



Australian Government

CPPSPS4009 Estimate cost of swimming pool and spa products and services

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSPS4009A Estimate cost of swimming pool and spa products and services. Updated to meet the Standards for Training Packages.

Application

This unit of competency specifies the outcomes required to estimate the cost of swimming pool and spa products and services. It includes confirming customer requirements, sourcing and analysing information on swimming pool and spa products and services and presenting costs to clients.

This unit of competency supports the work of swimming pool and spa technicians servicing:

- private swimming pools and spas
- public swimming pools and spas, including:
 - hydrotherapy and therapeutic exercise pools
 - wading and receiving pools associated with water slides
 - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Pre-requisite Unit

None.

Unit Sector

Swimming pool and spa service

Elements and Performance Criteria

Elements describe the Performance criteria describe what needs to be done to

essential outcomes.	demonstrate achievement of the element.
1 Assess client requirements.	1.1 Identify client requirements in line with enterprise procedures. 1.2 Confirm specifications for product and/or service with client in line with enterprise procedures and manufacturer instructions.
2 Research costs of swimming pool and spa products and services.	2.1 Determine and interpret relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool or spa products and services. 2.2 Obtain information on products, services and potential suppliers to meet client requirements. 2.3 Establish availability and supply time of products and services. 2.4 Identify and uphold ethical standards and industry codes of conduct when identifying suppliers and gathering product and service information. 2.5 Ascertain factors that may influence estimated cost of products and services. 2.6 Record information obtained on suppliers, products and service for easy retrieval.
3 Present costs to client.	3.1 Prepare estimate of cost of products and/or services in line with enterprise policy and procedures. 3.2 Explain estimated cost of products and/or services and limitations of cost estimates to client. 3.3 Provide information to client on compliance of swimming pool or spa products and services with safety, regulatory and manufacturer requirements. 3.4 Respond to client questions and concerns.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to source and interpret technical information, regulations, standards, codes of practice, product reviews, trade publications, and supplier information
- writing skills to prepare written information and cost estimates
- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate and compare price and technical features of swimming pool and spa products and services

Unit Mapping Information

Supersedes and equivalent to CPPSPS4009A Estimate cost of swimming pool and spa products and services.

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>

Assessment Requirements for CPPSPS4009 Estimate cost of swimming pool and spa products and services

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Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- preparing and presenting three written estimates of the cost for the supply of swimming pool and spa products and services. Different products and services must be used for each estimate.

Knowledge Evidence

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

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
 - consumer protection
 - work health and safety
 - public health
 - dangerous goods
 - environment and waste disposal
 - Australian Competition and Consumer Commission product safety guidelines
 - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
 - compliance with regulations
 - maintenance of knowledge of regulations
 - roles, responsibilities and limitations of own role
- work instructions:
 - site requirements, including access
 - personal protective clothing and equipment requirements
 - warranties and guarantees
- customer service principles

- enterprise policies and procedures:
 - dealing with client complaints
 - developing product and service knowledge
- factors involved in estimating costs:
 - cost range
 - ethical practices in identifying suppliers and product and service information
 - product and service specifications
 - inclusions, exclusions and limitations
- sources of information on products and services relevant to swimming pools and spas
- swimming pool and spa products and services:
 - accessories
 - chemicals
 - maintenance and servicing.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant regulations, codes, standards, enterprise policies and procedures
- technical and commercial references with current information on swimming pool and spa products and services and procedures for determining cost of swimming pool and spa products and services.

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