



Australian Government

Assessment Requirements for CPPCMN2004 Provide basic client services

Release: 1

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Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Performance Evidence

A person who demonstrates competency in this unit must provide effective client services to:

- two different clients with two different service requirements.

Performance must include:

- effectively communicating with clients;
- understanding of basic communications methods; and
- addressing client's needs.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- workplace requirements for undertaking all aspects of providing effective customer service, including:
 - methods to greet clients, identify and confirm needs, timeframes and commitments
 - key features of effective communication with clients
- workplace procedures for:
 - communicating clearly and effectively with clients
 - dealing with client's complaints or comments
 - communicating and clarifying work requirements with supervisor, team members or client
 - notifying supervisor, team members or client of work completion; verbal
 - communication in person or by phone, written communication including hard copy
 - cleaning schedules, text or electronic form
 - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- Industry-standard client-based services, information relating to cleaning practices and methods, WHS safety measures in the workplace.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

Links

An Implementation Guide to this Training Package is available at the VETNet website at - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>