



Australian Government

Assessment Requirements for CPPCMN4013 Operate a sustainable business

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business. Unit 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 implementing, promoting and monitoring business policies, practices, products and services that support sustainability, involving:

- identifying at least two new sustainable business opportunities
- using progress against performance indicators to recommend at least two business improvements to ensure the delivery of sustainable products or services
- planning and organising at least one work activity that generates ideas for improving sustainability performance
- using client feedback to identify two strategies to improve business sustainability.

Knowledge Evidence

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

- business stakeholders
- commonwealth, state and territory legislation, regulations, codes and standards that apply to sustainability:
 - environmental protection
 - ISO 14001 *Environmental management systems – Requirements with guidance for use* (or its successor)
- concepts and models that address:
 - economic sustainability
 - social sustainability
 - environmental sustainability
- concepts and models of strategic and tactical business planning
- environmental and resource hazards
- governance and accountability models and processes that inform sustainability practices
- mechanisms to monitor client satisfaction

- performance characteristics and benefits of sustainable policies, products, services and processes
- principles and practices of sustainability within the construction and property services industries
- strategies for continuous improvement
- strategies to communicate and market sustainable products, services and practices
- techniques and models for research
- workplace requirements for sustainable business operations:
 - client service
 - policies, practices, products and services that contribute to sustainability.

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 a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>