



Australian Government

CPPCLO4025 Provide quotation for cleaning services

Release: 1

CPPCLO4025 Provide quotation for cleaning services

Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPPCLO4025A Provide quotation for cleaning services.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to assess client requirements, calculate the cost of required cleaning services and service conditions, and develop quotations for clients detailing both. Comprehensive knowledge is required of the use of cleaning equipment and chemicals, the range of cleaning methods available and the associated human resource requirements, as well as the company's quoting policies and procedures.

The unit supports cleaning company staff who liaise with new clients. It applies in a range of commercial and residential work sites.

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

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

- | | |
|---|---|
| 1. Assess and calculate cost of services. | 1.1. Client is contacted and work site is assessed, as required, according to company procedures. |
| | 1.2. Client and work site details and cleaning requirements are noted and client record is created according to company requirements. |
| | 1.3. Human resource requirements and product and costing information are sourced, selected and interpreted |

- according to company requirements.
- 1.4. Costs, taxes and profit margin are calculated according to company requirements.
 - 1.5. Calculations are checked, and detailed and legible records of methods of calculations are kept, according to company requirements.
2. Provide quotation to client.
 - 2.1. Accurate details of cost of service and ***conditions and limitations of quotation*** are included in quotations according to company requirements.
 - 2.2. Quotations are provided to client according to company requirements.
 - 2.3. Options, with secondary quotations, are offered according to company requirements.
 - 2.4. Details of quotations are recorded accurately and legibly and retained on file according to company requirements.
 3. Respond to request for variation of existing contract.
 - 3.1. Client ***request for variation*** is handled by authorised person as determined by company requirements.
 - 3.2. ***Requests*** are assessed according to company requirements.
 - 3.3. Accurate costing is prepared and quotation for requested changes is provided according to company requirements.
 - 3.4. Client record is updated and details of quotation are recorded according to company requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	• apply previous knowledge of work sites and cleaning requirements to assess scope of work at a new site.
Numeracy skills to:	• estimate numbers and volume of required human resources, equipment and cleaning materials • apply company costing policies and procedures, including formulas and percentages for calculating taxes and profit margins.

- Oral communication skills to:
- identify details of client requirements in order to provide accurate quotations.
- Reading skills to:
- interpret company policies and procedures in relation to estimating, costing and quoting for cleaning services.
- Planning and organising skills to:
- assess feasibility of fulfilling requests for variations to contracts.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site must include:

- wet areas
- food service areas
- general office areas
- public areas.

Conditions and limitations of quotation must include:

- dates of quotations
- general conditions and rules
- inclusions and exclusions
- expiry dates of quotations
- payment details.

Requests for variation must be in response to four of the following:

- change in level of client's business
- contractor requirements
- emergencies
- irregular requirements, such as shampoo carpet or window cleaning
- new building work.

Requests must be assessed against:

- existing contract conditions
- additional work required
- capacity to respond.

Unit Mapping Information

CPPCLO4025A Provide quotation for cleaning services

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCLO4025 Provide quotation for cleaning services

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Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also:

- prepare a quotation for cleaning services for two different new work sites, where each quotation must:
 - comply with company requirements
 - reflect company policies and procedures
 - present service offer, costing and conditions, and limitations of the quotation
- respond to two different requests for variations to existing contracts for cleaning services.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- consumer protection issues and fair trading and trade practices requirements relating to cleaning operations
- contractual requirements, including processes for handling and responding to requests to vary contracts
- company processes and procedures, including those relating to:
 - client records
 - environmental protection procedures
 - health and safety procedures
 - purchasing policy and processes
 - reporting procedures
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to providing quotations for cleaning services, including:
 - chemical controls
 - chemical registers and manifests
 - energy conservation
 - environmental protection

- privacy
- public health
- water conservation
- work health and safety (WHS)
- mathematical methods for calculating costs, taxes and profit margins
- product and service knowledge, including:
 - effective and compatible cleaning methods for various surface types
 - chemicals and their uses
 - cleaning equipment and its uses
- work order specifications.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- contingencies:
 - two requests for variations to contracts
- specifications:
 - company policies and procedures relating to developing quotations
 - costing information, including costs for human resources and equipment required to meet client requirements
- physical conditions:
 - two cleaning work sites to assess
- relationship with client:
 - client consultation required.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

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