



Australian Government

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.

Application

This unit of competency specifies the outcomes required to provide effective client services.

The unit applies to cleaning personnel responsible for establishing effective client relationships. It includes identifying and meeting client needs by providing information/advice on products and services.

Individuals undertaking this unit would perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

No licensing, legislative or certification requirements apply to this Unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT		PERFORMANCE CRITERIA	
Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify client needs.	1.1	Greet client courteously and follow organisational client-service standards.

		1.2	Communicate clearly during client contact.
		1.3	Identify and confirm client needs.
		1.4	Confirm agreed timeframes and commitments with client.
		1.5	Provide client with product and service information.
2.	Deliver services to client.	2.1	Deliver services specified by client.
		2.2	Verify with client that services have been delivered and meet client expectations and required workplace standards.
		2.3	Complete required workplace documentation.

Foundation Skills

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

Skill	Performance Feature
Reading skills to:	Interpret and follow workplace instructions.
Writing skills to:	Record client needs.
Oral communication skills to:	- Effectively communicate with clients from diverse social and cultural backgrounds. - Clarify client-service issues.

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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>

Assessment Requirements for CPPCMN2004 Provide basic client services

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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.

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