



Australian Government

Assessment Requirements for CPCCBC4033 Maintain the sales environment

Release: 1

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Modification History

- Release 1 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.
- Supersedes and equivalent to CPCBC4033A Maintain the sales environment.
Updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by maintaining a sales environment to market new residential or commercial constructions on at least three occasions.

In doing this, the candidate must:

- arrange the sales environment to cater for customer needs
- organise displays of product information without obstructing the movement of people.

Knowledge Evidence

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

- products and services offered by the organisation:
 - artist's impressions and sketches
 - brochures
 - colour charts
 - plans and drawings
 - price list
 - samples of materials and building products
- organisation's policies and procedures:
 - sales and promotions
 - management of display home or settings
 - diverse customer requirements
- work health and safety (WHS) legislation relating to public safety
- workplace safety:
 - risk assessment
 - lighting
 - electrical hazards

- cleanliness and hygiene
- contemporary and effective interior and exterior design solutions:
 - promotional, display and presentation area
 - exhibition spaces
 - front of office
 - mobile display spaces
 - portable display areas and stands
- housekeeping:
 - general cleanliness and hygiene of display areas
 - maintaining adequate lighting
 - maintaining the cleanliness of display racks and spaces
 - regular dusting and vacuuming
 - rubbish and litter removal
- digital tools and devices to communicate and collaborate effectively with others
- a range of digitally-based technology and applications to access, extract integrate and compile information.

Assessment Conditions

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

Assessment must be conducted in the workplace or in a realistically simulated workplace environment.

Candidates must have access to:

- desks, chairs and office equipment required in a sales environment
- presentation drawings and specifications
- organisational policies and procedures
- current building and construction codes and standards
- promotional materials, banners, brochures and other quality documentation required to undertake the performance criteria and assessment requirements
- digital devices, applications and software to transmit and receive information electronically.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>