a team.
<p><i>Work situations</i> may include:</p>	<ul style="list-style-type: none"> • different conditions: <ul style="list-style-type: none"> • challenging cultural, physical and social conditions • conflict • stress • time pressure • different locations:

	<ul style="list-style-type: none"> • office • public swimming facilities • private residences • recreation areas • vehicle • warehouse and storage areas.
<i>Sources of specialist advice</i> may include:	<ul style="list-style-type: none"> • coach • colleague • employer • government agency • industry body • industry practitioner • mentor • supervisor • technical expert.
Personal strengths and weaknesses must be <i>assessed</i> against:	<ul style="list-style-type: none"> • industry competency standards • job requirements • other relevant benchmarks.
<i>Skills and knowledge related to swimming pool and spa servicing</i> may include:	<ul style="list-style-type: none"> • chemicals and chemical safety • duty of care • energy, water and waste efficiency • enterprise documentation: <ul style="list-style-type: none"> • disclaimers • invoices • product and service information • quality system • risk mitigation • regulatory environment related to swimming pool and spa servicing • swimming pool and spa: <ul style="list-style-type: none"> • accessories • construction • operating systems • types • water quality • work health and safety.

Unit Sector(s)

Competency field

Unit sector Swimming pools and spas

Custom Content Section

Not applicable.