



Australian Government

Assessment Requirements for CPPCMN3006 Provide effective client service

Release: 1

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Modification History

Release 1.

Revised unit of competency replacing superseded non-equivalent CPPCMN2003A Provide effective client service.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

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

The person must also provide a service to two different clients within the agreed service level agreement, in which the work must include:

- clarifying client needs and expectations and communicating the features and benefits of one product or service to each client verbally or in writing
- confirming and coordinating human resource requirements for the task
- responding verbally or in writing to one question from each client
- confirming the services to be provided to the client verbally or in writing, including service costs and timelines for service provision
- delivering agreed service to client within agreed timelines
- responding accurately and positively to one client complaint according to company's complaints handling procedures.

Knowledge Evidence

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

- communication techniques for establishing and building client rapport
- company expectations for maintaining personal presentation standards, including:
 - cleanliness and tidiness of own work space
 - codes of conduct
 - dress code
- company standards relating to customer service standards and providing effective client services, including complaints handling procedures
- key requirements of consumer protection legislation, regulations and codes of practice relating to providing client service, including:
 - Competition and Consumer Act
 - Privacy Act
- processes for accessing company products and services, including accessing:

- company databases
- manufacturer specifications and information
- product brochures
- key features of effective negotiation processes and techniques
- range of company products and services available, including their features and benefits, and ways to communicate them to different clients.

Assessment Conditions

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

- equipment:
 - communication devices required for the task
- materials:
 - products and information used when providing client services, including sales brochures and company website
- contingencies:
 - customer complaints
- specifications:
 - client service manuals
 - company policies, including:
 - complaints handling procedures
 - dress code
- physical conditions:
 - suitable work site or venue.

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.

Links

Companion Volume implementation guides are found in VETNet -

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